



Governing Board Meeting

<https://westmiworks-org.zoom.us/j/97691747189>

You can also dial in using your phone.

+1 (929) 436-2866

Meeting ID: 976 9174 7189 Passcode: 975771

Monday, February 22, 2021 • 8:30 a.m. – 10:00 a.m.

AGENDA

1. Call to Order, Roll Call and Introductions
2. Public Comment – Agenda Items
3. Approval of the December 14, 2020 Minutes **Action Required**
4. 2021 Governing Board Election of Chair and Vice-Chairperson **Action Required**
Melanie White, Staff Attorney
5. Report on Financial Activities
 - a. Presentation of the Audited Financial Statements **Action Required**
Maner Costerisan P.C.
 - b. ACSET Financial Report - Notes to January 2021 Board Financials **Information Item**
Nichole Northern, Accounting Manager
 - c. FYE 2021 Budget Modification Request **Action Required**
(75% affirmative vote of members present)
 - d. Renewal of Line of Credit Request **Action Required**
6. Report on Administrative Activities **Information Item**
Laura Krist, Human Resource Director
 - a. ACSET Personnel Actions Report
 - b. ACSET Operations Staffing
 - c. Update to Staffing Chart **Action Required**
7. Virtual Dashboard and Solutions Driven Updates **Information Item**
Angie Barksdale, Chief Operating Officer
8. Other Business **Information Item**
 - a. Governing Board Bylaws
Tawanna Wright, Staff Attorney
 - b. ACSET/West Michigan Works! Chief Financial Officer
Jacob Maas, Chief Executive Officer
9. Public Comment
10. Adjournment

Next Scheduled Governing Board Meeting:

Monday, April 26, 2021 at 8:30 a.m.

Location: TBD



Governing Board Meeting

<https://westmiworks-org.zoom.us/j/99472632033>

Meeting ID: 994 7263 2033

Passcode: 841904

Dial by your location: +1 929 436 2866 US

Monday, December 14, 2020 • 11:00 a.m.

MINUTES

Governing Board Members Present: Commissioners Mahoney, Garcia, De Young, Storey, Geiger, Tiejema, Sparks, Stek, Womack, Lenear, Reppart

Governing Board Members Absent: Commissioners Hughes, Sorensen, Bergman

Staff Present: Jacob Maas, Janette Monroe, Jennifer Philipps, Melanie White

Guests Present: None

1. Call to Order by Chairperson Mahoney at 11:07 a.m. Roll Call and location/area of representation of Commissioners was taken.
2. Public Comment- Agenda Items- None
3. Approval of the October 26, 2020 Minutes **Action Required**

Motion – Com. Stek

Second – Com. Lenear

Item Approved by Vote – All 11 members present voted affirmatively.

4. Request for Closed Session: Chief Executive Officer Annual Review **(roll call vote) Action Required**
Jacob Maas, Chief Executive Officer reported that he would like to go into closed session to further discuss his 2020 annual performance review with Governing Board Members.

Motion – Com. Lenear

Second – Com. Garcia

Item Approved by Vote – Roll call vote taken. All 11 members present voted affirmatively. Motion carried.

5. Approval of the December 14, 2020 Closed Session Minutes **Action Required**
Commissioner Mahoney reported that Governing Board members were provided a visual of closed session minutes to review in closed session. Commissioner Mahoney requested approval of the closed session minutes which validate the 360 degree evaluation and that the CEO 2020 key objectives were met.

Motion – Com. Geiger

Second – Com. Womack

Item Approved by Vote – All 11 members present voted affirmatively. Motion carried.

Commissioner Womack made a motion to grant the suggested performance incentive for Mr. Maas based on meeting his 2020 yearly objectives.

Motion – Com. Womack

Second – Com. Lenear

Item Approved by Vote – Roll call vote was taken. All 11 members present voted affirmatively.

Motion carried.

6. Other Business- None
7. Public Comment- None
8. Adjournment at 11:47 a.m. by Chairperson Mahoney

Information Item

Motion – Com. Lenear

Second – Com. Geiger

Item Approved by Vote – All 11 members present voted affirmatively. Motion Carried

Recorded by: _____ Received by: _____

**ADMINISTRATIVE OFFICE**

Area Community Services
Employment & Training Council
1550 Leonard NE
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(616) 336-4100

SERVICE CENTERS**Allegan County**

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MEMORANDUM

TO: ACSET Governing Board

FROM: West Michigan Works! Staff

DATE: February 16, 2021

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

Pursuant to the 4th Amended Interlocal Agreement between the Counties of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Ottawa, and the City of Grand Rapids, it is time for a Chairperson and Vice-Chairperson of the ACSET Governing Board to be elected. The newly elected officers shall begin their duties at the February 22 meeting immediately following the election. The Interlocal Agreement provides as follows:

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

- a. Chairperson. The Chairperson shall preside at all the meetings of the Governing Board.
- b. Vice-Chairperson. The Vice-Chairperson shall perform the duties and exercise the power of the Chairperson in the absence or disability of the Chairperson.

