



**Workforce Innovation Opportunity Act
LOCAL PLAN
PY 2020-2023**

PI: 20-07

Approval Request Form

1. Region Number:

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

3. Policy Issuance Number: 20-07

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
Printed Name:

Date:

Signature of Authorized Chief Elected Official
Printed Name:

Date:

Signature of Authorized Chief Elected Official
Printed Name:

Date:

Signature of Workforce Development Board Chairperson
Printed Name:

Date:

WIOA FOUR-YEAR LOCAL PLAN

TABLE OF CONTENTS

- 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
- 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.....

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.....

APPENDIX A: The Impact of COVID-19 on the BCVB Labor Market

1. Analysis of Regional Labor Market Data and Economic Conditions

1.1. Regional Analysis

Population and Unemployment Trends

The population of the Tri-County Area¹ (BCVB) is estimated by the U.S. Census Bureau to be 281,242 individuals, according to the most recent data available. Since 2000, the population of BCVB has declined by 8,578 residents (a 3.0% loss). Over the same period, however, the population of the State of Michigan has increased by an estimated 57,471 residents (0.6% growth). The United States also grew over the period 2000-2018, increasing by an estimated 45,745,528 individuals (a 16.3% increase).

96.9% of overall population loss in BCVB over the period 2000-2018 is attributable to declines in the population of Berrien County, which possesses approximately 54.8% of the entire BCVB population. Since 2000, Berrien County has lost 8,312 residents (a 5.1% decline). This rate of population loss far exceeds both Cass and Van Buren Counties: Cass County has experienced 1.1% growth since 2000 (adding 549 residents), while Van Buren County has experienced only 1.1% population loss (a loss of 815 residents).

Continued population declines are projected in Berrien County over the period 2018-2025, while Cass and Van Buren Counties are expected to enjoy increases in population over this same time frame. The aggregate population loss anticipated for BCVB over the period 2018-2025 is 1,078 individuals (a 0.4% decline).

Geography	2000	2010	2018	2025	% Change, 2000-2018	% Change, 2010-2018	% Change, 2010-2025
<i>Berrien</i>	162,453	156,813	154,141	152,427	-5.1%	-1.7%	-1.1%
<i>Cass</i>	51,104	52,293	51,653	51,972	1.1%	-1.2%	0.6%
<i>Van Buren</i>	76,263	76,258	75,448	75,765	-1.1%	-1.1%	0.4%
<i>Tri-County</i>	289,820	285,364	281,242	280,164	-3.0%	-1.4%	-0.4%

SOURCES: U.S. Census Bureau Annual Estimates of the Resident Population (2010-2018) and EMSI. Data Set 2020.1. Accessed January 29, 2020.

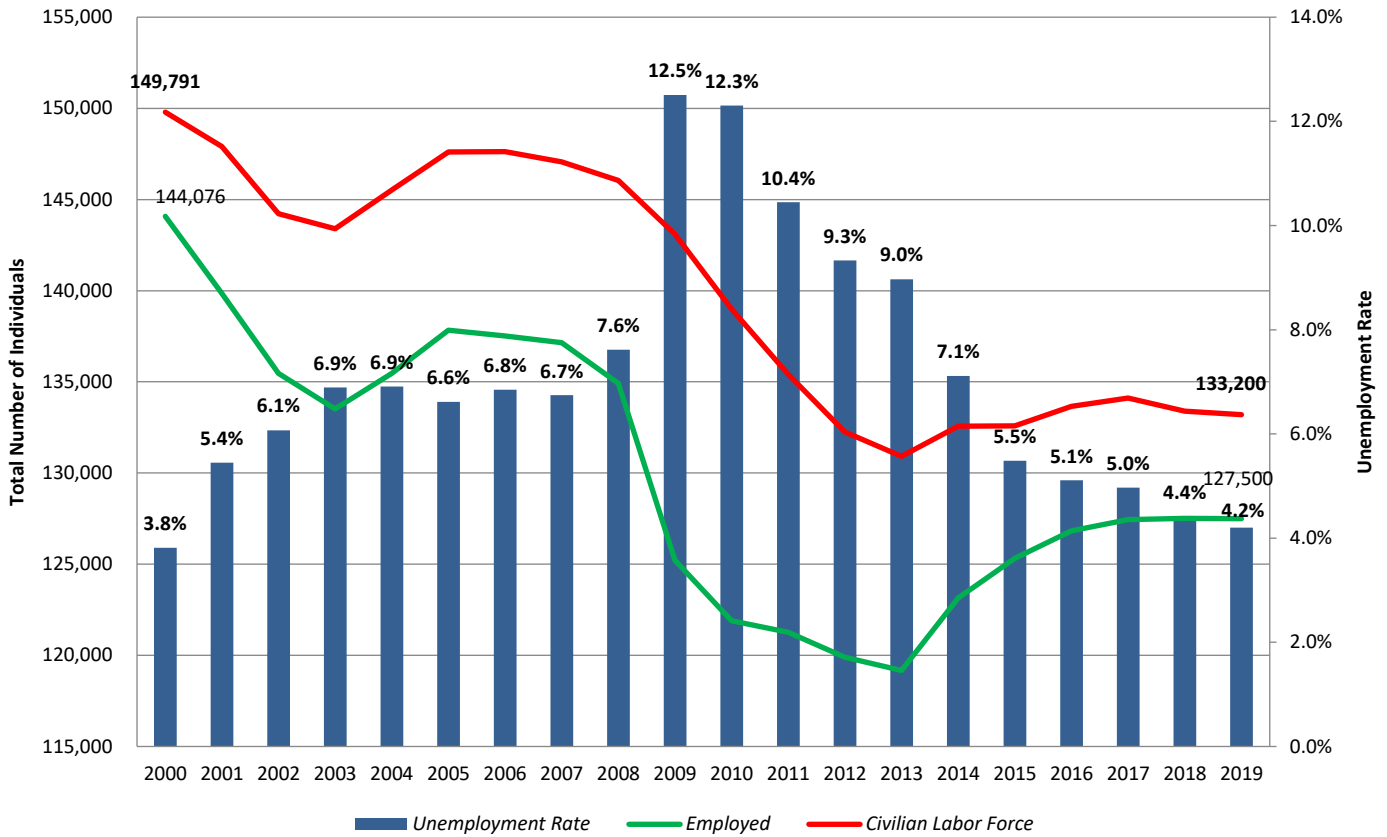
Local Area Unemployment Statistics (LAUS)

Following national and state trends, the BCVB region is also currently enjoying the lowest unemployment rates seen since 2000. Having spiked at 12.5% in 2009 during the depths of the Great Recession, BCVB's annualized seasonally unadjusted unemployment rate currently sits at 4.2% as of the most recent annual data set available (2019). While not as low as the 3.8% annualized rate experienced in 2000, this value is excellent given the lasting economic and labor force damage that characterized the turn of the decade.

This low unemployment rate does not tell the whole story, however, as declines in the 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 civilian labor force shrank by 16,591 individuals over the period 2000-2019, an 11.1% overall decline. Similarly, the number of employed residents has decreased by 16,576, a commiserate decline of 11.5%. The number of unemployed BCVB workers has also declined over the same time frame by approximately 115 (a 2.0% decrease). While the number of employed area residents has declined over the time frame 2000-2019, accompanying declines in unemployed workers and the overall size of the labor force combine to outpace these declines in overall employment, resulting in the low unemployment rates currently seen in the region. Please see *Figure 1: "Overview of Annualized BCVB Workforce Data, 2000-2019"* and *Figure 2: "Seasonally Unadjusted BCVB Unemployment Rates, February 2018-Current"* for further information and accompanying visualizations.

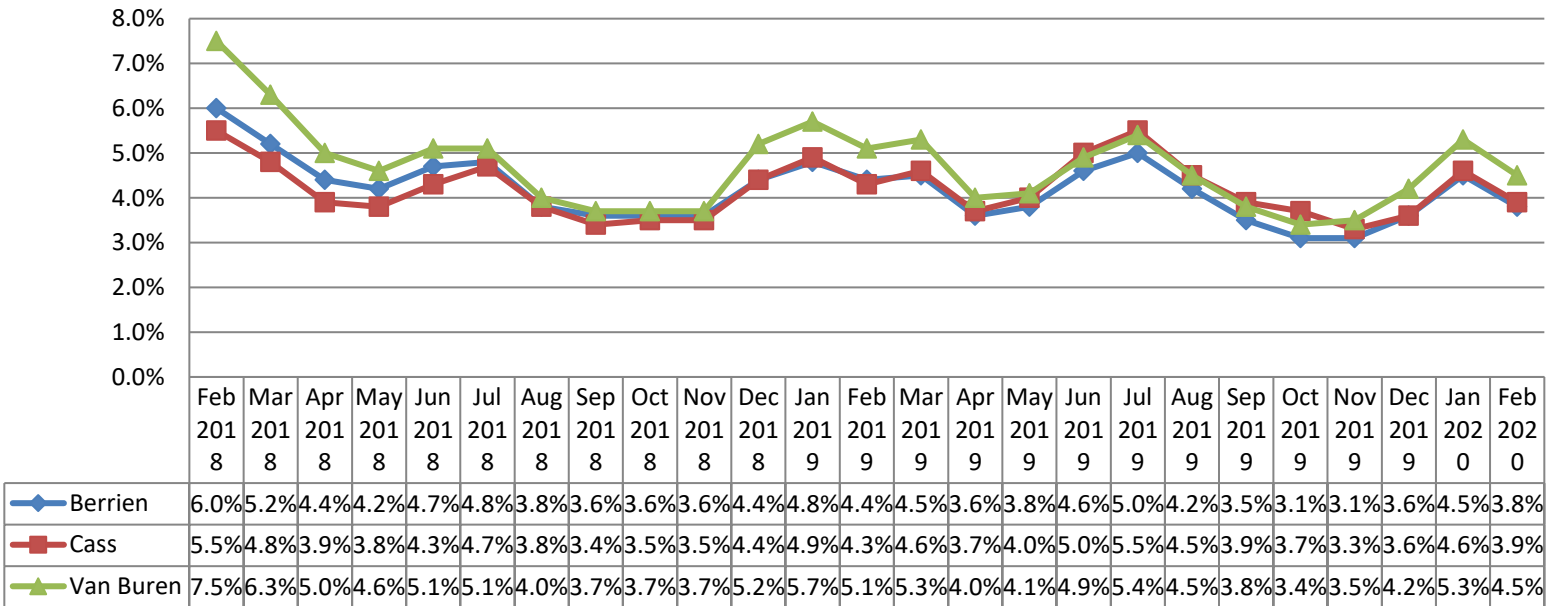
¹ Defined as the three-county area consisting of Berrien, Cass, and Van Buren Counties, Michigan.

