



### Governing Board Meeting

<https://westmiworks-org.zoom.us/j/94204142389>

You can also dial in using your phone.

+1 (929)436-2866

Passcode: 090569

Monday, October 26, 2020 ▪ 8:30 a.m. – 10:00 a.m.

### AGENDA

1. Call to Order and Roll Call
2. Public Comment – Agenda Items
3. Approval of the August 24, 2020 Minutes **Action Required**
4. Report on Financial Activities: *Brenda Isenhart, Chief Financial Officer*
  - a. Notes to September 2020 Board Financials **Information Item**
  - b. FYE 2021 Budget Modification *(75% affirmative vote of members present)* **Action Required**
5. Workforce Development Board (WDB) Terms of Office Applications  
November 1, 2020 – October 31, 2022 *(75% affirmative vote of members present)* **Action Required**  
*Jacob Maas, Chief Executive Officer*
6. Governing Board 2021 Meeting Schedule: *Jacob Maas* **Action Required**
7. Governing Board Bylaw Survey Report: *Jacob Maas* **Discussion Item**
8. WMW 20-XX: Employee Equal Opportunity Compliant Procedure  
*Melanie White, Staff Attorney* **Action Required**
9. 501(c)(3) Deliverable Advice and Summary Relative to Grant Facilitation  
*Angie Barksdale, Chief Operating Officer* **Action Required**
10. Report on Administrative Activities: *Laura Krist, Human Resource Director* **Information Item**
  - a. ACSET Personnel Actions Report
  - b. ACSET Operations Staffing
11. Virtual Dashboard and Solutions Driven Updates: *Angie Barksdale* **Information Item**
12. Other Business, *Jacob Maas* **Information Item**
  - a. Virtual Legislative Visits
  - b. 360 Degree CEO Evaluation
13. Public Comment
14. Adjournment

### Next Scheduled Governing Board Meeting:

Monday, December 14, 2020 at 11:00 a.m. via Zoom Platform



### Governing Board Meeting

<https://westmiworks-org.zoom.us/j/93522589789>

Meeting ID: 935 2258 9789

Passcode: 584840

Dial by your location

+1 929 436 2866 US (New York)

\*\*\*Alternative due to Zoom not working:

[Click to Join Microsoft Teams Meeting](#)

You can also dial in using your phone.

+1 616-803-9815 (United States): Conference ID: 277 764 994#

Monday, August 24, 2020 • 8:30 a.m. – 10:00 a.m.

### MINUTES

**Governing Board Members Present:** Commissioners Mahoney, Garcia, De Young, Storey, Geiger, Sparks, Stek, Bergman, Lenear

**Governing Board Members Absent:** Commissioners Sorensen, Tiejema, Hughes, Reppart, Womack

**Staff Present:** Jacob Maas, Angie Barksdale, Brenda Isenhardt, Laura Krist, Amy Lebednick, Brittany Lenertz, Janette Monroe, Melanie White, Jennifer Mitchell, Kyle Tarkington, Mac Dodds, Anne Pentiak, Jeremiah Hill, Ally Mills, Joe Thiry

**Guests Present:** None

\*\*\* There was a national Zoom outage prior to the scheduled start of the ACSET Governing Board meeting. Staff changed the meeting platform to Microsoft Teams, and public notices and meeting schedules on the [www.westmiworks.org/public-info/](http://www.westmiworks.org/public-info/) website were updated immediately to provide information for the public to join via Microsoft Teams. Meeting delayed until 8:43 a.m.

1. Call to Order by Chairperson Mahoney and Roll Call at 8:43 a.m. At the start of the meeting, nine (9) Governing Board Members were present.

2. Public Comment- Agenda Items- None

3. Approval of the June 22, 2020 Minutes

**Action Required**

**Motion – Com. Sparks**

**Second – Com. Lenear**

**Item Approved by Vote – All 9 members present voted affirmatively. Motion carried.**

4. Report on Financial Activities

a. Notes to June 2020 Board Financials-Year End Financials

**Information Item**

Brenda Isenhardt, Chief Financial Officer, reviewed ACSET's statement of revenue and expenditures for the twelve months ending June 30, 2020. Brief discussion took place, and Brenda answered board members' questions.

b. Notes to July 2020 Board Financials

**Information Item**

Brenda Isenhardt reviewed ACSET's statement of revenue and expenditures for the one month ending July 31, 2020. Brief discussion took place, and Brenda answered board members' questions.

5. Bylaws of the ACSET Governing Board **Discussion Item**  
 Jacob Maas, Chief Executive Officer, reported that at the Governing Board meeting in June, there was a general consensus that Governing Board members should review the existing ACSET Governing Board Bylaws given how difficult it was to obtain the necessary attendance to approve the West Michigan Works! (WMW) Workforce Development Bylaws and given the nature of how business is conducted as a result of the COVID-19 pandemic. Jacob reported that staff met with and discussed sections of the Governing Board Bylaws with Chairperson Mahoney and Vice-Chairperson Garcia. Jacob reviewed with Governing Board members the sections that could be amended. Discussion took place. Jacob reported that staff will send out a survey for all members of the Governing Board to provide additional input and recommendations, with a goal of staff presenting any language amendments to the Governing Board in October for approval. Jacob further noted that in order to amend or repeal the Bylaws, an affirmative vote of two-thirds of the total membership is necessary, except that Article 1, Sections 2 and 9 bylaw provisions may be amended only by an affirmative vote of twelve (12) of the fourteen (14) board members.
6. Report on Administrative Activities
  - a. ACSET Personnel Actions Report **Information Item**  
 Laura Krist, Human Resource Director, reported that there have been two (2) appointments, two (2) separations, and no current promotions.
  - b. ACSET Operations Staffing **Information Item**  
 Laura Krist reported that ACSET currently has 205 out of 218 positions filled and there are currently 14 vacancies. Laura indicated that staff are looking to fill 1 of the vacancies.
7. Solutions Driven Updates **Information Item**  
 Angie Barksdale, Chief Operating Officer, reported that WMW has made quick adjustments to serve our communities in these unprecedented times. Angie reviewed the department updates and answered board members' questions.
  - a. Barry County Service Center Update  
 Angie Barksdale reported that although a couple of years ago, the Barry County Service Center in downtown Hastings was initially meeting the service needs, since that time, we outgrew the space and needed a large service center. Angie reported that staff have moved to the new location next door to the previous service center and have begun taking appointments in the new location. The new location provides adequate space for job seekers, classroom space for workshops and partners, and room for staff to work effectively. Angie stated that WMW will host an "official grand opening" when more "normal" in-person services begin again.
  - b. Unemployment Insurance Agency (UIA) Assistance:  
 Angie Barksdale reported that WMW staff members continue to assist the Michigan Unemployment Insurance Agency (UIA) in resolving issues over the phone. However, over the last several weeks, staff have been transitioning to their regular jobs and less time is being spent on this project. From June 1 through July 31<sup>st</sup>, staff fielded over 30,000 calls in our centers, assisting with simple issues like password resets, and assisted 3,102 individuals with more complex UI problem resolution.
  - c. Virtual Talent Services:  
**Employment and Training Services:** WMW staff continue to work on serving more individuals virtually. All the WorkReady Employability Skills workshops are available online, as well as the "core workshops" that WMW staff typically provide in the service centers. Additionally, WMW has been working with several partners to begin offering live virtual sessions of WorkReady. Further, staff continue to work on virtual enrollments to ensure a pipeline of trained individuals trained who ready for employment.