Based on the above rotation listed in the Interlocal Agreement, it is Ottawa County's turn to serve as Chairperson of the Board for 2021. The names of the two representatives from the Ottawa County Board of Commissioners (Commissioners Roger Bergman and Frank Garcia) who will be serving on the 2021 ACSET Governing Board will be considered for Chairperson unless the representative wishes to be removed from consideration. Because the February Governing Board meeting is being held virtually instead of in person, voting options are a little different than in previous years (i.e., a show of hands and an open ballot method are not feasible options).

As far as voting is concerned and assuming there is more than one candidate for the office of Chairperson, the members of the Governing Board will need to vote by roll call. If there is only one candidate who wishes to serve as Chairperson, then action (i.e., nomination* and a vote of yeas and nays) would be required by the members to officially elect the representative as Chairperson. A roll call vote is an additional option when there is only one candidate.

Regarding the office of Vice-Chairperson, the next listed public agency in the above rotation is the City of Grand Rapids. The names of the two representatives from the City of Grand Rapids Board of Commissioners (Commissioners Senita Lenear and Kurt Reppart) who will be serving on the 2021 ACSET Governing Board will be considered for Vice-Chairperson unless the representative wishes to be removed from consideration. As far as voting is concerned and assuming there is more than one candidate for the office of Vice-Chairperson, the members of the Governing Board will need to vote by roll call. If there is only one candidate who wishes to serve as Vice-Chair, then action (i.e., nomination* and a vote of yeas and nays) would be required by the members to officially elect the representative as Vice-Chair. A roll call vote is an additional option when there is only one candidate.

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



ACSET GOVERNING BOARD MEMBERS
January 2021 – December 2021

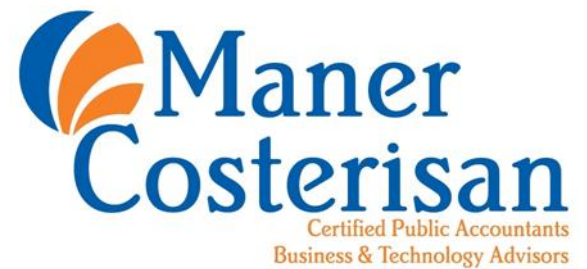
ACSET shall be governed by a 14 Member Governing Board, which shall consist of:

Public Agency	ACSET Governing Board Member	Member
Allegan Co.	County Board Chair or Designee	Jim Storey (Chair)
	County Board Member	Mark De Young (Member)
Barry County	County Board Chair or Designee	Ben Geiger (Chair)
Ionia County	County Board Chair or Designee	Larry Tiejema (Designee)
Kent County	County Board Chair or Designee	Stan Stek (Designee)
	County Board Member	Melissa LaGrand (Member)
	County Board Member	Robert Womack (Member)
Montcalm Co.	County Board Chair or Designee	Brandon Stowell (Designee)
Muskegon Co.	County Board Chair or Designee	Bob Scolnik (Chair)
	County Board Member	Malinda Pego (Member)
Ottawa Co.	County Board Chair or Designee	Roger Bergman (Chair)
	County Board Member	Frank Garcia (Designee)
City of Grand Rapids	Mayor or Designee	Senita Lenear (Designee)
	City Commission Member	Kurt Reppart (Member)

West Michigan Works!
Year Ended June 30, 2020

Audit Presentation

Presented by:
William I. Tucker IV, CPA
Principal

A blue-tinted background image showing a close-up of a calculator, a pen, and a financial chart with a line graph and data tables.

SETTING THE STANDARD FOR QUALITY
MICHIGAN WORKS! AUDITS

Audit Objective

- The objective, or purpose, of an audit is to express opinions on the financial statements
- The purpose is not to detect fraud or express an opinion on your internal controls

Management's Responsibility for the Financial Statements

- Preparation and fair presentation of the financial statements in accordance with GAAP
- Including design, implementation, and maintenance of internal controls
- Also responsible for fraud detection, deterrence, and prevention

Auditor's Responsibility

- Express opinions on the financial statements based on our audit

Opinions

- In our opinion, the financial statements...present fairly, in all material respects,...

AREA COMMUNITY SERVICE EMPLOYMENT AND TRAINING COUNCIL
BALANCE SHEET
GENERAL FUND
JUNE 30, 2020

ASSETS	
Cash	\$ 1,071,573
Accounts receivable	1,991,350
Prepays	<u>283,578</u>
TOTAL ASSETS	<u>\$ 3,346,501</u>
LIABILITIES	
Accounts and subcontractor payables	\$ 532,398
Accrued liabilities	894,827
Unearned revenue	<u>1,258,855</u>
TOTAL LIABILITIES	2,686,080
FUND BALANCE	
Nonspendable	
Prepays	283,578
Unassigned	<u>376,843</u>
TOTAL FUND BALANCE	<u>660,421</u>
TOTAL LIABILITIES AND FUND BALANCE	<u>\$ 3,346,501</u>

See accompanying notes to the financial statements.