Figure 1: "Overview of Annualized BCBV Workforce Data, 2000-2019"



SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set Annualized, 2000-2019. Accessed April 3, 2020

Figure 2: "Seasonally-Unadjusted BCBV Unemployment Rates, February 2018-Current"



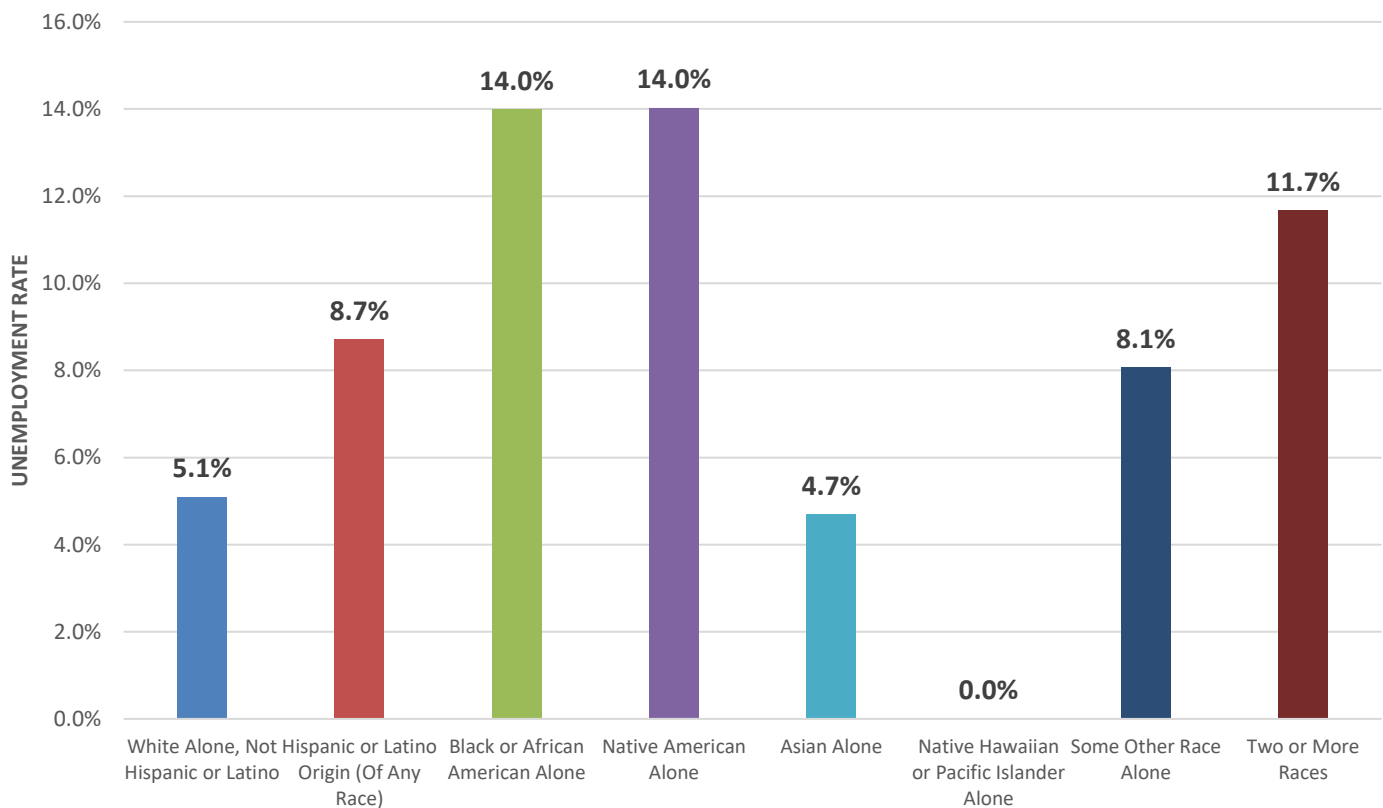
SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set February 2018-Current. Accessed April 3, 2020.

Demographics

Unemployment by Race of Worker

Unemployment rates in BCVB are significantly elevated for individuals who self-report as being Native American, Mixed Race, or African American. The annualized unemployment rates for these three races sit at 14.0%, 11.7%, and 14.0%, respectively. This is in stark comparison to the unemployment rate of 5.1% for those who self-identify as “White Alone.” Note also the slightly elevated unemployment rate among those who self-identify as being Hispanic or Latino (8.7%)—labor force participation rates among this racial group also exceed overall regional values by nearly ten percentage points. See *Figure 3: “Unemployment Rate Ages 16 and Older by Race, BCVB (2018)”* for a visualization of this data.

Figure 3: “Unemployment Rate Ages 16 and Over by Race, BCVB (2018)”

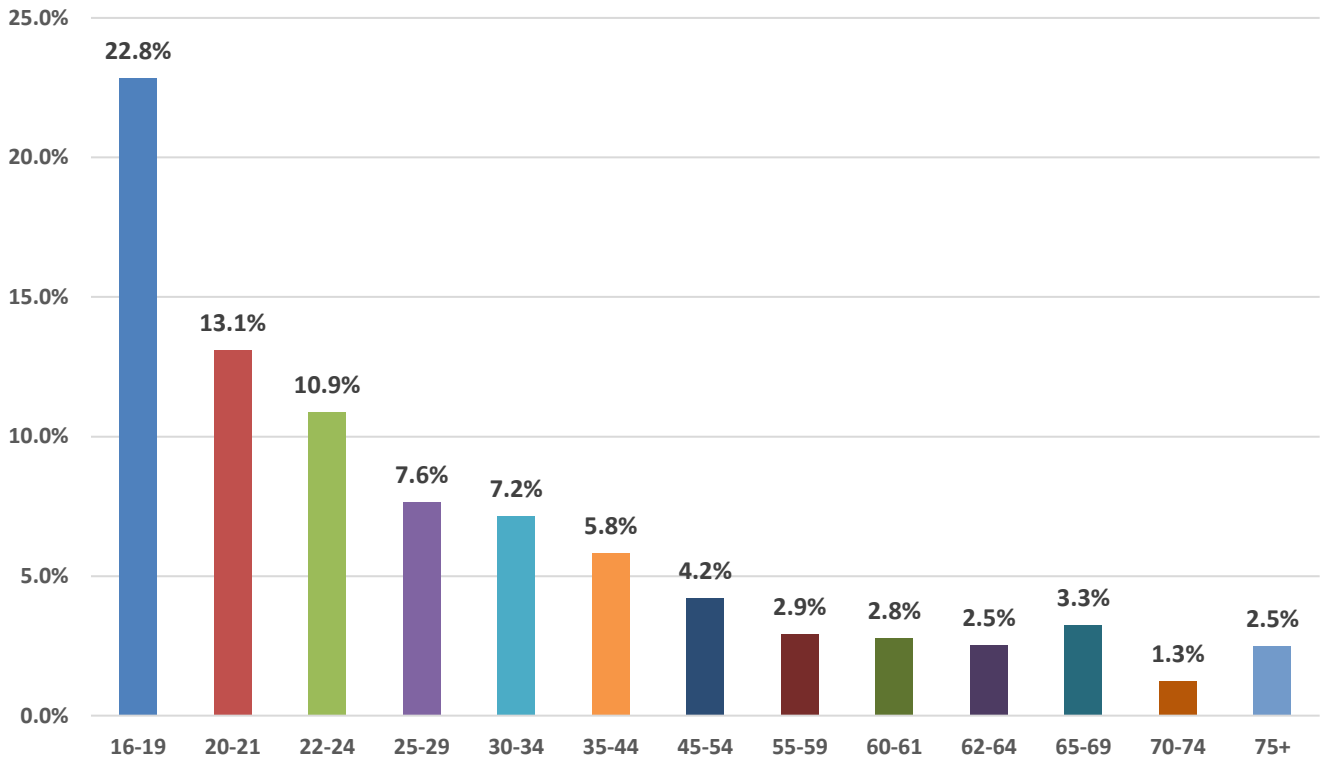


SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 31, 2020.

Unemployment by Age of Worker

When breaking down unemployment by the relative age group of the worker in BCVB, it forms a near-perfect hyperbolic curve. Annualized unemployment rates are highest among those in the age range of 16-19 at 22.8%, decreasing precipitously thereafter (presumably attributable to the completion of postsecondary educational programming). With the anomalous exceptions of age groups over the age of 65 (there are slight upticks in unemployment rates for those between the ages of 65 and 69, as well as those ages 75 and older), this hyperbolic trend holds true. See *Figure 4: “Unemployment by Age Range, BCVB (2018)”* for a visualization of this data.

