Governing Board Meeting
Westside Service Center
215 Straight Ave. N.W.
Grand Rapids, MI 49504
Monday, February 25, 2019 • 8:30 a.m. – 10:00 a.m.

AGENDA

1. Call to Order and Introductions, Chairperson Robert S. Womack

2. Public Comment – Agenda Items

3. Approval of the December 10, 2018 Minutes Action Required

4. 2019 Governing Board Election of Chair and Vice-Chairperson Action Required
   Melanie White, Staff Attorney

5. Report on Financial Activities
   a. Presentation of the Audited Financial Statements Action Required
      William Tucker IV, CPA, Maner Costerisan P.C.
   b. ACSET Financial Report- Notes to January 2019 Board Financials Information Item
      Nichole Northern, Accounting Manager

6. Policy Approvals: Angie Barksdale, Chief Operating Officer Action Required
   a. WMW 15-04c3: Workforce Innovation and Opportunity Act (WIOA)
      Adult and Dislocated Worker Eligibility
   b. WMW 16-02c1: Trade Adjustment Assistance Act (TAA)
      Training Satisfactory Progress and Participation (Benchmarking)
   c. WMW 16-03c2: Welfare Reform Supportive Services Policy
   d. WMW 18-05c1: Quality Assurance Policy

   a. ACSET Personnel Actions Report
   b. ACSET Operations Staffing
   c. Request to Update Staffing chart

8. General Updates: Angie Barksdale Information Item
   a. Hot Jobs 2019
   b. Save the Date: MiCareerQuest, April 24, 2019

9. Other Business Information Item
   a. Hot Jobs 2019
   b. Save the Date: MiCareerQuest, April 24, 2019

10. Public Comment

11. Adjournment

Next Scheduled Governing Board Meeting:
Monday, April 22, 2019 located at:
Westside Service Center, 215 Straight Ave N.W. Grand Rapids, MI 49504
MINUTES

Governing Board Members Present: Commissioners Womack, Retzloff, Kapenga, De Young, Tiejema, Stek, Mast, Mahoney, García, Lenear, Reppart

Governing Board Members Absent: Commissioners Geiger, Cross, DeJong

Staff Present: Jacob Maas, Janette Monroe

Guests Present: None

1. Call to Order, Chairperson Robert Womack at 11:03 a.m.

2. Public Comment – Agenda Items – None

3. Approval of the October 22, 2018 Minutes  
   Action Required

   Motion- Com. Retzloff
   Supported- Com. Kapenga
   Item approved by vote- Motion carried

4. Closed Session Request: Chief Executive Officer (CEO) 2018 Annual Review  
   Action Required

   Chairperson Womack reported that Mr. Jacob Maas, West Michigan Works! Chief Executive Officer, would like to go into closed session to further discuss his 2018 annual review with Governing Board members.

   Motion- Com. Retzloff
   Supported- Com. Mahoney
   Roll call taken: All 8 members in attendance voted affirmatively.

   The meeting went into closed session at 11:05 a.m.

   The meeting came out of closed session at 11:41 a.m.

5. Approval of the December 10, 2018 Closed Session Minutes  
   Action Required

   Commissioner Womack reported that Governing Board members were provided a copy of closed session minutes to review in closed session. Commissioner Womack requested approval of the closed session minutes which validate that the CEO 2018 key objectives were met.

   Motion- Com. Mahoney
   Supported- Com. Lenear
   Item approved by vote- Motion carried

   Commissioner Tiejema made a motion to grant the suggested performance incentive for Mr. Maas based on meeting his 2018 yearly objectives.

   Motion- Com. Tiejema
   Supported- Com. Retzloff
   Item approved by vote- Motion carried
6. Other Business – None

7. Public Comment – None

8. Adjournment at 11:43 a.m. by Chairperson Robert Womack

   Motion – Com. Mahoney
   Second – Com. Stek
   Item Approved by Vote – Motion carried

Recorded by: ________________________________    Received by: ________________________________
MEMORANDUM

TO: ACSET Governing Board

FROM: West Michigan Works! Staff

DATE: February 19, 2019

RE: ACSET Governing Board Election of Chair and Vice-Chair

Pursuant to the 4th Amended Interlocal Agreement between the Counties of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Ottawa and the City of Grand Rapids, it is time for a Chairperson and Vice-Chairperson of the ACSET Governing Board to be elected. The newly elected officers shall begin their duties at the February 25th meeting immediately following the election. The Interlocal Agreement provides as follows:

The Governing Board shall have a Chairperson and Vice-Chairperson, which officers shall be elected annually by members of the Governing Board; provided, that the Chairperson shall be elected from among the representatives of one of the Public Agencies in the following annual rotation: Allegan County, Barry County, Ionia County, Kent County, Montcalm County, Muskegon County, Ottawa County, and the City of Grand Rapids. The Public Agency from which the Chairperson shall be elected for the first calendar year following the effective date of this Interlocal Agreement shall be chosen by lot, and the Vice-Chairperson shall be chosen from among the representatives of the next Public Agency in the above rotation.

a. **Chairperson.** The Chairperson shall preside at all the meetings of the Governing Board.

b. **Vice-Chairperson.** The Vice-Chairperson shall perform the duties and exercise the power of the Chairperson in the absence or disability of the Chairperson.

Based on the above rotation listed in the Interlocal Agreement, it is Montcalm County’s turn to serve as Chairperson of the Board for 2019. Being the only representative from the Montcalm County Board of Commissioners, Commissioner Tom Porter will be considered for Chair of the ACSET Governing Board unless he wishes to be removed from consideration. Assuming Commissioner Porter does not wish to remove his name, then action (i.e., nomination*, and a vote of yeas and nays) would be required by the members to officially elect Commissioner Porter as the Chair.

Regarding the office of Vice-Chairperson, the next listed public agency in the above rotation is Muskegon County. The names of the two representatives from the Muskegon County Board of Commissioners (Commissioners Susie Hughes and Kenneth Mahoney) who will be serving on the 2019 ACSET Governing Board will be considered for Vice-
Chairperson unless the representative wishes to be removed from consideration. As far as voting is concerned and assuming there is more than one candidate for the office of Vice-Chairperson, the members of the Governing Board can decide if they prefer to vote by (1) a show of hands for each candidate; (2) a roll call vote; or (3) by any other way the member’s vote is made known to the public, e.g., a ballot but not a secret ballot. If the ballot method is selected, then each voting member must place his or her own name on the ballot, and then the member’s name along with his or her selected candidate can be read aloud at the meeting or if the member’s name is not read aloud at the meeting, then the member’s selected candidate along with each voting member’s name will be recorded in the official minutes of the meeting for any interested member of the public to see. If there is only one candidate for the office of Vice-Chair, then action (i.e., nomination* and a vote of yeas and nays) would be required by the members to officially elect the representative as Vice-Chair.