AREA COMMUNITY SERVICE EMPLOYMENT AND TRAINING COUNCIL
STATEMENT OF REVENUES, EXPENDITURES,
AND CHANGES IN FUND BALANCE
GENERAL FUND
YEAR ENDED JUNE 30, 2020

REVENUES	
Grants and other	\$ 24,717,788
Program income	75,546
Other revenue	15,875
Interest income	3,306
	<hr/>
TOTAL REVENUES	24,812,515
EXPENDITURES	
Operating costs	
Salaries and wages	9,409,251
Fringe benefits	3,236,791
Consumables	745,257
Transportation	201,916
Outside services	813,529
Space and communications	1,586,990
Equipment rent and maintenance	92,406
Equipment purchases	275,188
Other expenditures	630,933
Subrecipient program costs	696,995
Direct client services/training	7,122,246
	<hr/>
TOTAL EXPENDITURES	24,811,502
	<hr/>
NET CHANGE IN FUND BALANCE	1,013
Fund balance, beginning of year	659,408
	<hr/>
Fund balance, end of year	\$ 660,421
	<hr/> <hr/>

See accompanying notes to the financial statements.

**AREA COMMUNITY SERVICES EMPLOYMENT AND TRAINING COUNCIL
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
YEAR ENDED JUNE 30, 2020**

Section I - Summary of Auditor's Results

Financial Statements

Type of auditor's report issued based on financial statements prepared in accordance with generally accepted accounting principles:

Unmodified

Internal control over financial reporting:

- Material weakness(es) identified? _____ Yes X No
- Significant deficiency(ies) identified? _____ Yes X None reported

Noncompliance material to financial statements noted? _____ Yes X No

Federal Awards

Internal control over major programs:

- Material weakness(es) identified? _____ Yes X No
- Significant deficiency(ies) identified? _____ Yes X None reported

Type of auditor's report issued on compliance for major programs: *Unmodified*

Any audit findings disclosed that are required to be reported in accordance with Title 2 CFR 200.516(a)? _____ Yes X No

Identification of major programs:

CFDA Number(s)	Name of Federal Program or Cluster
17.258, 17.259, 17.278 17.245	WIOA Cluster Trade Adjustment Assistance

Dollar threshold used to distinguish between Type A and Type B programs:

\$ 750,000

Auditee qualified as low-risk auditee? X Yes _____ No

Section II - Financial Statement Findings

None noted.

Section III - Federal Award Findings and Questioned Costs

None noted.

Questions?

CONCLUSION

Thank you for your time.

William I. Tucker IV, CPA
Principal

Maner Costerisan
Certified Public Accountants
Business & Technology Advisors
2425 E. Grand River Avenue, Suite 1
Lansing, MI 48912
(517) 323-7500

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MEMORANDUM

TO: ACSET Governing Board

FROM: Brenda Isenhardt, Chief Financial Officer

DATE: February 16, 2022

RE: January 2021 Board Financials

Revenue

Revenues for the Seven months ending January 31, 2021 total \$12,372,908 which is 7.19% under budgeted revenue and \$4.2M under prior year revenue.

Expenditures

Operating expenses are under the proposed budget by 1.32%.

- Wages are up \$678K over prior year and under budget by \$43K. As previously discussed, this is due to a combination of fewer vacant positions and less vacation and sick leave being taken. Accrued leave is \$274K higher at January 31, 2021 than the previous year.
- Consumable supplies is \$129K over budget but \$18K less than last year. The budget modification requests additional funds for current and planned purchases.
- Transportation continues to be significantly lower than prior year and is under budget by \$132k. This is a result of staff working from home, not traveling for conferences, and minimal travel within the region. The proposed budget modification will reduce the travel budget.
- Outside services is over budget by \$52K and \$38K over the prior year. The budget modification will increase outside services based on current and planned expenditures.

Subcontractors expenses for our youth subcontractors are under budget by \$148K.

Training expenses are \$462K under budget and \$4.2M below the previous year.

\$3.4M of the reduction from the previous year is a result of the Going Pro Talent Fund not being funded this year. Other programs experiencing significant decreases are:

WIOA funds \$400K, Trade \$215K, and PATH \$62K. Direct Client Expenses is \$206K under budget and \$535K under the previous year. This decrease from the previous year is primarily from the decrease in the PATH program as a result of decreased requests and decreased subsidized work (\$439K).

Balance Sheet

The cash balance at January 31, 2021 totaled \$2,261,757. Of this amount, \$932K was for earned compensated abscesses and \$621K was grant funds received but not yet expended. The Net Assets decrease of \$70K from June 2020 reflects the net change in property and equipment.