**PATH:** In July, ACSET WMW began receiving Partnership. Accountability. Training. Hope. (PATH) referrals from the Department of Health and Human Services (DHHS). Because these individuals need to engage in the services of WMW in order to receive cash assistance from DHHS, all services and activities are being done virtually. Currently, there is a very low engagement rate, ranging from 16-25% of referrals, but staff continue to be proactive in contacting more individuals in the PATH program.

d. Virtual Rapid Response Services:

Rapid Response materials for individuals experiencing layoffs have been updated so that information can be disseminated to employers and jobseekers electronically. While the layoffs have slowed down significantly, WMW Business Solutions Representatives will continue to assist employers by providing resources and information on layoff prevention and UIA assistance when needed. Virtual meetings and worker orientations, in collaboration with the State, are offered to any employer that has staff affected by layoffs.

e. Virtual Hiring Events:

The WMW Business Solutions Unit continues to see a demand for recruitment services. To best meet employers' hiring needs during the Governor's "Stay Home, Stay Safe" Executive Order, WMW has developed several virtual hiring events. These include:

**Job Fairs:** Beginning in April, virtual job fairs are held each month. Jobseekers select participating employers and then are pre-scheduled for a 15-minute time slot during which the jobseeker and employer can discuss job openings. In addition, WMW is hosting a virtual job fair to connect returning citizens with employers. Individuals who have been convicted of an offense and released from incarceration can connect with employers at the WMW Second Chance Job Fair on August 26.

**Employer of The Day:** Starting in mid-June, employers have had the opportunity to register for a virtual recruitment service called "Employer of the Day." This hiring event is offered daily and will be marketed ahead of the event. Candidates will be pre-scheduled to speak with the employer on their selected day.

**Veteran Networking Job Club:** Hosted virtually on the third Thursday of every month, this hiring event is held in collaboration with community partners offering Veteran employment programs. At this event, Veterans can connect with various resources, learn about workforce trends, and network with employers that are hiring. Any Veteran interested in attending can register at [www.vnjc.org](http://www.vnjc.org).

f. Weekly Hot Jobs Blast Newsletter

Angie Barksdale reported that in order to highlight a broad range of jobs for employers that have immediate hiring needs and to accommodate the influx of employees temporarily laid off, WMW has expanded the criteria and format of jobs posted in the Weekly Hot Jobs Blast newsletter. In addition, WMW has added this job information to the WMW website so it is readily accessible to anyone visiting [www.westmiworks.org](http://www.westmiworks.org). Changes include highlighting jobs with 10 or more openings and temporary positions.

g. Retention Solutions Network (RSN)

Angie Barksdale reported that after the Governor's "Stay Home, Stay Safe" order was lifted, RSN Success Coaches resumed onsite visits for employers that are accepting outside visitors. Services are offered by phone and virtually for members that are not accepting visitors at this time. Angie reported that Haworth was the fifth employer to join the network. Haworth's two-year membership agreement started in July 2020. WMW continues to recruit additional employers to join the network, with an emphasis on employer recruitment in Kent, Montcalm, and Ionia counties. Angie Barksdale also reported that staff just completed their first successful Virtual Youth Program.

## 8. Other Business

a. Federal and State Legislative Priorities

Jacob Maas reported that the Michigan Works! Association released both the Federal and State Legislative Priorities. Jacob reviewed the documents provided in the board packet.

- i. **Federal Priorities:** 1.) Jumpstart Our Businesses by Supporting Students (JOBS) Act of 2019, 2.) Building U.S. Infrastructure by Leveraging Demands for Skills (BUILDS) Act, 3.) Workforce Innovation and Opportunity Act (WIOA) Funding, 4.) Temporary Assistance for Needy Families (TANF) Reauthorization, and 5.) College Transparency Act.
- ii. **State Priorities:** 1.) Going Pro Talent Fund, 2.) Futures for Frontliners, 3.) MI Reconnect Program, and 4.) Partnership.Accountability.Training.Hope. (PATH) Program.

Jacob reviewed all the priorities and actions of each. Jacob reported that in the coming weeks, staff will begin conducting virtual legislative visits with our region's legislators. Commissioner Stek recommended that Governing Board members be invited to join in on the visits if their schedules allow.

b. Remaining meeting schedule for 2020

Jacob Maas reported that it is probable that any remaining Governing Board meetings for 2020 will be held virtually due to the COVID-19 pandemic.

## 9. Public Comment – None

## 10. Adjournment at 9:30 a.m. by Chairperson Mahoney

**Motion – Com. Garcia**

**Second – Com. Geiger**

**Item Approved by Vote – Motion Carried**

Recorded by: \_\_\_\_\_

Received by: \_\_\_\_\_

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

## MEMORANDUM

**TO:** ACSET Governing Board

**FROM:** Brenda Isenhardt, Chief Financial Officer

**DATE:** October 19, 2020

**RE:** September 2020 Financials

### Revenue

Revenues for the three months ending September 30, 2020 total \$5,449,516 which is 6.62% under budgeted revenue and \$2.7M under prior year revenue.

### Expenditures

Operating expenses are over the proposed budget by .17%.

- Wages are up \$383K over prior year and over budget by \$141K. The overages are caused by a combination of fewer vacant positions than planned and less vacation and sick leave being taken. Accrued leave at September 30, 2019 totaled \$666K compared to \$951K at September 30, 2020. The overage in fringe is related to the overage in wages.
- Consumable supplies is \$33K over budget primarily due to technology fees for SkillsFirst which is provided through a Career Pathways grant.
- Transportation is significantly lower than prior year and is under budget by \$54k. This is a result of staff working from home, not traveling for conferences, and minimal travel within the region.
- Space and Communication is \$107k over prior year and \$27K over budget primarily due to security costs of \$85K incurred during the first three months of the fiscal year.
- Equipment purchases are under prior year spending as well as under our budget. Our underspending was intentional as we waited for funding allocations from the state.
- Other expenses is \$161K under prior year and \$276 under budget. Our staff training has decreased by \$59K during the first three months over the prior year due to staff working from home and not participating in in person trainings such as Our Community Listens, Service Center employee training, and TDI Training as well as a decrease of \$83K in advertising from the prior year.

Subcontractors expenses for our youth subcontractors are under budget by \$211K. Both contractors are underspent from the previous year.

Training expenses are \$475K under budget and \$2.5M below the previous year. \$2.1M 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 \$188K, Trade \$130K, and PATH \$32K.

Direct Client Expenses is \$265K under budget and \$212K under the previous year. This decrease is primarily from the decrease in the PATH funding as a result of decreased requests and decreased subsidized work. Although our youth programs were operated primarily on a virtual platform this year, the overall stipends/wages increased by \$5K from the previous year.

Administration Expenses represent 7.7% of Operating Expenses and 9.1% of Total Expenses.

**Area Community Services Employment and Training Council**  
**Michigan Works Agency Programs**  
**Statement of Revenue & Expenses**  
**For the Three Months Ending September 30, 2020**

	YTD Thru September 2020 Actual	YTD Thru September 2019 Actual	YTD 2020/2021 Budget	Budget Variance	Budget Variance %
<b>Total Revenue</b>	<u>\$ 5,449,516</u>	<u>\$ 8,110,400</u>	<u>\$ 5,835,577</u>	<u>\$ (386,061)</u>	<u>-6.62%</u>
<b>Expenses</b>					
<b>Operating Expenses</b>					
Wages	\$ 2,576,769	\$ 2,193,629	\$ 2,435,768	\$ (141,001)	-5.79%
Fringe Benefits	844,748	763,175	832,473	(12,275)	-1.47%
Consumable supplies	287,798	269,032	254,402	(33,396)	-13.13%
Transportation	5,919	71,293	59,475	53,556	90.05%
Outside services	175,468	201,196	175,535	67	0.04%
Space and communications	495,584	388,960	469,044	(26,540)	-5.66%
Equipment rent and maint	10,233	25,893	26,250	16,017	61.02%
Equipment purchases	16,567	214,727	65,500	48,933	74.71%
Other expense	190,138	351,451	276,783	86,645	31.30%
<b>Total operating expense</b>	<u>4,603,224</u>	<u>4,479,356</u>	<u>4,595,230</u>	<u>(7,994)</u>	<u>-0.17%</u>
<b>Subcontractors</b>	\$ 111,168	\$ 149,436	\$ 210,750	\$ 99,582	47.25%
<b>Training</b>	\$ 446,002	\$ 2,980,083	\$ 475,139	\$ 29,137	6.13%
<b>Direct Client Expenses</b>	<u>\$ 289,122</u>	<u>\$ 501,525</u>	<u>\$ 554,458</u>	<u>\$ 265,336</u>	<u>47.86%</u>
	<u>\$ 846,292</u>	<u>\$ 3,631,044</u>	<u>\$ 1,240,347</u>	<u>\$ 394,055</u>	<u>31.77%</u>
<b>Total Expenses</b>	<u>5,449,516</u>	<u>8,110,400</u>	<u>5,835,577</u>	<u>386,061</u>	<u>6.62%</u>
<b>Excess of Revenue over Expense</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>0.00%</u>