Figure 4: “Unemployment by Age Range, BCBV (2018)”

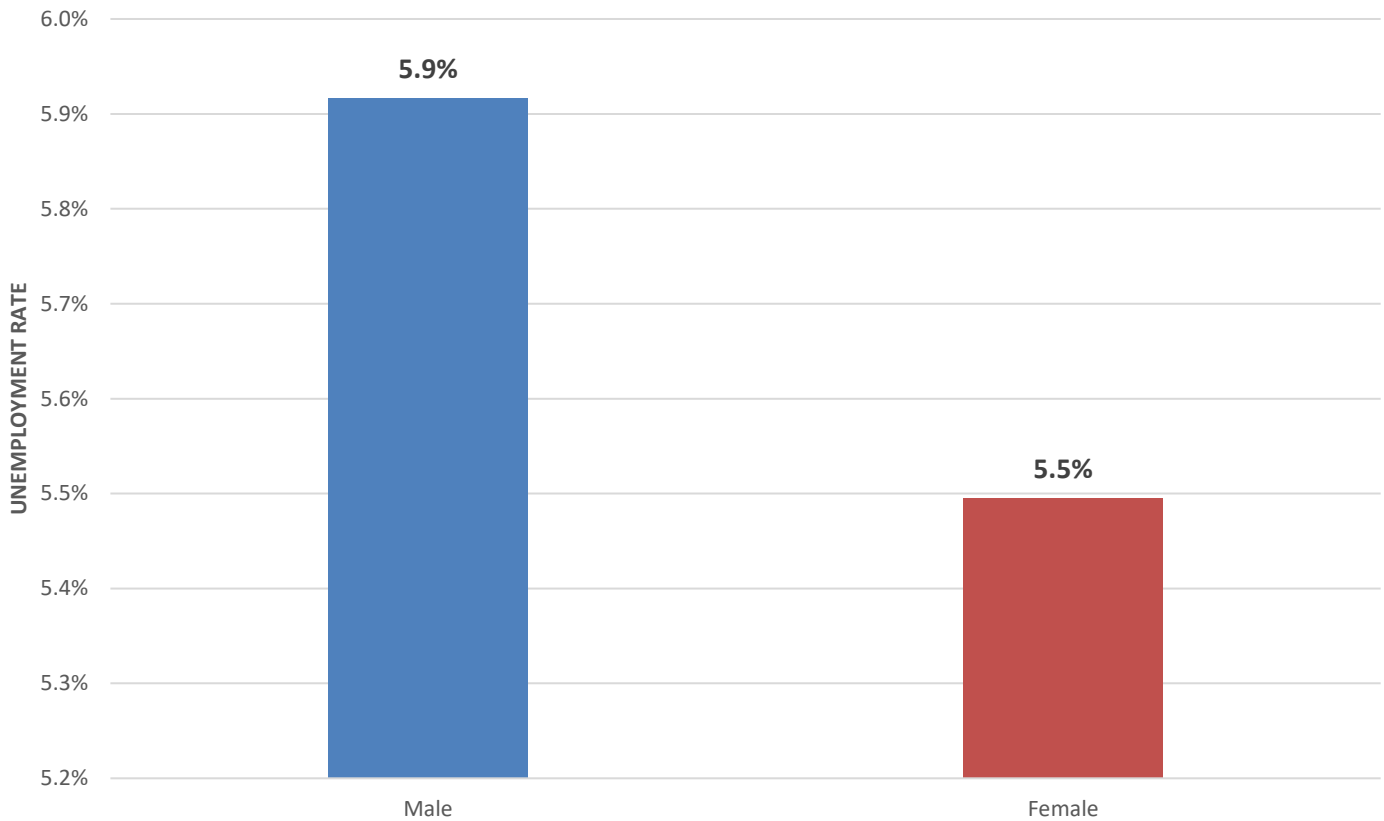


SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 29, 2020.

Unemployment by Sex of Worker, Ages 20 to 64

Unemployment is slightly higher among males in BCBV when evaluating unemployment based on sex. The annualized unemployment rate is currently 5.9% for males in the region, compared to 5.5% for females. Notable, however, is that labor force participation rates are significantly higher for males (82.0%) relative to females (71.5%) in-region, which may contribute to this disparity. Please see *Figure 5: “Unemployment by Sex, BCBV (2018)”* for a visualization of this data.

Figure 5: “Unemployment by Sex, BCVB (2018)”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 31, 2020.

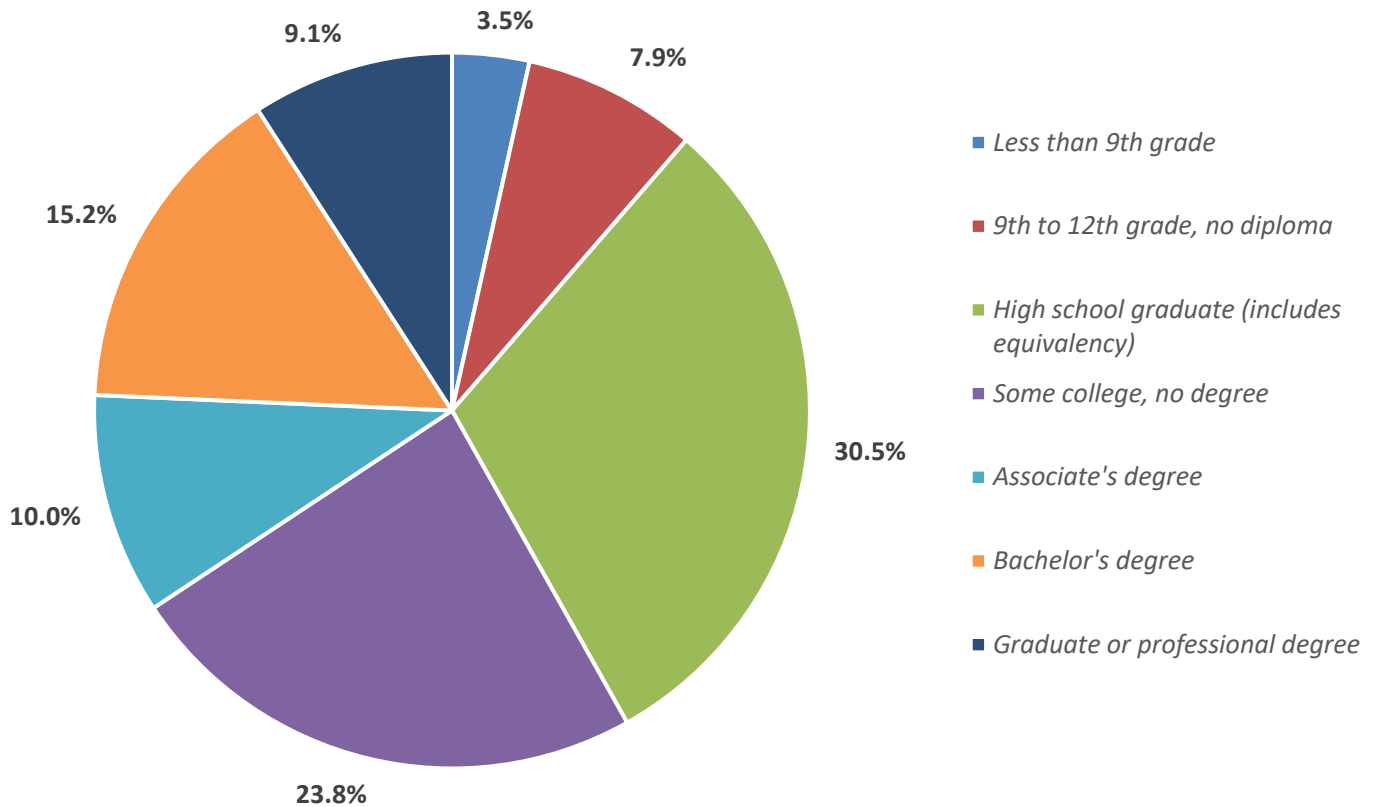
Educational Attainment for the Population Ages 25 and Over, BCVB

11.4% of the BCVB population ages 25 and older lacks a high school diploma, a number which exceeds the Michigan state average. BCVB is characterized by having higher rates of individuals claiming a high school diploma/equivalent (31.1% of the population) or some college/an associate’s degree (referred to as “Middle Skill” levels of educational attainment and representing 33.0% 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, BCVB (2018)” for a visualization of this data.

Educational Attainment Level	Total Population	Population (%)
Less than 9th Grade	6,806	3.5%
9th Grade to 12th Grade	15,412	7.9%
High School Diploma (or Equivalent)	59,612	30.5%
Some College	46,597	23.8%
Associate degree	19,540	10.0%
Bachelor’s Degree	29,677	15.2%
Graduate Degree and Higher	17,836	9.1%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 29, 2020.

Figure 6: “Educational Attainment, BCVB (2018)”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 29, 2020.

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

11.4% of the BCVB population ages 25 and older lacks a high school diploma or equivalent, which is lower than the current national average (12.3%) but higher than the rate for the State of Michigan (9.5%). The levels of those claiming a high school diploma as their highest level of educational attainment are higher in BCVB (30.5%) than the State of Michigan (29.0%) or national averages (27.1%). The same is true of “Middle Skill” levels of educational attainment; in BCVB, 33.8% 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 (32.9%) and the United States as a whole (29.0%). 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 24.3% of BCVB residents have graduated with at least a four-year degree in comparison to 28.6% of Michigan residents and 31.5% of all Americans.

Educational Attainment Level	BCVB Population (%)	Michigan Population (%)	United States Population (%)
Less than 9th Grade	3.5%	3.0%	5.3%
9th Grade to 12th Grade	7.9%	6.5%	7.1%
High School Diploma (or Equivalent)	30.5%	29.0%	27.1%
Some College	23.8%	23.5%	20.6%
Associate degree	10.0%	9.4%	8.4%
Bachelor's Degree	15.2%	17.4%	19.4%
Graduate Degree and Higher	9.1%	11.2%	12.1%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 29, 2020.

Employment Status by Educational Attainment, Ages 25 to 64

Labor force participation rates increase, and unemployment rates decrease with increasing levels of educational attainment, as those with higher levels of education have more occupational opportunities available to them. While only 57.9% of those without a high school degree (or equivalent credential) in BCVB are actively participating in the labor force², 84.3% of individuals considered “High Skill” workers (i.e. those with a Bachelor’s degree or higher) are participatory in the labor force. Similarly, the unemployment rate for those without a high school degree (or equivalent credential) in BCVB is 13.9%, while it is a mere 2.3% 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 10.5% of the working age population of BCVB, while the “High Skill” segment comprises 24.8% of the population ages 25 to 64).

Subject	BCVB Estimates	BCVB (%)
Total:	143,326	-
Less than High School Graduate:	15,073	10.5%
In Labor Force:	8,722	57.9%
Employed:	7,509	86.1%
Unemployed:	1,213	13.9%
Not in Labor Force:	6,351	42.1%
High School Graduate (Includes Equivalency):	41,592	29.0%
In Labor Force:	30,107	72.4%
Employed:	28,063	93.2%
Unemployed:	2,044	6.8%
Not in Labor Force:	11,485	27.6%
Some College or associate degree:	51,180	35.7%
In Labor Force:	40,445	79.0%
Employed:	38,919	96.2%
Unemployed:	1,526	3.8%
Not in Labor Force:	10,735	21.0%
Bachelor's Degree or Higher:	35,481	24.8%
In Labor Force:	29,895	84.3%
Employed:	29,219	97.7%
Unemployed:	676	2.3%
Not in Labor Force:	5,586	15.7%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 29, 2020.