Area Community Services Employment and Training Council
Michigan Works Agency Programs
Statement of Revenue & Expenses
For the Seven Months Ending January 31, 2021

	YTD Thru January 2021 Actual	YTD Thru January 2021 Actual	YTD 2020/2021 Budget	Budget Variance	Budget Variance %
Total Revenue	<u>\$ 12,372,908</u>	<u>\$ 16,637,321</u>	<u>\$ 13,331,752</u>	<u>\$ (958,844)</u>	<u>-7.19%</u>
Expenses					
Operating Expenses					
Wages	\$ 5,999,547	\$ 5,320,965	\$ 6,042,591	\$ 43,044	0.71%
Fringe Benefits	2,029,874	1,860,010	2,043,786	13,912	0.68%
Consumable supplies	438,458	456,914	309,638	(128,820)	-41.60%
Transportation	37,688	175,837	169,583	131,895	77.78%
Outside services	512,298	473,992	460,164	(52,134)	-11.33%
Space and communications	1,100,820	916,002	1,111,177	10,357	0.93%
Equipment rent and maint	23,344	56,491	58,583	35,239	60.15%
Equipment purchases	27,175	246,007	62,665	35,490	56.63%
Other expense	417,453	540,063	469,983	52,530	11.18%
Total operating expense	<u>10,586,657</u>	<u>10,046,281</u>	<u>10,728,170</u>	<u>141,513</u>	<u>1.32%</u>
Subcontractors	\$ 305,707	\$ 376,437	\$ 453,833	\$ 148,126	32.64%
Training	\$ 808,354	\$ 5,006,963	\$ 1,270,689	\$ 462,335	36.38%
Direct Client Expenses	<u>\$ 672,190</u>	<u>\$ 1,207,640</u>	<u>\$ 879,060</u>	<u>\$ 206,870</u>	<u>23.53%</u>
	<u>\$ 1,786,251</u>	<u>\$ 6,591,040</u>	<u>\$ 2,603,582</u>	<u>\$ 817,331</u>	<u>31.39%</u>
Total Expenses	<u>12,372,908</u>	<u>16,637,321</u>	<u>13,331,752</u>	<u>958,844</u>	<u>7.19%</u>
Excess of Revenue over Expense	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>0.00%</u>

Unaudited

Area Community Services Employment and Training Council
Balance Sheet
Governmental Activities

	Unaudited 1/31/21	Audited 6/30/20	Audited 6/30/19
Assets			
Current Assets			
Cash & Cash Equivalents	\$2,261,757	\$1,951,205	\$868,143
Accounts Receivable	776,169	1,991,350	5,416,063
Prepaid Expenses	90,236	283,578	309,680
Deposits	66,021	66,021	61,536
Total Current Assets	<u>3,194,183</u>	<u>4,292,154</u>	<u>6,655,422</u>
Long-term Assets			
Property & Equipment	474,404	567,031	651,309
Total Assets	<u><u>\$3,668,587</u></u>	<u><u>\$4,859,185</u></u>	<u><u>\$7,306,731</u></u>
Liabilities			
Short-term Liabilities			
Accounts Payable	\$892,648	\$1,427,225	\$5,054,917
Unearned Revenue	621,322	1,258,855	206,095
Compensated Absences	931,736	879,632	673,466
Total Short Term Liabilities	<u>2,445,706</u>	<u>3,565,712</u>	<u>5,934,478</u>
Net Assets			
Total Net Assets	<u>1,222,881</u>	<u>1,293,473</u>	<u>1,372,253</u>
Total Liabilities and Net Assets	<u><u>\$3,668,587</u></u>	<u><u>\$4,859,185</u></u>	<u><u>\$7,306,731</u></u>

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MEMORANDUM

TO: ACSET Governing Board

FROM: Brenda Isenhardt, Chief Financial Officer

DATE: February 16, 2021

RE: Proposed FYE 2021 Budget – Second Modification

The proposed budget modification for the fiscal year ending June 30, 2021 is presented for your consideration.

Requested Modification

The proposed 2020-2021 budget modification increases grant income by \$1,768,000. Subsequent to the approval of the modified budget, new funding was received for Clean Slate, Rural Healthcare, Future of Work, and One Workforce that increases the current year revenue by \$345k. In addition, Going Pro Talent fund awards were received above our estimate by \$1.472 million.

Expenditures

An additional \$100K is requested for Wages to cover anticipated additional positions that will be filled during the remainder of this fiscal year as well as \$38,000 for related fringes.

Consumable supplies is estimated to increase by \$261k to cover planned purchases including Vfairs, the virtual platform for MiCareerQuest, replacement of a portion of service center computers, furniture for the Allegan service center, and Skills First Annual service fees.

Travel is being reduced by \$216,000 as a result of the majority of staff working from home and not traveling within/outside the region.

Outside Services is anticipated to increase based on planned expenditures for certain grants by \$120,000.

Subcontracted Program costs is being increased by \$41,000 for the Future of Work grant.

Training costs are increasing by \$1.316 million primarily due to the increase in Going Pro Talent fund awards.

Direct client cost is increasing by a net \$238K and represents increases in Community Ventures program, MICA, and DHHS TANF supports.

Requested Action

We ask that the proposed budget be considered for approval.

Pursuant to Article I, Section 9 of Area Community Services Employment & Training (ACSET) Amended Bylaws dated October 1, 2015, a seventy-five percent (75%) affirmative vote of the members present is required for the budgets and amendments.