Unaudited



**ADMINISTRATIVE OFFICE**

*Area Community Services  
Employment & Training Council*  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

## MEMORANDUM

**TO:** ACSET Governing Board

**FROM:** Brenda Isenhardt, Chief Financial Officer

**DATE:** October 19, 2020

**RE:** Proposed FYE 2021 Budget – First Modification

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

### Revenue

The proposed 2020-2021 budget modification increases grant income by \$840,000. Subsequent to the approval of the initial budget, new funding was received (Unemployment Insurance Claims Assistance \$744K of which \$269K will be used in this fiscal year and Michigan National Disaster Recovery \$285K), extensions of grants were received some providing additional funding (Economic Transition Dislocated Worker \$149K, Community Ventures Retention Solutions \$250K).

### Expenditures

An additional \$564K is requested for Wages. This increase is a result of fewer staff turnover and fewer vacant positions (the original budget anticipated a staff vacancy of 5 positions at all times throughout the year) and a reduction in sick and vacation leave being used. An increase of Fringe is needed for the additional wages.

Consumable supplies is estimated to increase by \$150k to cover planned computer purchases and purchases specific to certain grants (MICA council supportive costs and Career Pathways technology fees).

Outside Services is anticipated to increase based on planned expenditures for certain grants (HireReach grants – contracted services and MICA grant – Virtual job fair platform) as well as contracted services for a compensation study and updating our employee handbook.

Subcontracted Program costs is being reduced for the Foster Care program which is being administered directly this year. Training costs are increasing by a net \$158K and represents increases (WIOA Adult/Dislocated Worker, Economic Transition, and America's Promise) and decreases (Trade, MICA, FAET Plus) in various programs.

Direct client cost is decreasing by a net \$313K and represents increases (Young Professional, MAICA, and MICA) as well as decreases (WIOA Adult, PATH, Trade, and Community Ventures) based on anticipated need and plan for each program.

### 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 amendment***

**Area Community Services Employment and Training Council**

## General Fund

## Michigan Works! Budgetary Comparison Schedule

For the Fiscal Year Ending June 30, 2021

	Fiscal Year 2019 - 2020 Budget	Fiscal Year 2020 - 2021 Original Budget	Fiscal Year 2020 - 2021 Proposed Modification	Increase (Decrease)
<b>REVENUES</b>				
Grant Income	\$ 26,417,000	\$ 25,890,000	\$ 26,730,000	\$ 840,000
Program income	<u>100,000</u>	<u>100,000</u>	<u>100,000</u>	<u>-</u>
<b>TOTAL REVENUE</b>	<b>\$ 26,517,000</b>	<b>\$ 25,990,000</b>	<b>\$ 26,830,000</b>	<b>\$ 840,000</b>
<b>EXPENDITURES</b>				
Operating costs:				
Wages	\$ 9,126,000	\$ 9,834,000	\$ 10,398,000	\$ 564,000
Fringe	3,175,000	3,443,000	3,514,000	71,000
Consumables	748,000	571,000	721,000	150,000
Transportation	280,000	280,000	280,000	-
Outside Services	870,000	767,000	922,000	155,000
Space & Communications	1,550,000	1,650,000	1,770,000	120,000
Equipment Rent & Maintenance	105,000	105,000	105,000	-
Equipment Purchases	346,000	262,000	262,000	-
Other Expenses	685,000	590,000	590,000	-
Subcontracted program costs	882,000	843,000	778,000	(65,000)
Training costs	6,593,000	5,965,000	6,123,000	158,000
Direct client expenditures	<u>2,157,000</u>	<u>1,680,000</u>	<u>1,367,000</u>	<u>(313,000)</u>
<b>SUBTOTAL OPERATING EXPENSES</b>	<b>\$ 26,517,000</b>	<b>\$ 25,990,000</b>	<b>\$ 26,830,000</b>	<b>\$ 840,000</b>
Net Change in Fund Balance	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS****Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

**MEMORANDUM**

**TO:** ACSET Governing Board

**FROM:** Nomination Committee  
(designated by the WMW WDB Executive Committee)

**DATE:** October 19, 2020

**RE:** WDB Member Terms of Office Applications

**Background**

According to the West Michigan Works! Workforce Development Board roster, eighteen (18) current board member terms of office seats expire October 31, 2020. Applications were reviewed by the designated Nomination Committee which consisted of John Buchan, Jay Dunwell, Jim Fisher, Rebecca Herrington, Jon Hofman, Shana Lewis, Scott McLean and Sherry White. WMW received one (1) additional application from an individual at Gerald R. Ford Job Corp. Staff and a couple nomination members met with and have made a recommendation for this individual to join the Solutions Driven Subcommittee. Also, Amanda Cooper has applied to fill the seat of Angela Huesman from Lakeshore Advantage. The WMW WDB would continue to meet State requirements and the WDB would be represented by 37 members.

On September 21, 2020, the Executive Committee of the Workforce Development Board approved and supported the slate of applicants on the attached document.

**Action**

The WDB Nomination Committee is requesting approval from the ACSET Governing Board to approve the slate of applicants for appointment to serve on the WMW WDB with the term of office dates of November 1, 2020 through October 31, 2022.

Sector	First Name	Last Name	Company	Title
Business	Nora	Balgoyen	ITC Holdings	Area Manager
Business	Mark (John)	Bergsma	Berends Hendricks Stuit Insurance	Account Executive, Sales Management
Business	Randy (Randall)	Boss	Ottawa Kent Insurance	Partner
Business	Norm	Brady	Associated Builders & Contractors	President & CEO
Business	Kenyatta	Brame	Cascade Engineering	Executive Vice President & Chief Adminis
Community Based Organization	Cindy	Brown	The Right Place Inc	Vice President Talent Initiatives
Economic Development	Amanda	Cooper	Lakeshore Advantage	Director of Talent Initiatives
Vocational Rehab	Cathy (Catherine)	Cronick	Michigan Rehabilitation Services	District Manager
Economic Development- muskegon	Jim	Edmonson	Muskegon Area First	Interim President/CEO
Business	Heather	Gluszewski	Haworth, Inc	Program Manager, Human Resources
Community Based Organization	Kiesha	Guy	Goodwill Industries of West Michigan	Mission Services Director
Business_Ionia	Mike	Helsel	Ventra	Human Resources Manager
Higher Education	Daniel	Rinsema-Sybenga	Muskegon Community College	Dean of Academic Affairs
Business	David	Smith	The Employers' Association	CEO
Organized Labor/Employee Rep	Daniel	TenHooen	Heart of West Michigan United Way	AFL-CIO Community Services Labor Liaso
Community Based Organization	Mark	Thomas	Northview Public Schools	High School Prinicipal
Business	Darryl	Todd	DTE	Workforce Development Manager
Higher Education	Stacy	Young	Montcalm Community College	President

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS****Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

**MEMORANDUM**

**TO:** ACSET Governing Board

**FROM:** WMW Staff

**DATE:** October 19, 2020

**RE:** Draft: Governing Board 2021 Meeting Schedule

**Background**

West Michigan Works! staff members would like to make the following recommendations for the ACSET Governing Board 2021 Meeting Schedule:

**Meetings will be held via virtual platform until further notice.**

**Governing Board****DRAFT-2021 Meeting Schedule:**

Meetings are held at 8:30 a.m. on the following dates:  
(except December)

February 22, 2021	Virtual Platform
April 26, 2021	TBD
June 28, 2021	TBD
August 23, 2021	TBD
October 25, 2021	TBD
December 13, 2021 11:00 a.m.	TBD

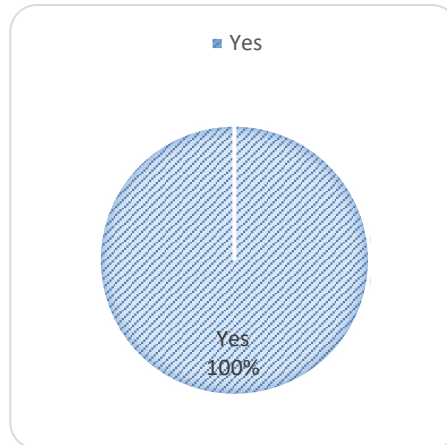
**Action**

Staff is requesting approval of the ACSET Governing Board 2021 meeting schedule.