*Robert’s Rules of Order state that it is customary to nominate one or more candidates before proceeding to an election to fill an office (unless the election is by ballot or roll call).
MEMORANDUM

TO: ACSET Governing Board
FROM: Nichole Northern, Accounting Manager
DATE: February 19, 2019
RE: January 2019 Michigan Works! Board Financials

Revenue
Revenues for the seven months ending January 31, 2019 total $16,529,529 which is 3.8% below budgeted revenue and $3,920,142 over prior year revenue.

Expenditures
Operating expenses are under the proposed budget by 4.17%. Fringe Benefits are under budget partially due to wages being under budget but also due to a change in our Long Term Disability carrier. As a result of this vendor change we anticipate a savings of nearly $100k during the insurance year. Consumable Supplies are under budget by $3k but exceed prior year expenditures by $358k. Several large computer related purchases were made to replace older equipment being used as well as updating office furniture at several locations. Space and Communication expense is $59,798 over prior year expenses primarily due to bathroom renovations completed at the West Side service Center. Other Expenses is $127k over previous year expenses. This is primarily the result of investing in digital advertising, creating a video in order to better serve participants, and increasing staff training.

The increase in training over previous year expenditures of $2.5 million is primarily due to the increase in awards received for the Going Pro Training funds (formerly known as the Skilled Trades Training Funds). Training expenses are currently over budget by $249k and Direct Client Expenses are under budget by $426k. The Direct Client Expenses are under budget in the Community Ventures Program (CV) by $100k and the PATH program by $150k. The CV program is a new program that is just getting off the ground. We are working closely with area partners to develop and launch a program to utilize the funding that was received. A budget modification will be presented to the governing board for consideration in April 2019 to adjust for changes in funding award and planned expenditure changes in the Training (budget increase) and Direct Client Expense (budget decrease) categories.

Administration Expenses represent 14.9% of Operating Expenses and 8.8% of Total Expenses.
Balance Sheet
The Cash balance includes ACSET’s unrestricted funding, funding received in advance of expenditures (Unearned Revenue), funding for the Compensated Absences earned by employees, as well as grant funding drawn in preparation for the payment of Payroll and Accounts payable. The difference in cash balance, Accounts Receivables, and Accounts Payable between periods shown is related to timing differences in drawing funds and payment of expenses. Property and Equipment has increased net of depreciation by $77k. The Property and Equipment increase also increases Total Net Assets. Compensated Absences have decreased as a result of implementing the reduction of carry-over hours for earned Sick and Vacation as specified in the approved union contract.
## Statement of Revenue & Expenses

For the Seven Months Ending January 31, 2019

<table>
<thead>
<tr>
<th></th>
<th>YTD Thru Jan 2019 Actual</th>
<th>YTD Thru Jan 2018 Actual</th>
<th>YTD 2018/2019 Budget</th>
<th>Budget Variance</th>
<th>Budget Variance %</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$16,529,529</td>
<td>$12,609,387</td>
<td>$17,181,921</td>
<td>$(652,392)</td>
<td>-3.80%</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Operating Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages</td>
<td>$4,822,622</td>
<td>$4,519,615</td>
<td>$4,946,583</td>
<td>$123,961</td>
<td>2.51%</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$1,780,247</td>
<td>$1,688,716</td>
<td>$1,879,421</td>
<td>$99,174</td>
<td>5.28%</td>
</tr>
<tr>
<td>Consumable supplies</td>
<td>$634,821</td>
<td>$276,456</td>
<td>$637,933</td>
<td>$3,112</td>
<td>0.49%</td>
</tr>
<tr>
<td>Transportation</td>
<td>$106,292</td>
<td>$111,988</td>
<td>$151,250</td>
<td>$44,958</td>
<td>29.72%</td>
</tr>
<tr>
<td>Outside services</td>
<td>$377,478</td>
<td>$136,679</td>
<td>$467,750</td>
<td>$90,272</td>
<td>19.30%</td>
</tr>
<tr>
<td>Space and communications</td>
<td>$998,548</td>
<td>$938,750</td>
<td>$1,026,689</td>
<td>$28,141</td>
<td>2.74%</td>
</tr>
<tr>
<td>Equipment rent and maint</td>
<td>$44,227</td>
<td>$53,765</td>
<td>$58,333</td>
<td>$14,106</td>
<td>24.18%</td>
</tr>
<tr>
<td>Equipment purchases</td>
<td>$500,402</td>
<td>$13,432</td>
<td>$527,986</td>
<td>$27,584</td>
<td>5.22%</td>
</tr>
<tr>
<td>Other expense</td>
<td>$426,599</td>
<td>$299,140</td>
<td>$417,185</td>
<td>$(9,414)</td>
<td>-2.26%</td>
</tr>
<tr>
<td><strong>Total operating expense</strong></td>
<td>$9,691,236</td>
<td>$8,038,541</td>
<td>$10,113,130</td>
<td>$421,894</td>
<td>4.17%</td>
</tr>
<tr>
<td>Subcontractors</td>
<td>$498,034</td>
<td>$450,363</td>
<td>$551,250</td>
<td>$53,216</td>
<td>9.65%</td>
</tr>
<tr>
<td>Training</td>
<td>$5,768,658</td>
<td>$3,255,018</td>
<td>$5,519,458</td>
<td>$(249,200)</td>
<td>-4.51%</td>
</tr>
<tr>
<td>Direct Client Expenses</td>
<td>$571,601</td>
<td>$865,465</td>
<td>$998,083</td>
<td>$426,482</td>
<td>42.73%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$16,529,529</td>
<td>$12,609,387</td>
<td>$17,181,921</td>
<td>$652,392</td>
<td>3.80%</td>
</tr>
<tr>
<td><strong>Excess of Revenue over Expense</strong></td>
<td>0</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
Actual expenses by cost category
For the Seven Months Ending January 31, 2019

