



**WORKFORCE INVESTMENT ACT  
COMPREHENSIVE 5-YEAR LOCAL PLAN  
For Adults, Dislocated Workers and  
Youth**

Per PI 12 - 19

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## **APPROVAL REQUEST FORM**

## APPROVAL REQUEST

1. Michigan Works! Agency (MWA) Michigan Works! Region 7B Consortium	2. MWA No. 02
3. Plan Title(s) WIA Comprehensive Five-Year Adult, DW, and Youth Plans	
4. Plan/Modification Number 12-00	5. Program Period 07/01/2012 - 06/30/2017

THE CHIEF ELECTED OFFICIAL(S) AND WORKFORCE DEVELOPMENT BOARD (WDB) HEREBY  
REQUEST APPROVAL OF THIS DOCUMENT

Authorized Chief Elected Official (CEO)	Date 12/14/2012
Authorized CEO	Date
Authorized CEO	Date
Workforce Development Board (WDB) Chairperson	Date 12/14/2012

BWT-344 (5/09)

The Workforce Development Agency, State of Michigan, in compliance with applicable federal and state laws, does not discriminate in employment or in the provision of services based on race, religion, color, national origin, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any federally assisted program or activity.

## **NARRATIVE**

## A. Labor Market Analysis

Region 7B Consortium is located in the center of the state that is often and fondly referred to as “Where Up North Begins”. The MWA area is nestled on the shores of Lake Huron and boasts historic attractions and outdoor recreational opportunities. We are a prime location for tourism and hospitality with our natural beauty that includes beaches, golf courses, scenic rivers and freshwater lakes. The region is inviting to individuals looking to enjoy a laid back, slow paced lifestyle, making it a very attractive vacation and retirement destination. Known for its flowing rivers, green valleys and overlooks to Lake Huron, the area is also home to a legacy of generational poverty with 63% of students eligible for free or reduced lunch, 11% high school drop-out rate, with a 75% graduating on time and a workforce with a median household income of \$33,840. The area is characterized by several rural, sparsely populated communities and encompasses approximately 3,086 square miles. The six-county area includes Arenac, Clare, Gladwin, Iosco, Ogemaw and Roscommon counties.

Overall in Michigan, there were increases in per capita personal income between 2010 and 2011 according to the Bureau of Economic Analysis. Personal income includes proceeds from all sources, including wages, rental income, dividends, interest and other sources. Michigan’s per capita personal income rose 5.7 percent to \$36,264, according to revised estimates. The national level is \$41,560, which was up 4.5 percent from 2010.

	Per capita personal income dollars	Per capita personal growth %
Arenac	\$30,335	6.42
Roscommon	\$29,948	3.60
Clare	\$28,297	4.41
Iosco	\$28,245	4.59
Ogemaw	\$27,435	3.77
Gladwin	\$26,853	3.70

There has been a rebound in manufacturing and related businesses that has resulted in the growth. Employment trends to climb during the summer months as the season and water activities get underway and bottoms out in winter as seasonal activities diminish.

Our task: we wish to train and employ disadvantaged populations, returning veterans', displaced workers, the unemployed and underemployed, or those seeking to upgrade skills to ensure greater job security to remain competitive in a global economy. There is a need for skilled and semi-skilled workers and a need to deliver qualified workers to employers within the region. We want to develop a flexible and dynamic demand driven system of workforce development which develops the people for the jobs to encourage self-sufficiency, life-long learning, and work readiness. We work with training providers and area employers to develop curricula that help students acquire the skills and aptitudes relevant to today's workplace. Services are offered through an efficient one-stop service delivery, which unifies numerous training, education and employment programs into a single, customer-friendly, stream-lined system in each of the six counties we serve. In addition, Michigan Rehabilitation Services (MRS) and Veterans Service Representatives are also located on-site.

The Local Elected Official board (LEO) through their representatives provide direction on financial matters of the programs. The Workforce Development Board (WD) consists of members of private industry, education, community leaders, MRS, DHS, economic development and labor in our six county area. These board members offer guidance on the policies and direction of the agency. The WDB's mission is to successfully manage a market driven and user friendly workforce system, investing workforce funding to recruit, prepare, and train workers with the skills needed to support existing industry and attract new industry to our region. Developing and maintaining a skilled workforce is one of our top priorities for achieving and sustaining a globally competitive economy.

Our goals are to:

- develop One-Stop Service Centers that are demand-driven meeting the needs of both employers and job seekers;
- preserve and create jobs while building and supporting a skilled workforce;
- improve the quality and quantity of the existing, potential, and future workforce in the region;
- to help existing and dislocated workers acclimate to new work options and career paths;
- prepare incumbent workers for advanced positions, and to fill pending retirement vacancies;
- continue to develop and refine innovative service delivery strategies for the region which include growing and strengthening all economic development services in the region;
- continue to contribute to the development of entrepreneurs to identify market challenges and opportunities; and
- continue to collaborate with training providers and secondary and post-secondary educators to augment opportunities for the job seeker to obtain the academic and work skill proficiencies required by local employers.

Quality education is an essential factor in achieving a qualified workforce, thereby leading to sustainable economic development. It is estimated that many of the fastest-growing and highest-paying jobs require some post-secondary education.

The Region 7B area is home to nearby three community colleges (Alpena Community, Kirtland Community and Mid-Michigan Community College) that provide an array of educational courses. The MWA is feeling the effects of the most recent economic downturn with increased unemployment rates. The most significant industries in the region are the manufacturing sector, service related, healthcare, retail trade, hospitality, agricultural and tourism.

The demand-driven workforce systems successful adoption of Industry Clusters occurs in three phases, the MWA is in phase I. We have a plastics program in the beginning stages, with Mid-Michigan Community College which is a two year college. In the United States, the plastics industry accounts for more than \$374 billion dollars in annual shipments and directly employs nearly 900 thousand people. In 2010, Michigan was number 4 in the nation for plastics manufacturing with over 57,300 direct jobs. The average wage of a plastics industry employee in the state is \$42,000 according to the Plastics Industry Association.

With this in mind, Mid-Michigan Community College has partnered with the National Science Foundation through a \$700,000 grant to support the creation of a plastics technology program at its Harrison campus.

The new grant will provide for training in the plastics industry through a ladder approach. College students will be able to pursue non-credit training, academic certificates or an associate's degree that will integrate with Ferris State University's bachelor's in plastics engineering technology program. High school students will be able to learn about the industry through field trips and job shadowing.

The labor force in the Region 7B MWA was 59,325 in 2012, which was down 7.9% since 2008. Over the same period, the labor force in Michigan declined by approximately the same amount (-6.1%). Labor force reductions can be caused by several economic-related activities including retirements discourages workers not seeking jobs, and person seeking additional education or retraining. In 2012, the number of employed individuals in Region 7B was 52,750. Between 2008 and 2012, employment in the region fell by 9.2%.

The number of employed individuals actually fell due to recessionary conditions which began in December 2007. During 2012, the number of unemployed residents in the Region 7B MWA decreased to 6,575. As the number of unemployed declined, so did the unemployment rate.

In 2012, the unemployment rate in the MWA decreased to 11.1% a 1.3% rate change.

The unemployment rate in the region rose significantly in the first half of 2010, as the Michigan and national economies worsened. In June 2010 the jobless rate in the region hit 14.6%. Much of the unemployment rate hike can be attributed to job losses in manufacturing, construction and leisure and hospitality.

Data from the Michigan Talent Bank, the state's official labor exchange, reveals that 12,722 individuals were available and seeking work in the MWA in the second quarter of 2010. According to the Department of Education, 1,820 persons graduated from area high schools and 1,122 from area community colleges during the most recent academic year; this measure is an indicator of potential new entrants to the labor force.

Employment Forecasts, between 2008 and 2018, jobs in the MWA are expected to edge up by 2,340 or 4.9%. Above average grow rates should be recorded in three occupational categories including health care; +23.0%, professional +6.3%, and service +4.8%.

Sales occupations and construction repair occupations are expected to record near-average growth rates of 3.4 and 3.9% respectively. The remaining occupation groups will be moderate to low growth over the period. Between 2008 and 2018, production occupations will slip by 3.6% while farming, forestry and fishing occupation swill decrease by .5%.

Between 2008 and 2018, Health Care occupations are projected to expand by 485 jobs and post a growth rate of 23%. Health-related jobs should register above average job gains due to an aging population and due to retirees moving into Region 7B.

Service occupations are expected to increase by 4.8% and post a large numeric gain of 993 positions. Much of the growth in this category should come from recreational and personal care services. For example, Food Preparation and Serving occupations are expected to expand as more people eat outside the home. Demand for these jobs will also come from continued development of the regional tourism economy.

Production occupations are expected to continue to lose jobs and domestic automakers restructure. The continued restructuring will impact auto supplies and hit the region's labor market as fewer production-related workers will be needed.

