West Michigan Works! (WMW) Workforce Development Board (WDB) Meeting
Westside Service Center
215 Straight Ave. N.W.
Grand Rapids, MI 49504
Monday, August 12, 2019
Lunch 11:30 A.M. • Meeting 12:00 p.m. – 1:30 p.m.

AGENDA

1. Call to Order
2. Public Comment – Agenda Items
3. Approval of the June 10, 2019 Minutes  Action Required
4. WMW WDB Terms of Office Member Applications (Executive Committee only) Action Required
5. Call for Nomination of Workforce Development Board Officers Information Item
6. Chart: Roles of the WMW WDB and ACSET Governing Board Information Item
   Nancy Wiest, Staff Attorney
7. Policy Approvals Action Required
   a. WMW 19-XX Non-Employee Equal Opportunity Complaint Procedure
      Melanie White, Staff Attorney
   b. Draft WMW 15-11c2: Workforce Innovation and Opportunity Act (WIOA) Incentive Policy
      Draft WMW 15-02c1: TAA Policy for the Issuance, Review, Extension and Revocation of Waivers
      Brittany Lenertz, Talent Solutions Director
   c. Draft WMW 19-XX Michigan Training Connect (MiTC) Approval of Training Providers Policy
      Brittany Lenertz
8. WMW WDB Quarterly Dashboard: Quarter 2, Brittany Lenertz Information Item
9. Solutions Driven Updates, WMW Staff Information Item
10. Presentation: One-Stop Operator, Janie McNabb Information Item
11. WMW WDB Subcommittees Updates Information Item
    a. Executive Committee, Dave Smith, WDB Chairperson
    b. Talent Solutions, Shana Welch, Subcommittee Chairperson
    c. Employer Solutions, Sherry White, Subcommittee Chairperson
    d. Strategic Partnerships, Heather Gluszewski, Subcommittee Chairperson
    e. Outreach and Communications, Mark Bergsma, Subcommittee Chairperson
    f. Career Educational Advisory Council (CEAC), Cindy Brown, WDB Vice-Chairperson
    g. Legislative Subcommittee, Jim Fisher, Subcommittee Chairperson
12. Other Business Information Item
       (Kalamazoo, MI) one-day registrations available
13. Public Comment
14. Adjournment

Next Scheduled Workforce Development Board Meeting: October 14, 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, June 10, 2019
Lunch 11:30 a.m. • Meeting 12:00 p.m. – 1:30 p.m.

MINUTES

Workforce Board Members Present: Dave Smith (Chairperson), Nora Balgoyen, Ryan Bennett, Kenyatta Brame, John Buchan, Jordan Clark, Cathy Cronick, Jay Dunwell, Bob Ferrentino, Heather Gluszewski, Kiesha Guy, Mike Helsel, Rebecca Herrington, Jon Hofman, Angela Huesman, Dave Kitchen, Scott McLean, Valorie Putnam, Dan Rinsema-Sybenga, Michelle Seigo, Dan TenHoopen, Mark Thomas, Darryl Todd, Sherry White

Workforce Board Members Absent: Travis Alden, Mark Bergsma, Randy Boss, Norm Brady, Cindy Brown (Vice-Chairperson), Jim Fisher, Bill Pink, Samantha Semrau, Therese Thill, Shana Welch, Patricia VerDuin

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

Guests Present: Steve Heethuis (Autocam), Curt Weiss (Hearthside Food Solutions), Kelly Wilczak (Trinity Health)

1. Call to Order, Chairperson Dave Smith at 12:00 p.m.
2. Public Comment- Agenda Items- None
   Dave Smith welcomed new WDB Member Ryan Bennett to the board.
3. Approval of April 8, 2019 Minutes
   Motion – Sherry White
   Second – Dan TenHoopen
   Item Approved by Vote – Motion carried
4. Approval of Career Educational Advisory Council (CEAC) Member
   Amy Lebednick, Business Solutions Director, reported that the CEAC is looking to appoint Cary Stamas to the Council as a Career and Technical Education representative for Kent County. Cary is currently the Director of the Career Readiness and Director of Career & Technical Education for Kent Intermediate School District (KISD). Amy provided a current CEAC roster to the WDB.
   Motion – Dan TenHoopen
   Second – Jay Dunwell
   Item Approved by Vote – Motion carried
5. Agreement between the West Michigan Works! Workforce Development Board and the Area Community Services Employment and Training Council (ACSET)
   Nancy Wiest, Staff Attorney, reported that Workforce Innovation and Opportunity Act (WIOA) regulations require written agreement between the WDB and the Chief Elected Officials (CEOs), when a local organization, such as ACSET, functions simultaneously in a variety of roles, including local fiscal agent, local WDB staff and direct provider of services. Nancy outlined the individual and shared responsibilities of the boards as listed in the agreement. Nancy reported that the ACSET Governing Board (CEOs) approved the agreement on April 22, 2019.

West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. Supported by the State of Michigan.
Discussion took place, and Nancy answered board members’ questions. Nancy requested WDB approval of the agreement.

**Motion – Jon Hofman**  
**Second – Bob Ferrentino**  
**Item Approved by Vote – Motion carried**

6. **WDB Member Terms of Office**  
   Action Required  
   Jacob Maas, Chief Executive Officer, reported that there will be 17 current board members whose terms of office expire October 31, 2019. Jacob reviewed that WMW staff will be collecting applications for the November 1, 2019-October 31, 2021 office terms. Jacob reported that WMW staff is encouraging current board members to apply. The application process will be available at: [http://www.westmiworks.org/public-info/](http://www.westmiworks.org/public-info/).

7. **Presentations: Industry Sector Talent Councils**  
   Information Item  
   a. **Discover Manufacturing**: Steve Heethuis, Autocam, Discover Manufacturing Chairperson, presented council information to the board. Steve covered the core values, strategies, and ongoing projects. Steve answered board members’ questions.
   
   b. **Agribusiness**: Curt Weiss, Hearthside Foods, LLC, Agribusiness Chairperson, presented council information to the board. Curt covered strategies, training, recruitment and retainment, and promotion of the council with the board. Curt answered board members’ questions.
   
   c. **Healthcare**: Kelly Wilczak, Trinity Health, presented council information to the board. Kelly covered collective impacts, strategies, membership, projects, apprenticeships and training programs. Kelly answered board members’ questions.

8. **General Updates**  
   Information Item  
   a. **Business Solutions Updates**  
      Amy Lebednick, Business Solutions Director, reported that the Talent Pipeline Management (TPM) Academy is a demand-driven, employer-led approach that builds pipelines of talent aligned to business needs and that two current staff members have graduated from the Academy. Amy further reported that all WMW Business Solutions Industry Sector Leads will be trained to use the tool to help support the needs of Industry Talent Councils. Further, Amy reported that WMW has been awarded a $150,000 grant to support projects to be implemented by each of the five Industry Talent Councils and that WMW will pilot MiCareerLaunch, which is an employment readiness program for youth, ages 18-24. Amy also reported that the Workforce Development Agency (WDA) is providing $1.5 million of de-obligated FY 19 Going PRO Talent Funds (GPTF) to employer applications maintained since December 2018, and five West Michigan companies are eligible to receive an award totaling $371,866.

   b. **Talent Solutions Updates**  
      Brittany Lernerz, Talent Solutions Director, reported that in partnership with Belding Adult Education, Central Montcalm Adult Education, the State of Michigan, and Montcalm Community College, a training program will be provided to prepare individuals for Corrections Officer employment. Next, Brittany reported that WMW has completed trainings in partnership with Allegan, Kent, Muskegon and Ottawa County Adult Education providers to provide adult education and vocational training opportunities to individuals without their High School diploma or GED to prepare these individuals for in-demand careers. Across the counties, over 150 individuals completed training in Automotive Repair, Construction, CAN, Machining (introductory & CNC), IT fundamentals, phlebotomy, and welding. WMW will continue to track outcomes for diploma/GED attainment, including employment. Lastly, as part of a statewide effort, WMW is working to help individuals receiving Unemployment Compensation to reconnect to employment more quickly. A deeper relationship between WMW and the Unemployment Insurance Agency (UIA) has led to pilots in collocating staff and changes to the Reemployment Services & Eligibility Assessment
(RESEA) program. WMW is redesigning how it works the RESEA program and referred individuals to connect more individuals to career coaching services quickly in order to assist them with connections to in-demand employment.

9. WMW WDB Subcommittees Updates
   a. Executive Committee
      i. Dave Smith, WDB Chairperson, reported that WMW staff presented financial activities, including the 2019 budget modification and 2019-2020 budget, to the Executive Committee at the last meeting. Dave also reported that the committee discussed future meetings and strategic plan updates.
      ii. Designation of Nomination Committee (Executive Committee only) Action Required
           Dave Smith reported that with the upcoming current board seats expiring October 31, 2019, the Executive Committee needs to designate a nomination committee with members whose terms of office are not expiring. This year, those members are Mark Bergsma, Cindy Brown, Heather Gluszewski and Dave Smith. Dave requested that the Executive Committee approve those members whose terms of office are not expiring to serve as the designated nomination committee for WDB appointments for the terms of office November 1, 2019-October 31, 2021.