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Administration Expenses</th>
<th>Program Expenses</th>
<th>YTD Thru Jan 2019 Operating Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>$589,345</td>
<td>$4,233,277</td>
<td>$4,822,622</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>183,616</td>
<td>1,596,631</td>
<td>1,780,247</td>
</tr>
<tr>
<td>Consumables</td>
<td>192,518</td>
<td>442,303</td>
<td>634,821</td>
</tr>
<tr>
<td>Transportation</td>
<td>12,641</td>
<td>93,651</td>
<td>106,292</td>
</tr>
<tr>
<td>Outside services</td>
<td>54,411</td>
<td>323,067</td>
<td>377,478</td>
</tr>
<tr>
<td>Space and communications</td>
<td>249,943</td>
<td>748,605</td>
<td>998,548</td>
</tr>
<tr>
<td>Equipment rent and maintenance</td>
<td>7,869</td>
<td>36,358</td>
<td>44,227</td>
</tr>
<tr>
<td>Equipment purchases</td>
<td>107,581</td>
<td>392,821</td>
<td>500,402</td>
</tr>
<tr>
<td>Other expense</td>
<td>49,975</td>
<td>376,624</td>
<td>426,599</td>
</tr>
<tr>
<td><strong>Total operating expense</strong></td>
<td><strong>$1,447,899</strong></td>
<td><strong>$8,243,337</strong></td>
<td><strong>$9,691,236</strong></td>
</tr>
<tr>
<td>Admin/Prog split of operating expenses</td>
<td><strong>14.9%</strong></td>
<td><strong>85.1%</strong></td>
<td></td>
</tr>
<tr>
<td>Admin/Prog operating % of total expenses</td>
<td><strong>8.8%</strong></td>
<td><strong>49.9%</strong></td>
<td></td>
</tr>
</tbody>
</table>
## Area Community Services Employment and Training Council
### Balance Sheet
#### Governmental Activities

<table>
<thead>
<tr>
<th></th>
<th>Unaudited 1/31/19</th>
<th>Audited 6/30/18</th>
<th>Audited 6/30/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash &amp; Cash Equivalents</td>
<td>$1,620,665</td>
<td>$1,014,340</td>
<td>$984,590</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>934,432</td>
<td>2,450,056</td>
<td>2,610,645</td>
</tr>
<tr>
<td>Inventory (at Cost)</td>
<td>0</td>
<td>0</td>
<td>552,658</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>253,181</td>
<td>236,264</td>
<td>295,873</td>
</tr>
<tr>
<td>Deposits</td>
<td>61,536</td>
<td>61,536</td>
<td>62,757</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td><strong>2,869,814</strong></td>
<td><strong>3,762,196</strong></td>
<td><strong>4,506,523</strong></td>
</tr>
<tr>
<td><strong>Long-term Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property &amp; Equipment</td>
<td>592,367</td>
<td>515,174</td>
<td>752,862</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$3,462,181</strong></td>
<td><strong>$4,277,370</strong></td>
<td><strong>$5,259,385</strong></td>
</tr>
</tbody>
</table>

|                      |                   |                 |                 |
| **Liabilities**      |                   |                 |                 |
| **Short-term Liabilities** |           |                 |                 |
| Accounts Payable     | $1,273,435        | $2,000,131      | $2,339,992      |
| Unearned Revenue     | 342,181           | 427,655         | 739,446         |
| C/P Compensated Absences | 593,339        | 671,714         | 650,000         |
| **Total Short Term Liabilities** | **2,208,955**  | **3,099,500**   | **3,729,438**   |
| LT Compensated Absences | 0                | 0               | 84,051          |
| **Total Liabilities** | **2,208,955**     | **3,099,500**   | **3,813,489**   |

|                      |                   |                 |                 |
| **Net Assets**       |                   |                 |                 |
| Total Net Assets     | 1,253,226         | 1,177,870       | 1,445,896       |
| **Total Liabilities and Net Assets** | **$3,462,181**  | **$4,277,370**  | **$5,259,385**  |
MEMORANDUM

TO: ACSET Governing Board

FROM: Angie Barksdale, Chief Operating Officer

DATE: February 19, 2019

RE: Draft WMW 15-04c3 WIOA Adult and Dislocated Worker Eligibility Policy

Background

In January of 2019, the Workforce Innovation and Opportunity Act (WIOA) Manual was updated regarding Dislocated Worker eligibility. This policy change clarifies that there is not an age requirement for Dislocated Worker eligibility.

Requested Action

WMW staff is requesting that the ACSET Governing Board approve Draft WMW 15-04c3 WIOA Adult and Dislocated Worker Eligibility Policy.
Title: Draft WMW 15-04c3 Workforce Innovation Opportunity Act (WIOA) Adult and Dislocated Worker Eligibility

Effective Date: XX-XX-XXXX

Approved By: West Michigan Works! Workforce Development Board on XX-XX-XXXX
Area Community Services Employment & Training (ACSET) Governing Board on XX-XX-XXXX

Program Affected: Adult and Dislocated Worker WIOA programs

Scope: To determine eligibility for Workforce Innovation Opportunity Act Adult and Dislocated Worker participants

Supersedes: WMW 15-04c1 & WMW 15-04c2

References: WIOA Section 3(2), 3[5]; 3(15), 3(36)(A), 3(50), 3(61) and 134(d)(1)(A)(x); WIOA Rules 20 CFR 680.120 and 20 CFR 680.130; WIASRD Data Element 121; WIOA Manual Chapters 2, 5 and Attachment 01 ; Training and Employment Guidance Letter (TEGL) 26-13; United Way ALICE report; and Section 7 of the Rehabilitation Act of 1973 (29 U.S.C. 705)

Policy:

This policy defines local eligibility criteria for West Michigan Works! WIOA Adult and Dislocated Worker programs. In addition, the policy identifies local Michigan Works! Agency (MWA) documentation requirements for WIOA eligibility and sets the self-sufficiency level for the local area. Provision of career and training services for all WIOA programs depends on 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 and will be referred to the appropriate agency. Efforts to determine authorization to work and/or refer customer to the appropriate agency or office will be coordinated with Migrant Services. All individuals regardless of authorization to work may receive self-services through West Michigan Works! service centers.
A. Basic Eligibility Criteria

To be eligible for participation in the WIOA Adult and Dislocated Worker programs, individuals must at a minimum:

1. Be a citizen of the United States or an eligible non-citizen, and
2. If the individual is a male born after January 1, 1960, who is 18 years of age or older; be registered for selective service.

In additional, Adult program individuals must:

3. Be age 18 years or older

B. WIOA Adult Individualized Career Services

If an individual meets the basic eligibility criteria and one of the following local requirements, they may be considered for enrollment in the WIOA Adult program, allowing them to receive individualized career services:

1. Adult who is currently unemployed,
2. Adult who is underemployed and has been determined by West Michigan Works! to have a total family income below the local self-sufficiency levels, or
3. Adult who is determined to be low income in accordance with one of the six categories defined by WIOA.