Between 2008 and 2018, over 2,340 jobs should be added in the region. Leading the list and projected to add the most jobs over this period are Health Care, expected to add 955 jobs.



In Region 7B, opportunities should exist for careers that require only moderate on-the-job training. These opportunities include the health related careers of medial assistant, home health aide, and dental assistant, as well as customer service representatives and bill and account collectors. Average hourly wages for these potential careers range from \$10 to \$15. However if jobseekers can complete an associates' degree, there may be more opportunities. For example, occupations like registered nurse, dental hygienists, and respiratory therapists pay an average hourly wage between \$18 and \$27.

The WDB developed a Planning Committee to review the training programs and ITA List for our area. New WDB private sector members were recently added, to help ensure the Board is well rounded in representation. We have member representation in the three of the five industry clusters; and are seeking members for the remaining two.

Our Business Solutions Professionals are in constant contact with the area employers to ensure the demand driven approach.

## **B. Michigan Works! System**

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**Arenac County**  
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Standish, MI 48648  
Phone: 989-846-2111  
Fax: 989-846-2142  
3,626 Square Feet

**Gladwin County**  
110 Buckeye  
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Phone: 989-426-8573  
Fax: 989-426-2992  
6,800 Square Feet

**Clare County**  
402 North First Street  
Harrison, MI 48625  
Phone: 989-539-2173  
Fax: 989-539-0127  
12,868 Square Feet

**Iosco County**  
1230 E. US 23  
East Tawas, MI 48730  
Phone: 989-362-6407  
Fax: 989-362-6538  
5,383 Square Feet

**Ogemaw County**

2389 S. M-76  
West Branch, MI 48661  
Phone: 989-345-1090  
Fax: 989-345-8788  
6,600 Square Feet

**Roscommon County**

1015 Short Street  
Prudenville, MI 48651  
Phone: 989-366-8660  
Fax: 989-366-8940  
3,128 Square Feet

Business Hours: Monday - Friday: 8:00 a.m. - 5:00 p.m.

All six of the MWA Service Centers have been certified by the Workforce Development Agency, State of Michigan (WDASOM) as meeting the minimum standards. Additionally, resource room equipment and furniture have been procured to provide extra computers and better access to services. Workforce Development Board (WDB) members, especially private sector members, have voiced much concern over the issue of avoiding duplication of services and have declared the need to have more of the service providers' delivering services out of the "One-Stops." This will assist in avoiding duplication of services and will provide customers with a less complicated process to obtain services.

The process of assessing and implementing strategies to meet the employment needs of local employers and participants will be an ongoing effort. Private Sector WDB members in each county as well as representatives from community colleges, intermediate school districts, school-to-work providers, local elected officials (LEO's), adult education, K-12, local economic development, organized labor, unemployment agency, community-based organizations, rehabilitation, Michigan Works! Educational Advisory Group (EAG) members and MWA staff have and continue to meet to develop strategies to meet the needs of our customers. This process has created an opportunity for collaborative planning across all programs.

**MOU**  
**Memorandum of Understanding**  
**Between the**  
**Michigan Works! Region 7B Consortium**  
**Workforce Development Board, the**  
**Michigan Works! Region 7B Consortium and the**  
**Partners of the Michigan Works! Region 7B Consortium**

Pursuant to Section 121 (c) (2) of the Workforce Investment Act of 1998, this Memorandum of Understanding has been developed to address the issues relating to the Michigan Works! Region 7B Consortium's one-stop delivery system for workforce development services to employers and job seekers.

The purpose of this Memorandum of Understanding is to identify and coordinate a variety of workforce development resources to create a seamless, customer-friendly system that addresses the needs of employers and job seekers by offering education, job training, human service and other workforce development services to residents of this region. The partners have agreed to support the Michigan Works! System and have committed program resources to its success.

They will assist in the promotion and marketing of the system through their individual programs, and work toward providing excellent customer service, including participating in measurements of customer satisfaction and performance.

## 2. Parties to this Memorandum of Understanding

The Michigan Works! Region 7B Consortium Workforce Development Board, a private for non-profit board comprised of local employers and agency representatives, and authorized by the WDASOM to oversee components of the Michigan Works! System, including federal Workforce Investment Act programs (adult, youth and dislocated worker programs), (PATH) Partnership, Accountability, Training and Hope, the Food Stamp Employment & Training Program, Wagner-Peyser Employment Service programs, etc.

The Michigan Works! Region 7B Consortium, a consortium of Local Elected Officials (County Commissioners), one from each county in the region, designated as the grant recipient and administrative entity for the local workforce development system, and employing the staff of the Consortium and Workforce Development Board.

Northeast Michigan Community Service Agency (NEMCSA) 2373 Gordon Rd., Alpena, MI 49707.

Unemployment Agency, local office for the state's unemployment compensation system.

Employment Service Agency- funded Employment Services, including Veterans Services, the state agency which provides local services to veterans and disabled veterans.

Mid Michigan Community College, 1375 S. Clare Ave., Harrison, MI and Kirtland Community College, 10775 St. Helen Rd., Roscommon, MI 48653 the area's two-year post-secondary institutions.

Houghton Lake Community Adult Education 179 Cloverleaf, Houghton Lake, MI 48629, West Branch/Rose City Schools 836 S. M-33, West Branch, MI 48661, and Pioneer (alternative Ed) 670 Ann Arbor Trail, Clare, MI 48617 which provides adult education.

Michigan Rehabilitations Services, which employs a local rehabilitation counselor to assist individuals with disabilities.

The Michigan Commission for the Blind, which provides services to the blind and individuals who are severely vision-impaired.

Community Service Block Grant Employment and Training, Northwest Michigan Human Services and Mid Michigan Community Action Agency.

Title I Native Americans, Michigan Indian Employment and Training Services.

Title I Job Corps, Job Corps Admission Office.

Title MSFW, Telamon MSFW.

Senior Community Services includes Region VII Area Agency on Aging, Region IX Area Agency on Aging and Green Thumb.

### **C. Local Performance Measures**

WIA Adult Performance Levels  
Entered Employment Rate 90%  
Employment Retention Rate 90%  
Average Earnings \$13,500  
Employment & Credential Rate 81%

Dislocated Worker Performance Levels  
Entered Employment Rate 94%  
Employment Retention Rate 92%  
Average Earnings \$13,100  
Employment & Credential Rate 83%

Older Youth Performance Levels  
Entered Employment Rate 83%  
Employment Retention Rate 85%  
Average Earnings Change \$3,700  
Credential Rate 80%

Younger Youth Performance Levels  
Skill Attainment Rate 95%  
Diploma or Equivalent Rate 91%  
Retention Rate 79%

Customer Satisfaction  
Participant Score 93%  
Employer Score 85%

#### **D. Adult and Dislocated Worker Employment and Training Activities**

The MWA has adopted the Michigan Industry Cluster Approach (MICA) in order to actively pursue industry sectors where, as a region, it had a distinct competitive advantage. Using the cluster-based economic development strategy, we wish to target our efforts to prepare, build, and maintain a skilled workforce to adequately meet the needs of those involved in the general manufacturing (targeting plastics: manufacturing, machine building, and research and development) and agriculture industries as stated in the submitted Commitment to Cluster Approach Forms. One of the most critical challenges facing the manufacturing industry, in general, is the need for both highly skilled and semi-skilled workers for automotive related and plastics manufacturing.

Through a \$717,000 National Science Foundation grant, Mid-Michigan Community College will fund a Plastics Technology program which is a collaborative partnership between the college, the Clare-Gladwin Regional Educational Service District (CGRES), and Ferris State University (FSU). Michigan Works! staff participate on a steering committee consisting of nearly 50 local manufacturers, industry experts, educators, economic development specialists and local employers involved in the plastics industries. These manufacturers of machines, plastic products, affiliated businesses and others gather together to discuss the strength of the industry and share best practices.

In the American Chemistry Council's February 2011 industry profile, in Michigan's 4<sup>th</sup> District, 3,798 people were directly employed by the Chemistry industry. Statewide the chemistry industry directly employed 25,625 and indirectly contributes 127,218 jobs. The average wage of a chemistry industry employee in the state is \$77,044. According to the April 2012 AreaDevelopment.com Plastics report, Michigan is number two with the number of employees involved in plastics machinery in the manufacturing belt and is number one for employment in molds. The MEDC.org web site states there are 50 plastics related businesses within a 50 mile of Beaverton, home of Brown Machine, the world leader for machines.

It is with this in mind that Region 7B Consortium has begun taking a holistic approach to workforce development identifying employer needs, taking inventory of job seekers skills and pinpointing where the gaps are. Through discussions with employers about their recruitment, hiring and training needs along with using relevant labor market information; this MWA has decided to continue its involvement with the plastic industry as one of our industry clusters.

Michigan Works!, Mid-Michigan Community College, K-12 educational institutions, Intermediate School Districts, economic developers and employers involved in the plastics industry will continue to convene. The Mid-Michigan Plastics Industry Alliance has formed an advisory board which Region 7B is a part of. This group will assist in the development, design and delivery of education and customized training to plastics related workers by creating an environment by which workforce development, education, economic development and the plastics community can convene and contribute to the transformation of the workforce.