           Motion – Sherry White
           Second – Scott McLean
           Item Approved by Vote – Motion carried

   b. Talent Solutions: Mark Thomas, WDB member, reported that the employability skills curriculum has launched as WorkReady in July. Mark further noted that they have already issued two certificates of completion.
   c. Employer Solutions: Sherry White, WDB Member, reported that the subcommittee’s next meeting is in one month and the focus will be on 2019 goals. Sherry reported that the subcommittee is looking for another member because the current member from Cherry Health is leaving. Amy Lebednick reported that the subcommittee will continue with grant management and coordination with the Talent Solutions subcommittee.
   d. Strategic Partnerships: Heather Gluszewski, WDB Member, reported that the subcommittee collaborated with One-Stop Operator Janie McNabb on discussion and guidance in the partner ecosystem asset map launch.
   e. Outreach and Communications: On behalf of WDB Member Mark Bergsma, Dave Smith reported that the subcommittee has been working on outreach to more difficult-to-serve populations and identifying the agencies being used for such outreach.
   f. Career Educational Advisory Council (CEAC): Amy Lebednick, Business Solutions Director, reported that at the last meeting in May, discussions took place on processes and interventions to increase student attendance at the Career Tech programs. CEAC reviewed initiatives across the region, including the expansion of career exploration that will expose both teachers and students to high demand industries. Amy reported that the next CEAC meeting is scheduled for September 27, 2019.
   g. Legislative Subcommittee: Jacob Maas reported that this subcommittee has met once, and the next meeting is on June 18, 2019. The subcommittee will be requesting the addition of two new members. Jacob further reported that staff have completed tours with Representative Mary Whiteford at the Allegan Service Center and Representative Mark Huizenga at the West Side Service Center in Grand Rapids. The subcommittee will continue working on scheduling more legislator visits at the WMW service centers and making those connections to bring awareness about WMW services.
10. Other Business

a. Legislative Day Update
   Jacob Maas reported that along with WMW staff, WDB Members Norm Brady and Cindy Brown, Legislative Subcommittee Member Alexa Kramer, and ACSET Governing Board Member Senita Lenear attended the Michigan Works! Association (MWA) Legislative Day on May 22nd in Lansing. Jacob reported that the group briefly met with approximately 16 legislators to educate them on Michigan Works! programs and services. Jacob answered board members’ questions.

b. Strategic Plan Update
   Jacob reported that WMW One-Stop Operator Janie McNabb is collaborating with staff to update the existing Strategic Plan. The goal is to have a finished draft for approval at the December 2019 annual board meeting with a tentative launch in January 2020. Jacob further reported that Janie will collaborate with the Strategic Partnership subcommittee to provide recommendations for the updated Strategic Plan.

c. Michigan Works! Association Annual Conference: Jacob Maas reported that the annual conference is scheduled to take place September 8-10 in Kalamazoo. Jacob stated that WDB members should notify WMW staff if they are interested in attending.

d. Department of Labor and Economic Opportunity (LEO): Jacob Maas reported that on June 6, 2019, Governor Whitmer signed an Executive Order creating LEO, which is the new name for the Department of Talent and Economic Development (TED), in order to streamline and better coordinate efforts to meet the state’s business and labor needs. Governor Whitmer named Jeff Donofrio as the new director. Jacob answered board members’ questions.

11. Public Comment- None

12. Adjournment at 1:21 p.m. by Chairperson Dave Smith.

Recorded by: ___________________________ Received by: ________________________________
MEMORANDUM

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

FROM: WMW Staff

DATE: August 12, 2019

RE: WMW WDB Terms of Office Applications

Background

According to the West Michigan Works! Workforce Development Board roster, seventeen (17) current board member terms of office seats expire October 31, 2019. Applications were reviewed by the designated Nomination Committee which consisted of Mark Bergsma, Cindy Brown, Heather Gilszewski and Dave Smith. WMW received two (2) additional applications from Business Sector representatives. With the addition of filling these seats, the WMW WDB would continue to meet State requirements and the WDB would be represented by 36 members.

<table>
<thead>
<tr>
<th>Business (12):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jessica Babcock, John Buchan, Jordan Clark, Paul David, Jay Dunwell, Jim Fisher, Rebecca Herrington, Jon Hofman, Scott McLean, Samantha Semrau, Shana Welch, Sherry White</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adult Education (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Val Putnam</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Higher Ed (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Pink</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community-Based Organization (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pat VerDuin</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Labor (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dave Kitchen</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Economic Development (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travis Alden</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Assistance (PA 491 req) (1):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michelle Seigo</td>
</tr>
</tbody>
</table>

Action

The WMW WDB Nomination Committee is requesting approval from the Executive Committee to support the slate of applicants listed above to the ACSET Governing Board for appointment to serve on the WMW WDB with the term of office dates of November 1, 2019 through October 31, 2021.
MEMORANDUM

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

FROM: WMW Staff

DATE: August 12, 2019

RE: Call for Nomination of Officers of the WDB

Background

In accordance with the West Michigan Works! Workforce Development Board bylaws, the selection of board officers will need to be conducted with term dates of November 1, 2019 through October 31, 2021. “The Chairperson and Vice-Chairperson, by law, shall always be chosen from among members representing the business sector, and no local elected official may serve as chairperson or vice-chairperson. No officer may serve more than two consecutive terms in that position.”

Nominees will be contacted in September by the designated Nominating Committee as established by the Executive Committee regarding their interest and willingness to serve. Elections will be conducted in October.
West Michigan Works! Workforce Development Board  
Business Sector Representatives

<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nora</td>
<td>Balgoyen ITC Holdings</td>
</tr>
<tr>
<td>Mark</td>
<td>Bergsma Berends Hendricks Stuit Insurance</td>
</tr>
<tr>
<td>Randy</td>
<td>Boss Ottawa Kent Insurance</td>
</tr>
<tr>
<td>Norm</td>
<td>Brady Associated Builders &amp; Contractors</td>
</tr>
<tr>
<td>Kenyatta</td>
<td>Brame Cascade Engineering</td>
</tr>
<tr>
<td>John</td>
<td>Buchan Autocam Corporation</td>
</tr>
<tr>
<td>Jordan</td>
<td>Clark Meijer</td>
</tr>
<tr>
<td>Jay</td>
<td>Dunwell Wolverine Coil Spring Co</td>
</tr>
<tr>
<td>Jim</td>
<td>Fisher Second Act, LLC</td>
</tr>
<tr>
<td>Heather</td>
<td>Gluszewski Haworth, Inc</td>
</tr>
<tr>
<td>Mike</td>
<td>Helsel Ventra</td>
</tr>
<tr>
<td>Rebecca</td>
<td>Herrington Perrigo</td>
</tr>
<tr>
<td>Jon</td>
<td>Hofman Holland Board of Public Works (HBPW)</td>
</tr>
<tr>
<td>Scott</td>
<td>McLean Spectrum Health Ventures, LLC</td>
</tr>
<tr>
<td>Samantha</td>
<td>Semrau Hastings Manufacturing Co</td>
</tr>
<tr>
<td>Shana</td>
<td>Welch Mercy Health</td>
</tr>
<tr>
<td>Sherry</td>
<td>White Hines Corp</td>
</tr>
</tbody>
</table>

*Not eligible: Dave Smith (Chairperson for two consecutive terms, 2015-2019). Cindy Brown (current Vice-Chairperson; no longer represents Business Sector).*
Call for Nomination
WEST MICHIGAN WORKS! WORKFORCE DEVELOPMENT BOARD
CHAIRPERSON AND VICE-CHAIRPERSON: October 2019 - November 2021
Roster of current board members can be found at: westmiworks.org/about/leadership

CHAIRPERSON- Must represent the Business/Private sector

VICE-CHAIRPERSON- Must represent the Business/Private sector

PRINTED NAME OF WDB MEMBER

Please remit to: admin@westmiworks.org by August 30, 2019
<table>
<thead>
<tr>
<th>Role of GB as Grant Recipient/Fiscal Agent</th>
<th>Role of WDB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that the following tasks are accomplished:</td>
<td>Ensure that the following tasks are accomplished:</td>
</tr>
<tr>
<td>Establishment of Code of Conduct &amp; Conflict of Interest Policies &amp; Bylaws Governing Conduct of its Affairs</td>
<td>Receipt or Expenditure of Funds</td>
</tr>
<tr>
<td>Adoption of Procurement &amp; Property/Inventory Management Policies</td>
<td>Ensuring Sustained Fiscal Integrity and accountability</td>
</tr>
<tr>
<td>Approval of budget for Rental of Real Property</td>
<td>Preparation of Financial Reports</td>
</tr>
<tr>
<td>Appointment of Members of WDB</td>
<td>Ensure independent Audit of Employment &amp; Training (ET) Programs</td>
</tr>
<tr>
<td>Establishment of Personnel Policies for ACSET Staff</td>
<td>Response to Audit Financial Findings</td>
</tr>
<tr>
<td>Creation of Staff Positions &amp; hire &amp; train or delegate authority to CEO</td>
<td>Entering into Contracts/Agreements</td>
</tr>
<tr>
<td>Selection or Removal of CEO</td>
<td>Provision of technical assistance to service providers on fiscal issues</td>
</tr>
<tr>
<td>Negotiation of Collective Bargaining Agreement</td>
<td>Financial Monitoring</td>
</tr>
<tr>
<td>Adoption of Agency Policies for Overall Operations (document retention, records access, &amp; confidentiality)</td>
<td>Suspension or Termination of Service Providers</td>
</tr>
<tr>
<td>Adoption of Administration Annual Budget</td>
<td>Decision on Whether ET**** Provided Directly or by Service Providers*****</td>
</tr>
<tr>
<td>Selection of Service Providers Where Required by Grant or Law</td>
<td>Establishment of Contract Closeout Procedures for Service Providers</td>
</tr>
</tbody>
</table>