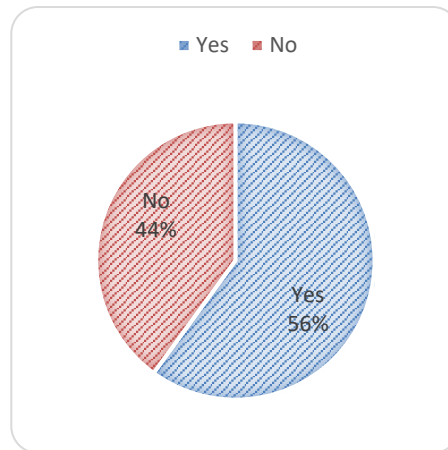
## Report for Gov Board Bylaw Survey

### Response Statistics for 9 responses

1. Currently the word "present" is not defined in our bylaws. Providing a broader definition would give us the flexibility to count individuals participating via a virtual platform toward quorum. Should "present" be defined as in person, by teleconference or by video conference?



2. Should members be allowed to vote via email within a defined timeline, as long as 51% of voting members are "present" at the meeting?



3. Should the quorum percentage be changed for any of the following items?

	Yes	No
Service center location(s) - currently requires 75% affirmative vote of the members appointed and serving	1	8
Workforce Development Board (WDB) bylaws- currently requires 75% affirmative vote of the members appointed and serving	3	6
The employment, termination, and contract approval of the ACSET CEO - currently requires 75% affirmative vote of the members appointed and serving	2	7
WDB budgets and its amendments - currently 75% affirmative vote of members present	4	5
The appointment of members to the WDB - currently 75% affirmative vote of members present	4	5

**4. If you answered yes to changing any of the quorum percentages, please explain why.**

3. Too much power.

5. Keep CEO employment, service center locations and bylaws changes 75%. Reduce all other items reviewed in this poll to 2/3 majority. If the board feels these majorities need to be reduced further, we can take it up at another time. Do not allow Commissioners to vote by email. I doubt any Commissioner uses this option in other boards. With our colleagues, it will draw attention to our governing board in a negative way.

6. 75% vote has been hard to achieve this past year. I think keeping the 75% for major things around the CEO, By-laws and Service Centers seems appropriate, but the staff need to be able to keep work moving forward and amending the budget and appointing members to the WDM board seem reasonable with a majority.

7. I am willing to go with whatever works the best for staff, who have to deal with the day to day task.

**5. Additional comments**

3. Great job!

10. I think some effort should be made towards phoning board members in advance of the meeting to ensure attendance. At least one board on which I serve for its monthly meetings does a quorum check first by email and then phones the members from whom they have not heard. Perhaps the ASCET/Michigan Works staff could consider doing that.



**ADMINISTRATIVE OFFICE**

*Area Community Services  
Employment & Training Council*  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

## MEMORANDUM

**TO:** ACSET Governing Board

**FROM:** WMW Staff

**DATE:** October 19, 2020

**RE:** WMW 20-XX: Employee Equal Opportunity Complaint Procedure

### Background

The Workforce Innovation and Opportunity Act (WIOA) requires that ACSET 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 ACSET. 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 Labor and Economic Opportunity – Workforce Development (LEO-WD) and administered by ACSET 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 ACSET nor any recipient of LEO-WD funds from ACSET, 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 Equal Opportunity (EO) Complaint Procedure for Employees is to provide a system for resolution of complaints that allege illegal discrimination, harassment, or retaliation that is consistent with WIOA EO regulations.

### Action

ACSET requests that the Governing Board approve WMW 20-XX Equal Opportunity Complaint Procedure for Employees.



**Title:** WMW 20-XX **EMPLOYEE** Equal Opportunity (EO) Complaint Procedure

**Effective Date:** October XX, 2020 **DRAFT 8/28/20**

**Approved by:** ACSET Governing Board on XXX XX, 2020

**Scope:** The purpose of the West Michigan Works! (WMW) Employee EO Complaint Procedure is to assure a system, for resolution of complaints that allege illegal discrimination, harassment, or retaliation.

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.**

Employee Equal Opportunity Complaints will be handled by:

**ACSET WMW Human Resource (HR) Director:**

Laura Krist  
1550 Leonard NE  
Grand Rapids, MI 49505  
[lkrist@westmiworks.org](mailto:lkrist@westmiworks.org)  
(616)336-4022 (voice); TTY 711

**Supersedes:** N/A

**References:** State of Michigan Policy Issuance (PI) 18-09; Workforce Innovation and Opportunity Act of 2014, P.L. 113-128; 29 CFR Part 38

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 Department of Labor and Economic Opportunity – Workforce Development (LEO-WD) 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.

*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.*

Furthermore, It is the policy of WMW and required by WIOA that neither it nor any recipient of LEO-WD 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.
- (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 applicant for employment at ACSET, an ACSET employee or group of ACSET employees has been or is being subjected to illegal discrimination, harassment or retaliation as described in Section A by another ACSET employee or group of ACSET employees, or by ACSET.
3. **Complainant** - A person filing a complaint. Any applicant for employment at ACSET, ACSET employee or group of ACSET employees, or his or her representative(s) that has been or is being subjected to illegal discrimination, harassment or retaliation as described in Section A may file a complaint under this procedure.
4. **WIOA** - The Workforce Innovation and Opportunity Act of 2014 (P. L. 113-128).
5. **Party** - A Complainant or a Respondent.
6. **Respondent** - The person or organization whom the complainant alleges is responsible for the illegal discrimination, harassment, or retaliation.
7. **LEO-WD** - Michigan Department of Labor and Economic Opportunity – Workforce Development, formerly known as the Michigan Talent Investment Agency (TIA).
8. **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.
9. **Partnership. Accountability. Training. Hope. (PATH) program** - The program established under the PRWORA, Michigan P.A. 1995 No. 223 and P.A. 2006 No. 468 providing employment and training services to recipients of Temporary Assistance for Needy Families (TANF).
10. **Trade Adjustment Assistance (TAA) Program** - The program established under the Trade Act of 1974, as amended by the Trade Adjustment Assistance Reform Act of 2002, P. L. 107-210, (TAARA), the Trade and Global Adjustment Assistance Act of 2009, P. L. 11-5, (TGAAA), the Trade Adjustment Assistance Extension Act of 2011, P. L. 112-40 (TAAEA), the Trade Adjustment Assistance (TAA) Reversion 2014, and the Trade Adjustment Assistance Reauthorization Act of 2015 (P. L. 114-27), and the Trade Adjustment Assistance Final Rule of 2020, to provide benefits to adversely affected workers.

**C. General Complaint Procedure Information:**

**1. Jurisdiction.**

- a. This complaint procedure is applicable to ACSET, to the extent that ACSET is the recipient of financial assistance under Title I of WIOA. The complaint procedure is also applicable to ACSET with respect to its staff that administer the Partnership. Accountability. Training. Hope. (PATH); Food Assistance Employment and Training (FAE&T), and Trade Adjustment Assistance (TAA) programs. The LEO-WD

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 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.

