



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

Westside Service Center

215 Straight Ave. N.W.

Grand Rapids, MI 49504

Monday, February 12, 2018

Lunch 11:30 A.M. ▪ Meeting 12:00 P.M.

AGENDA

1. Call to Order, Chairperson Dave Smith
2. Public Comment – Agenda Items
3. Approval of the December 11, 2017 Minutes **Action Required**
4. WMW Policy Approvals **Action Required**
Brittany Lenertz, WMW Regional Service Center Director
 - a. WMW 15-03c1: WIOA Youth Eligibility Policy
 - b. WMW 15-11c1: WIOA Youth Incentive Policy
 - c. WMW 18-XX: TAA Protest and Appeal Policy
 - d. WMW 18-XX: TAA Policy for the Issuance, Review, Extension and Revocation of Waivers
5. Career Educational Advisory Council (CEAC) formally known as Talent District Career Council (TDCC) **Information Item**
Angie Barksdale
6. 2018 Hot Jobs **Information Item**
Angie Barksdale
7. General Updates **Information Item**
 - a. Service Center Updates, *Brittany Lenertz*
 - b. Business Solutions Updates, *Deb Lyzenga, WMW Regional Business Solutions Director*
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. General Updates **Information Item**
 - a. Essential Service Awards
 - b. Governor’s Education and Talent Summit 2018, March 12-13 (Novi, MI)
 - c. SAVE THE DATE: MiCareerQuest 2018, April 25 (Grand Rapids, MI)
10. Other Business
11. Public Comment
12. Adjournment

Next Scheduled Workforce Development Board Meeting:

April 9, 2018 located at: Westside Service Center, 215 Straight Ave N.W. Grand Rapids, MI 49504



West Michigan Works! (WMW) Workforce Development Board (WDB) Annual Meeting
Monday, December 11, 2017
Frederik Meijer Gardens - Grand Orchid Room
1000 East Beltline Avenue N.E. • Grand Rapids, MI 49525
11:30 A.M. – 1:30 P.M.
(Lunch begins at 11:45 a.m.)

MINUTES

Governing Board Members Present: Commissioner Allen, Commissioner Bergman, Commissioner De Young, Commissioner Geiger, Commissioner Kapenga, Commissioner Leneer, Commissioner Mahoney, Commissioner Mast, Commissioner Stek, Commissioner Tiejema, Commissioner Womack

Governing Board Members Absent: Commissioner Cross, Commissioner DeJong, Commissioner Retzloff

Workforce Board Members Present: Dave Smith (Chairperson) Mark Bergsma, Randy Boss, Norm Brady, Kenyatta Brame, Cindy Brown (Vice-Chairperson), John Buchan, Cathy Cronick, Jay Dunwell, Bob Ferrentino, Jim Fisher, Heather Gluszewski, Rebecca Herrington, Jon Hofman, Angela Huesman, Scott McLean, Bill Pink, Val Putnam, Dan Rinsema-Sybenga, Michelle Seigo, Jonas Talbott, Dan TenHoopen, Therese Thill, Bob Thompson, Patricia VerDuin, Sherry White

Workforce Board Members Absent: Travis Alden, Tom Freeland, Kiesha Guy, David Kitchen, Samantha Semrau, Mark Thomas, Shana Welch

Staff Present: Angie Barksdale, Stacy Bush, Tasha Evans, John Gill, Jody Haagsma, Krista Hagan, Jerry Hill, Brenda Isenhardt, Jane Kreha, Laura Krist, Amy Lebednick, Brittany Lenertz, Deb Lyzenga, Jacob Maas, Jamie McGrane, Collin McLean, Janette Monroe, Kathy Rohlman, Kristie Scarffe, Jared Schuitema, Lisa Tabaczka, Kelly Terpstra, Joe Thiry, Jessica White-Hattinger, Nancy Wiest, Allise Wilkerson

Guests Present: Thomas Albert (House of Representatives, District #86), Nora Balgoyen-Williams (ITC Holdings), Tony Calcagno (Goodwill Industries of Greater Grand Rapids), Tonia Castillo (Ottawa Area Intermediate School District), Adam Clarke (Salespad), Tracie Coffman (W.K. Kellogg Foundation), Peter Dickow (Office of U.S. Senator Gary Peters), Daniela Garcia (House of Representatives, District # 90), Ed Garner (Michigan Small Business Development Center), Cory King (Office of U.S. Senator Debbie Stabenow), Jennifer Jurgens (Salespad), Meghan Koorndyk (House of Representatives, Office of Julie Calley), Michael Minton (Muskegon Tool Industries), Paul Mulka (Michigan Career & Technical Institute), Jen Schottke (ABC Western Michigan Chapter), Darryl Todd (Muskegon Area First), Matt Vandervelde (Orchard View Community Education), Pat Walstra (Kent Intermediate School District), Kara Wood (City of Grand Rapids)

1. Call to Order, Chairperson Dave Smith at 12:21 p.m.
2. Public Comment- Agenda Items- None
3. Approval of the October 14, 2017 Minutes **(WDB only) Action Required**

Motion – Cindy Brown

Second – Jim Fisher

Item Approved by Vote – Motion carried

4. Recognitions

a. **Employer of the Year**

Sherry White, WDB member, Hines Corporation, presented Associated Builders and Contractors (ABC) of Western Michigan Chapter with the Employer of the Year Award. ABC has been a strong partner with WMW over the past four years and has had a strong impact in the MICareerQuest events among many others in West Michigan. Norm Brady accepted the award.

b. **Partner of the Year**

Heather Gluszewski, WDB member, Haworth, presented Ottawa Area Intermediate School District (OAISD)/Thompson M-Tec with the Partner of the Year Award. OAISD/Thompson M-Tec has had a great relationship with West Michigan Works!. Heather thanked them for the innovative work and partnership over the past year. Val thanked Tonia Castillo for all of her hard work and requested that Tonia join her in accepting the award.

c. **Impact Award Winners**

Brittany Lenertz, WMW Regional Service Center Director, reviewed that each year West Michigan Works! submits nominations for the Impact Awards to the Michigan Works! Association. The Impact Awards honor businesses that have been actively creating jobs and developing talent in their communities. Brittany noted that the awards will be presented in Lansing in the spring. Brittany stated that this year, the selected winners from West Michigan Works! highlight the power of partnerships within the WMW workforce system. Brittany introduced Michael Minton who was selected last spring to participate in Linked Muskegon, an 18-week program that was a partnership between Muskegon Area Intermediate School District (MAISD), Muskegon County Adult Education providers, and WMW. In those 18 weeks, Michael obtained his high school diploma at Orchard View Adult Education, completed CNC machine training, and participated in work-ready activities. At the end of the program, employers were invited to meet the students and see the work they accomplished. Muskegon Tool Industries attended the event and hired Michael. WMW provided Muskegon Tool with the On-the-Job Training (OJT) funds to hire Michael. Brittany recognized Michael, Muskegon Tool Industries, MAISD and Orchard View Adult Education for their continued partnerships and the great results that can be accomplished through hard work and partnerships. Michael accepted the Impact Award certificate from WMW. Deb Lyzenga, WMW Regional Business Solutions Director, accepted the award on behalf of Muskegon Tool. Matt Vandavelde accepted the Impact Award Certificate on behalf of Orchard View Adult Education.

5. The Year in Review Presentation

Information Item

Jacob Maas, WMW Chief Executive Officer, provided "The Year in Review" PowerPoint presentation. Some of the highlights included the WMW WDB Strategic Plan that was approved last December 2016; Convening and facilitating Industry Councils in key West Michigan sectors; Funding for 2017 and projected funding for 2018; and Local, Statewide and National presentations that West Michigan Works! has conducted. Jacob requested that each sector representative come up and provide a summary of current initiatives. The four sector representatives, Jay Dunwell, (Discover Manufacturing), Jennifer Jurgens, (West Michigan Tech Talent), Kelly Terpstra (West Michigan Health Career Councils), and Jen Schottke (Construction Workforce Development Alliance) proceeded to summarize the initiatives and goals of each Industry Council outlined in the PowerPoint presentation. In addition, Dave Smith, WMW WDB Chairperson, reviewed the WMW WDB timeline as it aligns with the strategic plan goals and what each subcommittee (Business Solutions, Marketing and Communications, Talent Solutions, Strategic Partnerships and the Executive Committee) is initiating.

6. Public Comment- None

7. Adjournment at 1:30 p.m. by Chairperson Dave Smith

Recorded by: _____

Received by: _____

**ADMINISTRATIVE OFFICE**

Area Community Services
Employment & Training Council
1550 Leonard NE
Grand Rapids, MI 49505
(616) 336-4100

SERVICE CENTERS**Allegan County**

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

220 East Main St
Fennville, MI 49408
(269) 561-2001

Barry County

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

Ionia County

301 W Main 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

121 Clover St
Holland, MI 49423
(616) 396-2154

MEMORANDUM

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

FROM: WMW Staff

DATE: February 12, 2018

RE: WMW 15-03c1: WIOA In and Out-of-School Youth Eligibility

Background

In November of 2015, the Workforce Development Board approved the Workforce Innovation and Opportunity Act (WIOA) In and Out-of-School Youth Eligibility policy, defining local eligibility criteria for West Michigan Works! WIOA Youth programs. This policy change seeks to incorporate new information, corrections and updates to the previous policy, procedure to follow regarding the 5% exception criteria and a required local policy regarding the signature of another responsible adult.

Requested Action

WMW staff is requesting that the WDB approve WMW 15-03c1 to reflect these changes.



Title: WMW 15-03, change 1 DRAFT
Workforce Innovation Opportunity Act (WIOA) In and Out-of-School Youth Eligibility

Effective Date: XX

Approved By: West Michigan Works! Workforce Development Board on XX

Program(s) Affected: This policy applies to individuals seeking eligibility to participate in the Workforce Innovation Opportunity Act (WIOA) Youth programs

Scope: WIOA Youth programs

Supersedes: WMW 15-03

References: WIOA Section 129(a)(1)(B & C); WIOA Rules, 20 CFR 681.300; WIOA Manual

Policy: Provisions of career or training services for all WIOA programs is dependent upon the individual's ability to prove authorization to work in the United States. Any individual who cannot demonstrate authorization to work will not be eligible for program enrollment, career or training services and will be referred to appropriate agencies. Efforts to determine authorization to work and/or refer customers to appropriate agencies or offices to assist will be coordinated with Migrant Services. All individuals, regardless of authorization to work, are able to receive self-services through West Michigan Works! service centers.

A. In-School Youth

An eligible in-school youth is defined, under WIOA section 129(a)(1)(C), as an individual who:

1. Is age 14-21 (or through the age of 25 with a disability) **and**
2. Attending a school (as defined by state law) **and**
3. A low-income individual **and**
4. Has one or more of the following barriers
 - a. A homeless individual, including runaways
 - b. An offender
 - c. A foster care youth including a youth who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance

WMW 15-03c1 WIOA In and Out-of-School Youth Eligibility DRAFT

under Section 477 of the Social Security Act, or in an out-of-home placement

- d. Pregnant or parenting youth
- e. Basic skills deficient
- f. A youth who is an individual with a disability
- g. An English language learner
- h. Requires additional assistance to complete an educational program or to secure or hold employment

Note: youth who are homeschooled, in alternative education or virtual learners are in-school youth.