Michigan Works! is also a part of an agriculture based steering committee who explores local food initiatives and new market opportunities for food and agricultural products in the six counties. Agritourism can strengthen the regional economy by increasing tourists and providing employment opportunities. A regional committee comprised of stakeholders to collaborate on food system issues and agritourism, focusing on tourism activities which generate additional revenue and educational opportunities for the area has been convening. Those involved will identify issues impacting their industry and will discuss ways to solve these problems. Current tasks entail developing a database of agriculture related businesses and a local food summit.

We recognize how partners of education, workforce development, and economic development continue to develop, strengthen and influence each other. We are united and partner with community colleges, universities, ISD's, economic development corporations, non-profits, chambers and others to increase changes and growth in our workforce and economy. These partners have influence on our programs and services aligning our services to their needs.

The Business Services Team staff regularly contact employers weekly by phone, e-mail, and in person, to assess the current needs of employers. The Business Service Team is active with MEDA, Chambers, local, regional and statewide economic development associations and other such groups to promote Michigan Works! services and develop partnerships. The Business Service Team serves as a go-between employer's needs and job seekers through on-going client meetings with Case Management staff. The Case Management staff provides resumes meeting employer needs which are submitted to the employer by the Business Services Team Representative. The Team shares information on employer training needs to local training providers for the purpose of developing customized training to meet those requests.

We work with employers to identify the skills, behaviors and traits critical for success which is information forwarded to the training providers.

The Business Services team serves as the direct channel between Service Center staff members, job seekers and businesses. The Business Services Team offers assistance in creating job orders, provides information about tax incentives for hiring and Labor Market Information, offers employer seminars, interviewing facilities and access to job fairs. The Business Services Team develops long term business relationships with businesses for employee recruitment, retainment and training and offers follow-up with the employer to insure that their needs have been met.

Ongoing employee training is essential as companies implement new technology and approaches to increase competitiveness. Customized training through Michigan Works! aids companies, in developing a specific set of skills for new hires or present workers. The process leaves the employer in control to select the best training and employees. The steering committee for Plastics and Agriculture will help influence our services and programs.

The Board continually evaluates the training offerings among the existing training providers and post-secondary institutions and that support the Board's targeted careers. Once identified, we confirm that they have been vetted and certified by the Career Education Consumer Report (CECR).

In today's labor market, the skills that matter for job finding, retention and promotions, involve abilities like critical thinking and analytical skills. Many employers' state soft skills, such as punctuality, being a team player, and having a positive attitude as some of the most common traits sought for in employees. We have developed our employment readiness workshops for adults and youth to focus on developing the soft skills required by employers, listed in the scans report.

General core services are provided in the Resource Room. Information about the customer is gathered to assess their needs, skill level, barriers to employment, job history, and overall qualifications. Assistance with resume writing and job search skills is also provided in the Resource Room. Orientation information about all the services available is provided individually or in groups when needed. If the customer is in need of more intensive services or training, the customer will be directed to the appropriate staff member for intensive services.

We use an assessment and interview process which is the first step in determining what training activity (if any) is needed to assist the participant to move them towards self-sufficiency.

These assessments, which include the Test of Adult Basic Education (TABE) and Career Scope are combined with an in-depth interview and evaluation to identify employment barriers, potential resources, and employment goals. This information is documented on an Individual Service Strategy (ISS) form which develops their career action plan.

The participant and case manager work together to fine tune a career direction and action plan. If the participant is requesting training, they will explore the labor market demand. They will match the career choice to the participant's skill level, interests, and values. They will look at the length of training and the ability of the participant to be able to provide for their family during training and while job searching afterwards.

If the participant and case manager decide that training is a practical option to reach their career goals, the participant and case manager will complete a budget analysis to determine the amount of financial assistance required to successfully complete the course of study. In the case of On The Job Training (OJT), the customer will be partnered with a Business Services Team representative to locate an employer with a need for such a training position. Upon completion of the training, the Case Manager will work with the individual to secure employment in the occupation in which they were trained. For customer's lacking a high school diploma, GED classes are arranged either onsite or at the closest facility.

All people are able to receive core services. If appropriate and adequate funding is available, intensive and training services will be provided as follows:

**The core services that may be available without registration are:**

- 1) Determination of eligibility to receive assistance under WIA Title I and dislocated worker employment and training services;
- 2) Outreach, intake, and orientation regarding the information and other services available;
- 3) Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- 4) Job search, placement assistance, and career counseling where appropriate;
- 5) Employment statistics information relating to local, regional, and national labor market areas (including job vacancy listings by market area, information on job skills necessary to obtain vacancy jobs, and information related to local occupations in demand and the earnings and skill requirements for such occupations);
- 6) Performance information and program cost information on eligible providers of training services;
- 7) Information regarding how the local area is performing in relation to performance measures and performance information regarding the local One-Stop delivery system in the local area;



- 8) Information relating to the availability of supportive services (e.g., child care, transportation) and referrals to supportive services;
- 9) Information regarding filing claims for unemployment compensation;
- 10) Assistance in establishing eligibility for welfare-to-work, and financial aid for programs not funded by WIA;
- 11) Use of resource rooms;
- 12) Group instructional sessions (e.g., resume writing);
- 13) Referrals to employment opportunities;
- 14) Internet access to job information and training services; and
- 15) Individual job development, job clubs, and screened referrals when accomplished through the use of self-service and informational activities.

**The core services that require a customer to register are:**

- 1) Follow-up services (including counseling regarding the workplace) for participants in WIA Title I who are placed in unsubsidized employment, for not less than 12 months; and
- 2) Individual job development, job clubs, and screened referrals when accomplished through the use of services beyond self-service and informational activities.

**Intensive services** will include more comprehensive assessments, development of individual employment plans, group and individual counseling, case management, and short-term pre-vocational services. We are using a checklist included in WDA 12-19 to determine eligibility.

**The following training services for adult and dislocated workers may be available:**

**On-the-Job Training (OJT):** OJT operates as a hire-first, job-specific training program, with training provided directly by local employers. The employer/trainer receives partial reimbursement of the wages paid to the participant during a negotiated training period. Training periods are based on the United States Department of Labor (USDOL) Standard Vocational Preparation time, adjusted downward to reflect the trainee's entry-level skills and experience. Public employers may serve as OJT employer/trainers in a ratio not to exceed the local ratio of public to private employers.

Because OJT is a hire-first, employer-delivered training program, it is responsive to the immediate hiring needs of local employers and to the occupational goals of local job seekers.

Training is on an individualized basis and can, therefore, respond to the market hiring needs of small businesses, and can be targeted to occupations, which promise sustained employment opportunity, at wage rates, which contribute to family self-sufficiency.

By providing training subsidies, OJT assists local businesses to hire and train new employees from the local labor pool and encourages labor force replacement and expansion. OJT is a multi-occupational program, responding to the immediate hiring needs of local employers.

Occupations which will be targeted for OJT site development include, but are not limited to, metal working, machinist, nursing, secretarial, bank tellers, real estate sales, food service workers and better paying jobs in all sectors of the economy. OJT will be closely coordinated with economic development activities in the community and will be made readily available to new and expanding businesses.

**Classroom Training (Occupational):** Occupational classroom training programs teach participants specific vocational skills designed to prepare them for immediate post-program employment.

Local high schools, intermediate school districts, vocational institutes, community colleges or four-year institutions deliver all occupational classroom training.

All occupational classroom-training programs may use the TABE competencies training for participants and job placement services.

Occupational classroom training programs may be conducted entirely in the classroom or may include a combination of classroom activities and on-the-job vocational training. Occupational classroom training programs provide participants with prerequisite entry-level skills for higher level occupations and can provide the support services necessary to assist individuals to overcome secondary barriers to employment.

Occupational classroom training will be limited to occupations for which there is an identified local demand sufficient to accommodate all program completers. Occupations may include, but are not limited to, metal working, machinist, nursing, secretarial, data processing, business management and higher paying jobs in all sectors of the economy.

**Classroom Training (Basic Educational):** Basic educational training is provided for individuals whose lack of reading, math and communication skills are a barrier to employment and who are unable to attend adult education classes or other locally available programs. Basic education programs are required to provide training utilizing TABE.

Participants will move into Pre-Employment/Work Maturity Skills training when appropriate. Placement services for participants may also be provided.

Basic educational classroom training is designed to assist dropouts and others who's lack of school credentials and/or basic skills constituting a barrier to employment.

The training utilizes a competency-based approach and therefore, is individualized allowing the participant to progress at their individual speed.

**Work Experience (WE):** WE is an activity for individuals who lack previous employment experience and/or job readiness and who are, therefore, difficult to place in unsubsidized employment.

