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

Monday, August 14, 2017

Muskegon Service Center (First floor, Rooms 1 & 2)

316 Morris Ave • Muskegon, MI 49440

Lunch 11:30 AM • Meeting 12:00 Noon

### AGENDA

1. Call to Order, Chairperson Dave Smith
2. Public Comment – Agenda Items
3. Approval of the June 12, 2017 Minutes **Action Required**
4. WMW WDB Member Nominations **(Executive Committee Only) Action Required**  
*Nominating Committee (Mark Bergsma, Heather Gluszewski, Dave Smith)*
5. WMW WDB Requirements, *Jacob Maas WMW Chief Executive Officer* **Information Item**
  - a. WMW WDB Conflict of Interest Forms
  - b. Call for Nomination of Officers
6. WMW Policy Approvals, *Tasha Evans, WMW Policy Manager* **Action Required**
  - a. WMW 15- 01c1: Individual Training Account (ITA) Policy Change Approval
  - b. WMW 16-06c1: Priority of Service
7. General Updates **Information Item**
  - a. Business Solutions Updates, *Deb Lyzenga, Regional Business Solutions Director*
  - b. Service Center Updates, *Jacob Maas*
8. WMW WDB Subcommittees Updates **Information Item**
  - a. Executive Committee, *Dave Smith*
  - b. Talent Solutions, *Shana Welch*
  - c. Employer Solutions, *Sherry White*
  - d. Strategic Partnerships, *Heather Gluszewski*
  - e. Outreach and Communications, *Mark Bergsma*
9. Other Business, *Jacob Maas* **Information Item**
  - a. Business Representatives: Take action on Federal Budget  
<http://www.westmiworks.org/2018-budget>
  - b. Save the Date: December 11, 2017 Annual Meeting at Frederik Meijer Gardens
10. Public Comment
11. Adjournment

**Next Scheduled Workforce Development Board Meeting:**

**October 9, 2017 located at:**

**Westside Service Center**

**215 Straight Ave. Grand Rapids, MI 49504**



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

**Monday, June 12, 2017**

**Holland Service Center (Upper Level, Kollen Park Room)**

**121 Clover St. • Holland, MI 49423**

**Lunch 11:30 AM • Meeting 12:00 Noon**

**MINUTES**

**MEMBERS/ALTERNATES PRESENT:** Dave Smith (Chairperson), Travis Alden, Nora Balgoyen-Williams, Mark Bergsma, Randall Boss, Norm Brady, Cindy Brown, Cathy Cronick, Jay Dunwell, Thomas Freeland, Ed Garner, Heather Gluszewski, Kiesha Guy, Rebecca Herrington, Jon Hofman, David Kitchen, Bill Pink, Val Putnam, Jonas Talbott, Dan TenHoopen, Therese Thill, Mark Thomas, Bob Thompson, Shana Welch

**MEMBERS/ALTERNATES ABSENT:** Jim Fisher (Vice-Chair), Kenyatta Brame, Jon Buchan, Bob Ferrentino, Angela Huesman, Roberto Jara, Scott McLean, Dan Rinsema-Sybenga, Michelle Seigo, Samantha Semrau, Sherry White

**STAFF PRESENT:** Jacob Maas, Angie Barksdale, Deb Lyzenga, Janette Monroe, Brittany Lenertz, Jennifer Frederick, Bill MacDhubhain, Nancy Wiest, Melanie White

**GUESTS PRESENT:** Arielle Goodson (Bethany Christian Services)

1. Call to Order, Chairperson Dave Smith at 12:00 p.m.

2. Public Comment- Agenda Items- None

3. Approval of the April 10, 2017 Minutes

**Action Required**

**Motion – Mark Thomas**

**Second – Mark Bergsma**

**Item Approved by Vote – Motion carried**

4. Funding Recommendations for Workforce Innovation and Opportunity Act (WIOA) In-School Youth (ISY) Providers

**Action Required**

Val Putnam, WMW WDB Member, reported that a Proposal Review Committee was created which consisted of WMW Board Members and ACSET staff. The funding for these projects is authorized under Title I of the WIOA Act of 2014 and is obligated through the Talent Investment Agency State of Michigan. Eligible youth must be 14 to 21 years of age, attending school and must meet at least one of seven barriers to education and employment. Proposers were asked to submit proposals reflecting a clear approach to delivering a comprehensive system to ISY in Allegan, Barry, Ionia, Kent, Montcalm and Ottawa Counties. The Proposal Review Committee read, reviewed and rated the ISY Provider proposals. Val reported that the review committee is recommending that for Program Year 2017, Allegan Area Educational Service Agency (AAESA) and Kent Intermediate School District (KISD) be awarded at the recommended funding levels, pending final allocations from the State of Michigan. The committee further requested that the WDB authorize interim funding pending the Governing Board's approval of the contracts at its next meeting.