- 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.

2. **Notification of the Procedure.** A copy of this Complaint Procedure will be maintained by the Director of Human Resources (HR Director) and will be made available to any interested party upon request. If the HR Director provides a copy of the Complaint Procedure to an interested party, he or she shall obtain a signed and dated receipt from the party. In addition, at the time of application for employment with ACSET, the HR Director will provide each applicant with 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. **Human Resources Director (HR Director).**

- a. The HR Director shall be available to answer questions concerning the Complaint Procedure and, to the extent feasible, assist 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 HR Director.
- b. The HR Director will provide information to the ACSET/WMW Equal Opportunity Officer (EO Officer) concerning any complaint filed under this procedure to enable the EO Officer to complete the log of discrimination complaints required by the LEO-WD.
- c. 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. The EO Officer will approve the method for investigating complaints and provide direction as needed on any procedural or jurisdictional issues.

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 the Civil Rights Center of the U. S. Department of Labor at the following address:

Director - Civil Rights Center, U.S. Department of Labor  
200 Constitution Avenue, NW, Room N-4123  
Washington, DC 20210

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). A complaint filed with the CRC must be filed within **180 days** of the alleged discrimination.

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 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 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 employment in the administration of or in connection with any WIOA Title I financially assisted program or activity (including 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 employment from or employment in the administration of or in connection with any WIOA Title I financially assisted program or activity (including PATH, FAE&T and TAA programs); or
  - iii. Such conduct has the purpose or effect of unreasonably interfering with the individual’s employment in the administration of a WIOA Title I financially assisted program or activity (including PATH, FAE&T and TAA programs) or creating an intimidating, hostile or offensive environment.
- b. “Harassment on the basis of sex” includes the following: (1) harassment based on gender identity; (2) harassment based on failure to comport with sex stereotypes; (3) harassment based on pregnancy, childbirth, and related medical conditions; and (4) 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. Persons alleging complaints related to the WIOA or any other program administered by the LEO-WD 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! Employee 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 HR Director and the opposite party(ies);
  - b. The opportunity to be represented by an attorney or a representative of a party’s choice; and
  - c. A respondent may file a position statement in response to a complaint which may be reviewed by the HR Director 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 (if ACSET is a respondent, its address is the address of the HR Director indicated on the cover page);
  - c. A description of the allegations in enough detail for the HR Director 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; and
  - 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 HR Director will immediately request the information from the Complainant, in writing, by e-mail, read receipt. The HR Director 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 HR Director

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 HR Director 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 after the 180-day time limit, the HR Director shall notify the Complainant, in writing, by e-mail, read receipt, that WMW may not handle the complaint and advise 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 HR Director shall provide the Complainant with:
  - a. A written acknowledgement that ACSET WMW received the complaint;
  - 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 HR Director 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 HR Director 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 explanation of the reason for the rejection of any issues, if applicable;
  - A description of the options available for resolution of the complaint under this Procedure: (i.e., Complainant can choose between Investigation or Alternative Dispute Resolution (ADR)), and
  - A notice that the Complainant may choose to attempt to resolve the complaint through ADR by giving written notice to the HR Director at any time prior to the HR Director's issuance of the WMW Notice of Final Action described in Section E.1.a.
- a. **Lack of Apparent Merit.** If the HR Director 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. **No Jurisdiction.** If the HR Director decides that ACSET has no jurisdiction over a complaint, he or she must notify the Complainant in writing, by e-mail, read receipt, 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. **Timeline for Initial Review.** The initial review described in this Subsection shall be completed and the above notice sent, by e-mail, read receipt, within 14 calendar days after the filing of the complaint.
  - d. **Notice to the Respondent.** At the same time, the HR Director 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 e-mail, read receipt. The notice to the respondent(s) shall indicate that the respondent may file a position statement with the HR Director 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. If ACSET is a respondent, the HR Director shall send such notice to the Chief Executive Officer of ACSET.

E. **Alternative Methods for Resolution of Complaints.**

The HR Director 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 HR Director prior to his or her issuance of the Notice of Final Action, described in Section E.1.a.

1. **Investigation**

a. The HR Director 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 each respondent; and the collection and/or review of any relevant records. Within 90 days after the filing of the complaint, the HR Director shall prepare a written Notice of Final Action, including, for each issue raised in the complaint,

- i. Findings of fact;
  - ii. A decision on each 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 or service centers.
- 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 HR Director shall mail the Notice of Final Action, by e-mail, read receipt, 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 HR Director (or an outside, neutral party, if the HR Director is not a neutral party), who attempts to assist the Complainant and Respondent in settling the issues raised in the complaint which have been accepted by WMW for resolution.

If the Complainant requests ADR, then the HR Director 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 HR Director is a neutral party, then the HR Director can serve as the facilitator in the ADR process. If the HR Director is not a neutral party, then the HR Director will select an outside, neutral qualified person to act as the facilitator or mediator in the ADR process.

In the ADR process, the HR Director, or the outside neutral party 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 HR Director, or outside neutral party, 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; and
  - v. Participate in the complaint resolution process.
- b. Upon learning of a Complainant's decision to resolve a complaint through ADR, the HR Director (or outside neutral facilitator) shall immediately schedule the initial ADR session to be held as soon as possible.
  - c. Participation in the ADR process shall be voluntary and the HR Director (or outside neutral party) shall determine the form or technique to be used.
  - d. **Successful ADR Process.** In the event the ADR process is successful, the HR Director, or outside neutral party, 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 Employee Equal Opportunity Complaint Procedure.
  - e. **Unsuccessful ADR Process.** If the ADR process is unsuccessful within the time allowed, the HR Director 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 limit for resolution of a complaint under the WMW Employee Equal Opportunity Complaint Procedure is 90 days from the date the complaint was filed.

G. **Notice.**

If the HR Director does not know the e-mail address of a party, any notice required to be sent to that party by Sections D.2 (Request for additional information); D.4 (Notification of untimely filing of complaint); D.6.b (Notice of lack of jurisdiction); D.6.c (Notice to complainant); D.6.d (Notice to respondent); or E.1.b (Notice of Final Action), must be sent by certified mail, return receipt requested.



# WEST MICHIGAN WORKS! EMPLOYEE EQUAL OPPORTUNITY COMPLAINT PROCEDURE

## Formal Complaint

Complainant	Respondent (The Person or Organization you are complaining against)
<u>Your Name</u>	<u>Their Name</u>
<u>Your Address</u>	<u>Their Address</u>
<u>Your Telephone Number</u>	<u>Their Telephone Number</u>
<u>Your e-mail address</u>	

### State Your Complaint

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

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Signature**

**WEST MICHIGAN WORKS! EMPLOYEE EQUAL OPPORTUNITY COMPLAINT PROCEDURE**

**Formal Complaint**

**(additional page)**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Signature**

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS****Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

**MEMORANDUM**

**TO:** ACSET Governing Board

**FROM:** WMW Staff

**DATE:** October 19, 2020

**RE:** 501(c)(3) Deliverable Advice and Summary Relative to Grant Facilitation

**Background**

WMW staff have been discussing the future of creating a 501(c)(3), non-profit entity of ACSET. Following a Request for Proposal (RFP), ACSET awarded the bid to Dickinson Wright, LLC. Staff met with Dickinson Wright back in March 2020. Dickinson Wright has provided consultation and recommendations to staff about whether such non-profit entity is possible. Dickinson Wright has found a path that would entail, establishing a separate entity that is a 501(c)(3) and a Michigan non-profit. To accomplish this, there would need to be a Memorandum of Understanding (MOU) and Service Agreement, between the new entity and the Governing Board of ACSET, so there is open transparency of the roles and responsibilities of the two organizations and how they are interconnected. Attached is a memo from Dickinson Wright for your review.

**Action**

WMW staff is requesting approval from the ACSET Governing Board to move forward in working with Dickinson Wright, LLC. in regards to a 501(c)(3) entity of ACSET.