*ITA = Individual Training Account  **MOU = Memorandum of Understanding  ***IFA = Infrastructure Cost Agreement
**** ET = Education and Training  *****Governor must approve
MEMORANDUM

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

FROM: Melanie White, Staff Attorney/EO Officer

DATE: August 12, 2019

RE: WMW 19-XX: Non-Employee Equal Opportunity Complaint Procedure

Background

The Workforce Innovation and Opportunity Act (WIOA) requires that WMW establish a procedure for the resolution of complaints that allege illegal discrimination in programs that are part of the one-stop system established by WIOA and administered by WMW. These programs presently include WIOA, Partnership. Accountability. Training. Hope. (PATH), Food Assistance Employment and Training (FAE&T), and Trade Adjustment Assistance (TAA) (the ES program has its own EO grievance procedure). WIOA requires that no individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any Workforce Innovation and Opportunity Act (WIOA), or any other program funded by the Michigan Talent Investment Agency (TIA) and administered by WMW as part of its one-stop system, on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and, with respect to WIOA beneficiaries, applicants and participants only, citizenship or participation in WIOA programs. WIOA also requires that no individual shall be subjected to harassment, as defined in the regulations, on the basis of any of the foregoing protected categories, and that neither WMW nor any recipient of TIA funds from WMW, nor any entity that is part of the WMW WIOA one-stop system may retaliate against any individual because the individual has filed an EO complaint, opposed a practice prohibited by WIOA EO provisions, assisted in any matter relating to the WIOA EO provisions, or exercised any rights and privileges under the WIOA EO provisions.

The purpose of the proposed West Michigan Works! (WMW) Equal Opportunity (EO) Complaint Procedure for Non-Employees is to provide a system for resolution of complaints that allege illegal discrimination, harassment, or retaliation that is consistent with WIOA EO regulations.

Requested Action

WMW requests that the WDB approve WMW 19-XX: Equal Opportunity Complaint Procedure for Non-Employees.
Title: WMW 19-XX Equal Opportunity (EO) Complaint Procedure (Non-Employee of WMW)

Effective Date: XXX, XX 2019 DRAFT 7/17/19

Approved by: West Michigan Works! Workforce Development Board on XXX, XX 2019

Programs Affected: Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Out of School Youth Programs, In-School Youth Programs, Partnership. Accountability. Training. Hope. (PATH), Food Assistance Employment & Training (FAE&T), Trade Adjustment Assistance (TAA) and other applicable programs

Scope: The purpose of the West Michigan Works! (WMW) EO Complaint Procedure is to assure a system, for resolution of complaints that allege illegal discrimination, harassment or retaliation which concern the One-Stop Services System in Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. This procedure affects Workforce Innovation and Opportunity Act (WIOA), Partnership. Accountability. Training. Hope. (PATH), Food Assistance Employment and Training (FAE&T), and Trade Adjustment Assistance (TAA) programs, including any contractor thereunder, and other programs and activities that are operated by WMW as a recipient under Title I of WIOA, or by a partner under Section 121 of WIOA, to the extent that such programs and activities are being conducted as part of the One-Stop system established under Title I of WIOA.

The Area Community Services Employment and Training Council (ACSET) is a consortium of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties, and the City of Grand Rapids that is the Michigan Works! Agency that serves that area. West Michigan Works! (WMW) is a division of ACSET that administers employment and training programs.

**Complaints of discrimination, retaliation or harassment must be filed within 180 days of the alleged occurrence.**

ACSET WMW Equal Opportunity (EO) Officer:
Melanie White
1550 Leonard NE
Grand Rapids, MI 49505
mwhite@westmiworks.org
(616)336-4115 (voice); TTY 711

Supersedes: N/A


*West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities.*
A. Policy:
It is the policy of West Michigan Works! (WMW) and required by WIOA that no individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any Workforce Innovation and Opportunity Act (WIOA), Partnership, Accountability, Training, Hope. (PATH), Food Assistance Employment and Training (FAE&T), Trade Adjustment Assistance (TAA) or any other program funded by the Michigan Talent Investment Agency (TIA) and administered by WMW as part of its one-stop system, on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and, with respect to WIOA beneficiaries, applicants and participants only, citizenship or participation in WIOA programs. It is also the policy of WMW that no individual shall be subjected to harassment, as described in Section C.6 of this Procedure.

Furthermore, it is the policy of WMW and required by WIOA that neither it nor any recipient of TIA funds from ACSET, nor any entity that is part of the WMW WIOA one-stop system may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has:
1.Filed a complaint alleging a violation of Section 188 of WIOA or 29 CFR Part 38;
2. Opposed a practice prohibited by the nondiscrimination and equal opportunity provisions of WIOA or 29 CFR Part 38;
3. Furnished information to, or assisted or participated in any manner in, an investigation, review, hearing, or any other activity related to any of the following:
   (i) Administration of the nondiscrimination and equal opportunity provisions of WIOA or 29 CFR Part 38;
   (ii) Exercise of authority under those provisions; or
   (iii) Exercise of privilege secured by those provisions; or
4. Otherwise exercised any rights and privileges under the nondiscrimination and equal opportunity provisions of WIOA or 29 CFR Part 38.

B. Definitions:
For the purposes of this procedure, the following definitions apply:
1. **ACSET** - Area Community Services Employment and Training Council; a consortium of local governments which includes Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, and Ottawa Counties, and the City of Grand Rapids; all in the State of Michigan.
2. **Complaint** - A written allegation that an individual or any specific class of persons has been or is being subjected to illegal discrimination, harassment or retaliation as described in Section A.
3. **Complainant** - A person filing a complaint. Any person, or his or her representative, who feels that he or she or any specific class of individuals has been or is being subjected to illegal discrimination, harassment or retaliation as described in Section A. may file a complaint. See Section C.1.c with respect to a complaint by an applicant for ACSET employment, an ACSET employee or group of ACSET employees.
4. **Contractor** - Any governmental unit, educational agency, non-profit agency or private for-profit employer, including an On-the-Job (OJT) employer, that receives money through a written agreement between that unit, agency or firm and ACSET to operate any WIOA, PATH, TAA or any other program funded by the TIA and administered by ACSET. The term Contractor shall also include any subcontractor which receives WIOA, PATH, TAA or other TIA funds through ACSET and is an employer of participants or a respondent to a complaint filed hereunder.
5. **Food Assistance Employment and Training Program (FAE&T)** - The employment and training program established under the Food Nutrition Act of 2008 (FNA) P. L. 110-234, as amended. The FAE&T program is part of the Supplemental Nutrition Assistance Program (SNAP).
7. **Party** - A Complainant or a Respondent.
9. **Respondent** - The person or organization whom the complainant alleges is responsible for the illegal
discrimination, harassment or retaliation.
10. **TIA - Michigan Talent Investment Agency**, formerly known as the WDA, the Michigan Workforce Development Agency.
11. **Time Limits** - In computing time limits described in this procedure, the term “day” shall mean a calendar day, while the term “business day” shall mean a calendar day other than a Saturday, Sunday or legal holiday.

**C. General Complaint Procedure Information:**

1. **Jurisdiction.** This complaint procedure is applicable to ACSET, to the extent that ACSET is the recipient of financial assistance under Title I of WIOA, and any contractor to which ACSET has extended financial assistance under Title I of WIOA. The complaint procedure is applicable to ACSET with respect to its operation of the WIOA, PATH, FAE&T and TAA programs, and any contractor to which ACSET has extended financial assistance under any of those programs. The TIA Employment Services Manual includes guidelines for the handling of complaints that allege illegal discrimination in the Employment Service Program funded through the Wagner-Peyser Act. Complaints of discrimination or retaliation against ACSET or a contractor concerning any program that does not involve financial assistance under Title I of WIOA or that is not part of the one-stop system established under Title I of WIOA must be handled through the procedure for resolving such complaints applicable to that program.

   a. The prohibitions of discrimination, harassment and retaliation described in Section A are also applicable to a partner, as described by Section 121 of WIOA, to the extent that the partner participates in the one-stop system established under Title I of WIOA. Any complaint of illegal discrimination, harassment or retaliation against such a partner or an employee of such a partner with respect to the participation of the partner in the one-stop system must be handled through this procedure.

   b. ACSET has no jurisdiction over any complaint in which:

      i. The basis for the complaint is not covered by the prohibitions against discrimination, harassment or retaliation described in Section A; or

      ii. The program in which the complaint arises is not part of the one-stop system established under Title I of WIOA; or

      iii. The complaint is filed against an agency, employer, organization or program which is not ACSET, WMW, or a recipient of financial assistance from ACSET, or against an individual who is not an employee of ACSET or an entity which receives financial assistance from ACSET.

   c. A complaint filed by an applicant for employment at ACSET, an ACSET employee, or group of ACSET employees, against another ACSET employee, or group of ACSET employees, or against ACSET must be handled through the West Michigan Works! Employee Equal Opportunity Complaint Procedure.