C. Local Self-Sufficiency Levels for Adult Eligibility

The Workforce Innovation and Opportunity Act of 2014 (WIOA), permits local areas to define self-sufficiency at a higher income level than the state minimum which is defined as employment that pays at least the lower living standard income level (LLSIL) for the most recent year. The LLSIL is adjusted for regional, metropolitan, urban, and rural differences and family size.

This policy sets the income eligibility standards at 200% of the LLSIL, which is updated annually.

1. Family Size

Family size, including the number and ages of children in the family, are factored into the determination of self-sufficiency of family income. Income levels include all income actually received by the members of the registrant's family during the income determination period (six months prior to application). In addition, the income of these family members is only counted during the periods persons are actually members of the registrant's family unit.

When a registrant indicates an absence of income or other means of support during the income determination period, an explanation of how the person supported him/herself must be included in the comment section of the WIOA Registration Form. The industry or previous occupation in which the individual worked will be documented by self-certification.

The definition of family is 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. A married couple and dependent children,
b. A parent(s) or guardian(s) and dependent children, or
c. A married couple.

The issue of guardianship concerning dependent children may be determined by a decree of court or may be determined by a State or Federal agency which has established or assumed guardianship.

An Adult whose own income meets the income requirements described for a family of one, but who is a member of a family whose income does not meet such requirements, may also be eligible for services if they are:

a. An individual with a disability; or
b. An individual who is basic skills deficient.

2. Basic Skills Deficient

The term “basic skills deficient” means, an individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.

MWAs may use the results one of the following assessments:

- Test for Adult Basic Education (TABE) or
- Comprehensive Adult Student Assessment System (CASAS).

D. WIOA Dislocated Worker Individualized Career Services

To qualify for participation in the WIOA Dislocated Worker program for individualized career services, individuals must meet the basic eligibility criteria in Section A. and one of the following criteria:

1. Has been terminated/laid off, or has received notice of termination/layoff from employment; and is unlikely to return to a previous industry or occupation; and is eligible for or has exhausted entitlement to unemployment compensation or has been employed for a duration sufficient to demonstrate an attachment to the workforce;
2. Has been terminated/laid off, or has received notice of termination/layoff from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, or enterprise;
3. Is employed at a facility which has made a general announcement that such facility will close within 180 days;
4. Employed at a facility where the employer has made a general announcement that such facility will close with no end date;
5. Self-employed but is unemployed as a result of general economic conditions or because of natural disasters;
6. Displaced Homemaker;
7. Spouse of a member of the Armed Forces who lost employment due to active duty relocation; or
8. Spouse of a member of the Armed Forces on active duty who is unemployed or underemployed.

E. Local Documentation Requirements for Dislocated Worker Eligibility

Dislocated Workers may be eligible under one of several definitions provided by WIOA. Two of the definitions require local MWAs to establish a policy identifying acceptable documentation for program eligibility:

- Unlikely to return to a previous industry or occupation; and
- Have been employed for a duration sufficient to demonstrate attachment to the workforce

1. Unlikely to Return

Unlikely to return is locally defined to include those who have limited opportunities for employment or reemployment in the industry or previous occupation in which the individual worked. The industry or previous occupation shall be documented in the case file through the Pure Michigan Talent Connect (PMTC) resume or by self-certification.

Documentation showing limited opportunities for employment or re-employment in the industry or previous occupation include the following:

a. Documentation or self-certification showing the applicant reached exhaustion of Unemployment Insurance (UI) benefits or last day worked was more than 26 weeks ago
b. Trade Adjustment Assistance (TAA) Eligibility verification form (TAA-099)
c. Driver’s license, passport, hospital record of birth, DD-214, federal, state, or local government ID showing the individual is 55 or older
d. Documentation showing most recent UI claim was selected for referral through the UI RESEA program
e. Documentation or self-certification indicating a lack of High School diploma or its equivalent
f. Documentation or self-certification indicating the applicant is an English language learner
g. Doctor’s note or medical record showing the applicant has a medical limitation or disability and can no longer perform his/her previous occupation
h. LMI or other local/regional business and professional printout reflecting a 10% or less growth rate in his/her previous occupation
i. Documented work search (minimum of 2 job contacts on at least two separate dates for each of the past 4 weeks) showing that employment in his/her previous industry is not available

Exceptions to the above prohibition can be granted if the applicant has a characteristic, not otherwise noted, that makes him or her “unlikely to return”. All exceptions must be documented and justified on the applicant’s Individual Service Strategy (ISS).
2. Attachment to the Workforce

Dislocated Worker eligibility also depends on the applicant proving that he/she has been employed for sufficient duration to show attachment to the workforce. The West Michigan Works! Workforce Development Board accepts proof of attachment to the workforce when the applicant verifies a minimum of 30 days of previous employment within the past twelve months using pay stubs or telephone verification from the employer. As a last resort, an applicant statement of previous employment is acceptable.
MEMORANDUM

TO:      ACSET Governing Board

FROM:   Angie Barksdale, Chief Operating Officer

DATE:   February 19, 2019

RE:     Draft WMW 16-02c1 Trade Adjustment Assistance (TAA) Training Satisfactory Progress and Participation

Background

This policy is being updated to reflect guidance provided in the TAA Manual. This policy change adds the process for documenting attempts to obtain benchmarks, lack of timeliness in providing benchmarks, failed benchmarks and removal from training.

Requested Action

WMW staff is requesting that the ACSET Governing Board approve Draft WMW 16-02c1 TAA Training Satisfactory Progress and Participation Policy.
Title: Draft WMW 16-02c1 TAA Training Satisfactory Progress and Participation (Benchmarking)

Effective Date: XX-XX-XXXX

Approved By: West Michigan Works! Workforce Development Board on XX-XX-XXXX
Area Community Services Employment & Training (ACSET) Governing Board on XX-XX-XXXX

Programs Affected: TAA Extension Act of 2011 and the TAA Reauthorization Act of 2015

Supersedes: WMW 16-02


Background: The Trade Adjustment Assistance Extension Act of 2011 and the Trade Adjustment Assistance Reauthorization Act of 2015 require that a training participant’s satisfactory progress in training be reviewed at least every 60 days against required training benchmarks. The results of the benchmark reviews are used in staff’s decisions to continue or remove participants from training. Establishing and meeting benchmarks at set intervals is required for the receipt of “Completion Trade Readjustment Allowances (TRA)” by a job seeker. Staff will use the benchmark reviews when deciding to sign off or not sign off on the participant’s “Completion TRA Application” to the UIA/TRA Unit. Training benchmarks strengthen and standardize case management efforts, provide for early intervention opportunities, and allow for the modification of training plans for participants in jeopardy of failing to complete training and attaining a credential.

