



**Workforce Innovation Opportunity Act  
LOCAL PLAN PY 2020-2023  
Mid-cycle Modification**

**PI: 20-07c1**

## Approval Request Form

1. Region Number: Berrien, Cass, Van Buren (MWA: 05)

2. Plan Title(s): WIOA Local Plan for Program Years 2020 thru 2023

3. Policy Issuance Number: 20-07, Change 1

4. Plan Period: 7/1/20 -6/30/24

The Chief Elected Official(s) and Workforce Development Board hereby request approval of this document. Please insert the printed name for each signature provided below.

Signature of Authorized Chief Elected Official

Date:

Printed Name: Roseann Marchetti

Signature of Authorized Chief Elected Official

Date:

Printed Name:

Signature of Authorized Chief Elected Official

Date:

Printed Name:

Signature of Workforce Development Board Chairperson

Date:

Printed Name: Christopher Randall

# WIOA FOUR-YEAR LOCAL PLAN

## TABLE OF CONTENTS

INTRODUCTION: The BCVB Labor Market in the Wake of COVID-19

1. Analysis of Regional Labor Market Data and Economic Conditions
  - 1.1. Regional Analysis
  - 1.2. Local Board Strategic Vision and Goals
  - 1.3. Local Board strategy to align resources, partners, and entities
  - 1.4. Implementation Plan
2. Workforce Development System
  - 2.1. Entities delivering Core Programs
  - 2.2. Local Board strategy to work with entities delivering Core Programs
3. Local Board work with Core Programs to ensures
  - 3.1. Expanded access to ET&E and support services
  - 3.2. Facilitate Development of career pathways and co-enrollment
  - 3.3. Improved access to post-secondary credentials and certifications
4. Business Strategies and Services
  - 4.1. Employer Engagement
  - 4.2. Meeting the needs of local Business
  - 4.3. Coordination between Workforce and Economic Development
  - 4.4. Linkage between One-Stop Delivery system and Unemployment Insurance programs
5. Promotion of Entrepreneurial skills training and microenterprise services
6. One-Stop Delivery System
  - 6.1. Service Provider & Continuous Improvement
  - 6.2. Access to Services
  - 6.3. Compliance with Nondiscrimination Provision
  - 6.4. Roles and resource contributions of one-stop partners
7. Adult and Dislocated Worker Employment and Training
8. Youth Programs Framework
9. Basic Skills Deficiency
10. Youth Workforce Investment Activities
  - 10.1. Individuals with Disabilities
  - 10.2. Requires Additional Assistance Definition
11. Local Waivers

12. Secondary and Post-Secondary Education Programs
13. Support Services and Needs Related Payments
14. Coordination with WIOA Title I
15. Funding Caps
16. Plans, Assurances, and Strategies
17. Employment Services Plan
  - 17.1 Michigan Works! Agency (MWA) Contact Person
  - 17.2 Use of Service Provider for delivery of Employment Services (ES)
  - 17.3 Description of WP Services Provided
  - 17.4 Labor Exchange Services Utilizing the Three Tiers of Service
  - 17.5 Delivery of Career Services
  - 17.6 Staff Available to Provide Services
  - 17.7 UI Work Test
  - 17.8 Reemployment Service Eligibility Assessment
  - 17.9 Participation in a System for Clearing Labor Between States
  - 17.10 Service to Veterans
  - 17.11 Assurance of Equitable Access for Migrant and Seasonal Workers
  - 17.12 Explanation of Services and Staffing the MWA Will Use to Ensure that Migrant and Seasonal Workers Will Be Provided Access to the Same Employment Services, Benefits, Protections, Counseling, Testing, and Job and Training Referral Services Received by the General Population
  - 17.13 Other Planned Activities
18. Navigators
19. Adult Education and Literacy
20. Executed Cooperative Agreements
21. Funding
22. Awarding sub-grants and contracts
23. Negotiated Local Levels of Performance
24. High-Performing Board
  - 24.1. Effectiveness and Continuous Improvement
  - 24.2. Allocation of One-Stop Infrastructure Funds
  - 24.3. Roles and Contributions of One-Stop partners
25. WIOA Section 134 Training Services
  - 25.1. Individual Training Accounts (ITA)
  - 25.2. Training Service Contracts and ITA

26. Review, Comment, and Publication of Document

27. Technology-enabled intake and Case Management System

28. Local Priority of Service

29. Coordination of Rapid Response Activities w/ Rapid Response Activities

30. Rapid Response Activities

## INTRODUCTION: The BCVB Labor Market in the Wake of COVID-19

### Overview:

Much like the rest of the nation, the impact of COVID-19 on the BCVB economy and labor force has been significant and the pandemic's effects stand to continue to influence the region's job market in the near-to-intermediate term at a minimum. Kinexus Group's Economic and Labor Market Information Team utilizes a variety of real-time data sources as well as statistical modeling to anticipate regional COVID-induced labor market fluctuation before it occurs. This in-house knowledge allows Michigan Works! BCVB to make proactive, data-driven decisions regarding its programmatic and training offerings, which reduces the negative impact of outbreaks on time-to-hire and other success metrics.

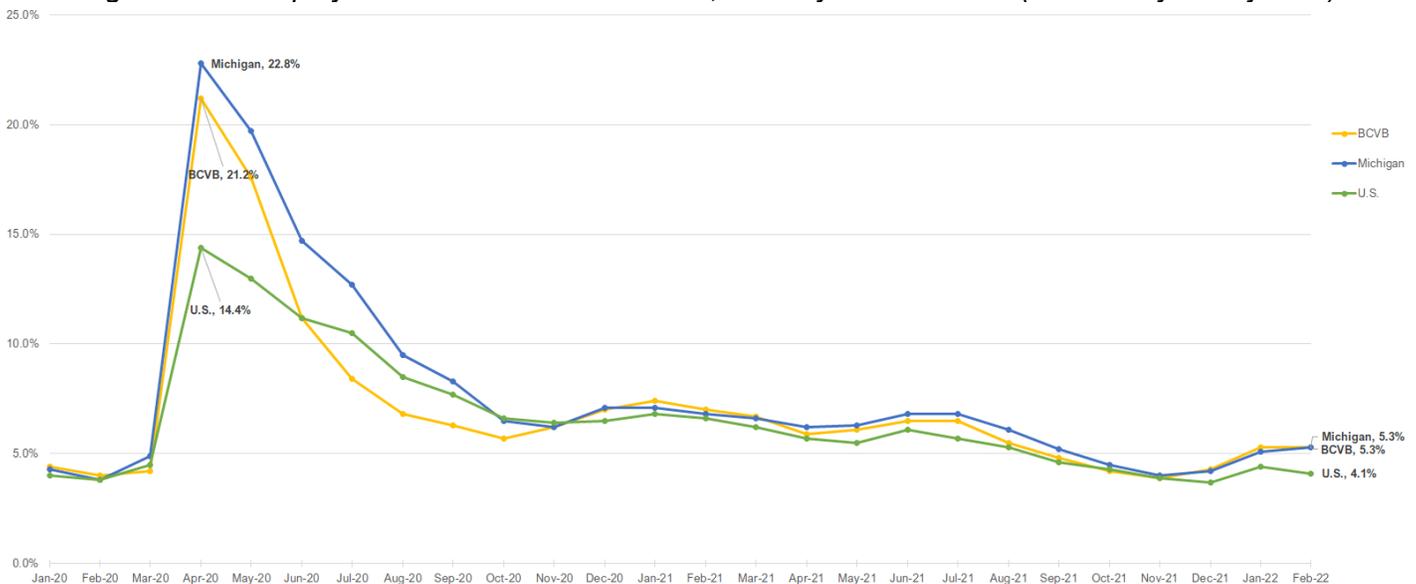
### Local Area Unemployment Statistics:

COVID-19 has precipitated significant employment and labor force contraction relative to pre-pandemic baselines (represented by February 2019 for the purposes of this report given the seasonally unadjusted dataset). From February 2019 to February 2022, the number of employed individuals in BCVB had declined by 4.6%, the number of unemployed individuals had grown by 2.2%, and the labor force had shrunk by 4.3%. While the region's unemployment rate has largely returned to pre-COVID levels (being only 0.3 percentage points higher in February 2022 than February 2019), the underlying workforce trends illustrate the scope of the longitudinal damage that the BCVB economy has sustained due to COVID. The following table provides a breakdown of this data, while a visualization of the region's unemployment rate since January 2020 in comparison to the State of Michigan and the U.S. can be found in *Figure 1: "Unemployment Rates for Select Areas, January 2020-Current (Seasonally-Unadjusted)."*

Geography	Employed	Unemployed	Labor Force	Unemployment Rate (%)	Employed Change, Feb. 2019-2022	Unemployed Change, Feb. 2019-2022	Labor Force Change, Feb. 2019-2022	Unemployment Rate Change, Feb. 2019-2022
Berrien	66,700	3,660	70,360	5.2%	-2,839	+196	-2,643	+0.5%
Cass	22,046	1,029	23,075	4.5%	-1,632	-144	-1,776	-0.2%
Van Buren	32,054	2,099	34,153	6.1%	-1,406	+92	-1,314	+0.4%
BCVB	120,800	6,788	127,588	5.3%	-5,877	+144	-5,733	+0.3%

SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set Feb 2019-Feb 2022. Accessed May 3, 2022.

Figure 1: "Unemployment Rates for Select Areas, January 2020-Current (Seasonally Unadjusted)"

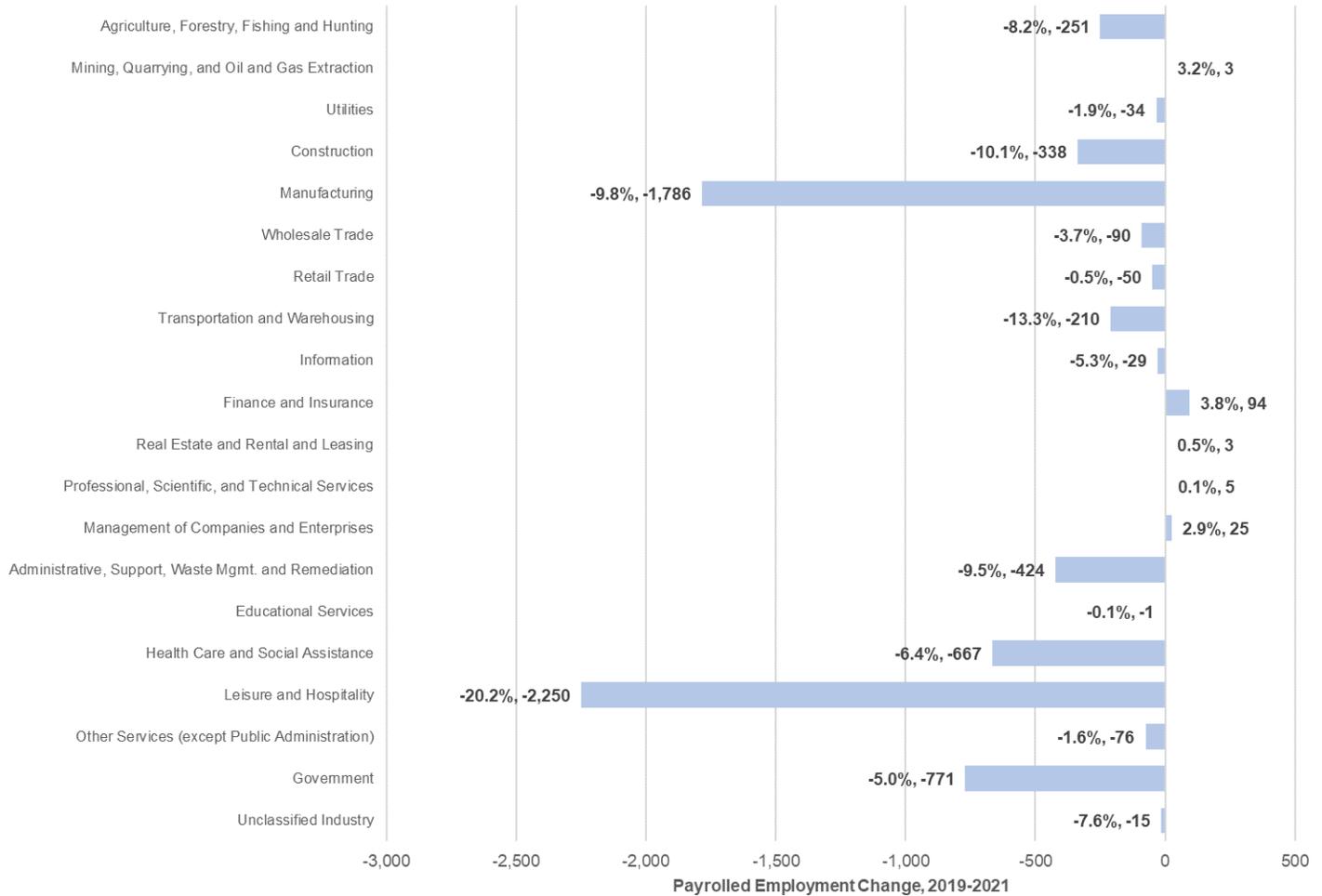


SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set Jan. 2020-Feb. 2022. Accessed May 3, 2022.

**COVID-Induced Sector-Level Impact and Job Demand Fluctuation:**

While the exact scope of long-term, permanent job losses in-region is still somewhat unknown given the wealth of unfilled job openings, Emsi modeling indicates the regional payrolled employment has contracted by 7.1% since 2019 (totaling 6,861 payrolled jobs). The hardest hit sectors include regional core sectors such as “manufacturing” and “leisure and hospitality.” Please refer to *Figure 2: “Estimated Sector-Level Impact of COVID-19 on BVCB Payrolled Employment.”*

**Figure 2: “Estimated Sector-Level Impact of COVID-19 on BVCB Payrolled Employment”**



SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

To best quantify this impact in real-time and ensure Michigan Works! BVCB is operating in-line with actual job market demand, Kinexus Group’s Economic and Labor Market Information Team monitors real-time job posting trends to observe fluctuation in in-demand jobs, skills, and credentials. The following table provides an overview of the Top 15 in-demand jobs, hard and soft skills, and credentials in the BVCB region since January 2022 (on the basis of the volume of total new postings).

Occupations	“Hard” Skills	“Soft” Skills	Credentials
Registered Nurses	Nursing	Communications	Bachelor of Science in Nursing (BSN)
Retail Salespersons	Basic Life Support	Customer Service	Patient Care Technician (PCT)
First-Line Supervisors of Retail Sales Workers	Merchandising	Management	Certified Nursing Assistant (CAN)
Medical Dosimetrists and Records Specialists	Cash Register	Innovation	Licensed Practical Nurse (LPN)
Nursing Assistants	Nursing Care	Leadership	Commercial Driver’s License (CDL)
Home Health and Personal Care Aides	Nursing Process	Sales	Associate Degree in Nursing (ADN)
Janitors and Cleaners, Except Maids/Housekeepers	Cash Handling	Operations	ARRT-Certified
Fast Food and Counter Workers	Auditing	Valid Driver’s License	Trauma Nurse Core Course (TNCC)
Heavy and Tractor-Trailer Truck Drivers	Housekeeping	Detail Oriented	NIH Stroke Scale (NIHSS)
Clinical Laboratory Technologists and Technicians	Immunization	Planning	Certified Pharmacy Technician (CPhT)
Production Workers, All Other	Restaurant Operation	Problem Solving	Real Estate Salesperson License (LREA)
Medical and Health Services Managers	Hospital Info. Systems	Basic Math	Nurse Practitioner (LNP)
Maintenance and Repair Workers, General	Accounting	Lifting Ability	Emergency Nurse Ped. Course (ENPC)
Food Service Managers	Medical Records	Interpersonal Comm.	C-EFM Certification
Customer Service Representatives	Clinical Practices	Accountability	Advanced Life Support (ALS)

SOURCE: Economic Modeling Specialists, Inc. (Emsi) Job Posting Analytics. Data Set 2022.1. Accessed May 3, 2022.

## 1. Analysis of Regional Labor Market Data and Economic Conditions

### 1.1. Regional Analysis

#### Population and Unemployment Trends

The population of the Tri-County Area (consisting of Berrien, Cass, and Van Buren Counties, Michigan, and heretofore referred to as “BCVB”) is estimated at 280,083 as of 2020 per Emsi real-time data. From 2000-2020, the population of BCVB is estimated to have declined by 9,737 residents (a 3.4% decline). Over the same period, however, the population of the State of Michigan has increased by an estimated 28,111 residents (0.3% growth). The United States also grew from 2000-2020, increasing by an estimated 48,062,217 individuals (a 17.1% increase).

96.8% of overall population loss in BCVB from 2000-2020 is attributable to declines in the population of Berrien County, which possesses approximately 54.6% of the regional population population. Since 2000, Berrien County has lost an estimated 9,428 residents (a 5.8% decline). This rate of population loss far exceeds both Cass and Van Buren Counties: Cass County has actually *grown* by an estimated 0.9% since 2000 (adding 480 residents), while Van Buren County has experienced estimated population losses of 1.0% (a loss of 789 residents).

Continued population declines are projected in Berrien County over the period 2020-2026, while Cass and Van Buren Counties are expected to see population growth over this same time frame. The aggregate population loss anticipated for BCVB over the period 2020-2026 is 1,235 individuals (a 0.4% decline).

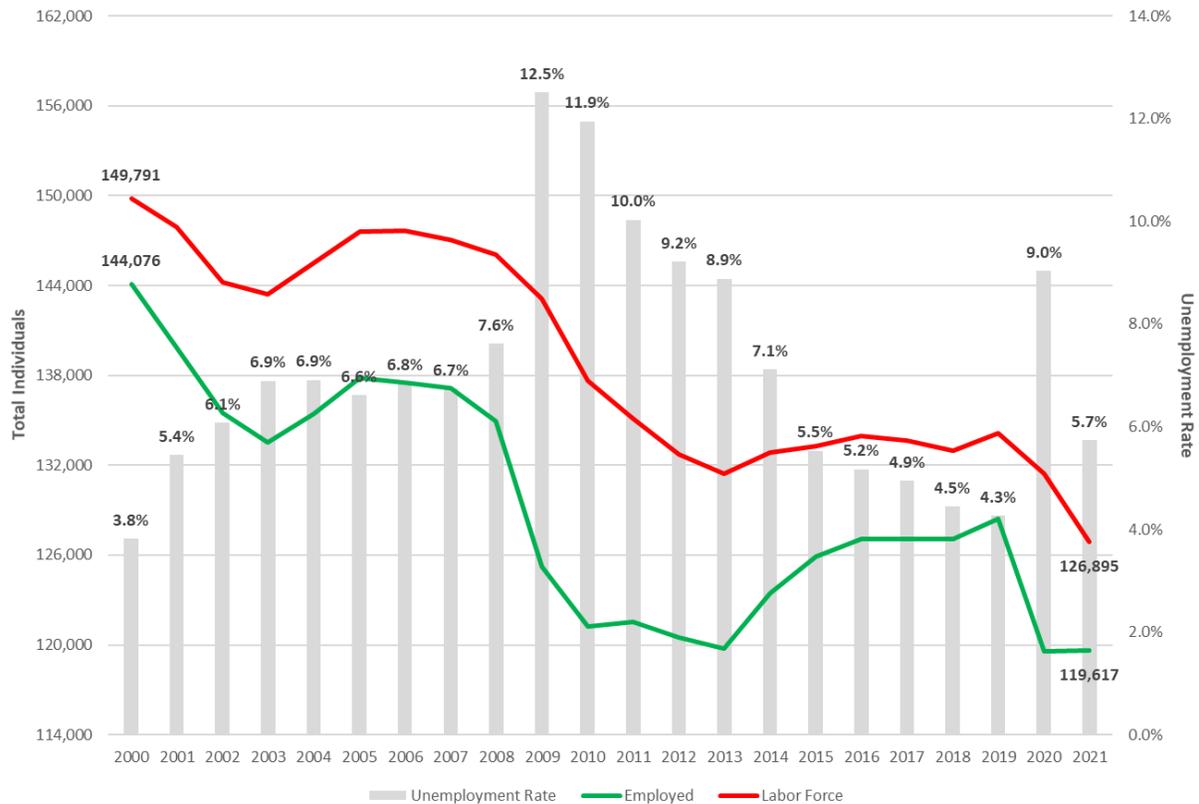
Geography	2000	2010	2020	2026	% Change, 2000-2020	% Change, 2010-2020	% Change, 2010-2026
<i>Berrien</i>	162,453	156,813	153,025	150,143	-5.8%	-2.4%	-4.3%
<i>Cass</i>	51,104	52,293	51,584	52,258	0.9%	-1.4%	-0.1%
<i>Van Buren</i>	76,263	76,258	75,474	76,447	-1.0%	-1.0%	0.2%
<i>Tri-County</i>	289,820	285,364	280,083	278,848	-3.4%	-1.9%	-2.3%

### Local Area Unemployment Statistics (LAUS)

The region’s annualized unemployment rate sits at 5.7% as of 2021, down from a pandemic-induced spike in 2020 when the unemployment rate jumped to 9.0%. While 2021’s unemployment rate does not match 2019’s pre-pandemic annualized figure (4.3%), it does point towards some degree of regional labor market recovery following the tumult caused by the arrival of COVID-19.