2. **Notification of the Procedure.** A copy of this Complaint Procedure will be maintained in the office of the WMW Administrative Unit and the office of each Contractor, and will be made available to any interested party upon request. WMW or a contractor that provides a copy of the Complaint Procedure to an interested party shall obtain a signed and dated receipt from the party. In addition, at the time of
enrollment, each WIOA, FAE&T, TAA and PATH participant will be given written notice of their right to file a complaint with the Civil Rights Center (CRC) of the U. S. Department of Labor or under this procedure and where to obtain copies.

3. **Equal Opportunity Officer.**
   a. The Chief Executive Officer of ACSET shall designate an Equal Opportunity (EO) Officer who shall be available to answer questions concerning the Complaint Procedure and, to the extent feasible, provide assistance to Complainants in the processing of Complaints if assistance is requested by the Complainant. The notification described in C. 2. shall include the name, business address and telephone number of the EO Officer. The person providing this assistance shall not be a respondent to or in a supervisory position over a Respondent.
   b. The EO Officer shall maintain a discrimination complaint log that documents the receipt and disposition of complaints filed with WMW under this procedure and the West Michigan Works! Employee Equal Opportunity Complaint Procedure. The Human Resources (HR) Director shall notify the EO Officer whenever a complaint is filed under the WMW Employee Equal Opportunity Complaint Procedure and provide him or her with sufficient information for the log to be completed. The log must include the minimum elements required by the TIA and must be maintained as a confidential document.
   c. The EO Officer shall notify the parties to a complaint if he or she is an attorney for ACSET.
   d. The EO Officer will provide oversight of complaints filed under the West Michigan Works! Employee Equal Opportunity Complaint Procedure on at least an annual basis to ensure that proper procedures were followed in the resolution of such complaints.
   e. The EO Officer will inform the Human Resources (HR) Director of ACSET of any complaints filed under this procedure against any ACSET employee and communicate with him or her regarding the resolution of any complaints.

4. **Protection of Informants and Complainants.** The identity of a complainant and any person who has furnished information relating to, or who has assisted in the investigation of a discrimination complaint, will be held in confidence to the extent possible, except where disclosure of the person’s identity is essential to assure a fair determination of the issues, or where necessary to comply with requirements of law.

5. **Selection of Procedure.** Discrimination complaints which allege a violation of the policy described in Section A may be filed with WMW under this procedure

OR,

with respect to the WIOA, PATH, TAA, or FAE&T programs, may be filed with the CRC at the following address:

Director – Civil Rights Center, United States Department of Labor,
Room N-4123,

A complaint filed with the Director of the Civil Rights Center (CRC) may be filed electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

6. **Harassment Complaints.**
   a. Harassment of an individual on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants and participants only, on citizenship status or
participation in a WIOA activity, is a violation of Section 188 of WIOA and 29 CFR Part 38. Unlawful harassment means unwelcome sexual advances, requests for sexual favors, or offensive remarks about a person’s race, color, religion, sex, national origin, age, disability, political affiliation and belief, and, for beneficiaries, applicants and participants only, citizenship or participation in a program, and other unwelcome verbal or physical conduct or communication based on one or more of those protected categories when:

i. Submission to such conduct or communication is made either explicitly or implicitly a term or condition of accessing the aid, benefit or service, or training, or employment in the administration of or in connection with any WIOA Title I financially assisted program or activity, including the PATH, FAE&T and TAA programs; or

ii. Submission to or rejection of such conduct by an individual is used as the basis for limiting that individual’s access to any aid, benefit, service, training or employment from or employment in the administration of or in connection with any WIOA Title I financially assisted program or activity, including the PATH, FAE&T and TAA programs; or

iii. Such conduct has the purpose or effect of unreasonably interfering with the individual’s participation in a WIOA Title I financially assisted program or activity, including the PATH, FAE&T and TAA programs, creating an intimidating, hostile or offensive program environment.

b. Harassment because of sex includes harassment based on gender identity; harassment based on failure to comport with sex stereotypes; harassment based on pregnancy, childbirth, and related medical conditions; and sex-based harassment that is not sexual in nature but that is because of sex or where one sex is targeted for the harassment.

c. Harassment complaints shall be filed, investigated and resolved pursuant to this procedure, except that a harassment complaint filed by an applicant for employment at ACSET or one or more ACSET employees against one or more other ACSET employees, or against ACSET, shall be resolved pursuant to the WMW Employee Equal Opportunity Complaint Procedure. Persons alleging complaints related to the WIOA or any other program administered by the TIA and funded by the U. S. Department of Labor may file their complaint directly with the U. S. Department of Labor, as previously indicated, or with any other applicable complaint or grievance procedure.

D. **Steps** in the West Michigan Works! Equal Opportunity Complaint Procedure.

1. **Rights and Privileges.** Parties shall have the following rights and privileges with respect to complaints filed under this procedure:
   a. The right to withdraw the Complaint, in writing, at any time during the process. Such request shall be given to the EO Officer and the opposite party(s).
   b. The opportunity to be represented by an attorney or a representative of a party’s choice.
   c. A respondent may file a position statement in response to a complaint which may be reviewed by the EO Officer during his or her investigation.

2. **Contents of Complaint.** A Complaint must be in writing, be signed by the Complainant or his or her authorized representative, either in writing or electronically, and include the following information:
   a. The Complainant’s name, address and phone number (if any), e-mail address (if available) or another means of contact;
   b. Identity and address of the Respondent;
   c. A description of the allegations in enough detail for the EO Officer to determine if ACSET has jurisdiction over the complaint and whether the complaint has apparent merit; that is, whether the allegations, if true, would constitute a violation of Section A.
   d. The date(s) the alleged discrimination, harassment or retaliation occurred.
The Complainant may, but is not required to, use the Complaint form attached to this procedure. If a Complainant has designated a representative to represent him or her throughout the complaint process, he or she must designate that representative in writing. If any necessary information is missing from the complaint, the EO Officer will immediately request the information from the Complainant, in writing, by certified mail, return receipt requested. The EO Officer will advise the Complainant that failure to provide the information within ten (10) days will result in dismissal of the Complaint. The date that the EO Officer has received all such missing information is the effective filing date of the complaint for the purpose of computation of time limits included in this procedure.

3. **Filing of Complaint.** The Complaint shall be filed with the EO Officer at the address indicated on the notice described in Section C.2.

4. **Timeliness of Complaint.** A Complaint must be filed within **180 days** of the alleged occurrence. If a complaint is filed beyond the 180-day time limit, the EO Officer shall notify the Complainant, in writing, by certified mail, return receipt requested, that WMW may not handle the complaint and indicate that the Civil Rights Center (CRC) may be able to extend the time for filing the complaint.

5. **Acknowledgement.** Upon receipt of a complaint, the EO Officer shall provide the Complainant with:
   a. Written acknowledgement of receipt of the complaint by WMW;
   b. Notice that the Complainant has the right to be represented in the complaint process;
   c. A copy of the “Equal Opportunity is the Law” notice described in 29 CFR 38.35; and
   d. Written notice that the Complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that the notice will be translated into non-English languages, if required by 29 CFR Part 38.

This notice must be sent to the Complainant within five (5) business days after receipt of the Complaint.

6. **Initial Review.** Upon receipt of a complaint, the EO Officer will review it to determine if
   - ACSET has jurisdiction over the complaint;
   - The complaint was filed in a timely manner;
   - The complaint contains all of the information required by Section D.2.; and
   - The complaint has apparent merit.