Policy:
This policy covers TAA participants’ satisfactory progress and participation in Training funded by the Trade Adjustment Assistance Extension Act of 2011 and the Trade Adjustment Assistance Reauthorization Act of 2015. This policy is intended to provide guidance and information regarding the establishment of Trade Adjustment Assistance (TAA) training benchmarks and the procedures for reviewing satisfactory progress and participation in training.
A. Establishment of Training Benchmarks

West Michigan Works! career coach staff will establish the training benchmarks at the start date of training for participants enrolled in TAAEA of 2011 and TAARA of 2015 TAA approved training. The establishment of the training benchmark occurs in the OSMIS to allow for a precise record that can be accessed by the TRA Unit.

B. Review of Training Benchmarks

To ensure the job seeker has substantially met the performance benchmarks in the approved training program, satisfactory progress will be evaluated against the following two benchmarks at intervals of no more than 60 days, beginning with the start date of the training. Prior to beginning training, Trade participants must sign an agreement outlining the requirements and expectations of the program. Each Benchmark review should also allow some variability such as, course failure or unforeseen excused absences.

The two training benchmarks are:

1) Participant must maintain satisfactory academic standing; AND
2) Participant must remain on schedule to complete training within the required training time limits.

This policy encourages bi-monthly face-to-face meetings with participants to accomplish the reviews of the benchmarks. All reviews of the training benchmarks will be entered into the OSMIS.

C. Satisfactory Progress

Satisfactory progress is met when the participant maintains the minimum academic standards for the approved training program.

The following documents are acceptable examples of proof of satisfactory progress. Solely providing transcripts at the end of the training program is not an acceptable method for documenting satisfactory progress, as grades should be verified throughout the duration of training.

1) Weekly, Bi-weekly, or monthly grade reports
2) Evidence of a measurable skill gain
3) Verification from the instructor or training Institution

D. Satisfactory Participation

Training participant must also maintain satisfactory participation, or adequate attendance, for the duration of the TAA approved training program. The following documents are acceptable examples of proof of satisfactory participation.

1) Weekly, Bi-weekly, or monthly attendance reports
E. Failed Benchmarks

If, after reviewing documentation of the benchmark standards, the participant has failed one or both of the benchmarks, the following shall take place:

1) The first failed benchmark review will result in a discussion with the participant to acknowledge future implications. This discussion shall be documented in the OSMIS case notes.
2) The second failed benchmark review will result in a modification to the training plan or removal from the training program.

Subsequent to a training plan modification, the participant is expected to meet all future benchmark intervals and will be held to the same non-compliant procedure for the duration of the training plan.

Training plan modifications will be communicated to the TRA unit using the TAA Participant Status Report. If the participant refuses to modify the training plan, West Michigan Works! will document the refusal using the OSMIS case notes and the UIA Request for Determination of Entitlement to Completion TRA form.

F. Lack of Timeliness

If the participant has not completed the benchmarks within the 60-day review requirement, all attempts to obtain benchmark documentation will be noted in the case file. If the participant repeatedly fails to submit timely benchmarks, the following procedures will be followed:

1) Documented discussion regarding the potential removal from training.
2) Verbal warning of the potential removal from training.
3) Written warning of the potential removal from training.
4) Removal from training.

G. Removal from training

Every effort will be made to assist the job seeker in successfully completing the TAA approved training program including opportunities for training plan modifications, tutoring, and when applicable, repeating courses. In a case where the participant is removed from an approved TAA training, written notification will be issued using form TAA Notice of Determination and documented in the case file. Additionally, the TRA unit will be immediately notified using form TAA Participant Status Report.

Protest of a determination can be made in accordance with the TAA Protest and Appeals Policy.
MEMORANDUM

TO: ACSET Governing Board
FROM: Angie Barksdale, Chief Operating Officer
DATE: February 19, 2019
RE: Draft WMW 16-03c2 Welfare Reform Supportive Services Policy

Background
In October of 2017, the Workforce Development Board approved a Supportive Services Policy for Welfare Reform programs to provide guidance for providing supportive services to job seekers enrolled in the PATH and FAE&T program. The changes to this policy include the removal of transitional supports and a reduction in clothing allowance to align with the State Policy Issuance from October 2018. This policy also seeks to include the approved WMW 15-08c1 PATH Transportation Policy and WMW 16-04 PATH Vehicle Purchase Policy rather than having multiple separate policies.

Requested Action
WMW staff is requesting that the ACSET Governing Board approve WMW 16-03c2 Welfare Reform Support Service Policy to reflect these changes.
Title: Draft WMW 16-03c Welfare Reform Supportive Services

Effective Date: XX-XX-XXXX

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

Programs Affected: Partnership. Accountability. Training. Hope. (PATH)
Food Assistance, Employment & Training (FAE&T)

Supersedes: WMW 16-03c1

Reference:

Background: Michigan Works! Areas (MWA) are charged with managing payment of supportive services and are responsible for ensuring that the provision of supportive services are appropriate, with proper documentation on file. Supportive services are to be provided as appropriate through the first 180 days of a participant’s employment (the 180-day job retention period). MWA shall respond in a timely manner when supportive services are requested.

Policy:

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

I. Eligibility

A. Welfare Reform Program guidelines allow for the provision of support services for Welfare Reform job seekers at any time during their participation.
B. Except with respect to transportation services, allowances for public transportation or private automobile mileage may be provided until the job seeker completes the 180-day retention period. After the 180-day retention period, transportation assistance may only continue to be provided to job seekers who are enrolled in education and training activities.

C. In an emergency situation, in which a job seeker would lose his or her employment without immediate action, West Michigan Works! (WMW) Staff will respond within 24 hours to a request for supportive services to prevent the loss of employment.

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

Supportive services do not constitute entitlements.

II. PATH Support Service Types:

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

A. Clothing ($250 limit within a 12 month period)

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

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

A maximum of $250 in clothing supportive services may be provided to each job seeker per 12 month period. In a two-parent family, each parent who is contributing toward meeting the case’s participation requirement is eligible.

B. Vehicle Repair

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

The job seeker must provide the following information:

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

C. Vehicle Insurance

Vehicle insurance is limited to once in the job seeker’s lifetime. Vehicle insurance coverage is for the period in which the job seeker is establishing income to allow for their ongoing payment of the insurance, up to 3 months maximum, not to exceed $900. If the job seeker requires high risk vehicle insurance that is higher than $300 per month, the payment is limited to one month.