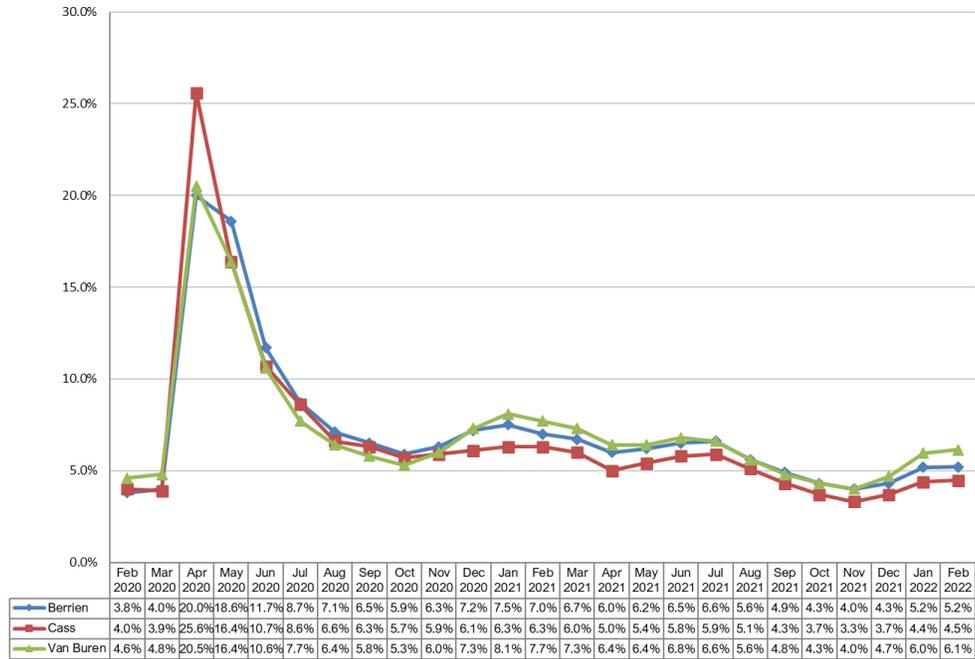
This unemployment rate decline does not tell the whole story, however, as declines in unemployment have also been accompanied by declines in the number of employed BCVB workers and the size of the region’s labor force. The region’s annualized labor force shrank by 22,896 individuals (-15.3%) over the period 2000-2021 and 7,228 individuals (-5.4%) from 2019-2021 alone; in effect, then, the pandemic is accountable for 31.6% of total regional labor force contraction over the time period 2000-2021. Similarly, the number of employed residents has decreased by 24,459 since the turn of the century, a decline of 17.0%. The number of unemployed BCVB workers has increased over the same time frame by approximately 1,563 (a 27.3% increase). While the number of employed area residents has declined over the time frame 2000-2021 and the number of unemployed residents has increased, accompanying declines in the overall size of the labor force due to worker disconnection serves to mask this problem and produces the relatively low unemployment rates in the region both pre-pandemic and in 2021. Please see *Figure 1: “Overview of Annualized BCVB Workforce Data, 2000-2021”* and *Figure 2: “Seasonally Unadjusted BCVB Unemployment Rates, February 2020-Current”* for further information and accompanying visualizations.

Figure 1: “Overview of Annualized BCVB Workforce Data, 2000-2021”



SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set 2000-2021. Accessed May 2, 2022

Figure 2: “Seasonally-Unadjusted BCVB Unemployment Rates, February 2020-Current”



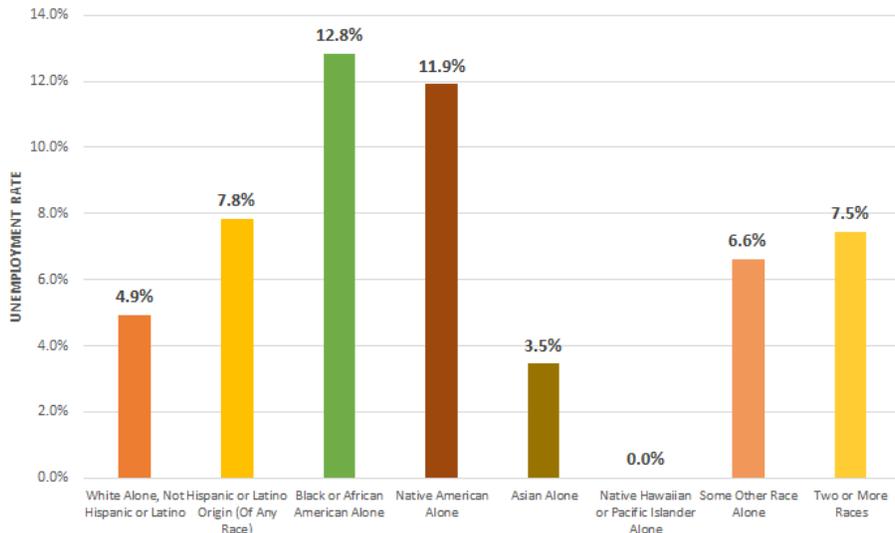
SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Accessed May 2, 2022.

## Demographics

### Unemployment by Race of Worker

Unemployment rates in BCVB are significantly elevated for individuals who self-report as being Native American or Black/African American alone per the most recent Census data update. The annualized unemployment rates for these two races sit at 12.8% and 11.9%, respectively. This is over double the unemployment rate of 4.9% for those who self-identify as “White Alone.” Note also the slightly elevated unemployment rates among those who self-identify as being Hispanic or Latino (7.8%) and of “Two or More Races”—labor force participation rates among these racial groups greatly exceed overall regional values at 68.9% and 71.4%, respectively. See Figure 3: “Unemployment Rate Ages 16 and Older by Race, BCVB (2020)” for a visualization of this data.

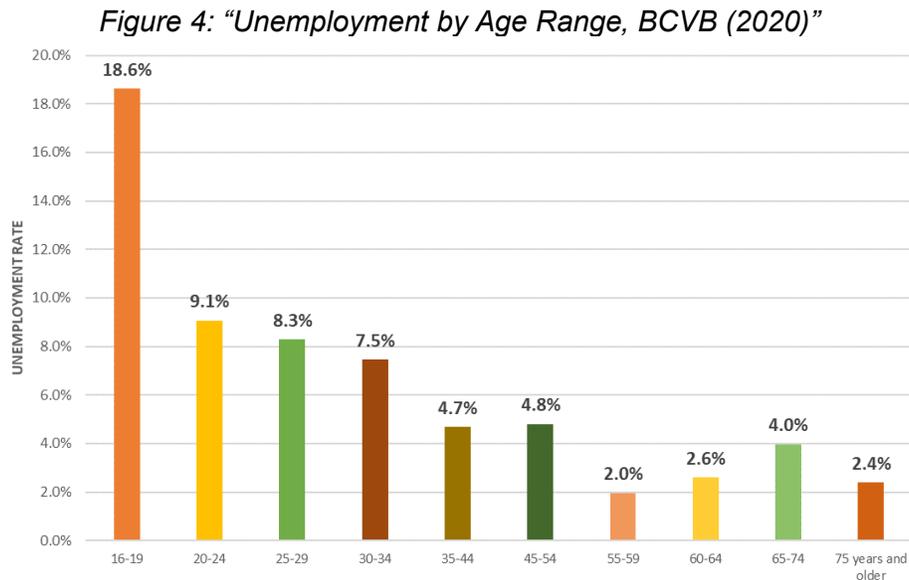
Figure 3: “Unemployment Rate Ages 16 and Over by Race, BCVB (2020)”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

## Unemployment by Age of Worker

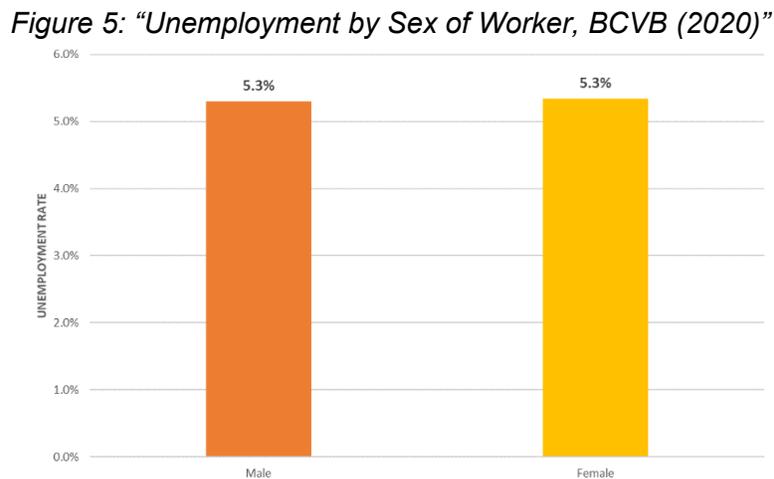
A graph breaking down regional unemployment by age group forms a rough approximation of a hyperbolic curve. Annualized unemployment rates are highest among those in the age range of 16-19 at 18.6%, decreasing precipitously thereafter (presumably attributable to higher levels of postsecondary educational credentialing). Unemployment rates are significantly lower than regional annualized averages for the population ages 55 and over that is approaching retirement, particularly among the cohort ages 55-59 (2.0%). See *Figure 4: “Unemployment by Age Range, BCVB (2020)”* for a visualization of this data.



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

## Unemployment by Sex of Worker

Annualized regional unemployment rates are equal between male and female workers at 5.3%. for females. Notable, however, is that labor force participation rates are significantly higher for males (81.4%) relative to females (72.5%) in-region, a trend that has likely been exacerbated by the COVID-19 pandemic and its disproportionate impact on the female workforce. Please see *Figure 5: “Unemployment by Sex of Worker, BCVB (2020)”* for a visualization of this data.



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

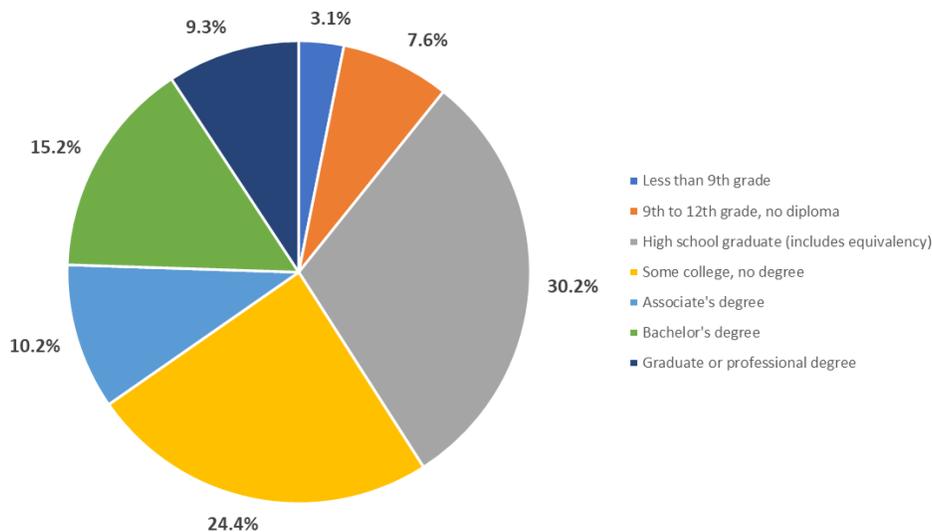
## Educational Attainment for the Population Ages 25 and Over, BCVB

10.7% of the BCVB population ages 25 and older lacks a high school diploma, a number which exceeds the Michigan statewide average. BCVB is characterized by having higher rates of individuals claiming a high school diploma/equivalent (30.2% of the population) or some college/an associate’s degree (referred to as “Middle Skill” levels of educational attainment and representing 34.6% of the regional population) as being their highest level of educational attainment. Consequently, it can be concluded that most residents of BCVB reach the terminal point of their academic careers following high school or shortly thereafter, a trend frequently found in manufacturing-centric regions. See *Figure 6: “Educational Attainment for the Population Ages 25 and Over, BCVB (2020)”* for a visualization of this data.

Educational Attainment Level	Total Population	Population (%)
<i>Less than 9th Grade</i>	6,174	3.1%
<i>9th Grade to 12th Grade</i>	14,976	7.6%
<i>High School Diploma (or Equivalent)</i>	59,423	30.2%
<i>Some College</i>	47,965	24.4%
<i>Associate Degree</i>	20,054	10.2%
<i>Bachelor’s Degree</i>	29,971	15.2%
<i>Graduate Degree and Higher</i>	18,229	9.3%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

*Figure 6: “Educational Attainment for the Population Ages 25 and Over, BCVB (2020)”*



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

## Educational Attainment Levels for Select Areas for the Population Ages 25 Years and Over

10.7% of the BCVB population ages 25 and older lacks a high school diploma or equivalent, which is lower than the current national average (11.5%) but higher than the rate for the State of Michigan (8.7%). The levels of those claiming a high school diploma as their highest level of educational attainment are higher in BCVB (30.2%) than the statewide (28.5%) and national averages (26.7%). The same is true of “Middle Skill” levels of educational attainment; in BCVB, 34.6% of residents fall within the accepted definition of “Middle Skill” labor, which is higher than the same data point for both the State of Michigan (32.8%) and the United States as a whole (28.9%). BCVB also has lower levels of those who claim a Bachelor’s degree or higher as their highest educational attainment level (so-called “High Skill” levels of educational attainment): only 24.5% of BCVB residents possess a four-year degree or higher credentials in comparison to 30.0% of Michiganders and 32.9% of all Americans.

Educational Attainment Level	BCVB Population (%)	Michigan Population (%)	U.S. Population (%)
<i>Less than 9th Grade</i>	3.1%	2.7%	4.9%
<i>9th Grade to 12th Grade</i>	7.6%	6.0%	6.6%
<i>High School Diploma (or Equivalent)</i>	30.2%	28.5%	26.7%
<i>Some College</i>	24.4%	23.2%	20.3%
<i>Associate Degree</i>	10.2%	9.6%	8.6%
<i>Bachelor's Degree</i>	15.2%	18.3%	20.2%
<i>Graduate Degree and Higher</i>	9.3%	11.7%	12.7%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

### Employment Status by Educational Attainment, Ages 25 to 64

Higher levels of educational attainment are associated with increased labor force participation and decreased unemployment rates, as those with higher levels of education have more occupational opportunities available to them (particularly in the aftermath of the pandemic, which had a disproportionately severe impact on low-skill service sector workers). Among the region's prime working age population (ages 25-64 for the purposes of this report), only 57.8% of those without a high school degree (or equivalent credential) in BCVB are actively participating in the labor force. This stands in stark contrast to the 84.0% of individuals considered "High Skill" workers (i.e., those with a Bachelor's degree or higher credential) that are participatory in the area's labor force. Similarly, the unemployment rate for those without a high school degree (or equivalent credential) in BCVB is 15.0%, but a mere 1.7% for those with a bachelor's degree or higher. Do note, however, that these populations are not of an equivalent size, a factor which must be considered (those without a high school diploma or equivalent credential represent only 10.6% of the prime working age population of BCVB, while the "High Skill" segment comprises 24.0% of the population ages 25 to 64).

Subject	BCVB Estimates	BCVB (%)
Total:	142,044	-
Less than High School Graduate:	15,112	10.6%
In Labor Force:	8,729	57.8%
Employed:	7,418	85.0%
Unemployed:	1,311	15.0%
Not in Labor Force:	6,383	42.2%
High School Graduate (Includes Equivalency):	41,383	29.1%
In Labor Force:	30,201	73.0%
Employed:	27,895	92.4%
Unemployed:	2,306	7.6%
Not in Labor Force:	11,149	26.9%
Some College or Associate Degree:	51,459	36.2%
In Labor Force:	41,047	79.8%
Employed:	39,836	97.0%
Unemployed:	1,211	3.0%
Not in Labor Force:	10,394	20.2%
Bachelor's Degree or Higher:	34,090	24.0%
In Labor Force:	28,633	84.0%
Employed:	28,159	98.3%
Unemployed:	474	1.7%
Not in Labor Force:	5,436	15.9%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

### Poverty Rate by Educational Attainment Level for the Population Ages 25 and Over

11.9% of the BCVB population ages 25 years and over currently lives below the poverty line. Given the correlation between lower levels of educational attainment and heightened rates of unemployment, poverty rates decline as educational attainment increases. While 31.9% of BCVB residents ages 25 and older without a high school diploma or equivalent credential live below the poverty line, only 3.8% of those with a bachelor's degree or higher level of educational attainment do as well.

Subject Population	Estimated Percentage Below Poverty Level
Total Population 25 Years and Older:	11.9%
<i>Less than High School Graduate:</i>	31.9%
<i>High School Diploma (or Equivalent):</i>	14.2%
<i>Some College or Associate Degree:</i>	9.4%
<i>Bachelor's Degree or Higher:</i>	3.8%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

### Overall Poverty Trends

Within Berrien, Cass, and Van Buren Counties, 15.0% percent of the total population for whom poverty status is determined live beneath the poverty threshold per the most recent Census estimates. This is higher than both state and national figures: the poverty rate for this population is 13.4% for the United States and 14.4% for the State of Michigan.

Subject Population	Poverty Rate (%)
Total Population for Whom Poverty Status is Determined	15.0%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

### Median Earnings by Educational Attainment Level for the Population Ages 25 and Over

Median earnings levels increase exponentially with higher levels of educational attainment. The median earnings for those without a high school diploma or equivalent credential (\$21,235) and those with a high school diploma as their highest level of educational attainment (\$28,689) fall below the overall median earnings for the region (\$36,345). The median earnings for "Middle Skill" workers (those with some college or an associate's degree as their highest level of educational attainment) are \$36,584, roughly equal to the regional median value. The median earnings for those with a bachelor's degree (\$51,912) and those with a Graduate degree or higher (\$65,313) in Berrien, Cass, and Van Buren Counties, however, are well above the overall median earnings value for this geography. Please see *Figure 7: "Median Earnings by Educational Attainment Level for the Population Ages 25+, BCVB"* for a visualization of this data.