The goal of WE is to improve skills, attitudes, and the general employability of the participant. In addition, WE will be utilized to assist in the training and certification of Pre-Employment/Work Maturity Skills competencies.

WE sites will be private and public nonprofit agencies.

**Individual Training Accounts (ITAs)** will be used for training services when appropriate. This will allow a participant to choose among qualified training providers. Customers will be able to utilize ITAs based upon funding availability and the individual assessments conducted. In the event training is requested that is not included in the above list, staff may submit a request for funding to the Michigan Works! Executive Director. After evaluating the request, the Director will determine whether or not it is a demand occupation and make determinations as to whether or not to fund.

Our ITA Policy is being revised to reflect current programming.

### **Eligibility Requirements**

After receiving core and intensive services, and in consultation with case managers, an ITA may be issued for eligible participants who need training.

Individuals may use the ITA account to access training services from any ITA eligible training provider on the statewide eligible training provider list (***mycareereducation.org***).

Michigan Works! Service Center staff may inform and facilitate career decisions; however, the ultimate decision shall rest with the customer.

To qualify, participants will need to take a skills assessment test administered by the Michigan Works Agency.

The range of services that an ITA can pay for will be training costs, books, fees and Michigan Works! WDB approved supportive services (excluding intensive/supportive services prior to the determination of need for training).

The lifetime limit for tools is \$900. Any tool purchase in excess of \$900.00 must have the approval of the MWA Executive Director.

## **Eligibility Process**

Eligibility determination is a responsibility of the staff, utilizing the policy issuance guidelines, WDA 12-19.

While no specific activities have occurred for outreaching the Migrant Worker population due to a lack of documented need, we would offer these participants the same opportunities for services as others. The full range of employment and training programs will be provided to all job seeking customers including the Migrant and Seasonal Farm Workers. In the past Arenac County Service Center coordinated offerings through Telamon Corporation.

## **Authorization to Work**

For Adults and Dislocated worker that are otherwise eligible for services, but are unable to produce documentation authenticating "Authorization to Work" to an employer or prospective employer the following will be performed.

Requested to complete the WIA pre-registration form and create a resume' on the talent bank.

Invited to attend workshops and job club.

Referrals will be made to agencies and organizations that provide, health, medical, food, shelter, clothing, transportation and legal assistance.

Resource books kept in the Resource Room will be provided as a source of information.

Information on 211.

Assistance in attaining the necessary documentation.

The MWA under this policy, does not accrue any responsibility for the determination of unauthorized worker or resident status, nor are they required or tasked to obtain documentation or authentication of U.S. citizenship status, or authorization to work beyond local measures currently operative that have proven effective in substantiating the answer to this category on WIA registration forms and any related employment and training application.

## **WIA Supportive Services Limitations**

The same limitations that apply to the PATH Program will also apply to WIA Support Services. Please note, however, that not all of the Support Services available under the PATH Program are available under the WIA Program.

- Mileage reimbursement (\$.20 cents per mile);

- Automobile repair (\$450/12-month limit);
- Clothing allowance (\$500/12-month limit);
- Tools and Equipment (\$900); and
- Relocation expenses (\$600/limit per life time).

### **Fines and Penalties**

The MWA will not utilize WIA funds to pay any fines or penalties, such as those associated with a driver's license reinstatement and License Plate renewal or late fees. Also, WIA funding will not be utilized to pay any fees associated with enrolling a child in daycare. All of the following Supportive Services may be provided to WIA participants at anytime during their enrollment in WIA.

### **Transportation Allowances**

Transportation allowances such as **mileage** may be provided to enable participation in employment/training activities or to engage in work. Allowances for public transportation or private vehicle mileage reimbursement may be provided up to and until the participant receives their first paycheck. Allowable activities include traveling to and from the participant's home to a job, training, educational facility, or to a job interview or job site.

**Only under extenuating circumstances** may a participant receive mileage reimbursement after receipt of first paycheck. For example: the participant receives first paycheck, but it is only for first few days of work. In these situations, the immediate supervisor will seek approval. This also requires Executive Director approval.

Payments for transportation may be made directly to the participant, to a transportation provider for a specific participant or a number of participants, or through the bulk purchase of tickets/tokens that are issued individually, but paid for or redeemed as a group. If more than one payment method is used, the local office must ensure against duplicate assistance.

### **Mileage Rates**

Participants may receive reimbursement for travel expenses when transportation assistance is needed: (1) to attend training; (2) to their place of employment, prior to their first pay check.

Each time a participant requests reimbursement for travel expenses, they must submit documentation verifying attendance and a MWA Travel Voucher. NO reimbursement will be made without these forms signed and dated. Mileage reimbursements are to be submitted on a bi-weekly basis.

Compensation for transportation is the actual cost for public transportation or for the use of a private vehicle. The current mileage rate is 20¢ per mile.

### **Automotive Repair**

Automotive repair costs may be provided for a participant. General car maintenance is not allowed under this policy except under extenuating circumstances and requires Executive Director approval. General maintenance includes tires, exhaust, brakes, tune-up, battery replacement and oil changes. The participant must have a valid operator's license. At least two estimates must be obtained.

It is recommended that licensed mechanics be used so that a warranty can be obtained. Repairs cannot exceed the value of the car and there must be a reasonable expectation that the repair will make the vehicle safe and road worthy.

Vehicle repairs are authorized up to \$450 per participant in any 12-month period for a vehicle that is the participant's primary means of transportation for employment/training related activities, even if public transportation is available. To prevent a misappropriation of funds, the vehicle must be registered and insured in the name of the WIA participant requesting the repair.

**Note:** Payment may be authorized for a licensed mechanic's repair estimate in addition to the \$450 vehicle repair authorization.

**Additional Automotive Related Services:** The following may be provided on a **one time only basis** to allow participants to attend training or employment.

**Automobile Insurance:** PL/PD starter insurance may be provided. Participants must provide two estimates of identical insurance coverage from two different companies. The amount approved will be the minimum amount required to start the policy. If additional (full coverage) insurance is required by the employer or for other reasons, staff must provide justification and documentation to support the request. In all cases, the participant must be counseled on the budgeting process to ensure the insurance policy will be maintained. To prevent a misappropriation of funds, the vehicle must be registered in the name of the WIA participant requesting the insurance.

**Automotive Registrations and Drivers Licenses:** Payment cannot be authorized for fines, penalties or late fees. For automotive registrations, to prevent a misappropriation of funds, the vehicle must be insured in the name of the WIA participant requesting the assistance.

The above are one-time only authorizations. If the participant requests the MWA to fund again, authorization must be obtained from the MWA Executive Director or designee.

## **Relocation or Moving Expense**

A moving expense allowance for participants who have obtained verified employment at a location outside commuting distance from their home may be provided. Allowable moving expenses include pre-location expenses (coordination of details of the move beforehand as well as the actual moving plan), trailer or truck rental, compensation for persons assisting in the move, mileage allowances, rental of moving equipment such as dollies, security deposit and payment of the first month's rent at the new location, and any other expense of the move determined as necessary by the MWA. **Moving expenses are available once during a participant's lifetime** and are limited to \$600 per participant per lifetime.

## **Employment Related Medical Expenses**

Certain services not covered by Medicaid or other health insurance may be needed to overcome barriers to employment or training, and are allowable supportive service expenses. These services may include:

Employment related **photo-static copies**;

The completion of a **Medical Needs Form by a Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO)** certifying that, based on previous medical records or a recent medical examination, the client is able (or unable) to participate in employment related activities and whether or not there are limitations or restrictions on the types of activities in which the participant may be engaged; An employment or training related **general medical or physical examination** by an MD or DO (including the completion of an Medical Needs Form); and **Employment related immunizations** and tests required as an employment or training condition (i.e., drug testing or vaccinations).

**Note: MWA cannot pay for missed appointments. Participants should be advised to contact their physician in advance to reschedule an appointment, if necessary.**

## **Interview and Work Clothing**

Clothing as required for participants assigned to work projects or for employment may be provided. Allowable items include clothing for interviews, work clothes such as - work gloves, work boots, work shoes, hard hats, personal safety items, protective/special clothing, uniforms and other clothing as needed to participate in training and/or clothing that is considered to be "job appropriate." There is a \$500 limit per participant in a 12 month period. Staff may also determine the need for the replacement of previously authorized clothing.

**Protective Clothing and Personal Safety Items:** Protective clothing and personal safety items such as gloves, boots, hard hats, eye protection, and ear protection may be provided for participants.

**Interview clothing:** One set of clothing for employment interviews may be purchased if the participant has no access to appropriate clothing. Prior to requesting new clothing, an effort to find appropriate clothing at resale or second hand stores must be explored. All clothing purchased must be requested, authorized and approved by the supervisor in advance.

**Employment clothing:** Up to two outfits for employment may be purchased if the participant has no access to appropriate clothing. Prior to requesting new clothing, an effort to find appropriate clothing at resale or second hand stores must be explored. If interview clothing was obtained, an explanation regarding why the interview clothing cannot be used for employment must be provided with the request. All clothing purchased must be requested, authorized and approved by the supervisor in advance.