B. Out-of-School Youth

An eligible out-of-school youth is defined, under WIOA section 129(a)(1)(B), as an individual who:

1. Is age 16-24 and
2. Not attending any school (as defined by state law) and
3. Has one or more of the following barriers
 - a. A recipient of a secondary diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner
 - b. A school dropout (age 18+ or 16+ with parent consent)
 - c. A homeless individual, including runaways
 - d. A youth within the age of compulsory (required by law) school attendance, but has not attended school for at least the most recent completed school year calendar quarter
 - e. An offender
 - f. A foster care youth including a youth who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under Section 477 of the Social Security Act, or in an out-of-home placement
 - g. Pregnant or parenting youth
 - h. A youth who is an individual with a disability
 - i. A low-income youth who requires additional assistance to complete an educational program or to secure or hold employment

C. Requires Additional Assistance

Definitions and eligibility documentation requirements regarding the “requires additional assistance to complete an educational program, or to secure or hold employment” criterion must be established at the local level.

WMW 15-03c1 WIOA In and Out-of-School Youth Eligibility DRAFT

The West Michigan Works! Workforce Development Board definition for Youth Who Require Additional Assistance includes the following:

1. GPA less than 2.0 in secondary or post-secondary education
2. Dropping out of post-secondary education
3. Fired from one or more employers (for any reason, including attendance)
4. No employment history
5. An employment history of less than six months for one employer
6. Member of a single parent household
7. Gang affiliation
8. High absenteeism rate from school
9. Responsible for care of siblings or other family members
10. Recreational or addictive use of drugs or alcohol
11. In need of credit recovery
12. Living in rural areas lacking adequate transportation to employment
13. Received an Individual Education Plan (IEP), an accommodation under Section 504 of the Rehabilitation Act of 1973 (also called a “504 Plan”), or an Individualized Plan for Employment (IPE) through Michigan Rehabilitation Services (MRS)
14. Child of an incarcerated parent
15. Victim of human trafficking

D. Five Percent Allowances

WIOA allows a five percent enrollment exception under two situations:

- Per section 681.250 of the Federal Register, WIOA allows a low-income exception where five percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA except the low-income requirement.
- Per 681.310 (b) of the Federal Register, not more than five percent of the in-school youth newly enrolled in a given program year may be eligible based only on the “requires additional assistance to complete an educational program or to secure or hold employment” condition.

Both exceptions require the MWA to calculate the five percent exception based on new enrollees for the program year rather than the total caseload. Due to the limited number eligible for the five percent allowance, the MWA reserves the 5% exception determination within the administrative operations. Contractors and direct service youth staff must not enroll youth using either of the five percent exception criteria.

E. Other Responsible Adult

For purposes of authorizing a minor to participate in the WIOA programs, the signature of a parent, guardian or other responsible adult is required. Local areas may define "other responsible adult" in order to enroll minors with the authorization of individuals other than a parent or legal guardian.

Other responsible adults shall include the following:

- A relative with whom the individual resides;
- An adult who has been delegated custodial or administrative responsibilities in writing, either temporarily or permanently, by a parent or by an appropriate agency;
- An agency or organization representative who is in a position to know the individual's circumstances (i.e. clergy, school teacher, probation or other officer of the court or foster parent);
- A representative of an agency which provided services to the individual and who is aware of the individual's circumstances (i.e. social worker, homeless shelter official, child protective worker, foster worker, or health clinic official).

Attachment A: Definitions

Attending School: An individual attending any secondary school, home school, alternative education, virtual learning or credit bearing post-secondary education. This includes full or part-time and those who are between school terms and intend on returning to school.

Not Attending School: An individual not attending secondary education or credit bearing post-secondary education. An individual attending adult education under title II of WIOA, YouthBuild, Job Corps, high school equivalency or dropout re-engagement programs or those attending non-credit bearing classes are not considered attending school.

Low-Income Individual: A low-income individual must meet one of the following conditions -

- a) Is receiving or is a member of a family that receives, or was determined eligible to receive income-based public support within the prior six months;
 - a. Temporary Assistance to Needy Families (TANF)
 - b. Social Security Income (SSI)
 - c. Refugee Assistance
 - d. Social Security Disability Insurance (SSDI)
 - e. Supplemental Nutrition Assistance Program (SNAP)
 - f. Food Assistance Program (FAP)
- b) A member of a family that lives at 100% or less of the poverty threshold or at 70% or less of the Lower Living Standard Income Level (LLSIL)
- c) Receives or is eligible to receive free, or reduced lunch
- d) Qualifies as a homeless individual
- e) Is a foster youth
- f) An individual with a disability whose own income meets the income requirement of the poverty level (item b above), but who is a member of a family whose income does not meet this requirement
- g) Living in a high poverty area

School Dropout: An individual who is no longer attending secondary school and who has not received a secondary school diploma or its recognized equivalent. The term "school dropout" does not refer to individuals who have dropped out of post-secondary education.

Homeless Individual: A homeless individual is defined as an individual who lacks a fixed, regular, adequate night time residence; and any individual –

- Who has a primary night time residence that is a publicly or a privately operated shelter for temporary accommodation;
- An institution providing temporary residence for individuals intended to be institutionalized; **OR**
- A public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.

Offender: An offender is an individual who is an adult or juvenile –

- a) Who is or has been subject to any stage of the criminal justice process, and for whom services under this Act may be beneficial; or
- b) Who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction

Runaway: A runaway youth is defined as an individual who lacks a fixed, regular, adequate night time residence; and any individual -

- Who has a primary night time residence that is a publicly or a privately operated shelter for temporary accommodation;
- An institution providing temporary residence for individuals intended to be institutionalized; **OR**
- A public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings.

In Foster Care or Aged Out of Foster Care: Foster care means 24-hour substitute care for children placed away from their parents or guardians and for whom the State agency has placement and care responsibility. This includes, but is not limited to, placements in foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes. A child in foster care is in accordance with this definition regardless of whether the foster care facility is licensed and payments are made by the State or local agency for the care of the child, whether adoption subsidy payments are being made prior to the finalization of an adoption, or whether there is federal matching payments that are being made.

Pregnant or Parenting Youth: A pregnant or parenting youth is an individual who is between the ages of 14 and 24 years of age and pregnant, or a male or female youth who is providing custodial care for one or more dependent children under the age of 18.

Basic Skills Deficient: Basic skills deficient is defined as an individual –

- a) Who is a youth that has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

Family: The term “family” means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- A married couple and dependent children
- A parent or guardian and dependent children
- A married couple

Income: For registration eligibility purposes, income is divided into included income and non-included income.

Included Income:

Includes all income *actually received* by the members of the applicant’s family during the income determination period six months prior to application. Only the income for individuals included in the

applicant's family size is considered when determining family income. In addition, the income of these family members is only to be counted during the periods persons are actually members of the applicant's family unit.

* Included income is income actually *received* by the participant, meaning they have actually received a check stub for hours worked. If an applicant has worked, but has *not* yet received payment, this will **not** be factored as income.

Included income:

1. Gross Wages and Salary - The total money received (amount paid before deductions) from work performed as an employee including:

- gross wages and salaries
- tips
- commissions
- piece rate payments (payments based on the number of items/units completed, instead of hours worked)
- cash bonuses
- vacation pay (this includes Armed Forces terminal leave pay)
- Income earned through the senior community service employment program.

2. Net Self Employment Income - Net income (gross receipts - operating expenses = net employment income) from a business firm, farm, or other enterprise (including odd jobs) in which a person is engaged on his/her own account. If net self-employment income reflects a deficit amount, income from the source is to be considered "-0-" when calculating family income. Self-employed includes a farmer, rancher, fisherman, professional person, independent trades person, and other business people.

3. Miscellaneous Income:

- Regular payments from railroad retirement, strike benefits from union funds, worker's compensation, veteran's payments, and training stipends
- Alimony
- Unemployment compensation
- Child support payments
- Military family allotments, excluding allotments for active duty, or other regular support from an absent family member or someone not living in the household
- Pensions whether private, including employer contributing 401(k), **OR** government employee (including military retirement pay)
- Regular insurance or annuity payments
- College or university grants (does NOT include Pell), fellowships, scholarships, and assistant ships
- Dividends, interest, net rental income, net royalties, and periodic receipts from estates or trusts.
- Net gambling or lottery winnings.
- WIOA, On-the-Job Training payments.

- Old Age, Survivors and Disability Insurance benefits including Social Security Disability Income – SSDI, received under Section 202 of the Social Security Act (42 USC 402)

Non-Included Income:

- Severance Pay
- Welfare payments (including Temporary Assistance for Needy Families, Supplemental Security Income, Food Assistance Employment and Training Program, and Refugee Assistance)
- Capital gains
- Foster child care payments
- Any assets drawn down as withdrawals from a bank, the sale of property, an employee exclusive 401(k), the sale of property, a house or a car
- Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments, or compensation for injury
- Non - cash benefits such as employer paid fringe benefits, food or housing received in lieu of wages, Medicare, Medicaid, Food Stamps, school meals, and housing assistance
- Pay or allowances received while on Active Military Duty. (38 U.S.C. 2013)
- Pell grants
- Education assistance and compensation payments to veterans and other eligible persons (Chapters 11, Compensation for Service Connected Disability or Death, 13, Dependence and Indemnity Compensation for Service Connected Death, 31, Vocational Rehabilitation, 34, Veterans' Education Assistance, 35, War Orphans' and Widows' Educational Assistance, and 36, Administration of Educational Benefits. 38 U.S.C. 2013)
- Allowances, earnings, and payments to individuals participating in programs under WIA shall not be considered as income for the purposes of determining eligibility for WIA
- Earned income credit (EIC). (TEIN #35-93)
- Educational financial assistance received under Title IV of the High Educational Act. (20 U.S.C. 1087)
- Needs-based scholarships
- Adoption subsidies

Individual with a Disability: an individual with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 USC 12102)

English Language Learner: An English language learner means an eligible individual who has limited ability in reading, writing, speaking, or comprehending the English Language, and –

- a) Whose native language is a language other than English; or
- b) Who lives in a family or community environment where a language other than English is the dominant language

Age of Compulsory School Attendance: Per Michigan Combined Law 380.1561, for a child who turned age 11 before December 1, 2009 or who entered grade 6 before 2009, the child's parent, guardian, or other person in this state having control and charge of the child shall send that child to a public school during the entire school year from age of 6 to the child's sixteenth birthday. Except otherwise provided

in this section, for a child who turns age 11 on or after December 1, 2009 or a child who was age 11 before that date and enters grade 6 in 2009 or later, the child's parent, guardian, or other person in this state having control and charge of the child shall send the child to a public school during the entire school year from age 6 to the child's eighteenth birthday.

High Absenteeism Rate: High Absenteeism will be considered as 10 or more unexcused absences in a school year (10 days or 60 hours).



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Allegan, MI 49010
(269) 686-5079

220 East Main St
Fennville, MI 49408
(269) 561-2001

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136 E State St
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Grand Rapids, MI 49504
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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
121 Clover St
Holland, MI 49423
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MEMORANDUM

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: WMW Staff
DATE: February 12, 2018
RE: WMW 15-11c1: WIOA Youth Incentive Policy

Background

In June of 2016, the Workforce Development Board approved the Workforce Innovation and Opportunity Act (WIOA) Youth Incentive policy, allowing West Michigan Works! to provide incentives to WIOA youth participants for recognition and achievement upon completion of specific performance-related outcomes and/or goal attainment. This policy seeks to expand the performance-related outcomes and/or goal attainment to include successful completion of a work experience activity.

