West Michigan Works! (WMW) Workforce Development Board (WDB) Meeting
Westside Service Center
215 Straight Ave. N.W.
Grand Rapids, MI 49504
Monday, August 13, 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 June 11, 2018 Minutes Action Required
4. Approval of Policy: WMW 18-XX Work Based Training
   Amy Lebednick, Business Solutions Manager Action Required
5. WMW WDB Terms of Office Member Applications
   Jay Dunwell, Jon Hofman Information Item
6. Presentations Information Item
   a. R.I.S.E. Up (WMW, Mercy Health and The SOURCE)
   b. HireReach, Rachel Cleveland
7. WMW WDB Quarterly Dashboard: Quarter 2 Information Item
   Jacob Maas, Chief Executive Officer
8. General Updates Information Item
   a. Talent Solutions Updates, Brittany Lenertz, Talent Solutions Director
   b. Business Solutions Updates, Amy Lebednick
   c. Retention Solutions Updates, Jacob Maas
9. 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
      i. Essential Service Awards
   f. Career Educational Advisory Council (CEAC), Cindy Brown
10. Other Business Information Item
    a. Marshall Plan Presentation, August 14th from 9-11 AM: Kent Career Technical Center (KISD)
       (Amway Hotel, GR) one-day registrations available
11. Public Comment
12. Adjournment

Next Scheduled Workforce Development Board Meeting:
   October 8, 2018 located at:
   Westside Service Center, 215 Straight Ave N.W. Grand Rapids, MI 49504
West Michigan Works! (WMW) Workforce Development Board (WDB) Meeting
Westside Service Center
215 Straight Ave. N.W.
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Monday, June 11, 2018
Lunch 11:30 A.M. • Meeting 12:00 P.M.

MINUTES

Workforce Board Members Present: Dave Smith (Chairperson), Cindy Brown (Vice-Chairperson), Mark Bergsma, Randy Boss, Norm Brady, Kenyatta Brame, Jordan Clark, Cathy Cronick, Jay Dunwell, Jim Fisher, Heather Gluszewski, Kiesha Guy, Jon Hofman, Angela Huesman, Dave Kitchen, Scott McLean, Val Putnam, Michelle Seigo, Samantha Semrau, Dan TenHoopen, Therese Thill, Mark Thomas, Sherry White, Pat VerDuin

Workforce Board Members Absent: Travis Alden, John Buchan, Bob Ferrentino, Becky Herrington, Bill Pink, Dan Rinsema-Sybenga, Jonas Talbott, Darryl Todd, Shana Welch

Staff Present: Angie Barksdale, Tawana Brown, Brenda Isenhart, Jane Kreha, Brittany Lenertz, Deb Lyzenga, Jacob Maas, Janette Monroe, Melanie White, Nancy Wiest

Guests Present:
1. Call to Order, Chairperson Dave Smith at 12:00 p.m. Dave asked for introductions from the board and WMW staff.

2. Public Comment- Agenda Items- Two additional items were added to the Agenda: (1) Special Committee request added as agenda Item 6a, and (2) WIOA Region 4 Plan and Local Plan added as agenda item 8b.

3. Approval of the April 9, 2018 Minutes

   Motion – Norm Brady
   Second – Mark Bergsma
   Item Approved by Vote – Motion carried

4. WMW Policy Approvals

   a. WMW 18-XX: Quality Assurance Policy
      Brittany Lenertz, Talent Solutions Director, reported that WMW must establish an internal controls policy disallowing manipulation of data for performance or reporting benefit. Brittany stated it is essential to the integrity of the organization that programs are delivered with high quality and conscientious effort towards continuous improvement. Brittany requested approval of the WMW 18-XX Quality Assurance Policy.

      Motion – Norm Brady
      Second – Pat VerDuin
      Item Approved by Vote – Motion carried

   b. WMW 15-11c1: Service Animal Policy
      Melanie White, Staff Attorney, reported that WMW is required to serve qualified persons with disabilities, which includes those who use service animals to assist them in their activities. Melanie reported that this policy provides clarification for staff members at service centers regarding the types of animals that may be considered service animals (only dogs and
miniature horses). Melanie reviewed that animals considered solely “emotional support” animals are not allowed in the WMW service centers. The policy specifies the inquiries that are allowed by law, and the requirement that staff members document actions relating to excluding or inquiring about service animals. Melanie requested approval of the WMW 18-XX Service Animal Policy.

**Motion – Jon Hofman**

**Second – Randy Boss**

**Item Approved by Vote – Motion carried**

5. Career Educational Advisory Council (CEAC) Roster

   **Action Required**

   Angie Barksdale, WMW Chief Operating Officer (COO), reviewed that in April 2018, the WDB approved the slate of CEAC applicants to serve on the newly-formed CEAC as well as the CEAC lead. In accordance with the bylaws of the CEAC, Article III: Membership, Section A., it is required that the Chairperson and Vice-Chairperson be appointed by the WDB in accordance with law. Angie reviewed that on May 25, 2018, the CEAC made a motion for Cindy Brown (Hello West Michigan) to serve as Chairperson and Kyle Fiebig (Muskegon Area ISD) to serve as the Vice-Chairperson. Dave Smith requested approval of the newly-formed CEAC Chair and Vice-Chairperson.

   **Motion – Mark Bergsma**

   **Second – Sherry White**

   **Item Approved by Vote – Motion carried**

6. General Updates

   **Action Required**

   a. **Addition to Agenda: Special Committee request**

      Dave Smith requested approval for a special committee to be formed to provide “education and advocacy” regarding issues in the political realm over the next year. WMW cannot lobby because it receives federal and state funds, but WMW can inform and educate others. Dave noted that discussion occurred at the Executive Committee meeting in regards to creating this “as needed” committee. Dave requested a motion to approve the creation of this special committee.