## M E M O R A N D U M

**To:** Jacob Maas, Angie Barksdale, and Brenda Isenhardt  
Area Community Services Employment and Training Council (ACSET)

**From:** Tom Forshee and Jessica Wood  
Dickinson Wright PLLC

**Subject:** Deliverable Advice and Summary Relative to Grant Facilitation RFP

**Date:** September 3, 2020

---

### **ATTORNEY/CLIENT PRIVILEGED**

Thank you for allowing us to assist in navigating the best path forward so that Area Community Services Employment and Training Council (ACSET) can best meet its goal of developing and piloting education and training programs related to its purpose. You asked us to research and evaluate funding options in reference to certain grant funding opportunities, many of which are currently unavailable to governmental entities or public body corporates. You also stated that donors or other grantees are less apt to provide funds directly to governmental agencies for a number of reasons. Below is our recommendation to facilitate a broader range of options to accommodate these objectives.

### **Summary Conclusion**

It is our opinion that ACSET could facilitate creation of a separate legal entity and, more specifically, a 501(c)(3) nonprofit organization as that term is defined by Title 26 of the United States Code. We investigated different forms of nonprofits which would be the best fit and the requirements for each at both the state and federal level. We investigated whether forming a Michigan nonprofit alone would accomplish similar goals. While that approach requires a bit less work up front and some easier ongoing reporting requirements, we understand that many of the grants that may be available are only available to organizations classified as 501(c)(3). Because the burden is likely outweighed by the increased opportunities, our recommendation is that ACSET facilitate formation of both a Michigan nonprofit and 501(c)(3) classified as such under both the laws of the State of Michigan and pursuant to the federal code. We believe this approach will result in the broadest opportunities to achieve grant eligibility and attract donations. We have similarly set up organizations like this for Downtown Development Authorities and other Tax Increment Financing Authorities with success.

### **Analysis**

We researched various mechanisms to achieve federal tax exempt status in a form that would meet your needs. There are two potential ways to gain federal tax-exempt status for an entity performing the functions that are anticipated by this RFP: (1) as a 501(c)(3) organization; or (2) as a Section 115 organization.

A Section 115 organization is a nonprofit corporation that performs an essential governmental function and sometimes referred to as a quasi-governmental agency. Examples of Section 115 organizations include Michigan charter schools and local land bank authorities. A Section 115 organization also needs to be controlled by a governmental unit (control can generally be accomplished via the power to appoint and remove, without cause, directors for example). The benefit of qualifying as a Section 115 organization is that the organization is not required to file an application for recognition of exempt status with the IRS. A drawback, however, is that many private foundations will resist making grants to Section 115 organizations. The reason is because of technical tax law requirements for a grant to qualify as a “program related investment.” The private foundations often require a 501(c)(3) determination letter, which a Section 115 organization will never have. Donors and private foundations also have a hard time wrapping their heads around Section 115 organizations even when they serve the very same function as a 501(c)(3).

However, performing an essential governmental function, or lessening the burdens of government, can also serve as the basis for exempt status under Section 501(c)(3). Section 501(c)(3) organizations have to obtain a determination letter from the IRS and to annually file 990s with the IRS. In addition to increased grant eligibility, organizations generally want 501(c)(3) status for two reasons. First, deductibility limitations for 501(c)(3) organizations are potentially increased from 30 percent to 50 percent. Second, Internal Revenue Code Section 4945 effectively removes expenditure responsibility requirements on private foundation gifts to 501(c)(3) organizations. Under IRC 4945 a private foundation is subject to penalty tax unless the gift is given either for charitable purposes or the foundation making the grant exercises “expenditure responsibility.” Because private foundations can make gifts for charitable purposes under 501(c)(3), the foundation does not have to maintain the administrative burden of “expenditure responsibility” and can hand the money off for broad use of the 501(c)(3). In other words, 501(c)(3) status makes gifting more desirable.

Please note that a 501(c)(3) tax exempt organization must also be a state-level nonprofit entity, hence the dual requirements listed below.

### **Attaining Michigan nonprofit and 501(c)(3) status**

#### **Michigan Filing Requirements**

- To initially register a nonprofit entity in Michigan, Articles of Incorporation must be filed with LARA. And in subsequent years, an annual report must be filed by the

entity each year with LARA. [https://www.michigan.gov/lara/0,4601,7-154-89334\\_61343\\_35413\\_35426-120068--,00.html](https://www.michigan.gov/lara/0,4601,7-154-89334_61343_35413_35426-120068--,00.html)

- All nonprofit entities must also initially register under the Supervision of Trustees for Charitable Purposes Act (MCL 14.251 et seq.) by filing a charitable trust registration form with the Michigan AG's Charitable Trust Section. And in subsequent years, the entity's IRS tax return (usually an IRS Form 990, 990-EZ, or 990-PF, or in some cases, an audit) will be required to be sent each year to the Charitable Trust Section, unless an exemption applies. [https://www.michigan.gov/ag/0,4534,7-359-82915\\_82919\\_80762---,00.html](https://www.michigan.gov/ag/0,4534,7-359-82915_82919_80762---,00.html)
- Additionally, any nonprofit entity that solicits charitable donations and is not subject to an applicable exemption under the Charitable Organizations and Solicitations Act (MCL 400.271 et seq.) must initially register with the Michigan AG's Charitable Trust Section. And in subsequent years, the entity must renew that registration by filing a form and disclosing additional financial information with the Charitable Trust section, unless an exemption applies. [https://www.michigan.gov/ag/0,4534,7-359-82915\\_82919\\_80762---,00.html](https://www.michigan.gov/ag/0,4534,7-359-82915_82919_80762---,00.html)
- The Michigan Department of Treasury may also have certain financial reporting obligations that apply to the nonprofit entity (e.g. sales/use tax enforcement, fundraising compliance, etc.), even with no income tax likely being due as a result of the entity's tax exempt status. The client should consult with its accounting/tax advisors to confirm if any of these activities trigger additional state-level tax reporting requirements.

## IRS Filing Requirements

- A 501(c)(3) will have tax reporting requirements at the federal level. The actual form depends on several factors, but usually, it will be an IRS Form 990, 990-EZ, or 990-PF. And as with the state-level tax reporting, the entity's accountant/tax advisors can usually best help determine any specific reporting issues. <https://www.irs.gov/charities-non-profits/churches-religious-organizations/filing-requirements>
- For more information, IRS has a FAQ on annual reporting requirements for exempt organizations: <https://www.irs.gov/charities-non-profits/questions-about-the-annual-reporting-requirements-for-exempt-organizations>

Here is a summary of what we would recommend to get the ball rolling toward putting together a 501(c)(3) application which we can coordinate: Prepare the necessary forms including generation and review of Articles of Incorporation, Bylaws, and a Conflict of Interest Policy. Those documents must contain certain language that we can assist in drafting. Once the entity receives its 501(c)(3) status, it should also obtain Charitable



Solicitation registration and Charitable Trust registration from the Michigan AG's Charitable Trust Section.

### **New Entity Relationship with ACSET and Other Questions Answered**

In order to cement a working relationship between the nonprofit entity and ACSET we believe it is essential that a Memorandum of Understanding, Services Agreement or other similar document be developed. The process from the identification of the opportunity through to the use of the funds should be laid out in sufficient detail so that most opportunities are treated with a similar process. Similar features could also be included in the Bylaws of the new entity. Such an MOU would also likely include: how the bodies will interact, the roles of officers, recordkeeping, administration, collaboration, service to be performed, meeting attendance, and management of assets.

You asked what additional entities or alliances would be necessary to ensure effective use of the available assets obtained by the new nonprofit entity. We believe that close communication and reporting within the current entities would be the best path and no additional entities or alliances are necessary. The existing WMW! Workforce Development Board, WMW! Executive Committee and ACSET Governing Board would continue to function to apply the use of funds in the most beneficial way and we think continuing their current processes would likely be in the best of interest of not disrupting workflows unless you feel otherwise. The new entity can serve as a mechanism to allow the flow of funds into but not, to the extent possible, hinder the use and disbursement of those funds.