### **Personal Hygiene**

Personal hygiene items such as haircuts, razors, shaving cream, deodorant, toothpaste, brushes, etc., may be provided if the participant is actively seeking employment or attending training.

### **Temporary Shelter**

A participant may be able to receive financial assistance for short term housing while attending training in a location outside of our SDA.

### **Meals**

Financial assistance for meals may be available to participants who receive training outside of the six county SDA or for those who stay overnight to receive training. Meal rates will stay consistent with those of Region 7B Consortium Staff policies.

### **Additional One Time Work Related Expenses**

At the discretion of the MWA Executive Director or designee, other one time/non-continuing, work related expenses may be provided to enable individuals to participate in activities or seek, obtain and retain employment. Examples of one time work related expenses include the purchase of professional tools, medical or dental services that are not otherwise available under Medicaid provisions, business start-up expenses, etc.

**Participants receiving supportive services should be encouraged to pay part of the requested supportive services if they are able.** The MWA is aware that in many cases participants are unable to do so. However, based on subcontractor case management staff recommendation, this should be strongly encouraged to ensure participant has a vested interest in the approved activity.



## **Needs Related Payments (NRP)**

The MWA does not provide NRP as identified in WIA section 134(c)3. In the event the MWA applies for a USDOL National Emergency Grant (NEG) that mandates NRP, the MWA will develop a policy during the application process that complies with State and Federal regulations.

## **Labor Exchange**

The following will be provided at no cost to Job Seekers and Employers: 1) self-service use of the Pure Michigan Talent Connect and resource rooms, 2) staff-assisted self-service to help job seekers and employers who cannot use Talent Connect or resource rooms unaided, and 3) mediated services for those who need more intensive staff assistance to obtain jobs or employees such as resume assistance, labor market information, job search workshops, and job finding clubs.

Each of our Service Centers is handicap accessible and in compliance with the ADA.

Each of our Service Centers has at least eight computers available to customers for access to the Talent Connect. In addition to the machines available to customers each staff person has a computer. There are approximately 250 computers connected to our network capable of accessing the Talent Connect. An average of 300 people will use the computers daily with ES registration being given priority during peak times.

The three tiers of service are described as follows:

Self-service using the Talent Connect internet-based system and Resource Rooms.

Facilitated services are staff-assisted self-service that help job seekers and employers who cannot use the Talent Connect or Resource Rooms unaided, due to lack of computer familiarity, literacy, a disability, lack of access to the system, or some other barrier.

Mediated services are services for those who need more intensive staff assistance to obtain jobs or employees.

All mediated services must be reported in the One-Stop Management Information System (OSMIS). There is at least one person at each of our offices to provide services.

## **UI Work Test**

### **ES Registration of UI Claimants:**

WDASOM/UIA requires UI claimants to complete an ES registration. Completion and activation of a resume in the Talent Connect meets the registration requirement.

Claimants may enter the registration at any location where they have Internet access and can access the Talent Connect. If a claimant chooses to enter the ES registration at a location other than an MWSC, the claimant must still come to a location designated in an MWA's approved ES Plan and have the registration verified. UIA will provide claimants with forms instructing them to register for work and listing all of the MWSC; as well as verification that the claimant's resume is in the Talent Connect before certification of the claimant's registration.

Staff will report claimant non-compliance with the "available and seeking work requirement by informing UA of any claimants who refuse a job offer, using WDASOM 303 form.

If the claimant(s) did not create a resume in the MWSC and/or have not yet completed the Talent Connect Confidential Information page, they are required to fill in the required confidential information to access their resume on the Talent Connect. When the Talent Connect Confidential Information page is completed, a mediated services registration will be created for the claimants in the OSMIS.

This will ensure that any subsequent services that the claimants receive can be reported correctly in the OSMIS. MWAs are responsible for verifying that the resume is in the Talent Connect.

After verifying the ES registration, the MWA will apply a unique stamp and initial each claimant's verification card and electronically log the name and social security number of each claimant after ES registration has been verified. The WDASOM will ensure that WDASOM/UIA receives a timely certification that the claimant has completed the required ES registration. WDASOM/UIA will then authorize payment of the claim, if all other requirements are met. Registration verification of UI claimants is further discussed in ES manual section 201.

Orientation sessions will be conducted every other week. Participants will receive information regarding the program UI eligibility and other services that are available such as WIA, Veteran and Rehabilitation programs. The orientation will be approximately one hour.

Upon completion of the orientation, participants will be referred to the assessment phase for preparation of a customized Individual Service Strategy (ISS), which will outline the services to be delivered and an assessment will be conducted.

The services will be customized to meet the individual needs of participants. It is expected that the majority of participants will attend the Job Search Workshops. This activity will cover resume/cover letter writing, interviewing skills, budgeting, completion of employment applications and job search techniques. The orientations and workshops will be delivered every other week and last an average of six hours.

### **Participate in a System for Clearing Labor Between the States**

The MWA will participate in the Michigan component of the national labor exchange system by receiving and researching certain interstate and intrastate job orders. The MWA will research requests from out-of-state companies seeking to solicit Michigan workers for job vacancies by contacting the department of labor from the state in question to verify that the job order is legitimate.

### **Services to Veterans and their Spouses**

The MWA will ensure that ES providers comply with the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the U.S. Code, which states that veterans and spouses of veterans must be given priority of service over non-veterans for the receipt of employment, training, and placement services provided under any covered program, as long as the individual otherwise meets the requirements for participation in the program.

The term “qualified job training program” means any workforce preparation, development, or delivery program or service that is directly funded, in whole or in part, by the USDOL. Universal services provided to the general public are also available to veterans and spouses of veterans. As stated in Training and Employment Guidance Letter (TEGL) 5-03, twenty DOL-funded workforce programs are impacted by Section 4215 of the Public Law 107-288, including the following:

- WIA Adult and Dislocated Worker
- Wagner-Peyser Employment Services
- Trade Act programs
- National Emergency Grants
- Senior Community Service Employment Program
- Migrant and Seasonal Farm Worker program
- Indian and Native American program
- H-1B Technical Skills Training Grants
- Job Corps
- WIA Demonstration Projects
- Youth Opportunity Grants
- WIA Youth program
- LMI Formula GrantsPilotsResearch and Development
- Career One-Stop Electronic Tools
- Other Internet-based self-service tools

While the exact manner in which the veterans' and spouses of veterans priority is applied will vary depending upon the services offered, the law requires that the individual receiving priority must first meet the program's existing eligibility requirements. For all programs, veterans must meet the program eligibility requirements in order to obtain priority of service.

For programs with existing targeting provisions, veterans' and their spouse's priority must be applied by assessing a person's status in light of both the veterans' priority and the existing provisions. It is important to distinguish between targeting provisions that are statutory and mandatory and those that are regulatory and/or optional. Veterans' priority is a statutory mandate, but one that is not intended to displace the core function of the program.

For example, certain targeting provisions are derived from a statutory mandate that requires a priority or preference for a particular group of participants or requires spending a certain portion of program funds on a particular group of participants. These are mandatory priorities. For these programs, veterans' priority is applied as follows:

An individual meeting both the veterans' and the mandatory priorities or spending requirement or limitation would obtain the highest preference for the program.

Non-veterans within the program's mandatory priority would receive a preference over eligible veterans outside the program-specific mandatory priority or spending requirement or limitation.

Eligible veterans outside the program-specific mandatory priority or spending requirement or limitation would receive priority over non-veterans outside the priority or spending requirement or limitation once the spending requirement or limitation is met.

Other targeting provisions may require the program to focus on a particular group of participants, or to make efforts to provide a certain level of service to such a group, but do not specifically mandate that the favored group be served before other eligible individuals. These are discretionary or optional priorities. In the case of all such discretionary priorities, veterans' priority takes precedence over them. Veterans priority must be implemented in advance of the opportunities and services provided to the population group covered by the optional priority.

In the case of the Worker Profiling and Reemployment Services Program, veterans' priority of service must be applied as follows: Claimants with the highest probabilities of exhaustion, including veterans and their spouses, will still be referred to services first. This means that non-veterans with a higher probability of exhaustion will be referred ahead of veterans with a lower probability of exhaustion. However, in cases where the statistical model produces identical probabilities for a number of claimants, veterans will receive priority in referral to service.

## **TAA**

The MWA will provide the full range of mandated reemployment services listed below to workers adversely affected by foreign competition in accordance with the TAA Reform Act of 1974 as amended. These reemployment services are as follows:

- Employment Registration
- Employment Counseling
- Vocational Testing
- Job Development
- Supportive Services
- On-the-Job Training
- Classroom Training
- Self-Directed Job Search
- Job Search Allowances and,
- Relocation Allowances.

Specific procedures for the TAA Program are described in the ES Manual. Coordination activities listed above with the WIA program will ensure the full range of service.