      **Motion – Jim Fisher**

      **Second – Jay Dunwell**

      **Item Approved by Vote – Motion carried**

   b. **Talent Solutions Updates**

      Brittany Lenertz reported that in an effort to provide better quality assistance and outcomes for Partnership, Accountability, Training, Hope (PATH) job seekers, WMW is working to reduce the emphasis on compliance-based activities and increase quality services, evidence-based career coaching, and easier access and guidance for training in high demand careers. Brittany further reported that while it is still WMW’s goal to meet State requirements, WMW is shifting focus from compliance outputs to meaningful outcomes for this population. Next, Brittany reported that WMW is offering an innovative technology for improving presentation and interview skills with “Wedge”. Wedge is a cloud-based service that allows job seekers to record themselves while answering interview questions and then work with staff to make improvements if necessary. This technology will free up staff work time from performing “mock interviews” and allow the interviewees the opportunity to view themselves. Brittany further noted that in the future, this application may also be used by employers as the first step in the interview process or with a Career Portfolio submission. Lastly, Brittany reported that WMW’s One-Stop Operator Janie McNabb has completed the research, focus groups and surveys for the targeted out-of-school youth population. Brittany reviewed recommendations with the board as provided by Janie.
c. Business Solutions Updates
Deb Lyzenga, WMW Regional Business Solutions Director, reported that she and WDB member Shana Welch participated in a press conference with Talent and Economic Development Department of Michigan Director Roger Curtis at the Michigan Educators and Apprenticeship Training Association (MEATA) annual conference. The press conference highlighted the successful partnership between WMW and Mercy Health and the launching of Michigan’s “Experience Sooner” initiative. Deb reported that this initiative features a website that houses all Michigan apprenticeship-related programming into a single location for students and employers. Deb further reported that WMW sponsored 16 registered apprenticeship programs and reviewed the Fiscal Year numbers thus far. Deb further reviewed that on April 25, 2018, 9,433 middle and high school students attended MiCareerQuest. Deb provided a PowerPoint presentation which highlighted MiCareerQuest survey results.

d. New Projects and Initiatives
Angie Barksdale, Chief Operating Officer, reported that WMW has been funded over $1 million by W.K. Kellogg Foundation to implement Evidence-Based Selection Processes (EBSP) over three years with five large employers in the City of Grand Rapids to increase the diversity of their new hires. This project will be completed in collaboration with Talent 2025. Angie further reported that in partnership with the SOURCE, the Career Development Center will provide on-site support at Mercy Health to implement a job progression program aimed at career advancement and family stabilization. The focus of this program will address hiring, retention and advancement challenges facing the healthcare industry with emphasis on four activities: 1.) stabilization, 2.) exploration, 3.) progression and 4.) financial capacity planning. WMW will assist with identifying candidates from the Neighborhoods of Focus to reach community-wide goals of reducing unemployment in this population. Next, Angie reported that with the growing need among our businesses for retention supports and interest from businesses in our region to participate in the “Business Resource Networks” model, WMW is hiring a retentions solutions manager to develop and expand this model in our seven-county region. Lastly, Angie stated that WMW has created a “demand driven” workgroup of staff members from various departments to make recommendations on enhancing our integrated system to better serve both employers and job seekers.

e. Medicaid Work Search Requirements and GoingPRO
Jacob Maas, WMW Chief Executive Officer, provided board members with the legislative analysis titled “Create the Going Pro Talent Fund” which outlines Senate Bill 946 and the continuation of implementing what is currently called the Skilled Trades Training Fund (STTF) in light of any administrative changes occurring at the State level. Jacob further provided board members with a second legislative analysis titled “Healthy Michigan Plan Work Requirements and Premium Payment Requirements” which outlines Senate Bill 897. Jacob stated that the Senate Bill 897 would add workforce engagement to able-bodied adults. Jacob reviewed that because WMW staff members have been asked to “testify” at the State level regarding issues including, for example, Medicaid Work Search Requirements, the need for a “Special Committee” as previously discussed today is important to educate and to provide information to others on such topics. Discussion took place, and Jacob answered board members’ questions.

7. WMW WDB Subcommittees Updates
   a. Executive Committee
      i. WDB Terms of Office
      Dave Smith reported that there are 17 board members whose terms of office expire
October 31, 2018 and WMW is encouraging existing board members to reapply. The applications will be available on the WMW website on the “public information” page. Dave stated that the Executive Committee designated a Nomination Committee to review the applications once they are received. The following members of this committee include: John Buchan, Jay Dunwell, Becky Herrington, Jon Hofman, Scott McLean, Shana Welch and Sherry White. Dave stated that Jay Dunwell and Jon Hofman have been assigned as “leads” of the committee and may be reaching out to the board members whose terms of office are expiring to determine their interest and ability to continue serving on the board. Dave further noted that the Nomination Committee will bring the slate of applicants to the Executive Committee in August prior to requesting approval from the ACSET Governing Board.

ii. Subcommittee Rosters
Dave Smith reported that with recent board member appointments in the past year, there are board members that have not yet been assigned to existing subcommittees. Dave requested that the four members listed shall be placed on an existing subcommittee of the workforce board in which they feel is relevant to the work they do.

b. Talent Solutions: Brittany Lenertz reported that the subcommittee is continuing to work on the Employability Skills Curriculum which is a current priority. Brittany noted that beginning this week, there are Employer focus groups scheduled to take place across the region targeting what is working and existing gaps. The group should have some rough data in July and a better timeline in August for an assessment.

c. Employer Solutions: Sherry White, WDB Member, reported that the Employer survey is done and continues to be the focus of the subcommittee. The subcommittee is beginning work on the 2018 dashboard and discussing next year’s survey. Sherry further noted that they have 2 new members joining.

d. Strategic Partnerships: Heather Gluszewski, WDB Member, reported that the last committee meeting took place on May 8th. Heather stated that the subcommittee is collaborating with Strategic Policy Consultants and Talent 2025 to further develop a partnership ecosystem map. Heather noted that Kevin Stotts (Talent 2025) provided a draft analysis of findings at the May subcommittee meeting. More results are expected sometime in late July or early August. The next subcommittee meeting is scheduled for July 17th.

e. Outreach and Communications: Mark Bergsma, WDB Member, reported that the committee is beginning work on the Essential Service Awards. Mark requested that board members continue to promote the awards and send information to appropriate organizations across the region to ensure that nominations are received.

f. Career Educational Advisory Council (CEAC): Cindy Brown, WDB Member, reported that the council met for the first time the Friday before Memorial Weekend and they had great attendance.

8. Other Business

a. Michigan Works! Association (MWA) 2018 Annual Conference
Angie Barksdale reported that WMW is in its early stages of organizing invitations for board members to attend the MWA Annual Conference which is scheduled September 9th-11th in Grand Rapids at the Amway Grand Plaza hotel. Angie further noted that since the conference is taking place locally, WMW would like to invite the board to attend. Further, once WMW staff is notified of the conference agenda, board members will be given the option to attend the entire
conference or a one-day session. Angie stated that more information should be available in the next month or so, and WMW will assist with registrations.

b. Addition to agenda: Workforce Innovation and Opportunity Act (WIOA) Region 4 Plan and WIOA Local Plan WMW; PI 16-02c1
Angie Barksdale provided board members with two handouts. The first handout is a response to WIOA policy, Section 106(c)(1), in which the policy requires local boards and chief elected officials to engage in regional planning processes that result in submission of a single regional plan. This regional plan was created in collaboration between Michigan Works! West Central (MWWC) (Region 4a) and WMW (Region 4b). The regional plan outlines each organization’s commitment to development and growth in the region. The second handout, again in response to WIOA policy requirements, is WMW’s Local Plan. The local plan is specific to WMW. Angie further reviewed that in accordance with requirements of WIOA, the plans are required to be updated every two years. The initial plans were approved in 2016 by the boards. Both plans are posted for public comment, and only one comment has been received thus far. Angie stated that the plans need to be re-approved and submitted to the State by June 30th. A board member commented that additional time should have been given to the WDB to review the revised plans before the State’s June 30th submission deadline. After discussion occurred, the board moved to approve the plans rather than delay submission to the State.