Requested Action

WMW staff is requesting that the WDB approve WMW 15-11c1 to reflect these changes.



Title: WMW 15-11, change 1 Workforce Innovation and Opportunity Act (WIOA) Youth Incentive Policy DRAFT

Effective Date: XX

Approved by: West Michigan Works! Workforce Development Board

Programs Affected: Workforce Innovation and Opportunity Act (WIOA) Youth

Reference: Workforce Innovation and Opportunity Act; Federal Register, Notice of Proposed Rulemaking 681.640; 2 CFR part 200

Policy: Incentives under the WIOA youth program are allowed to youth participants for recognition and achievement directly tied to training activities and work experiences and must align with the goals of the program. Although incentive payments are allowable under WIOA, the incentives must be in compliance with the requirements in Office of Management and Budget (OMB) 2 CFR part 200. Federal funds cannot be spent on entertainment costs. Therefore, incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. This Youth Incentive Policy does not create an entitlement and incentives are dependent on the availability of funding.

Procedure:

- Incentives may be earned by enrolled Youth upon completion of specific, performance-related outcomes and/or goal attainment (see chart below);
- Enrolled Youth must also be in compliance with program requirements (maintaining required contact, etc.);
- WIOA enrolled Youth are eligible to receive up to \$500 (lifetime) in performance incentives;
- Incentives will be presented in the form of prepaid debit cards or gift cards;
- Incentives may be awarded at any time during programming including the 12-month follow-up period;
- Only one incentive value may be awarded per performance outcome, except for GED Testing (4 tests total) and tutoring (6 sessions total);
- All incentive awards will be documented on the WIOA Youth Performance Incentive Receipt Form and in the Individual Service Strategy in OSMIS. Incentives will also be case noted. Supportive documentation, as indicated, will be maintained in the jobseeker file.

PERFORMANCE GOAL	SUPPORT DOCUMENTATION	INCENTIVE AMOUNT
Attainment of Diploma, GED or other Credential	One of the following: Transcript, certificate, diploma, letter from school (must include attainment date)	\$125
Entered Employment/Post-Secondary Education or Military	One of the following: Employer verification, Work Number record, pay stubs, school enrollment, military service verification	\$50
Retained Employment or Continued Post-Secondary Education for six consecutive months after exit	One of the following: Employer verification, Work Number record, pay stub, school attendance	\$50
Successful Completion of a Work Experience Activity	Fulfilling the work experience activity time period, unless prematurely terminating activity for unsubsidized employment	\$100
GED or Remediation Tutoring Sessions	Attendance documentation from tutor/teacher	\$25/2 sessions \$25/4 sessions \$25/6 sessions
Completion of Official GED Subject Test (4 subject areas)	Passing test scores/confirmation from GED.com or testing site	\$25/test (4 total)
TABE Post Test with gain (for those scored as basic skills deficient) or WorkKeys Assessment scoring Bronze level	Test scores	\$50



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121 Franklin SE
Grand Rapids, MI 49507
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114 S Greenville W Dr
Greenville, MI 48838
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316 Morris Ave
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Holland, MI 49423
(616) 396-2154

MEMORANDUM

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: WMW Staff
DATE: February 12, 2018
RE: WMW 18-XX: TAA Policy for Protest and Appeal DRAFT

Background

The State of Michigan Talent Investment Agency (TIA) requires Michigan Works! Agencies (MWA) to establish a local policy and disseminate procedures governing requests for redeterminations by Trade Adjustment Assistance (TAA) applicants/participants, including the granting and revocation of training waivers. The policy includes the steps to be taken by West Michigan Works! to cooperate with State agencies when requests for redetermination go beyond the local level.

Requested Action

WMW staff is requesting that the WDB approve WMW 18-XX TAA Policy for Protest and Appeal.



Title: WMW 18-XX TAA Policy for Protest and Appeal

Effective Date: X/X/2018

Approved by: West Michigan Works! Workforce Development Board on XX 2018

Programs Affected: Trade Act Adjustment Assistance Reform Act of 2002, Trade and Globalization Adjustment Assistance Act of 2009, Trade Adjustment Assistance Extension Act of 2011, and the Trade Adjustment Assistance Reauthorization Act of 2015.

Scope: This policy will cover all persons applying for or enrolled in the Trade Act Adjustment Assistance Reform Act of 2002, the Trade and Globalization Adjustment Assistance Act (TGAAA) of 2009, the Trade Adjustment Assistance Extension Act (TAAEA) of 2011, or the Trade Adjustment Assistance Reauthorization Act (TAARA) of 2015. This policy is restricted to those people who apply to or who were enrolled by West Michigan Works!. This policy will address eligibility for and continuation in specific program benefits where West Michigan Works! (WMW) staff made written determinations regarding the person's eligibility or appropriateness for benefits or the person's continuation in benefits. Complaints or grievances by Trade Adjustment Assistance (TAA) participants, training institutions, subcontractors, employers, etc. not described in Section A will be addressed through the WMW Grievance procedure.

Supersedes: N/A

References: The Trade Act of 1974, Pub. L. 93-618, as amended; the Trade Act Adjustment Assistance Reform Act of 2002, Pub. L. 107-210; the TAARA of 2015, Pub. L. 114-27; the TGAAA of 2009, Pub. L. 111-5; the TAAEA of 2011, Pub. L. 112-40; 20 CFR 618 et seq.; 20 CFR 617 et seq.; U. S. Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) 8-11, TEGL 11-02, TEGL 22-08, and subsequent changes; Bureau of Workforce Transformation (BWT) Policy Issuance (PI) 07-18 and subsequent changes; BWT PI 09-21 and subsequent changes; Workforce Development Agency (WDA) PI 15-23 and subsequent changes; Michigan Talent Investment Agency (TIA) TAA Program Manual covering multiple programs (issued 2017), the WDA TAAEA Program Manual, the WDA TGAAA 2009 and TAA 2002 Program Manuals.

Background: The State of Michigan Talent Investment Agency (TIA) requires Michigan Works! Agencies (MWA) to establish a local policy and disseminate procedures governing requests for redeterminations by TAA applicants/participants. The policy is restricted to determinations made by the MWA or service provider staff regarding the eligibility for or continuation in TAA benefits and services, including the granting and revocation of training waivers. The Area Community Services Employment and Training Council (ACSET) is the MWA that serves Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties, and West Michigan Works! (WMW) is the division of ACSET that administers employment and training programs. The policy will include the steps to be taken by West Michigan Works! to cooperate with State agencies when requests for redetermination go beyond the local level. If a TAA service is denied by the WMW staff or its service provider agency staff, the applicant/participant may protest the determination in writing to the ACSET WMW Complaint Officer and request a written

redetermination of the original negative decision. If not satisfied with the local written redetermination, the worker is provided the necessary information and form to appeal the local MWA redetermination to a State of Michigan Administrative Law Judge (ALJ). WMW is then responsible to transmit pertinent information to the TIA, provide copies of exhibits to be presented at the hearing to the ALJ and the worker, and make available one or more appropriate staff to cooperate in the administrative hearing. WMW is responsible for implementing changes within its control and at the direction of the Administrative Law Judge, Michigan Compensation Appellate Commission, or higher authority in the process.

Policy: West Michigan Works! (WMW) is responsible for developing, maintaining and making available to participants an appeal procedure consistent with Chapter 17 of the 2017 issued TIA TAA multi-program Manual.

Informal Resolution Step

Prior to the presentation of any official written negative determination to TAA participant by staff, as to be described later in this policy, WMW will seek to review and discuss the technical accuracy of the negative determination by management. Any negative determination will be sent with detailed case information on the day the determination is made to the Service Center Manager or Assistant Manager for his/her concurrence with the negative determination prior to the dissemination of the determination to the TAA participant. This would serve as an assurance that management will be knowledgeable about the determination and would either support it through the appeal process or address any concerns with the relevant career coach in a timely manner. The Service Center Manager or Assistant Manager will provide a response within a maximum of three working days after submission.

The following policy and procedures are consistent with the TAA Manual and shall apply to requests for redetermination to the ACSET WMW Complaint Officer, and appeals to an Unemployment Insurance Agency (UIA) Administrative Law Judge on matters pertaining to the TAA programs.

Formal Requests for Redetermination Covered Under this Policy

Formal TAA requests for redetermination may be filed for a negative determination on:

1. a worker's eligibility to apply for the TAA Program established on Form TAA-099 "Eligibility Determination Form";
2. a worker's eligibility for issuance of a "Waiver of TAA Training Requirement", or revocation of a waiver, established on Form TAA-802;
3. a worker's meeting of the "Six Training Criteria" on Form TAA-312 "Training Approval Standards for Entitlement To Trade Adjustment Assistance (TAA) Training";
4. a worker's application for training on Form TAA-923 "TAA Training Application";
5. a worker's eligibility determination for travel (transportation) and subsistence allowances utilizing Form TAA-605 "Travel and Subsistence Eligibility Determination";
6. a worker's application for Relocation Allowances on Form TAA-402 "Request For Relocation Allowances";
7. a worker's application for Job Search Allowances on Form TAA-401 "Request For Job Search Allowances";
8. a TAA eligibility or continuation in services decision not covered above such as (1) denying a request to change or modify a training program, (2) denying a request to pay for nonstandard training related items, (3) denying a request to forestall or waive collection of repayments, (4) finding that a participant was ineligible for benefits received and requiring repayment, (5) a staff decision to remove a worker from a

training program, and (6) other staff decisions related to eligibility or continuation in services will be done by staff through completion and transmission of the State's standardized TAA-501 Form entitled "Notice of Determination". If WMW decides that a worker has committed fraud, the determination shall include this notice: No future TAA services can be provided at any time in the future, regardless of future TAA certifications/eligibility.

Determinations Provided To and Redetermination Requests from Workers

All determinations made to workers must be made by WMW or its service provider in writing utilizing the proper form depending on the circumstances as listed in Section A. The form must be either personally presented to the worker or transmitted through the mail with a copy kept in the worker's file. The date of mailing of or presentation to the worker must be indicated on the determination and recorded in the worker's case notes. In addition, notice of appeal rights and timelines must be included with negative determinations with respect to TAA services. A negative determination provided in person or transmitted to a worker must be accompanied by a copy of Form TAA-502 entitled "TAA Request for Redetermination." The top informational section, including the name, address and phone number of the ACSET WMW Complaint Officer (MWA Contact), the section identifying the applicant/participant, and Section A of Form TAA-502 must be completed by WMW or its service provider prior to delivery of the form to the worker. A worker who is provided with a negative determination on any application for TAA benefits referenced in Section A must also be provided with a copy of the West Michigan Works TAA Protest and Appeal Policy.

The TAA-502 "Request for Redetermination" or acceptable substitute must be filed with the ACSET WMW Complaint Officer within 30 calendar days by the worker. The date listed on the file copy of the determination form to record the date the determination form was mailed or personally served will be used to determine when the 30 calendar days have expired. When the 30th day after the mailing date or personally served date falls on a Saturday, Sunday, or legal holiday, the 30-day protest period will be extended to include the next day, which is not a Saturday, Sunday or legal holiday. This applies even if WMW is open on that holiday. If the WMW administrative office is closed on a day that is not a legal holiday, the 30-day period will be extended to the next day that the office is open. A worker may submit a "Request for Redetermination" on Form TAA-502, or submit a written request to the ACSET WMW Complaint Officer.

