AGENDA

1. Call to Order
2. Public Comment – Agenda Items
3. Approval of Minutes  
   a. October 8, 2018  
   b. December 10, 2018  
4. Policy Approvals, Brittany Lenertz, Talent Solutions Director  
   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  
5. General Updates  
   a. Business Solutions, Amy Lebednick, Business Solutions Director  
   b. Talent Solutions, Brittany Lenertz  
   c. Retention Solutions, Angie Barksdale, Chief Operating Officer  
6. Presentation: Talent and Economic Development Department of Michigan (TED)  
   Stephanie Beckhorn, Acting Director  
7. WMW WDB Subcommittees Updates  
   a. Executive Committee, Dave Smith, WDB Chairperson  
   b. Talent Solutions, Shana Welch, Committee Chairperson  
   c. Employer Solutions, Sherry White, Committee Chairperson  
   d. Strategic Partnerships, Heather Gluszewski, Committee Chairperson  
   e. Outreach and Communications, Mark Bergsma, Committee Chairperson  
   f. Career Educational Advisory Council (CEAC), Cindy Brown, WDB Vice-Chairperson  
   g. Legislative Subcommittee, Jacob Maas, Chief Executive Officer  
8. Other Business  
   a. National Skills Coalition: February 5-7, 2019  
   b. National Association of Workforce Boards (NAWB) Forum: March 22-26, 2019  
9. Public Comment  
10. Adjournment

Next Scheduled Workforce Development Board Meeting:  
April 8, 2019 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.
Grand Rapids, MI 49504
Monday, October 8, 2018
Lunch 11:30 A.M. • Meeting 12:00 P.M.

MINUTES

Workforce Board Members Present: Dave Smith (Chairperson), Cindy Brown (Vice-Chairperson), Travis Alden, Mark Bergsma, Norm Brady, Kenyatta Brame, Jordan Clark, Cathy Cronick, Jay Dunwell, Bob Ferrentino, Jim Fisher, Heather Gluszewski, Kiesha Guy, Rebecca Herrington, Jon Hofman, Dave Kitchen, Valorie Putnam, Dan Rinsema-Sybenga, Michelle Seigo, Samantha Semrau, Dan TenHoopen, Therese Thill, Mark Thomas, Shana Welch, Patricia VerDuin

Workforce Board Members Absent: Randy Boss, John Buchan, Angela Huesman, Scott McLean, Bill Pink, Jonas Talbott, Darryl Todd, Sherry White

Staff Present: Brenda Isenhart, Amy Lebednick, Brittany Lenertz, Jacob Maas, Jennifer Mitchell, Janette Monroe, Nancy Wiest

Guests Present: David Lovell (GRCC), Benjie Williams (Human Learning Services), Jason Palmer (DTMB, Bureau of Labor Market Information and Strategic Initiatives, BLMISI), Nick Gandhi (BLMISI)

1. Call to Order, Chairperson Dave Smith at 12:00 p.m.
2. Public Comment- Agenda Items- None
3. Approval of the August 13, 2018 Minutes
   Action Required
   Motion – Jim Fisher
   Second – Mark Bergsma
   Item Approved by Vote – Motion carried
4. Policy Approvals
   Action Required
   a. WMW 15-02c1: Service Center Rules
      Nancy Wiest, Staff Attorney, reported that two additional rules are being proposed to the West Michigan Works! Service Center Rules as follows: 1.) prohibit unauthorized solicitation of WMW jobseekers and our employees by non-employees of WMW and 2.) prohibit an individual from bringing an animal into the service center, except a service animal as defined by the WDB-approved Service Animal policy (WMW 18-04). Nancy requested approval of the two proposed rules.
      Motion – Bob Ferrentino
      Second – Jon Hofman
      Item Approved by Vote – Motion carried
   b. WMW 15-04c2: Adult and Dislocated Worker Eligibility Policy
      Brittany Lenertz, Talent Solutions Director, reviewed that in 2015, the WDB approved the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Eligibility Policy, which defined local eligibility criteria for these programs administered by WMW. Brittany
reported that in Policy year 2017-2018, only 6% of the individuals enrolled into WIOA programs were enrolled into the Dislocated Worker program due to restrictive guidelines. This policy seeks to expand the acceptable documentation for Unlikely to Return and by doing so, can focus on increasing Dislocated Worker enrollments. Brittany answered board members’ questions and reported that WMW is requesting approval of the WMW 15-04c2 policy.