**Motion – Jon Hofman**  
**Second – Norm Brady**  
**Abstained – Nora Balgoyen-Williams (AAESA) and Mark Thomas (KISD)**  
**Item Approved by Vote – Motion carried**

5. Funding Recommendations for Workforce Innovation and Opportunity Act (WIOA) Out-of-School Youth (OSY) Providers **Action Required**
- Mark Bergsma, WMW WDB Member, reported that a Proposal Review Committee was created which consisted of Board members, an ACSET Governing Board member, and ACSET staff. The funding for these projects is authorized under Title I of the WIOA Act of 2014 and is obligated through the Talent Investment Agency State of Michigan. Eligible youth must be 16-24 years of age, not attending school, and meet at least one of eight barriers to education and employment. Proposers were asked to submit proposals reflecting a clear approach to delivering a comprehensive system in Kent County. The Proposal Review Committee read, reviewed and rated the proposals which the committee believes satisfies the regulations. Mark reported that the review committee is recommending that for Program Year 2017, Steepletown Neighborhood Services and Kent ISD be funded at their requested funding levels and that Bethany Christian Services be funded less than proposed to meet current budget planning numbers. The proposal from Arbor Circle is not being recommended for funding. Brief discussion took place, and WMW staff answered board members' questions. Board members requested information on the differences in the two proposed programs from Kent ISD and Steepletown for the next meeting.

**Motion – Ed Garner**  
**Second – Rebecca Herrington**  
**Abstained – Mark Thomas (KISD)**  
**Item Approved by Vote – Motion carried**

6. General Updates **Information Item**

**a. Board Member Term Dates**

Jacob Maas, WMW Chief Executive Officer, reported that the terms of 17 of the 35 WDB members will expire on October 31, 2017. Jacob reviewed the list with board members and encouraged current board members to reapply. Jacob noted that as part of the Strategic Plan, WMW has added additional questions to the application requesting demographic information such as race and ethnicity. Jacob stated that applications will be sent in the next several weeks to those members whose terms are expiring, and the applications will be due at the end of July. The applications will be brought initially to the Executive Committee and thereafter to the ACSET Governing Board for approval.

**b. Employment Solutions Updates**

Deb Lyzenga, WMW Regional Business Solutions Director, reported that Gorilla, a Michigan-based film and video production company, produced the MiCareerQuest 2017 video. Deb presented the video and stated that CareerQuest is now being replicated in Michigan as well as other states. Deb reported that the Health Careers Council, an employer-led council, working together with regional colleges, WMW, and community partners supports funding requests on behalf of healthcare employers. Deb stated that over the next four years, there will be about \$15-\$20 million to invest in the West Michigan Health Care workforce through such funds as America's Promise Grant, Skilled Trades Training Funds, Apprenticeship USA Funds as well as others. Deb stated that Jacob recently was on a panel with the National Association of Workforce Boards (NAWB) regarding

apprenticeships and immediately the next day, Deb received an email on apprenticeships from someone in South Dakota asking for additional information. This shows how WMW is getting recognized at a national level. Deb stated she will be providing different sector updates at the meetings. Deb also provided an update on current Rapid Response Activities from April-May 2017 which assists employers and employees facing lay-offs. Deb reviewed some of the services provided through Rapid Response Activities. Deb reported an increase in recent business closings in the region. Brief discussion took place. Deb answered board members' questions.

**c. Service Center Updates**

Brittany Lenertz, WMW Regional Service Center Director, reported that the hiring of WMW employees for Barry, Ionia and Montcalm counties is almost complete. 8 of 14 employees are from current contractors and some staff have begun training already. Brittany reported that WMW will be receiving funding to hire a full time Refugee Navigator to assist all work-authorized immigrants with overcoming barriers. Brittany reported that the navigator will be a representative from the Michigan Office for New Americans (MONA) as part of a pilot program. Brittany noted that the Able Bodied Adults without Dependents (ABWDs) have been required to participate with WMW in order to continue receiving food assistance benefits and that participation rates have been relatively low.

**7. WMW WDB Subcommittee Updates**

**Information Item**

Chairperson Dave Smith requested updates on the subcommittee meetings. Dave noted that financial information will be provided at the Executive Committee meetings because Chairs of the Subcommittees are members of that committee.

**a. Talent Solutions:**

WMW WDB member and Talent Solutions Chair Shana Welch reported that the Talent Solutions subcommittee will be meeting for the 2<sup>nd</sup> time today and will continue meeting every other month following workforce board meetings. The committee is currently working to establish metrics and outcomes.