If the written request is not submitted on Form TAA-502 "Request for Redetermination", the substitute request is not required to specifically mention or contain the term "protest," "appeal," "request for redetermination," etc. The written communication will be considered as a request for redetermination, if it accomplishes either of the following:

- Expresses disagreement or dissatisfaction with the previously issued determination, from which an intent to request a redetermination can be implied, or
- Presents a state of new facts and/or contentions that are contrary to the facts and/or contentions cited in the determination previously issued.

All "Requests for Redetermination" shall be in writing, signed, and contain the following information:

- The worker's name, address and phone contact information

- A statement in the worker's own words of why *the determination made was either: inaccurate, unfair or incomplete* (i.e, why the determination should be reversed);
- A copy of the worker's received negative determination form; and
- The worker's statement or indication of whether or not he or she wants to appear in person

Request for Redetermination Procedure for On Time Filings

The following procedures should be followed for TAA-502 "Request for Redetermination" which are filed on time.

1. The ACSET WMW Complaint Officer will request and review the worker's file submitted from the staff person involved in the negative determination.
2. The ACSET WMW Complaint Officer may call the involved staff person to clarify any information found in the worker's file and to assure that the Complaint Officer understands what law or policy the staff applied to the worker's situation to issue the negative determination.
3. If he or she finds the basis used by the staff person for the denial of services to be erroneous or inaccurately applied, the ACSET WMW Complaint Officer may overturn the staff decision and issue a redetermination without holding a formal phone or in person meeting.
4. If the requesting party indicated in the request for redetermination that he or she wished to appear in person to present additional information, the ACSET WMW Complaint Officer shall give the requesting party at least 5 business days' written notice of the time and place to appear for the meeting. When considering the request for redetermination, the ACSET WMW Complaint Officer shall consider any new relevant information presented by the worker.
5. The ACSET WMW Complaint Officer may request the presence of the involved staff or their supervisor at the meeting with the worker.
6. The ACSET WMW Complaint Officer shall issue the Form TAA-503 "TAA Notice of Redetermination" within 30 days after receipt of a request for redetermination that had been filed on time, regardless of whether the requesting party met with WMW. If a request for redetermination is filed late, WMW shall issue the Form TAA-503 10 business days after the determination of good cause for late filing.
7. A determination that a worker must repay benefits to WMW that he or she received for which he or she was ineligible must include an accurate description of the provisions of the Act and Trade Act regulations that provide for a waiver of such repayment.
8. The ACSET WMW Complaint Officer shall include a copy of Form TAA-504, "TAA Appeal to Administrative Law Judge", if the redetermination affirms the original negative determination. The ACSET WMW Complaint Officer shall complete the top informational section of the form.

Request for Redetermination Procedure for Late Filings

A request for redetermination must be received by WMW within thirty (30) calendar days after the mailing date or the date of personal service of the original written determination by WMW or its service provider, unless "good cause" for a later request is shown. Guidelines for deciding whether the 30-day deadline has been met are included in Chapter 17 of the TIA TAA Manual.

"Good cause" will include, but not be limited to, the following situations:

- When an interested party has newly discovered material facts that through no fault of his/her own were not available at the time of the initial determination, a request for redetermination made after the expiration of the statutory 30-day period (but within one year of the date for the determination was mailed or personally served) would require a finding of "good cause."
 - When WMW has additional or corrected information.
 - When an administrative clerical error has been discovered.
 - When situations beyond the control of the worker existed to prevent the on-time filing.
 - Circumstances that would reasonably prevent an adversely affected worker from complying with a requirement or deadline.
1. If WMW receives a request for redetermination after expiration of the 30-day time limit, it must first determine whether "good cause" existed for the late filing. If a late request for redetermination fails to indicate any reason for its tardiness, WMW must contact the requesting party to obtain this information. This notice will be issued within 10 business days after receipt of the request. WMW shall include a copy of Form TAA-504, "Appeal to Administrative Law Judge,"
 2. If a request for redetermination is received by WMW after the expiration of the 30-day deadline and good cause is not established, the request shall be denied and WMW shall give the requesting party notice of the facts and reasons therefor on Form TAA-503 "TAA Notice of Redetermination" and a copy of TAA-504 "Appeal to Administrative Law Judge," with its denial. WMW will complete the top informational section of the form. If good cause is established, the redetermination must detail the good cause.

Appeal Process of WMW's Redetermination

If a TAA worker wishes to appeal WMW's redetermination decision, the worker must complete Form TAA-504, "Appeal to Administrative Law Judge". The completed form must be submitted to WMW for transmission to the State's Administrative Law Judge (ALJ) Unit. If the written request is not on Form TAA-504, it is not required to include the term "protest," "appeal," "request for an appeal to an ALJ," etc. It will be considered to be a request for an appeal to an ALJ if it either:

- a. Expresses disagreement or dissatisfaction with the previously issued redetermination, from which an intent to request an appeal to an ALJ can be implied; or
- b. Presents a state of new facts and/or contentions that are contrary to the facts and/or contentions cited in the redetermination previously issued.

The request must be received by WMW within 30 days after the mailing date or personally served date on the Form TAA-503, "Notice of Redetermination". WMW must complete section B of Form TAA-504 and shall forward the appeal to the TIA-assigned representative within 7 days of its receipt, as provided in Chapter 17 of the TIA TAA Manual. If the appeal is not on Form TAA-504, then WMW will include the following information:

- The location of the MWA where decision was issued;
- The date the appeal to the ALJ was filed;
- Name of the individual who received the appeal;
- Applicant is appealing:
 - Redetermination, or
 - Denial of request for Redetermination (if Request for Redetermination filed late with no good cause);
- Date Redetermination/Denial of Redetermination mailed or personally served;
- Mailed by (ACSET WMW representative); and
- Signature of the ACSET WMW Complaint Officer.

If the request is received by WMW after the expiration of the 30-day period, the ACSET WMW Complaint Officer shall contact the worker to determine the reason why the request was not filed timely. WMW must then issue another redetermination on Form TAA-503 that addresses whether good cause is granted for the late filing of the request for appeal to the ALJ. WMW will also provide another Form TAA-504 to the worker, who must file it with WMW within 30 days of the date those forms were mailed, with no additional exceptions for good cause.

If a worker's Form TAA-504 was filed on time; or if the worker's *original* appeal to an ALJ was **not** filed in a timely manner, **and** WMW issued another redetermination on Form TAA-503 regarding the lack of timeliness issue, **and** the worker then filed an appeal to an ALJ in a timely manner, then WMW must provide the following documents to the TIA for processing:

- Notice of Determination
- Request for Redetermination
- Original Notice of Redetermination
- Original Appeal to ALJ
- Notice of Redetermination addressing timeliness (if applicable)
- Latest Appeal to ALJ (if applicable)

WMW must submit the request(s) for appeal to the ALJ and all related documentation to the TIA within 7 days of its receipt of the request for appeal. This additional documentation must include the determination, the request for redetermination, the redetermination (or denial of redetermination, if the request was untimely without good cause) and any other relevant documents used to make the determination and redetermination. WMW will comply with any requests for additional information from the TIA.

WMW and the worker making the appeal must provide copies of documents that it, he or she plans to introduce as evidence at the hearing to the ALJ and the opposite party within the time required by Michigan Administrative Hearing System rules.

If WMW's redetermination decision is reversed by the ALJ, WMW will take the required steps to comply with the ALJ's decision. However, if WMW or the worker disagrees with the decision of the ALJ, that party may request an appeal to the Michigan Compensation Appellate Commission in accordance with the instructions provided in the ALJ's decision, Sections 34 and 35 of the Michigan Employment Security Act (MCL 421.1 et seq.), and corresponding administrative rules.

**ADMINISTRATIVE OFFICE**

Area Community Services
Employment & Training Council
1550 Leonard NE
Grand Rapids, MI 49505
(616) 336-4100

SERVICE CENTERS**Allegan County**

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

220 East Main St
Fennville, MI 49408
(269) 561-2001

Barry County

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

Ionia County

301 W Main 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

121 Clover St
Holland, MI 49423
(616) 396-2154

MEMORANDUM

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

FROM: WMW Staff

DATE: February 12, 2018

RE: WMW 18-XX: TAA Policy for the Issuance, Review, Extension and Revocation of Waivers DRAFT

Background

The Trade Adjustment Assistance (TAA) Program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources and support necessary to be reemployed in suitable employment. One such support is the worker's ability to draw income support payments from the Unemployment Agency classified as Trade Readjustment Allowances (TRA) once their State UI and any federally extended benefits are exhausted. In order to draw Basic TRA payments without being enrolled in an approved fulltime training within a specified amount of time, the worker must be issued a waiver of the training deadline requirement. The policy is restricted to those people who apply to or who were enrolled by West Michigan Works!. The policy addresses issuance, review, extension and revocation of waivers.

Requested Action

WMW staff is requesting that the WDB approve WMW 18-XX TAA Policy for the issuance, review, extension and revocation of waivers.



- Title:** TAA Policy for the issuance, review, extension and revocation of waivers
- Effective Date:** XXXX, 2018
- Approved by:** West Michigan Works! Workforce Development Board on XXX, 2018
- Programs Affected:** Trade Act Adjustment Assistance Reform Act of 2002, Trade and Globalization Adjustment Assistance Act of 2009, Trade Adjustment Assistance Extension Act of 2011, and the Trade Adjustment Assistance Reauthorization Act of 2015.
- Scope:** This policy will cover all persons applying for or enrolled in the Trade Adjustment Assistance Program (TAA) under the Trade Act Adjustment Assistance Reform Act of 2002 (TAA of 2002), the Trade and Globalization Adjustment Assistance Act of 2009 (TGAAA of 2009), the Trade Adjustment Assistance Extension Act of 2011 (TAAEA of 2011), or the Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA of 2015). This policy is restricted to those people who apply to or who were enrolled by West Michigan Works!. This policy will address issuance, review, extension and revocation of waivers.
- Supersedes:** ACSET Trade Act Policy for the issuance, review, extension and revocation of waivers revised 1/30/2012.
- References:** Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA of 2015), Trade Adjustment Assistance Extension Act of 2011 (TAAEA of 2011), Trade and Globalization Adjustment Assistance Act of 2009 (TGAAA of 2009) and Trade Adjustment Assistance Reform Act of 2002 (TAA of 2002). 20 Code of Federal Regulations (CFR) 617 and 618, and Chapter 11 – *Waiver of TAA Training Deadline Requirement* of the updated Michigan Talent Investment Agency (TIA) TAA Manual issued 12.29.2016. The TIA Policy Issuance (PI) 11-18 Equitable Tolling of Deadlines and TEGl No. 7-13 – Operating Instructions.
- Background:** The Trade Adjustment Assistance (TAA) Program is a federal program that assists U.S. workers who have lost their jobs from the impact of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed in suitable employment.
- One such support is the worker’s ability to draw income support payments classified as *Trade Readjustment Allowances* (TRA) from the Unemployment Agency once their State unemployment benefits and any federally extended benefits are exhausted. In order to draw Basic TRA payments without being enrolled in an approved fulltime training within a specified amount of time, the worker must be issued a waiver of the training deadline requirement.