Figure 7: “Median Earnings by Educational Attainment for the Population Ages 25+, BCVB”



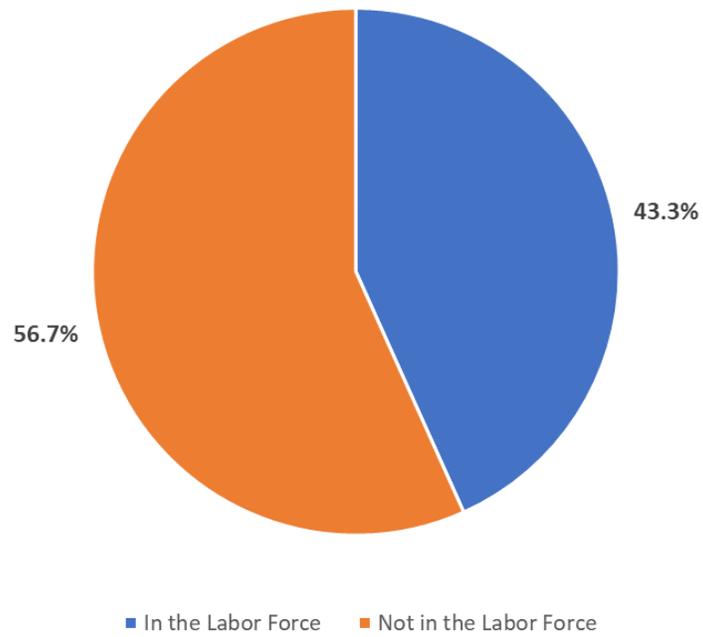
SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

#### Civilian, Noninstitutionalized Disabled Individuals Ages 20 to 64

Labor force participation rates are lower for civilian, noninstitutionalized disabled individuals ages 20 to 64 (43.3%) than the **overall BCVB average value for this cohort (77.7%)**. Please refer to *Figure 8: “Labor Force Participation for Adults Ages 20 to 64 with Disabilities, BCVB (2020)”* for a visualization of this data. Among those who are participatory in the labor force, 90.0% are employed; this is a value that exceeds the employment-to-labor force participation ratio for those ages 25-64 without a high school diploma (85.0%, see “Employment Status by Educational Attainment, Ages 25 to 64”). The unemployment rate for the working age disabled population is 10.0% in the Tri-County area. Please refer to *Figure 9: “Unemployment-to-Employment Ratio for Disabled Adults Ages 20 to 64 in Labor Force, BCVB (2020)”* for a visualization of this data.

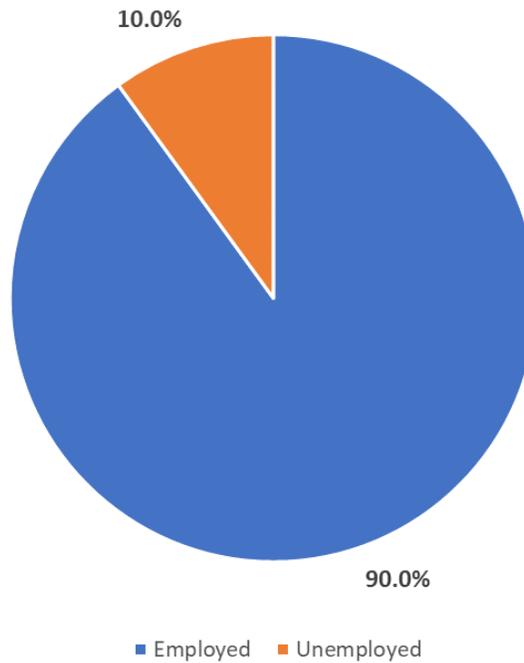
The pandemic resulted in considerable labor force contraction in the local region and area employers are facing significant talent shortfalls that have hampered their output and expansion in many instances. As a result, hiring managers are increasingly turning to non-traditional applicants to maintain a continuous talent pipeline. Berrien-Cass-Van Buren Workforce Development Board, Inc. recognizes this pressing issue and will continue to work with local employers to identify and mitigate outstanding barriers to employment among area residents through WIOA service provision. Additionally, Berrien-Cass-Van Buren Workforce Development Board, Inc. will seek to increase labor participation rates among non-traditional workforce elements including the elderly, disabled, and formerly incarcerated individuals.

Figure 8: "Labor Force Participation for Adults Ages 20 to 64 with Disabilities, BCVB (2020)"



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

Figure 9: "Unemployment-to-Employment Ratio for Disabled Adults Ages 20 to 64 in Labor Force, BCVB (2020)"



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2020. Accessed May 2, 2022.

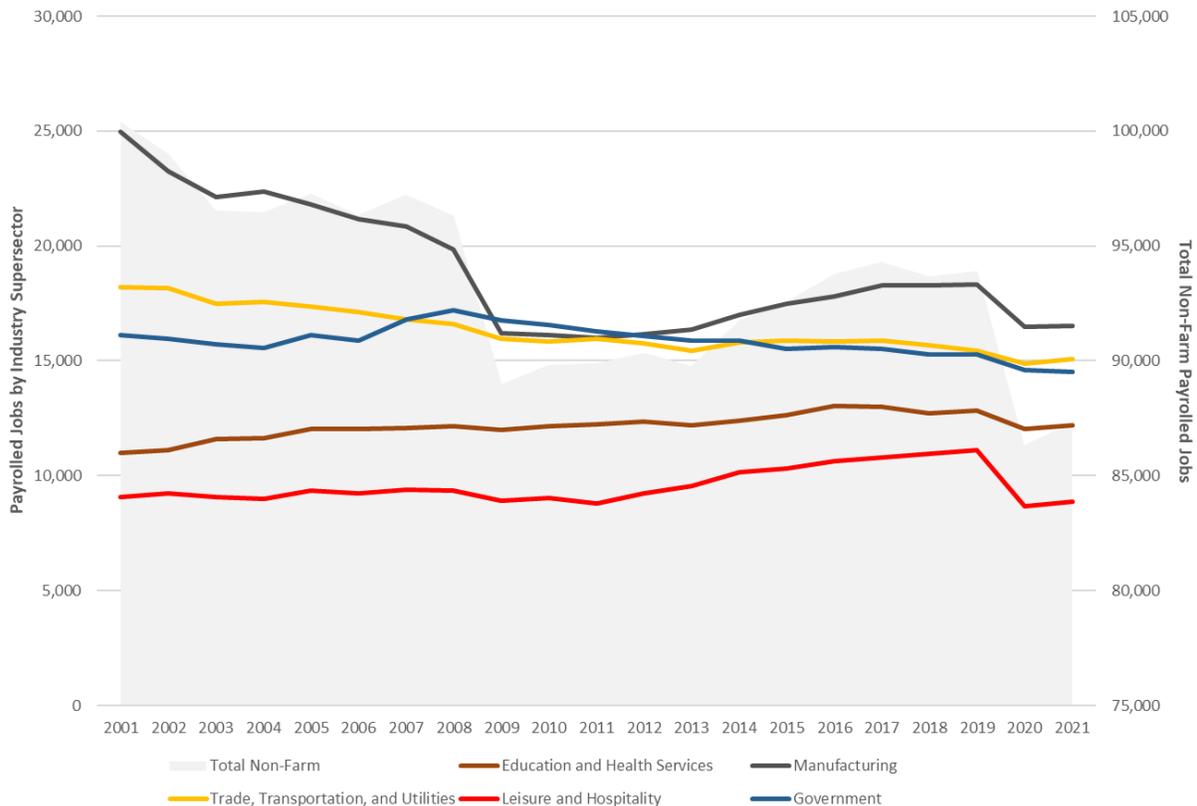
## Economic Overview

### Nonfarm Payrolled Employment, 2001-2021

The “Manufacturing” supersector, the largest in BCBV by both total payrolled employment and economic output, has suffered the greatest overall occupational losses since 2001, having contracted by 33.9% over the time period 2001-2021 (a loss of 8,462 jobs). Many of these losses occurred prior to the Great Recession, with the sector having lost 4,121 payrolled jobs (16.5% of the 2001 regional manufacturing workforce) by 2007. After reaching an employment low point of 15,998 in 2011, the manufacturing supersector experienced near-continuous job growth through 2019. Like most supersectors, however, the pandemic precipitated employment contraction, with local manufacturing employment shrinking by 1,786 (-9.8%) over the time period 2019-2021.

Occupational job shifts among other supersectors have been more modest over the period 2001-2021 in comparison to manufacturing. Nonfarm payroll job losses have been steep since 2001, but these have largely echoed the trends of manufacturing (again illustrating the importance of the sector to regional employment). Overall nonfarm payroll employment plummeted during the Great Recession, but subsequent years largely saw positive gains. Unfortunately, however, the pandemic brought with it sizable job losses, and while there was modest growth from 2020, nonfarm payrolled employment in BCBV sits at a near-record low of 87,284 as of 2021 (down 13,088 or -13.0% from 2001’s level). See *Figure 10: “BCVB Payrolled Nonfarm Job Trends for Select Supersectors, 2001-2021”* for a visualization of this data.

*Figure 10: “BCVB Payrolled Nonfarm Jobs Trends for Select Supersectors, 2001-2021”*



SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 2, 2022.

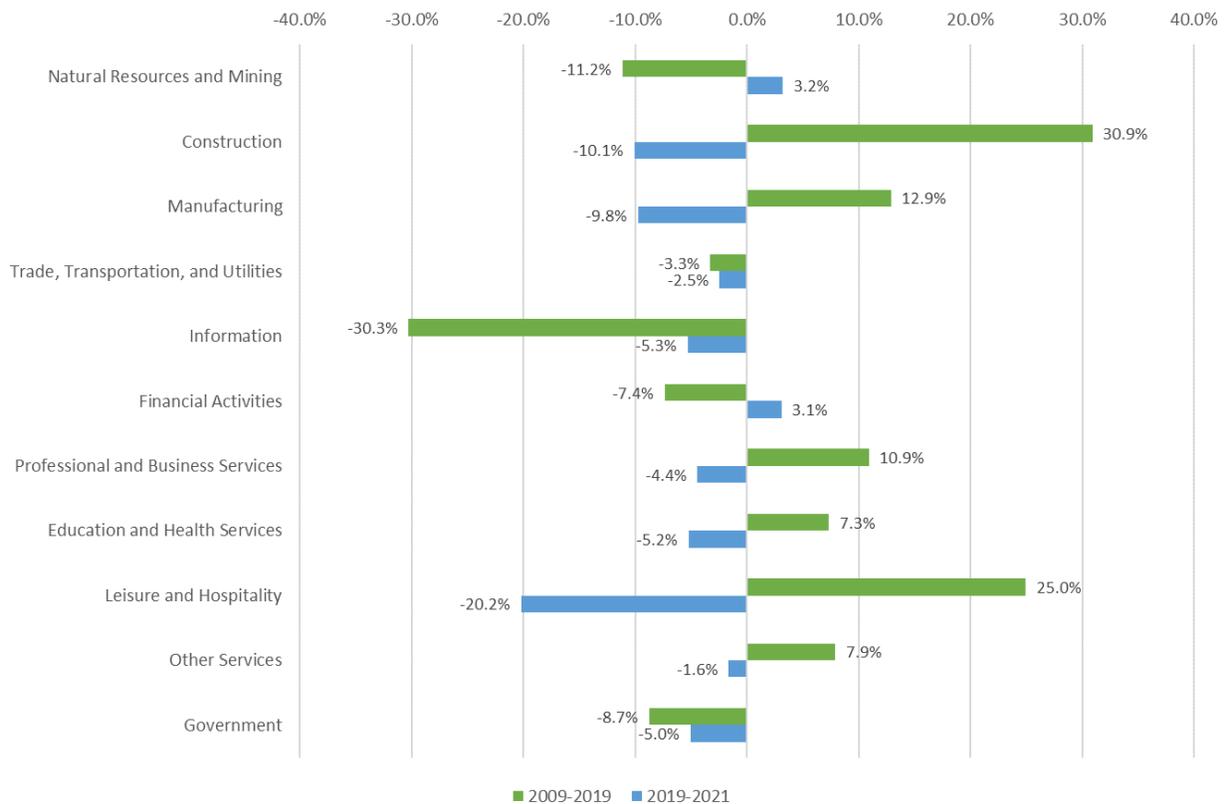
### Longitudinal Analysis of Nonfarm Supersector Payrolled Job Growth Trends, 2009-2021

In terms of relative occupational payrolled employment shifts, nearly all supersectors experienced overall job declines during the pandemic (defined for the purposes of this report as being the time frame 2019-2021). The

three supersectors suffering the greatest total payrolled job contraction over this time period were “Leisure and Hospitality,” “Manufacturing,” and “Government” (i.e., the public sector); these three supersectors accounted for 72.7% of total regional nonfarm pandemic era job losses (with their combined losses totaling 4,806 jobs).

Only two supersectors have enjoyed job growth in the pandemic era (2019-2021), both of which had seen contraction since the depths of the Great Recession: “Natural Resources and Mining” and “Financial Activities.” While regionally-vital supersectors such as “Construction,” “Manufacturing,” “Leisure and Hospitality,” “Professional and Business Services,” “Other Services,” and “Education and Health Services” saw sizable growth over the time period 2009-2019, all suffered employment declines over the course of the pandemic. Please see *Figure 11: “Relative Pre-Pandemic and Post-Pandemic Employment Shifts by Supersector”* for a visualization of this data.

*Figure 11: “Relative Pre-Pandemic and Post-Pandemic Employment Shifts by Supersector”*

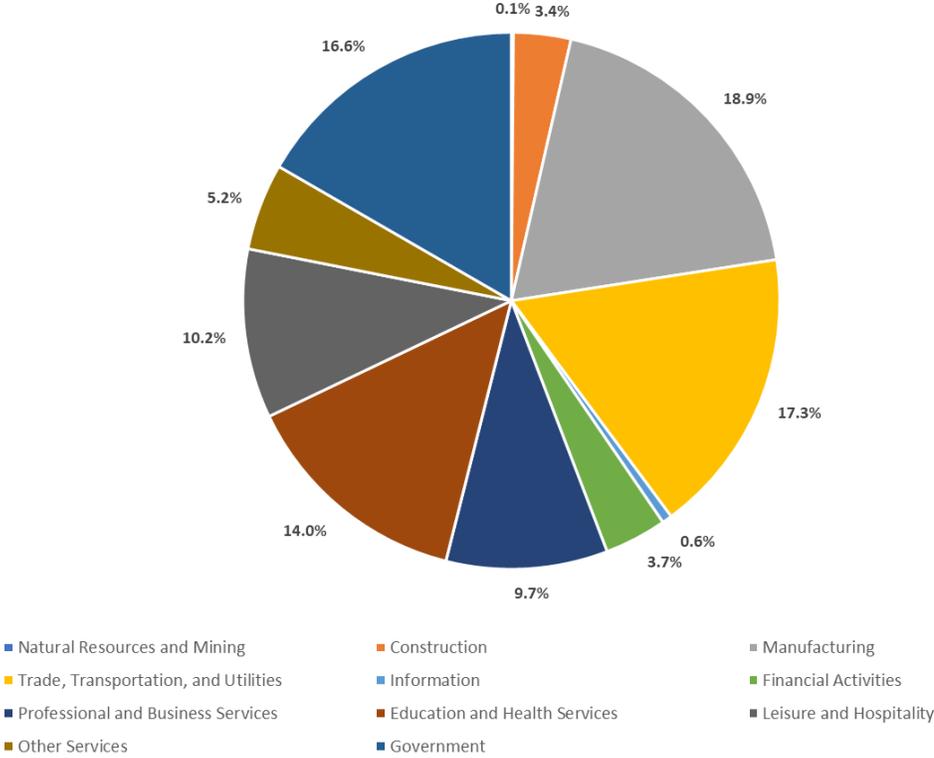


SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

### Nonfarm Payrolled Job Share by Supersector, 2021

The top five supersectors in BCVB on the basis of their share of the total number of overall nonfarm payroll jobs in the region are currently (in order) “Manufacturing,” “Trade, Transportation, and Utilities,” “Government,” “Education and Health Services,” and “Leisure and Hospitality.” These five supersectors comprise 77.0% of total nonfarm payrolled employment in the Tri-County area. Please see *Figure 12: “Breakdown of Supersector Employment as a Share of Total Nonfarm Jobs, BCVB”* for a visualization of this data.

Figure 12: “Breakdown of Supersector Employment as a Share of Total Non-Farm Jobs, BCVB”



SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

**Job Growth by Supersector, All Payrolled Employment (2019-2021)**

Only two supersectors experienced the payrolled job growth over the time period 2019-2021: “Financial Activities” (+97 jobs, a 3.1% increase) and “Natural Resources and Mining” (+3 jobs, a 3.2% increase). All four of the “core” supersectors that fuel regional payrolled employment saw declines during the pandemic: “Agriculture, Forestry, Fishing and Hunting” (-389 jobs, a 12.1% decrease), “Education and Health Services” (-669 jobs, a 5.2% decrease), “Manufacturing” (-1,786 jobs, a 9.8% decrease), and “Leisure and Hospitality” (-2,250 jobs, a 20.2% decrease). In total, these four core sectors lost 5,093 jobs combined, a value equivalent to 74.2% of total regional employment losses over the course of the pandemic.

Supersector	2019-2021 Change	2019-2021 Change (%)
Financial Activities	+97	+3.1%
Natural Resources and Mining	+3	+3.2%
Information	-29	-5.1%
Other Services	-76	-1.6%
Construction	-338	-10.1%
Trade, Transportation, and Utilities	-383	-2.5%
Agriculture, Forestry, Fishing and Hunting	-389	-12.1%
Professional and Business Services	-395	-4.4%
Education and Health Services	-669	-5.2%
Government	-771	-5.0%
Manufacturing	-1,786	-9.8%
Leisure and Hospitality	-2,250	-20.2%

SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

## Notable BCVB Subsectors

The following table provides an overview of 15 subsectors in BCVB with both significant job totals and high location quotients, a figure which measures the total number of jobs in a subsector in a region relative to what would be anticipated given national averages and the geographic, demographic, and labor market composition of the area. The national average location quotient for any industry is 1.00; anything higher than this represents the presence of a greater number of jobs than would be anticipated for the area, and anything lower than 1.00 is less than would be anticipated (in effect, this provides a numeric benchmark to analyze what a region is “known for”). Perhaps unsurprisingly given overall supersector occupational metrics, the three subsectors with the highest location quotients are “Electrical Equipment, Appliance, and Component Manufacturing,” “Crop Production,” and “Primary Metal Manufacturing.”

Subsector	2020 Jobs	2030 Jobs	2020 - 2030 Change	Avg. Earnings Per Job	2021 Location Quotient
<i>Electrical Equipment, Appliance, and Component Manufacturing</i>	3,001	2,125	-876	\$224,782	12.44
<i>Primary Metal Manufacturing</i>	1,310	1,250	-60	\$66,853	6.49
<i>Crop Production</i>	2,050	1,580	-470	\$36,344	5.91
<i>Utilities</i>	1,772	1,448	-324	\$227,305	5.34
<i>Plastics and Rubber Products Manufacturing</i>	1,708	1,961	+253	\$63,416	4.22
<i>Beverage and Tobacco Product Manufacturing</i>	570	660	+90	\$33,996	3.58
<i>Machinery Manufacturing</i>	2,067	2,146	+79	\$91,792	3.28
<i>Fabricated Metal Product Manufacturing</i>	2,375	2,118	-257	\$66,653	2.93
<i>Wood Product Manufacturing</i>	596	829	+233	\$62,936	2.67
<i>Printing and Related Support Activities</i>	466	407	-59	\$57,212	1.88
<i>Support Activities for Agriculture and Forestry</i>	497	585	+88	\$43,738	1.57
<i>Building Material, Garden Equipment/Supplies Dealers</i>	1,301	1,337	+36	\$41,593	1.57
<i>Computer and Electronic Product Manufacturing</i>	1,078	888	-190	\$120,459	1.53
<i>Religious, Grantmaking, Civic, Professional, Similar Orgs</i>	2,421	3,124	+703	\$29,054	1.48
<i>General Merchandise Stores</i>	2,580	2,915	+335	\$31,864	1.46

SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

## **In-Demand Occupations**

### Short-Term In-Demand Occupations, BCVB

The following table provides an overview of the 25 occupations in the BCVB region with the highest number of job openings projected through 2025. In addition to total anticipated openings, occupations were vetted based on their academic prerequisites and median hourly pay: all occupations listed have regional median hourly wages of \$16.21 or higher and require some form of postsecondary licensure/certification or academic credentialing—this list can then be regarded as consisting of so-called “middle skill” and “high skill” occupations. Note that some listed occupations show negative short-term growth but high numbers of total openings through 2025: this is indicative of occupational contraction due to industry or macroeconomic factors, but due to attrition of the existing workforce for these jobs due to factors such as (but not limited to) retirement and career changes, these occupations will continue to remain in high demand regionally in the coming years.