**b. Employer Solutions:**

Deb Lyzenga reported that the Employer Solutions committee has completed employer surveys, is currently establishing employer seminars, and is working on apprenticeship development and diagnostic tools for representatives with a standard questionnaire. Deb reported that the committee is also reviewing dashboards to include jobs filled. Next committee meeting is scheduled for Wednesday, June 14.

**c. Strategic Partnerships:**

WMW WDB member and Strategic Partnerships Chair Heather Gluszewski reported that the committee has had two meetings. Most of the discussion has been around Strategy #11 of the Strategic Plan which involves the development of an Ecosystem Map of West Michigan Works! Heather reported that the committee is hoping to work with and gain some additional knowledge from Talent 2025 President and CEO Kevin Stotts at their next meeting (TBD).

**d. Outreach and Communications:**

WMW WDB member and Outreach and Communications Chair Mark Bergsma reported that the committee is discussing goals and objectives. Mark indicated that the committee is looking for someone with experience with IT talent acquisition. WMW WDB member Mark

Thomas recommended an individual. Mark Bergsma stated that the prime objective of the Outreach Committee is to serve as a strong link between the industry sectors.

- 8. Other Business- None
- 9. Public Comment- None
- 10. Adjournment at 12:59 p.m. by Chairperson Dave Smith

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



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**MEMORANDUM**

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

**FROM:** WMW WDB Nominating Committee

**DATE:** August 7, 2017

**RE:** WMW WDB Member Nominations

According to the West Michigan Works! Workforce Development Board bylaws, seventeen (17) of our current board members' term limits will expire effective October 31, 2017. Applications were reviewed by the designated Nomination Committee which consisted of Executive Committee members Dave Smith, Mark Bergsma and Heather Gluszewski.

Listed below are the slate of applicants. WMW received 16 out of 17 applications.

<b>Business (10):</b> John Buchan, Jay Dunwell, Jim Fisher, Thomas Freeland, Rebecca Herrington, Jon Hofman, Scott McLean, Samantha Semrau, Shana Welch, Sherry White
<b>Higher Ed (1):</b> Bill Pink
<b>Adult Ed (1):</b> Valerie Putnam
<b>Community-Based Organization (1):</b> need to fill
<b>Labor Training rep/apprenticeship rep (1):</b> David Kitchen
<b>Organized Labor/Employee rep (1):</b> Jonas Talbott
<b>Economic Development (1):</b> Nora Balgoyen-Williams
<b>Public Assistance Agencies (1):</b> Michelle Seigo

The WMW WDB Nominating Committee is requesting approval from the Executive Committee to support the slate of applicants listed above to the ACSET Governing Board for appointment to serve on the WMW WDB with term dates of November 1, 2017 through October 31, 2019.



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**MEMORANDUM**

**TO:** West Michigan Works! (WMW) Workforce Development Board (WDB)  
**FROM:** WMW Staff  
**DATE:** August 7, 2017  
**RE:** WMW WDB Requirements

**a. WMW WDB Conflict of Interest Form**

In accordance with the State of Michigan Department of Talent and Economic Development Policy Issuance 15-04c2 (Local WDB Workforce Innovation and Opportunity Act (WIOA) Membership Recertification all "WDB members must ensure that their individual interests do not conflict or interfere with their duties while serving in their appointed positions." As part of the recertification process WMW is required to obtain updated signatures from members of the board. This attestation will cover the period of July 1, 2017 through June 30, 2019.

**b. Call for Nomination of Officers of the WDB**

In accordance to the West Michigan Works! Workforce Development Board bylaws, the selection of board officers will need to be conducted with term dates of November 1, 2017 through October 31, 2019. "The Chairperson and Vice-Chairperson, by law, shall always be chosen from among members representing the business sector, and no local elected official may serve as chairperson or vice-chairperson. No officer may serve more than two consecutive terms in that position." Nominees will be contacted by the designated Nominating Committee as established by the Executive Committee in September regarding their interest and willingness to serve.

Executive Committee members recommended that, moving forward, on the nomination form it is the wish of the Executive Committee that the Vice-Chairperson seeks election as Chairperson following their term(s) as the Vice-Chairperson.