Motion – Mark Bergsma  
Second – Rebecca Herrington  
Item Approved by Vote – Motion carried

c. WMW 15-06c2: Workforce Innovation and Opportunity Act (WIOA) Support Services

Brittany reviewed that in 2016, the WDB approved the WIOA Support Services Policy, allowing WMW to provide guidance for providing supportive services to job seekers enrolled in WMW WIOA programs. In August 2018, WMW staff reported that the opportunity to pilot dual enrollment of Food Assistance Employment & Training (FAE&T) participants into WIOA programs would require changes to the local support service policy. The addition of expanding the transportation allowances includes required activities for these individuals. Brittany answered board members’ questions and requested approval of the WMW 15-06c2 policy.

Motion – Bob Ferrentino  
Second – Michelle Seigo  
Item Approved by Vote – Motion carried

5. Presentation: Shifts in Labor Force


6. General Updates

a. Business Solutions Updates

Amy Lebednick, Business Solutions Director, reported that Discover Manufacturing Week occurred October 1-5. Over 188 manufacturing employers throughout West Michigan hosted more than 350 events and opened their doors to students for an opportunity to see, first-hand, what manufacturing looks like. Discover Manufacturing Week ties into the National Manufacturing Day initiative by the National Association of Manufacturers. Students participating will have the chance to win one of six $500 scholarships for training in manufacturing. Next, Amy reported that the West Michigan Tech Talent (WMTT) council is hosting an event to showcase the impact they have had in West Michigan over the last year. The attendees will learn about WMTT, their initiatives and how to get involved. This event takes place on October 22nd at West Michigan Center for Arts and Technology (WMCAT). Amy reviewed the Going PRO Talent Fund (formally known as the Skilled Trades Training Funds (STTF)) employer meetings and the West Michigan Works! Department of Labor (DOL) Registered Apprenticeship Programs and employer numbers with the board.

b. Talent Solutions Updates

Brittany Lenertz reported that State of Michigan released Adult Education funds in the form of competitive grants. WMW is part of three grant proposals that were awarded. Allegan and Ottawa County Adult Ed providers collaborated to submit a combined proposal that was accepted and
Kent ISD also received one of the grants. Brittany reported that both programs will offer GED or High School completion concurrently with the technical skills training, and WMW will coordinate with the partners on employability skills training. Brittany further reviewed that WMW is one of several partners participating in Grand Rapids Community College’s America’s Promise Grant, which is a four-year grant focused on increasing awareness and participation in healthcare. The Department of Labor (DOL) has indicated that they have been very pleased with the grant performance and that it is one of the most successful America’s Promise Grants. Furthermore, Brittany reported that WMW has been working closely with the Unemployment Insurance Agency (UIA) staff to make better connections between dislocated workers to valuable employment services to quickly connect them to employers. Brittany reviewed that some of the collaborated work includes UIA and WMW staff shadowing each other to better understand the others’ roles and processes, a pilot program development that is working to better understand the needs of the unemployed, and better sharing of WMW materials and services to individuals working with the UIA.

c. WMW WDB Dashboard
Brittany reviewed the WMW Service Summary Dashboard metrics for October 1, 2017 through June 30, 2018.

d. Retention Solutions Updates
Angie Barksdale, WMW Chief Operating Officer, reported that WMW has contracted with WorkLab Innovations and The SOURCE to provide WMW technical assistance and training in the development of our Retention networks. WorkLab Innovations is a network of organizations like The SOURCE that assists communities in implementing and expanding strategies to improve retention, attendance, engagement, and productivity. Angie reported that on September 25th, the first employer information session took place in Ottawa County. Seven employers were present to learn about these efforts. Zeeland Lumber, a current SOURCE member, was present to provide insight on their experience being a member of the network. WMW is in the process of following up with the seven employers and are also working to schedule information sessions in Allegan and Muskegon counties in the next couple of months.