Motion – Mark Bergsma
Second – Jim Fisher
Item Approved by Vote – Motion carried

9. Public Comment- None

10. Adjournment at 1:44 p.m. by Chairperson Dave Smith.

Recorded by: ___________________________ Received by: ________________________________
MEMORANDUM

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

FROM: Amy Lebednick, Business Solutions Manager

DATE: August 13, 2018

RE: Draft WMW 18-XX: Work Based Training Policy

Background
This new policy supersedes previously approved WMW 15-09 Workforce Innovation and Opportunity Act (WIOA) On-the-Job Training (OJT) Policy, WMW 15-05 Incumbent Worker Training (IWT) Policy & Guidelines, WMW 16-05 WIOA Work Based Training Policy and has combined them into one policy.

The newly condensed Work Based Training Policy applies to agreements with public or private employers who will train participants pursuant to Work Based Training Agreements: On-the-Job Training (OJT), Customized Training, Incumbent Worker Training, and Registered Apprenticeships under the Workforce Innovation and Opportunity Act (WIOA) and On-the-Job Training (OJT) under the Partnership, Accountability, Training, and Hope (PATH) program. The policy includes a strategy to implement Work Based Training Agreements administered by West Michigan Works! and outlines the various work based training agreements that may be executed in the region and the strategy used to implement them.

Requested Action
WMW staff is requesting that the WDB approve Draft WMW 18-XX Work Based Training Policy.
Title: WMW 18-XX Draft Work Based Training Policy

Effective Date: XX-XX-XXXX

Approved by: West Michigan Works! Workforce Development Board on Area Community Services Employment and Training (ACSET) Governing Board on

Programs Affected: WIOA Adult, Dislocated Worker, & Youth Programs and PATH Program


Background: This policy applies to agreements with public or private employers who will train participants pursuant to Work Based Training Agreements: On-the-Job Training (OJT), Customized Training, Incumbent Worker Training, and Registered Apprenticeships under the Workforce Innovation and Opportunity Act (WIOA) and On-the-Job Training (OJT) under the Partnership, Accountability, Training, and Hope (PATH) program. The policy includes a strategy to implement Work Based Training Agreements administered by West Michigan Works!

Policy: This policy outlines the various types of work based training agreements that may be executed in the region and the strategy to implement them.

Strategy to Implement Work Based Training Services

Work-Based Training Services can be an effective training strategy to provide opportunities for participants and employers in both finding high-quality work and in developing a high-quality workforce. Training is employer-driven and defined as Customized Training, On-the-Job Training (OJT), Incumbent Worker Training, and Registered Apprenticeships (RA). The general goal is continued unsubsidized.

West Michigan Works! is a division of ACSET, an Equal Opportunity Employer/Program & a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. Supported by the State of Michigan.
employment upon completion of training. The Business Solutions Unit will work directly with local employers in order to best assess their training, recruiting and retention needs, and develop appropriate solutions as needed.

Work based training may be appropriate to implement when:

- There is a reasonable expectation of continuing employment with the employer training the participant.

- The applicant lacks the specific skills required for the job and the employer will provide training to insure the participant obtains the identified skills. Individual assessment of the participant's current skills and previous work history will be conducted to determine participant need.

Outreach Strategy

Outreach to employers is conducted both directly and indirectly. Through the demand-driven system, the Business Solutions Unit is able to work directly with employers, as well as within industry specific clusters, to better identify specific training and hiring needs throughout major industry clusters. This approach allows for streamlined recruiting and training in relevant fields for jobs that are currently in high demand, as well as best utilizing Business Solutions Unit’s time and resources. Development of industry clusters has allowed cohesive dialogue by employers within the same industry to express needs and concerns openly and address solutions appropriately. Direct outreach is also conducted through one-on-one fact finding meetings with a Business Solutions Representative and an employer. Presentations and outreach surveys are conducted with local chambers, human resource associations, and with state and local economic developers and community partners to spread West Michigan Works’ outreach.

Job seekers are also educated through career coaching on employment and training options made available to eligible individuals with priority of service given to adults who are identified as low income, basic skill deficient or a qualified veteran or spouse of a veteran.

Awareness of activities leading to work based programs is promoted through social media sites, local school boards, community colleges, community partners, job fairs, on-site and community workshops, West Michigan Works! Career Coaches, employer participation, and strategic events organized to target a larger audience such as MiCareerQuest, a region wide career exploration event for youth (www.micareerquest.org).

In WMW’s demand-driven system, employer engagement results in:

- Employers identifying industry demand and vacancies
• Employers providing direct input into the design of educational program offerings that directly respond to industry identified demand, and curriculum that addresses occupational skill requirements (work-based learning)
• Alignment of State and local services and programs with industry’s need for workers and skills
• Michigan Training Connect (MiTC), includes programs representing high-demand occupations based on input from employers
• Michigan Industry Cluster Approach (MICA Strategy) is being utilized to increase employer-sponsored trainings, obtain accurate data on in-demand jobs and skill gaps, and establish a strategic training fund to sustain the demand-driven workforce system.

Customized Training

Customized training is designed to ensure that training meets the unique needs of the jobseekers and employers or groups of employers. Customized training is to be used to meet the special requirements of employer or group of employers and conducted with a commitment by the employer to employ all individuals upon successful completion of training. Employers must pay 50% of the training costs.

For employed workers to qualify for customized training, the employee must not be earning a self-sufficient wage or wages comparable to or higher than wages from previous employment as determined by the Workforce Development Board (WDB) policy WMW 15-04c1, WIOA Adult and DW Eligibility. Additionally, the training must incorporate new technologies, processes, or procedures, skills upgrade, workplace literacy, or other appropriate purposes.