Area Community Services Employment and Training Council

General Fund
Michigan Works! Budgetary Comparison Schedule
For the Fiscal Year Ending June 30, 2021

	Fiscal Year 2020 - 2021 Original Budget	Fiscal Year 2020 - 2021 1st Modification	Fiscal Year 2020 - 2021 Proposed Modification	Increase (Decrease)
REVENUES				
Grant Income	\$ 25,890,000	\$ 26,730,000	\$ 28,498,000	\$ 1,768,000
Program income	100,000	100,000	100,000	-
TOTAL REVENUE	\$ 25,990,000	\$ 26,830,000	\$ 28,598,000	\$ 1,768,000
EXPENDITURES				
Operating costs:				
Wages	\$ 9,834,000	\$ 10,398,000	\$ 10,498,000	\$ 100,000
Fringe	3,443,000	3,514,000	3,552,000	38,000
Consumables	571,000	721,000	982,000	261,000
Transportation	280,000	280,000	64,000	(216,000)
Outside Services	767,000	922,000	1,042,000	120,000
Space & Communications	1,650,000	1,770,000	1,770,000	-
Equipment Rent & Maintenance	105,000	105,000	55,000	(50,000)
Equipment Purchases	262,000	262,000	242,000	(20,000)
Other Expenses	590,000	590,000	530,000	(60,000)
Subcontracted program costs	843,000	778,000	819,000	41,000
Training costs	5,965,000	6,123,000	7,439,000	1,316,000
Direct client expenditures	1,680,000	1,367,000	1,605,000	238,000
SUBTOTAL OPERATING EXPENSES	\$ 25,990,000	\$ 26,830,000	\$ 28,598,000	\$ 1,768,000
Net Change in Fund Balance	\$ -	\$ -	\$ -	\$ -

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MEMORANDUM

TO: ACSET Governing Board

FROM: Brenda Isenhardt, Chief Financial Officer

DATE: February 16, 2021

RE: Renewal of Line of Credit

Background

ACSET holds a \$325,000 line of credit with Fifth Third Bank. This line expires March 2021. I am requesting that the line of credit be renewed at an increased amount of \$375,000. The increased amount will cover all costs related to processing one payroll.

The majority of ACSET's funds are received on a cost reimbursement basis. Federal rules require that grant funds not be held longer than what is administratively necessary prior to being expended which the state interprets as three business days. ACSET plans for the payment of accounts payables and payroll and makes cash requests based on these plans. The line of credit will provide ACSET the ability to pay its obligations in the event of unforeseen expenses or a delay in receiving cash requests.

Historically, ACSET has not made any draws on this line of credit.

Requested Action

We are requesting ACSET Governing Board approval to renew this line of credit for another year term with an increased amount of \$375,000.

ACSET Personnel Actions – February 15, 2020

CLASS	EMPLOYEE	APPOINTMENT	DATE	LOCATION
-------	----------	-------------	------	----------

Appointments

<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Date</u>	<u>Location</u>
Business Solutions Representative	Carol Distel	Permanent	2/10/20	Westside, GR
Career Coach	Chelsea McEntaffer	Permanent	1/5/2021	Muskegon
	Lynette Mills		11/23/20	Ionia
	Justin Schnurer		1/4/21	Franklin, GR
	Leon Young		11/30/20	Franklin, GR
Career Navigator	Abigail Elliot	Permanent	11/4/20	Barry

Separations

<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Separation Date</u>	<u>Location</u>
Business Solutions Representative	Jonathan Norton	Permanent	12/2/20	Westside, GR
Career Coach	Jamie Beard	Permanent	12/3/20	Westside, GR
	John Crowley		2/5/21	Franklin, GR
	David Davis		11/13/20	Muskegon
Industry Council Lead	Kyle Tarkington	Permanent	2/1/21	Westside, GR
Resource Specialist	Juan Trevino	Permanent	10/30/20	Muskegon
Retention Solutions Manager	Jennifer Mitchell	Permanent	2/10/21	Westside, GR

Promotion

<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Date</u>	<u>Location</u>
Career Navigator to Business Solutions Representative	Suzanne Melin	Permanent	2/10/21	Westside, GR
Career Navigator to Resource Specialist	Nancy Price	Permanent	12/28/20	Muskegon

Current

February 2021

CLASSIFICATION	Approved	Filled (Permanent)	Filled (Other)	Vacant
Accountant	3	3	0	0
Accounting Assistant	5	3	0	2
Accounting Manager	1	1	0	0
Accounting Supervisor	1	1	0	0
Assessment Specialist	4	4	0	0
Assistant Manager	13	13	0	0
Attorney	2	2	0	0
Business Solutions Coordinator	4	4	0	0
Business Solutions Director	1	1	0	0
Business Solutions Manager	2	2	0	0
Business Solutions Representative	17	16	0	1
Career Coach	53	50	0	3
Career Navigator	26	22	0	4
Chief Executive Officer	1	1	0	0
Chief Financial Officer	1	1	0	0
Chief Operating Officer	1	1	0	0
Computer Support Specialist	2	2	0	0
Custodian	1	0	0	1
Executive Assistant	1	1	0	0
Facilities Coordinator	1	1	0	0
Facilities Manager	1	1	0	0
Human Resource Assistant	3	3	0	0
Human Resource Director	1	1	0	0
Industry Council Leads	5	4	0	1
Information Technology Manager	1	1	0	0
Marketing & Communications Assistant	1	1	0	0
Marketing & Communications Coordinator	2	2	0	0
Marketing & Communications Director	1	1	0	0
Performance Analyst	6	6	0	0
Policy Coordinator	3	2	0	1
Policy Manager	4	4	0	0
Procurement Manager	1	1	0	0
Project Manager	1	1	0	0
Quality Assurance Specialist	9	8	0	1
Records Service Specialist	5	5	0	0
Resource Specialist	3	1	0	2
Retention Solutions Manager	1	0	0	1