Occupational Title	2020 Jobs	Growth 2020-2025	Total Openings	Median Hourly Earnings
<i>General and Operations Managers</i>	1,378	65	646	\$39.89
<i>Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers</i>	1,109	-159	540	\$17.16

Occupational Title	2020 Jobs	Growth 2020-2025	Total Openings	Median Hourly Earnings
<i>Postsecondary Teachers</i>	1,124	-86	532	\$38.35
<i>Heavy and Tractor-Trailer Truck Drivers</i>	876	-15	502	\$20.33
<i>Bookkeeping, Accounting, and Auditing Clerks</i>	777	-14	441	\$18.09
<i>Elementary School Teachers, Except Special Education</i>	1,026	-37	368	\$27.15
<i>Inspectors, Testers, Sorters, Samplers, and Weighers</i>	615	-50	356	\$17.20
<i>Registered Nurses</i>	899	46	306	\$33.14
<i>Engine and Other Machine Assemblers</i>	501	17	299	\$29.10
<i>Police and Sheriffs Patrol Officers</i>	610	11	249	\$26.50
<i>Accountants and Auditors</i>	501	15	245	\$30.00
<i>Industrial Machinery Mechanics</i>	496	23	239	\$23.74
<i>Project Management Specialists and Business Operations Specialists, All Other</i>	551	30	237	\$31.53
<i>Carpenters</i>	411	4	216	\$18.41
<i>Welders, Cutters, Solderers, and Brazers</i>	365	8	205	\$19.81
<i>Secondary School Teachers, Except Special and Career/Technical Education</i>	576	-19	198	\$28.55
<i>Automotive Service Technicians and Mechanics</i>	392	-15	195	\$20.48
<i>Electricians</i>	278	-27	149	\$28.15
<i>Human Resources Specialists</i>	264	8	143	\$25.72
<i>Market Research Analysts and Marketing Specialists</i>	198	34	138	\$23.34
<i>Software Developers and Software Quality Assurance Analysts and Testers</i>	225	48	137	\$39.83
<i>Tutors and Teachers and Instructors, All Other</i>	197	18	136	\$17.06
<i>Computer Numerically Controlled Tool Operators</i>	232	-3	135	\$18.82
<i>Mechanical Engineers</i>	360	18	133	\$33.07
<i>Financial Managers</i>	259	32	128	\$51.53

SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

### Long-Term In-Demand Occupations, BCBV

The following table provides an overview of the 25 occupations in the BCBV region with the highest number of job openings projected over the period 2020-2030. In addition to total anticipated openings, occupations were vetted based on their academic prerequisites and median hourly pay: all occupations listed have regional median hourly wages of \$16.21 or higher and require some form of postsecondary licensure/certification or academic credentialing—this list can then be regarded as consisting of so-called “middle skill” and “high skill” occupations. Note that some listed occupations show negative short-term growth but high numbers of total openings through 2030: this is indicative of occupational contraction due to industry or macroeconomic factors, but due to attrition of the existing workforce for these jobs due to factors such as (but not limited to) retirement and career changes, these occupations will continue to remain in high demand regionally in the coming years.

Occupational Title	2020 Jobs	Growth, 2020-2030	Total Openings	Median Hourly Earnings
<i>General and Operations Managers</i>	1,378	104	1,284	\$39.89
<i>Postsecondary Teachers</i>	1,124	-121	1,033	\$38.35
<i>Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers</i>	1,109	-211	1,027	\$17.16
<i>Heavy and Tractor-Trailer Truck Drivers</i>	876	-38	972	\$20.33
<i>Bookkeeping, Accounting, and Auditing Clerks</i>	777	-30	863	\$18.09
<i>Elementary School Teachers, Except Special Education</i>	1,026	-34	729	\$27.15
<i>Inspectors, Testers, Sorters, Samplers, and Weighers</i>	615	-98	678	\$17.20

Occupational Title	2020 Jobs	Growth, 2020-2030	Total Openings	Median Hourly Earnings
<i>Machinists</i>	612	10	659	\$21.40
<i>Registered Nurses</i>	899	76	592	\$33.14
<i>Engine and Other Machine Assemblers</i>	501	10	580	\$29.10
<i>Police and Sheriffs Patrol Officers</i>	610	26	503	\$26.50
<i>Accountants and Auditors</i>	501	23	482	\$30.00
<i>Industrial Machinery Mechanics</i>	496	37	476	\$23.74
<i>Project Management Specialists and Business Operations Specialists, All Other</i>	551	50	470	\$31.53
<i>Carpenters</i>	411	-9	407	\$18.41
<i>Welders, Cutters, Solderers, and Brazers</i>	365	8	403	\$19.81
<i>Secondary School Teachers, Except Special and Career/Technical Education</i>	576	-19	389	\$28.55
<i>Automotive Service Technicians and Mechanics</i>	392	-27	377	\$20.48
<i>Coaches and Scouts</i>	191	13	286	\$12.98
<i>Human Resources Specialists</i>	264	18	285	\$25.72
<i>Market Research Analysts and Marketing Specialists</i>	198	57	279	\$23.34
<i>Electricians</i>	278	-51	272	\$28.15
<i>Tutors and Teachers and Instructors, All Other</i>	197	29	272	\$17.06
<i>Software Developers and Software Quality Assurance Analysts and Testers</i>	225	77	268	\$39.83
<i>Mechanical Engineers</i>	360	33	261	\$33.07

SOURCE: Economic Modeling Specialists, Inc. (Emsi). Data Set 2022.1. Accessed May 3, 2022.

### Breakdown of Necessary Knowledge, Skills, and Abilities by Occupation

*The next section presents an analysis of the knowledge, skills, and abilities often needed in these occupations. The tools and technologies as well as the required certifications are presented where available.*

### Knowledge, Skills, and Abilities Needed in In-Demand Industries and Occupations Specific to BCVB Employers

An analysis of BCVB's existing and emerging high-demand, high-wage occupations reveals that these positions are largely concentrated in a handful of categories including: *Healthcare Practitioners and Technical Occupations; Information Technology Occupations; Architecture and Engineering Occupations; Businesses and Financial Occupations; and Management Occupations.* It is critical to have a clear understanding of the knowledge, skills, and abilities required of each of those occupational categories to best assist job seekers. It is also important to know the relevant tools, technologies, and certifications (if applicable) that successful job candidates are expected to be familiar with in these occupations. To determine the appropriate knowledge, skills, and abilities required for each occupational grouping, data was compiled from Economic Modeling Specialists, Inc.'s (Emsi's) "Skills Transferability Index," which identifies required competencies for current job openings in the BCVB area.

These occupations all require a solid foundation in basic skills including reading, communication, math, and cognitive abilities that influence the acquisition and application of knowledge in problem-solving. Most of these occupations also require both active learning and critical thinking skills. In addition, these occupations require workers to possess the relevant technical skills, vocational/academic certifications and/or credentials, and working knowledge related to their specific occupational discipline, as well as a mastery of certain tools and technologies.

- **Healthcare Practitioner and Technical Occupations**

*Knowledge, Skills, and Abilities*

Knowledge of the information and techniques needed to diagnose and treat human injuries and diseases are important in all critical health care occupations. This includes knowledge of symptoms, treatment alternatives, drug properties and interactions, and preventive health care measures.

**Knowledge**

Medicine & Dentistry  
Biology  
Customer & Personal Service  
English Language  
Psychology

**Skills**

Active Listening  
Reading Comprehension  
Speaking  
Critical Thinking  
Monitoring

**Abilities**

Problem Sensitivity  
Oral Comprehension  
Oral Expression  
Deductive Reasoning  
Inductive Reasoning

*Tools and Technologies and Certifications*

Tools and technologies related to *Healthcare* occupations include several that ensure quality and efficiency in the delivery of health services, such as electronic medical records and time management tools. There are many certifications in healthcare occupations as many careers involve licensure. Beyond occupational-specific requirements, important certifications are concentrated in specific areas of patient care.

**Tools and Technologies**

Quality Assurance  
Patient Electronic Medical Records  
Microsoft Office  
Time Management  
Quality Control

**Certifications**

Basic Life Support  
Certification in Cardiopulmonary Resuscitation  
Advanced Cardiac Life Support  
Pediatric Advanced Life Support  
Nurse Administration

- **Information Technology Occupations**

*Knowledge, Skills, and Abilities*

These positions require an important mix of technical, business, and problem-solving skills. Information technology jobs require a knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. Design and systems analysis skills are also vital. Abilities for these occupations are typically related to computer usage and programming. For example, job seekers should have an aptitude for mathematical reasoning, number facility, and deductive reasoning.

**Knowledge**

Computer & Electronics  
Customer & Personal Service  
Mathematics  
English Language  
Design

**Skills**

Active Learning  
Reading Comprehension  
Complex Problem Solving  
Critical Thinking  
Troubleshooting

**Abilities**

Mathematical Reasoning  
Number Facility  
Oral Comprehension  
Problem Sensitivity  
Deductive Reasoning

*Tools and Technologies and Certifications*

*Computer* occupations have several technologies associated with them. Depending on the occupation, individuals employed in these occupations will need to know everything from traditional software packages to advanced computer programming languages (e.g. Structured Query Language (SQL), Java, and Linux). Similarly, there are numerous certifications associated with computer occupations. Often, certifications are specific to some software package or technology, like the Cisco Network Associate certification. In other instances, certifications are more general, like Project Management Professional. These and other certifications for Information Technology occupations are listed below.

### **Tools and Technologies**

Project Management  
Microsoft Office  
Product development  
Quality Assurance (QA)

### **Certifications**

Accreditation Board for Engineering and Technology (ABET)  
American National Standards (ANSI)  
American Society for Quality (ASQ)  
National Electrical Code (NEC)

## • **Architecture and Engineering Occupations**

### *Knowledge, Skills, and Abilities*

Architecture and engineering occupations are both technical but also practical, so they require a mix of knowledge, skills, and abilities. Mechanical applications, mathematics, and the laws of physics are among the most important areas of knowledge for this category of occupations. Necessary skills are utilized to make decisions after analyzing tremendous volumes of data and mathematical information. Leading skills in this occupational category are complex problem solving, critical thinking, and judgment and decision making.

### **Knowledge**

Engineering and Technology  
Design  
Mechanical  
Mathematics  
Physics

### **Skills**

Complex Problem Solving  
Critical Thinking  
Active Listening  
Judgment and Decision Making  
Operations Analysis

### **Abilities**

Information Ordering  
Mathematical Reasoning  
Deductive Reasoning  
Visualization  
Written Communication

### *Tools and Technologies and Certifications*

Many architecture and engineering occupations are expected to employ tools and technologies targeted at process improvement, with an aim to improve the quality of output and reduce defects and/or inefficiencies (e.g. Quality Assurance, Six Sigma). Similarly, many certifications for *Engineers* and other jobs in this occupational category also revolve around process improvement. Other relevant certifications revolve around industry standards, including certifications in American National Standards (ANSI), National Electrical Code (NEC), and Environmental Protection Agency (EPA) standards.

### **Tools and Technologies**

Project Management  
Microsoft Office  
Product development  
Quality Assurance (QA)  
Six Sigma

### **Certifications**

Accreditation Board for Engineering and Technology (ABET)  
American National Standards (ANSI)  
American Society for Quality (ASQ)  
National Electrical Code (NEC)  
Environmental Protection Agency standards (EPA)

## • **Business and Financial Occupations**

### *Knowledge, Skills, and Abilities*

Occupations found in this category require workers to possess skills including communication, critical thinking, and time management. These workers must also be able to establish and maintain cooperative working relationships with others. Finally, those employed in this occupational category must possess a knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.

### **Knowledge**

Mathematics  
Economics and Accounting  
Customer & Personal Service  
English Language  
Personal & Human Resources

### **Skills**

Mathematics  
Active Listening  
Critical Thinking  
Judgment & Decision Making  
Reading Comprehension

### **Abilities**

Oral Comprehension  
Written Comprehension  
Problem Sensitivity  
Deductive Reasoning  
Information Ordering

### *Tools and Technologies and Certifications*

Most of the occupations in this category will need to use office productivity software (e.g. Microsoft Office) for documents, spreadsheets, publications, and database administration. In addition to productivity software, many tools and technologies for business and financial occupations involve risk management and technical proficiencies such as Generally Accepted Accounting Principles. Many certifications in this area are occupation-specific (e.g. Certified Public Accountant (CPA), Series 7).

#### **Tools and Technologies**

Microsoft Office  
Business development  
Risk Management  
Project management  
Generally Accepted Accounting Principles

#### **Certifications**

Certified Public Accountant (CPA)  
Financial Industry Regulatory Authority (FIRA)  
Certified Internal Auditor (CIA)  
General Securities Representative Exam (Series 7)  
Chartered Financial Analyst (CFA)

- **Management and Supervisory Occupations**

### *Knowledge, Skills, and Abilities*

Occupations found in this category will require workers to possess skills including public speaking, active listening, and critical thinking. Workers must also have a knowledge of administration and management tactics, as well as personnel and human resources standards. These workers must have the ability to express and comprehend oral and written communication.

#### **Knowledge**

Administration and Management  
Customer and Personal Service  
English Language  
Personnel and Human Resources  
Mathematics

#### **Skills**

Speaking  
Active Listening  
Critical Thinking  
Reading Comprehension  
Coordination

#### **Abilities**

Oral Expression  
Oral Comprehension  
Written Comprehension  
Problem Sensitivity  
Written Expression

### *Tools and Technologies*

The use of personal computers has become a requirement for many professional occupations. Therefore, a mastery of spreadsheet and word processing software is a fundamental requirement. Given rapid advances in communication technologies and software, workers in this occupational category must feel comfortable using electronic mail software as well as common delivery platforms such as smart phones and tablets.

#### **Tools and Technologies**

Spreadsheet software  
Personal computers  
Electronic mail software  
Word processing software  
Notebook computers

## **1.2. Description of the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment).**

The Berrien-Cass-Van Buren Workforce Development Board (BCVBWDB) vision is that Southwest Michigan will be Michigan's most competitive regional economy because of available, skilled, and work-ready talent. The BCVB workforce board via the local Michigan Works! system provides sustainable and systemic solutions for the most pressing employer workforce challenges.

The WDB's vision and goal for preparing an educated and skilled workforce, inclusive of youth and individuals with barriers to employment, is to increase the employability and employment of individuals in our tri-county area through specific technical skills training and knowledge plus development of soft skills. Our strategy is to impact the key factors facing our region and the state, these factors include a less educated, older, and shrinking workforce. Strategic focus on increasing education attainment, early engagement of youth in workforce activities and retaining talent work to increase the economic vitality of the region. The Michigan Works! and Investment committees steer the services provided to our local workforce through outreach, information sharing and recruitment of tri-county partners, with focus on the following:

- Educating students, parents, teachers, counselors, and administrators about local in-demand careers and preparation of students for those careers.
- Expand awareness of and access to adult learning opportunities for local in-demand careers.
- Discuss training needs with employers that will meet the customers' need and create a talent pipeline.

The board will achieve its vision by leveraging new and existing partnerships with local K-12 education partners, the private sector, post-secondary institutions, community-based organizations, foundations, and other grant-funded programs administered by Michigan Works! Berrien-Cass-Van Buren. The board will continue to emphasize the following goals:

- Prioritization of training funds to prepare youth for local in-demand jobs.
- Improve work-based learning opportunities for youth aged sixteen and older.
- Partner with local high school and community college administrators and educators to align curriculums with a focus on producing career-ready graduates.
- Development of Career Pathways

These goals will have tri-county-wide impacts on emerging workforce employment and readiness rates. Retaining talent in the region will continue to be a major priority for Michigan Works! Berrien-Cass-Van Buren and the private sector.

WIOA Local performance goals for Adult, Dislocated Worker, Youth, Adult Education and Literacy, Wagner-Peyser, and Vocational Rehabilitation as described in the WIOA Section 116(b)(2)(A) will be required by Berrien, Cass, Van Buren Workforce Development Board and implemented by the local Michigan Works! system as directed by Federal and State policy through the Labor Economic Development (LEO). The local MW system will also follow additional local performance measures as approved by the Michigan Works! Committee of the WDB.

## Notable Successes and Accomplishments

Some notable successes and accomplishments achieved by WDB since the previous WIOA Local Plan Mid-cycle include (but are not limited to):

- Met WIOA performance metrics.
- Added, three additional USDOL Approved Healthcare Apprenticeships
- Maintained Healthcare industry-specific council to gather intelligence and identify employer talent and workforce development needs. These industry-specific councils provide like-minded businesses with the opportunity to come together to solve shared challenges.
- Maintained successful partnership with Michigan Rehabilitative Services (MRS) and the Michigan Career and Technical Institute (MCTI) to continue training local students and job seekers in healthcare-related occupations. This program currently possesses a 97.8% certification success rate and has graduated 138 participants as of January 2020.
- Our Business Resource Network “The Link”, despite pandemic challenges, has successfully assisted six companies in retaining 78.95% of their labor and removed 83.4% of 1,117 barriers encountered.

### **1.3. Description of the local board’s strategy to align resources, required partners, and entities that carry out core programs to achieve strategic vision and goals.**

The local board continues to align local resources and required partners carrying out core programs by improving existing services and partnerships, enhancing employer engagement, community partner collaborations, academic training, and workplace literacy programs. The WDB oversee its programs in a way that embraces and supports WIOA to increase educational attainment levels and preparation for high demand industries meeting the needs of employers and job seekers. With utilization of LMI data to adjust, drive, and anticipate shifts; as well as appropriate support from educational institutions, the board guarantees maximum success in serving workers with low skill attainment and barriers to employment. With continued appropriate support from K-12 and post-secondary education system, Career and Technical Education partners, community partners and employers, the Michigan Works! Berrien-Cass-Van Buren WDB continues to make certain there is alignment of our local workforce to high demand occupations.

## **1.4 Implementation Plan**

### **Section I: Background**

The implementation plan is intended to identify project goals, activity levels, spending targets, and timeframes that are directly linked to achieving grant goals. The plan is also required to address performance accountability, which must include at minimum:

- Meeting operational goals such as planned service level and expenditure targets;
- Meeting performance outcome goals;
- Managing sub-recipient and contractor performance; and
- Using performance data for continuous improvement.

## **Section II: Project Goals**

Goal #1 – Expend the WIOA allocation after analysis and review of performance goals, complete the budget information summary sheet, then utilize that information to prepare our annual organization budget, accounting for any caps and limitations, as well as carry over and carry in amounts

Goal #2 – Ensure all required WIOA Local Policies are in place

Goal #3 – Evaluate regional organizations to identify possible additional providers of the 14 Youth Elements

Goal #4 – Promote Going Pro to provide training to incumbent workers, rather than using limited WIOA funding

Goal #5 – Cross-training staff as need in all workforce programs offered by BCVB

Goal #6 – Ensure strong business relationships, sector strategy and collaboration

## **Section III: Performance Accountability**

### **Meeting Operational Goals**

- Expend the minimum percentage of BCVB’s WIOA Youth allocation on work experience
- Expend the minimum percentage of the overall WIOA Youth allocation on Out of School Youth
- Ensure all 14 youth elements are offered to youth participants
- When reasonable co-enroll participants across the workforce programs
- Set program year goals based on WIOA allocation for enrollments and exits

### **Meeting Performance Outcome Goals**

- BCVB Michigan Works! will make every effort to meet negotiated performance goals.
- Manage WIOA exits based on negotiated performance goals.
- Ensure follow-up services are being provided to exited WIOA participants

## **2. Workforce Development System**

### **2.1. Programs included in the system**

The Berrien, Cass, Van Buren Michigan Works! system offers access to core programming and the Pure Michigan Talent Connect (PMTTC) at no cost to employers and job seekers. Services include the provision of labor exchange for employers and resume assistance, labor market information, job search planning, and career services to job seekers. The State School Aid Act 107 Adult Education and WIOA Title II providers are co-located within the Benton Harbor Michigan Works! Service Center. Making service delivery for adult education learners seamless. Michigan Works! system provides these services at two full-service centers and two outreach centers across Southwest Michigan. These locations are barrier free for individuals with disabilities. Enabling all workers to acquire the necessary resources to succeed in today’s economy.