On-the-Job Training

OJT training can assist employers who are looking to expand their businesses and who need additional staff trained with specialized skills. OJT is primarily designed to first hire the participant and provide the participant with the knowledge and skills necessary for the full performance of the job. Prior to approving an OJT, potential participants will be assessed by a career coach to ensure they are eligible for the program and suitable for the training. The Business Solutions Unit shall target occupations for OJT that are defined by the Workforce Development Board, as high demand in the area with wages that are equal to, or greater than, the current labor market occupational wage for the applicable job title and which align and support the Michigan Industry Cluster Approach.

Participant Eligibility

A Business Solutions Representative in conjunction with Talent Solutions staff will assess an occupation’s specific vocational preparation, the participant’s academic and occupational skill level, prior work experience and the Individual Employment Plan.
(IEP) or Individual Service Strategy (ISS). The results will be used to determine the appropriateness of and suitability for the OJT, along with determining the duration of the training.

No OJT subcontract may be written with a company if the participant is currently employed, or has been employed at any time, by that firm in the same, similar, or upgraded job classification unless:

- An eligible employee is not earning a self-sufficient wage and the OJT is for a self-sufficient wage, as determined by the Workforce Development Board (WDB) or State policy;
- The training relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other purposes identified by the WDB; and
- The employer complies with WIOA regulations and this policy.

**Employer Eligibility**

All employers in public, private non-profit or private sector must be capable of providing the on-the-Job training described in the OJT training plan. Prior to entering into an OJT agreement with an employer, the Business Solutions Representative shall conduct a fact finding meeting to ensure that the employer meets the minimum standards and can provide both training and long-term employment to an OJT participant. The employer may hire OJT employees for training using only the approved West Michigan Works! Model Training Agreement or an agreement approved by West Michigan Works!

- Participants must be employed only in positions which are classified as permanent and full-time, defined as a minimum of thirty (30) hours per week or an average of thirty-two (32) hours per week for each (4) week period.
  - A participant with a documented disability may be employed part-time, if their disability is related to the position, as defined by law, or if the reduced schedule is a bona fide accommodation to the disability.
• Employers must offer wages, benefits, and working conditions that are equal to those provided to regular employees who have worked for a similar length of time and are doing the same type of work.

• The employer must comply with all applicable federal, state, and local laws and regulations providing safe and clean working conditions.

• The employer must certify that it has not relocated any part of its business from any location in the United States, in the last 120 days, which relocation resulted in the unemployment of any of its employees at the former location.

• The employer must agree to release all documentation as outlined in the OJT Agreement.

• The employer must not be experiencing any abnormal labor conditions, such as a strike, lockout, or similar conditions.

• The employer training position covered by an OJT contract must not have been created by the displacement of employed workers in the same or similar position.

• Employers shall provide appropriate Workers Compensation protection and unemployment insurance to OJT participants.

• After successful completion of the required training, the employer must agree to hire and retain the participant, on the same terms as its other newly hired employees in similar positions.

• The position's compensation must not be dependent primarily upon commissions or tips.

In determining employer eligibility for multiple contracts, the following circumstances need to be considered:

• The employer has demonstrated “satisfactory performance” in previous OJT or other training programs.

• If the employer has failed to exhibit a pattern of providing participants with long-term employment and/or comparable labor market wages the employer will be disqualified from West Michigan Works! OJT program for one (1) year. After the one-year disqualification, the employer may again be evaluated for OJT program participation if a good faith effort has been made to correct previous problems.
A participant may be placed in an OJT position through a personnel or staffing agency, provided that:

- The Business Solutions Unit of West Michigan Works! reviews turnover patterns in such positions of the host employer and determines that there is a good chance of long-term continued employment at the worksite;
- The pay rate for the OJT participant meets State and local requirements, and benefits for the OJT employee would be equal to similarly employed persons;
- The host employer, the staffing agency, and WIOA-eligible participant all must sign the OJT employer agreement; and
- The reimbursement check is payable to the employer that provides the training and is exclusive of any fees paid to the staffing agency.

Contract Instrument
West Michigan Works! Business Solutions Representatives and its contractors shall use the appropriate version of the West Michigan Works! Model Training Agreement, or an agreement approved by West Michigan Works!. West Michigan Works! has detailed contracts with all contractors authorized to train participants under OJT programs, which contracts specify the terms and conditions of such programs. All OJT Agreements with employers include the following elements:

- Each position is individually negotiated with the employer. Length of training time must be limited to the period required for the participant to become proficient in the occupation for which he or she is being trained, and will be determined based on the applicant’s current skills, previous work history, skills required for the position, level of job difficulty, participant’s IEP or ISS, and the United States Department of Labor’s Occupational Information Network (O*NET) suggested training time
- Each OJT Subcontract specifies the skills to be learned, the participant’s initial proficiency level in each skill, and the estimated
number of training hours to be used to teach each skill, as well as the approximate total amount of time to be used for training.

- OJT employers shall be reimbursed for the costs associated with training OJT employees at the rate indicated in the contract, which shall not exceed an amount equal to 50% of the straight-time hourly wages paid to the employee for hours actually worked, excluding overtime, holiday, sick pay, or commissions (from start date until completion of training period). Reimbursement to employers shall be managed by a system that clearly documents the number of hours worked each day by the participant and rate of pay for the time period. Supporting documents must be signed by both the participant and the employer or only by the employer if accompanying documentation (timesheets/time cards) is signed by the participant.

- OJT participants may not commence employment in a position covered by the OJT subcontract prior to the effective date of the subcontract, except as outlined under the Participant Eligibility section of this policy.

The following employer eligibility and OJT contract requirements will be reviewed by a Business Solutions Representative, with the employer, prior to an OJT agreement, using the OJT Pre-Award Employer Checklist. The position and worksite must comply with the following standards:

- No participant shall be trained under an OJT subcontract when the position is funded in whole or in part with other Federal or State funds. A participant may be trained under an OJT subcontract when the position is funded in whole or in part with local public funds only with the written authorization of West Michigan Works!

- No OJT program may impair an existing contract for services or collective bargaining agreement. Any OJT contract for a position which is covered by a collective bargaining agreement must be authorized in writing by the labor organization involved.

OJT subcontracts may be extended beyond the original completion date if:
• The participant did not obtain necessary skills during the original training period, based on his or her needs.

• The extension of the original subcontract would not exceed the allowable length of training specified for the job in the United States Department of Labor O * NET Specific Vocational Preparation guidelines, unless individual circumstances warranting such an extension are documented; and

• The extension is authorized in writing by West Michigan Works! Business Solutions Management.

**Monitoring**

• West Michigan Works! monitors OJT contracts once each program year for general compliance issues, including reviews of records and files. West Michigan Works! monitoring staff write reports which describe problem areas needing corrective action. West Michigan Works! shall make and retain records of OJT employers which do not comply with their contracts and require corrective action when necessary.