After the receipt of any additional information requested pursuant to Section D.2., the EO Officer shall analyze the issues presented by the complaint and provide the Complainant with:
   - A description of the issues raised in the complaint;
   - An indication of which issues will be accepted for resolution under the Complaint Procedure;
   - An indication, for each issue rejected, an explanation of the reason for the rejection; and
   - A description of the options available for resolution of the complaint under this Procedure: i.e., Investigation or Alternative Dispute Resolution (ADR), and notice that the complainant may choose to attempt to resolve the complaint through ADR by written notice received by the EO Officer at any time prior to the EO Officer’s issuance of the WMW Notice of Final Action described in Section E.1.a. If the complainant requests ADR, then the EO Officer will determine if he or she can serve as a neutral party (i.e., no conflict or appearance of a conflict of interest) in the ADR process. If the EO Officer is a neutral party, then the EO Officer can serve as the facilitator in the ADR process. If the EO Officer is not a neutral party, then the EO Officer will select an outside, neutral, qualified person to act as the facilitator or mediator in the ADR process.

   a. If the EO Officer rejects all the issues raised in the complaint over which ACSET has jurisdiction because of lack of apparent merit, he or she must send the complainant notice of the complainant’s
right to appeal such rejections to the CRC within 30 days of the date on which the Complainant receives the notice and the procedure for doing so.

b. If the EO Officer decides that ACSET has no jurisdiction over a complaint, he or she must notify the complainant in writing, by certified mail, return receipt requested, within five (5) days after making the determination. This notice must include a statement of the reason(s) for the determination and indicate that the Complainant has a right to file a complaint with the CRC within 30 days of the date on which the Complainant receives the notice.

c. The initial review described in this Subsection shall be completed and the above notice sent, by certified mail, return receipt requested, within 14 calendar days after the filing of the complaint.

d. At the same time, the EO Officer shall send a copy of the complaint, together with a copy of the notice that indicates which issues have been accepted by WMW for resolution, to each respondent, by certified mail, return receipt requested; if ACSET is a respondent, the notice may be sent to the Chief Executive Officer of ACSET by personal service or by e-mail. The notice to the respondent(s) shall indicate that the respondent may file a position statement with the EO Officer in response to the complaint within twenty-one (21) calendar days after receipt of the notice. The notice shall include a statement that any form of retaliation or intimidation against any person because of the filing of a complaint or participation in the investigation or resolution process is prohibited.


The EO Officer shall immediately commence resolution of the complaint through Investigation, as described in Section E.1., provided that the Complainant may provide written notice of the Complainant’s choice to resolve it through ADR. This notice by the Complainant to choose the ADR Option must be received by the EO Officer prior to his or her issuance of the Notice of Final Action, described in Section E.1.a.

1. Investigation
   a. The EO Officer shall investigate those issues of the complaint accepted for resolution described in the notice given pursuant to Section D.6. The investigation shall include, at least, interviews with the complainant; interviews with the respondent(s); and the collection and/or review of any relevant records. Within 90 days after the filing of the complaint, the EO Officer shall prepare a written Notice of Final Action including, for each issue raised in the complaint,
      i. Findings of fact;
      ii. A decision on the issue, or a description of how the parties resolved the issue;
      iii. An explanation supporting the decision; and
      iv. Recommended corrective actions and/or remedies, if any. These may include:
         • restoration of workforce services wrongfully denied;
         • hire, reinstatement, retrospective seniority, promotion or benefits, such as back pay with interest, front pay or other make-whole monetary relief, which must not accrue from a date more than 2 years before the filing of the complaint (WMW has no authority to award non-economic damages);
         • repeal or modification of policies or procedures found to be discriminatory;
         • Measures required as reasonable accommodations;
         • Adoption of new EO policies, service protocols, and other curative and preventative measures, as may be warranted, to ensure that cited violations do not recur; and
         • Provision of EO diversity or other compliance-specific training, as appropriate, for staff, service centers, service providers, and other partner agencies.
      and
      v. Notice of the right of an aggrieved party to appeal to the CRC within thirty days of receipt of the decision and the procedure therefor.

b. The EO Officer shall mail the Notice of Final Action, by certified mail, return receipt requested, to all
parties no later than ninety (90) days after the filing of the complaint.

2. **Alternative Dispute Resolution (ADR).**
   a. ADR is a process in which the parties meet before the EO Officer (or an outside, neutral party if the EO Officer is not a neutral party), who attempts to assist them to settle the issues raised in the complaint which have been accepted by WMW for resolution. In the ADR process, the EO Officer (or outside, neutral facilitator) does not act as a judge or an advocate for any party, but assists the parties to reach a satisfactory solution to the complaint. The time, place and number of ADR sessions is agreed upon by the EO Officer (or outside, neutral facilitator) and the parties. During ADR, each party will have the opportunity to:
      i. Be represented by an attorney or other representative.
      ii. Express his or her position on the issues.
      iii. Present relevant records and documents.
      iv. Indicate how they wish the issues to be resolved.
      v. Participate in the complaint resolution process.
   b. Upon learning of a complainant’s decision to resolve a complaint through ADR, the EO Officer (or outside, neutral facilitator) shall schedule the initial ADR session to be held as soon as possible. Participation in the ADR process shall be voluntary and the EO Officer (or outside, neutral facilitator) shall determine the form or technique to be used.
   c. In the event the ADR process is successful, the EO Officer (or outside, neutral facilitator) shall reduce the parties’ agreement to a written contract, which is signed by all parties to the complaint. The contract shall also indicate that if it is breached by any party, any non-breaching party may file a complaint alleging the breach with the CRC. WMW will issue a Notice of Final Action indicating that the complaint was resolved through ADR, the options available to the parties if the settlement is breached, and, that if the settlement agreement is breached, the non-breaching party may send written notification to the CRC within 30 days of when the party learns of the breach. The Director of the CRC must evaluate the circumstances to determine whether the agreement has been breached. If the Director determines that the agreement has been breached, the complaint will be reinstated and processed in accordance with the WMW Equal Opportunity Complaint Procedure.
   d. If the ADR process is unsuccessful within the time allowed, the EO Officer shall immediately notify the complainant, in writing, that he or she may file a complaint with the CRC.

F. **Time Allowed for Resolution of Complaints.**
Regardless of whether the complainant has elected to resolve the complaint through investigation or ADR, the time limited for resolution of a complaint under the WMW Equal Opportunity Complaint Procedure is 90 days from the date the complaint was filed.
## WEST MICHIGAN WORKS! EQUAL OPPORTUNITY COMPLAINT PROCEDURE

### Formal Complaint

<table>
<thead>
<tr>
<th>Complainant</th>
<th>Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name</td>
<td>Their Name</td>
</tr>
<tr>
<td>Your Address</td>
<td>Their Address</td>
</tr>
<tr>
<td>Your Telephone Number</td>
<td>Their Telephone Number</td>
</tr>
<tr>
<td>Your e-mail address</td>
<td></td>
</tr>
</tbody>
</table>

### State Your Complaint

Including the facts, the type of discrimination or harassment (race, sex, age, etc.) or description of the retaliation, the date(s) that the discrimination, harassment or retaliation occurred, and any other relevant dates (use additional sheets if necessary)

---

**Date:** ______________________  

**Signature:** ______________________
MEMORANDUM

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

FROM: Brittany Lenertz, Talent Solutions Director

DATE: August 12, 2019

RE: Draft WMW 15-11c2 WIOA Youth Incentive Policy
Draft WMW 18-02c1 TAA Policy for the Issuance, Review, Extension and Revocation of Waivers

Background

Last spring, the National Reporting System approved alternate assessments for measuring educational gains in our WIOA programs. WMW has made the decision to switch to a more user-friendly assessment with high level, accurate results. Two of our policies specifically name the former assessment we were using (TABE). These policy changes seek to update the assessment information from “TABE Post Test” to the more generic “WIOA Approved Objective Academic Assessment Post Test” and “approved assessment” for maximum flexibility within regulations.

Requested Action

WMW staff is requesting that the WDB approve WMW 15-11c2 and WMW 18-02c2 to reflect these changes.
Title: Draft WMW 15-11c2 Workforce Innovation and Opportunity Act (WIOA) Youth Incentive Policy

Effective Date: XX-XX-XXXX

Approved by: West Michigan Works! Workforce Development Board on XX-XX-XXXX
               ACSET Governing Board on XX-XX-XXXX

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

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

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

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

<table>
<thead>
<tr>
<th>PERFORMANCE GOAL</th>
<th>SUPPORT DOCUMENTATION</th>
<th>INCENTIVE AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attainment of Diploma, GED or other Credential</td>
<td>One of the following: Transcript, certificate, diploma, letter from school (must include attainment date)</td>
<td>$125</td>
</tr>
<tr>
<td>Entered Employment/Post-Secondary Education or Military</td>
<td>One of the following: Employer verification, Work Number record, pay stubs, school enrollment, military service verification</td>
<td>$50</td>
</tr>
<tr>
<td>Retained Employment or Continued Post-Secondary Education for six consecutive months after exit</td>
<td>One of the following: Employer verification, Work Number record, pay stub, school attendance</td>
<td>$50</td>
</tr>
<tr>
<td>Successful Completion of a Work Experience Activity</td>
<td>Fulfilling the work experience activity time period, unless prematurely terminating activity for unsubsidized employment</td>
<td>$100</td>
</tr>
<tr>
<td>GED or Remediation Tutoring Sessions</td>
<td>Attendance documentation from tutor/teacher</td>
<td>$25/2 sessions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$25/4 sessions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$25/6 sessions</td>
</tr>
<tr>
<td>Completion of Official GED Subject Test (4 subject areas)</td>
<td>Passing test scores/confirmation from GED.com or testing site</td>
<td>$25/test (4 total)</td>
</tr>
<tr>
<td>WIOA Approved Objective Academic Assessment Post Test with gain (for those scored as basic skills deficient) or WorkKeys Assessment scoring Bronze level</td>
<td>Test scores</td>
<td>$50</td>
</tr>
</tbody>
</table>
Title: Draft WMW 18-02c1 TAA Policy for the issuance, review, extension and revocation of waivers

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


Scope: This policy will cover all persons applying for or enrolled in the Trade Adjustment Assistance Program (TAA) under the Trade Adjustment Assistance Reform Act of 2002 (TAA of 2002), the Trade and Globalization Adjustment Assistance Act of 2009 (TGAAA of 2009), the Trade Adjustment Assistance Extension Act of 2011 (TAAEA of 2011), or the Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA of 2015). This policy is restricted to those people who apply to or who were enrolled by West Michigan Works! This policy will address issuance, review, extension and revocation of waivers.