The following core and additional programs can be found at each service center:

- Workforce Innovation and Opportunity Act (WIOA) Program Services - Adult, Dislocated Worker and Youth employment and training workforce activities.
- Welfare Reform Services (Partnership. Accountability. Training. Hope (PATH) and Food Assistance Employment & Training)
- Clean Slate Services
- Trade Adjustment Assistance (TAA) Services
- Veterans Employment Services to ensure Veteran population receives services in an equitable manner.
- Migrant Seasonal Farm Worker Services are presently located in two full-service centers to ensure the migrant population receives services in an equitable manner.
- Vocational Rehabilitation Services are by referral to the local vocational rehabilitation agencies within BCVB.
- Vocational Education is referred to the vocational team and provides referrals to applicable vocational educational institutions.
- Adult Education, BASWM, HSE, and High School preparation are provided at our Michigan Works! Benton Harbor location. Adult learners may also be referred to other community adult education institutions and programs across the tri-county area for ease of access and suitability.

## **2.2. Description of the local board's strategy to work with entities carrying out core programs and other workforce development programs to provide service alignment.**

WIOA brings together, in a strategic coordinated effort, the core programs focusing on skills development. The local board recognizes that to meet the needs of our local region, workforce development programs must be in alignment, to successfully prepare an educated and skilled workforce.

To ensure alignment, the local board continues to expand community collaborations, enhance academic and workplace literacy programs, and implement innovative services and activities for all workers, inclusive of youth and individuals with barriers to employment. Ongoing collaborations with partner employers and training institutions have resulted in the establishment of advisory groups/consortiums and activities designed to support, strengthen alignment of services. These consortiums are comprised of a wide range of area stakeholders, including education and training partners, economic and workforce development agencies, and major employers. Current Michigan Works! staff-driven activities, consortiums, and/or advisory groups include:

- Going Pro Talent Fund applications
- Partnership meeting with local training institutions
- Healthcare Consortiums
- Business Resource Network meetings "The Link"

- Career Education Advisory Committee (CEAC)
- Onsite and Virtual Job Fairs
- On-demand Orientation of Available Services, Training Information, Career Pathways, Job Readiness Workshops, and LMI.

For example, via the Career Education Advisory Council (CEAC), Michigan Works! staff bring the needed coordination between K-12 school system, area Career & Technical Education Programs, alternative and post, post-secondary education system and employers, to better align and understand the educational needs for high demand occupations in our region.

Note: Manufacturing, Healthcare, Information Technology, Architecture/Engineering, Hospitality, Agri-business, Financial, and Construction trades represent the primary industry super sectors responsible for job share and projected growth within Berrien, Cass, and Van Buren Counties. The board's current and future collaborations and priorities will remain focused on these industry clusters ensuring a successful talent exchange and the development of an efficient talent pipeline.

### **3. Working with Entities carrying out core programs**

#### **3.1. Description of how the local board, working with the entities carrying out core programs will expand access to employment, training, education and support services for eligible individuals, particularly eligible individuals with barriers to employment.**

To expand access to employment, training, education, and support services, the WDB depends heavily on the Michigan Works! Talent and Business Solutions teams ability to 1. meet the needs of local employers and 2. improve the coordination and delivery of services for employers and job seekers from core program entities. Established goals for the talent and business teams include:

- Building strong relationships with employers
- Gathering Sector Intelligence to clearly understand and identify high-demand occupations and industry sectors and skills requirements for high-demand occupations; and
- Providing a single point of access and seamless services for area employers and all eligible individuals inclusive of individuals with barriers to employment.

The labor market intelligence generated by these teams is used by the Michigan Works! Committee, part of the WDB to determine jobseeker training priorities and identify key in-demand employment sectors. With this information, the Michigan Works! Committee sets the training priorities for the local Michigan Works! system and communicates those priorities to training providers; ensuring training activities lead to a recognized postsecondary credential, inclusive of industry-recognized certificates or certifications, that is portable, and stackable.

Michigan Works! Berrien-Cass-Van Buren offers work-based training services, an effective training strategy for employers needing to develop a highly skilled workforce. The work-based training services include customized training, on-the-job-training (OJT), incumbent worker training, and registered apprenticeships and are delivered to the employer based on their current needs. Employers can also work with a training provider of their choice to develop a customized training program. Once established, the employers and Michigan Works! staff work together to conduct recruitment, screening, and interviewing. Employers commit to hiring successful trainees and contribute part of the cost associated with the training. Any work-based training service must incorporate

innovative technologies, processes, or procedures, skills upgrades, workplace literacy, or other appropriate industry-specific purposes.

### **3.2. Description of how the local board, working with the entities carrying out core programs will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.**

The local board recognizes the critical nature of preparing for careers and the rigorous competition within the workforce. This means individuals and industries must have viable career pathways for building a highly skilled workforce ensuring long term sustainability and self-sufficiency. Creating career pathways that lead to sustainable careers through combinations of secondary and postsecondary education, and apprenticeship programs, is one of the best ways to prepare eligible individuals for a successful long-term career and to ensure local industries have a highly skilled workforce.

The WDB, through the local Michigan Works! system, along with representatives of secondary and postsecondary education programs, will continue to develop and implement career pathways within the tri-county area and ensure these are in alignment to the education, employment, and training services needed by adults and youth, particularly those with barriers to employment. When appropriate, education and workforce preparation activities and training for a specific occupation or occupation cluster will be offered concurrently and through co-enrollment. The board anticipates these rigorous and high-quality education and training services will prepare individuals to succeed in the local and regional economy.

### **3.3. Description of how the local board, working with the entities carrying out core programs will improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).**

To enhance access and the coordination of services, the WDB provides direct delivery of services. This promises a reduction of overhead costs, improved customer access, a lean process with training providers, and an improved demand driven operational model. As previously referenced, the WDB makes training a priority to ensure education and training activities lead to a recognized post-secondary credential, inclusive of industry-recognized certificates or certifications, and are transferable and stackable. The Workforce Development Board (WDB) works with a considerable number and various education and training providers. These include eligible providers with expertise in assisting individuals with disabilities and adults in need of adult education and literacy activities. Providers serve the local area and provide services that maximize consumer choice, leads to credentialing, and provide competitive employment opportunities for all individuals inclusive of those with disabilities.

Review of training provider effectiveness and accessibility to industry recognized credentialing are conducted and reviewed on an annual basis on Michigan Training Connect (MiTC).

## **4. Strategies and Services**

### **4.1. A description of strategies and services that will be used in the local area to facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs.**

The Michigan Works! Business Team leads with a demand-driven philosophy by assessing and implementing workforce solutions to improve recruitment, retention, and the long-term viability of the company. The local WDB ensures that systems are in place so that a quality connection is made between businesses looking for qualified workers and individuals seeking gainful employment.

It is critical that current or future workers in need of skill upgrades or retraining will be enrolled into training areas of high demand that will result in higher wage earnings based upon eligibility and suitability requirements. Michigan Works! BCVB WDB supports the need to recruit the full spectrum of jobseekers from

the highly professional through less-skilled job candidates to meet the broad demand and needs of the business community. Our Business Team takes a proactive approach by understanding the human resources needs of business, by continuously outreaching, recruiting, and equipping the talent supply pipeline with the knowledge, skills, and abilities to meet employer needs. The rapid changes in the global economy mean that workforce development is important in helping to retool and recruit the talent of the future. The focus is on our region's high demand industries, currently identified by data as Advanced Manufacturing, Healthcare, Hospitality/Customer Service and Agriculture. All these factors, identified through industry collaboratives and employer interactions, are supplied to our Talent Team to provide guidance on training and placement needs.

#### **4.2. A description of strategies and services that will be used in the local area to support a local workforce development system that meets the needs of businesses in the local area.**

Michigan Works! Berrien- Cass- Van Buren assists employers with business development services through an integrated business retention and attraction program. Michigan Works! BCVB has strengthened relationships with local community colleges, training providers, economic development organizations, and planning commissions. By cross sharing information and discussing best practices, this ensures everyone is speaking the same language and eliminating non-value-added services. Michigan Works! BCVB has formed the Manufacturing as a Career Consortium, Healthcare Apprenticeship Consortium, and partners with organizations such as the Berrien County Tooling Coalition, Cornerstone Alliance, Market Van Buren, Manufacturing Growth Alliance, and local ISDs to strengthen the collaboration of talent pipeline strategies and business retention and expansion services that enhance our sector strategy approach.

#### **4.3. A description of strategies and services that will be used in the local area to improve coordination between workforce development and economic development.**

Michigan Works! BCVB works closely in partnership with our local Economic Development Organizations to deliver both workforce and economic development services to employers, businesses, and entrepreneurs in our region. Typically, this involves joint company visits, resource identification and significant collaboration efforts to deliver projects in a timely and competitive manner. Our Business Solutions team take part in monthly regional meetings with our Economic Development partners so they can be aware of any upcoming projects or resources to support our business community. We also provide Workforce Proposals using labor market information and regional data to assist our EDO Partners during the site selection/company attraction process. MW BCVB often refers economic development inquiries to our local EDO partners (Cornerstone, Market Van Buren & Southwest Michigan Chamber) as well as our State partners at the Michigan Economic Development Corporation.

#### **4.4. A description of strategies and services that will be used in the local area to strengthen linkages between the one-stop delivery system and unemployment insurance programs.**

Michigan Works! BCVB business team meets routinely with companies to understand current recruitment and training needs and utilizes data gathered by the Talent team on unemployment insurance participants' seeking employment to provide referrals immediately. MW BCVB promotes unemployed participants with on-the-job training to help with outdated skills and to help reduce the financial burden of initial on-boarding training for the employers. Additionally, we include our community partners within our Rapid Response teams to conduct Worker Orientations and provide vital links to jobseekers displaced by layoffs.

#### **5. A description of how the local board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the local board will promote entrepreneurial skills training and microenterprise services.**

Michigan Works! BCVB partners closely with regional economic development organizations to provide comprehensive services to ensure regional employers have all the tools necessary to attract, expand and

retain its workforce. This includes joint company visits, regional training sessions for employers, coordination of grant activities to foster company growth and employee skill development.

Additionally, we partner with local agencies such as Cornerstone Alliance and Edward Lowe Foundation to provide general knowledge and guidance to individuals on business start-ups and entrepreneurial training. Michigan Works! refers individuals interested in entrepreneurial and microenterprise services to these outside consultants or agencies that work with startup companies. These agencies are equipped and skilled at providing individuals with tools necessary to write a business plan, gain access to capital, and prepare financials for loans.

## **6. One-Stop Delivery System**

### **6.1 Description of how the local board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and job seekers**

The Berrien- Cass- Van Buren WDB provides direct service delivery to be rendered by the WDB. Providing direct services assures reduction of overhead, reduction of contractor cost, improved direct customer services, lean processes implementation, productivity gains and an improved demand driven operational model for employers, workers, and jobseekers. Any sub-recipient and their respective staff are actively engaged in the Kinexus Group continuous improvement process. This includes active participation in team activities, instilling the Kinexus’ values of seizing opportunity, being inspirational and driving change while fulfilling their daily jobs and in support of continuous improvement initiatives.

### **6.2 How the local board will facilitate access to services provided through the One-Stop delivery system, including in remote areas, through the use of technology and other means.**

Michigan Works! Berrien- Cass-Van Buren Service Centers provide a one-stop shop for all the core programming and is the primary vehicle for seamless delivery of services to employers, job seekers, persons with disabilities, public assistance recipients, veterans, migrant and seasonal farmworkers, ex-offenders, Adult Education, Friend of the Court referrals, juvenile justice, corrections, employed, unemployed and underemployed individuals. With two full-service centers and two outreach locations across the tri-county area, Michigan Works! BCVB guarantees access to core programs and partner agencies.

#### **Full-Service Center Locations:**

<p>Benton Harbor Service Center 499 W. Main St. Benton Harbor, MI 49022 1-800-285-9675</p> <p><b><u>Days and Hours of Operation:</u></b> Monday through Friday 8:00 a.m. – 5:00 p.m.</p>	<p>Paw Paw Service Center 32849 Red Arrow Hwy. Paw Paw, MI 49079 1-800-285-9675</p> <p><b><u>Days and Hours of Operation:</u></b> Monday through Friday 8:00 a.m. – 5:00 p.m.</p>
--	---

Michigan Works! Berrien-Cass-Van Buren recognizes jobseekers may have transportation challenges and may be unable to visit a full-service center in person due to lack of or limited transportation. Michigan Works! BCVB has an established transportation pilot accessible to those with limited transportation and needing Michigan Works! Services. Additionally, to further enhance accessibility, MW BCVB provides access to certain services online via the Michigan Works! website and through real time virtual appointments with MW staff. Additionally, we have expanded our reach by establishing the following outreach locations where staff can meet job seekers.

Outreach Locations:

Cass County Administration Building 120 North Broadway Street Room 219 Cassopolis, MI 49031	Southwestern Michigan College- Niles Campus 33890 US-12 Niles, MI 49120
<b><u>Days and Hours of Operation:</u></b> Monday through Friday 8:00a.m. – 5:00 p.m. Closed daily from 12pm-1pm (Lunch hour)	<b><u>Days and Hours of Operation:</u></b> Monday through Thursday 8:00 a.m. – 5:00 p.m. Closed daily from 12pm-1pm (Lunch hour) Fridays- Closed

**6.3 How entities within the One-Stop delivery system, including One-Stop operators and the One-Stop partners, will comply with the nondiscrimination provisions of the WIOA (Section 188), if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 United States Code [U.S.C.] 12101, et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.**

Michigan Works! and One-Stop partners will provide delivery of services to all customers equally by adopting a universally accessible system that meets the diverse customer needs in our local delivery area, including individuals with disabilities and barriers to employment.

As a recipient of federal funds, Michigan Works! and One-Stop partners will comply with regulations relating to non-discrimination, equal opportunity, and inclusion. Adhering to the provisions as mandated by:

- Section 188 of the WIOA
- Section 504 of Rehabilitation Act of 1998, as amended
- Titles I and II of Americans with Disabilities Act (ADA)
- The Americans with Disability Act Accessibility Guidelines

Michigan Works will provide staff with appropriate and relevant training to assure persons with physical, mental, cognitive, and sensory disabilities have programmatic and physical access to all services and activities. Training on assistive technology and tools on how to effectively serve individuals with disabilities will be required of all staff working directly with the public. Accommodations to individuals with disabilities will be provided as requested.

**6.4 A description of the roles and resource contributions of the One-Stop partners**

All one-stop partners work collaboratively to serve jobseekers and employers accessing services through the one-stop centers. An emphasis is placed on employer and job seeker needs, information sharing, cross referral to core and educational programs and providing resources and data to business services. Through collaborative efforts one-stop partners enhance opportunities for sustainable employment and career development ensuring economic vitality to Southwest Michigan. The Berrien-Cass-Van Buren Workforce Development Board has established Memorandums of Understanding that include infrastructure financial support to the one-stop (AJC/Michigan Works! Service Center system). The MOU, when applicable, may include an Infrastructure Funding Agreement (IFA) and establishes clear expectations on service delivery from each entity along with costs. MOU's are in place for 3 years; however, IFA's are reviewed yearly.

## **7. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.**

A full range of self-assisted basic career services are available at each service center. BCVB's comprehensive service centers and outreach locations offer a variety of onsite assistance designed to enhance job search skills and outcomes. Basic career services and workshops are facilitated by the Talent Enrollment Specialists (TES). All job seekers and customers are encouraged to register on Pure Michigan Talent Connect, which enables staff to track services and provide resources for employment opportunities within the local area.

### **Basic Eligibility Criteria**

To be eligible for participation in the WIOA Adult program individuals must:

1. Be age 18 years or older **and**
2. Be a citizen of the United States or an eligible non-citizen **and**
3. If the individual is a male, born after January 1, 1960 who is 18 years of age or older; be registered for selective service

And Dislocated Worker program individuals must:

1. Have suffered a dislocation and
2. Be a citizen of the United States or an eligible non-citizen and
3. If the individual is a male, born after January 1, 1960 who is 18 years of age or older; be registered for selective service

Michigan Works! BCVB will verify and document participant eligibility requirements and use the necessary verification documents as outlined in the WIOA Manual.

### **Basic career services may include the following components:**

- Program information and basic assessment
- General information, which may include employment statistics, training provider performance, one-stop system performance, available support services, assistance with unemployment claims filing, and service center usage.
- Group activities, which include workshop referrals, job searching networks or peer support groups.
- Job search, including browsing for eligible training providers, job referrals, workshops, and individual job development.

## **Individualized Career Services**

Career Services are provided when eligible individuals seek more than minimal assistance in taking the next step toward self-sufficient employment. Individualized Career Services are intended to identify and overcome obstacles to employment through a comprehensive assessment and Individual Service Strategy (ISS). Program eligibility determination and enrollment will precede the rendering of Individualized Career Services. Individualized training and follow-up services are provided by the Career Development Specialist. Individualized Career Services include the following components:

- Comprehensive and specialized assessments of the skill levels and service needs of the participant, which may include diagnostic testing and the use assessment tools, such as the CASAS Assessment, an in-depth interviewing and evaluation to identify employment barriers and goals.
- Development of an IEP which identifies employment goals, appropriate achievement objectives, and the appropriate combination of services needed to achieve the goals.
- Individual or group counseling / career planning.
- Case management for participants seeking training services.
- Short-term prevocational services, including development of learning work-related skills, communication, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- Financial literacy training.
- Literacy activities.
- Out of area job search and /or relocation assistance.
- Internship and work experience activities.

## **Training Services**

Participants who have received at least one individualized career service, and who are determined by their Career Development Specialist to be unable to obtain or retain employment through such services, are potential candidates for training services.

Before engaging a participant in a training program, a CDS will:

- Determine if the participant has skills and qualifications necessary to complete the program.
- Ensure that the program of training services is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate.
- Ensure that the participant is unable to obtain assistance from other sources to pay the costs of training. This helps to ensure the maximization of resources.
- Ensure that the participant exercises an informed consumer choice when selecting an eligible provider of training services.

Training Services may include the following:

- Occupational skills training, skill upgrading and retraining, or entrepreneurial training utilizing individual training accounts (ITAs) through a wide variety of public and private occupational / technical training vendors and educational institutions.
- On-the-Job Training with area employers.
- Job Readiness / Work Experience training activities.
- Community programs which combine workplace training with related instruction.
- Adult education and literacy activities provided in combination with the services described above.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

### **Follow-up Services**

Follow-up services are categorized as a career service and must be provided, as appropriate, for adults or dislocated workers placed in unsubsidized employment for up to twelve months after the first day of employment. Follow-up services are done as needed or minimally once a quarter. The intensity of follow-up services may vary among participants. Participants who have multiple employment barriers and limited work histories will need significant follow-up services to ensure long-term success. Not all adults will want or need follow-up services.