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

12.0% of the BCVB population ages 25 years and over currently lives below the poverty line. Given the positive correlation between lower levels of educational attainment and heightened rates of unemployment, poverty rates decline as educational attainment increases. While 29.2% of BCVB residents ages 25 and older without a high school diploma or equivalent credential live below the poverty line, only 4.2% of those with a bachelor’s degree or higher level of educational attainment do as well.

² The “Labor Force Participation Rate” denotes the percentage of working age individuals either working, actively seeking work, or unemployed (but still engaged with the labor force) relative to the size of the entire working age population in a given region.

Subject Population	Estimated Percentage Below Poverty Level
Total Population 25 Years and Older:	12.0%
<i>Less than High School Graduate:</i>	29.2%
<i>High School Diploma (or Equivalent):</i>	13.7%
<i>Some College or associate degree:</i>	10.2%
<i>Bachelor's Degree or Higher:</i>	4.2%

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed February 1, 2020.

Overall Poverty Trends

Within Berrien, Cass, and Van Buren Counties, 15.4% percent of the total population for whom poverty status is determined currently live beneath the poverty threshold. This is higher than both state and national figures: the poverty rate for this population is 14.1% for the United States and 15.0% for the State of Michigan.

Subject Population	Poverty Rate (%)
Total Population for Whom Poverty Status is Determined	15.4%

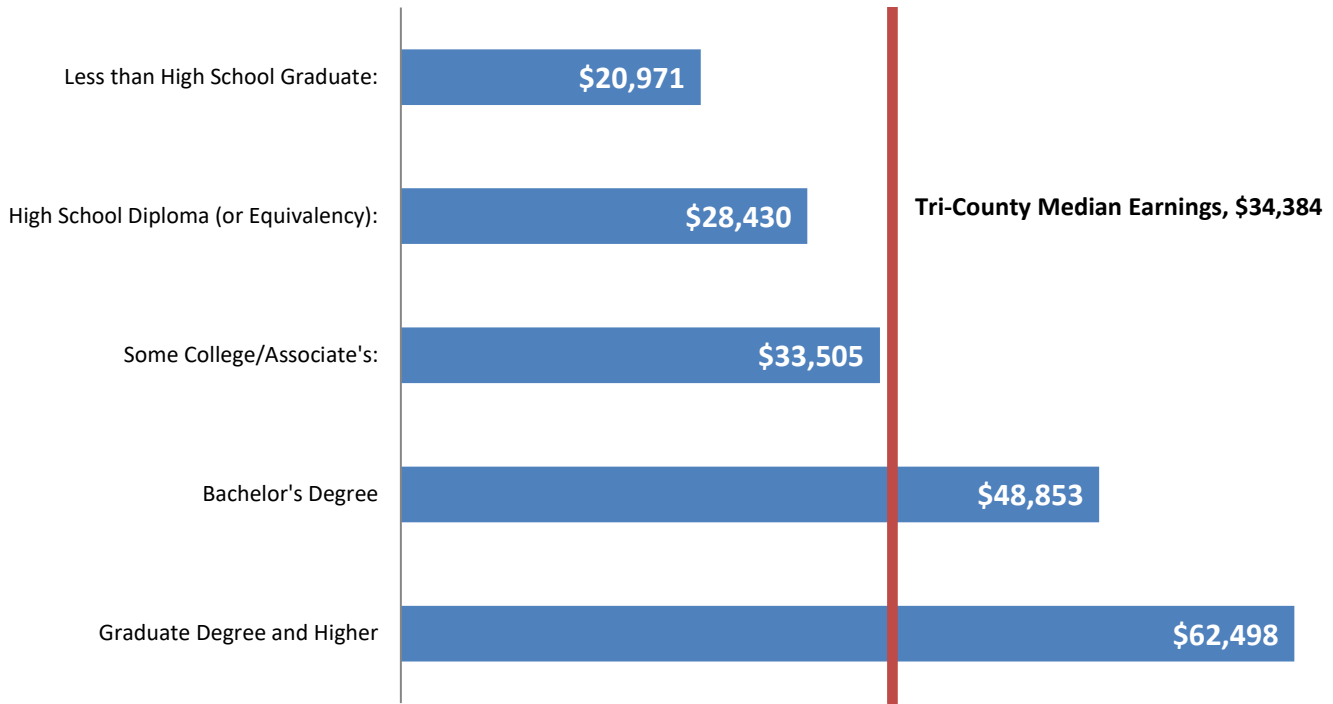
SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed January 31, 2020.

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 overall median earnings value for BCVB currently sits at \$34,384; median earnings for those without a high school diploma or equivalent credential (\$20,971), those with a high school diploma as their highest level of educational attainment (\$28,430), and those “Middle Skill” individuals whose maximum levels of educational attainment consist of either “some college,” a vocational certification, and/or an associate’s degree (\$33,505) all fall below the overall median earnings for the region³. The median earnings values for those with a bachelor’s degree (\$48,853) and those with a Graduate degree or higher (\$62,498) 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 and Over, BCVB”* for a visualization of this data.

³ Note that the overall median income value for BCVB does fall within the margin of error of the median income value for “Middle Skill” levels of educational attainment, however.

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



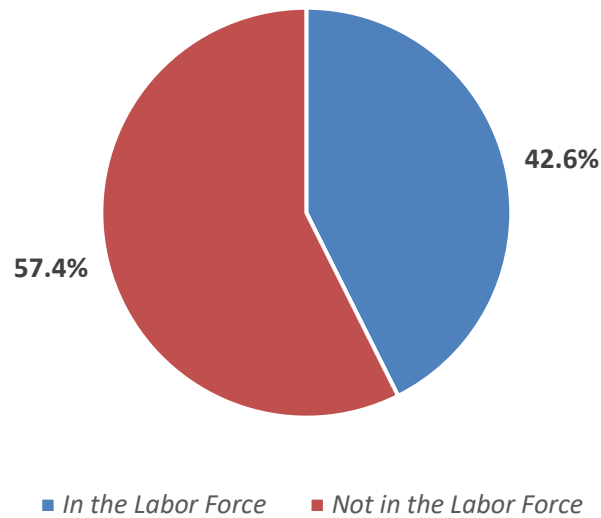
SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed February 1, 2020.

Civilian, Noninstitutionalized Disabled Individuals Ages 16 to 64

Labor force participation rates are lower for civilian, noninstitutionalized disabled individuals ages 18 to 64 (42.6%) than the **current BCVB average value (60.0%)**. Please refer to *Figure 8: “Labor Force Participation for Adults Ages 18 to 64 with Disabilities, BCVB (2018)”* for a visualization of this information. However, among those who are participatory in the labor force, 88.4% are employed; this is a value that exceeds the employment-to-labor force participation ratio for those without a high school diploma (86.1%, see “Employment Status by Educational Attainment”). The unemployment rate for this segment of the population currently sits at 11.6% in the Tri-County area. Please refer to *Figure 9: “Unemployment-to-Employment Ratio for Disabled Adults Ages 16 to 64 in Labor Force, BCVB”* for a visualization of this data.

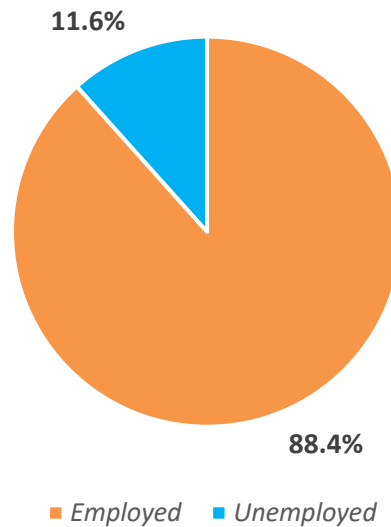
As unemployment rates in BCVB are currently at their lowest point since 1998, area employers are facing significant talent shortfalls that have hampered factors such as output and expansion. As a result, hiring managers are increasingly turning to non-traditional applicants to maintain a continuous talent 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 16 to 64 with Disabilities, BCVB (2018)”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed February 1, 2020.

Figure 9: “Unemployment-to-Employment Ratio for Disabled Adults Ages 16 to 64 in Labor Force, BCVB”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2018. Accessed February 1, 2020.