Supersedes: ACSET Trade Act Policy for the issuance, review, extension and revocation of waivers revised 1/30/2012.

Background: The Trade Adjustment Assistance (TAA) Program is a federal program that assists U.S. workers who have lost their jobs from the impact of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed in suitable employment.

One such support is the worker’s ability to draw income support payments classified as Trade Readjustment Allowances (TRA) from the Unemployment Agency once their State unemployment benefits and any federally extended benefits are exhausted. In order to draw Basic TRA payments without being enrolled in an approved fulltime training within a specified amount of time, the worker must be issued a waiver of the training deadline requirement.

Policy:

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

Trade Act Amendments and Petition Certification Numbers

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

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

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

Waiver of Training Requirement: TAA of 2002

Prior to issuance of a waiver of TAA training requirements, workers must complete and follow the steps below:
A. Complete a comprehensive assessment and Individual Service Strategy (ISS);
B. Meet the “8/16” rule deadline; and
C. Meet one of six waiver issuance reasons.

**Waiver of Training Requirement: TGAAA of 2009**
Prior to issuance of a waiver of TAA training requirements, workers must complete and follow the steps below:

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

**Waiver of Training Requirement: TAAEA of 2011 and TAARA of 2015**
Prior to issuance of a waiver of TAA training requirements, workers must complete and follow the steps below:

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

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

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

**B. Waiver Deadlines**

1. **TAA of 2002**

Payments of TRA benefits require the worker to be enrolled in training or receive a waiver from training requirements within the later of two dates (“8/16” rule):
• The last day of the 8th week after the issuance of the certification of eligibility for TAA; or
• The last day of the 16th week after the worker’s most recent total qualifying separation.

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

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

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

C. Waiver Issuance Reasons

1. TAA of 2002 and TGAAA of 2009

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

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

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

3) Retirement – The adversely affected worker is within two years of meeting all requirements for entitlement to either:

   a. Old-age insurance benefits under Title II of the Social Security Act (42 U.S.C. 401 et seq.) (except for application, therefore); or

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

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

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

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

2. **TAAEA of 2011 and TAARA of 2015**

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

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

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

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

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

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

Examples of documentation include:

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

**D. 30-day Waiver Reviews: All TAA Laws**

The *Waiver of TAA Training Requirements* form (*applicable to the corresponding law*) will be issued for a six-month period of time and reviewed at least once every 30 days until the waiver expires or is revoked due to enrollment into training, expiration, and/or non-compliance. WMW staff must document reviews via the One-Stop Management Information System (OSMIS).

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

Waiver reviews must take into consideration the worker’s intake and assessment results as well as the worker’s current training needs. If an adversely affected worker returns to work, the waiver should not automatically be revoked. However, a waiver may only be continued if one of the waiver reasons (*applicable to the corresponding law*) still applies.
If the worker is a National Guard personnel or Military reservist who has been called to active duty and is not able to continue the reviews due to deployment overseas, or other reasons, the waiver will be revoked.

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

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

F. **Waiver Expiration and Revocation: All TAA Laws**

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

A waiver must be revoked under the following circumstances:

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

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

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

G. **Waiver Time Exceptions**

TAA law requires adversely affected workers to make every effort to meet the time-limit requirements. However, in certain circumstances adversely affected workers, through no fault of their own, do not meet the deadline of application. In instances where the worker has missed the deadline imposed by the applicable TAA law, WMW will consider the following exceptions to the application deadline.
45-Day Extenuating Circumstance (Applicable to all Acts) - Adversely affected workers who did not meet the “8/16” or “26/26” deadline, as imposed by the applicable TAA law for which the adversely affected worker has been certified, due to extenuating circumstances, but applied within 45 days from that period, may be granted the waiver. Extenuating circumstances are unusual situations that are beyond the direct control of the worker, and that make enrollment within the otherwise applicable deadline impossible or impractical.

60-Day Post Notification (Applicable to TGAAA of 2009, TAAEA of 2011, and TAARA of 2015) This exception may be applied to workers who did not meet the “26/26” week deadline, as imposed by the applicable TAA law for which the adversely affected worker has been certified, because they were not notified of the TAA benefits. However, upon notification, the worker applied for the waiver within 60 days. If applied, WMW must document efforts to notify all workers. Reasons to apply this exception are as follows:

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

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

1) Whether the adversely affected worker acted in the manner that a reasonably prudent person would have acted under the same or similar circumstances.
2) Whether the adversely affected worker received timely notice of the need to act before the deadline passed.
3) Whether there were factors outside the control of the adversely affected worker that prevented the worker from taking timely action to meet the deadline.
4) Whether the adversely affected worker’s efforts to seek an extension of time by promptly notifying WMW were sufficient.
5) Whether the adversely affected worker was physically unable to take timely action to meet the deadline.
6) Whether the adversely affected worker’s failure to meet the deadline was due to the employer warning, instructing, or coercing of the worker in any way that prevented the worker’s timely filing of an application for TRA, or to enroll in training.
7) Whether the adversely affected worker’s failure to meet the deadline was due to the worker reasonably relying on misleading, incomplete, or erroneous advice provided by WMW.

8) Whether the adversely affected worker’s failure to meet the deadline was due to WMW failing to perform its affirmative duty to provide advice reasonably necessary for the protection of their entitlement to TRA.

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

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

1) Included on a layoff list; or
2) Notified by the MWA of the TAA certification; or
3) Invited to the WBO.
The signed Waiver Form must include one of the 4 exceptions check marked indicating the exception that was used to provide the worker with additional time. The forms must be faxed into the TRA Unit no later than the second business day after form completion. The consideration for providing the time extension to the worker must be explained in the worker’s case notes.

H. Appeals

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

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

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

FROM: Brittany Lenertz, Talent Solutions Director

DATE: August 12, 2019

RE: Draft WMW 19-XX Michigan Training Connect (MiTC) Approval of Training Providers Policy

Background

As a demand-driven workforce system is Michigan’s primary workforce development strategy, the Michigan Works Agencies in consultation/collaboration with local employers, must ensure that training programs posted on the state’s Eligible Training Provider (ETP) List, the Michigan Training Connect (MiTC), are high quality and related to in-demand occupations. West Michigan Works! is responsible for reviewing training providers for initial and continued eligibility. This policy seeks to outline the process for determining the approval or denial of training providers. The highlighted sections in the draft policy reflect areas where Michigan Works! agencies have local discretion.

Requested Action

WMW staff is requesting that the WDB approve WMW 19-XX MiTC Approval of Training Providers Policy.
Title: Draft WMW 19-XX Michigan Training Connect (MiTC) Approval of Training Providers Policy

Effective Date: XX-XX-XXXX

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

Programs Affected: Workforce Innovative Opportunity Act (WIOA)

Supersedes: N/A

Background: The public workforce system plays a vital role in furthering access to credentials through its relationship with employers, labor, and industry organizations. Increasing credential attainment requires aligning state and local policies and service delivery models that support higher enrollments in credential-issuing training programs. As part of a demand-driven system, close coordination with local employers and training providers is required to identify and develop industry-recognized credentials for local, in-demand jobs. Attributes of career-enhancing credentials include industry recognition, stack-ability, portability, and accreditation.

Policy: As a demand-driven workforce system is Michigan’s primary workforce development strategy, the Michigan Works Agencies in consultation/collaboration with local employers, must ensure that training programs posted on the state’s Eligible Training Provider (ETP) List, the Michigan Training Connect (MiTC), are high quality and related to in-demand occupations. The MiTC only includes Individual Training Account (ITA)-eligible training providers. Individuals looking for non-eligible ITA programs or programs choosing not to accept ITA-funded students may search for additional schools not listed on MiTC.

Role of the State: The state agency has explicit responsibility for managing and disseminating the list of ETPs. This includes establishing eligibility procedures and clarifying state and local board roles and responsibilities, as well as removing programs that do not meet state-established program criteria or performance levels for eligibility.

Role of West Michigan Works: Local Michigan Works! agencies have statutorily required responsibilities related to ETPs including but not limited to, ensuring that there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities). Additionally; West Michigan Works! (WMW) shall be responsible for reviewing training providers for initial and continued eligibility.

Initial Eligibility: In order to be listed on the MiTC as an ETP, the training provider must accept WIOA-funded Individual Training Accounts (ITAs). The program must be on the MiTC at the time of the student’s enrollment into the training program. The requirements to become an ETP apply to all organizations providing the WIOA Title I-B funded training to adults and dislocated workers, with the specific exception of Registered Apprenticeship programs.