• West Michigan Works! staff review OJT contracts with employers, particularly with respect to wages, training length, and training outline.

• All OJT worksites are monitored by a Business Solutions Representative writing the contract with the employer prior to execution of the OJT Blanket Contract. Monitoring visits include review of the worksite for health and safety issues and working conditions; review of and assistance with billing and record-keeping procedures; and review of the participant's progress utilizing the training outline.

• Follow up evaluations with the employer to ensure that training is successfully being delivered will be completed by the Business Solutions Representative at the mid and end point of the contract.

**Incumbent Worker Training**

In an effort to be more responsive to the needs of local employers, West Michigan Works! utilizes WIOA funding to provide incumbent training solutions to employers of West Michigan Region 4b. Incumbent Worker Training is designed to ensure that
employees of a company can gain the skills necessary to retain employment or avert a
layoff and must increase both the participant's and a company's competitiveness.
Incumbent Worker training is designed to meet the special requirements of an
employer (including a group of employers in partnership with other entities) to retain a
skilled workforce, or to avert the need to lay off employees by assisting the workers in
obtaining the skills necessary to retain employment. This policy includes a description
of local and or regional layoff aversion strategies and services being utilized in our
region. It addresses the requirement of using Incumbent Worker training as part of the
demand-driven strategy.

Business Solutions Representatives from West Michigan Works! will conduct fact
finding sessions with employers to determine pre-eligibility of training grant request(s).
An application and training plan is completed by the employer as a single point of
reference to establish that the company's training needs. It will document details of the
training being requested, name of training provider(s), trainees, time period, and cost.
Once a determination for approval is made, a contract between West Michigan Works!
and the employer will be completed. The employer, or group of employers, must pay
for 50% of the cost of training incumbent workers. The portion of the training cost is
the non-federal share of the cost of providing the training. Employers are required to
contribute their share of the training costs. Employers may receive up to $25,000
reimbursement for incumbent worker eligible training per program year. Through
continuous outreach through our industry councils, employers who have utilized the
grant in prior years, and promotion of the grant to new employers through Chamber
Events, Job Fairs, employer seminars, local partners, and networking events in the
region, the Business Solutions Unit encourages the use of this grant for employers
needing to advance the skills level of their employees or avoid layoffs.

Employee Eligibility

Eligible workers employed by local companies are defined as workers who are:
• currently on the payroll of the applicant employer for no less than six months
• meet the Fair Labor Standards Act requirements for an employer-employee
  relationship

In the event that the IWT is being provided to a cohort of employees, not every
employee in the cohort must have an established employment history for six or more
months, as long as the majority of employees within the cohort do meet the
requirements. An Incumbent Worker does not necessarily have to meet eligibility
requirements for career and training services for adults and dislocated workers under
the WIOA, however, a WIOA pre-registration and documentation form verifying that the
worker meets program eligibility criteria of age, citizenship/right to work, and compliance with Selective Services registration requirements must be obtained. The West Michigan Works! Business Solutions Unit will be responsible for determining the employee's eligibility and training attendance records, training and instruction coordination, and the submittal of claims.

**Employer Eligibility**

All Michigan employers that have at least one full-time employee, are financially viable, and current on all state tax obligations are eligible.

Businesses will be required to provide a minimum of 50% of the requested direct training costs, tuition, and textbooks and manuals.

Priority will be given to businesses in the following targeted sectors: agribusiness, energy, healthcare, information technology and manufacturing where additional training will represent a significant upgrade in employee skills, and/or businesses whose request for training represents a layoff avoidance strategy.

**Eligible Training**

Incumbent Worker Training activities may include the following types of training:

- **Occupational Skills**: Training designed to meet the special requirements of a business or a group of businesses, and is conducted with employer commitment to continue to employ all participants upon successfully completing their training. It is a training instruction conducted in an institutional setting or worksite setting designed to provide or upgrade individuals with technical skills and information required to perform a specific job or groups of jobs such as auto mechanics, health services, or clerical training, etc.

- **Skill Upgrading and Retraining**: Training provided to individuals whose skills have been rendered obsolete or outdated by the development of new technologies or processes. Retraining is provided to those individuals whose skills are not transferable and require new skills set to maintain or obtain employment.

Training is provided to equip individuals to retain employment. Under the WIOA, training services include a structured regimen that leads to specific outcomes. A program of training services is one or more courses or classes, or a structured regimen that leads to:
a) A recognized post-secondary credential, or its equivalent;
b) Employment; or
c) Measurable skill gains toward such a credential or employment.

The following are examples of the type of training that is not allowable:
- CPR and First Aid
- New hire orientation
- Diversity and Sexual Harassment
- Degree programs
- Training that takes place as part of a conference or other event where food and/or beverages are included.
- Training that includes equipment (such as iPads or other equipment/supplies/devices that can be used outside of training) in the cost of the training.

Documents required prior to employer reimbursement:
- Incumbent worker participants are subject to selection for the federally mandated data validation. Therefore, all documentation requirements apply to incumbent workers.
- A verification of qualification or competence issued to an individual by a third party in recognition of an individual's attainment of measurable technical or occupational skills, necessary to obtain employment or advance within an occupation. These technical or occupational skills are generally based on standards developed or endorsed by employers.

Eligible Training Providers

Training services may be provided through local community colleges, school districts, area vocational-technical centers, state universities, licensed and certified post-secondary private institutions, and from subject-matter experts and consultants.

Training can be conducted at the business' own facility, at the training provider's facility, or at a combination of sites.

Lay off Aversion

Layoff aversion is a comprehensive approach that allows an assessment of the economic situation in a given area. Layoff aversion strategies and activities will be
offered to employers to prevent, or minimize the duration of, unemployment resulting from layoffs. Strategies will be customized to allow for quick deployable tactics that are informed by economic data and inclusive of multiple partners. When appropriate, WMW will assist the employer with Incumbent Worker Training (IWT) program or other work up-skilling approaches.

The West Michigan Works! Business Solutions Unit will maintain a strong diverse network with local Economic Development, education providers, business associations, and other State and local government organizations in order to continue to effectively service employers. This Rapid Response network will be committed to ongoing strategic planning and data gathering that will play a key role in the management of economic transition. The widest array of services possible will be provided based on the needs of the workers and employers. These services include:

- Access to real-time information on layoffs and growth, as well as information on available skilled workers for growing companies.
- Early warning networks and systems to understand economic transition trends within industries, communities, or at specific employers, and plan strategies for intervention when necessary and appropriate.
- Informational and Direct Reemployment Services offered for affected workers.
- Provision of information and access to unemployment compensation benefits and programs, comprehensive one-stop services, and employment and training activities (including information on the Trade Adjustment Assistance Program, Pell Grants, the GI Bill and other Resources).
- Solutions for Businesses in Transition; Growth and Decline.
- Adjustment Retraining Notification (WARN) Act notice.