Policy:

West Michigan Works! (WMW) staff will inform each adversely affected worker of the deadline for participation in training or the issuance of a waiver of the training requirement as a condition for receiving Basic TRA payments. This information will be presented to each adversely affected worker, in writing, at each Worker Benefit Orientation (WBO). Workers must be enrolled in an approved TAA training by the deadline imposed by the applicable TAA guidelines to receive TRA. If the worker does not start training within 30 days of the deadline, a training waiver can be issued to hold or preserve eligibility for Basic TRA. Eligibility for a waiver of training deadline requirement is based on the applicable TAA law corresponding with the certification date.

Trade Act Amendments and Petition Certification Numbers

Adversely affected workers are served under one of four amendments to the Trade Act of 1974 and the applicable amendment is identified according to the petition certification numbers as follows:

- 1) The Trade Act of 2002 (petition numbers of 69,999 and below)
- 2) The TGAAA of 2009 (petition numbers of 70,000-79,999)
- 3) The TAAEA of 2011 (petition numbers of 80,000-84,999)
- 4) The TAARA of 2015 (petition numbers of 85,000 and above)

However, some workers whose petition numbers are between 80,000 and 80,999 may have elected to continue to be served under the Trade Act of 2002 rather than the TAAEA of 2011 (see TIA TAA Manual Chapter 3, p. 1). WMW must verify which program's benefits are applicable to any such worker.

Waiver of Training Requirement: TAA of 2002

Prior to issuance of a waiver of TAA training requirements, workers must complete and follow the steps below:

- A. Complete a comprehensive assessment and Individual Service Strategy (ISS);
- B. Meet the "8/16" rule deadline; and
- C. Meet one of six waiver issuance reasons.

Waiver of Training Requirement: TGAAA of 2009

Prior to issuance of a waiver of TAA training requirements, workers must complete and follow the steps below:

- A. Complete a comprehensive assessment and Individual Service Strategy (ISS);
- B. Meet the "26/26" rule deadline; and
- C. Meet one of six waiver issuance reasons.

Waiver of Training Requirement: TAAEA of 2011 and TAARA of 2015

Prior to issuance of a waiver of TAA training requirements, workers must complete and follow the steps below:

- A. Complete a comprehensive assessment and Individual Service Strategy (ISS);
- B. Meet the "26/26" rule deadline; and
- C. Meet one of three waiver issuance reasons.

A. Comprehensive Assessment and Individual Service Strategy (ISS) requirements: ALL TAA LAWS

Prior to the issuance of a waiver of TAA training requirements, the worker must complete a comprehensive assessment that includes an evaluation of reading and math levels to determine the worker's skills, aptitude, and abilities. Approved assessments include WorkKeys and Test of Adult Basic Education (TABE) and should be selected based on the individual needs or barriers identified on the ISS. An in-depth interview and interest assessments may also be required if needed to determine employment barriers, interests, skills, and experience as it relates to employment opportunities.

The ISS must identify a minimum of one employment goal and one action plan directly related to the comprehensive assessment and in-depth interview.

B. Waiver Deadlines

1. TAA of 2002

Payments of TRA benefits require the worker to be enrolled in training or receive a waiver from training requirements within the later of two dates ("8/16" rule):

- The last day of the 8th week after the issuance of the certification of eligibility for TAA; or
- The last day of the 16th week after the worker's most recent total qualifying separation.

2. TGAAA of 2009, TAAEA of 2011, and TAARA of 2015

Payments of TRA benefits require the worker to be enrolled in training or receive a waiver from training requirements within the later of two dates ("26/26" rule):

- The last day of the 26th week after the issuance of the certification of eligibility for TAA; or
- The last day of the 26th week after the worker's most recent total qualifying separation.

C. Waiver Issuance Reasons

1. TAA of 2002 and TGAAA of 2009

Subsequent to the adversely affected worker completing the comprehensive assessment and ISS, and meeting the waiver deadline, West Michigan Works! staff must evaluate the results, and select one of the following six reasons for issuance of a waiver most suited to the worker:

- 1) **Recall** – The adversely affected worker has been notified that he/she will be recalled by the firm from which the separation occurred.

- 2) **Marketable Skills** – The adversely affected worker possesses marketable skills for suitable employment (as determined pursuant to an assessment of the adversely affected worker), and there is a reasonable expectation of employment in the foreseeable future.

- 3) **Retirement** – The adversely affected worker is within two years of meeting all requirements for entitlement to either:
 - a. Old-age insurance benefits under Title II of the Social Security Act (42 U.S.C. 401 et seq.) (except for application, therefore); or

 - b. A private pension sponsored by an employer or labor organization.

- 4) **Health** – The adversely affected worker is unable to participate in training due to the health of the adversely affected worker, except that a waiver under this subparagraph shall not be construed to exempt an adversely affected worker from requirements relating to the availability for work, active search for work, or refusal to accept work, under federal or state unemployment compensation laws.

Verification must be provided by a professional who is responsible for the worker's physical or emotional well-being and is qualified to make such decisions.

- 5) **Enrollment Unavailable** – The first available enrollment date for the approved training of the adversely affected worker is within 60 days after the date of the determination made under this paragraph, or, if later, there are extenuating circumstances for the delay in enrollment, as determined by guidelines issued by WMW, documented in the case note files.

- 6) **Training Not Available** – Training approved by WMW is not reasonably available to the adversely affected worker from either governmental agencies or private sources (which may include area vocational education schools and employers), no training that is suitable for the adversely affected worker is available at reasonable cost, or no training funds are available.

2. *TAAEA of 2011 and TAARA of 2015*

Subsequent to the adversely affected worker completing the comprehensive assessment and ISS, and meeting the waiver deadline, West Michigan Works! staff must evaluate the results, and select one of the following three reasons for issuance of a waiver most suited to the adversely affected worker:

- 1) **Health** – The adversely affected worker is unable to participate in training due to their health, except that the basis for a waiver does not exempt the adversely affected worker from the “available to work, active work search, or refusal to accept work” requirements under Federal or State unemployment compensation laws.

Verification must be provided by a professional who is responsible for the worker’s physical or emotional well-being and is qualified to make such decisions.

- 2) **Enrollment Unavailable** – The first available enrollment date for the approved training of the adversely affected worker is within 60 days after the date of the determination made under this paragraph, or, if later, there are extenuating circumstances for the delay in enrollment documented in the case note files.
- 3) **Training Not Available** – Training approved by WMW is not reasonably available to the adversely affected worker from either governmental agencies or private sources (which may include area vocational education schools and employers), no training that is suitable for the adversely affected worker is available at reasonable cost, or no training funds are available.

Training waivers under TAAEA of 2011 and TAARA of 2015 must not be issued unless the adversely affected worker meets one of the three criteria. This must be documented in the individual’s file. For the waiver reasons “Enrollment Unavailable” and “Training Not Available,” this includes documentation that progress toward entering training is continually made while the waiver is active. If an adversely affected worker ceases efforts to enter training without reasonable justification (or training is no longer feasible), the waiver must be revoked.

In the case of an adversely affected worker expressing interest in Employer-Based Training (EBT), the case file must include documentation that progress toward training is being made.

Examples of documentation include:

- Partnership between TAA and WMW Business Solutions staff to identify EBT opportunities;
- Applications for employment for EBT opportunities; and/or
- Other efforts to enter EBT.

D. 30-day Waiver Reviews: All TAA Laws

The *Waiver of TAA Training Requirements* form (*applicable to the corresponding law*) will be issued for a six-month period of time and reviewed at least once every 30 days until the waiver

expires or is revoked due to enrollment into training, expiration, and/or non-compliance. WMW staff must document reviews via the One-Stop Management Information System (OSMIS).

WMW staff will schedule waiver reviews with workers in person, by phone, or through written communication based on the availability of the worker.

Waiver reviews must take into consideration the worker's intake and assessment results as well as the worker's current training needs. If an adversely affected worker returns to work, the waiver should not automatically be revoked. However, a waiver may only be continued if one of the waiver reasons (*applicable to the corresponding law*) still applies.

If the worker is a National Guard personnel or Military reservist who has been called to active duty and is not able to continue the reviews due to deployment overseas, or other reasons, the waiver will be revoked.

E. Steps in Applying for a Waiver: All TAA Laws

Workers who meet the criteria for issuance of a training waiver must sign and date the *Waiver of TAA Training Requirements* form (*applicable to the corresponding law*) as well as the *Request for Determination of Entitlement to TRA* form and fax both documents to the State TRA Unit for TRA determination. WMW staff shall assist the worker in applying for the waiver.

F. Waiver Expiration and Revocation: All TAA Laws

A waiver is revoked once the worker enrolls in TAA-approved training or if it is determined for other reasons that the basis for the waiver is no longer applicable.

A waiver must be revoked under the following circumstances:

- The adversely affected worker is enrolled in TAA-approved training; or
- The reason for the waiver no longer exists; or
- The adversely affected worker refuses to participate in waiver reviews; or
- Basic TRA benefits have expired; or
- The 104-week eligibility period for Basic TRA has expired.

Under no circumstance should a waiver be revoked without giving the worker ample opportunity to participate in the waiver review process. All attempts to contact the adversely affected worker should be case noted in the worker's file. If a waiver is revoked, both the worker and the State TRA Unit will be notified in writing by the WMW staff.

Once a waiver is revoked, it cannot be reissued unless the revocation is reversed by redetermination or appeal. Therefore, waivers will only be revoked after all other alternatives have been exhausted. It is acceptable to allow a waiver to expire, but waiver reviews must continue until the expiration occurs.

G. Waiver Time Exceptions

TAA law requires adversely affected workers to make every effort to meet the time-limit requirements. However, in certain circumstances adversely affected workers, through no fault of their own, do not meet the deadline of application. In instances where the worker has missed the deadline imposed by the applicable TAA law, WMW will consider the following exceptions to the application deadline.

45-Day Extenuating Circumstance (Applicable to all Acts) - Adversely affected workers who did not meet the “8/16” or “26/26” deadline, as imposed by the applicable TAA law for which the adversely affected worker has been certified, due to extenuating circumstances, but applied within 45 days from that period, may be granted the waiver. Extenuating circumstances are unusual situations that are beyond the direct control of the worker, and that make enrollment within the otherwise applicable deadline impossible or impractical.

60-Day Post Notification (Applicable to TGAAA of 2009, TAAEA of 2011, and TAARA of 2015)

This exception may be applied to workers who did not meet the “26/26” week deadline, as imposed by the applicable TAA law for which the adversely affected worker has been certified, because they were not notified of the TAA benefits. However, upon notification, the worker applied for the waiver within 60 days. If applied, WMW must document efforts to notify all workers. Reasons to apply this exception are as follows:

- 1) Due to WMW or company error; or
- 2) Name did not appear on list provided by employer; or
- 3) Temporary Agency employees not included on layoff list.

Good Cause (Applicable to TGAAA of 2009, TAAEA of 2011, and TAARA of 2015) - This exception allows for consideration of the following factors when time limitations of TRA or enrollment in training have not been met, as imposed by the applicable TAA law for which the adversely affected worker has been certified:

- 1) Whether the adversely affected worker acted in the manner that a reasonably prudent person would have acted under the same or similar circumstances.
- 2) Whether the adversely affected worker received timely notice of the need to act before the deadline passed.
- 3) Whether there were factors outside the control of the adversely affected worker that prevented the worker from taking timely action to meet the deadline.
- 4) Whether the adversely affected worker’s efforts to seek an extension of time by promptly notifying WMW were sufficient.
- 5) Whether the adversely affected worker was physically unable to take timely action to meet the deadline.