With the exception of Registered Apprenticeship programs, for all programs that have not been previously eligible, providers must submit required information, including performance, in order
to have their programs considered for initial eligibility in accordance with the Workforce Development Agency (WDA) procedures. Programs that receive initial eligibility designation receive the designation for one year.

Additionally, training services must be deemed as “in-demand” and lead to an industry recognized credential. WMW! will utilize available Labor Market Information (LMI) through the State Agency and the Department of Labor as well as local LMI obtained through its own research.

In establishing initial eligibility procedures and criteria, at minimum, the following standards apply:

- A description of the program of training services to be offered
- Proof of proprietary school licensure
- Information concerning whether the provider is in partnership with business
- Other information in order to demonstrate high-quality training services, including whether the training program leads to a recognized post-secondary credential
- Information that addresses the alignment of the training with in-demand industry sectors and occupations, to the extent possible

With the exception of new training programs, provide information addressing a factor related to the indicators of performance, as described in the WIOA Section 116(b)(2)(A)(i)(I)-(IV), which include unsubsidized employment during the second quarter after exit, unsubsidized employment during the fourth quarter after exit, median earnings, and credentials attainment.

The following performance measures will have minimum standards based on program year:

- Unsubsidized employment during the second quarter after exit
- Unsubsidized employment during the fourth quarter after exit
- Median earnings
- Credentials attainment

West Michigan Works! will not impose additional performance eligibility; however, the quality of training services, evaluated by post credential placement rates and feedback collected from employer partners and industry councils, will be taken into consideration.

Training providers who do not have established employer partnerships during initial eligibility are highly encouraged to establish such partnerships for continued eligibility.
Training providers wishing to submit new training programs (i.e., the first day of the first class has not yet occurred and/or the program is a new offering for the institution and meets the new program conditions), will not be required to provide information related to performance accountability indicators, but will be required to provide the information related to all of the remaining minimum standards.

Training providers that have successfully met the terms of a job training contract under state or federal workforce development program such as the WIOA, the Workforce Investment Act (WIA), or its predecessor (the Job Training Partnership Act [JTPA]), will be required to provide information related to all of the minimum standards.

Even if a program is not new but has not previously received workforce development funds (WIOA, WIA, or JTPA) for training, it will still be required to provide information related to all minimum standards.

West Michigan Works! may also request additional information such as the name of, the quality, and quantity of employers involved in partnership with the training institution and/or additional information about the school’s alignment with in-demand industry sectors or occupations, an explanation of who is included in performance calculations, information on credential accreditations, and information on how the training program aligns with career pathway systems.

Performance will be evaluated by a West Michigan Works! staff based on the data reported by the training provider and in comparison with the current minimum performance standards. If data is not available at the time of eligibility or continued eligibility, it will be considered acceptable and revisited at the conclusion of 12 months, should the training provider request continued eligibility.

Once approved by WMW the program is designated as ITA-eligible on the MiTC and approved to serve ITA-eligible customers across the state. However, being approved to appear on the MiTC does not guarantee that any students will select the program or that WMW will approve students’ ITAs for the program.

Where the health and safety of students and others may be at risk, WMW has the right to deny initial eligibility, based on supplemental information received about a training provider.

Training providers that are not approved for placement on the MiTC have the right to appeal the decision within 30 working days from the date of the denial, following the WDA Grievance and Complaint Policy in effect at the time of denial of initial eligibility.
Continued Eligibility: All ETPs are subject to continued ITA eligibility procedures and minimum program performance standards each year thereafter. Continued eligibility requirements apply to training providers transitioning to the WIOA Title I-B who were previously eligible under the WIA Title I and newly eligible training providers that were determined to be initially eligible under the WIOA Title I-B. Continued ITA eligibility in Michigan is determined on a rolling basis, with a program’s initial eligibility period expiring one year from the date upon which the program was approved for initial eligibility. While the WIOA states that all providers are subject to review and renewal of their eligibility every two years; due to proprietary school licensure processes and requirements, Michigan will be reviewing eligibility every year.

Providers seeking continued eligibility must provide verifiable Program-specific performance information and meet the applicable minimum performance standards. Program-specific performance information includes the following:

- Information identifying the recognized post-secondary credentials received by all training participants.
- Program cost information, including tuition and fees for the WIOA participants in the program.
- Information on the program completion rate for the WIOA participants.

Continued eligibility also includes ensuring the quality and value of ETPs. It is expected that eligible training providers will be accountable, provide training participants with informed choices among providers, partner with employers to provide job placement services, and disclose student dropout rates.

In addition, West Michigan Works! encourages training providers to seek alternative means for job seekers to access their training services using technology throughout the state, including rural areas, continue to work with employer partners and WMW to identify trainings that relate to in-demand industry sectors and occupations, offer training programs leading to industry recognized post-secondary credentials, and provide training services that are physically and programmatically accessible for individuals who are employed and for individuals with barriers to employment, including individuals with disabilities.

If applicable, State licensure requirements, the licensing status of training providers, and the timeliness and accuracy of training providers’ performance reports will also be taken into consideration.

The continued eligibility application must either demonstrate that the program performance is at or above the State standards or will include an initial justification of below-standards performance.
Continued eligibility applications for programs failing to meet State-specified performance or quality standards may be considered for eligibility at the discretion of West Michigan Works!, provided the training provider can provide a sufficient reason for a program to be exempt from such standards.

If a training provider is failing to meet continued eligibility standards due to local economic conditions or the economic and demographic characteristics of the students a school serves, the training providers must be able to provide supportive/supplemental documentation for each training program(s) affected.

Supportive/supplemental documentation should provide reasonable justification for the failed eligibility, including an elevated percentage rate in the local community of people with barriers to employment such as basic skill deficiencies, criminal background, first generation students, veterans, and people with disabilities. Additionally, economic barriers such as a lack of local resources, high poverty rates, high unemployment rates, and a shortage of high demand industry businesses will also be taken in to consideration.

West Michigan Works! reserves the right to determine whether the justification provided by the training provider is satisfactory for approval. If the initial justification of below-standards performance is not satisfactory, the “reason for disapproval” will be provided to the training provider.

Failure to meet performance requirements
In cases where program performance data includes outcomes where the data that is submitted is questionable or low-quality, WMW will review the information and decide whether or not to accept questionable or low-quality data as evidence of program performance.

A training provider may be denied eligibility for the following reasons:

- Descriptive information about the training program is not complete
- Required performance data is not included with the application
- Inaccurate information regarding a program is intentionally supplied
- The training provider is not in good standing, as determined by WMW
- Training program does not meet the quality standard or credential of the Industry
- Trainings are not deemed as in-demand or do not lead to industry recognized credentials

A program neither meets nor fails to meet performance standards if it lacks a documented track record, such as programs with cohorts lasting more than one year that can experience years in which no one graduates, and no one drops out, for which credentials attainment cannot be calculated. Similarly, if all program graduates transfer to continuing education in a related field,
there may be zero graduates available for employment and therefore, wages are undefined. In such situations, WMW may request additional information and approve or disapprove the program at its discretion.

All of the above conditions requiring WMW to exercise discretion may also apply to initial eligibility applications. For those schools that do not meet any of the WIOA criteria for initial eligibility, WMW, at its discretion, may require full performance data, including completion employment and wage information. In such circumstances, the reduced data requirements associated with initial eligibility do not apply.

If WMW determines that the program does not meet eligibility requirements, WMW shall issue a denial notice within ten working days. As a separate application for each program is required, a separate notice will be required for each training program that is being denied. The denial notice will clearly identify the program and specific reason(s) for its denial.
Workforce Development Board Dashboard Narrative

Employers Served
Employers served through the second quarter of PY18/19 closely compare to the numbers served in PY17/18 with an average of just over 1,400 in total.

Race & Ethnicity
WMW continues to see a higher percentage of Black or African American and Hispanic populations than is representative of the entire regional population. This trend is consistent with previous reports and is likely linked with higher unemployment rates for these populations.

Gender
Historically the percentage of males and females served has been a close match with the demographics of region 4b. In this quarter we see a slight shift to serving both fewer females males; however, the number of people who did not disclose their gender has increased.

Training Pipeline
The training pipeline continues to increase in Health Care for both WIOA and Welfare Reform, while TAA reflects a larger pipeline in manufacturing and a growing pipeline for Information Technology (IT).

Occupational Training Completed & Credentials Earned
In this section, apprenticeships are also counted as Occupational Training and Credentials Earned, due to the formal classroom portion of apprenticeships that result in a recognized credential. Healthcare credentials earned remain in the lead with construction and transportation close behind.

Employment Rate
Employment rate is determined by the number of individuals employed at “exit” of a program divided by the total number of exiters.