You asked what limitations apply to the new entity. As we have discussed previously, this arrangement could not be used to expand the purposes for which ACSET was formed. In other words, the use of public funds would still be constrained by the same statutes granting authority to ACSET and related boards and commissions. To that end, the Articles of Incorporation, Bylaws, and Conflict of Interest policies should all contain provisions consistent with ACSET's purpose. These three documents will also be at the forefront of application for 501(c)(3) status.

### **Next Steps**

As mentioned above, we believe the next steps would be for our team to draft the legal documents necessary to effectuate this proposed plan of action. We have identified the filings and documents needed to be developed to accomplish the formation of this new entity. We would work with you to provide drafts of Articles of Incorporation, Bylaws, a conflict of interest policy, form applications, resolutions and supplemental documentation required. We would work to streamline, to the extent possible, any filings and follow-up with requests for additional information from the IRS and the State of Michigan to make accomplishment of the task go as quickly as possible. We would also be happy to work with you to present such information to other stakeholders, boards and commissions, as



200 OTTAWA AVENUE, N.W., SUITE 1000  
GRAND RAPIDS, MI 49503-2427

needed, to gain consensus and guide representation amongst the numerous bodies that are part of the existing members of the Interlocal Agreement.

Again, we have compiled the framework and forms needed to implement the next steps and have experience doing so with other entities. Please let us know if we can continue to assist in the implementation stage if ACSET deems this course of action appropriate.



## ACSET Personnel Actions – October 16, 2020

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

### Appointments

<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Date</u>	<u>Location</u>
Career Coach	Alicia Eckert	Permanent	9/21/20	Allegan
	Christine Ingabire		9/28/20	Franklin, GR
Talent Solutions Manager	Shana DeWent	Permanent	6/15/20	Ottawa

### Separations

<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Separation Date</u>	<u>Location</u>
Accounting Assistant	Lawrence Corser	Permanent	10/16/20	Administrative
Career Coach	Candice Kalman	Permanent	10/9/20	Franklin, GR
	Gemhyl Kelley		8/28/20	Franklin, GR
	Amber Whitney		9/4/20	Allegan
Career Navigator	Kenya Foster	Permanent	8/19/20	Muskegon

### Promotion

<u>Employee</u>	<u>Appointment</u>	<u>Date</u>	<u>Location</u>
-----------------	--------------------	-------------	-----------------

Current

August 2020

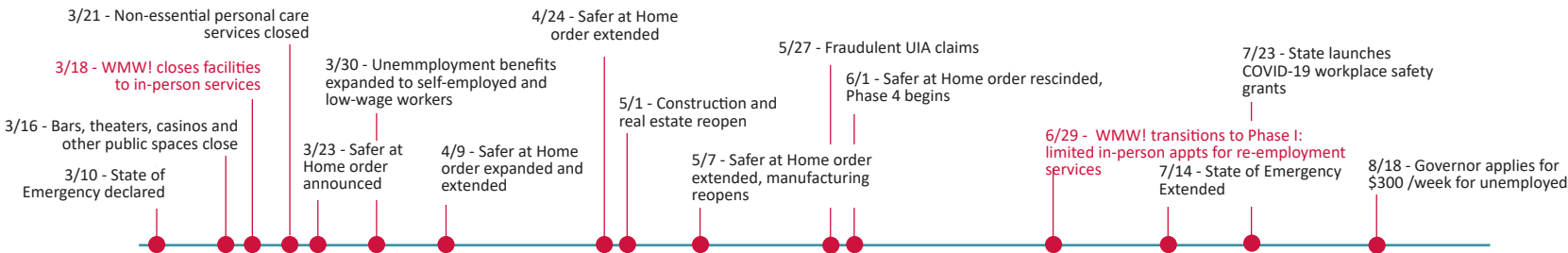
CLASSIFICATION	Approved	Filled (Permanent)	Filled (Other)	Vacant
Accountant	3	3	0	0
Accounting Assistant	5	3	0	2
Accounting Manager	1	1	0	0
Accounting Supervisor	1	1	0	0
Assessment Specialist	4	4	0	0
Assistant Manager	13	13	0	0
Attorney	2	2	0	0
Business Solutions Coordinator	4	4	0	0
Business Solutions Director	1	1	0	0
Business Solutions Manager	2	2	0	0
Business Solutions Representative	17	15	0	2
Career Coach	53	50	0	3
Career Navigator	26	23	0	3
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	1	0	0
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	5	0	0
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	1	0	0

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
<b>TOTALS</b>	<b>218</b>	<b>203</b>	<b>0</b>	<b>15</b>

<b>CLASSIFICATION</b>	<b>Filled</b>
Participant/Temporary	0

# 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.



CUSTOMERS SERVED							
Employers served	938	387	235	410	556	317	2,843
Employer service-related activities logged	1,786	1,579	1,124	1,428	1,493	1,068	8,478
Service center calls taken (employers and job seekers)	*	19,311	11,138	20,952	9,703	5,949	67,053
Online chats answered (employers and job seekers)	**	237	249	528	260	36	482
Orientations (PATH, WIOA, Youth combined)	543	72	77	125	57	257	1,547
In-person appointments				45	234	369	648
TRAINING							
On-the-Job and Classroom	195	160	154	142	123	131	
Incumbent Worker	85	66	83	78	70	68	
Apprenticeship	128	127	128	127	125	119	
Work Experience	43	35	30	29	26	18	
<b>MONTHLY TOTAL</b> (some individuals may be active across multiple months)	<b>344</b>	<b>281</b>	<b>288,</b>	<b>270</b>	<b>240</b>	<b>309</b>	
RECRUITMENT/HIRING							
Employers receiving recruitment assistance	279	415	304	294	171	383	1,976
Positions posted in Weekly Hot Jobs email blast	1,085	1,067	1,100	1,095	2,546	2,481	9,374
Virtual hiring events:	Participating employers	***	39	47	56	82	241
	Participating job seekers	***	54	88	58	98	313
	Timeslots filled	***	92	156	90	85	463
	Anticipated jobs filled	***	18	25	13	38	106
COVID-19 RELATED SERVICES							
Unique employers receiving layoff assistance/support services	144	96	36	24	12	4	312
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	7,008
UI issues resolved	****	67	1,009	2,024	1,319	763	4,419
WEBSITE TRAFFIC (Percentage change from same time last year)							
westmiworks.org	196%	160%	114%	172%	80%	-26%	
jobs.westmiworks.org	172%	259%	200%	220%	238%	188%	
employers.westmiworks.org	106%	125%	135%	158%	136%	118%	

\* Began tracking calls April 1.  
\*\* Installed chat service on WMW! website mid-April.  
\*\*\* First virtual hiring event was held April 21, 23.  
\*\*\*\* Unemployment Insurance project began April 27.



**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
1550 Leonard NE  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

220 East Main St  
Fennville, MI 49408  
(269) 561-2001

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

301 W Main St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

121 Clover St  
Holland, MI 49423  
(616) 396-2154

## MEMORANDUM

**TO:** ACSET Governing Board

**FROM:** WMW Staff

**DATE:** October 19, 2020

**RE:** Solutions Driven Updates

---

West Michigan Works! continues to provide virtual services to both employers and job seekers wherever possible. On a limited basis and where in-person services are required, WMW service centers are open by appointment for employment-related services; we continue to see low usage of our in-person services.

### Kent County Youth Services

Over the last two years, WMW has restructured Youth services and created a strategy and department around Opportunity Youth in coordination with the WDB, our One-Stop Operator, and staff and community partners. This restructuring has resulted in WMW providing Out-of-School Youth services directly in all counties but Kent County, given the size of the community and the number of Opportunity Youth. This summer we received permission from the State to extend providers' contracts by one year beyond the expiration date to provide us with more time to determine the best service delivery strategy in Kent County.