- Follow-up services may include but are not limited to:
  - Counseling about the workplace.
  - Additional career planning and counseling.
  - Contact with the participant's employer and assistance with work related problems.
  - Peer support groups.
  - Information about additional educational opportunities.
  - Referral to support services available in the community.
  - Case management administrative follow-up.
  - Supportive Services

Follow-up services do not extend the date of exit for performance reporting purposes. Follow-up practices will be reviewed during WIOA Reviews. Inadequate or insufficient follow-up, inconsistent follow-up for less than a duration of 12 months will be documented as findings unless deemed justifiable and documented. Staff will ensure follow-up services are documented in the case file. For example, copies of email correspondence, LMI materials sent or given, referrals made, etc. will be noted with case note labeled as "Follow-up Services". Staff will enter all follow up services into OSMIS.

### **Performance Outcome Tracking**

Our goal is to guarantee all participants attain positive outcomes from their WIOA participation. To ensure this occurs, staff will follow-up with participants during participation and for no less than 12 months following participation in a WIOA program. Contact attempts and/or contact made to secure documentation for performance outcome reporting is recorded in case notes, not as an activity in OSMIS. Outcome tracking shall occur at the following three points:

1. Training Component Outcome- Follow-up shall occur within a reasonable timeframe after enrollment in a training component and monthly thereafter until completing training to determine whether the training placement is successful.
2. Job Placement Outcome - Job placement follow-up shall occur within a reasonable timeframe of placement. Both the employer and participant will be contacted to determine if the job match was appropriate.
3. Post-Exit Outcomes – Outcome follow-up contacts shall continue for a period of not less than 12 months following a participant’s exit from WIOA. The outcome follow-up shall be substantive (i.e., personal, and adequately in-depth to establish whether additional services should be made available to the individual). Outcome follow-up will occur at a minimum of every 60 days following exit and will also be conducted during the 2nd and 4th quarter following the exit quarter.

**8. A description of the design framework for youth programs in the local area, and how the 14 program elements required in 20 CFR Section 681.460 are to be made available within that framework.**

Michigan Works! BCVB has designed its youth framework around the following requirements. Individuals interested in youth programming will have:

1. An eligibility determination,
2. The provision of an objective assessment,
3. Development of an individual service strategy, and
4. Participation in any of the 14 WIOA youth program elements.

Michigan Works! makes each of the following 14 services available to all youth participants:

- (1) Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
- (2) Alternative secondary school services, or dropout recovery services, as appropriate.
- (3) Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:(i) Summer employment opportunities and other employment opportunities available throughout the school year;(ii) Pre-apprenticeship programs;(iii) Internships and job shadowing; and(iv) On-the-job training opportunities.
- (4) Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
- (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

- (6) Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- (7) Supportive services, including the services listed in § 681.570.
- (8) Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- (9) Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580.
- (10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- (11) Financial literacy education.
- (12) Entrepreneurial skills training.
- (13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- (14) Activities that help youth prepare for and transition to postsecondary education and training

Michigan Works staff has the discretion to determine what specific program services a youth participant receives. Services will be based on participant's objective assessment and individual service strategy. If necessary and appropriate Michigan Works staff will refer youth to other local programs or partners that can provide program element(s) not rendered by Michigan Works staff and at no cost.

**9. A local definition of Part B of Basic Skills Deficiency, which reads “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.”**

BCVB MWA defines “basic skills deficient” as youths that have English reading, writing, or computing skills below the 9<sup>th</sup> grade level. Basic skill deficiencies in youths are determined through standardized testing. However, if for any reason standardized testing is not available, the reason will be documented in an OSMIS case notes, and the participant will be deemed Basic Skills Deficient if they meet one or more of the following criteria.

- Participant has English, reading, writing, or computing skills below the 9th grade level.
- English has been the second language for 2 years or less
- In and/or out of the justice system for at least two plus years and has not attained an HSE.
- In and/or out of the foster care for at least two plus years and has not attained an HSE.
- Did not complete grade 9.
- Has not held a job for a period longer than 90 days.

- Has been a victim of abuse or a violent crime.
- Chronically homeless
- Does not have even the most basic computer skills
- IQ testing results under 100
- Results of Cognitive Analysis from Licensed Practitioner
- Proof of Individualized Education Plan

The reason for not testing and the criteria used for determination must be detailed and documented by staff in OSMIS case notes section.

### **WIOA Youth definition of “other responsible adult,”**

Eligibility for youth services also requires a parent/guardian or other responsible adult’s signature and approval. Other responsible adults shall include:

- A relative 18 or older with whom the individual resides;
- An adult who has been delegated custodial or administrative responsibilities in writing, either temporarily or permanently, by a parent or by an appropriate agency;
- An agency or organization representative who is in a position to know the individual’s circumstances (i.e. clergy, school teacher, probation or other officer of the court or foster parent);
- A representative of an agency which provides services to the individual and who is aware of the individual’s circumstances (i.e. social worker, homeless shelter official, child protective worker, foster worker, or health clinic official).

### **10. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which shall include an identification of successful models of such activities. Further, local areas are to define “requires additional assistance” for In-School and Out-of-School Youth eligibility criteria on in their Local Plan.**

Michigan Works! BCVB One-Stops are the link between workforce development, education, justice system, and social service agencies working with youth. The one-stop business and talent team coordinates with local employers to provide youth entry-level jobs, internships, mentoring, on-the-job training, and work experience in high-demand occupations. Youth services provided include but are not limited to intensive case management, mentoring, advocacy, referrals to shelter and housing, healthcare, supportive services, childcare, transportation, job training and education. Youth’s barriers are identified and addressed in Individual Service Strategies, which lay out plans for overcoming identified barriers and lead participants to self-sufficiency, including continuing education and employment. Youth activities are available for all youth including youth with disabilities.

Michigan Works! has partnered with Michigan Rehabilitation Services (MRS) and Michigan Career and Technical Institute to successfully integrate a Certified Nursing Assistant classroom training at our Benton Harbor Service Center. The training has allowed MRS and Michigan Works to offer youth with disabilities and

significant barriers, access to healthcare-related occupations. The program currently possesses a 97.8% certification success rate and has graduated 138 participants as of January 2020.

BCVB Workforce Development Board definition for youth who “requires additional assistance” includes the following:

- GPA less than 2.0 in secondary or post-secondary education
- Dropping out of post-secondary education
- Fired from one or more employers (for any reason, including attendance)
- No employment history
- An employment history of less than six months for one employer
- Member of a single parent household
- Gang Affiliation
- High absenteeism rate from school
- Responsible for taking care of siblings or other family members
- Recreational or addictive use of drugs or alcohol
- In need of credit recovery
- Living in rural areas lacking adequate transportation to employment
- Received an individual Education Plan (IEP), an accommodation under Section 504 plan or an Individualized Plan for Employment (IPE) through Michigan Rehabilitation Services (MRS)
- Child of an incarcerated parent
- Victim of human trafficking
- Have repeated at least one secondary grade level or are one year over age for their grade
- Emancipated youth
- Have aged out of foster care.
- Has 5 or more suspensions/has been expelled
- Serious emotional, medical, or psychological problems diagnosed by professional

Per 681.310 (b) & 681.250(c) of the Federal Register, not more than five percent of the in-school youth newly enrolled in a given program year may be eligible based only on the “requires additional assistance to complete an educational program or to secure or hold employment” condition and the “low income” condition. This exception requires the MWA to calculate the five percent exception based on new enrollees, for each condition for the program year rather than the total caseload. Due to the limited number eligible for the five percent allowance, the MWA reserves the 5% exception determination within the administrative operations.

**11. Information regarding any waivers being utilized by the local area, in accordance with any Michigan Department of Labor and Economic Opportunity-Workforce Development (LEO-WD) communicated guidelines or requirements regarding the use of the waiver(s).**

Michigan Works! Berrien-Cass-Van Buren is following issued LEO guidance on WIOA Out-of-School waiver, allowing BCVB to use up to 50% of WIOA Youth funds on In-School Youth in accordance with Labor and Economic Opportunity Workforce Development communicated guidelines.

**12. A description of how the local board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.**

Michigan Works! Berrien-Cass-Van Buren employs a demand-driven approach, focusing on the alignment of efforts, initiatives, programs, and funding around key industry sectors. Staff regularly pull occupational, industry, and LMI data to produce timely and relevant reports that guide operational activities and keep local board, partners, and stakeholders informed. Michigan Works! Berrien-Cass-Van Buren's wide-reach collaboration extends to external regional partners, including community agencies; employers; economic developers; career technical education providers; secondary and post-secondary education providers; and other partners organizations with shared interests.

These collaborative efforts provide opportunities to:

- Maximize and leverage additional funds and services for activities not funded under the auspices of WIOA.
- Form or re-establish collaborations leading to an improved service delivery model.
- Engage with partners across a large geographic area to avoid duplication of services and facilitate the flow of cross-agency referrals.

The BCVB region has three formal career technical training facilities, including the Van Buren Vocational Technical Center, the LMC Hanson Center (Berrien County) and the SMC M-TEC (Cass County). These technical educational centers offer specific training to meet the needs of employers in high-demand industry sectors. Michigan Works! has established collaborations in place for a wide range of trainings including USDOL Registered Apprenticeship for Certified Nursing Assistant, Home Health Aide, Medical Assistant, Pharmacy Technician, and Phlebotomy Technician. The most recent academic enhancement resulted in the addition of Dementia Care, Restorative Care, Preceptor, and Essential Workplace Skills certifications to our CNA apprenticeship program and is the direct result of LMI data and employer feedback.

In addition to the technical training facilities, LMC, SMC, Western Michigan University Southwest Extension and Ferris State University at Dowagiac/Niles offer a variety of Pure Michigan Training Connect registered certificate and degree programs for high demand occupations identified by LMI data and supported by the local WDB board.

**13. A determination of whether the Michigan Works! Agency (MWA) has elected to provide supportive services and needs related payments. The MWAs that elect to provide supportive services to participants during program enrollment must describe the procedure to provide supportive services. The procedure will include the conditions, amounts, duration, and documentation requirements for the provision of supportive services.**

The MW BCVB One-Stop system has elected to provide support services to eligible job seekers, when such services are reasonable and necessary to:

- Remove barriers for entry into employment,
- Provide job retention assistance,
- Necessary to participate in career pathways activities
- As a training-related item required by the course curriculum.

Additionally, support services may only be provided when all outside resources have been exhausted and documented on the ISS, and when documentation has been made that the job seekers lack the resources to remove the barrier(s) without the assistance of MW BCVB. A case note in OSMIS is sufficient documentation. Upon provision of service, the support must be fully documented in the participant's case file and OSMIS record. This includes a determination of need and expected outcome in the IEP / ISS and case notes, as well as supporting fiscal documentation, such as cost estimates / bids, check requests, receipts, and invoices.

**14. A description of how the local board will coordinate the WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.**

In the provision of supportive services, staff will abide by the Workforce Development Board (WDB) local program policy in effect for the respective WIOA program. Supportive services include but are not limited to employment or training-related clothing, tools, equipment, supplies, and transportation. This support may be provided to program participants when:

- They are an allowable (authorized) by program guidance and expense,
- They are necessary to enable an individual to participate in employment and training activities.
- The participants are unable to obtain supportive services through other community programs and resources.

The MW staff work with the local transit authorities and the Southwest Michigan Planning Commission to address public transportation barriers that make it difficult for jobseekers to get to work or other services aimed at self-sufficiency. In recent years, participation with local transit authorities has allowed us to provide critical feedback and establish necessary routes where Michigan Works is an established pick-up location. Lack of reliable transportation is often identified as one of the top barriers for participants in BCVB. To assist participants with reliable transportation, Michigan Works has an established transportation program. The program allows low-income residents and recipients of any DHHS benefit to access this transportation support. Additionally, MW continues to have a partnership with a faith based not for profit that repairs cars for distribution to residents in need of vehicle or vehicle repair. This partnership has allowed MW to assist our low-income residents and participants to obtain reliable transportation and repairs while continuing to work.

**15. Description of the local per participant funding cap, if applicable.**

WDB local program policy governs the limits and conditions of WIOA supportive service expenditures and can be found in the MW, Workforce Development Board Program Policy Summary.

- Support service cap per participant is limited to \$3,000, with the exception of vehicle purchases which will be \$5,000
- The maximum lifetime amount for training is \$10,000, \$5,000 per year

**16. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the One-Stop delivery system**

Preparing an educated and skilled workforce, including youth and individuals with barriers requires a comprehensive strategy that involves soliciting cooperation from and between all community agencies. Michigan Works! has established community connections to ensure core programs and activities are in place without duplication of services and every connected agency is able to refer eligible participants to appropriate services.

Ongoing communication and coordination, reduce duplication, and strengthen cross referrals between agencies and allows providers the opportunity to use a layered approach for service provision. This means several activities can be made available concurrently to any individual in need of multiple services. Use of ISS, IEP and/or employment plans, as tools, is an effective vehicle for identifying multiple needs and integrating services to meet the needs of the individual.

Parole officers, probation officers, and other juvenile justice and law enforcement representatives are connected to WDB programs and service centers through a referral system which encourages youth offenders to access MW BVCB services, integrated programming, and alternative education after leaving the justice system. MW encourages requiring participation in MW BVCB programs as a condition of maintaining probation and avoiding incarceration.

Educational connections are in place and made through the creation of new or expansion of existing partnerships with educational institutions. Both short- and long-term programs, offering portable and stackable certifications have been identified to serve a variety of individual needs. Local school districts are encouraged to create alternative education opportunities and to link programming with existing alternative schools and community partners.

Career Pathways: The Career Education Advisory Council allows for collaborative efforts with area educators and institutions to identify and align the skills needed for industry in our local and regional economy. Efforts are made in organizing education, training, and other services to meet the needs of an individual in a manner that accelerates the education and career advancement of the individual. Thus, enabling individuals to obtain a secondary diploma or equivalent, concurrently with a post-secondary credential, enter the workforce or advance in a high demand occupation or sector.

Social service connections with DHHS and the PATH program will refer individuals into WIOA programs that will give them employability skills, work experience, and information and guidance on completing the next level of education (HSE, high school completion, or post-secondary studies).

Public housing connections will be made through the local housing commissions in various communities to outreach individuals, including youth and individuals with barriers to employment. All agencies providing services will be required to identify requirements and activities to assist individuals who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities.

Currently, there is no Job Corps program located in the area; however, a Job Corps representative conducts outreach, intake, and orientation on an itinerant basis in the Benton Harbor Service Center.

Michigan Rehabilitation Services (MRS) partners with individuals and employers to achieve quality employment outcomes and independence for individuals with disabilities. MRS achieves their mission through excellent customer service and a strong fortified partnership with Michigan Works! Berrien- Cass-Van Buren. Michigan Works! BCVB goal is to assist MRS by increasing positive relationships between individuals with disabilities, employment services, and employers. This collaboration assists in the utilization and leveraging of resources available. This includes educating partners on assessing persons with disabilities and providing appropriate employment and training opportunities to those individuals. Referrals to services provided by MRS are prioritized by Michigan Works! staff.

Additionally, to address the current workforce demands, employers are informed on the benefits and hiring practices for persons with disabilities. Individuals with disabilities and barrier to employment are a talent pipeline available and ready to enhance business solutions for employers.

**17. A description of how the local area is planning to deliver employment services in accordance with the Wagner-Peyser Act of 1933, as amended by the Title III of the WIOA.**

**17.1 Michigan Works! Agency (MWA) Contact Person:**

MWA Number: 05  
 Quin Braylock, Director of Operations  
 499 W. Main Street  
 Benton Harbor, MI 49022  
 1-800-285-9675  
[policy@kinexus.org](mailto:policy@kinexus.org)

**17.2 Use of Service Provider for delivery of Employment Services (ES)**

BCVB delivers Employment Services directly and contracts with Lake Michigan College, a merit-based organization, for the delivery Employment Services in the local area.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
MWA PROVIDED	CONTRACTED SERVICE PROVIDER	NAME OF ENTITY	TYPE OF ENTITY	Merit Based Entity
	X	Lake Michigan College	Public Community College	X

**17.3 Description of WP Services Provided**

Wagner-Peyser funded services are provided at no cost to employers and job seekers. Michigan Works! Berrien-Cass-Van Buren provides Employment Services at two (2) locations in Southwest Michigan. These locations are barrier free for individuals with disabilities. Services include the provision of labor exchange for employers, resume assistance, labor market information, job search planning, and career development services are available to job seekers.

Enabling workers to acquire the self-sufficiency skills necessary to succeed in today's economy is central to Michigan's strategy for economic transformation.

Equitable access to Employment Services will be provided to any individual without regard to their place of residence, current employment status, or occupational qualifications. No priority in referral will be extended to any job seeker or group of job seekers except in accordance with legal requirements. Michigan Works! Berrien-Cass-Van Buren will ensure the ES service provider will not make any referrals that will aid directly or indirectly in filling a job with an employer known to discriminate.

## **17.4 Labor Exchange Services Utilizing the Three Tiers of Service**

### ***Tier 1: Self-Service***

Michigan Works! resource area is available at no cost to job seekers and employers. Resource areas are equipped with modern computer workstations and PCs are configured with Windows 10, Microsoft Office, Google browser and have direct connection to the Internet.

### ***Tier 2: Staff-Assisted Services***

**Staff-Assisted Services:** Assisting the employer in using any of the self-service tools. Services may include assistance with navigating the PMTC, distributing and collecting job applications. For jobseekers, a basic career - **Staff-Assisted Service:** assisting the job seeker in using any of the self-service tools. Services may include assistance with navigating the Pure Michigan Talent Connect (PMTTC) and internet sites, inputting information on the PMTC for job seekers, printing and making copies of resumes. And job search assistance.

### ***Tier 3: Individualized Staff Assisted Services***

**Individualized Staff-Assisted Services:** A service that requires a significant amount of staff-time to fulfil for both the job seeker and an employer. For employers, services may include inputting job orders on the PMTC for employers, completing a search of resumes that match the criteria of job orders for employers, contacting job seekers, on behalf of the employers, for initial screenings prior to interviewing with the employer, and scheduling interviews for the employer. For job seekers, an individualized - **Staff-Assisted Service** requires a significant amount of staff time and can be reported under one of the Wagner-Peyser (W-P) service categories in the One-Stop Management Information System (OSMIS). Services may include general Services/Assistance, assistance establishing eligibility for Financial Aid, initial assessment of skill levels and supportive service needs, provision of information and meaningful assistance filing for Unemployment Insurance Agency (UIA), job/training Preparation, career counseling/guidance., job search assistance, and placement assistance/referred to employment.

## **17.5 Delivery of Career Services**

Career services include, but are not limited to, career guidance, specific labor market information, job search workshops, resume writing assistance, and other job search assistance activities. These employment services are provided at no cost to the job seeker or employers. These services are available in person, accessible through our web page or through on-line virtual platforms. There are three types of career services available for job seekers.

### **Basic Career Self-Service:**

Any service that is provided to the job seeker through an electronic resource or at a physical office location, which there is little to no staff assistance or involvement.

### **Basic Career Staff Assisted Service:**

Services include assisting the job seeker in utilizing any of the self-service tools. This includes assistance with navigating Pure Michigan Talent Connect, searching job-related internet websites. The BCVB team assists with inputting information on the PMTC for job seekers, printing and making copies of resumes, and job search assistance.

### **Individualized Staff Assisted Service:**

This type of service that's provided by our career team requires a significant amount of staff time and can be reported under one of the Wagner-Peyser service categories in OSMIS. These resources include general assistance, help with completing financial aid, assessments of skill levels, and any supportive service needs. BCVB service centers will assist job seekers with relevant UIA information and meaningful help with filing for unemployment insurance.

## **17.6 Staff Available to Provide Services**

Michigan Works! Berrien, Cass, Van Buren currently has four Career Development Specialists, three Youth Talent Specialist, two Vocational Training Specialist, and one merit base staff available to provide employment services to jobseekers. The manpower required to provide career services to job seekers is subject to change based on the fluctuation of the workforce demand.