**Call for Nomination**

**WEST MICHIGAN WORKS! WORKFORCE DEVELOPMENT BOARD  
CHAIRPERSON AND VICE-CHAIRPERSON – October 2017-November 2019**

Roster of current board members can be found at: [westmiworks.org/about/leadership](http://westmiworks.org/about/leadership)

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CHAIRPERSON- Must represent the Business sector

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VICE-CHAIRPERSON- Must represent the Business sector

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PRINTED NAME OF WDB MEMBER

**It is the wish of the Executive Committee that the Vice-Chairperson seeks election as Chairperson following his/her term(s) as the Vice-Chairperson.**

Please remit to: [admin@westmiworks.org](mailto:admin@westmiworks.org) by August 28, 2017



## West Michigan Works! Workforce Development Board: Business Sector

First Name	Last Name	Company
Mark	Bergsma	Berends Hendricks Stuit Insurance
Randy	Boss	Ottawa Kent Insurance
Norm	Brady	Associated Builders & Contractors
Kenyatta	Brame	Cascade Engineering
Cindy	Brown	Hello West Michigan
John	Buchan	Autocam Corporation
Jay	Dunwell	Wolverine Coil Spring
Jim	Fisher	Jim Fisher Consulting, LLC
Thomas	Freeland	Meijer
Heather	Gluszewski	Haworth
Rebecca	Herrington	Perrigo
Jon	Hofman	Holland Board of Public Works (HBPW)
Scott	McLean	Spectrum Health Ventures, LLC
Samantha	Semrau	Hastings Manufacturing Co
David	Smith	The Employers' Association
Bob	Thompson	Herbrucks Poultry Ranch
Shana	Welch	Mercy Health
Sherry (Margaret)	White	Hines Corp



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**MEMORANDUM**

**TO:** West Michigan Works! (WMW) Workforce Development Board (WDB)  
**FROM:** WMW Staff  
**DATE:** August 7, 2017  
**RE:** WMW 15-01c1 Individual Training Account (ITA) Policy

**Background**

For over a year WMW has been operating under a liberal training policy, wanting to provide job seekers with the greatest opportunities possible unsure how training funds would be utilized across the seven-county region. We have spent that time monitoring our training funds and outcomes very closely. In this time, we have begun to understand both the limits of our resources and where we can have the highest impact on our regional employers and workforce. As we looked at restructuring the training process and policy, we worked from three key points:

1. Mission-driven, data-directed: How do we increase our talent pool for regional employers, and what does the data tell us about the trainings we approve?
2. Resource-limited, highest impact: Understanding that resources are finite, where can we have the biggest impact and affect our region in the greatest way?
3. Employer-validated: Do our regional employers agree with our assessment of the region’s training needs?

Keeping these three points in mind, we make the following recommendations:

**Recommendations**

<p>1. Change ITA limits to \$5000 per year across two years. (\$10,000 total, but not \$10,000 in a single PY)</p>
<p><b>Justification:</b> Would like to continue to offer mid-level trainings that employers are needing, such as RN, across two years but do not want to take \$10,000 from the training budget for a single person in a single year.</p>
<p><b>Areas Affected:</b></p> <ul style="list-style-type: none"> <li>• CDL Truck driving training programs typically cost around \$6000. We feel like we can determine a solution to the cost difference by working with employers, training providers, and students.</li> <li>• Some certification programs where they are ineligible for PELL. (low number of individuals)</li> </ul>



## 2. Narrow training list to *the most* in-demand careers

**Justification:** While all careers on the 100 Hot Jobs list are good choices, we have limited resources and need to concentrate those resources on the greatest needs. Trainings will be selected based on number of openings, average wages, and required training.

Exception: when an employer group has guaranteed hires we will organize and approve cohort-style trainings

**Areas Affected:** Some trainings will not be approved that have been in the past, but this should not affect employer demand, due to lackluster outcomes of those trainings.

## 3. Focus on Priority Individuals

**Justification:** We must provide greater training and empowerment for Career Coaches to provide genuine career coaching, not necessarily leading to training. Given this economy many employers will hire without formal training and provide the training either formally or informally. BSU and Service Centers will work more closely together to determine avenues of direct hiring versus direct training.

**Areas Affected:** There may be some individuals who are eligible but not low income who may not receive training.

### Requested Action

WMW staff is requesting that the WDB approve WMW 05-01c1 to reflect these recommendations.