The job seeker must provide the following information:

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

D. Vehicle Purchase

PATH staff may authorize payment of up to $2000 toward the purchase of a vehicle if the vehicle will be used for a job seeker’s primary means of transportation for employment-related activities and the job seeker does not already own a safe and roadworthy vehicle. The purchase must be approved in advance, and only one PATH Vehicle Purchase payment may be made to a job seeker during the job seeker’s lifetime. In a two-parent family, if both parents are required to
participate and need separate vehicles, an exception may be made prior to approving a vehicle purchase for a second parent. Before authorizing the purchase, all of the following conditions must be met:

1. Public Transportation is not reasonably available (such as considering the location and hours of employment, child care, or long commute) and the job seeker has no other means to reach the job site reliably.
2. The job seeker can afford payments, insurance and other expenses associated with owning the vehicle.
3. The job seeker is active in employment-related activities. The job seeker must either be employed or in PATH activity for his/her required number of hours per week.
4. The job seeker must possess a valid driver’s license.
5. Verification from the Secretary of State records showing the job seeker does not have a vehicle registered or titled in their name.
6. The vehicle will be insured and registered in the job seeker’s name or a member of the eligible family. A member of the eligible family is defined as any adult who is receiving assistance and included in the FIP grant. If needed, PATH will provide the assistance to start up insurance (not to exceed 3 months coverage) and also assist in registering the vehicle in the job seeker’s name. Both of these services are already included under support services.
7. The cost of the vehicle will not exceed its retail value, and the vehicle is safe and roadworthy. PATH will check the Kelly Blue Book or NADA appraisal guide or take a written statement from a mechanic that is not employed by or related to the seller, that the cost of the vehicle does not exceed its retail value.

PATH will also obtain from the same or another licensed mechanic, who is not employed by or related to the seller, a vehicle inspection and a statement certifying that the vehicle is safe and roadworthy for at least 30 days under normal driving conditions. The cost of the vehicle inspection is allowable in addition to the maximum $2000 purchase price.

E. Moving/Relocation

If a job seeker verifies employment outside of commuting distance, they may relocate and the following services may be provided on a case-by case basis approved by West Michigan Works! The need must be well documented, including actual cost. $1,500.00 max is allowed per move. In a two-parent family, both parents are eligible if they both obtain employment that requires relocation.

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

F. Medical Exams, Immunizations, and Test

Certain services, which are not defined as medical services by the MDHHS, may be needed to overcome barriers to employment or training, and are allowable supportive service expenses. These services include:
• General physical examinations to determine any employment limitations.
• The completion of DHS Medical Needs form or to obtain an MD or DO statement for a job seeker’s work limitations.
• Immunizations or test when required to obtain, maintain or enhance employment, and cannot be obtained free of charge.

G. Employment-Related Expenses Other

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

• One-time work related expenses (license, fees, purchased tools, etc).
• One-time Business start-up expenses.
• Equipment for employment (task/responsibility of employee clearly defined).
• Driver’s Training – If driver’s training is requested, it will be assessed on a case-by-case basis. The need for the training must be well documented, as well as the cost and period of training. Please include the entity providing the training when requesting approval.
• Any one-time employment related expenses as deemed appropriate by WMW.

H. Identification

The following forms of identification may be purchased for a job seeker based on the need. They may be provided once in a 12 month period. NO fines, penalties or fees, such as those associated with driver’s license reinstatement, may be paid as a supportive service.
• Michigan ID
• Birth Certificate
• Driver’s License
I. Transportation

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

Stipends to job seekers who utilize private transportation will be paid according to the following policy, which gives consideration to the job seeker’s geographic location and component assignment.

Stipends for PATH allowable activities.

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

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<th>Distance Description</th>
<th>Stipend per Day</th>
</tr>
</thead>
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<tr>
<td>12 miles or less</td>
<td>$3.00 per day</td>
</tr>
<tr>
<td>13 miles and up to 24 miles</td>
<td>$9.00 per day</td>
</tr>
<tr>
<td>24 miles and up to 34 miles</td>
<td>$12.00 per day</td>
</tr>
<tr>
<td>34 miles and up to 50 miles</td>
<td>$17.00 per day</td>
</tr>
<tr>
<td>50 miles and up to 69 miles</td>
<td>$20.00 per day</td>
</tr>
<tr>
<td>70 miles and over</td>
<td>$.40 per mile</td>
</tr>
</tbody>
</table>

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

Listed below are the possible points for payment:

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

If a job seeker is requesting a stipend for his or her transportation payment, in order to receive a full stipend, the job seeker must be able to show that:
The vehicle is registered in his or her name or an eligible family member’s name;
o The job seeker obtained a ride with another person; or
○ The job seeker is using a vehicle owned by another person with that person’s
permission. However, no more than one stipend may be issued for a single trip using the
same vehicle.
○ Valid Driver’s License if job seeker is not riding with another job seeker.

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

J. Child Care

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

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

Support Services for FAE&T job seekers are designed to assist job seekers in overcoming barriers
that prevent them from engaging in employment and training activities. The Support Services must
be reasonable and necessary, and directly related to participation in activities, not for supporting
job seekers’ involvement in unsubsidized employment.

A job seeker may receive a maximum of $960 per calendar year for support services needed to
secure employment and maintain employment. Support services may include:

- Training materials, text books and supplies.
- State of Michigan identification card, temporary driving instruction permit, driving skills
test, and a driver’s license.
- Clothing (appropriate for job search activity or interviews).
- Drug test (required for employment).
- Fingerprinting (required for employment).
- Medical services (i.e. TB test or physical required for employment).
- Transportation.
- Public bus pass.
- Gas cards for mileage reimbursement (using same table as PATH).
- Taxi (including Uber and Lyft Services).
- Non maintenance vehicle repair (limited to $350).
- Cellular phone service (limited to 3 months and no other source of free data or phone
service is available or appropriate for the situation).
- Course registration fee (may qualify as a program delivery expense).
- Legal services (expunging a criminal record to secure employment).
• Fees (i.e., union dues, test fees, licensing and bonding fees, background checks needed for training or to support job search).
• Personal grooming supplies/services (i.e., personal hygiene products and services, including haircuts, to meet program or potential employer appearance standards).
• Student activity fee (if required to participate in class, may qualify as a program delivery expense).
• Work and training tools (i.e., equipment, tools, safety clothing, and uniforms necessary to complete E&T training).

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

Gas cards or vouchers can be provided, as a prepaid allowance, but their use will be restricted to a specific purchase or service allowed by the program.