Beginning this fall, WMW will begin offering Out-of-School Youth Services directly, alongside our two contractors (Kent ISD and Steepletown Neighborhood Services). This time will provide us with an opportunity to determine if exclusively offering Youth services directly is feasible and appropriate, or if it would be more appropriate to continue to procure contractors and continue to offer services directly, given the size and the scope of the community. The services that are provided directly by us will be part of the regional strategy we've adopted in our other six counties and continue to grow the Jobs for Michigan's Graduates programs we are developing region-wide.

### Unemployment Insurance (UI) Assistance

WMW staff continue to assist with UI assistance, but as the system has caught up with payments and issues, we are spending considerably less time on these services. Rather than helping with the statewide issues, our staff are only assisting individuals who call into our offices. Since April, we have significantly assisted over 8,000 individuals and helped thousands more with minor problems.

## Grant/Funding Opportunities

As a result of the stresses put on the workforce due to COVID-19, several grant and funding opportunities have been made available to our system. Some of these opportunities are listed below, and we expect to learn of similar opportunities as the pandemic continues.

### National Dislocated Worker Grant

WMW will receive \$285,000 of a \$3 million statewide grant for COVID-19 emergency relief. This funding will be used for career and training services (classroom and work-based learning), technology upgrades to support virtual services, and short-term subsidized employment for disaster relief efforts, which can include positions like temperature screening, contact tracing, or positions in the construction industry.

### Jobs for the Future (JFF) Future of Work Challenge

WMW was invited to apply for a JFF challenge, working toward rapidly reskilling 25,000 displaced workers over a two-year period nationwide. We partnered with Michigan Works! Southwest and Michigan Works! Berrien, Cass, VanBuren to submit an application for the southwest region of Michigan. If selected, we will pilot 1-4 technology solutions designed to rapidly upskill displaced workers across the region. While a small amount of money is available for this pilot, the challenge provides nationwide exposure, as well as expert coaching opportunities.

### Unemployment Insurance Funding for Claims Assistance

Recognizing the assistance the State received from the Michigan Works! system during the Unemployment Insurance crisis due to COVID-19, the State has awarded \$6 million statewide to assist MWA partners that offered claims processing assistance during the peak months of the Coronavirus pandemic. WMW received \$750,000 toward administrative expenses and staff wages.

### Going PRO Apprenticeships

WMW was awarded \$59,500 to support the expansion of registered apprenticeships. Priority will be given to employers starting a new apprenticeship program or signing onto the West Michigan Works! standards for the first time. \$1,500 available for a newly registered apprentice with an additional \$500 incentive for registering apprentices from the following demographics; persons of color, youth 16-24 years old, veterans. The grant Period is July 1, 2019 – March 31, 2022.

### Going PRO Talent Fund

Governor Whitmer's approved 2021 state budget includes \$28.7 million for the Going PRO Talent Fund (GPTF) program. In preparation for the upcoming fiscal year, the business solutions team will begin meeting with employers to review their training needs for 2021. An informational "how to prepare" your training needs video will be released this week and a virtual, live Information and Q & A session will be held later this month, after the state releases their final guidance for the new fiscal year. Employer application workshops will be offered throughout November, in anticipation of the application submission period.

## Industry Talent Council Initiatives

### West Michigan Tech Talent

**Hour of Code** is an initiative aimed at teaching 3rd – 5th graders across West Michigan about skills and careers in technology during National Computer Science Week in early December. The goal of the program is to introduce as many students as possible to the tech industry and ultimately see broader participation across gender, ethnic and socioeconomic groups. Last year, 100 classrooms and more than 3,000 students had the opportunity to experience this event. West Michigan Tech Talent has a goal to reach even more students using a virtual platform this year. Local tech professionals will be recruited to act as volunteer mentors and teach basic coding skills in elementary classes. They have started identifying classrooms and are building some steam behind this event to ensure a lasting impact on our students.

**West Michigan Tech Talent in the News:** A list of great, at-home resources that kids can use to get started in computer science was curated by the West Michigan Tech Talent "Grow (K-12)" Committee. The free curriculum was featured in the Hillsdale Daily News. Read the news article, [here](#).

### Construction Workforce Development

October is **Careers in Construction Month**. To help spread awareness of available career opportunities locally, an online landing page containing labor market information, videos, asset maps, and community information will be released to the public the second week of October. In addition, using resources from the [Build Your Future](#) website, companies will be encouraged to sign a pledge committing to promote career awareness in construction by sharing links to resources and hot jobs through West Michigan Works! and participating in virtual events. An industry specific job fair for construction will also be held the last week in October.

### Discover Manufacturing

**Manufacturing Week** for Regions 4a and 4b has traditionally been held in the month of October to align with the national Manufacturing Day initiative. However, this year it has been delayed to allow schools ample time to adjust to their new learning environment upon return from summer break. November 9-13, 2020 Manufacturing Week will be held in West Michigan. Below is a summary of what is planned for this year:

- Ten (10) live, “virtual block party” events will take place at 9:00 am and 1:00 pm, every day that week. Each block party will feature four (4) manufacturing companies.
- All webinars will be recorded and uploaded to a newly created Discover Manufacturing YouTube Channel and can easily be accessed for future use by students, parents, and educators.
- Each manufacturing company will have 10 minutes to present. A 10-minute Q&A will follow companies’ presentations.
- Manufacturers will create a two-minute video overview of their company including who they are and what they produce. Scripts and guidelines for videos will be created by the West Michigan Works! marketing and DM teams for manufactures to use as a blueprint. Videos will be created and produced by Grand Valley State University film school alumni and students and funded by the Virtual Discover Manufacturing Week 2020 grant. Each company video will be viewed as part of their companies 10-minute timeframe.
- Each live webinar can host up to 3000 students
- Manufacturing Week is supported by a grant from the MEDC and is planned in collaboration with Economic Developers, Intermediate Schools Districts, and Workforce Development.

### **Retention Solutions Network (RSN)**

In September, the Retention Solutions Network convened its first member meeting for RSN Lakeshore (participating employers in Allegan, Ottawa and Muskegon). Member meetings provide an opportunity for employers to connect, collaborate and share best practices and resources. Lakeshore members will meet on a bi-monthly schedule. RSN Central (participating employers in Barry, Kent, Ionia and Montcalm) will hold member meetings once additional employers join the network. Starting in October, both networks will receive bi-monthly newsletters to keep them connected and informed in between meetings.

West Michigan Works! continues to recruit additional employers to join the network, with emphasis on employer recruitment in Kent, Montcalm and Ionia county. The RSN is working in coordination with Business Solutions to host a virtual information session for employers interested in RSN membership. The information session will be held on October 29<sup>th</sup> and will feature member testimonial from DeWys Manufacturing.



Congressional/Legislative Visits-2020

<b>U.S. Congressional</b>	<b>District</b>	<b>Date</b>
Rep. Bill Huizenga	2	9/16/2020
Senator Gary Peters	Michigan	7/13/2020
<b>MI House of Representatives</b>	<b>County</b>	
Rep. Lynn Afendoulis	Kent	9/17/2020
Rep. Julie Calley	Barry/Ionia	8/28/2020
Rep. Rachel Hood	Kent	9/10/2020
Rep. Mark Huizenga	Kent	6/16/2020
Rep. Luke Meerman	Ottawa	9/8/2020
Rep. Terry Sabo	Muskegon	6/22/2020
Rep. Bradley Slagh	Ottawa	9/8/2020
Rep. Mary Whiteford	Allegan	9/30/2020
Rep. Greg VanWoerkom	Muskegon	9/11/2020
<b>MI Senate</b>	<b>County</b>	
Sen. Winnie Brinks	Kent	9/10/2020
Sen. Jon Bumstead	Muskegon	9/8/2020
Sen. Peter MacGregor	Kent	9/17/2020
Sen. Rick Outman	Montcalm	8/25/2020
Sen. Roger Victory	Ottawa	9/8/2020
<b>Other</b>		
Poppy Sias-Hernandez	Governor's Office	10/5/2020