- Title:** WMW 15-01c1 DRAFT  
Individual Training Account (ITA) Policy & Guidelines
- Effective Date:** August 1, 2017
- Approved by:** West Michigan Works! Workforce Development Board on XXXXXX
- Programs Affected:** Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker & Out of School Youth Programs within Region 4B
- Scope:** Adults, Dislocated Workers and Out of School Youth as defined by The Workforce Innovation and Opportunity Act of 2014, including eligible participants as defined by Workforce Development Agency State of Michigan Policy Issuances who are served with WIOA scholarships, who are eligible to receive training services from the list of State approved eligible training providers registered on the MiTraining Connect.
- Supersedes:** WMW 15-01
- Reference:** Jobs for Veterans' Act P.L. 107-288, 20 CFR Part 1010 and Policy Issuance #04-26 Change #3 Implementation of the Veterans' Priority Provision of the Jobs for Veterans Act, The Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128 Section 134 (c)(3), 20 CFR 680.300 et. seq., Policy Issuance No. 13-05 Certification Process for Eligible Training Providers, WIOA Manual
- Policy:** Training services are provided to equip individuals to enter the workforce and retain employment. Under the Workforce Innovation and Opportunity Act (WIOA), a program of training services includes a structured regimen that leads to specific outcomes. A program of training services is one or more courses or classes, or a structured regimen that leads to:
- (a) An industry-recognized certificate; a certificate of completion of a registered apprenticeship, a license recognized by the state involved or the federal government,
  - (b) A post-secondary credential (an associate or baccalaureate degree),
  - (c) Consistent with 20 Code of Federal Regulation (CFR) 680.350, a secondary school diploma, or its equivalent,
  - (d) Employment, or
  - (e) Measurable skill gains toward such a credential or employment as described in (a) or (b).

### Eligibility Requirements

Training services are available to eligible registered WIOA participants who, after an interview, evaluation or assessment and career planning, are determined to be unlikely or unable to obtain or retain employment that leads to self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone. Registered participants must also meet the following additional requirements:

A. WMW Staff must determine if, after an interview, evaluation or assessment, and career planning the participant:

(a) Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher wages than wages from previous employment through career services;

(b) Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and

(c) Has the skills and qualifications to participate successfully in training services.

B. The participant has selected a program of training services that is **directly linked to the employment opportunities** in Region 4b.

(a) The participant is unable to obtain grant assistance from other sources to pay the cost of such training, including such sources as state-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or requires the WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

i. Veterans Affairs (VA) benefits for education and training services do not constitute "other grant assistance" under the WIOA's eligibility requirements. Therefore, eligibility for VA benefits for education or training services do not preclude a veteran or the veteran's eligible

spouse from receiving the WIOA funded services, including training funds. Similarly, the WIOA program operators may not require veterans or spouses to exhaust their entitlement to the VA funded training benefits prior to allowing them to enroll in the WIOA funded training.

The case file must contain a determination of the need for training services as determined through the interview, evaluation or assessment, and career planning or any other career service received.

### **Value of ITA Scholarship**

The level of ITA scholarship awards to Job Seekers shall be based upon both the demand for training and the total amount of funding allocated annually for training services. Scholarships shall be managed in such a manner that ITA dollars be available throughout the program year. Federal and state financial aid grant resources, such as Pell Grants, Veteran's Education Benefits, federal Supplemental Educational Opportunity Grants, and work-study will be leveraged prior to utilizing ITA scholarships for training. The awarding of ITA scholarships will be suspended, however, when the annual funding allocations for ITA programs are fully obligated.

An ITA shall not exceed \$5,000 per year (12 calendar months) for a maximum of 2 years (24 calendar months). No ITA shall exceed \$10,000 in total.

### **ITA Scholarship Coverage**

The West Michigan Works! ITA scholarship program is not intended to facilitate the acquisition of degrees, diplomas, or certificates in and of themselves strictly for the sake of education. Approved Training Service activity must have a direct connection in preparing the Job Seeker for an in demand occupation identified as eligible for training on the high demand occupations list at: [www.westmiworks.org](http://www.westmiworks.org)

Costs covered by an ITA include tuition for any program of training approved on the West Michigan Works! high demand list and described on the Michigan Talent Connect, tuition-related fees and other approved items as stated on the original training plan.

### **Duration of ITA Scholarships**

Total length of enrollment in the training service activity shall not exceed 24 calendar months from the date of starting the program for training.

Participants must complete training within 24 calendar months of receiving an ITA from West Michigan Works!

All ITA scholarships shall have an effective date and an expiration date.

Scholarships are valid for a period of one semester, one quarter, or equivalent division of training from the date of issuance with renewal of the scholarship each subsequent training period, contingent upon successful completion of the previous training period and funding availability.

### **Considerations for the use of ITA Scholarships**

Exceptions to this policy to accommodate a Job Seeker or the specific needs of an employer will be reviewed on a case-by-case basis and approved by the Service Center Manager and/or the Regional Service Center Director.

Cohort style trainings and apprenticeships that have been identified through an employer consortium and are directly linked to employment opportunities, but are not currently reflected on the West Michigan Works! high demand list, will be reviewed on a case-by-case basis and approved by the Service Center Manager and/or the Regional Service Center Director.