Talent Development Instructor	11	11	0	0
Talent Development Manager	1	1	0	0
Talent Development Specialist	9	8	0	1
Talent Solutions Director	1	1	0	0
Talent Solutions Manager	6	6	0	0
Training Consultant	1	1	0	0
Youth Solutions Manager	1	1	0	0
TOTALS	218	203	0	15

CLASSIFICATION	Filled
Participant/Temporary	0

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MEMORANDUM

TO: ACSET Governing Board

FROM: Laura Krist, Human Resource Director

DATE: February 16, 2021

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

Background

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

Additions:

- **Apprenticeship Success Coordinator (2)**
This is a new position that will be part of the Business Solutions department. These two staff members would support the current apprentice programs that we have as well as the State Apprenticeship Expansion program should we be awarded that grant for which we have applied.
- **Success Coaches (2)**
This new job title would apply specifically to our staff members working in our Retention Solutions Network department. Currently these staff members are titled Career Coaches but as this program has evolved over the past year, we have determined their additional duties call for a new job description as well as a change in the pay scale for which they are compensated.
- **Resource Specialist (1)**
We currently need an additional Resource Specialist to support our PATH program in Kent County.
- **Project Manager (1)**
This position would temporarily oversee our Retention Solutions Network as we evaluate the restructuring of that department. The individual in this position would also manage grants such as Jobs for Future, One Work Force, as well as other special projects as needed.

- **Chief Financial Officer (1) Temporary**

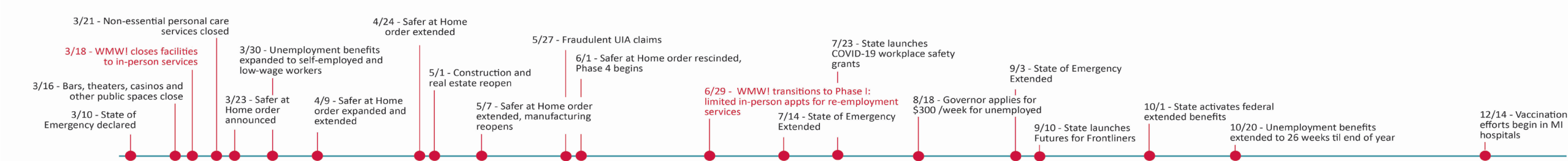
Our current Chief Financial Officer has submitted her resignation to take place as of May 14, 2021. We would like to interview and potentially hire a replacement for this position in the couple of months. Filling this position prior to the actual separation date of the current CFO will allow us adequate time to prepare and train the new candidate to fully take over this vacated leadership position in mid May.

Action:

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

We are Solutions-Driven

The COVID-19 pandemic has impacted the way we interact with and serve our community. While our service centers have been unable to deliver in-person services, West Michigan Works! has continued to respond to employer and job seeker needs with innovative, virtual solutions.



	March	April	May	June	July	August	September	October	November	December	TOTAL
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CUSTOMERS SERVED											
Employers served	938	387	235	410	556	317	215	280	146	69	3,533
Employer service-related activities logged	1,786	1,579	1,124	1,428	1,493	1,068	762	1,106	497	334	11,177
Service center calls taken (employers and job seekers)	*	19,311	11,138	20,952	9,703	5,949	4,560	4,628	3,354	3,655	83,250
Online chats answered (employers and job seekers)	**	237	249	528	260	36	40	46	31	21	1,445
Orientations (PATH, WIOA, Youth combined)	543	72	77	125	57	257	557	221	182	191	2,698
In-person appointments				45	234	369	309	336	210	209	1,712

*Began tracking calls April 1.
**Installed chat service on WMW! website mid-April.

TRAINING											
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On-the-Job and Classroom	212	161	163	145	134	159	196	162	167	133	
Apprenticeship	128	127	128	127	125	119	112	112	110	102	
Incumbent Worker	103	68	102	90	91	74	89	98	86	67	
Work Experience	48	35	30	29	26	19	7	7	6	9	
MONTHLY TOTAL*	491	391	423	391	376	371	404	287	277	227	

*Some individuals may be active across multiple months.