Targeting and Aligning Layoff IWT within a Demand-Driven Strategy:

Providing IWT is one of the most common strategies employed by practitioners to assist companies in regaining economic health. Small to mid-sized companies or businesses unable to provide resources toward training required as a result of technology or workforce changes(s) may become vulnerable or “at-risk.” Demand-driven strategies can provide the linkages with and resources to assist with job retention and lay off aversion efforts. Partners include community based organization,
economic developers, rapid response staff, financial institutions, chambers of commerce, educational institutions, trade organization, councils, or associations. The objective of the demand driven system is to adapt the workforce to help ensure the supply of workers with skills and competencies that better align with industry, and thus increase employment and retention.

**USDOL Registered Apprenticeships**

USDOL Registered Apprenticeship is a national training system that combines paid learning on-the-job and related technical and theoretical instruction in a skilled occupation. USDOL Registered Apprenticeships offer jobseekers immediate employment opportunities that usually pay higher wages and offer continued career growth. Certifications earned through Registered Apprenticeship programs are recognized nationwide as portable industry credentials. The primary apprenticeship certification is a certificate of completion, awarded at the end of the apprenticeship. Many programs also offer interim credentials and training certificates based on a competency model that leads to a certificate of completion.

West Michigan Works! is dedicated in increasing the skilled labor market in West Michigan through development of Registered Apprenticeships. Building apprenticeships in which the WIOA agency/workforce intermediary is the backbone organization positioned in the region to focus on collaborative work among area employers/competitors. West Michigan Works! acts as the “sponsor” for employer demand apprenticeship program development by allowing for more employer participation across the region.

- As the program Sponsor, WMW is the liaison between employers and the Department of Labor making program development and administration seamless for employers.
- WMW facilitates collaboration with employers, local community colleges and training providers to develop the best supporting curriculum with flexibility to meet individual company needs.
- WMW’s connections with high school apprenticeship feeder programs and other community resources assist in development of a talent pipeline.
- WMW can provide recruitment and assessment of candidates so they are apprenticeship ready.
- Our industry apprenticeship consortia provide a forum to collaborate and share best practices with other employers in each industry.
- Employers have access to funding to help support their apprenticeship program.

West Michigan Works! Business Solutions and the Apprenticeship Coordinator, have created a robust engagement between USDOL Registered Apprenticeship and the public workforce system to include the incorporation of USDOL Registered Apprenticeship into
strategic planning, service design, and service delivery. The development of apprenticeship programs with WMW as the program sponsor has led to an accelerated advancement and growth of the industry sector councils.

Eligible participants may use Individual Training Accounts (ITAs) to pay tuition for USDOL Registered Apprenticeships. OJT contracts may be written with USDOL Registered Apprenticeships or participating employers in USDOL Registered Apprenticeship programs for the OJT portion of the program, consistent with the requirements under the 20 Code of Federal Regulations (CFR) 680.710 and 680.740(b).

There is no federal prohibition on using both Individual Training Account (ITA) and OJT funds when placing participants into a USDOL registered apprenticeship program. 20 CFR 680.330 provides further information on using ITAs to support participants in registered apprenticeships.
MEMORANDUM

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

FROM: WMW Staff

DATE: August 13, 2018

RE: WDB Terms of Office Applications

Background

According to the West Michigan Works! Workforce Development Board bylaws, seventeen (17) terms of office seats expire October 31, 2018. WMW solicited and received the slate of applicants below. Applications were reviewed by the designated Nomination Committee which consisted of John Buchan, Jon Hofman, Jay Dunwell, Rebecca Herrington, Scott McLean, Shana Welch and Sherry White.

WMW staff would also like to add an additional Business sector seat to the board and received an application from Ms. Nora Balgoyen whom previously served on the WDB, representing Economic Development in Allegan County. Nora has recently changed employers and is currently a staff member with ITC Holdings, Inc. and now represents all counties of Region 4b. With the addition of filling this seat, the WMW WDB would continue to meet State requirements and the WDB would be represented by 35 members.

WMW staff will request the ACSET Governing Board to approve the list of members below to serve on the WMW WDB with the term of office dates of November 1, 2018 through October 31, 2020.

<table>
<thead>
<tr>
<th>Business (8) plus addition of 1 seat (9):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nora Balgoyen, Mark Bergsma, Randy Boss, Norm Brady, Kenyatta Brame, Cindy Brown, Heather Gluszewski, Mike Helsel, Dave Smith</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Higher Ed (2):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Ferrentino, Dan Rinsema-Sybenga</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community-Based Organization (2):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kiesha Guy, MarkThomas</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organized Labor/Employee rep (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dan TenHoopen</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Economic Development (3):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angela Huesman, Therese Thill, Darryl Todd</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vocational Rehab (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cathy Cronick</td>
</tr>
</tbody>
</table>

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
W.K. Kellogg | EBSP | West Michigan Works!

W.K. Kellogg Foundation and West Michigan Works!

West Michigan Works! has been funded over $1,022,000 by the WK Kellogg Foundation to implement Evidence-Based Selection Processes (EBSP) over 3 years among five large employers in the Grand Rapids labor market to significantly increase the diversity of their new hires. The project will focus on hiring individuals from the 17 census tracts in the City of Grand Rapids that are part of the WKKF Neighborhoods of Focus (NOF) initiative.

Partnering with Talent 2025

In coordination with our work, Talent 2025 will be launching a Community of Practice to support 20-30 employers adopting EBSP.

We are pleased to introduce . . .

HireReach, a collaboration of Talent 2025 and West Michigan Works!
The evidence-based selection process is a fair, objective, data-driven selection strategy that has been proven to improve the quality of hires, reduce first-year turnover and increase workforce diversity.
Leading Practice | Evidence-Based Selection

After an extensive review of best practices, the Mercy Health team implemented an evidence-based selection process that evaluated candidates holistically, targeting skills relevant to each job and reducing the potential for unconscious bias.