### **Priority of Service**

Priority of Service for awarding of ITA's will be determined according to the West Michigan Works! Priority of Service Policy.



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**MEMORANDUM**

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

**FROM:** WMW Staff

**DATE:** August 7, 2017

**RE:** WMW 16-06c1 Priority of Service

**Background**

The Workforce Innovation and Opportunity Act (WIOA) and the Trade Adjustment Act (TAA) both require that priority be given to specific targeted populations for services. In February of 2017, the WDB approved a WIOA Priority of Service policy. New requirements have since made it necessary for a local TAA Priority of Service Policy, as well. Rather than creating an entirely new policy, the TAA Priority requirements are included in this change to WMW 16-06, to include priority requirements for Veterans for TAA training.

Additionally, this policy reflects a change in income calculated when determining if a Veteran qualifies as "low income."

**Requested Action**

WMW staff is requesting that the WDB approve WMW 16-16c1.





- Title:** WMW 16-06c1 **DRAFT** Priority of Service
- Effective Date:** July XX, 2017
- Applicability:** Workforce Innovation and Opportunity Act (WIOA) Programs  
**Trade Adjustment Assistance (TAA) Programs**
- Scope:** Veterans' priority of service means that veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. Veterans' preference applies to all USDOL-funded employment and training programs, including programs funded under WIOA and the Trade Act of 1974, as amended, not just when a local area is in limited funds status. Federal law requires that the individual receiving priority must first meet the program's existing eligibility requirements. In addition, the Workforce Innovation and Opportunity Act of 2014 (WIOA) Sec. 134(c)(3)(E) requires priority be given to "public benefits recipients, other low-income individuals, and individuals who are basic skills deficient" when providing individualized career and training services using WIOA Title I Adult funds.
- Supersedes:** WMW X16-06 Priority of Service February 1, 2017
- Reference:** Jobs for Veterans' Act P.L. 107-288, 20 CFR Part 1010 and Policy Issuance #04-26 Change #3 Implementation of the Veterans' Priority Provision of the Jobs for Veterans Act, The Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128 Section 134 (c) (3) (E), Draft WIOA Manual July 2015. 20 CFR 680.600; 20 CFR 680.640; 20 CFR 680.650; 20 CFR 683.230; 38 U.S. Code Part 4213, TEGL 18-11, TEGL 26-13. **Trade Adjustment Assistance (TAA) Manual sec. 1-9, TEGL 10-09 and TEGL 22-04.**
- Policy:** Priority of service for individualized career and training services funded through **Title I WIOA Adult funds** will be applied to **all WIOA eligible** public benefits recipients, other low-income individuals, and individuals who are basic skills deficient, and veterans' priority for covered persons, **as defined by the Jobs for Veterans Act**, will be applied for those services as well. **Veteran's priority of service for covered persons will also be given for TAA services offered under the Trade Act, and basic career services and services to Dislocated Workers under WIOA.** This policy defines both the applicable eligibility requirements for priority of service as well as the order in which priority will be applied.

**Priority for Service under WIOA Title I Adult funds:**

Priority for individualized career services and training services under WIOA Title I Adult funds must be applied to adult recipients of public assistance and other low income individuals, and/or individuals who are basic skills deficient.

Individuals who are interested in receiving career and training services under the local priority of service system must first be determined eligible for the service requested.

Individuals who are not in a priority of service category but are actively enrolled in a career or training service will be allowed to complete the activity. It is not expected that non-priority service participants must give up their place to an individual who is in a priority of service category and may be just starting a career and/or training service.

**Basic Skills Deficient:** West Michigan Works! (WMW) has defined basic skills deficient as the same for adult and youth participants, namely, an individual that has English reading, writing, or computing skills at or below the 8th grade (8.9 or lower) level. It also includes a youth or adult, that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. Basic skills deficiency will be determined using an objective, valid and reliable assessment, such as the Test for Adult Basic Education (TABE). Refer to TEGL 18-11, Youth Literacy and Numeracy Gains, for further information on testing.

If the priority of service determination is based on the basic skills deficient criteria, the job seeker file must contain academic tests (including the job seeker's name, date of test, and results).

**Low-Income Individual:** An individual who meets any one of the following criteria satisfies the low-income standard for priority for WIOA adult individualized career services and training services:

1. Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), or the Supplemental Security Income (SSI) program or state or local income based public assistance;
2. Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the higher of the current U.S. Department of Labor 70 percent Lower Living Standard (LLS) Income Level or the U.S. Department of Health and Human Services (HHS) Poverty Guidelines;
3. Is a homeless individual as defined in §41403(6) of the Violence Against Women Act of 1994, or a homeless child or youth as defined in §725(2) of the McKinney-Vento Homeless Assistance Act;
4. Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act;
5. Is a foster youth on behalf of whom state or local government payments are made; or
6. Is an individual with a disability whose own income meets: WIOA's income requirements, even if the individual's family income does not meet the income requirements; or The income eligibility criteria for payments under any federal, state, or local public assistance program.