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

The following are not allowed to be paid with FAE&T funds:

- Automobile insurance
- Automobile ownership/operator taxes (tags, title, license)
- Automobile purchase
- Drug/alcohol counseling therapy
- Living stipend
- Mental health treatment
- Personal computers
- Relocation expenses
- Student loans, fees, penalties, or fines
- Bad debt
- Food staples and groceries
- Expenditures to support employment that was obtained prior to enrollment in FAE&T

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

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

The following support services are allowable if they are required to maintain employment:
o Clothing.
o Fees (i.e., union dues, test fees, licensing, and bonding fees).
o Personal Grooming Supplies/Services (i.e., personal hygiene products and services, including haircuts, to meet employer appearance standards).
o Transportation.
o Public bus pass.
o Gas cards for mileage reimbursement.
o Taxi (including Uber and Lyft Services).
o Non maintenance vehicle repair (limited to $350).
o Work tools, (i.e., equipment, tools, safety clothing, uniforms).
MEMORANDUM

TO: ACSET Governing Board

FROM: Angie Barksdale, Chief Operating Officer

DATE: February 19, 2019

RE: Draft WMW 18-05c1 Quality Assurance Policy

Background
In June of 2018, the Workforce Development Board approved the Quality Assurance Policy. The Workforce Innovation and Opportunity Act (WIOA) manual requires local policy for internal controls that disallows manipulation of data for performance or reporting benefit. This policy seeks to include guidance regarding the deletion of records. This policy ensures both compliance and quality for all programs.

Requested Action
WMW staff is requesting that the WDB approve DRAFT WMW 18-05c1 Quality Assurance Policy.
Title: Draft WMW 18-05c1 Quality Assurance Policy

Effective Date: XX-XX-XXXX

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

Programs Affected: All federally-funded workforce programs administered by WMW!

Supersedes: N/A

Reference: WIOA Manual

Background: Local areas must establish an internal controls policy disallowing manipulation of data for performance or reporting benefit.

Policy:

West Michigan Works! is responsible for ensuring that programs and services are provided in compliance with federal and state regulations. It is also essential to the integrity of the organization that programs be delivered with high quality and conscientious effort towards continuous improvement. The Quality Assurance systems in place at West Michigan Works! ensure both compliance and quality for all programs.

Quality Assurance System

The purpose of Quality Assurance activities at West Michigan Works! is to proactively address areas of concern before they impact performance, quality, and efficiency. In addition, Quality Assurance looks for opportunities to improve service delivery and streamline operations.

Components of the Quality Assurance System shall include, at a minimum, the following:

- **Performance Tracking**: conducted by service delivery managers, policy managers, and performance analysts on a continuous basis;
- **Documentation Processes**: all staff are charged with ensuring proper documentation, which is controlled by quality assurance coordinators;
• **Approval Processes**: all program expenditures are reviewed and approved by management, with documentation assurance by the fiscal team;

• **Internal Monitoring**: all programs are reviewed using qualitative and quantitative methodologies (see Monitoring below);

• **Fiscal Monitoring**: internal checks and balances are appropriate, Generally Accepted Accounting Practices are followed, and a single audit is completed each year as per federal law;

• **Subcontractor Monitoring**: all subcontractors are monitored for administrative, programmatic, and fiscal compliance on an annual basis.

**Monitoring**

Monitoring of programs and subcontractors will be conducted using the following types of reviews:

• **Quality Review**: Each program will be reviewed for quality of service delivery on a continuous basis.

• **Compliance Review**: Documentation for eligibility and participation in programs, EEO, and worksite monitoring for OJT and WEP, will be reviewed on an annual basis, at a minimum. This includes all file review, Data Validation, and Data Verification.

• **Fiscal Review**: A single audit will be conducted of the organization, as required by law, to ensure fiscal integrity. In addition, fiscal and administrative monitoring of subcontractors will be conducted at least annually.

For each of the above reviews, a framework will be established that provides a systematic approach for continuity and accountability. The framework will include a schedule that assigns reviews on a calendar year basis.

**Quality Assurance Approach**

**Review of programs** shall focus on quality, using a continuous improvement approach. The quality assurance staff members will work collaboratively with managers and service delivery teams to examine program and service elements and determine the best approach for improvement. Effectiveness will be tracked and analyzed. Best practices will be identified and shared across the region. A qualitative methodology for review will be utilized.

**Review of files** shall focus on compliance, ensuring that all documentation is appropriate, thorough, and accurate. A quantitative methodology for review will be utilized.

**Fiscal and administrative review** of subcontractors shall focus on compliance at the organizational, program, and service delivery levels. A quantitative methodology for review will be utilized.
Separation of Duties

The structure of the organization will be such that those individuals responsible for quality assurance are not also tasked with delivering services, and have no management responsibilities over those who are delivering services.

Addressing Areas of Concern

When an issue of compliance is discovered during a review, corrective action shall be required. The quality assurance staff shall ensure that corrective action is appropriate and complete.

When an issue of quality is discovered during a review, quality assurance staff shall work with program staff to address the issue in a manner that is appropriate and feasible. These may include development of new processes, training and coaching, or other relevant interventions.

If an area of concern occurs repeatedly, corrective action shall be required, regardless of whether it is an issue of compliance or of quality. A formal improvement plan and technical assistance may also be required. Additional consequences for failure to address compliance issues or improve quality will be dependent upon the severity of the issue and determined by the Michigan Works! Director.

Deletion of Records

In occasional circumstances, a participant’s record may need to be deleted from the One-Stop Management Information System (OSMIS). Deletion of records is only allowable when information is missing or inaccurate. Under no circumstances may records be deleted in order to manipulate data for performance or reporting benefit.

A process guide will be utilized to ensure that a limited number of people have authority to delete records, and that a checks and balances system is in place involving at least two individuals approving a request to delete a participant’s record.

Documentation

All reviews, regardless of approach or methodology, shall be documented in a working file and finalized when appropriate. Documentation will be accessible to quality assurance management, the regional service center director, and administrative staff.
## ACSET Personnel Actions – February 19, 2019

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<td>Dane Sanders</td>
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### Promotion

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### Demotion

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### Participants/Temporary

| Employee | Appointment | Date   | Location |
|----------|-------------|--------|----------|----------|---------------|

*Appointments/Participants*
## ACSET Operations Staffing
### West Michigan Works!

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MEMORANDUM

TO: ACSET Governing Board

FROM: Laura Krist, Human Resource Director

DATE: February 19, 2019

RE: Request to update the staffing chart for West Michigan Works!

After reviewing our current staffing chart and assessing the needs of the various programs and departments within West Michigan Works!, we have determined the following changes would be appropriate:

Additions:

**Business Solutions Department**

- Business Solutions Representative (1)

  Business Solutions Representatives support local employers by coordinating services, providing information and acting as the liaisons between employers and West Michigan Works!. Employers have requested to receive more assistance from our organization with respect to training grants, apprenticeship programs, development of career pathways, and connecting youth to businesses. An additional BSR will allow us to continue to provide the support needed to offer these services.