Economic Overview

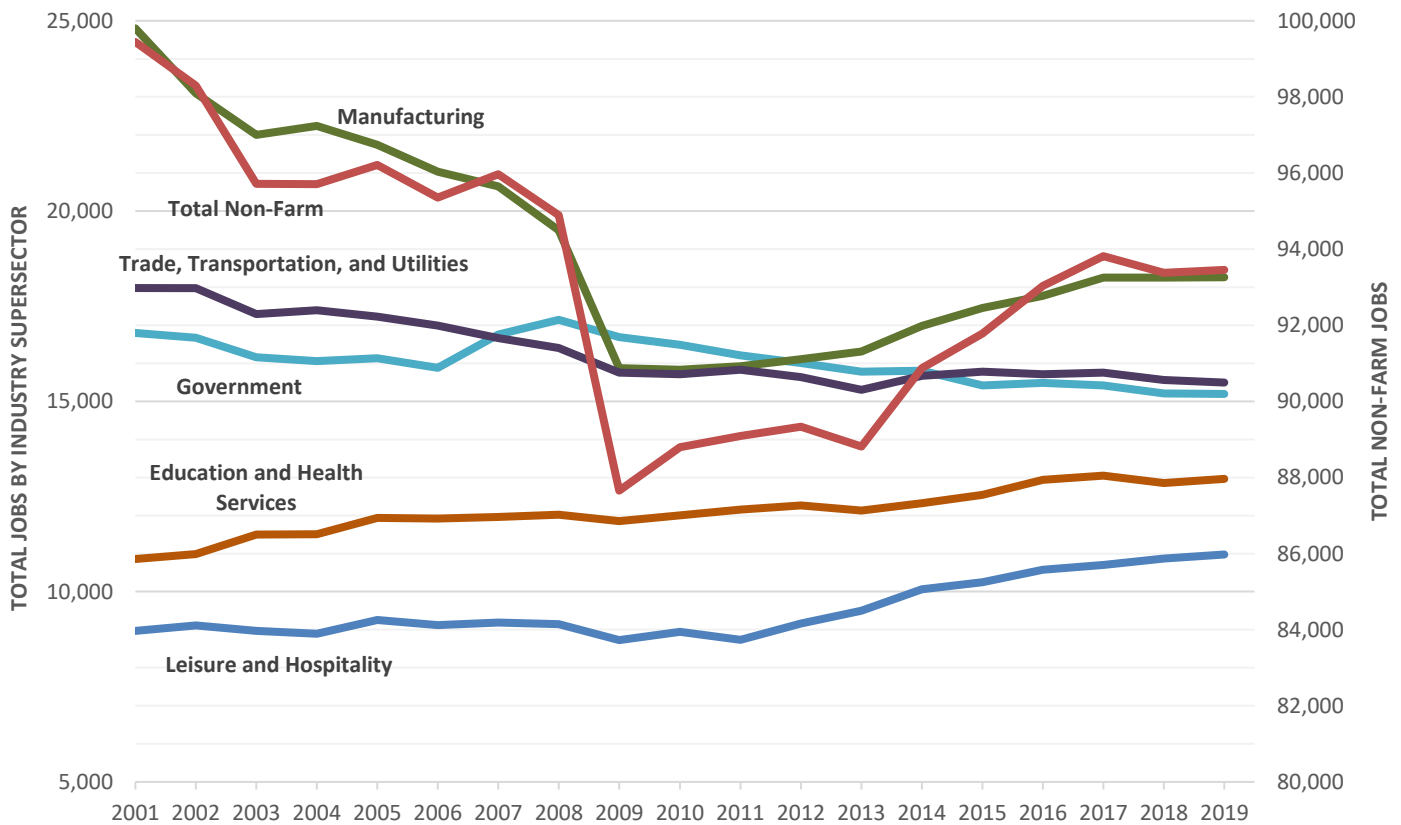
Non-Farm Payroll Jobs

The “Manufacturing” sector, the largest sector in BCVB, has suffered the greatest overall occupational losses since 2001, having declined by 26.4% over this period 2001-2019 (a loss of 6,540 jobs). Many of these losses occurred Pre-Recession, however, with the sector having already lost 4,105 payroll jobs (16.7% of the 2001 BCVB manufacturing workforce) by 2007. After reaching a low point of 15,832 jobs in 2010, manufacturing jobs

have stabilized and increased to date, with the current payroll job total at 18,262 as of 2019 (the most recent finalized data available).

Occupational job growth and losses among other sectors has been modest over the period 2001-2019 in comparison to the volatility of manufacturing. Overall non-farm 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 non-farm payroll jobs bottomed out during the depths of the Recession in 2009, having declined by 11.9% (a total loss of 11,789 jobs) over the period 2001-2009. Like manufacturing, overall non-farm payroll jobs have stabilized and rebounded since this time. To date (as reflected by the period 2001-2019), total payroll job losses now sit at 5,987 (a 6.0% decline). This represents 6.6% overall post-Recession job growth over the period 2009-2019, with a total 5,802 jobs being created in BCBV. See *Figure 9: “BCVB Payroll Non-Farm Jobs Trends for Select Industry Super sectors, 2001-2019”* for a visualization of this data.

Figure 9: “BCVB Payroll Non-Farm Jobs Trends for Select Industry Super sectors, 2001-2019”



SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2020.1. Accessed January 28, 2020.

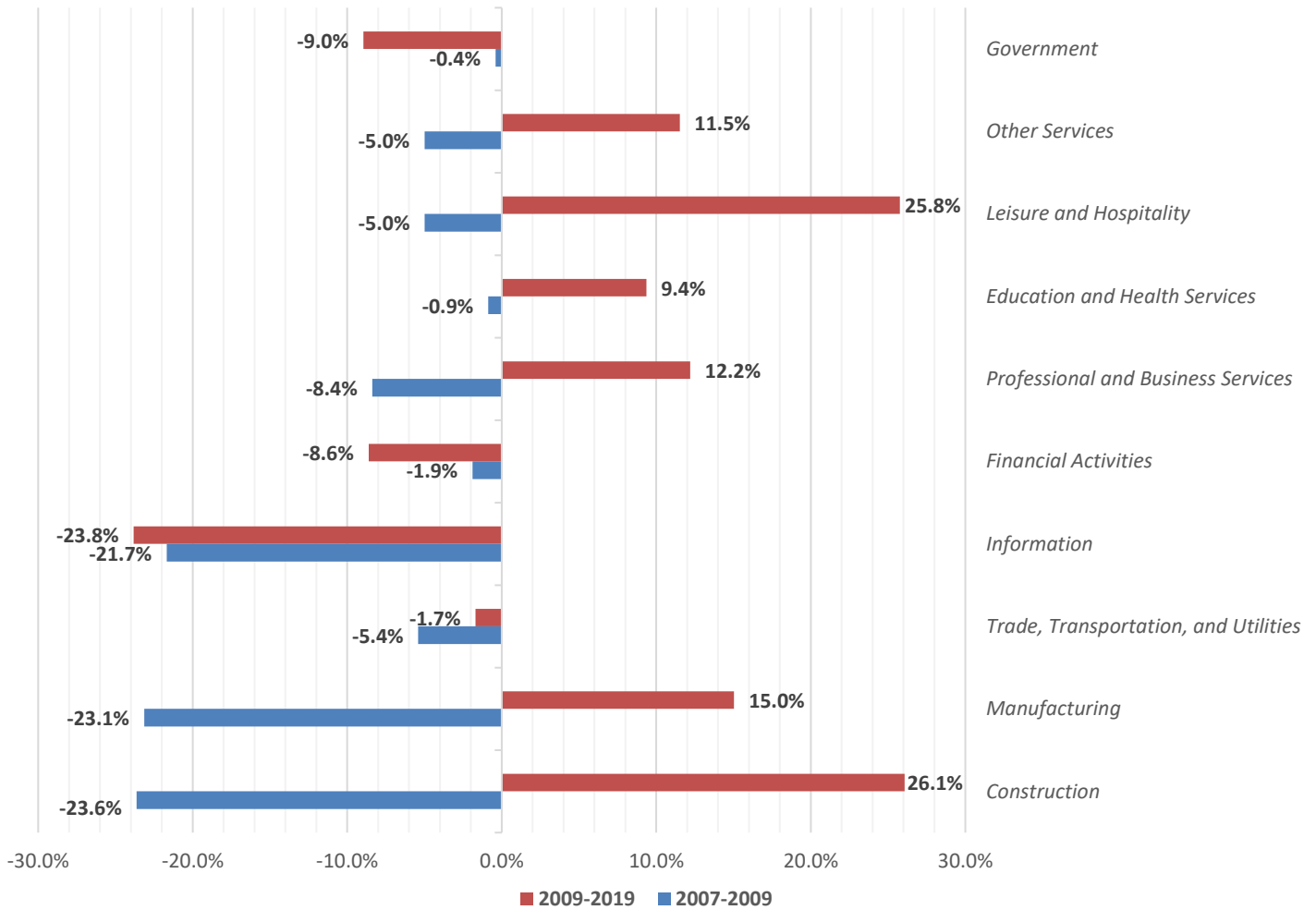
Longitudinal Analysis of Non-Farm Super Sector Payroll Job Growth Trends, 2001-2019

In terms of relative occupational payroll job growth and declines (note that each of these super sectors has a varied number of total jobs in BCBV as would be expected, and thus job losses and gains are not uniform across all super sectors), all super sectors experienced overall job declines during the Recession (defined for the purposes of this report as being the time frame 2007-2009). The three super sectors suffering the greatest payroll job contraction over this time period were “Manufacturing,” “Trade, Transportation, and Utilities,” and “Construction”; these three super sectors accounted for 77.9% of total job losses (a loss of 6,471 payroll jobs).

Since the end of the Recession, several super sectors have enjoyed considerable growth as the BCBV regional economy rebounded: these include (in order of growth rate) “Construction,” “Leisure and Hospitality,” “Manufacturing,” “Professional and Business Services,” “Other Services,” and “Education and Health Services,”

respectively. Some super sectors that have experienced continued contraction and never rebounded post-Recession, however, including “Information,” “Government” (the public sector), “Natural Resources and Mining,” “Financial Activities,” and “Trade, Transportation, and Utilities.” Please see *Figure 10: “Recession and Post-Recession Occupational Job Growth by Super sector”* for a visualization of this data.

Figure 10: “Recession and Post-Recession Occupational Job Growth by Super sector”

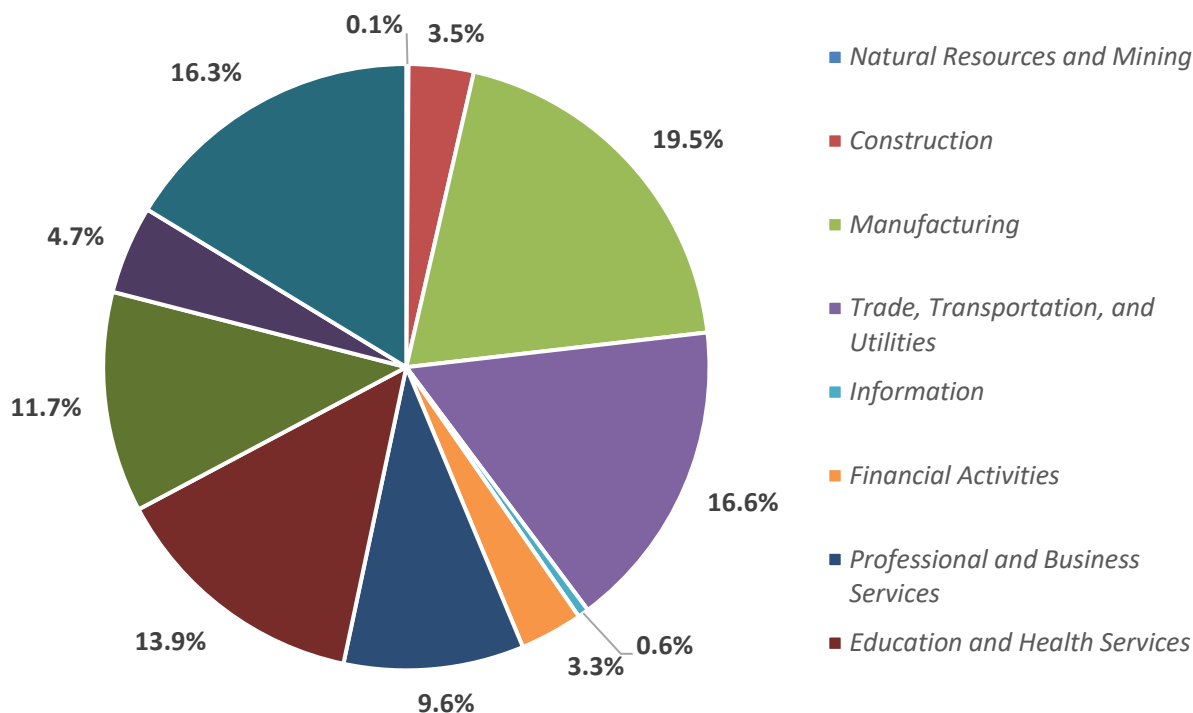


SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2020.1. Accessed January 28, 2020.