- Reduction in Turnover: 23%
- Reduction in Time to Fill: 16%
- Diversity of new hires doubled: 2x
Essential Elements | Evidence-Based Selection

- Job Grouping
- Clarify Valid Selection Requirements (Job Analysis)
- Cognitive Assessment Scores
- Job Fit (Personality) Assessment Scores
- Structured Interview Guide Scores
- Compensatory 5-Star Rating System
- Data Collection for Longitudinal Validation
Jobs | Evidence-Based Selection

Job Grouping + Job Analysis + Best Practice Research = Valid Selection Criteria
Tools | Evidence-Based Selection

- Job Fit (Personality) Assessments
- Cognitive Assessments
- Structured Interview Guides

Compensatory Rating
Process | Evidence-Based Selection

- Job Grouping
- Job Analysis
- Valid Selection Criteria

- Cognitive Assessments
- Job Fit (Personality) Assessments
- Structured Interview Guides

Jobs

Selection Tools

Outcomes

Data

- Turnover
- Diversity
- Job Performance

- Compensatory Rating
- Data for Validation Studies

WMW! Workforce Development Board 8.13.18
Introducing HireReach

A collaboration of Talent 2025 and West Michigan Works! with a goal of transforming West Michigan to become higher performing and more inclusive to reduce disparities, allowing everyone to benefit from the region’s growth and success.
Introducing HireReach

• HireReach is a three year initiative that provides support for West Michigan employers to implement an evidence-based selection process.

• Companies who join HireReach will be provided with training, guidance and consultation from the HireReach team and supporting subject matter experts.

• In return, employers will invest staff time and resources to implement and support the process.
HireReach | Delivery Model

Community of Practice
HireReach will create and facilitate a Community of Practice where participating West Michigan employers learn from subject matter experts to adopt the evidence-based selection process while sharing experiences and engaging in peer to peer learning.

Consulting Support
Additionally, HireReach will provide companies with on-site technical consulting support.

Subject Matter Experts
Employers will have access to subject matter experts in evidence-based selection, inclusive leadership, unintentional bias, legal defensibility, change management and other areas.
## HireReach | Timeline

<table>
<thead>
<tr>
<th>Phase</th>
<th>HireReach will . . .</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparation and Awareness</td>
<td>Prepare materials and host employer awareness workshops.</td>
<td>June – October 2018</td>
</tr>
<tr>
<td>Employer Recruitment</td>
<td>Present the initiative at various community meetings, and meet with individual companies to secure employer commitments to participate in the first Cohort.</td>
<td>September – December 2018</td>
</tr>
<tr>
<td>Employer Cohort 1</td>
<td>Facilitate a CoP and provide consulting to support 10-15 companies in adopting EBSP.</td>
<td>2019</td>
</tr>
<tr>
<td>Employer Cohort 2</td>
<td>Facilitate a CoP and provide consulting to support 10-15 more companies in adopting EBSP.</td>
<td>2020</td>
</tr>
<tr>
<td>Tracking and Reporting</td>
<td>Sustainability and Next Steps - reports and recommendations.</td>
<td>2021</td>
</tr>
</tbody>
</table>
HireReach | Employer Awareness Workshops

WHAT YOU CAN EXPECT

• An overview of evidence-based selection.
• An introduction to the HireReach initiative.
• A presentation and panel discussion on evidence-based selection from Mercy Health hiring managers and talent acquisition specialists.
• Structured table discussions to help companies begin to assess their readiness for an evidence-based selection process and plan next steps.

WHO SHOULD ATTEND

A team including:

• Chief Human Resource Officer
• Director of Talent Acquisition
• Lead Recruiter
• Diversity and Inclusion Director
Questions?
Contacts

General Information
info@hirereach.org

Rachel Cleveland, Technical Consultant
rachel@hirereach.org
Workforce Development Board Dashboard Narrative

Employers Served
Employers served continue to be slightly below PY 16/17 due to the greater depth of services being provided to employers. Employers are recognizing the value in long term work-based strategies such as pre-apprenticeships, apprenticeships, and the work being done towards developing more robust employer collaborations within our industry sector councils.

Strategies to increase the number of employers served are currently being developed within the workforce board employer subcommittee and through our industry councils.

Race & Ethnicity
WMW served a higher percentage of Black or African American and Hispanic populations than is representative of the entire regional population. This trend is consistent with previous reports and is attributed to this race and ethnicity having an overall higher unemployment rate in West Michigan.

Training Pipeline
The training pipeline continues to grow, with Health Care being the largest industry for both WIOA and Welfare Reform. The larger work-based numbers for WIOA include Apprenticeships, on-the-job trainings (OJT) and incumbent worker trainings. Job seekers participating in trainings that provide skills that can be applied across industries or in other industries are not represented in the pipeline.

Occupational Training Completed & Credentials Earned
In this section, apprenticeships are also counted as Occupational Training and Credentials Earned, due to the formal classroom portion of apprenticeships that result in a recognized credential. The “Other” category includes trainings that provide skills that can be used across industries or in other industries such as business Professional and Accounting.

Employment Rate
Employment rate is determined by the number of individuals employed at “exit” of a program divided by the total number of exiters. The TAA employment rate has dropped slightly due to caseload clean-up efforts addressing participants who have retired or are no longer participating in the workforce.

The PATH employment rate reported last quarter of 35% was reported in error. The correct employment rate for last quarter should have been 54 percent.

For FAE&T, the employment rate includes all individuals who choose to participate in the voluntary program.

Overall Traffic by Month
While total visits remained similar in 2016-17 over 2015-16, unique traffic counts were slightly lower. This may be due in part to a lower unemployment rate in each county in the 2016-17 time period.
**Job Seekers Served**

Talent Connect Registrations: 23,089
Staff Assisted Services: 6,819

Employers Served: 1,404
Jobs Filled: 6,063

**Employers Served PY 16/17 vs PY 17/18**

<table>
<thead>
<tr>
<th>Race &amp; Ethnicity</th>
<th>Gender</th>
</tr>
</thead>
</table>

**Training Pipeline**

- **Health Care**: WIOA WB: 2 O: 49 TAA WB: 0 O: 7
- **Information Technology**: WIOA WB: 5 O: 176 TAA WB: 3 O: 13
- **Manufacturing**: WIOA WB: 27 O: 176 TAA WB: 0 O: 5
- **Construction & Transportation**: WIOA WB: 11 O: 7 TAA WB: 0 O: 2

**Occupational Training Completed & Credentials Earned**

<table>
<thead>
<tr>
<th>Program</th>
<th>Total Concluded Training</th>
<th>Health Care</th>
<th>IT</th>
<th>Manufacturing</th>
<th>Construction &amp; Transportation</th>
<th>Other</th>
<th>Total Credentials Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA</td>
<td>102</td>
<td>53</td>
<td>1</td>
<td>2</td>
<td>26</td>
<td>11</td>
<td>93</td>
</tr>
<tr>
<td>TAA</td>
<td>8</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>FAE&amp;T</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PATH</td>
<td>56</td>
<td>19</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>176</strong></td>
<td><strong>72</strong></td>
<td><strong>3</strong></td>
<td><strong>2</strong></td>
<td><strong>31</strong></td>
<td><strong>14</strong></td>
<td><strong>122</strong></td>
</tr>
</tbody>
</table>