- 6) Whether the adversely affected worker's failure to meet the deadline was due to the employer warning, instructing, or coercing of the worker in any way that prevented the worker's timely filing of an application for TRA, or to enroll in training.
- 7) Whether the adversely affected worker's failure to meet the deadline was due to the worker reasonably relying on misleading, incomplete, or erroneous advice provided by WMW.
- 8) Whether the adversely affected worker's failure to meet the deadline was due to WMW failing to perform its affirmative duty to provide advice reasonably necessary for the protection of their entitlement to TRA.
- 9) Whether there were other compelling reasons or circumstances that would prevent a reasonable person under the circumstances presented from meeting a deadline for filing an application for TRA or enrolling in training including:
 - a. Neglect, a mistake, or administrative error by WMW;
 - b. Illness or injury of the adversely affected worker or any member of the adversely affected worker's immediate family;
 - c. The unavailability of mail service for a worker in a remote area;
 - d. A natural catastrophe such as an earthquake, fire, or flood;
 - e. An employer's failure or undue delay in providing documentation, including instructions, a determination, notice, or pertinent and important information;
 - f. Compelling personal affairs or problems that could not reasonably be postponed such as an appearance in court, or an administrative hearing or proceeding, substantial business matters, attending a funeral, or relocation to another residence or area;
 - g. The state failed to effectively communicate in the adversely affected worker's native language, and the worker has limited understanding of English; or
 - h. The loss or unavailability of records due to a fire, flood, theft or another similar reason. Adequate documentation of the availability of the records includes a police, fire, or insurance report, containing the date of the occurrence and the extent of the loss or damage.

Equitable Tolling (Applicable to all Acts) - The equitable tolling of a deadline *only* applies in circumstances in which a deadline was missed through no fault of the adversely affected worker, and WMW has found that due diligence in taking all necessary actions to protect their eligibility for TAA benefits upon notification of the applicable deadline has been demonstrated. Reasons equitable tolling may be applied include, but are not limited to, when the adversely affected worker was not:

- 1) Included on a layoff list; or
- 2) Notified by the MWA of the TAA certification; or
- 3) Invited to the WBO.

The signed Waiver Form must include one of the 4 exceptions check marked indicating the exception that was used to provide the worker with additional time. The forms must be faxed into the TRA Unit no later than the second business day after form completion. The consideration for providing the time extension to the worker must be explained in the worker's case notes.

H. Appeals

An adversely affected worker has the right to protest a waiver denial or revocation, and must be advised of this right in writing, through the use of the appropriate waiver form, when being notified of the action. Notification of a waiver denial or revocation must be issued to the adversely affected worker in person or in compliance with the WMW Trade Protest and Appeals Policy and any subsequent policies.

Note: Michigan case law has held that the time limits for applying for a waiver described above are not applicable to applications for waivers, although the State TIA and the U. S. Dept. of Labor continue to maintain that such time limits are applicable. See *Dept. of LARA, UIA/TRA Special Programs Unit v. Khan*, 311 Mich App 66 (2015) and *DLEG, UIA v. Dykstra*, 283 Mich App 212 (2009). Therefore, if an adversely affected worker would qualify for a waiver under any of the Trade Acts described in this policy except for the fact that he or she did not apply for the waiver within the appropriate time limit described above, and he or she does not qualify for any of the exceptions to the time limits described in Section G of this Policy, the Career Coach shall provide the worker with both oral and written notice that it would be advisable to file a Request for a Redetermination.

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MEMORANDUM

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: Angie Barksdale, Chief Operating Officer
DATE: February 12, 2018
RE: Career Educational Advisory Council (CEAC)

For the past several years under state policy, we have been required to maintain a Region 4 wide advisory group called the Talent District Career Council (TDCC). This Council was to provide advisement and feedback to the two Workforce Development Boards (WDB) in our region regarding the educational portion of plans and programs in their respective area, such as Adult Education, Secondary Carl Perkins, Postsecondary Perkins, Michigan Works! local WIOA plan and Workforce Development Board strategic planning. The members of the TDCC were appointed by their respective WDB and were required to meet 3 times annually.

In late December 2016, the State of Michigan issued a new policy creating Career Educational Advisory Councils (CEACs) to replace existing TDCCs. The intent and focus of this newly created council is much the same as the TDCC; however, the new CEACs are to be aligned with the local MWA area, instead of the entire 13-county Regional Prosperity Initiative region. Due to this change, we will be re-establishing this group and appointing new members. Below is a listing of the minimum required membership of the CEAC:

- Local Workforce Development Board Member
- At least 3 employers who represent in-demand industries from the local area (the local WDB member may serve in a dual role representing this sector & the WDB)
- Labor
- Local school district offering Career & Technical Education (CTE) or Adult Education Programs
- Intermediate School District offering CTE or Adult Education Programs
- Postsecondary Institution
- Career & Technical Education Administrator
- Public School parent
- Academic Educator (a Teacher at K-12, College or University)

The intent is to form the CEAC as a working sub-committee of the full WDB and assign a staff person to staff the council, similar to our Employer Solutions, Talent Solutions, Strategic Partnership and Executive committees.

Attached is a Roles & Responsibilities chart provided in the new state policy for the CEAC and application for membership. We will be seeking membership applications through March 5, 2018. The applications will be reviewed on March 19th by the Executive Committee of the WDB, which will ensure not only diverse representation of organization but also geographic representation of our 7 counties. Formal nominations will be presented to the full WDB for appointment at our April meeting.

**Workforce Development Board (WDB) and Career & Educational Advisory Council
(CEAC)
Roles & Responsibilities**

PROGRAM / ACTIVITIES	RESPONSIBILITIES	
	WDBs	CEACs
Local Chief Elected Official is the grant recipient.	Administers grants. Decision making authority.	Advises WDB on career & education related items.
Federal Adult Education (WIOA Title II).	Assures alignment with Workforce Development Board's (WDB's) WIOA Local Plan.	Advises WDB on career & education related items.
Adult Education – School Aid Section 107 of PA 108 of 2017.	Assures alignment with WDB's WIOA Local Plan.	Assists State's Section 107 fiscal agent in creating process to select education providers and advises on alignment with the WDB's WIOA Local Plan.
Secondary Perkins Funding – Carl D. Perkins Vocational and Technical Education Act of 1998.	Collaborates with district's fiscal agent to encourage alignment with WDB's WIOA Local Plan.	<ul style="list-style-type: none"> • Reviews and comments on Perkins Long Range Plan. • Collaborates with secondary institutions to ensure skills taught align with industry demand.
Postsecondary Perkins Funding – Carl D. Perkins Vocational and Technical Education Act of 1998.	Collaborates with local community colleges and universities to encourage alignment with WDB's WIOA Local Plan.	<ul style="list-style-type: none"> • Reviews and comments on Perkins Long Range Plan. • Advises postsecondary institutions on new occupational program development. • Participates in the design, implementation, and evaluation of postsecondary Perkins Career Technical Education programs.
Michigan Works! One-Stop Service Center System – State of Michigan PA 491 of 2006.	Decision making authority.	Advises WDB on career & education related items.
Michigan Department of Education (MDE) Regional Strategic Plan – State of Michigan 1979 PA 94, Section 61(b), (MCL 388.1661b).	Based on advisement of the CEAC, reviews and signs-off on the Local Intermediate School District (ISD) Fiscal Agent's Regional Strategic Plan.	<p style="text-align: center;">Per 1979 PA 94, Section 61(b)</p> <ul style="list-style-type: none"> • Collaborates with the eligible fiscal agent of an intermediate district in developing a regional strategic plan. • Reviews regional Labor Market Information projections and documents intermediate district's career cluster rankings of ten-year job opening projections and median wage for each standard occupational code. • Assures that the Michigan Department of Education's (MDE's) regional strategic plan's highest, five career cluster rankings appear in any of the other ISD Fiscal Agent's regional strategic plans. • Recommends modification to the MDE regional strategic plan, if necessary, to accurately reflect employers' demand for talent. • Certifies career cluster rankings are accurate for the region and updates these plans every four years. • Approves the MDE regional strategic plan, following advisement and sign-off by the WDB. • Advises the WDB on career and educational related items.



West Michigan Works! Career & Education Advisory Council (CEAC) Application Process

West Michigan Works! is part of the statewide Michigan Works! system, serving employers and job seekers of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. In partnership with employers, educators, economic developers and community organizations, West Michigan Works! works to create a qualified workforce that meets the region's current and future talent needs and fuels a shared economic future. In order to support that work sub-committees are established to advise the West Michigan Works! (WMW) Workforce Development Board (WDB). The Career and Education Advisory Council (CEAC) of the West Michigan Works! Workforce Development Board will work to build and maintain a collaborative partnership with local school districts, employers, postsecondary institutions, training providers, career & technical education organizations and adult education providers. The CEAC will advise the WDB regarding the educational portions of their WIOA local plan, coordinate with other entities in guiding career development programs and career pathways and collaborate with the ISD(s) serving as the local State Section 107 fiscal agent and State Section 108, Section 61B fiscal agent to ensure alignment with programming.

West Michigan Works! is seeking applicants for appointment to the Career and Education Advisory Council. Interested applicants must fill out the attached application and submit it to admin@westmiworks.org by **March 5, 2018** to receive first review by the nomination committee. The nomination committee will review applicants for alignment with State policy, geographic representation across the region and diversity requirements. If an appropriate number of applicants is not received, the application will be re-released.

Applicants meeting nomination requirements will be presented to West Michigan Works! Workforce Development Board in April for appointment.

For further guidance, questions or to submit an application, please contact admin@westmiworks.org.



West Michigan Works! Career & Educational Advisory Council Application

1. APPLICANT INFORMATION			
Last Name	First	M.I.	Date of app:
Street Address		Apartment/Unit #	
City	State	ZIP	
Phone	E-mail Address		
2. EMPLOYMENT			
Company		Address	
Position			
Responsibilities			
3. WHICH SECTOR DO YOU REPRESENT (YOU MUST BE EMPLOYED IN THE SECTOR YOU ARE REPRESENTING)?			
<p>Workforce Development Board</p> <p>Labor Organization</p> <p>Local Employer</p> <p>Local School district- offering Career & Technical Education or Adult Education Programs</p> <p>Postsecondary Institution</p> <p>Intermediate School District- offering Career & Technical Education or Adult Education Programs</p> <p>Career & Technical Educator</p> <p>Public School Parent</p> <p>Academic Educator- Teacher at K-12, college or University</p>			



West Michigan Works! Career & Educational Advisory Council Application

4. WHAT IS YOUR PAST EXPERIENCE IN SERVING ON A BOARD OR ADVISORY COMMITTEE?

5. WHY DO YOU WANT TO BE CONSIDERED FOR THIS APPOINTMENT?

6. WHICH COUNTY/COUNTIES DO YOU REPRESENT? PLEASE CHECK ALL THAT APPLY (drop down box or write-in).

- | | | |
|---------|----------|----------|
| Allegan | Kent | Ottawa |
| Barry | Montcalm | Regional |
| Ionia | Muskegon | |

7. DOES ACSET WEST MICHIGAN WORKS! EMPLOY ANY MEMBERS OF YOUR FAMILY?

Yes No

Please submit completed application to admin@westmiworks.org by March 5, 2018.