## **17.7 UI Work Test**

There are two requirements contained within the UI Work Test. One is the registration of UI claimant, and the other is reporting claimant non-compliance. The work test helps to assure that UIA claimants receive exposure to job opportunities, and it demonstrates that claimants are meeting the basic requirements for receiving UIA benefits.

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

UIA requires unemployment insurance claimants to complete an ES registration. To register for work, at a minimum, the claimant must enter a profile onto the PMTC. Claimants are encouraged to create or upload their resume on the PMTC. The profile can be entered at any BCVB MW office or from any Internet connection available to the claimant. Regardless of where the profile data is entered, all claimants must meet with Michigan Works BCVB staff, either virtually or in-person, at least one business day before their first certification. The MW staff will view the claimant's online profile, print a resume for MW record, and then electronically transmit the claimant's validated registration data into the OSMIS. In addition to verifying the profile is in the PMTC, staff will provide additional information on the services and programs offered at Michigan Works! The OSMIS will automatically send the claimant an email stating they have registered for work. This will be the claimant's verification that they have registered for work. Registration verification of UI claimants is further discussed in ES Manual Chapter 4.

### ***Reporting Claimant Non-Compliance with the "Able, Available, and Seeking Work" Requirement:***

Ensuring claimant compliance with being able, available, and seeking work, helps to assure that UIA claimants receive exposure to job opportunities and demonstrates that claimants are meeting the basic requirements for receiving UIA benefits. Michigan Works! staff are responsible to report to the UIA any incident of claimant non-compliance. Non-compliance includes, 1) Not being able to work, 2) Not being available to work, 3) Not seeking work, and 4) Refusing offers of suitable work.

If it comes to the attention of the MW staff that a UIA claimant is in violation of work test requirements, the MW staff will report the non-compliance to UIA through the Michigan Integrated Data Automated System (MiDAS). Reporting non-compliance of UI claimants is further discussed in ES Manual Chapter 4.

## **17.8 Reemployment Service Eligibility Assessment**

Only people referred from the UIA may receive services through the RESEA program. UI will generate a letter (UIA 6360) to each claimant informing them to contact one of the MWA Service Center locations to schedule their RESEA appointment.

Each week, UI will generate a list of claimants that will be accessible in the OSMIS. The record will include the claimant's name, address, date of birth, and email address. Each MWA will receive a consistent number of RESEA claimants each week.

The email addresses provided will allow the MWAs to contact the claimants to explain the RESEA letter they have received from UI. If an email is not provided, a letter may be sent to the claimant. This initial contact from the MWA will allow a personalized invitation and introduction to the RESEA program. Attachment A within the official Policy Issuance provides an example of an email and a letter that may be used to send to the claimant.

A claimant has until the date listed in the letter (UIA 6360) to contact the MWA to schedule their RESEA; however, the MWA has 14 days to schedule the RESEA appointment from the "Letter Sent Date." RESEA appointments may continue to be completed virtually.

If the claimant does not contact the MWA or the claimant contacts the MWA after the date in their letter, the OSMIS will not create a RESEA activity and automatically sends the claimant's information back to UIA with a result code of "No Contact." No MWA action is needed. The weekly claimants' report will reflect the "No Contact" in the record status column. This will occur 18 days after the "Letter Sent Date."

If the claimant contacts the MWA after their posted deadline, **DO NOT** refer the claimant back to UI. The UI will send a Fact-Finding form to the claimant requesting details on why they missed their deadline.

When a UIA claimant contacts the MWA to schedule their RESEA appointment, the MWA staff must determine the status of the customer's OSMIS registration. Choose which of the following apply to your customer and take the action indicated:

- **The claimant has an active W-P registration.**  
Match the claimant to an active W-P registration by creating a "RESEA." After the RESEA activity has been created, the OSMIS will change the status of the claimant from "Pending Resolution" to "Resolved" on the "RESEA Weekly File" report. The RESEA may then be scheduled in the OSMIS.
- **The claimant has an existing W-P registration, but it has been "Exited."**  
Manually update the W-P registration for the claimant. After the W-P registration is updated, the MWA can go back to the "RESEA Weekly File" to find the claimant and schedule the RESEA appointment. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."
- **The claimant has no existing W-P registration.**  
In the rare case this occurs, the MWA will make a new registration over the phone. Once the claimant's W-P registration is active, the MWA can go back to the "RESEA Weekly File" to find the claimant's name, and then, continue to match the claimant to the active W-P registration. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."

After the OSMIS registration is verified, the RESEA scheduling information needs to be completed (date, time, MWA location) for the RESEA appointment. The appointment must be scheduled by the date that appears on the letter and held within 15 days of the "Letter Sent Date."

In the event the claimant needs to reschedule their appointment, the MWA will enter the new date into OSMIS, which still is required to be within the 15 days of the "Letter Sent Date." This occurs by choosing the claimant in the OSMIS under the "Schedule Participant Report," and selecting the "Scheduling" tab. The "Rescheduling Section" is just below the "Scheduling Section" in green. Each field in this section is mandatory. Rescheduling may occur if the claimant calls prior to their scheduled appointment.

### **Mandated Subsequent (2<sup>nd</sup>) RESEA**

Mandated subsequent RESEA appointments will be scheduled for half of the individuals who attend an initial RESEA appointment and are still receiving unemployment benefits five (5) weeks after their initial RESEA appointment. This is part of the WD/UI evaluation in accordance with DOL requirements.

Scheduling a subsequent RESEA will follow the same process as the initial RESEA. The MWAs will receive a weekly list of claimants who need to schedule a mandated subsequent RESEA. The MWA and the claimant may discuss the benefits of returning for a voluntary subsequent RESEA appointment. This voluntary

appointment may be scheduled within 45 business days of the initial completed RESEA. The voluntary subsequent appointment must be entered in the OSMIS showing the date and time of the appointment. If the claimant is a “no show” to their voluntary subsequent RESEA appointment, this must be noted in OSMIS. Judication will not result in a “no show” to the voluntary subsequent RESEA appointment. If the claimant needs to reschedule their voluntary subsequent RESEA appointment, they may do so within the 45 business days of the originally scheduled subsequent RESEA.

### **Reporting Requirements**

The OSMIS eligibility section consists of the RESEA activities identified in this policy. Each activity offers a “Yes/No” indicator which allows the MWA to document whether the claimant has completed each activity. The outcome section allows documentation of the overall completion status of the activity. A “Yes” in each of the component fields must appear for this status to occur. A date of completion is also required in this section.

The three available values are:

- Completed all requirements
- Attended but failed to complete
- No show

The Reemployment Services outcome section allows the MWA to document the reemployment services. The three fields available in the Reemployment Services outcome section are:

- The scheduled date of the reemployment service.
- The outcome of the service: “completed all requirements,” “attended but failed to complete,” or “no show.”
- The outcome date of the reemployment service.

Document the reemployment services in the W-P section in the OSMIS. “Attended but failed to complete” or a “no show” to a reemployment service is **NOT** an eligibility issue and should not be reported in the eligibility section in the OSMIS.

All reporting, minus the outcome of the reemployment service, must be entered in the OSMIS within 48 hours of the service or outcome. When any job offers of suitable work, report this in the OSMIS.

the reemployment service is completed, or there is an indication a claimant is unable, unavailable, or has refused

During the first RESEA appointment, the following activities must occur:

In the computer lab the claimant completes the following with staff assistance:

- **Orientation to MWA Services** (First RESEA Only).
- **Referral to appropriate reemployment services.**

These services may be provided the same day or within 20 calendar days of the RESEA appointment

Once the above is completed, the claimant meets one-on-one with a CDS to complete the following:

- **UI Eligibility Assessment.**

The claimant is asked a set of questions to evaluate their eligibility for an UI benefits review (Attachment B). Answering “No” to any questions one (1) thru three (3) or “Yes” to any questions four (4) thru six (6) indicates an eligibility issue and must be reported to UI.

- **Discussion of the Labor Market Information.**  
The provision of labor market and career information that addresses the claimant’s specific needs.
- **Confirmation of an Active Profile on the PMTC.**
- **Discussion of the Monthly Work Search**  
Discuss allowable work search activities with claimant. Work Search activities must be submitted on the claimant’s Michigan Web Account Manager (MiWAM) account when they certify for benefits.
- **Development of an IEP.**  
The IEP must be completed in a one- on-one setting. Creation of an IEP that includes work search activities, accessing services provided through the MWA, using self-service tools, and/or approved training to which the claimant agrees. My Reemployment Plan is a useful tool to use with the claimant as the IEP is being developed (Attachment C).

During the second RESEA appointment, the following activities must occur:

- UI Eligibility Assessment.
- Verification of the Monthly Work Search
- Review of the IEP. Continue the use of the My Reemployment Plan for any revisions to the IEP.

Case noting RESEA activities is required to track participants’ involvement in the program.

### **17.9 Participation in a System for Clearing Labor Between States**

The Michigan Works! Service Center System will participate in the Michigan Component of the labor exchange system by providing access to Pure Michigan’s Talent Connect and receiving and forwarding certain interstate and intrastate job orders designated to WD LEO staff for processing. The system for clearing labor between states will be done as described in public labor exchange services, 20 CFR Chapter 5 part 652.3(d).

### **17.10 Service to Veterans**

BCVB Michigan Works staff are required to identify veterans, eligible spouses, and family caregivers of a veteran at each point of entry by encouraging them to self-identify. This is part of implementing Priority of Service for veterans, eligible spouses and family caregivers and is the responsibility of MW staff. Self-attestation is sufficient for identification and referral to a Veteran Career Advisor. (To choose Veteran status for enrollment in a WIOA program, a DD214 is required.)

1. All jobseekers who self-identify as a veteran, eligible spouse, or family caregiver of a veteran will immediately be notified by MWA staff of their entitlement to priority of services, the array of services available, and referral to a Veteran Career Advisor. This notification must include:
  - As a veteran or eligible spouse, the jobseeker is entitled to receive Veterans Priority of Service.
  - As a veteran or eligible spouse, the jobseeker may be eligible to receive additional personalized employment services from a VCA.
  - VCA services are **in addition to other One-Stop services** provided by MWA staff.

If a veteran, eligible spouse, or family caregiver is interested in pursuing VCA services, MW staff will provide the customer with a copy of the Military Service Questionnaire. If not, MW staff will continue to provide the jobseeker with all other appropriate services and programs as with any other jobseeker, and in accordance with the requirements of Veterans Priority of Service.

## 2. Providing the Military Service Questionnaire:

If a veteran, eligible spouse, or family caregiver is interested in pursuing VCA services, in addition to ES services, MW staff must immediately provide jobseeker with a copy of the Military Service Questionnaire (with instructions). It is intended that the Military Service Questionnaire be completed immediately by the customer, and promptly returned to MWA staff. **MWA Staff are to assist as needed.**

When providing the form, MWA staff must notify the customer of the following:

- The information is being requested on a voluntary basis
- Completing the form is a requirement for VCA staff services
- The information will be kept confidential
- Refusal to provide the information will not subject the jobseeker to any adverse treatment, but they may not be eligible for VCA services
- The information will be used only in accordance with the law
- Where to return the completed form.

## 3. Reviewing Completed Military Service Questionnaire Form:

MW staff will immediately review all completed Military Service Questionnaire Forms received to determine qualification to receive VCA Specialist services. This determination will be made using the attached Guide to Review the Military Service Questionnaire Form.

Once this determination is made, the MW staff will complete the “For Staff Use Only” section of the MSQ:

- Enter “Reviewing Staff Member” data.
- Enter “Customer OSMIS ID” data.
- Enter “Referred to:” name of the VCA receiving the referral.

## 4. Data Entry

All customers referred to a VCA are required to have an active W-P registration in the OSMIS. If it is necessary to create a registration, MWA staff will complete, along with entering “Referral to Veterans Career Advisor” and any other service in the OSMIS.

## 5. Non-Qualifying Customers for VCA Services

For customers who are determined not to be qualified MW staff will notify the customer, continue to provide the customer with appropriate services and in accordance with priority of service. All non-qualifying customers MSQ’s will be kept on file for three (3) years. Either a physical or electronic copy may be maintained.

The following are important federal definitions that will be helpful in assisting veterans at the MWAs.

- **Active Duty** is defined as full-time duty in the Armed Forces. Disabled Veteran is defined as either of the following: A veteran who is entitled to compensation or the receipt of military retirement pay, would be entitled to compensation under the laws administered by the Department of Veterans Affairs, and who is not classified as a special disabled veteran. A veteran who was discharged or released from active duty because of a service-connected disability.
- **Eligible Veteran** is defined as any of the following: A person who served on active duty for a period of more than 180 days and was discharged or released from service with other than a dishonorable

discharge. A person who was discharged or released from active duty because of a service-connected disability. A person who was discharged or released from active duty by reason of sole survivorship.

- **Other Covered Veteran** is defined as any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge was authorized. Examples include Afghanistan and Iraq. Other Eligible Person is defined as the spouse of any person who has a total disability that is permanent in nature resulting from a service-connected disability.
- **Recently Separated Veteran** is defined as any veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty. Special Disabled Veteran is defined as a veteran entitled to disability compensation, or as one who would be entitled to disability compensation, except for the receipt of military retirement pay, under the laws administered by the Department of Veterans Affairs, for a disability rated in one of the following ways: Thirty (30) percent or more or Ten (10) percent or 20 percent in the case of a veteran who has been determined under Title 38 Code of Federal Regulation (CFR) to have a serious employment disability. A service-connected disability that resulted in a release or discharge from active duty.
- **Veteran** is defined as any of the following: A person who served on active duty for a period of more than 180 days and was discharged or released from service with any discharge other than a dishonorable discharge. Discharge examples that are acceptable include: Honorable Discharge, General Discharge, Under Honorable Conditions, Bad Conduct Discharge, Entry-level Separation, Other than Honorable. Discharge examples that are not acceptable include: Dishonorable Discharge. A person who was discharged or released from active duty because of a service-connected disability. In this case, there is no duration of service requirement. A person who served on active duty during a period of war, or in a campaign for which a campaign badge was authorized and was discharged or released from such duty with other than a dishonorable discharge.

#### Co-enrollment

It is both acceptable and encouraged those eligible veterans and eligible spouses be enrolled in all appropriate programs simultaneously with enrollment in the VCA. Nothing in this policy issuance should be interpreted as limiting or restricting the access of veterans or eligible spouses to other services and programs.

#### Veterans' Priority:

Michigan Works! Berrien-Cass-Van Buren, through policy issuance, staff training, and through its Memorandum of Understanding with Labor and Economic Opportunity, State of Michigan Employment Service Agency Veteran Services will ensure that its Wagner-Peyser Employment Service providers comply with the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of U.S. Code. Jobs for Veterans Act Public Law 107-288 requires that all U.S. veterans and eligible persons must receive priority in vocational guidance, training, and job placement services in accordance with the order of priority established by Public Law 107-288, Title 38 of U.S. Code. Veterans' priority and other Veterans' issues as described in the ES Manual; Section 4:4 will be followed.

In addition, Michigan Works! Berrien-Cass-Van Buren will ensure that its Wagner-Peyser Employment Service Contractors will work closely with the Veterans Career Advisor Program to ensure that job seekers who are of veteran status receive a referral to the Veterans Career Advisor (VCA) assigned on a full-time or part-time basis to each Michigan Works! Service Center to provide specific workforce development services in addition to those services available from Michigan Works! Berrien-Cass-Van Buren's Wagner-Peyser Employment Service Contractors. VCA staff assists and align with the requirements of the Michigan Works! System Governors Minimum Standards and in accordance with the Memorandum of Understanding between Michigan Works! Berrien-Cass-Van Buren and the Labor and Economic Opportunity, State of Michigan.

After entering a resume in the Michigan Talent Connect, all veterans will be referred to the Veterans' Career Advisor assigned to that full-service Michigan Works! Service Center providing Wagner-Peyser Employment

Services. VCA's are assigned to full-Service Michigan Works! Service Centers providing Wagner-Peyser Employment Services on a full-time or part-time basis by the Veteran's Employment Service to provide specific workforce development services for veterans over and above those services ordinarily available from Michigan Works! Berrien-Cass-Van Buren's Employment Service Contractor.

Michigan Works! Berrien-Cass-Van Buren and its Wagner-Peyser Employment Service Contractors will ensure that an employee is available in each designated full-service Michigan Works! Service Center providing Wagner-Peyser Employment Services to do the following:

- Ask each customer who enters the office if they are a veteran.
- Refer each veteran to the Veterans Career Advisor on duty at the time.
- If a Veterans Employment Representative is not available, Michigan Works! Berrien-Cass-Van Buren's Wagner-Peyser Employment Service Contractor will supply contact information for the VCA Representative through a referral process that has been established jointly by the Labor and Economic Opportunity, State of Michigan Employment Agency Veterans Services and Michigan Works! Berrien-Cass-Van Buren.

Additionally, Michigan Works! Berrien-Cass-Van Buren posts a notice in a conspicuous place within each full-service center office advising veterans that a VCA is available to assist them.

#### **17.11 Assurance of Equitable Access for Migrant and Seasonal Workers**

Migrant and Seasonal Farm Workers have equitable and proportionate access to all the Employment Services offered. As Spanish-speaking individuals represent one of our primary customer groups with limited English proficiency, Michigan Works! Berrien-Cass-Van Buren ensures individual has access staff fluent in Spanish and has also secured the language line service to use, when needed.

#### **17.12 Explanation of Services and Staffing the MWA Will Use to Ensure that Migrant and Seasonal Workers Will Be Provided Access to the Same Employment Services, Benefits, Protections, Counseling, Testing, and Job and Training Referral Services Received by the General Population**

Migrant and seasonal workers will continue to be served through an integrated service delivery system. As requested, and needed, Migrant and Seasonal Workers who request staff assisted services beyond the basic employment services offered are referred to LEO Migrant and Seasonal Farm Worker staff. ES staff will consult with the Migrant Services Worker to help migrant and seasonal workers get connected to additional available resources. The delivery of employment and supportive services to migrant seasonal farm workers will be on a basis that is equitable and provides quality services to migrant and seasonal workers to services provided to non-migrant seasonal farm workers.

#### **17.13 Other Planned Activities**

In addition to the services described above, persons with a disability will all be serviced through an integrated service delivery system. Access to the state's TDY in addition to procuring computer equipment that will assist in providing accommodations to the disabled are incorporated into the design of our service centers at no cost to the job seeker.

The use of Jobseeker Career Path Groups provides an integrated framework that aligns jobseekers to services based not on categorical funding sources, but rather through a strategic approach that takes into consideration the collective likeness of their needs. To ensure that jobseekers get to "the right service the first time," Kinexus Talent Division has identified service sets that provide job seekers with multiple access points and a customized menu of services leading to the development of knowledge, skills, and abilities (KSA's) that align with business needs. These service sets have been sorted into four career paths with descriptive indicators to provide an easy and quick assessment of job seekers for the purpose of triaging the jobseekers to the

appropriate value-added services that best meet their education, skill training and employment needs. The four-career path:

- Career Exploration which targets those who need to identify Knowledge, Skills and Abilities (KSA's), interests and career opportunities for initial entry or re-entry into the workforce i.e. dislocated from career, student, displaced homemaker;
- Career Advancement which targets those who have a lateral work history and tend not to possess KSA's that allow for immediate access to advancement opportunities.
- Employment Express career path targets those who have an identifiable set of KSA's, and an immediate need or motivation to enter the job market such as graduating classroom training participants, skilled workers with financial need to go back to work quickly or those who are not interested in any training.
- Career Maintenance that targets those who have KSAs that match employers' needs, but experience yearly seasonal unemployment who may or may not have a return-to-work date.

Our goal is to identify those individuals who are interested in a new career and refer them to the other career paths. All services will be provided in a seamless and transparent way to ensure our customer's needs are met. In addition, Michigan Works! Berrien-Cass-Van Buren will provide Wagner-Peyser endorsed assessments where applicable.