**Employment Rate & Average Hourly Wage**

- **WIOA AD & DW**: Employment Rate 94% Average Hourly Wage $15.69
- **WIOA Youth**: Employment Rate 63% Average Hourly Wage $11.30
- **TAA**: Employment Rate 75% Average Hourly Wage $18.34
- **FAE&T**: Employment Rate 54% Average Hourly Wage $10.75
- **PATH**: Employment Rate 53% Average Hourly Wage $10.73
Total Traffic by Month

- **Total Visits**
  - **PY 16-17**
  - **PY 17-18**

- **Unique Visits**
  - **PY 16-17**
  - **PY 17-18**

Total Traffic by County

- **WMW! Total Traffic**
  - **PY 16-17** 76,950
  - **PY 17-18** 75,689

West Michigan Works! Service Summary 10.01.17 - 03.31.18
MEMORANDUM

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: Brittany Lenertz, Talent Solutions Director
DATE: August 13, 2018
RE: Talent Solutions Updates

Food Assistance Employment & Training (FAE&T)

FAE&T are services offered to Able Bodied Adults without Dependents who are receiving food assistance through DHHS. These services include job search and employment readiness training, skills training, and employment supports. For many years, Michigan had a waiver that allowed people to receive food assistance without taking part in these services. Over the last two years, individual counties have lost this waiver, including Allegan, Barry, Ionia, Kent, and Ottawa. As of October 1, all seven of our counties will have lost this waiver. Unfortunately, the resources available are not adequate for serving this population. While we have been given the opportunity to not offer services in all of our counties, West Michigan Works! is developing a plan to co-enroll appropriate FAE&T individuals into Workforce Innovation and Opportunity Act (WIOA) services in order to fully serve this population. These changes will take effect October 1, 2018.

Jobs for Michigan’s Graduates (JMG)

Jobs for Michigan’s Graduates (JMG) is an in-school program designed to help at-risk students stay in school, graduate, and connect to employment or post-secondary school following graduation. WMW has been operating JMG programming in Muskegon High School, Muskegon Heights Public School Academy, and through the Kent ISD at Lighthouse Academy in Grand Rapids. This year, additional funding has been secured for a new program with Grand Rapids Public Schools at their Southeast Career Pathways alternative high school. GRPS will employ the JMG specialist, while the program comes under the WMW affiliation agreement and oversight. This program will be launched in the fall.
MEMORANDUM

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

FROM: Amy Lebednick, Business Solutions Manager

DATE: August 13, 2018

RE: Business Solutions Updates

_____________________________________________________________

JEVS Site Tour

On July 24th West Michigan Works! along with our partners from Mercy Health, DeWys Manufacturing, USDOL and the TIA, hosted a half day event of Best and Promising Practices in Workforce Development for JEVS Human Services from Philadelphia, PA. JEVS manages an integrated PA CareerLink® in downtown Philadelphia, a multi-agency One-Stop center operated under the direction of the Pennsylvania Department of Labor and Industry that provides a variety of career training and placement services to individuals seeking work career services, including career plan development, job search and placement, and employment retention support to approximately 18,000 clients a year.

MiCareerQuest Workshop

The workshop will take Michigan Works! agencies through the process of creating a MiCareerQuest event. We will cover everything from the philosophy behind the event and elements of success to budgets, timelines and committees. We will also have a panel of employer champions who will share their experience - engaging, recruiting and coordinating employers.

August 10, 2018
10:00 AM to 4:00 PM
West Michigan Works!
215 Straight Avenue NW
Grand Rapids, MI 49504
Going PRO Talent Fund (formerly known as Skilled Trades Training Fund)

Employer Information Sessions

<table>
<thead>
<tr>
<th>DATE</th>
<th>COUNTY</th>
<th>*TICKETS SOLD/AVAILABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 21, 2018</td>
<td>Allegan</td>
<td>29/50</td>
</tr>
<tr>
<td></td>
<td>Ionia</td>
<td>14/18</td>
</tr>
<tr>
<td></td>
<td>Holland</td>
<td>60/60 (Sold Out)</td>
</tr>
<tr>
<td></td>
<td>Holland</td>
<td>33/60</td>
</tr>
<tr>
<td></td>
<td>Muskegon</td>
<td>39/50</td>
</tr>
<tr>
<td>August 22, 2018</td>
<td>Grand Haven</td>
<td>26/60</td>
</tr>
<tr>
<td></td>
<td>Grand Rapids</td>
<td>100/100 (Sold Out)</td>
</tr>
<tr>
<td></td>
<td>Grand Rapids</td>
<td>43/100</td>
</tr>
<tr>
<td></td>
<td>Montcalm</td>
<td>33/45</td>
</tr>
<tr>
<td>August 23, 2018</td>
<td>Barry</td>
<td>19/50</td>
</tr>
</tbody>
</table>

*as of August 3, 2018

West Michigan Works! DOL Registered Apprenticeship Programs

a) West Michigan Works! Sponsored Registered Apprenticeship Programs: 17

b) Number of Participating Apprentices and Employers:

<table>
<thead>
<tr>
<th>apprentices</th>
<th>FY 2016</th>
<th>FY2017</th>
<th>FY2018*</th>
<th>Participating Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare</td>
<td>26 enrolled</td>
<td>25 enrolled</td>
<td>5 completed</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>24 completed</td>
<td>20 completed</td>
<td>34 active</td>
<td></td>
</tr>
<tr>
<td>Manufacturing</td>
<td>1 completed</td>
<td>47 active</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Information Technology</td>
<td>4 active</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction</td>
<td>14 completed</td>
<td>2 active</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Professional Services</td>
<td>TBD - January start</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>24</td>
<td>20</td>
<td>107</td>
<td>38</td>
</tr>
</tbody>
</table>
MEMORANDUM

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

FROM: WMW Staff

DATE: August 13, 2018

RE: Retention Solutions Update

In follow-up from the board meeting in June, WMW has hired internal staff member Jennifer Mitchell as the new Retention Solutions Manager. Jennifer has over ten (10) year’s of experience in workforce development and training.

WMW is working on expanding Business Resource networks within our seven county region in collaboration with many community partners. We are in the process of procuring technical assistance, developing informational material and setting up the infrastructure for the initiative. Over the next couple months Jennifer will be meeting with individual employers and employer groups who are interested joining or creating a network. Updates on the progress of this initiative will be presented in October.