Non-Farm Payroll Job Share by Super sector, 2019

The top five super sectors in BCVB on the basis of their share of the total number of overall non-farm 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 super sectors comprise 78.0% of total non-farm payroll employment in the Tri-County area. Please see *Figure 11: “Breakdown of Super sector Employment as a Share of Total Non-Farm Jobs, BCVB”* for a visualization of this data.

Figure 11: “Breakdown of Super sector Employment as a Share of Total Non-Farm Jobs, BCVB”



SOURCE: Economic Modeling Specialists, Inc. (EMS). Data Set 2020.1. Accessed January 28, 2020.

Job Growth by Super sector, All Jobs (2017-2019)

The top three super sectors experiencing the greatest payroll job growth over the time period 2017-2019 were “Leisure and Hospitality” (271 jobs, a 2.5% increase), “Construction” (194 jobs, a 6.4% increase), and “Financial Activities” (111 jobs, a 3.7% increase). Despite being the super sector with the highest share of payroll employment in BCVB, “Manufacturing” job growth was stunted by external market factors. The three super sectors suffering the greatest overall payroll job contraction over the same time period were: “Professional and Business Services” (562 jobs, a 5.9% decrease), “Agriculture, Forestry, Fishing, and Hunting” (428 jobs, an 11.9% decrease), and “Trade, Transportation, and Utilities” (265 jobs, a 1.7% decrease).

Industry Super sector	2017-2019 Change	2017-2019 Change (%)
Leisure and Hospitality	+271	+2.5%
Construction	+194	+6.4%
Financial Activities	+111	+3.7%
Other Services	+97	+2.3%
Manufacturing	+6	+0.0%
Natural Resources and Mining	+1	+0.5%
Information	-5	-0.9%
Education and Health Services	-83	-0.6%
Government	-224	-1.5%
Trade, Transportation, and Utilities	-265	-1.7%
Agriculture, Forestry, Fishing and Hunting	-428	-11.9%
Professional and Business Services	-562	-5.9%

SOURCE: Economic Modeling Specialists, Inc. (EMS). Data Set 2020.1. Accessed January 28, 2020

Notable BCVB Industry Groups

The following table provides an overview of 15 industry groups in the BCVB region with both significant job totals and high location quotients, a figure which measures the total number of jobs in an industry group 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 super sector occupational metrics, the top three industry groups with the highest location quotients are “Electrical Equipment, Appliance, and Component Manufacturing,” “Crop Production,” and “Primary Metal Manufacturing.”

Industry Group	2018 Jobs	2019 Jobs	2018 - 2028 Change	Avg. Earnings Per Job	2019 Location Quotient
<i>Electrical Equipment, Appliance, and Component Manufacturing</i>	3,107	3,135	-896	\$187,274	12.44
<i>Crop Production</i>	2,479	2,384	-474	\$30,833	6.98
<i>Primary Metal Manufacturing</i>	1,585	1,534	-148	\$59,697	6.33
<i>Utilities</i>	1,890	1,879	+22	\$197,473	5.45
<i>Plastics and Rubber Products Manufacturing</i>	1,637	1,654	+74	\$53,721	3.60
<i>Beverage and Tobacco Product Manufacturing</i>	585	631	+213	\$30,403	3.57
<i>Fabricated Metal Product Manufacturing</i>	2,935	2,973	+226	\$62,891	3.20
<i>Machinery Manufacturing</i>	2,080	2,104	+100	\$89,615	2.98
<i>Wood Product Manufacturing</i>	710	679	+66	\$52,897	2.66
<i>Printing and Related Support Activities</i>	505	520	+52	\$52,730	1.94
<i>Computer and Electronic Product Manufacturing</i>	1,133	1,158	+181	\$98,704	1.73
<i>Rail Transportation</i>	239	243	+33	\$86,208	1.73
<i>Furniture and Related Product Manufacturing</i>	435	399	-79	\$45,008	1.63
<i>Building Material and Garden Equipment and Supplies Dealers</i>	1,274	1,252	+88	\$36,263	1.54
<i>Support Activities for Agriculture and Forestry</i>	536	518	-62	\$36,273	1.53

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2020.1. Accessed March 12, 2020.

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 2024. 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 \$17.19 or higher⁴ 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 2024: 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.

⁴ An hourly wage of \$17.19 represents the high end of the ALICE (Asset-Limited, Income-Constrained Employed) “Household Stability Budget” for the BCVB region for a single adult. Source: *ALICE in Michigan: A Financial Hardship Study, 2019 Michigan Report*, United Way. Accessed March 12, 2020.

Occupational Title	2018 Jobs	Growth 2018-2024	Total Openings	Median Hourly Earnings
<i>General and Operations Managers</i>	1,140	+81	696	\$41.39
<i>Registered Nurses</i>	1,648	+24	570	\$19.23
<i>Heavy and Tractor-Trailer Truck Drivers</i>	645	+22	489	\$17.75
<i>Elementary School Teachers, Except Special Education</i>	1,039	-47	457	\$26.89
<i>Business Operations Specialists, All Other</i>	494	+36	331	\$36.65
<i>Secondary School Teachers, Except Special and Career/Technical Ed.</i>	773	-30	327	\$26.57
<i>Accountants and Auditors</i>	407	+26	260	\$28.14
<i>Automotive Service Technicians and Mechanics</i>	385	-2	246	\$17.97
<i>Licensed Practical and Licensed Vocational Nurses</i>	452	+20	242	\$22.37
<i>Mechanical Engineers</i>	450	+24	235	\$30.67
<i>Middle School Teachers, Except Special and Career/Technical Ed.</i>	496	-27	216	\$27.96
<i>Sales Representatives, Wholesale/MFG, Technical and Scientific Products</i>	309	+12	215	\$38.36
<i>Tool and Die Makers</i>	318	-18	187	\$25.37
<i>Industrial Engineers</i>	358	+29	182	\$38.43
<i>Child, Family, and School Social Workers</i>	282	-1	169	\$22.85
<i>Medical and Health Services Managers</i>	315	+5	161	\$30.48
<i>Market Research Analysts and Marketing Specialists</i>	190	+31	156	\$27.29
<i>Financial Managers</i>	232	+38	153	\$51.93
<i>Human Resources Specialists</i>	239	+3	152	\$24.92
<i>Computer User Support Specialists</i>	276	+4	148	\$21.70
<i>Commercial and Industrial Designers</i>	220	-7	137	\$25.66
<i>Engineers, All Other</i>	294	+7	137	\$39.52
<i>Instructional Coordinators</i>	205	+16	136	\$27.59
<i>Postsecondary Teachers</i>	244	+10	136	\$46.20
<i>Industrial Production Managers</i>	276	+9	135	\$50.74

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2020.1. Accessed March 12, 2020.

Long-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 over the period 2018-2028. 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 \$17.19 or higher⁵ 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 2028: 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.

Description	2018 Jobs	Growth, 2018-2028	Total Openings	Median Hourly Earnings
<i>General and Operations Managers</i>	1,140	+117	1,163	\$41.39
<i>Registered Nurses</i>	1,648	+43	948	\$19.23
<i>Heavy and Tractor-Trailer Truck Drivers</i>	645	+21	801	\$17.75
<i>Elementary School Teachers, Except Special Education</i>	1,039	-70	750	\$26.89
<i>Business Operations Specialists, All Other</i>	494	+49	549	\$36.65
<i>Secondary School Teachers, Except Special and Career/Technical Ed.</i>	773	-44	536	\$26.57

⁵ An hourly wage of \$17.19 represents the high end of the ALICE (Asset-Limited, Income-Constrained Employed) “Household Stability Budget” for the BCVB region for a single adult. Source: *ALICE in Michigan: A Financial Hardship Study, 2019 Michigan Report*, United Way. Accessed March 12, 2020.

Description	2018 Jobs	Growth, 2018-2028	Total Openings	Median Hourly Earnings
<i>Accountants and Auditors</i>	407	+36	434	\$28.14
<i>Licensed Practical and Licensed Vocational Nurses</i>	452	+35	403	\$22.37
<i>Automotive Service Technicians and Mechanics</i>	385	-12	394	\$17.97
<i>Mechanical Engineers</i>	450	+22	378	\$30.67
<i>Sales Representatives, Wholesale/MFG, Technical and Scientific Products</i>	309	+16	356	\$38.36
<i>Middle School Teachers, Except Special and Career/Technical Ed.</i>	496	-40	354	\$27.96
<i>Tool and Die Makers</i>	318	-29	304	\$25.37
<i>Industrial Engineers</i>	358	+37	298	\$38.43
<i>Child, Family, and School Social Workers</i>	282	+2	283	\$22.85
<i>Medical and Health Services Managers</i>	315	+9	268	\$30.48
<i>Market Research Analysts and Marketing Specialists</i>	190	+47	265	\$27.29
<i>Financial Managers</i>	232	+54	254	\$51.93
<i>Human Resources Specialists</i>	239	+6	253	\$24.92
<i>Computer User Support Specialists</i>	276	+6	246	\$21.70
<i>Postsecondary Teachers</i>	244	+15	226	\$46.20
<i>Instructional Coordinators</i>	205	+20	225	\$27.59
<i>Commercial and Industrial Designers</i>	220	-10	225	\$25.66
<i>Engineers, All Other</i>	294	+7	225	\$39.52
<i>Industrial Production Managers</i>	276	+9	220	\$50.74

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2020.1. Accessed March 12, 2020.