Position	Median Hourly Earnings	2014-24 Projected Growth #	2014-24 Projected Growth %	2014-24 Total Annual Openings	Minimum Education or Training Requirements
CONSTRUCTION & ENERGY					
Carpenters	\$20.71	595	18.2%	98	Apprenticeship
Civil Engineers	\$35.41	130	14.8%	39	Bachelor's degree, license
Construction Laborers	\$17.17	1,010	21.8%	194	Short-term OJT
Construction Managers	\$40.72	165	11.2%	37	Bachelor's degree, license, moderate-term OJT
Cost Estimators	\$28.47	215	16.8%	58	Bachelor's degree
Electricians	\$27.92	675	21.9%	114	Apprenticeship, license
Environmental Engineers	\$41.08	40	21.1%	9	Bachelor's degree
First-Line Supervisors of Construction Trades and Extraction Workers	\$29.23	410	19.4%	58	License, ≥ 5 years work experience
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	\$22.34	315	22.8%	53	Certification, long-term OJT
Plumbers, Pipefitters and Steamfitters	\$30.58	375	20.2%	62	Apprenticeship
HEALTH SCIENCES					
Clinical, Counseling and School Psychologists	\$34.10	100	16.7%	23	Doctoral or professional degree, license, internship
Dental Hygienists	\$29.42	110	8.3%	33	Associate degree, license
Dentists, General	\$81.11	60	11.7%	16	Doctoral or professional degree, license, residency
Diagnostic Medical Sonographers	\$29.23	145	32.6%	22	Associate degree, certification
Emergency Medical Technicians and Paramedics	\$14.33	120	19.5%	22	Certification, license
Healthcare Social Workers	\$25.82	230	22.2%	48	Master's Degree, license
Licensed Practical and Licensed Vocational Nurses	\$22.36	255	9.9%	98	License
Medical and Clinical Laboratory Technicians	\$15.31	200	20.2%	44	Associate degree, certification, license
Medical and Clinical Laboratory Technologists	\$27.50	210	20.3%	46	Bachelor's degree, certification, license
Medical and Health Services Managers	\$44.46	370	19.3%	85	Bachelor's degree, ≥ 5 years work experience
Medical Assistants	\$14.35	450	17.3%	99	Certification
Medical Equipment Preparers	\$16.77	65	23.2%	12	Moderate-term OJT, certification
Medical Records and Health Information Technicians	\$17.20	105	17.9%	23	Certification
Medical Secretaries	\$15.74	350	17.6%	56	Moderate-term OJT, certification
Mental Health Counselors	\$22.30	95	13.5%	24	Master's degree, license, internship
Nurse Practitioners	\$46.74	100	33.3%	17	Master's degree, license
Nursing Assistants	\$13.71	1,290	16.2%	309	Certification
Occupational Therapists	\$35.36	250	26.5%	43	Master's degree, license
Pharmacists	\$57.11	100	8.6%	37	Doctoral or professional degree, license
Pharmacy Technicians	\$14.16	185	12.5%	32	Certification, license, moderate-term OJT
Physical Therapist Assistants	\$23.39	305	37.2%	54	Associate degree, license
Physical Therapists	\$40.31	505	31.7%	94	Doctoral or professional degree, license
Physician Assistants	\$47.44	165	27%	31	Master's degree, license
Physicians and Surgeons, All Other	\$89.55	155	16.3%	41	Doctoral or professional degree, license, internship
Radiologic Technologists	\$25.33	130	14.2%	30	Associate degree, certification
Registered Nurses	\$32.43	3,275	23.9%	650	Bachelor's degree, license
Respiratory Therapists	\$26.75	155	24.4%	31	Associate degree, license
Social and Community Service Managers	\$32.93	105	14.3%	30	Bachelor's degree, ≥ 5 years work experience
Speech-Language Pathologists	\$35.40	95	14.6%	25	Master's degree, license
Surgical Technologists	\$20.84	135	22.0%	20	Certification
INFORMATION TECHNOLOGY					
Computer and Information Systems Managers	\$56.17	125	13.6%	23	Bachelor's degree, ≥ 5 years work experience
Computer Occupations, All Other	\$35.89	75	10.3%	16	Bachelor's degree
Computer Systems Analysts	\$40.77	305	22.8%	47	Bachelor's degree
Computer User Support Specialists	\$22.95	440	15.9%	80	Some college, no degree
Database Administrators	\$41.10	35	10.9%	10	Bachelor's degree, ≤ 5 years work experience
Graphic Designers	\$21.64	55	4.8%	33	Bachelor's degree
Information Security Analysts	\$42.32	20	22.2%	3	Bachelor's degree, ≤ 5 years work experience
Management Analysts	\$35.12	265	19.4%	45	Bachelor's degree, ≤ 5 years work experience
Network and Computer Systems Administrators	\$35.06	145	10.8%	31	Bachelor's degree
Software Developers, Applications	\$39.79	410	24.4%	65	Bachelor's degree
Software Developers, Systems Software	\$40.53	130	11.0%	30	Bachelor's degree
Telecommunications Equipment Installers and Repairers, Except Line Installers	\$25.26	30	4.5%	9	Certification
Web Developers	\$29.57	110	27.2%	16	Associate degree
MANUFACTURING					
Chemical Technicians	\$21.19	25	7.5%	12	Associate degree, moderate-term OJT
Computer Numerically Controlled Machine Tool Programmers, Metal and Plastic	\$23.54	150	33.0%	29	Long-term OJT, certification
Computer-Controlled Machine Tool Operators, Metal and Plastic	\$16.96	985	33.7%	187	Moderate-term OJT, certification
Electrical and Electronic Engineering Technicians	\$26.27	70	7.4%	30	Associate degree
Electrical and Electronic Equipment Assemblers	\$13.59	95	6.0%	30	Moderate-term OJT
Electrical Engineers	\$41.33	120	11.0%	36	Bachelor's degree
Engineers, All Other	\$42.77	90	11.6%	25	Bachelor's degree, license
First-Line Supervisors of Mechanics, Installers and Repairers	\$30.19	300	11.2%	84	Certification, license, ≤ 5 years work experience
First-Line Supervisors of Production and Operating Workers	\$28.63	510	8.3%	149	Certification, license, ≤ 5 years work experience
General and Operations Managers	\$47.40	1,000	10.8%	335	Bachelor's degree, ≥ 5 years work experience
Industrial Engineering Technicians	\$23.23	130	8.3%	52	Associate degree
Industrial Engineers	\$40.95	530	12.6%	176	Bachelor's degree, license
Industrial Machinery Mechanics	\$24.46	915	31.9%	166	Long-term OJT, apprenticeship, certification
Industrial Production Managers	\$51.95	150	6.5%	81	Bachelor's degree, ≥ 5 years work experience
Industrial Truck and Tractor Operators	\$15.07	485	11.8%	151	Short-term OJT, certification
Inspectors, Testers, Sorters, Samplers and Weighers	\$15.35	630	10.0%	222	Moderate-term OJT
Logisticians	\$38.05	35	7.8%	10	Bachelor's degree
Machinists	\$19.19	1,040	21.4%	244	Long-term OJT, apprenticeship, certification
Maintenance and Repair Workers, General	\$16.79	715	9.9%	261	Long-term OJT, apprenticeship, certification
Mechanical Engineers	\$41.61	340	13.0%	117	Bachelor's degree, license
Mixing and Blending Machine Setters, Operators and Tenders	\$17.22	85	8.5%	30	Moderate-term OJT
Production Workers, All Others	\$16.47	370	14.3%	90	Moderate-term OJT
Production, Planning, and Expediting Clerks	\$22.96	215	11.1%	75	Moderate-term OJT, certification
Purchasing Agents, Except Wholesale, Retail and Farm Products	\$30.99	195	9.4%	77	Bachelor's degree
Team Assemblers	\$15.41	2,020	10.2%	628	Moderate-term OJT
Welders, Cutters, Solderers and Brazers	\$17.50	320	12.5%	105	Moderate-term OJT, certification
PROFESSIONAL & ADMINISTRATIVE SERVICES					
Accountants and Auditors	\$31.15	640	14.8%	180	Bachelor's degree, license
Automotive Service Technicians and Mechanics	\$17.81	260	7.2%	123	Certification, short-term OJT
Bus and Truck Mechanics and Diesel Engine Specialists	\$20.15	185	13.3%	42	Long-term OJT, certification
Customer Service Representatives	\$15.32	1,665	11.8%	513	Short-term OJT
Educational, Guidance, School and Vocational Counselors	\$24.47	85	9.7%	27	Master's degree
Financial Analysts	\$36.46	50	10.2%	15	Bachelor's degree
Financial Managers	\$50.54	230	10.6%	74	Bachelor's degree, ≥ 5 years work experience
First-Line Supervisors of Food Preparation and Serving Workers	\$14.49	475	12.3%	162	≤ 5 years work experience, certification recommended
First-Line Supervisors of Non-Retail Sales Workers	\$32.65	165	8.8%	38	≤ 5 years work experience
First-Line Supervisors of Office and Administrative Support Workers	\$25.32	495	10.3%	122	Work experience
First-Line Supervisors of Personal Service Workers	\$16.18	125	12.0%	32	≤ 5 years work experience
Heavy and Tractor-Trailer Truck Drivers	\$19.07	970	7.6%	313	Certification, short-term OJT
Human Resources Specialists	\$27.28	185	9.6%	65	Bachelor's degree
Lawyers	\$46.08	170	8.8%	45	Doctoral or professional degree, license
Market Research Analysts and Marketing Specialists	\$28.81	440	22.8%	67	Bachelor's degree
Parts Salespersons	\$15.23	260	9.4%	87	Moderate-term OJT
Postsecondary Teachers	\$76,230*	150	10.3%	41	Doctoral or professional degree, license
Sales Managers	\$58.37	140	7.8%	56	Bachelor's degree, ≤ 5 years work experience
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	\$28.21	1,055	9.0%	347	Moderate-term OJT
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	\$37.45	100	9.3%	32	Bachelor's degree, moderate-term OJT
Training and Development Specialists	\$27.42	115	13.5%	32	Bachelor's degree, ≤ 5 years work experience

*Annual wage

These occupations meet the criteria for Michigan Works! training scholarships.

The agriculture industry, including farming and food production, accounts for nearly 10,000 jobs and \$300 million in labor income in the region. Many of the high-demand occupations within agriculture overlap other industries.

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MEMORANDUM

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: Brittany Lenertz, Regional Service Center Director
DATE: February 12, 2018
RE: Service Center Updates

Allegan County Integrated Education & Training

A host of partners have come together to offer three tracks of Integrated Education and Training (IET) in Allegan County. IET consists of GED or High School completion alongside technical training, so in a short period of time, adult learners are able to complete their diploma or GED and obtain an industry-recognized skill. The three tracks consist of Certified Nursing Assistant, Pre-Apprentice Construction Training, and Certified Production Technician. The partners involved include Allegan Alternative Education, Allegan Adult Education, Plainwell Renaissance Adult Education, GRCC, Michigan Career & Technical Institute, Lake Michigan College, Michigan Rehabilitation Services, Allegan County Community Action, area employers, and other community based organizations. The upcoming cohorts will serve approximately 25 students and prepare them for in-demand occupations in Allegan County.