RECRUITMENT/HIRING											
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Employers receiving recruitment assistance	279	415	304	294	171	383	250	305	196	78	2,805
Positions posted in Weekly Hot Jobs email blast	1,085	1,067	1,100	1,095	2,546	2,481	1,847	1,984	2,300	1,433	16,938
Virtual hiring events:											
Participating employers	*	39	47	56	82	17	44	108	29	***	422
Participating job seekers	*	54	88	58	98	15	40	52	52	***	457
Timeslots filled	*	92	156	90	85	40	43**	80	82	***	625
Anticipated jobs filled	*	18	25	13	38	12	101	22	9	***	238

*First virtual hiring event held April 21,23.
**September job fair was held using Brazen platform; this number represents # of chats and video calls made during event.
***No job fair in December.

COVID-19 RELATED SERVICES											
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Unique employers receiving layoff assistance/support services	144	96	36	24	12	4	8	5	4	2	335
Employers receiving COVID-19-related assistance (excludes layoff and recruitment services)	568	308	144	87	31	1	-	-	-	-	1,138
Individuals receiving Unemployment Insurance (UI) assistance through WMW!	*	115	1,580	3,102	2,211	1,201	995	701	405	537	10,847
UI issues resolved	*	67	1,009	2,024	1,319	763	596	417	262	343	6,800

*Unemployment Insurance project began April 27.

RETENTION SOLUTIONS NETWORK SERVICES											
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Employer members							5	5	6	6	
Employees served							25	27	22	58	132
Barriers addressed							42	46	44	124	256
Success coach hours working with employees							121.25	112	90	226.25	549.5

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MEMORANDUM

TO: ACSET Governing Board

FROM: West Michigan Works! Staff

DATE: February 16, 2021

RE: Solutions Driven Updates

West Michigan Works! (WMW) continues to provide virtual services to both employers and job seekers, as well as in-person appointments in our Service Centers for employment-related services.

Talent Survey:

The current economic recovery is unlike anything we've seen before. Finding talent to fill positions pre-COVID 19 was a challenge, and it has continued to be a challenge throughout the pandemic. Additionally, though we know many people are not working, we have experienced increased difficulty in connecting people with valuable WMW services. To that end, we have partnered with the Center for Social Research at Calvin University to conduct a survey of talent to discover what it is keeping them from work and what solutions may be beneficial to returning more people to the world of work. We expect to have initial results by the end of this month, with more complete analysis and potential solutions in March.

Clean Slate Navigator:

WMW has received funding from the State of Michigan to hire a "Clean Slate Navigator", responsible for assisting individuals who qualify for conviction expungement with the complex process of expungement. Additionally, the funding allows us to pay the legal fees associated with the expungement process. We are in the process of hiring the Clean Slate Navigator and soliciting bids for attorneys on retainer across our region, and we expect to be operational with the program by mid-March.



Grants:

Future of Work: West Michigan Works! has been selected as one of six workforce boards across the country to receive tailored support and funding to pilot innovations that will help put more than 25,000 COVID-impacted workers back to work. Launched in June in response to the pandemic-induced labor market crisis, the [Future of Work Grand Challenge](#) was created through a collaboration between the social impact organizations [New Profit](#), [JFF](#), [MIT Solve](#), [Jobcase](#), and [XPRIZE](#) to identify and fund the most promising ideas and solutions to support a more equitable economic recovery and better meet the needs of low-income, middle-skill and underserved workers at the local level.

WMW has partnered with Michigan Works! Southwest and Michigan Works! Berrien, Cass, and Van Buren to serve all of southwest Michigan. The collaborative will be paired with 2-5 solutions to pilot and are expected to recruit 100-350 individuals per solution. Solutions are currently being selected, and our solutions will be announced by the end of this month, when we will begin recruiting.

Grand Rapids Community College's One Workforce Grant: WMW is partnering on a \$9.8 million H1-B One Workforce Grant, focusing on advanced manufacturing, received by GRCC. Similar to the America's Promise Grant, the H1-B One Workforce Grant is a 4-year grant and will rely on a network of partners across the region, including Montcalm Community College, Muskegon Community College and multiple community partners to provide training and employment to hundreds of workers across West Michigan

Michigan Rural Enhanced Access to Careers in Healthcare (MiREACH): WMW has partnered with the Department of Labor and Economic Opportunity on a \$2.5 million USDOL H1-B Rural Healthcare grant program. This is a 4-year grant which aims to increase the number of individuals training in healthcare occupations that directly impact patient care; and alleviate healthcare workforce shortages by creating sustainable employment and training programs in healthcare occupations serving rural populations.



Going PRO Talent Fund (GPTF):

This year employers in the West Michigan region (Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa) have been awarded over \$13 million in training funds. Statewide, \$39 million was awarded to 850 Michigan businesses. West Michigan Works! received award notifications for 283 employers. Applications are being funded in amounts ranging from \$1,500 to \$ 498,284. At this time, four applications totaling \$240,494 are pending.