Overall Traffic by Month
Traffic counts for both total visits and unique visits continue to be slightly below overall traffic counts from last year. This may be attributed to decreased number of individuals needing re-employment services due to reduced unemployment rates. For the second quarter PY19/18, the unemployment rate reflects 4.0 percent versus the second quarter PY17/18 reflecting 4.6 percent.
Job Seekers Served

Talent Connect
Registrations: 21,081
Staff Assisted
Services: 7,049

Employers Served: 1466
Jobs Filled: 3,688

Employers Served PY 17/18 vs PY 18/19

Race & Ethnicity

Gender

Training Pipeline

WIOA

TAA

Welfare Reform

Occupational Training Completed & Credentials Earned

Program

Total Concluded Training

WIOM

TAA

FAE&T

PATH

Total

Health Care

IT

Manufacturing

Construction & Transportation

Other

Total Credentials Earned

Employment Rate & Average Hourly Wage

WIOA AD & DW

WIOA Youth

TAA

PATH

Employment Rate

Average Hourly Wage

PY

WIOA

Workforce Innovation and Opportunity Act

AD

Adult Worker

DW

Dislocated Worker

TAA

Trade Adjustment Act

FAE&T

Food Assistance Employment & Training

PATH

Partnership, Accountability, Training, Hope.

WB

Work-based

O

Occupational
Overall Traffic by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>PY 17-18</th>
<th>PY 18-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Traffic by County

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

West Michigan Works! Service Summary 10.01.18 - 03.31.19
MEMORANDUM

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

FROM: Amy Lebednick, Business Solutions Director
Brittany Lenertz, Talent Solutions Director
Angie Barksdale, Chief Operating Officer

DATE: August 12, 2019

RE: Solutions Driven Updates

Human Centered Design

Workgroup – WMW has contracted with the West Michigan Center for Arts & Technology (WMCAT) to provide Human Centered Design training and project guidance for key WMW staff. Staff from all departments of WMW have been participating in a six-month training process, designed to teach the fundamentals of Human Centered Design and give opportunity for hands-on learning and project development guided by WMCAT staff. The cohort has divided into groups to develop multiple projects that will improve the customer experience across our departments and region.

West Michigan Talent Innovation Network (TalNet)

TalNet is a voluntary network of employers, educators, and workforce organizations with a mission to accelerate economic mobility and improve wellbeing for all residents of West Michigan. Our goal is to empower people to work in jobs where they are highly engaged, high performing, and earning good rewards. West Michigan Works! is engaged in TalNet, particularly in the areas of Job Analysis and Career Pathways.

Job Analysis: Job analysis is a tool to help employers define the competencies that are demonstrably related to job performance and are legitimate evidence of competencies. We can help them define in better terms that right skills for screening job seekers. The foundational elements in our job analysis process are O*NET-based and align with the new Employability Skills Curriculum. This could be a valuable service provided by the industry councils. Facilitators and recorders will receive some initial exposure to job analysis in June then will prepare and conduct some sessions in October.

Career Pathways: The Career Pathways initiative is designed to advance evidence-based career pathways (EBCP) as a tool to improve the career navigation skills of students, employees, and clients served by the public workforce system. This project will utilize the 7-step EBCP model that incorporates evidence-based career coaching and evidence-based career profiles.
Forward March – Veteran Hiring Event
On June 26, West Michigan Works held Forward March - a two hour hiring event for Veterans. This event matched skilled veterans with employers who have good career opportunities and are committed to hiring our heroes. Employers with high-level openings and low turnover were recruited to participate. Veteran’s qualifications were reviewed ahead of time and they were matched to the employer’s skill needs. Participating employers that completed the survey rated the hiring event a 4 out of 5. All employers stated they gained strong leads from the event, ranging from 1 to 3 people they would be calling back for interviews.

Grow with Google
Grow with Google looks to create economic opportunities and close the digital skills gap around the State of Michigan by providing workshops and free online resources to jobseekers, skill seekers, schools, and nonprofit organizations. West Michigan Works! has become an official partner with Grow with Google, as well as Digital Skills workshops for individuals seeking training.

Going PRO Talent Fund FY20 Information Sessions
See attachment

Retention Solutions Network
In October 2018, WMW started developing the Retention Solutions Network (RSN). The RSN is a member based private/public partnership that provides onsite services and resources to employers and their employees. The initial state funding (Community Ventures) that WMW received to seed the development of the RSN has been extended through September 2020. To date, WMW has signed two network employers, DeWys Manufacturing and Herbruck’s Poultry Ranch.

The RSN has extended Community Venture funding to approve outside networks in the region (The SOURCE, MI ERN West Michigan and the Family Economic Support Office/United Way Barry County). The SOURCE, MI ERN and United Way Network Coaches work in coordination with the RSN Success Coach to provide support services to employees for barrier removal.
The Going PRO Talent Fund program provides competitive awards for training that leads to increased employee productivity and retention. And a thriving Michigan economy.

The grant process is competitive and funds are allocated quickly, so a complete and accurate application is critical. West Michigan Works! is hosting several information sessions throughout the region to help you submit successful applications.

Sessions will cover:

- Program Elements
- Employer Participation
- Eligibility
- Allowable Training
- Reporting and Metrics
- Criteria for Funding Approval

To register for one of the following information sessions, visit https://going-pro-talent-fund-2019.eventbrite.com.

<table>
<thead>
<tr>
<th>City</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greenville</td>
<td>Tuesday, August 20</td>
<td>10:00am – 11:30am</td>
<td>Montcalm Community College</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1325 Yellow Jacket Dr, Greenville</td>
</tr>
<tr>
<td>Muskegon</td>
<td>Wednesday, August 21</td>
<td>1:00pm – 2:15pm</td>
<td>West Michigan Works!</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>316 Morris Ave, Muskegon</td>
</tr>
<tr>
<td>Grand Rapids</td>
<td>Thursday, August 22</td>
<td>8:30am – 9:45am</td>
<td>West Michigan Works!</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>215 Straight Avenue NW, Grand Rapids</td>
</tr>
<tr>
<td>Grand Rapids</td>
<td>Thursday, August 22</td>
<td>1:00pm – 2:15pm</td>
<td>West Michigan Works!</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>215 Straight Avenue NW, Grand Rapids</td>
</tr>
<tr>
<td>Allegan</td>
<td>Tuesday, August 27</td>
<td>8:30am – 9:45am</td>
<td>Allegan Tech Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2891 116th Ave, Allegan</td>
</tr>
<tr>
<td>Grand Haven</td>
<td>Tuesday, August 27</td>
<td>3:15pm – 4:30pm</td>
<td>Loutit District Library</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>407 Columbus Avenue, Grand Haven</td>
</tr>
<tr>
<td>Hastings</td>
<td>Wednesday, August 28</td>
<td>9:30am – 11:00am</td>
<td>Tyden Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>121 S. Church Street, Hastings</td>
</tr>
<tr>
<td>Ionia</td>
<td>Wednesday, August 28</td>
<td>9:30am – 11:00am</td>
<td>West Michigan Works!</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>301 W Main St, Ionia</td>
</tr>
<tr>
<td>Holland</td>
<td>Wednesday, August 28</td>
<td>9:00am – 10:15am</td>
<td>West Michigan Works!</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>121 Clover St, Holland</td>
</tr>
<tr>
<td>Holland</td>
<td>Wednesday, August 28</td>
<td>2:00pm – 3:15pm</td>
<td>West Michigan Works!</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>121 Clover St, Holland</td>
</tr>
</tbody>
</table>

Contact a Business Solutions Representative today. business@westmiworks.org

West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at westmiworks.org/about/.
Your employees are the foundation of your organization. Each day, they complete tasks essential to your day-to-day operations. Whether they’re on the front lines or behind the scenes, they’re making sure customers are happy or products are perfect.

Who’s commitment is unwavering?
Who’s integrity is steadfast?
Who’s passion is contagious?

WHO SHINES THE BRIGHTEST?

The Essential Service Awards honor hardworking service workers in our community.

NOMINATE TODAY!
estmiworks.org/esa
ESSENTIAL SERVICE AWARDS

ELIGIBILITY REQUIREMENTS
Work History: Must have 2+ years of employment with same employer.
Location: Nominees must work in West Michigan: Allegan, Barry, Ionia, Kent, Montcalm, Muskegon or Ottawa County.
Position: Must be non-managerial.

JUDGING CRITERIA
Essential Service Award winners display pride in their job, a positive attitude, a strong work ethic and habits, punctuality and complete work on-time.

AWARD CATEGORIES & SAMPLE JOBS
Hospitality: Desk clerk, ticket taker, parking attendant, bell hop
Retail: Clerk, cashier, stockroom worker, customer service
Health Care/Elder Care: Nurses aide, lab support, patient transport
Transportation: Bus, shuttle and taxi driver, baggage handler
Foodservice: Server, busser, dishwasher, counter staff, cook
General Labor: Manufacturing, construction, agricultural
Government: Clerk, customer service, support staff
Childcare: Teacher aide, in-home daycare, school program staff
Nonprofit: Case aide, support staff
Cleaning/Housekeeping/Groundskeeping: Custodian, maintenance, housekeeper, dry cleaner/launderer
Administrative/Office worker: Receptionist, front office, data entry, billing

SUBMIT NOMINATIONS
WESTMIWORKS.ORG/ESA

ESSENTIAL SERVICE AWARDS EMPLOYER BENEFITS:
The Essential Service Awards are a chance to recognize an employee who gives 110% every day. In addition to their recognition, the awards provide a chance to recognize your organization in front of 500+ business leaders at the Economic Club of Grand Rapids meeting, media coverage and online.