ESL Classes Offered Onsite

The Literacy Center of West Michigan began offering English as a Second Language (ESL) classes onsite at the Franklin Service Center beginning in November. These classes are 11-week, traditional cohort style, entry-level ESL classes. Beginning this month the Literacy Center will also be offering open entry classes, allowing us to immediately engage our ESL learners in classes to ensure they begin receiving immediate instruction and don't get lost while they wait for a traditional cohort style class to begin. These ESL classes are occurring in conjunction with other job readiness preparation activities.

Youth Services

WMW is in the process of working with our One-Stop Operator to unify and coordinate Out-of-School Youth Services across the region. The goal is to increase outreach and engagement with this typically hard-to-reach population in order to make solid connections with them to the workforce. We will be conducting a series of focus groups to learn how to better meet their needs and remove barriers to work.



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121 Clover St
Holland, MI 49423
(616) 396-2154

MEMORANDUM

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: Deb Lyzenga, Regional Business Solutions Director
DATE: February 12, 2018
RE: Business Solutions Updates

Going Pro Apprenticeship Grant

West Michigan Works! has been awarded \$180,000 to collaborate with regional manufacturing employers and Intermediate School Districts in Allegan, Kent, Ottawa, and Muskegon to develop a short term pre-apprenticeship program that will serve 75 individuals in under-represented populations. Each student will receive pre-apprenticeship training and paid employment leading to a USDOL registered apprenticeship.

American Health Information Management Association (HIMA) Foundation Grant

West Michigan Works! received a \$77,000 grant from the AHIMA foundation to support the expansion of the USDOL Medical Assistance Apprenticeship and the development of the USDOL Sterile Processing Technician Apprenticeship program. Funds will be used to cover costs related to design and start-up of the apprenticeship program, registration of apprentices with USDOL, and to provide financial assistance to support apprentices in the program (i.e., transportation, childcare, tools and supplies).

Talent Pipeline Management (TPM) Academy

TPM is a new methodology developed by the U.S. Chamber of Commerce and adopted into practice by Consumers Energy and DTE acquisition teams, applying supply chain management principles to talent. The statewide, employer-led initiative for demand-driven training includes 18 state and local leaders. West Michigan Works! will be the host organization, supported by Lakeshore Advantage, Talent 2015, and The Right Place, convening businesses and training providers throughout Region 4b to implement talent supply chain solutions.

West Michigan Works! DOL Registered Apprenticeship Programs

	FY 2016	FY2017	FY2018	Employers
Healthcare	26 enrolled 24 completed	25 enrolled 20 completed	43 currently enrolled	6
Manufacturing			32 currently enrolled	16
IT			4 currently enrolled	3
Construction			16 currently enrolled	7
TOTAL	24	20	95	32

West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud member of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 711 Supported by the State of Michigan



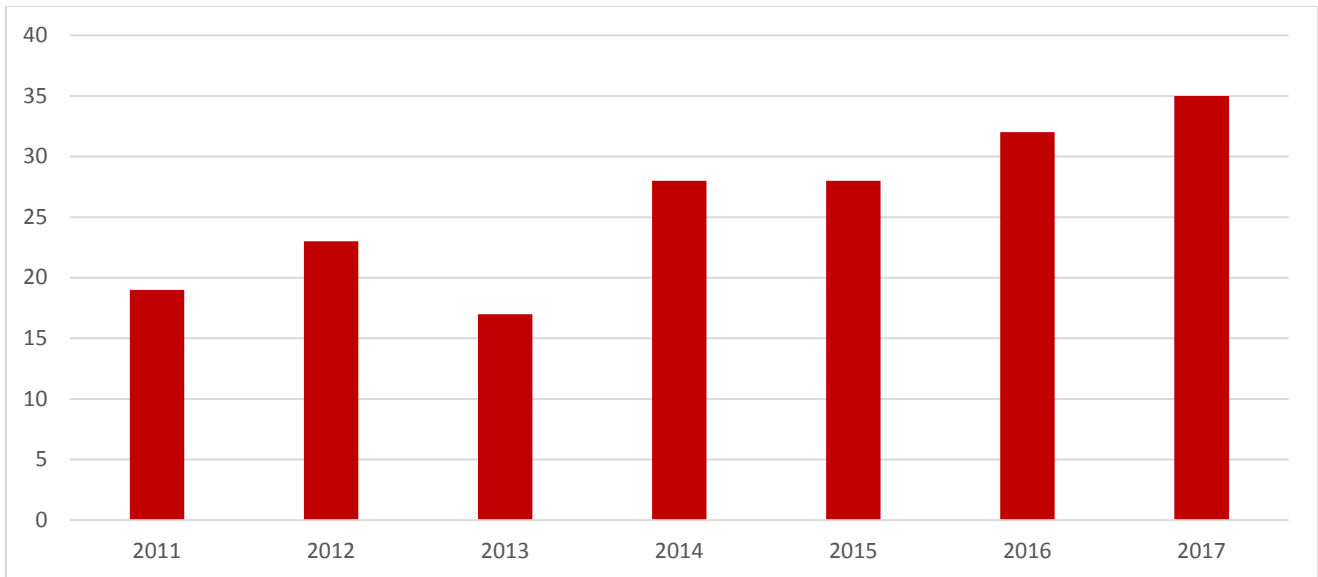
10th Annual Beverly A Drake Essential Service Awards (ESA)

The Essential Service Awards highlight the important role that service workers play in our economy. The awards recognize individuals who display pride in their job, a positive attitude and a strong work ethic. Nominees must have 2+ years of employment with the same employer and work in Allegan, Barry, Ionia, Kent, Montcalm, Muskegon or Ottawa County.

This year the Outreach and Communications subcommittee reviewed 35 nominations. Winner profiles on pages 2 and 3.

	Category	Allegan	Barry	Ionia	Kent	Montcalm	Muskegon	Ottawa
2	Childcare			1			1	
8	Cleaning/Housekeeping/ Groundskeeping	1		2	2	1	2	
5	Food Service				2		1	2
2	General Labor				1			1
2	Government			1				1
5	Health Care/Elder Care	2			3			
7	Hospitality				6			1
1	Non-profit				1			
2	Retail	1						1
1	Transportation							1
35	TOTAL	4	0	4	15	1	4	7

Nomination History



Data from 2008-2010 unavailable

10th Annual Beverly A. Drake

ESSENTIAL SERVICE AWARDS

The Essential Service Awards recognize the important role service workers play in our economy, our communities and our daily lives. Without these people who faithfully fulfill necessary roles, our economy would suffer greatly. We wish to shine a bright light on these very special workers.

HOW ESA NOMINEES ARE IDENTIFIED

Nominations are submitted by employers and the community at large. Winners are chosen by a committee of the West Michigan Works! Workforce Development Board.

ELIGIBILITY REQUIREMENTS

In order to be eligible for the Essential Service Awards, nominees are required to meet the following requirements:

Work History: must have 2+ years of employment with same employer.

Location: nominees must work in Michigan's Prosperity Region 4b: Allegan, Barry, Ionia, Kent, Montcalm, Muskegon or Ottawa County.

JUDGING CRITERIA

Essential Service Award winners display pride in their job, a positive attitude, a strong work ethic and model good work habits.



West Michigan Works! provides a network of employment and training programs and services for employers, employees, and job seekers with the goal of creating a sustained workforce with the required skills to maintain and enhance the economy of West Michigan. For more information, visit westmiworks.org.

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ESSENTIAL SERVICE AWARDS

Recognizing the important role that service workers play in our economy, our community and our daily lives.



Congratulations to our 2017 WINNERS

Below each winner's name is an excerpt from their nomination form.

CHERYL BALCOM

Child Care

In-home day care provider/owner

Cheryl isn't *just* a babysitter – she's a huge part of my kids' lives. Cheryl gives each child quality one-on-one time even with a house full of kids. She cares for them outside of her home too; she always attends their birthday parties and constantly checks in when they're sick. When my third son was born, she offered to keep him overnight so I could rest. The kids' care is always her first priority.

JEN BREEN

General Labor

Driver, VanHydraulics

Because of Jen, our customers know they can depend on us 24/7. Jen makes replacement part deliveries overnight, weekends or on holidays to ensure our customers' plants can keep running. Her dependability has significantly contributed to our business growth and excellent customer satisfaction. Jen is the kind of employee customers dream of, but we are lucky to actually have her!

JAMES FULTS

Government

Employment Counselor, Richard A. Handlon Correctional Facility

James changes inmates' lives through his work in Vocational Village, an employment training program. Knowing that the success of returning citizens weighs heavily on their employment, James arranged video interviews for qualified inmates with employers. This helped many find work prior to being paroled. These job offers give them a great start at a new life. James frequently travels to build relationships with more employers who are interested in hiring inmates.

JEN JOSEPH

Healthcare

Nurse Aide, Mary Free Bed Rehabilitation Hospital

For almost 30 years, Jen has worked tirelessly with our staff and patients to ensure the best care possible. Jen approaches every situation knowing exactly how to help or what to say. For example, there was a family whose mother was not making a lot of progress. The family was upset. While the nurse was trying to reassure them, Jen came in and went right in for a hug. The patient lit up and the family's mood shifted once they saw Jen's caring actions.

BRENDA LUTZ

Transportation

Bus Driver, Grand Haven Public Schools

Brenda goes above and beyond serving students, parents and co-workers. While she was breaking in a new bus, she encountered a few problems requiring repairs. The repairs threatened to delay her route start time, so she helped the maintenance workers by gathering the tools they needed for the job. Brenda loves "her kids" and takes ownership in them while gently guiding them through any social challenge they bring to her.

TYRONE MARSHALL

Cleaning

Janitor, Mercy Health

Tyrone's work ethic and magnetic attitude is noticed by patients, co-workers and others in our health care community. He approaches every task as a top priority even if it's outside his typical duties, like moving furniture or transporting equipment. Once during an off-site delivery he noticed someone trying to change a flat tire in the snow. Instead of just leaving, he offered to change it for her. He leads by example and is kind to everyone. We are blessed to have him.

ANA MCCLAIN

Nonprofit

Therapist, Wedgwood Christian Services

Ana's support and encouragement affect the lives of our clients and our staff. During a leadership transition, Ana was instrumental in stabilizing the team. Her thoughtful actions ensured that our clients were still being cared for. Ana assisted in developing the program's reputation as one of the most impactful co-occurring, adolescent treatment programs in the state.

ADELA MIRANDA

Hospitality

Laundry Attendant, Residence Inn Grand Rapids Airport

Adela's hard work and dedication to our hotel are noticed by co-workers and guests. She's truly a team player and an incredible asset to our team. After Adela joined our staff, she noticed a lot of laundry coming in at the end of her shift. It was impossible to finish it all before she left. She asked if she could come in an hour early to make sure all the laundry was complete before housekeepers arrived. Adela's critical thinking helped our staff to clean rooms and serve our guests more efficiently.

TAMMY NOTTINGHAM

Food Service

Breakfast Attendant, Hampton Inn

Tammy impacts all guest experiences whether they're in our breakfast area or not. Customer service bubbles out of her. Tammy is dedicated to bringing smiles to our guests' faces. When one guest couldn't find salsa, she located a jar and surprised them with it. If someone requests a map or menu, she makes sure to suggest the best places in town. Many of our regular guests come back just to see her, even if they're in town just for the day.

See photos of this year's winners at <http://www.westmiworks.org/esa/>