e. HireReach
Angie Barksdale reported that HireReach has been hosting employer awareness events across the region to introduce evidence-based selection processes to employers. There have been 211 invitations sent out, and seventy-four (74) employers have registered to attend. As of September 25, twenty-seven (27) unique employers have attended events. Angie noted that there are two additional events scheduled in October in Muskegon and Grand Rapids. Angie reported that the goal is to have 10-15 employers committed to participate in the first cohort of the community practice beginning in January 2019. Information regarding the HireReach initiative can be found here. [https://www.hirereach.org/](https://www.hirereach.org/)

f. 2019 WDB Meeting Calendars
Angie Barksdale reported that the Executive Committee of the WDB approved the majority of the 2019 meeting schedule, with the exception of the September and November 2019 meeting dates. The committee agreed to schedule these two dates at the beginning of 2019.

7. WMW WDB Subcommittees Updates

a. Executive Committee
Dave Smith, Chairperson, reported that the Executive Committee will be going back to meeting on the opposite months of the WDB to have a better opportunity to plan objectives accordingly. Dave also reviewed the July 2018 Michigan Works! Board financials which were presented to the Executive Committee, and there are no major concerns to note. Dave further reported that the Executive Committee had discussion regarding one of the current providers of the West Michigan Works! WIOA Out-of-School Youth and Foster Summer Youth Services in
Kent County. Staff reported that there have been multiple concerns with the contractor and requested further recommendations from the Executive Committee on action to be taken. The Executive Committee recommended providing funds to cover a 30-day (1 month) period with additional funding to cover another 3-month period if the contractor submits a written plan to address identified deficiencies and demonstrated progress towards implementation of the plan. Dave also reported that the Executive Committee approved the initial goals for the legislative committee as follows: 1.) educate and inform policy makers and legislators, and 2.) review legislation.

b. **Talent Solutions:** Shana Welch, WDB Member, reported that the subcommittee is continuing to move forward with the employability skills curriculum and is looking at starting assessments at the Franklin Service Center. Shana reported that the subcommittee is today to further look into bringing in a third-party evaluator to review the curriculum. Brittany Lenertz further noted that the goal is to have a “piloted” implementation of the curriculum at all the West Michigan Works! Service centers in early 2019.

c. **Employer Solutions:** Amy Lebednick reported that the subcommittee is reviewing the feedback from the Employer Satisfaction survey that was sent out in July. The subcommittee will also be reviewing nominees for the Employer of the Year award that will be presented at the annual Workforce Board meeting in December. Amy also noted that the subcommittee will be reviewing the Marshall Plan for Talent and any additional grant funding that directly impacts Employer engagement.

d. **Strategic Partnerships:** Heather Gluszewski, WDB Member, reported that the last committee meeting took place on September 18. Heather reported that due to an unforeseen cancellation regarding a report about the partnerships, WMW staff provided the subcommittee with current updates on initiatives and partnerships. Heather stated that the next meeting has not been scheduled yet, but that the subcommittee plans to discuss future goals and objectives.

e. **Outreach and Communications:** Mark Bergsma, WDB Member, reported that highlights on the 11th Annual Beverly A. Drake Essential Service Awards (ESA) were provided in the board packet. Mark reported that this year, there has been a significant increase in nominations received throughout the region. Mark did indicate that there are still a couple of counties with low nominations, and Mark encouraged board members to spread the word in the future to increase the employee recognition. Mark reviewed the handout with board members and highlighted the number of years of service in which most of the nominees have been employed with the same employer. Mark reported the ESAs will be presented at the Economic Club of Grand Rapids meeting on November 12th. Kenyatta Brame, WDB Member, inquired about having a “Manufacturing” category added to the criteria due to many of his employees not classifying themselves under “General Labor”. Mark indicated that he would bring this recommendation back to the subcommittee to add for the upcoming years.

f. **Career Educational Advisory Council (CEAC):** Cindy Brown, WDB Member, reported that the Council met in September, and information on MiBrightFuture was presented. Cindy noted that there was also an update from the Michigan Department of Talent and Economic Development regarding Marshal Plan summaries, and to-date, they have received eighty-eight. Cindy stated that out of those summaries, the next four consortia have requested letters of support from WMW. The next meeting is scheduled for January.