## Military Pay and Benefits:

All pay and/or financial allowances earned while a veteran was on active duty must be disregarded when determining whether the veteran is a “low income individual” for the purpose of applying the rule of priority for low – income persons under Title I of WIOA in this policy. Title 38 U.S.C. 4213 also exempts from inclusion in “low income” calculations any financial benefits received by a covered person under the following Chapters of Title 38 of the U. S. Code:

- 11. Compensation for service-connected disability or death;
- 13. Dependency and indemnity compensation for service-connected deaths;
- 30. All-volunteer force educational assistance program;
- 31. Training and rehabilitation for veterans with service-connected disabilities;
- 34. Veterans Educational Assistance
- 35. Survivors’ and dependents’ educational assistance; and
- 36. Administration of educational benefits.

Also excluded from “low income calculations” are benefits received under Chapter 106 of Title 10 of the U. S. Code, Educational assistance for members of the selected reserve.

However, pension payments authorized by Title 10 of the U. S. Code, such as those received by military retirees, whether or not their retirement was based on disability, and pension benefits paid under Chapter 15 of Title 38 of the U. S. Code, are **not** exempt from being included in the calculation of low income.

Also, veterans and eligible spouses are not required to coordinate their entitlement to VA benefits for education and training benefits with any concurrent eligibility they may have for WIOA funded training. West Michigan Works will not require veterans or eligible spouses to exhaust their entitlement to VA funded training benefits prior to allowing them to enroll in WIOA funded training.

### **Veterans Priority:**

The regulations specify that the definition for veteran specified at 38 U.S.C. 101(2) applies across all qualified job training programs for the purpose of priority of service. That definition includes two key criteria:

1. Service in the active army, marines, naval including coast guard, or air service; and,
2. Discharge under conditions other than dishonorable.

**Veteran:** Under this definition, the term “veteran” means a person who served at least one day in active military, naval or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (i.e. in response to natural disasters).

**Priority of service:** Priority of service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining services.

- The covered person receives access to the service or resource earlier in time than the non-covered person; or

- If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.
- The regulations specify how priority of service is to be applied across three different types of qualified job training programs:
  - Universal access programs that do not target specific groups;
  - Discretionary targeting programs that focus on certain groups but are not mandated to serve target group members before other eligible individuals; and,
  - Statutory targeting programs that are mandated by federal law to provide priority or preference to certain groups.

**Covered Person:** The term “covered person” means a veteran or an eligible spouse, as defined herein.

**Eligible Spouses:** The regulation specifies spouses of any of the following veterans:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - a. Missing in action
  - b. Captured in line of duty by a hostile force; or
  - c. Forcibly detained or interned in line of duty by a foreign government or power;
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
4. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories 2 or 3 above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Consistent with TEGL 26-13, the definition of “eligible spouse” includes same-sex spouses. Eligibility for WIOA Title I services incorporates the definition of family where low-income priority of service is a consideration. Consistent with ETA’s policy, same sex spouses are included within the definition of family. Interpreting “husband” and “wife” as gender neutral in the definition of “family” could impact an individual’s family income calculation.

### **Implementing Priority of Service:**

West Michigan Works! will remain intentional in conducting outreach to priority populations to ensure that covered persons, low income and basic skill deficient individuals receive the employment and training services they need.

Outreach will include but is not limited to; informing areas of the community that are likely to have priority populations of the services available; collaborating with social service agencies and other community partners that serve a similar population, creating opportunities to present information on-site at neighborhood events and when permitted, scheduling individual appointments alongside of WIOA required partners to reduce transportation needs and associated barriers.

The individual seeking career or training services under priority of service must be identified and categorized prior to enrollment. Priority of service is initiated on the local level and must follow the standard procedure outlined below:

A. Priority for individualized career services and training services funded through Adult funds under Title I of WIOA will be applied in the following order:

1. Covered Individuals (Veterans and eligible spouses) who are low-income, recipients of public assistance or are basic skills deficient.
2. Individuals (non-covered) who are low-income, recipients of public assistance, or are basic skills deficient.
3. Covered Individuals (Veterans and eligible spouses) who are NOT low-income and are NOT recipients of public assistance or basic skills deficient.
4. All other eligible individuals.