**Talent Solutions Department**

- Resource Specialist (2)

  This new position will be created to serve our PATH participants with respect to identifying community resources and connecting both staff and participants to these resources. The Resource Specialists will also assist with support services and developing community service work sites to help participants gain work experience.

- Talent Development Instructor (2)

  Talent Development Instructors are responsible for conducting employability and job search skills workshops for our job seekers. We have been receiving requests from our community partners to conduct more workshops at various locations, including high schools, nonprofit organizations and employer work sites. We anticipate that the need to
provide these workshops will increase as we continue to develop our Employability Skills Curriculum.

Administrative Department

- Human Resource Assistant (1)
- Marketing and Communications Assistant (1)

The Human Resource and Marketing Departments provide support to all staff and locations throughout our seven county region. These two new administrative positions will provide needed assistance to those departments to ensure that the HR and marketing teams are successfully providing the support that is needed throughout the agency.

Deletions:

- Accountant (1)
- Assistant Manager (1)
- Fiscal Monitor (1)
- Records Service Specialist (1)
- Talent Development Specialist (1)
- Talent Solutions Manager (1)

We are requesting Governing Board approval to add 7 positions and remove 6 positions from the West Michigan Works! staffing chart. We have adequate funding in our budget to support this request.
MEMORANDUM

TO: ACSET Governing Board

FROM: Angie Barksdale, Chief Operating Officer

DATE: February 19, 2019

RE: General Updates

Integrated Employment & Training Partnerships (IET)
The State of Michigan released Workforce Innovation and Opportunity (WIOA) funds to be used specifically to create and/or expand Integrated Education and Training (IET) programs through partnerships between Michigan Works! organizations and Adult Education providers. These programs provide an opportunity for individuals to receive their High School Diploma or Equivalency while concurrently attending training in an in-demand occupation that results in a credential, as well as employment readiness activities. The State released $1,000,000 statewide for these activities and distributed the funds based on current programming and expansion opportunities, which resulted in a quarter of the funds coming to WMW. The current plan is to focus on Montcalm and Ionia Counties, where there are currently no IET programs operating.

State Case Management Workgroup
The Talent Investment Agency has committed to revamping the current case management platform that has been in place since 2001 and has asked for participation from local Michigan Works! organizations for input. WMW staff has been selected to participate in this statewide workgroup, giving us the opportunity for input and influence on this vital piece of the Michigan Works! system.

MiLogin for Citizens (Unemployment Insurance Process)
The State of Michigan launched MiLogin for Citizens, which is created so that users have a single username and password for multiple state systems. After testing with several smaller departments, they launched the system with Unemployment Insurance and Pure Michigan Talent Connect the week before Thanksgiving. There have been multiple issues with the launch of the system, resulting in long wait times for job seekers and sometimes delayed UI payments. Our staff has handled the situation well, and we have not experienced the irate customers or negative press coverage some areas of the state have. We continue to work closely with UI to resolve the issues and provide the reemployment services WMW is funded to provide.
Going PRO Talent Fund (formerly known as Skilled Trades Training Fund)
This year, employers in the West Michigan region have been awarded $9.5 million in training funds. Applications are being funded in amounts ranging from $1,000 to $289,345. In total, West Michigan Works! captured nearly 33% of the available $29 million in grant dollars for employers.

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<th>Going PRO Talent Fund Awards by FY</th>
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<tbody>
<tr>
<td>FY16</td>
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<td>Amount Awarded</td>
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<table>
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<th>FY19 Awards by County</th>
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<tbody>
<tr>
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<tr>
<td>Barry</td>
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<tr>
<td>Ionia</td>
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<td>Kent</td>
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<td>Out-of-region*</td>
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<tr>
<td>TOTAL</td>
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<tr>
<td>West Michigan Works!</td>
</tr>
</tbody>
</table>

*Out-of-region, administered by West Michigan Works!

Retention Solutions
West Michigan Works! has contracted with WorkLab Innovations and The SOURCE to provide technical assistance and training in the development of our Retention networks. WorkLab Innovations is a national network of organizations like The SOURCE who work to assist communities in implementing and expanding strategies to improve retention, attendance, engagement, and productivity.
To-date WMW has signed a contract with our first employer and have approximately 15-16 employers interested. Promotional materials are being distributed and a video will be available soon.
**HireReach**

HireReach has launched its first Community of Practice co-hort. One session a month will be held throughout 2019 covering a variety of topics. Between sessions employers will receive coaching and assistance from HireReach consultants. The following employers have committed to participate in co-hort 1: Bar Fly Ventures, City of Grand Rapids, County of Ottawa, Davenport University, County of Kent, Shape Corp., Spectrum Health, Steelcase, Warner, Norcross + Judd LLP, and ACSET/West Michigan Works!

Recruitment for co-hort 2, scheduled to begin in January 2020, is underway and several employers have already expressed interest. A webpage has been developed to provide basic information regarding the HireReach initiative.

https://www.hirereach.org/.

**National Equity Project (NEP)**

The National Equity Project (NEP) is an education reform organization that specializes in leadership development and changing culture and conditions in order to further equity objectives. It is a coaching and consulting organization based in Oakland, California. NEP has been awarded a WK Kellogg grant to expand equity and inclusion work in the Grand Rapids area. We, ACSET/West Michigan Works!, will be one of the organization they will be working with over the next two years as part of their current grant. We will be launching our first 6 month Racial Equity in Action Leadership co-hort with all management starting in March. Future sessions with additional staff are still in development. To learn more about NEP, visit nationalequityproject.org.

**Customer Experience Re-Design**

In an effort to enhance not only our internal but external customer experience we have contracted with Public Agency, as division of West Michigan Center of Arts + Technology (WMCAT), to lead us through a human centered design process. Public Agency will lead us through three phases: 1) Capacity Building – A “train the trainer” model of helping our staff understand and implement human center design principles, 2) Co-Operative Exploration – Public Agency will work alongside West Michigan Works! staff to organize and convene a series of engagements (focus groups, shadowing, interviewing and more) with stakeholders in each space – internal staff, job seekers & employer partners – to determine where the opportunity lies in improving the current experiences, interactions, connections to additional services and WMW ability to meet the needs of customers 3) Design & Implementation – After analyzing the quantitative & qualitative data from phase 2, work will be done to develop a plan for implementation and design of enhancements to the customer experience. The project launched in February 20 and will run through 2019.