8. **Other Business**

   a. **Cannabis Summit**

Jacob Maas reported that on October 18th at 8:00 am, the Grand Rapids Chamber of Commerce is hosting a Cannabis Summit. Jacob noted that WMW hopes to gain some additional insight on data and labor force shifts. Jacob noted that having more information for the jobseekers and employers will be beneficial. Cindy Brown noted that there are plans for an additional panel
event sometime in the near future, which will focus primarily on Human Resource specifics. Angie Barksdale reported to the board that even if the marijuana ballot proposal is passed in Michigan in November, the use or possession of marijuana would still be a federal crime. WMW would not be able to grant funding to employers involved in the production of marijuana.

b. Save the Date: December 10, 2018 Annual Workforce Board Meeting
   Jacob requested that board members save the December 10th date for the 2018 Annual Workforce Board meeting at Frederik Meijer Gardens.

c. Angie introduced Benjie Williams, President & CEO, Human-Learning Services, who is contracted with the Gerald R. Ford Job Corps in Grand Rapids. Benjie introduced himself to the board.

9. Public Comment- None

10. Adjournment at 1:30 p.m. by Chairperson Dave Smith.
West Michigan Works! (WMW) Workforce Development Board (WDB) Annual Meeting
Frederik Meijer Gardens (Huizenga Grand Room North)
1000 East Beltline NE • Grand Rapids, MI 49525
Monday, December 10, 2018
11:30 a.m. – 1:30 p.m.
(Lunch begins at 11:45 a.m.)

MINUTES

Workforce Board Members Present: Dave Smith (Chairperson), Cindy Brown (Vice-Chairperson), Travis Alden, Mark Bergsma, Norm Brady, Kenyatta Brame, John Buchan, Jordan Clark, Cathy Cronick, Jay Dunwell, Jim Fisher, Heather Gluszewski, Kiesha Guy, Mike Helsel, Jon Hofman, Angela Huesman, Scott McLean, Bill Pink, Valerie Putnam, Michelle Seigo, Dan TenHoopen, Mark Thomas, Darryl Todd, Patricia VerDuin, Shana Welch, Sherry White

Workforce Board Members Absent: Nora Balgoyen, Randy Boss, Bob Ferrentino, Rebecca Herrington, David Kitchen, Dan Rinsema-Sybenga, Samantha Semrau, Jonas Talbott, Therese Thill

Governing Board Members Present: Robert Womack, Ron Retzloff, Mark De Young, Frank Garcia, Dean Kapenga, Senita Lenear, Ken Mahoney, Harold Mast, Kurt Reppart, Stan Stek, Larry Tiejema

Governing Board Members Absent: Ben Cross, Greg DeJong, Ben Geiger


Guests Present: Thomas Albert, Stephanie Beckhorn, Tony Calcagno, Monica Castano, Tracie Coffman, Libby Crabb-Wahlstrom, Peter Dickow, Luann Dunsford, Wendy Falb, Nikki Grashorn, Steve Heethuis, Rachel Hood, Andy Johnston, Alexa Kramer, Don Kuchnicki, Gina Mancha, Chad Patton, Todd Pueler, Wende Randall, Dan Remenap, Ashley Sischo, Cary Stamas, Jennifer Summers, Dave Tebo, Eric VanDuren, Andrew Walsh, Kyle Welte, Sara Whisler, Kate Wood, Milinda Ysasi

1. Call to Order, Chairperson Dave Smith at 12:15 p.m.

2. Public Comment- Agenda Items- None

3. Approval of the October 8, 2018 Minutes
   Item has been tabled to next meeting in February 2019.

4. Presentation and Recognitions
   a. Talent Solutions and Partner of the Year
      Angie Barksdale, WMW Chief Operating Officer, reviewed results from the Talent Solutions programs. Some of the highlights included the number of job seekers served, employability skills curriculum and assessments, R.I.S.E Up, Integrated Education and Training programs, Career Coaching, America’s Promise Grant, New American Navigator and program integration.
      In addition, Angie presented the Literacy Center of West Michigan (LCWM) with the Partner of the Year Award. The LCWM has provided outstanding support for WMW participants.
In 2018, LCWM began offering literacy services at the WMW Franklin Service Center in Grand Rapids, and these services have been a great added service for our job seekers. Wendy Falb accepted the award.