### **Operation of the Local Component of the ESS Complaint System**

The MWA has established and maintains a complaint system, as mandated by federal and WDA,SOM ES regulations, plans and instruction letters. This system offers a formal mechanism for processing complaints from a customer who believes that his or her employment-related rights have been denied, or that he or she has been unjustly treated in an employment-related instance. The ES Complaint System is further described in the ES Manual section 075.

### **Operate the Local Component of the Fidelity Bonding Program**

The MWA will assist job seekers and employers in instances where employment is conditioned on the job applicant maintaining a fidelity bond and job seekers need assistance in obtaining the fidelity bond. The Federal Bonding Program is further described in the ES Manual, Section 112.

## **E. Rapid Response Activities**

The Worker Adjustment and Retraining Notification Act (WARN) generally requires that a company employing 100 or more people give at least 60 days' notice of a closing or mass layoff. This notice is provided to the affected employees, any union representing them, the appropriate unit of local government, the MWA, and the State. Smaller employers, although not required, are also encouraged to comply with these requirements.

The 60 day advance notice, from the affected company, provides the workers and MWA staff, with time. The MWA can use this time to plan services for addressing the closing or layoff.

The Rapid Response Process requires employer cooperation. It is through the Team's relationship with their businesses and partners, MWA staff seeing unusual numbers of customers coming in from a particular business (an early warning network) and/or notification from the State of Michigan's Rapid Response Office that employer contact begins.

Once a Rapid Response Team has been formed it is essential that all of its focus be directed towards the displaced workers.

1. Deliver quality services to affected employees before a layoff occurs, whenever possible.
2. Customize the services offered to meet the needs of the situation and the workers.
3. Prepare affected workers for transition from current employers to new opportunities.
4. Make the education and training effective for the individual (utilizing the appropriate evaluation and counseling techniques), with consideration of OJT, vocational and degree opportunities.

The MWA was granted a waiver to permit the use of up to 20 percent of our local PY 12 Dislocated Worker formula allocation to provide Incumbent Worker training. These funds will be incorporated into our Incumbent Worker services as identified in our PY 12 Incumbent Worker Program Plan. Funds will be used to avert layoffs. This waiver will allow us to increase our training services to incumbent workers.

The MWA utilizes a Business Solutions Professional (BSP) approach in all of our business engagements. The BSP process encourages businesses to engage in a partnership that helps identify potential challenges before they escalate. We assist the company in averting layoffs including offering employee training before hand.

The MWA utilizes a multitude of processes to identify potential companies that are declining and are at risk of layoffs. These processes are both formal and informal. Management regularly monitors economic indicators locally, regionally, statewide, and nationally. The Business Service Team is active in numerous boards and groups to obtain inside information on early warning signs of employer distress and visits with those companies to offer services.

The Business Services Team explains the Incumbent Worker program with local economic development agencies and directly with companies. This waiver will enable us to better serve our employers to meet the demands of region for skilled workers, and the workforce needs of area residents seeking employment

Region 7B was granted a waiver to allow for the use of up to 20 percent of their DW funding allocated under section and 133(b)(2)(B) to provide Incumbent Worker Training as described under Section 134(a)(3)(A)(iv)(I) and consistent with 20 CFR Sections 665.210 and 665.220.

### **Performing the Process**

This process begins with staff receiving a WARN Report from the State of Michigan Rapid Response Office or a SUB WARN Report filed by a member of the Rapid Response Team (RRT).

Once the WARN or SUB WARN Report has been received, the RRT will coordinate and facilitate the Team Meetings/Rapid Response Meeting/Special Orientation Meeting, contact the affected business, and work with the MWA staff in securing the appropriate UIA, TRA/TAA participation.

The RRT prepares a Strategic Plan for this team. This plan will be a working document that describes the tasks that need to be accomplished, who is assigned each task and a time frame, indicating when this task must be completed.

The first major task is to plan for the Rapid Response Meetings themselves. Depending on the type of business and its structure, there could be a series of meetings (various shifts, etc).

The RRT must strive to secure an accurate listing of the soon to be displaced workers (along with addresses, phone numbers, exit dates, years employed, etc).

The RRT will secure through the State of Michigan Rapid Response Office the appropriate UIA and TAA/TRA (where certification has been received) presenters for the meeting itself.

### **Joint Adjustment Committee (JAC)**

The RRT will, if needed, help organize a JAC, comprised of staff, to help conduct the meetings and provide support staff, provide information on services available, Unions, Displaced Workers, and the RRT. Meetings will be scheduled the displaced workers will be requested to complete a Needs Survey. After this information is compiled, the team will be able to determine if customized training sessions, seminars or workshops need to be developed.

### **State Adjustment Grant**

Region 7B will apply for additional Dislocated Worker funds utilizing Policy Issuance 08-01 change 1. Circumstances in which we would apply may include, but not be limited to lack DW funds, unemployment rate and multiple or a large business closing.

### **National Emergency Grant**

In necessary circumstances employment-related service needs will be sought through discretionary funds awarded by the Secretary of Labor. Mark L. Berdan, Director, 402 N. First St. Harrison, MI 48625, 989-539-2173 is responsible for all JAC, SAG and NEG activities.

## **F. Funding**

Since eligibility for adult services is not contingent on income, there may not be sufficient funding available to provide intensive and training services to all adults who could benefit from such services. The MWA will monitor training expenditures and obligated costs on a regular basis. If a determination is made that there is a lack of funding, priority will be given to low-income individuals. The MWA will consider funds limited if at six months into the program year there are 40% or less of the funds remaining of the total obligated amount for WIA Adult Intensive and Training services. If this occurs, the MWA will implement our priority of services policy. This policy gives preference to low income families, Veterans and eligible spouses of veterans in accordance with the requirements of 20 CFR part 1010, published in the Federal Register 78132 on December 19, 2008. The MWA will use the most recent Annual Income Table to determine low income.



This table identifies, by family size, poverty levels (family size of one or two) and 70% of the Lower Level Standard Income Level (family size three or more).

The Family Verification form will be used to identify family size and income for the previous six months will be documented. Veteran status will be verified by obtaining a DD214.

Michigan Works! Region 7B Consortium (MWA) requested a waiver of the funds transfer limit between WIA Adult and Dislocated Worker programs. The MWA would like the ability to transfer up to 50% of our PY 13 – PY16 WIA Dislocated Worker formula allocation to our WIA Adult allocation; and

The MWA requested a waiver of the requirement for a 50 percent employer contribution for customized training; and

The MWA requested a waiver to increase employer reimbursement for On-the-Job Training for small and medium sized employers; and

The MWA requested a waiver to allow the use of ITA's for Out of School Youth; and

The MWA requested a waiver to permit the use of up to 20 percent of our local PY 13 Dislocated Worker formula allocation to provide Incumbent Worker training.

On July 17, 2013, the WDA granted approval on all of the aforementioned waiver requests.

Michigan Works! Region 7B Consortium received approval to deliver direct customer services as opposed to subcontracting with multiple providers. The waivers are in effect from July 1, 2013 through June 30, 2016.

#### Goals/Outcomes/Measures

The following goals are those we are striving for: Change in State policy to allow for the option of providing direct client services; alternative ways of providing services within our service centers and or future delivery venues.

For the purpose of: creating a more demand driven system that better aligns the job seeker services with business needs; reducing overhead costs so that more funds can go into job seeker and business services.

TAA Reform Act of 1974, as amended:

Documentation will be maintained by the WDB regarding the TAA Reform Act of 1974, as amended, in accordance with BWP PI 07-18, issued October 16, 2007, and subsequent changes, and WDA PI 11-23, issued March 12, 2012, and subsequent changes. The WDSOM will allocate TAA funding to local MWAs on a fiscal year basis the TAA funding will be redistributed, as necessary, on an as-need basis in accordance with BWP PI 07-30, and subsequent changes, issued January 8, 2008.

Designated Grant Recipient

In accordance with WIA Section 117 (d)(3)(B) and Section 118 (b)(8) Michigan Works! Region 7B Consortium the grant recipient is.

Pete Hennard, Chair  
Michigan Works! Region 7B Consortium  
402 N. First St.  
Harrison, MI 48625  
989-539-2173  
[Reg7b@michworks4u.org](mailto:Reg7b@michworks4u.org)

In accordance with WIA Section 117 (d)(3)(B) and Section 118 (b)(8) Michigan Works! Region 7B Consortium the fiscal recipient is.

Mark L. Berdan, Executive Director  
Michigan Works! Region 7B Consortium  
402 N. First St.  
Harrison, MI 48625  
989-539-2173  
[Reg7b@michworks4u.org](mailto:Reg7b@michworks4u.org)

**G. Review, Comment and Publication Documentation**

The MWA in accordance with Section 118(c) of the act, in lieu of submitting documentation, will maintain documentation on file for monitoring by the Michigan Department of Labor & Economic Growth.