**18. Description of any navigators being utilized in the local area to provide targeted support and resources to specific groups of individuals with barriers to employment.**

Michigan Works! BCBV employs Talent Enrollment Specialists and Career Development Specialist as the point of contact when entering a One-Stop within BCBV. The TES and CDS serve in a "navigator role" capacity, assisting individuals to navigate services and appropriate assessment for any potential dual enrollment for our various workforce development programs.

**Navigator Duties, include:**

- Depending on eligibility, the Navigator enrolls into appropriate apprenticeships and training programs.
- Provide labor market information and career development assistance to continuously educate participants with resources regarding work and other qualifying activities. These include:
  - Employment
  - Self-Employment
  - Education Related to Employment
  - Job Training
  - Tribal Employment Program
  - Vocational Training
  - Unpaid Workforce Engagement
  - Substance Abuse Treatment
  - Community Service
  - Job Search Related to Employment

**19. Description of how the local board will coordinate the WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA Title II including review by local board of Title II applications.**

As one of six core programs under the WIOA, the AEFLA program plays an integral role in the workforce development system by providing access to educational services for adult learners. The local board through Michigan Works! has established partnerships and a referral system to serve adult learners effectively and efficiently across BCBV.

Adult Education Providers across BCBV:

<b>County</b>	<b>Provider</b>	<b>Class Type</b>
Berrien	<b>Berrien Springs Public Schools Discovery Academy</b> Address: 1 Sylvester Ave., Berrien Springs, MI 49103 Phone: 269-473-0501 <a href="#">BSPS Website</a>	ESL
Berrien	<b>Berrien Springs Public Schools Discovery Academy-Adult ESL</b> Address: 242 Sylvester Ave., Berrien Springs MI 49103 Phone: 269-473-0501 <a href="#">BSPS Website</a>	ESL
Berrien	<b>Brandywine Community Schools Brandywine Adult Education</b> Address: 1830 S. Third St., Niles, MI 49120 Phone: 269-683-8805, Ext. 5210 <a href="#">BCS Website</a>	ABE/ASE/HSC/HSE
Berrien	<b>Kinexus Kinexus Training Center</b> Address: 499 W. Main St., Benton Harbor, MI 49022 Phone: 269-927-1064 <a href="#">Website</a>	ABE/ASE/HSE
Cass	<b>Cassopolis Public Schools Cass County Jail</b> Address: 321 M-62 Hwy., Cassopolis, MI 49031 Phone: 269-445-3877 <a href="#">CPS Website</a>	ASE/HSC
Cass	<b>Cassopolis Public Schools Squires Education Center</b> Address: 725 Center St., Cassopolis, MI 49031 Phone: 269-445-0536 <a href="#">CPS Website</a>	ABE/ASE/HSC/HSE
Cass	<b>Dowagiac Union School District Pathfinders</b> Address: 501 N. Paul St., Dowagiac, MI 49047 Phone: 269-782-4471 <a href="#">DUSD Website</a>	ABE/HSC
Van Buren	<b>Hartford Public Schools Hartford High School</b> Address: 115 School St., Hartford, MI 49057 Phone: 269-621-7139 <a href="#">HPS Website</a>	ABE/ASE/HSC/HSE
Van Buren	<b>Paw Paw Public School Michigan Avenue Academy</b> Address: 555 Cedar St., Paw Paw, MI 49079 Phone: 269-415-5700 <a href="#">PPPS Website</a>	ABE/HSC

Van Buren	<b>Paw Paw Public School District Adult Education</b> Address: 600 E. Michigan Ave., Paw Paw, MI 49079 Phone: 269-415-5700 <a href="#">PPPS Website</a>	ABE/HSC
Van Buren	<b>Van Buren ISD Bangor Community Education</b> Address: 12 N. Walnut St., Bangor, MI 49013 Phone: 269-427-6800, Ext. 2100 <a href="#">VBISD Website</a>	ABE/HSC/ESL/Workplace Literacy
Van Buren	<b>Van Buren ISD Covert</b> Address: 35323 M-140 Hwy., Covert, MI 49043 Phone: 269-764-3703 <a href="#">VBISD Website</a>	ESL/Workplace Literacy
Van Buren	<b>Van Buren ISD Pullman</b> Address: 5580 South Ave., Pullman, MI 49450 Phone: 269-236-5235 <a href="#">VBISD Website</a>	ESL/Workplace Literacy
Van Buren	<b>Van Buren ISD- Van Buren Technology Center</b> Address: 250 South St., Lawrence, MI 49064 Phone: 269-674-8091 <a href="#">VBISD Website</a>	ABE/ESL/Workplace Literacy/ Family Literacy

All applications for funding under AEFLA are reviewed by the local workforce board to determine whether the application is consistent with the local workforce plan and to make recommendations to WD to promote alignment with the local workforce plan. A review committee is selected to review proposals, and may include community partners, WDB members and administrative staff.

Note: Michigan Works! delivers adult education services and is operated under the auspices of the Berrien-Cass-Van Buren Workforce Development Board. Adult Education is co-located in the Michigan Works! Service Center in Benton Harbor. Co-location of the adult education program at Michigan Works! Benton Harbor facility ensures participants visiting the Service Center have access to programs and services. Prospective adult learners are provided with information from staff including program flyers, referrals, and connections to adult education program staff locally and across BCVB when applicable. Participants orientation to services include an overview of the availability of Michigan Works! services.

Program staff participate in the Berrien Cass Continuing Education Association (BCCEA) consortium meetings and Region 8 Adult Education Providers meetings every quarter. Adult Education proactive strategies and best practices, along with available Michigan Works Services are discussed amongst providers with goal of dual enrollment into WIOA.

**20. Executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local One-Stop delivery system.**

Michigan Works! Berrien Cass Van Buren operates under the guidance of the Labor and Economic Opportunity to develop and maintain MOU's. These executed cooperative agreements (MOU's) define how all local service providers, including additional providers will carry out the requirements for integration of and access to the entire set of services available in the local one-stop. Cooperative agreements include (as defined in the WIOA Section 107(d)(11)) between the local board or other local entities described in the WIOA Section 101(a)(11)(B) of the Rehabilitation Act of 1973 and the local office of a designated State agency or designated State unit administering programs carried out under Title I of such Act ((29 U.S.C. 720 *et seq.*) (other than Section 112 or Part C of that Title (29 U.S.C. 732, 741) and subject to Section 121(f)) in accordance with Section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that enhance the provision of

services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

**21. Description of the entity responsible for the disbursement of grant funds (Grant Recipient)**

Michigan Works! Berrien-Cass-Van Buren (MWBCVB) dba Kinexus Group is a dynamic nonprofit dedicated to supporting our southwest Michigan region with business, workforce, and community development. MW BCVB focuses on developing the talent and skills of our regional job seekers and meets the needs of SW Michigan employers by creating and delivering exceptional workforce solutions.

Mr. Todd Gustafson, Chief Executive Officer/ President  
Kinexus Group  
Michigan Works! Berrien • Cass • Van Buren  
330 W. Main Street  
Benton Harbor, MI 49022  
Phone Number: 269-927-1064  
[policy@kinexus.org](mailto:policy@kinexus.org)

**22. A description of the competitive process that will be used to award the sub-grants and contracts for the WIOA Title I activities**

Michigan Works! BCVB follows guidance issued in the WD Procurement Policy. All procurements utilizing funds received from the Labor and Economic Opportunity must comply with applicable Code of Federal Regulations and the Labor and Economic Opportunity guidelines for procurement/ request for proposal. All procurement/ RFP transactions will be conducted in a manner that provides full and open competition.

Sub-grants and contracts are awarded through a request for proposal (RFP) process. The RFP is released on the BCVB MW website, through media outlets, and notification is mailed to current contractors, community partners and other identified potential bidders. A review committee is elected to review and rate proposals on a competitive basis according to the criteria stated in the RFP. Sub-recipients selected for funding will be approved in the manner required by the WIOA or subsequent designation.

**23. Local levels of performance negotiated with the Governor and CEO(s) to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the fiscal agent.**

Michigan Works! current levels of performance are indicated in the graph below. The Labor and Economic Opportunity has advised Michigan Works! Berrien, Cass, Van Buren administration that updated performance targets will be forthcoming. At that point, as applicable, Michigan Works administrative staff will engage in performance negotiations for PY 2022-2023.

Berrien/Cass/Van Buren		
Performance Measure	PY22 MWA Confirmed Target	PY23 MWA Confirmed Target
<b>WIOA ADULT</b>		
Employment Rate 2nd Quarter After Exit	90.9	90.9
Employment Rate 4th Quarter After Exit	86.5	86.5
Median Earnings 2nd Quarter After Exit	\$8,286	\$8,286
Credential Attainment 4th Quarter After Exit	89.4	89.4
Measurable Skill Gains	42.0	42.4
<b>WIOA DISLOCATED WORKER</b>		
Employment Rate 2nd Quarter After Exit	88.1	88.1
Employment Rate 4th Quarter After Exit	82.5	82.5
Median Earnings 2nd Quarter After Exit	\$8,988	\$8,988
Credential Attainment 4th Quarter After Exit	77.9	77.9
Measurable Skill Gains	48.0	48.0
<b>WIOA YOUTH</b>		
Employment Rate 2nd Quarter After Exit	82.7	82.7
Employment Rate 4th Quarter After Exit	83.8	83.8
Median Earnings 2nd Quarter After Exit	\$3,622	\$3,622
Credential Attainment 4th Quarter After Exit	79.9	79.9
Measurable Skill Gains	37.0	37.0
<b>WAGNER-PEYSER</b>		
Employment Rate 2nd Quarter After Exit	67.0	67.0
Employment Rate 4th Quarter After Exit	64.7	64.7
Median Earnings 2nd Quarter After Exit	\$6,353	\$6,353

**24. Description of the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the State Board.**

**24.1. Effectiveness and continuous improvement criteria the local board will implement to assess their One-Stop centers.**

The Workforce Development Board of Berrien, Cass, Van Buren is diligent and committed to developing strategies for continuous process improvement of our local workforce system. Programmatic outcomes, business interactions, service enrollment, and operational efficiency are tracked via Salesforce and OSMIS. These platforms allow for real-time analysis of agency activities and regional outreach and impact, facilitating process improvement and allowing for the generation of regular reports. The board through the Michigan Works! system has access to a master black belt and green belt in Six Sigma. The board and Michigan Works staff have a continuous improvement system and because of this effort, the Berrien-Cass-Van Buren Workforce Development Board can:

- Monitor and encourage the highest level of quality service to Businesses and job seekers across the tri-county area,
- Build the capacity of the local and regional workforce system to respond to the changing needs of employers and job seekers, and

- Foster close relationships and solid integration between business, education, workforce, and community leaders to drive innovation in workforce development and program provision.

The BCVB Workforce Development Board employs the following strategies:

- Utilizing the Michigan Works! Berrien-Cass-Van Buren system the board is well-connected with the employer community of Southwest Michigan, as evidenced by its diverse board membership. This includes representatives of prominent organizations including:
  - Social service agencies
  - K-12 providers
  - Postsecondary education providers
  - Vocational education providers
  - Local unions
  - Economic development agencies
  - Major area employers
  - Local government officials
- The board is committed to ongoing and continuous improvement, ensuring that it continues to serve as a high-performing board. The following standards have been established locally to ensure a set standard of excellence:
  - Newly selected and confirmed Board members attend a mandatory Board orientation
  - Every Board member serves in a sub-committee
  - Meeting agendas drive strategic discussion topics that have significant impacts on programmatic design, service delivery, and community vitality
  - Board and subcommittee meetings regularly assess the agency's fiscal and programmatic performance
  - Board decision-making is data-driven, strategic, and forward-looking, utilizing performance outcomes, audits, monitoring reviews, real-time labor market information, and prosperity and economic indicators
  - Annual agency planning includes purposeful board input
  - Board members share and review established best practices with corporate staff
  - Professional development for board members is both available and strongly encouraged
  - Berrien-Cass-Van Buren Workforce Development Board furnishes a comprehensive year-end report for board members to share with their respective organizations, businesses, and/or constituents

#### **24.2. Description of how the local board will allocate One-Stop center infrastructure funds.**

The BCVB board will maintain the current One-Stop mandatory partners. An agreement, in the form of a Memorandum of Understanding and Infrastructure Funding Agreement with shared costs will be used to fund infrastructure of the One-Stops. These agreements will be implemented with each partner co-located in the One-stop as well as those core partners who have access but are not co-located.

#### **24.3 Description of the roles and contributions of One-Stop partners, including cost allocation.**

The development of an MOU/IFA between partners and the One-Stop are in place and provide a description of the roles and contributions concerning the operation of one-stop partners. They define clear guidance for effective coordination and collaboration of programs, services, and shared costs.

### **25. Description of how training services outlined in the WIOA Section 134 (Adult and Dislocated Worker) will be provided using individual training accounts.**

#### **25.1. Contracts for Training Services – Use of Individual Training Accounts**

Training services, as outlined in the WIOA section 134, will be provided through Individual Training Accounts (ITA). The ITA document/contract has been approved by the local board and is issued directly to the training providers on behalf of the eligible participant. Michigan Works BCVB has an established ITA policy.

## **25.2. Coordination between training service contracts and individual training accounts**

Individuals interested in training are provided labor market information on high demand industries and are made aware of local training providers who are eligible to receive ITA funds based on the Michigan Training Connect (MiTC). Michigan Works staff assist the individual in navigating through program requirements, FAFSA options, and the training programs placement rates to make sure the customer can make an informed decision. Michigan Works! staff will not endorse or recommend one training provider over another.

Training funds will be referred to as scholarships and approvals will be made based on local in demand occupations, giving priority of services to veterans and qualified spouses, individuals with disabilities, individuals who are basic skill deficient, individuals who are low income and youth residing in a high poverty area. Ideally, individuals may have a high school diploma or equivalency and are both eligible and suitable for training. However, when applicable individuals may concurrently work on HSD/HSE and engage in vocational training activities.

## **25.3. Ensuring an informed customer choice in the selection of training programs**

To ensure the individual can make an informed choice on the desired training program and provider, the assigned Michigan Works! staff will assist customers to:

- Complete an interest and career readiness assessments
- Identify and address employment barriers including transportation to and from training, length of training program, and assessment results/ education levels recommended for program success
- Research in-demand occupations utilizing local labor market information and job postings to include required credentials and work experience preferred by employers
- Locate qualified trainings on MiTC that lead to an industry recognized credential, facilitate, or encourage the individual to tour the campus or training location and assist the customer with making informed decisions on program selections
- Develop a career pathway plan that encourages obtaining portable and stackable credentials

## **26. Process used by the local board, consistent with Section III, to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into development of the Local Plan, particularly for representatives of businesses, labor organizations, and education**

The local board is publishing this plan for 30 days per regulations and as such is available for public review and comments by external agencies and stakeholders, including businesses, labor organizations, educational institutions, and area residents.

The local plan is available in PDF format on the miworks.org website; printed copies of the plan can be obtained by submitting a written request to Kinexus Policy, Kinexus Group/ Michigan Works! Berrien-Cass-Van Buren, 330 W. Main Street, Benton Harbor, MI 49022. Electronic copies can also be requested via email by writing to policy@kinexus.org.

In accordance with the ADA availability of the final local WIOA Local Plan for Program Years (PYs) 2020 thru 2023 will include accommodations or special requests of the plan in alternate formats, such as large print,

audiotape, etc. In addition, a public meeting concerning the plan will comply with physical access requirements of the ADA.

**27. Description of how the One-Stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under the WIOA and by One-Stop partners.**

Michigan Works! Berrien-Cass-Van Buren utilizes OSMIS, Salesforce, DocuSign software for intake and case management. OSMIS and Salesforce programs recognize participation across various programs and DocuSign improves the ease of participant enrollment. Utilization of this technology and software improves the efficiencies of our business processes, drives high quality case management, and can track services across programs. Additionally, limiting administrative access, prevents the manipulation of data and leads to more accurate performance reporting.

**28. Description of the local priority of service requirements**

Michigan Works! Berrien-Cass-Van Buren will employ a priority system where a tier of determination for services will be followed if a local priority system is needed, career services, training and training related expenditures would be limited to those applicants who:

- 1<sup>st</sup> Priority- Covered Eligible individuals (veterans and eligible spouses) who are: low income, fall below the minimum self-sufficiency level as identified by Michigan Works! Berrien-Cass-Van Buren, recipients of public assistance, who are basic skills deficient, or have significant barriers to employment.
- 2<sup>nd</sup> Priority- Non-covered individuals who are: low income, fall below the minimum self-sufficiency level as identified by Michigan Works! Berrien-Cass-Van Buren, recipient of public assistance, who are basic skills deficient, or have significant barriers to employment.
- 3<sup>rd</sup> Priority- Veterans and eligible spouses who are: not low income, and not recipients of public assistance, not basic skills deficient or lack barriers to employment.
- 4<sup>th</sup> Priority- Non-covered individuals who do not meet the above priorities may be enrolled on a case-by-case basis with documented managerial approval. Local policy will limit the number of WIOA adults who are 1. not low income, 2. public assistance recipients, 3. basic skills deficient, or 4. lack significant barriers to employment.

**29. Description of How the local board will coordinate workforce investment activities carried out in the local area with statewide Rapid Response (RR) activities.**

The BCVB Workforce Development Board provides the necessary oversight to ensure all regional resources are leveraged for all early warning systems, layoff aversion and rapid response activities. Rapid Response acts as both a provider of direct reemployment services and as a facilitator of additional services and resources. BCVB responses are timely and comprehensive.

For our region, dislocation is defined as layoffs that dislocate five (5) or more workers at any one business within the region. At the time a dislocation affects fifty (50) or more workers, the process becomes a Rapid Response by definition, which then initiates our partnership with the LEO WD WIOA Section unit.

Michigan Works! Berrien-Cass-Van Buren monitors media reports and uses a network of local contacts, including the Business and Talent Teams to identify downsizings and plant closings that warrant a Rapid

Response. The central purpose and involvement of Michigan Works with Rapid Response activities is to transition affected workers to new careers as quickly as possible.

### **30. Description of Rapid Response Activities**

Services included as part of the Rapid Response process include:

1. Initial Rapid Response meeting with the company and union officers (if applicable).
2. Worker orientation meetings for employees. These meetings include presentations by Michigan Works! Berrien-Cass-Van Buren and provide information on employment services; WIOA-funded core, intensive, and training services; TAA, if applicable, special population services (MRS, Veterans' services); and local/community services (United Way, local community colleges, credit union counseling, etc.). Collaboration with other state agencies (e.g., Office of Retirement Services, Friend of the Court), are planned as needed. UIA representatives may also participate in worker orientation meetings and provide information on how to file/claim unemployment insurance benefits.
3. Re-employment Services designed to prepare participants for re-entry into the workforce and are categorized as basic career services, individualized career services, and training.
4. Establishment and organization of a Joint Adjustment Committee (JAC) when indicated.
5. The provision of Layoff Aversion Incumbent Worker Training (IWT), which includes an assessment of the potential for averting layoff in consultation with the State or local economic development agencies, including private sector economic development entities and other key partners, up to a year in advance of an actual or potential dislocation.
6. Application for State Adjustment Grants (SAGs) as an additional increment to a local area's DW funding award to meet documented funding deficits.
7. Application to LEO for a National Dislocated Worker Grants (NDWG's), another form of assistance provided to DW's. NDWG's are discretionary grants awarded by the Secretary of Labor to provide employment-related services for dislocated workers in specific circumstances.
8. MW BCVB has developed a local Rapid Response Policy that can be viewed upon request. Contact for JAC, NDWG, SAG, or Rapid Response, is Kinexus' Group at [policy@kinexus.org](mailto:policy@kinexus.org) or by phone at (269) 927-1064.