b. Employer Solutions and Employer of the Year
Amy Lebednick, WMW Business Solutions Director, reviewed results from the Business Solutions programs. Some of the highlights included the number of employers served, talent fund distributions, number of apprenticeships, industry council initiatives, and MiCareerQuest™. Amy also presented FlexFab with the Employer of the Year Award. FlexFab works with WMW in Barry County, puts together one of the most interactive MiCareerQuest™ displays on the floor and is committed to providing education and training so that FlexFab workers can attain higher paying jobs within the organization. Sara Whisler accepted the award.

c. What’s Ahead
Jacob Maas, WMW Chief Executive Officer, reported that next year, WMW will be focusing efforts on enhancing both internal and external customer experience redesign, supporting and growing apprenticeship programs, and reimaging the Youth Solutions Design. Jacob reported that the newly launched Retention Solutions division is beginning to make leading efforts in employer recruitment in expanding the Business Retention Networks. Jacob also highlighted that the HireReach initiative launched in partnership with Talent 2025 (funded by the W.K. Kellogg and Doug & Maria DeVos Foundation) to replicate an evidence-based hiring practice. The goal of the initiative is to have 2 cohorts of 10-15 employers implement the model, and currently there are 5 committed with 10 in the pipeline for cohort 1.

d. Impact Award – Gina Mancha, Grand Rapids Community College, and Spectrum Health
Jacob Maas reviewed that each year, West Michigan Works! submits nominations for the Impact Awards to the Michigan Works! Association. Jacob asked Luann Dunsford, Michigan Works! Association Chief Executive Officer, to join him in the presentation of the awards. Jacob reviewed that the award is given by the Association to honor those that have built economic results by creating jobs and developing fresh talent in their community. The awards are given in Lansing in the presence of local State legislators. Jacob presented the awards to Spectrum Health, Grand Rapids Community College (GRCC), and Gina Mancha.

e. Potential Risks/Opportunities for 2019
Jacob Maas reviewed various supports, educational awareness and impacts of potential risks and opportunities for 2019 with the upcoming legislative changes.

5. Public Comment- None
6. Adjournment at 12:58 p.m. by Jacob Maas.

Recorded by: ___________________________      Received by: ________________________________
MEMORANDUM

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

FROM: Brittany Lenertz, Talent Solutions Director

DATE: February 5, 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 WDB 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 addition, 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 a 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:        West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM:      Brittany Lenertz, Talent Solutions Director
DATE:      February 5, 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 WDB approve Draft WMW 16-02c1 TAA Training Satisfactory Progress and Participation.
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: West Michigan Works! (WMW) Workforce Development Board (WDB)

FROM: Brittany Lenertz, Talent Solutions Director

DATE: February 5, 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 WDB approve WMW 16-03c2 Welfare Reform Support Service Policy to reflect these changes.
Title: Draft WMW 16-03c2 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). MWAs shall respond in a timely manner when supportive services are requested.

Policy:

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

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:

<table>
<thead>
<tr>
<th>Distance Range</th>
<th>Stipend per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 miles or less</td>
<td>$3.00</td>
</tr>
<tr>
<td>13 miles and up to 24 miles</td>
<td>$9.00</td>
</tr>
<tr>
<td>24 miles and up to 34 miles</td>
<td>$12.00</td>
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<tr>
<td>34 miles and up to 50 miles</td>
<td>$17.00</td>
</tr>
<tr>
<td>50 miles and up to 69 miles</td>
<td>$20.00</td>
</tr>
<tr>
<td>70 miles and over</td>
<td>$.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;
- 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: West Michigan Works! (WMW) Workforce Development Board (WDB)

FROM: Brittany Lenertz, Talent Solutions Director

DATE: February 5, 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.
MEMORANDUM

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

FROM: Amy Lebednick, Business Solutions Director

DATE: February 5, 2019

RE: Business Solutions Updates

____________________________________________________________

Going PRO Talent 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.

Going PRO Talent Fund Awards by FY

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FY19 Awards by County

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</table>

West Michigan Works! | $668,996

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

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

FROM: Brittany Lenertz, Talent Solutions Director

DATE: February 5, 2019

RE: Talent Solutions 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.