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. In order 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

Certifications

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

- **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 hard skills, employability, and employment of the tri-county individuals. This workforce strategy aligns with 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 to qualify 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:

- Prioritize training funds to prepare youth for local in-demand jobs.
- Improve work-based learning opportunities for youth age 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 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 WIOA Local Plan Mid-cycle update include (but are not limited to):

- Met or exceeded all WIOA performance metrics.
- Established two USDOL Approved Healthcare Apprenticeships
- Developed Healthcare industry-specific council in order to gather intelligence and identify employer talent and workforce development needs. These industry-specific councils provide like-minded businesses 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.

- Since February 1, 2020, our Business Resource Network “The Link” Success Coaches have had 1,386 different interactions with 671 clients. Have worked with 219 new participants that have never utilized The LINK services before and recorded 678 barriers to employment. These range from requiring assistance with unemployment claims, to locating the correct medical equipment for a premature infant. Of the 678 barriers, 83.3% have been solved, allowing employees to be fully productive and safe in the midst of a global pandemic.

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 will align local resources and required partners carrying out core programs by improving existing services and partnerships, enhance employer engagement, community partner collaborations, enhancing academic training and workplace literacy programs. The WDB will oversee its programs in a way that embrace and support WIOA with a goal 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 will guarantee maximum success in serving workers with low skill attainment and other barriers to employment. 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 makes certain there is a better alignment of our local workforce to high demand occupations.

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 job development 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. Integrating service delivery for adult education learners in a seamless fashion. Michigan Works! system provides these services at two full-service centers and one satellite center 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 - Relating to youth workforce investment activities and Adult and Dislocated Worker employment and training.
- Welfare Reform Program Services (Partnership. Accountability. Training. Hope (PATH) and Food Assistance Employment & Training)
- Trade Adjustment Assistance (TAA) Services
- Senior Community Service Employment Program Services -provided via referral to coordinating agencies, such as the Region IV Area Agency on Aging and AARP.
- Veterans Employment Services are available at each service center; one representative is available tri-county with workstations in each of the three service centers.
- Migrant Seasonal Farm Worker representatives are presently located in the service centers to ensure the migrant population receives services in an equitable manner.
- Vocational Rehabilitation Services are provided at each service center or via referral to vocational

rehabilitation agencies.

- Vocational Education is provided via referral to vocational educational institutions.
- Adult Basic Education, 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.

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 strategic coordination, the core programs focusing on skills development. That said, the local board recognizes that all workforce development programs must be in alignment to successfully prepare an educated and skilled workforce to meet the needs of our local region.

To ensure alignment, the local board will work to expand community collaborations, enhancing academic and workplace literacy programs, and implement innovative services and activities for all workers, inclusive of youth and individuals with barriers to employment. Some current examples of 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
- Manufacturing and Healthcare Consortiums
- Career Education Advisory Committee (CEAC)
- Monthly Onsite and Virtual Job Fairs
- On-demand Orientation of Available Services, Training Information, Career Ladders, 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 Development team ability to 1. meet the needs of local employers and 2. improve the coordination of services between employers and job seeks. The goals established for the talent and business teams include:

- Building relationships with employers
- Gathering Sector Intelligence to clearly understand demand for talent, inclusive of,
 - Identifying high-demand occupations and industry sectors
 - Identifying skill requirements for high-demand occupations and
- Providing a single point of access and seamless services for all area employers and eligible individuals inclusive of those individuals with barriers to employment.

The labor market intelligence generated by these teams is used by the Michigan Works! Committee of the WDB to determine jobseeker training priorities and identifying key in-demand employment sectors. With this information, the Michigan Works! Committee of the WDB 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 are portable, and stackable. Additionally, the information is used to facilitate promotion and viability of the Regional Industry Sectors that align with the Michigan Industry Cluster Approach (MICA) readiness assessment system. Currently, the Business and Talent Development staff coordinate Health Care, Hospitality, Agriculture and Advanced Manufacturing Regional Industry Sectors.

Michigan Works! Berrien-Cass-Van Buren offers work-based services that can be an effective training strategy for employers needing to develop a highly skilled workforce. It also provide opportunities for participants to secure high-quality work. 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 work with a training provider of their choice to develop a customized training program. Once that is established the employers and Michigan Works! staff work together to conduct recruitment, screening, and interviewing. Employers commit to hire successful trainees and contribute part of the cost associated with the training. For any work-based training service, it must incorporate new technologies, processes, or procedures, skills upgrades, workplace literacy, or other appropriate industry specific purpose.

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 competing in the 21st Century. This means individuals and industry must have career pathways for building a highly skilled workforce. 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 ensure local industry has access to 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 local area and ensure these are in alignment to the employment, training, education, and supportive services needed by adults and youth, particularly those with barriers to employment. When appropriate, education and workforce preparation activities/training for a specific occupation or occupation cluster will be offered concurrently and through co-enrollment. Michigan Works! Berrien, Cass, Van Buren commits to fostering partnerships between pre-apprentice programs, registered apprentice, and community colleges to identify in demand career pathways. The board anticipates these rigorous and high-quality education and training services will prepare individuals to be successful in any range of secondary or postsecondary education, including apprenticeships and attain sector specific skills needed 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 further enhance access and the coordination of services, the WDB has a waiver in place allowing 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 operation model. As previously referenced, the WDB sets training priorities ensuring these activities lead to a recognized postsecondary credential, inclusive of industry-recognized certificates or certifications, that are portable, and stackable. The Workforce Development Board (WDB) works with a large number and varied type of education and training providers. These include eligible providers with expertise in assisting individuals with disabilities and providers with expertise in assisting adults in need of adult education and literacy activities. Providers serve the local area and provide services in a manner that maximize consumer choice, lead to credentialing, and provide competitive integrated 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.

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. In cross sharing information and discussing best practices, in in current projects, 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. 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 & South West 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 incentives 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 writing 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 has a waiver in place which allows for 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 will be actively engaged in the Kinexus Group continuous quality improvement (CQI) process. This includes active participation in CQI team activities, instilling the Kinexus' values of seizing opportunity, being inspirational and driving change while fulfilling their daily jobs and in support of the CQI team 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 of 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 farm workers, ex-offenders, Adult Education, Friend of the Court referrals, juvenile justice, corrections, employed, unemployed and underemployed individuals. With two full-service centers and one satellite location located across the tri-county area, Michigan Works! BCVB guarantees access to all core programs and partner agencies.

Michigan Works! Berrien-Cass-Van Buren recognizes jobseekers cannot always visit service centers in person due to lack of transportation. Access to certain services is available online via the Michigan Works! website. Additionally, staff can meet job seekers at local libraries, public building, or by leveraging technology such as zoom to connect.

Service Center Information:

<p>Benton Harbor Service Center 499 W. Main St. Benton Harbor, MI 49022 1-800-285-9675</p> <p><u>Days and Hours of Operation:</u> Monday through Friday 8am to 5pm</p>	<p>Dowagiac Service Center (Satellite Office) 601-D Front St. Dowagiac, MI 49047 1-800-285-9675</p> <p><u>Days and Hours of Operation:</u> Monday, Tuesday, Thursday, Friday 8am to 5pm (Closed 12 pm-1 pm) Wednesday - Closed</p>	<p>Paw Paw Service Center 32849 Red Arrow Hwy. Paw Paw, MI 49079 1-800-285-9675</p> <p><u>Days and Hours of Operation:</u> Monday through Friday 8am to 5pm</p>
---	--	--

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 contribute by working in a collaborative spirit to serve job seekers and employers that access services through the one-stop centers. An emphasis is placed on information sharing, cross referral to core programs and providing intelligence 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 and 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. Full-service centers offer a variety of onsite workshops designed to enhance job search skills and outcomes. Basic career services and workshops are facilitated by Talent Development Specialists (TDS). All job seekers and customers are encouraged to register on Pure Michigan Talent Connect, which enables staff to track services.

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, unemployment compensation claims filing, and service center usage
- Group activities, which include workshop referral, job searching networks or peer support groups.
- Job search, including Pure Michigan Talent Connect (PMTTC) 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 TDS.

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, and 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 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 Talent 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 TDS 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 maximizing 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.

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 to guarantee all participants attain positive outcomes from their WIOA participation. To ensure this occurs, staff follow-up with participant 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 the 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 9th grade level. Basic skill deficiencies in youths is 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 a least two plus years and has not attained an HSE.
- In and/or out of the foster care for a 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
- Has a High School Diploma and has not attained a High School Equivalency
- 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 OMIS case notes.

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 criterion in their Local Plan.

Michigan Works! BCVB One-Stops are the link between workforce development, education, juvenile justice, and social service agencies working with youth. The one-stop business and talent team help coordinate with local employers to provide youth entry-level jobs, internships, mentoring, on-the-job training, and work experience in high-demand occupations. 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 participant to self-sufficiency, including continuing education and employment. Youth activities are available for all youth inclusive of 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, inclusive of 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 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) 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. This exception requires the MWA to calculate the five percent exception based on new enrollees 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 will utilize the waiver to use up to 50% of WIOA Youth funds on In-School Youth in accordance with Michigan Labor and Economic Opportunity 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-reaching 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 leveraging 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.
- Frequent engagement with partners across a wide-ranging 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 County 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 registered Certified Nursing Apprenticeship. 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 1. Remove barriers for entry into employment, 2. Provide job retention assistance, 3. Necessary to participate in career pathways activities, and 4. 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.

Non-training related support services are to be provided as close to obtaining employment as possible.

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

- They are an allowable (authorized) program expense,
- They are necessary to enable an individual to participate in program (employment and training) activities, and
- 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 makes 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 identified as one of the top barriers for participants in BCVB and to assist participants with reliable transportation, Michigan Works has launched a transportation pilot project. The pilot 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 obtain reliable transportation and repairs and continue 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 MW Policy Memorandum 99-37 Change 5, Workforce Development Board Program Policy Summary.

- Support service cap per participant is limited to \$3000
- The maximum lifetime amount for training is \$10,000, \$5,000 per year

Additionally, Michigan Works! BCVB follows Policy Memorandum 15-00 Change 1 outlining the procurement guidelines.