FY 2021 Going PRO Talent Fund Funds Requested by MWA						
Michigan Works! Agency	Total Amount Requested	Number of Applications Submitted	Percent of Total Applications Submitted	Incumbent Trainees	New Hire Trainees	Employers
CAMW	\$ 2,249,780.00	84	8.14%	1,144	619	56
DESC	\$ 3,086,036.00	30	2.91%	987	952	26
GLB	\$ 1,718,909.00	48	4.65%	1,446	190	48
GST	\$ 1,789,446.00	37	3.59%	992	490	37
Macomb	\$ 4,518,855.00	46	4.46%	1,270	1,990	42
BCVB	\$ 1,996,092.00	56	5.43%	1,014	606	55
NE	\$ 605,813.00	17	1.65%	311	132	17
Region 7B	\$ 266,250.00	13	1.26%	184	49	13
MWSE	\$ 3,340,155.00	98	9.50%	1,535	776	72
MWSW	\$ 2,793,738.00	44	4.26%	1,247	822	41
West Central	\$ 700,128.00	26	2.52%	543	74	24
NW	\$ 1,288,698.00	42	4.07%	798	252	39
Oakland	\$ 1,996,596.00	79	7.66%	1,294	349	68
SEMCA	\$ 3,485,799.00	77	7.46%	1,807	1,206	59
UPWARD	\$ 1,412,886.00	48	4.65%	721	369	41
WMW	\$ 12,287,724.00	287	27.81%	3,991	4,679	248
GRAND TOTAL	\$ 43,536,905.00	1,032	100.00%	19,284	13,555	886

GPTF Program Awards 2017-2021			
Year	# of Awards	Total Awards	Avg Award
2017	122	\$ 5,069,655.15	\$ 41,554.55
2018	232	\$ 8,947,587.00	\$ 38,567.19
2019	257	\$ 10,920,269.10	\$ 42,491.32
2021	283	\$ 13,147,864.68	\$ 46,458.89

FY21	# of Awards	\$ Awards	% of total #	% of total \$
Agribusiness	10	\$609,145.65	4%	5%
Construction	42	\$1,778,510.00	15%	14%
Healthcare	45	\$2,545,712.97	16%	19%
IT	15	\$550,445.45	5%	4%
Manufacturing	130	\$5,648,162.99	46%	43%
Other	41	\$2,015,887.62	14%	15%



State Apprenticeship Expansion (SAE): WMW has submitted a \$305,000 grant proposal to the LEO. If awarded, these funds will help cover employer costs for 116 new registered apprentices and increasing diversity of RAP populations. Additionally, funding will allow WMW to scale the Registered Apprenticeship Program (RAP) and Industry Registered Apprenticeship Program (IRAP) model into new industry sectors and occupations, and increasing diversity of RAP populations.

Standards Recognition Entity (SRE):

The USDOL has certified WMW as a Service Recognition Entity (SRE). To address America's skills gap and to rapidly increase the availability of high-quality apprenticeship programs in sectors where apprenticeship opportunities are not widespread, the USDOL has issued a Final Rule that establishes a system for advancing the development of high-quality Industry Recognized Apprenticeship Programs (IRAP). An IRAP can be developed by DOL-recognized, industry-leading third-party entities such as trade groups; corporations; non-profits; educational institutions; unions; and joint labor-management organizations. Standards Recognition Entities (SREs), will, in turn, evaluate and recognize IRAPs consistent with the USDOL's Office of Apprenticeship standards.

Industry Talent Council Initiatives:

Industry Week Spotlights – Recruitment Campaign: Beginning February 22nd and running through April 9th, each Industry Talent Council will host a weeklong campaign to aimed to promote the industry, recruit job seekers, and support & engage industry employers. Activities will include employer interviews aired on WZZM, live webinars, access to relevant workforce resources, and job fairs or networking events. More information will be posted on each Industry Talent Council's website as we get closer to the events

<https://employers.westmiworks.org/industry-councils/>.

- West MI Health Careers Council (WMHCC)
 - February 22-26
- Construction Workforce Development
 - March 7-12
 - Coincides with National Women in Construction week
- West MI Tech Talent (WMTT)
 - March 22-26
- Agribusiness Talent Council (ATC)
 - March 22-26
 - Coincides with National Ag Week
- Discover Manufacturing (DM)
 - April 5-9



MiCareerQuest: This event will be held virtually on April 21, 2021. This year, registration is open to 7th – 12th grade students and up to 30,000 attendees can be accommodated. The event will be hosted using a platform called vFairs, which provides several opportunities for students to remain engaged throughout the event. Student registration has been extended to February 15th, in order to allow more time for schools to register. We encourage schools, teachers, counselors, and principals to go online and register their students by visiting the MiCareerQuest website: www.micareerquest.org.

Retention Solutions Network (RSN):

THK Rhythm Automotive joined RSN Central in November 2020. Shape Corp and Pliant Plastics (RSN Lakeshore) initially signed one year member agreements, both employers have renewed their network membership for another year. Hackley Community Care has committed to a one-year membership, their contract services will start on March 8, 2021. The network addition of Hackley Community Care brings RSN Lakeshore to 5 participating employers.

In January RSN Central convened its first network member meeting. RSN Central currently has two participating members. Member meetings provide an opportunity for employers to connect, collaborate and share best practices. Both networks meet on a bi-monthly schedule and receive newsletters to keep them connected and informed in between meetings.

West Michigan Works! will continue to recruit additional employers to join both networks until capacity is reached.