A. The proposed plan is published; and

1. Such plans will be made available for review and comment to:

Members of the local board and members of the public including representatives of business and labor organizations; and

The public through such means as public hearings and local news media.

2. The local board must submit any comments that express disagreement with the plan to MWDA along with the plan. The local board must make information about the plan available to the public on a regular basis through open meetings. The local plan should include reference as to where and how copies of the complete plan can be obtained.
3. No comments were received.

In accordance with the Americans with Disabilities Act (ADA), availability of the final Local 5-Year Plan for Adults and Dislocated Workers must include reference to accommodations or special requests of the plan in alternate formats, such as large print, audiotape, etc. In addition, public meetings concerning the plan must comply with physical access requirements of the ADA.

The MWA posts in each county paper verification that the plans are available for public comment and review via our website at [www.michworks4u.org](http://www.michworks4u.org) on the documents/downloads or by contacting our office.

Persons wishing to comment must do so in writing to Mark L. Berdan, Executive Director: 402 N. First, Harrison, MI 48625.

## **YOUTH**

### **A. Local Vision and Goals**

#### **1. Broad Strategic Goals for youth**

Michigan Works! Region 7B Consortium goals for youth are to expand educational choices that ensure career preparation is an integral part of our educational system, increase the involvement of the private sector and other community organizations, and to establish local system standards and accountability to ensure high quality of service. Far too many of our young people are not in school, not working, and have few employment prospects placing them at a greater risk of making poor choices. The in-school and out-of-school program goes beyond pencil, paper, and drill work for a growth in literacy skills and blends soft skills, community service, career exploration and demand skills into the program with self-sufficiency as one of the goals. We create opportunities for youth that allow them to gain early job experience through such avenues as community service, and summer and part-time work when funding allows. In the end, the youth gain exposure to the workplace, while enhancing academic abilities, learning marketable skills, and defining their educational and career goals.

The MWA has adopted the Michigan Industry Cluster Approach (MICA) in order to actively pursue industry sectors where, as a region, it had a distinct competitive advantage. Using the cluster-based economic development strategy, we wish to target our efforts to prepare, build, and maintain a skilled workforce to adequately meet the needs of those involved in the general manufacturing (targeting plastics: manufacturing, machine building, and research and development) and agriculture industries as stated in the submitted Commitment to Cluster Approach Forms. One of the most critical challenges facing the manufacturing industry, in general, is the need for both highly skilled and semi-skilled workers for automotive related and plastics manufacturing.

Through a \$717,000 National Science Foundation grant, Mid-Michigan Community College will fund a Plastics Technology program which is a collaborative partnership between the college, the Clare-Gladwin Regional Educational Service District (CGRESA), and Ferris State University (FSU). Michigan Works! staff participate on a steering committee consisting of nearly 50 local manufacturers, industry experts, educators, economic development specialists and local employers involved in the plastics industries. These manufacture of machines, plastic products, affiliated businesses and others gather together to discuss the strength of the industry and share best practices.

We are active members of the Plastics and Agriculture steering committees. These steering committee meetings discuss current industry issues, training needs and how member can solve these problems. MWA takes employer training needs into consideration when partnering with training providers to develop training. The training is evaluated by the students and employers afterword's for modifications. Members of both steering committees consist of local employer's economic developers, members of post-secondary training, ISD's and local secondary educators.

A broad range of issues that can have an impact on the success of youth is the labor market will be considered prior to assessing what employment related opportunities are available and how effective they are in meeting the needs of local youth. 1) Efforts will be made to broaden youth employment and training focus throughout our six county SDA to incorporate a youth development perspective. 2) Linkages will be established with employers and other organizations serving youth within our communities. 3) Input will be sought from the local employers to determine what skills are in demand, what job's are available, what career fields are expanding, and what types of training programs will best meet their needs. 4) Emphasis will be placed on providing a menu of educational options, work-based learning, leadership development, linkages with employers, positive peer group value development, support services, and follow-up program services. 5) A work experience component (coupled with education and training) will allow area youth to build appropriate work habits before being placed in unsubsidized jobs. Work experience will not be a stand-alone service but a service integrated with other year-round services. 6) Summer programs will offer opportunities to link academic and occupational learning, and provide other elements and strategies as appropriate to serve the individual economic needs and career goals of the participants. 7) Local youth employment and training policies and practices will be developed as needed to ensure continuity of services in our SDA.

## **2. Youth Program Vision and Goals**

The MWA has developed a broad vision statement for the youth in our area. Funds will be utilized to enhance and complement the stat's Career Preparation System (CPS) and other youth initiatives for Workforce Investment Act (WIA) eligible young people. It will be the goal of Michigan Works!, along with community partners, to provide the following (required) ten program elements:

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies
2. Alternative secondary school offerings
3. Summer employment opportunities directly linked to academic and occupational learning
4. Paid and unpaid work experiences, including internships and job shadowing
5. Occupational skills training
6. Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision-making, team work and other activities
7. Supportive services
8. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation
9. Follow-up services and
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

Service delivery will be streamlined with existing linkages, local CPS entities; secondary and post-secondary schools to ensure relationships are formed and strengthened. During the next five years Michigan Works! will identify all partner strengths and utilize them to enhance our one-stop workforce investment structure.

A broad array of information and services for both in-school and out-of-school youth will be available to each youth in the Michigan Works! area. Information will be available both at the one-stops and with subcontractors. Public advertising is also utilized to recruit youth. The MWA's Educational Advisory Board (EAG) members meet to evaluate services and discuss how to make program modifications if needed.

The MWA will jointly work with employers, educational institutions, and other agencies to ensure that skills attained by youth, as a result of participation in employment and training programs, are consistent with the requirements of employers for workforce success. Michigan Works! will continue to increase the roll of private employers in the planning, development and evaluations of WIA-funded education and employment training programs.

Staff reviews academic and occupational skill levels of each youth before developing an Individual Service Strategy (ISS). Staff and the youth discuss and problem solve potential solutions to the barriers each individual faces. Together an action plan is developed to ensure that as many of these youth are successful as possible.

Many youth lack employment skills, including basic grammar, communications, basic math and computer skills while others have a lack of soft skills including work ethic, accountability, and dependability.

Our In-School staff serves at-risk youth enrolled in high school for the *Teaching Responsibility & Instilling Life Strategies (TRAILS)* program. This program gives them the opportunity and encouragement to stay in school, attain their diploma, and prepare for life. School staff, as well as other appropriate community agency staff, is made aware of the program availability and eligibility requirements. Students who demonstrate the need for youth services are referred by teachers and counselors. Our Out-of-School staff mentors youth over the age of 18. Both Younger and Older Youth participate in activities including leadership development, community service projects, job shadowing, tutoring, and subsidized employment. The Education Advisory Group (EAG) consisting of educators and business leaders provide direction and guidance for the youth programs.

Throughout the year, youth are given opportunities to explore post-secondary training through speakers from local providers and you are encouraged to participate in interview days with local community colleges and campus tours. Students will receive assistance as needed to complete scholarship and financial aid forms.

Case managers evaluate skills, interests and career goals of each youth to make successful private sector referral for work experience placement. The case management staff works with the employer to ensure the experience contributes to the youth's career development and provides mentorship to the youth while working. The staff uses the WIA performance measures as its primary parameters regarding successful service delivery to assist youth to attain, retain, and advance to better jobs.

### 3. Area Youth Customers

	Poverty Ages 0-17		Not Graduating On Time		Drop Outs		Births to teens under 20		Births to moms w/o diplomas	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011 unknown
Arenac	32.0%	31.9%	14.6%	26.6%	7.5%	11.1%	10.6%	9.9%	14.6%	
Clare	42.5	40.0	25.2	27.5	11.9	10.1	15.5	13.9	20.8	
Gladwin	31.3	35.9	20.9	20.3	5.9	7.4	10.8	9.7	28.5	
Iosco	36.8	36.5	16.7	31.3	10.5	11.9	11.6	12.1	15.9	
Ogemaw	30.6	37.5	25.2	30.9	12.2	12.1	12.5	11.4	15.7	
Roscommon	39.4	35.8	32.9	34.6	9.3	13.0	14.8	15.3	18.8	

We are dedicated to serve youth ages 14-21 providing guidance about job availability and labor market requirements while helping youth transition from high school to post-secondary education and careers. Career assessments, career-related work experience

and employment, job shadowing, career workshops and community service projects are used throughout the programs.

### **Eligibility Process**

Eligibility determination is a responsibility of the staff, utilizing the policy issuance guidelines, WDA 12-19.

### **Authorization to Work**

For Youth that are otherwise eligible for services, but are unable to produce documentation authenticating "Authorization to Work" to an employer or prospective employer the following will be performed.

Requested to complete the WIA pre-registration form and create a resume' on the talent bank.

Invited to attend workshops and job club.

Referrals will be made to agencies and organizations that provide, health, medical, food, shelter, clothing, transportation and legal assistance.

Resource books kept in the Resource Room will be provided as a source of information.

Information on 211.