B. Priority for basic career services and services for Dislocated Workers under WIOA; and TAA services for adversely affected workers under the Trade Act of 1974, as amended, will be applied in the following order:

1. Covered persons (veterans and eligible spouses).
2. All other eligible individuals.



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## MEMORANDUM

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

**FROM:** WMW Staff

**DATE:** August 7, 2017

**RE:** Business Solutions Update

### Follow-up Items from the Last WDB Meeting

A column was added to the Rapid Response activities chart - Percentage of company's workforce.

Company Name	County	Number of Workers Impacted	% of Company's Workforce	Occupation Laid Off
<b>Bosch</b>	Kent	150	100% of a division in production	Team Leader Welding, Welding, Mechanic Tube Manufacturing
<b>Dollar Express (Family Dollar)</b>	Regional	27	100%	Customer Service
<b>Dematic</b>	Kent	75	100% of the plant, other divisions still remain	Various, Production
<b>ESCO</b>	Muskegon	34	100%	Various, Operators
<b>Gander Mountain</b>	Kent	0	0%	All staff kept for re-opening
<b>Holland USF</b>	Ottawa	18	100% of inside sales division	Inside Sales
<b>Huntington Bank</b>	Holland	120	100% of Call Center	Call Center
<b>SAF-Holland</b>	Muskegon/Ottawa	230	100% closure of the plant, but keeping engineering at both plants	Welders, Fabricators & Production
<b>Safari Circuit</b>	Allegan	6	4%	Machine Operator



### MiCareerQuest student counts listed by ISD

Area	6th-8th	9th-12th	6-12 Total	6-12 Proportion of West Michigan
Statewide	340,738	371,462	823,395	n/a
West Michigan	55,979	59,634	133,065	100.0%
Allegan Area Educational Service Agency	3,230	3,515	7,816	5.9%
Barry ISD	915	982	2,281	1.7%
Ionia ISD	2,365	2,351	5,621	4.2%
Kent ISD	24,184	25,441	57,017	42.8%
Mecosta-Osceola ISD	1,876	2,244	4,802	3.6%
Montcalm Area ISD	2,542	2,741	6,140	4.6%
Muskegon Area ISD	6,218	6,665	14,817	11.1%
Ottawa Area ISD	11,073	11,476	26,116	19.6%

### Skilled Trade Training Funds (STTF) Kickoff

The Business Solutions team will be trained on the latest updates to STTF the 3<sup>rd</sup> week of August and will begin holding STTF 2017-2018 employer information sessions the following week across our seven county region. Nine (9) sessions will be available to employers (schedule attached).

The Business Solutions team will follow-up with employers and assist them with developing their grant through the month of September. Completed grants applications will be submitted to the state between September, 18 and Oct 6, 2017.



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## MEMORANDUM

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

**FROM:** WMW Staff

**DATE:** August 7, 2017

**RE:** Service Center Updates

### Barry County Service Center

The new location for the Barry County Service Center has been open since July 3<sup>rd</sup>. Traffic has already increased over July of last year. Thank you to those who came to the ribbon cutting. We're looking forward to greater involvement and partnership in the community.

### Jobs for Michigan's Graduates

Jobs for Michigan's Graduates (JMG) is a career readiness curriculum WMW provides in partnership with local high schools, focused on graduation, post-secondary education, and employment. WMW has operated JMG in partnership with Kent ISD's Lighthouse Academy, Orchard View High School, and Muskegon High School, and with a special arrangement in Holton High School. Due to low participation numbers across multiple years, JMG will no longer be operating in Orchard View High School. However, we are excited to announce that with a special grant from DTE Foundation and United Way of the Lakeshore, JMG will be expanding to Muskegon Heights High School in the fall.

### Direct Connections

WMW contracted with a Lean expert to train our staff on Lean principles. The first project we took on was how to better connect the job seekers we work with in the Service Centers and our Business Solutions Unit staff and the employers they work with. The project resulted in a whiteboard at each center, listing career ready job seekers, and a standup meeting around each board (our "Board Meetings") twice a week. From April through July, these Board Meetings have resulted in 98 hires – our WMW job seekers to our WMW employers.

### PASS Program

The Muskegon Family Court received a Procedural Justice-Informed Alternatives to Contempt grant through the US Department of Health and Human Services to operate their Procedural Action to Self-Sufficiency (PASS) program. This program works with non-custodial parents to increase reliable payments, reduce arrears, minimize the need for continued enforcement actions and sanctions, and reduce the inappropriate use of contempt. Muskegon Family Court has included WMW in the grant to offer career coaching services to the population they are serving. This grant will fund a .5 FTE to provide these services over the next three years.