Assistance in attaining the necessary documentation.

The MWA under this policy, does not accrue any responsibility for the determination of unauthorized worker or resident status, nor are they required or tasked to obtain documentation or authentication of U.S. citizenship status, or authorization to work beyond local measures currently operative that have proven effective in substantiating the answer to this category on WIA registration forms and any related employment and training application.

## **4. Competitive/Non-Competitive Bid Processes**

Michigan Works! Region 7B Consortium received approval to deliver direct customer services as apposed to subcontracting with multiple providers. This transaction from service providers to operating our own programs began July 1, 2012 for all funding sources.

Goals/Outcomes/Measures



The following goals are those we are striving for: Change in State policy to allow for the option of providing direct client services; alternative ways of providing services within our service centers and or future delivery venues.

For the purpose of: creating a more demand driven system that better aligns the job seeker services with business needs; reducing overhead costs so that more funds can go into job seeker and business services.

## **5. Service for youth provided in the One-Stop- Service Centers**

MWA youth programs are connected to the one-stop system, allowing them access to community resources. Currently, all six of the Michigan Works!! Service Centers meet the requirements of the Minimum Standards.

Michigan Works! current system is able to meet the customer and economic needs of youth, primarily because the system is established and has had a long collaboration with Vocational Rehabilitation, CPS, the School-to-Work (STW) initiative, adult education and vocational education.

The system is intended to ensure that each graduate will receive world-class skills and training that prepare him/her for higher education and their first job in today's competitive market.

Resources currently available to youth include all those required under "core services", including job orders of local and statewide employment opportunities, as well as access to the automated Pure Michigan Talent Connect.

As in the past, youth will be invited to bring their program participants to the Service Centers for a tour of the available resources and how to access them. All youth will have access to the Talent Connect and other services provided in the Service Center.

### **B. Strategies for Improvement**

Michigan Works! EAG and WDB/Youth Council work together with employers, educational institutions, and other agencies to ensure that the skills attained by youth and adults, as a result of participation in employment and training programs, are consistent with workforce success requirements of employers; to promote education/job training partnerships designed to increase the number of youth entering the labor market who are able to demonstrate basic academic and personal skills required for work force success.

A subcommittee has been created to evaluate the current youth program to ensure youth are receiving appropriate services and recommend program design changes if appropriate; Work with staff to set priorities for outreach; and Increase the involvement of the EAG and K-12.

The local WDB/Youth Council does utilize the EAG to the full extent, as they will take a lead role in youth planning for the local area. This group will be active in the development of the youth portion of the local plan and the promotion of youth services throughout the Michigan Works! SDA.

Oversight responsibilities and overall coordination of area youth activities will be a high priority to the group.

Their involvement will ensure that youth will connect with a full range of services and community resources that lead to academic and employment success.

The MWA has developed a WDB Monitoring Committee, comprised of WDB Private Sector members, and together with administrative staff visit contractor s to evaluate services.

In order for Michigan Works! to achieve the program performance standards, the WDB has approved the following program design. The ten program elements have been categorized into six components very similar to the state's CPS Initiative. They are: academic preparation, career development workplace readiness, vocational education, work-based learning and support activities, all based on needs identified in the ISS/CP.

#### ACADEMIC PREPARATION

For most participants, the world outside the classroom is one of employment, and education that focuses on relevant academic subjects. Michigan Works! Will use the following two elements to help youth obtain their basic skills and to see the relevance of academic preparation.

- a. Tutoring, study skills, and instruction leading to secondary school completion, which will include dropout prevention, will help the participant to attain basic skills and a secondary school diploma or its recognized equivalent.
- b. For those youth who are unsuccessful in the traditional school setting, alternative school opportunities will be made available either directly through the service provider, or on a referral basis. These opportunities will help prepare the youth for post-secondary education, and ultimately obtain unsubsidized employment.

#### CAREER DEVELOPMENT

This component provides the tolls for youth to make informal choices about academic, technical, and work-based needs identified during their objective assessment and recorded on the ISS/CP.

Some of the tools utilized by the youth will be career awareness/exploration classes, guidance and counseling, including drug and alcohol abuse issues, interest inventories,

and/or aptitude testing. Also, included will be the development leadership skills.

Although this element will be more thoroughly addressed in the Workplace Readiness Component, youth will see how the importance of decision-making and positive social behavior affect their employability and career development.

This component in combination with others will move the participants toward the program goals of employment or placement into post-secondary education.

## WORKPLACE READINESS

This component will help the participant understand some of the issues employers consider important. The WDB, other private sector employers, and local Chamber of Commerce will be called upon for input on such items as attendance, teamwork, problem-solving skills and the ability to acquire and use information and technology.

Some of the required elements Michigan Works! plans on using are the summer employment opportunities, paid and unpaid work experience, and many of the leadership development activities as a year-round program strategy. Staff will use a mix of these elements so that youth will not only obtain employment, but will know how to retain that employment as well.

## VOCATIONAL EDUCATION

The design of this component is to provide knowledge and skill in specific occupational areas leading to initial employment and/or advance to post-secondary education. Upon completion of Vocation Education programs, the participants will be provided with a certificate reflecting career competency achievement.

This component will also show the relationship between academic and occupational learning and how it relates to higher wages.

## WORK-BASED LEARNING

By combining school-based preparation and supervised work site experience designed with business/industry we hope to enable the participants to gain the attitudes, knowledge and skills needed for real work roles.

It is our plan to ensure that this structured, coordinated instructional method will bring a real world context to the participant's experience.

Work-based learning experiences will be consistent with career goals and will include in-school related instruction. Summer employment, paid or unpaid work experience, and the teamwork, soft skills and positive social behavior activities of the leadership development elements will help youth meet the program performance standards.

## SUPPORT ACTIVITIES

As any program, support services are crucial. Michigan Works! plans on providing youth with community resource information, assistance with transportation costs, child and dependent care, and housing costs.

We will also make medical referrals and provide assistance with uniforms or other appropriate work attire. If work-related items such as tools, protective eye gear or eyeglasses, and warm clothing are required, we will make the necessary arrangements for them.

Beyond monetary support needed for the program participant's adult mentoring and follow-up services will also be provided. These two elements will cover a wide range of topics and will include but are not limited to:

- a. the leadership development and supportive service activities;
- b. regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- c. assistance in securing better paying jobs, career development, and further education;
- d. work-related peer support groups;
- e. adult mentoring; and
- f. tracking the progress of youth in employment after training.

All youth participants will receive some form of follow-up services, which may include adult mentoring for minimum year duration.

Services to youth are provided as part of a comprehensive year-round program per WIA regulations Section 664.405 of the WIA final rules and regulations. The summer youth employment opportunity element is not intended to be a stand-alone program. Local programs are integrated for youth participation into a comprehensive strategy for addressing the youth's employment and training need.

At a minimum, youth who participate in summer employment are provided with a minimum of 12 months of follow up services, as required in section 664.450 of the WIA final rules and regulations.

An eligible youth is defined as one who is:

1. Age 14 to 21;
2. Is a low income individual, as defined in the WIA section 101 (25); and
3. Is within one or more of the following categories:
  - a. Deficient in basic literacy skills;
  - b. School Dropout;
  - c. Homeless, runaway, or foster child;
  - d. Pregnant or parenting;
  - e. Offender; or
  - f. Is an individual (including a youth with a disability) who requires

additional assistance to complete an educational program or to secure and hold employment. Lack of work history in the last 9 months.

A minimum of 30 percent of the funds will be used to provide youth activities to out-of-school youth, who are defined as:

1. An eligible youth who is a school dropout;
2. An eligible youth who has either graduated from high school or holds a GED, but is basic skills deficient, unemployed, or underemployed. However, with limited resources Michigan Works! will utilize a criteria for selection based on each applicant's assessed needs.

### **C. Review, Comment and Publication Documentation**

The MWA in accordance with Section 118(c) of the act, in lieu of submitting documentation, will maintain documentation on file for monitoring by the Workforce Development Agency, State of Michigan.

The proposed plan will be published; and

Such plans is made available for review and comment to:

Members of the local board and members of the public including representatives of business and labor organizations; and

The public through such means as public hearings and local news media.

The local board must submit any comments that express disagreement with the plan to MWDA along with the plan.

The local board must make information about the plan available to the public on a regular basis through open meetings. The local plan should include reference as to where and how copies of the complete plan can be obtained.

In accordance with the Americans with Disabilities Act (ADA), availability of the final Local 5-Year Plan for Youth must include reference to accommodations or special requests of the plan in alternate formats, such as large print, audiotape, etc. In addition, public meetings concerning the plan must comply with physical access requirements of the ADA.

The MWA posts in each county paper verification that the plans are available for public

comment and review via our website at [www.michworks4u.org](http://www.michworks4u.org) on the documents/downloads or by contacting our office.

Persons wishing to comment must do so in writing to Mark L. Berdan, Executive Director: 402 N. First, Harrison, MI 48625.