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

The strategy for providing comprehensive services to prepare an educated and skilled workforce, including youth and individuals with barriers to employment involves soliciting cooperation between all community agencies. Michigan Works! has established linkages so that core programs and activities are in place without duplication of services and every linked agency is able to refer eligible participants to appropriate services throughout the tri-county area. An example of ongoing partnerships is the monthly Inter-agency Service Team meetings where the Department of Health and Human Services, Emergency Shelter Services, United Way, and other non-profit agencies meet to discuss program offerings and services.

Not only does communication and coordination, reduce duplication, and strengthen cross referrals between agencies it also allows providers the opportunity to use a layered approach. 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 individual needs.

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

Educational linkages are in place and made through the creation of new or the 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: Through collaborative efforts with area educators/institutions and the WDB's Workforce Improvement Committee more outreach to pre- and post-secondary schools will be made with the provision of aligning the skill needs of industry in our local and regional economy. Efforts will be made in organizing education, training, and other services to meet the needs of an individual in a manner that accelerates the educational and career advancement of the individual. Enabling individuals to attain a secondary diploma or its equivalent, concurrently with a post-secondary credential thus assisting an individual to enter the workforce or advance in a specific high demand occupation or sector.

Social service linkages with DHHS and the PATH program will refer individuals into 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 linkages 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! BCBV goal is to assist MRS by increasing positive relationships between individuals with disabilities, public employment services, and employers. This collaboration will assist in the utilization and leveraging of resources available across the area. 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 will be a prioritized by Michigan Works! staff.

Additionally, to understand and address the current workforce demands, hiring practices and advancement strategies of businesses for persons with disabilities, MRS can serve as a critical member of the Michigan Works! Committee of the WDB. This expands and enhances business solutions for employers and individuals with disabilities and barriers to employment.

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.

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
braylockq@miworks.org

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

BCVB delivers Employment Services directly and contracts with a Lake Michigan College, a merit-based organization, for the delivery Employment Services in the local area. With recent USDOL recent regulation change on merit-based staffing, Michigan Works! may revisit future contracts for ES staff.

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

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 three (3) 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 job development services are available to job seekers.

Enabling workers to acquire the 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 his or her 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 that the ES service provider will not make any referral which will aid directly or indirectly in filling a job which would give services to an employer known to discriminate.

Labor Exchange Services utilizing the three tiers of service

Tier 1: Self-Service

All the workstations within the resource areas of our Michigan Works! Service Centers are configured with Windows 7, MS Word, Power Point, Access, Excel, Internet Explorer 10.0 with direct connect, no dial-up required, instant point of presence, to the Internet. Some workstations have typing tutorials, skill checkers (typing, math, 10-key entry, etc.) and self-improvement software (interviewing, dress for success, etc.). These employment services are delivered at no cost to the job seeker or employer.

Tier 2: Facilitated Services

In accordance with the Employment Services Manual (Section 400-499), in any case where an employer or a job seeker has difficulty or is unable to participate in Michigan's Talent Connect labor exchange system due to lack of access to the system, due to lack of computer familiarity, literacy, disability or some other barrier, facilitated access will be offered. These employment services are provided at no cost to the job seeker or employer.

Tier 3: Staff Assisted Services

The Michigan Works! Service Center System will provide staff assisted services (job seeker selection and referral) through contracted public merit-based staffed employees. Staff assisted services will be provided, delivered, and reported in accordance with the Employment Services Manual (Section 400-499). Before any staff assisted services are provided and documented, the employer or job seeker will be registered on the labor exchange system.

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.

Staff Available to provide services

A total of 6 staff, 2 of which are merit based are available to provide employment services. It is not estimated that staffing levels will vary but will be reviewed if a demand exists.

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.

ES Registration of UI Claimants:

UIA requires unemployment insurance claimants to complete an ES registration. Completion and activation of a resume in the Michigan Talent Connect meets the registration requirement. Claimants may enter the registration at any location that can access the Michigan Talent Connect. If a claimant chooses to enter the ES registration at a location other than at Michigan Works! Berrien-Cass-Van Buren's Service Centers, the claimant must still come to a location designated in Michigan Works! Berrien-Cass-Van Buren's approved ES Plan and have the registration verified. Michigan Works! Berrien-Cass-Van Buren's Employment Service Provider will view and verify that the claimant's resume is in the Michigan Talent Connect before certifying claimant's registration.

If the claimant(s) did not create a resume in Michigan Works! Berrien-Cass-Van Buren's Service Center(s), and/or have not yet completed the Michigan Talent Connect Confidential Information page, they will be required to fill in the required confidential information to access their resume on the Talent Connect. When the Michigan Talent Connect Confidential Information page is completed, a mediated services registration will be created for the claimants in the OSMIS. This will ensure that any subsequent services that the claimants

receive can be reported correctly in OSMIS. Michigan Works! Berrien-Cass-Van Buren's Employment Service Provider is responsible for verifying that the resume is in Talent Connect.

After verifying the ES registration, Michigan Works! Berrien-Cass-Van Buren Employment Service Provider will apply a unique stamp and initial each claimant's verification card and electronically log the name and social security number of each claimant after ES registration has been verified. UIA via OSMIS receives a timely certification that the claimant has completed the required ES registration. UIA will then authorize payment of the claim if all other requirements are met. Registration verification of UI claimants is further discussed in ES manual section 201.

Reporting Claimant Non-Compliance with the "Available and Seeking Work" Requirement:

Any specific evidence of a claimant's unavailability for or lack of seeking work that comes to the attention of an individual assigned to deliver Employment Service through Michigan Works! Berrien-Cass-Van Buren's Service Center(s) will report to UIA by completing and providing a copy of Form WDASOM-BWT 303, Claimant Advice Slip to the WDASOM-UIA.

Reporting non-compliance is further described in ES Manual, Section 201-B. The ES Manual may be accessed on-line at: <http://web.michworks.org/ESA/index.htm>.

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 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 21 days to schedule the RESEA appointment from the "Letter Sent Date."

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 UI 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 24 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 UI 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 21 days of the "Letter Sent Date."

In the event the claimant needs to reschedule their appointment, the MWA will enter the new date in the OSMIS, which still is required to be within the 21 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.

The MWA and the claimant will discuss the benefits of returning for a second RESEA appointment. A second RESEA appointment may be scheduled that day, or the claimant may choose to call and schedule a second appointment within 45 business days of the initial completed RESEA. It is highly recommended that a second RESEA be scheduled with the claimant. Continued contact with the claimant and additional services provided will increase the opportunity of the claimant returning to work sooner. The second appointment must be entered in the OSMIS showing the date and time of the appointment.

If the claimant is a "no show" to their second RESEA appointment, an eligibility issue will be noted in the OSMIS.

If the claimant needs to reschedule their second RESEA appointment, they may do so but within 45 business days of the originally scheduled second RESEA. Rescheduling is completed in the tab labeled "Scheduling."

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 the reemployment service is completed, or there is an indication a claimant is unable, unavailable, or has refused any job offers of suitable work, report this in the OSMIS.

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 30 calendar days of the RESEA appointment.

Once the above is completed, the claimant meets one-on-one with a TDS 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.**
- **Verification of the Monthly Work Search (Form #1583).** Letter #6360 states the claimant must bring Form #1583 to the RESEA appointment for discussion; however, the Michigan Web
 - Account Manager (MiWAM) submission of this form is also acceptable for review.
- **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 (Form #1583).
- 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.

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 Michigan's Talent Connect and receiving and forwarding certain interstate and intrastate job orders designated to WDA SOM staff for processing. The system for clearing labor between states will be done as described in 20 CFR Chapter 5 part 652.3(d).

Service to Veterans

All MWA staff are required to attempt to identify veterans and eligible spouses at each point of entry by encouraging them to self-identify. Self-attestation is sufficient for identification as a veteran or eligible spouse for this identification and referral. (To choose Veteran status for any program registration a DD214 is required.)

1. All jobseekers who self-identify as veterans or eligible spouses will immediately be notified by MWA staff of their entitlement to priority of services, the full array of services available and that they may be qualified to receive additional services from a VCA Specialist. 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 Specialist,
- VCA Specialist services are **in addition to other One-Stop services** provided by MWA staff.

If a veteran or eligible spouse jobseeker is interested in pursuing VCA services, proceed to paragraph 2 below. If not, 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 or eligible spouse jobseeker is interested in pursuing VCA services, MWA 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 services
- The information will be kept confidential
- Refusal to provide the information will not subject the jobseeker to any adverse treatment
- The information will be used only in accordance with the law
- Where to return the completed form.

3. Reviewing Completed Military Service Questionnaire Form:

MWA staff must 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. For reference:

Expanded and Clarified Definition of Significant Barriers to Employment.

The updated list of eligible veterans and eligible spouses defined as having an SBE is provided below. New language is in bold text and is further explained below the list. Updated statutory references also appear in bold.

1. A special disabled or disabled veteran, as those terms are defined in 38 U.S.C. § 4211(1) and (3); Special disabled and disabled veterans are those:
 - who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or,
 - were discharged or released from active duty because of a service-connected disability; the determination of disability under the SBE definitions must be made solely based on self-identification.
 - Note that any individual who separated from active duty because of a service-connected disability qualifies as a disabled veteran regardless of the number of days of active duty served, as does any veteran with a disability rating provided by the Department of Veterans Affairs (VA) (or a military Service issued disability determination) as described in 38 U.S.C. § 4211(1). An individual who attests to having a disability claim pending with the VA should be considered to have an approved claim for the purposes of determining SBE.
2. Homeless, as defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a) and (b) which considers homeless to be any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or

life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.

3. A recently-separated service member, as defined in 38 U.S.C. § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months, i.e. the term of unemployment over the previous 12 months remains 27 weeks; however, the requirement of 27 *consecutive* weeks is eliminated;
4. An offender, as defined by WIOA Section 3 (38)1, who is currently incarcerated or who has been released from incarceration, i.e. the expanded definition of SBE includes any eligible veteran or eligible spouse who is currently or was formerly incarcerated by removing the *within the last 12 months* requirement;
5. Lacking a high school diploma or equivalent certificate; or
6. Low-income individual (as defined by WIOA Section 3 (36))
7. After this determination is made, the reviewing MWA staff member must complete the "For Staff Use Only" section of the Military Service Questionnaire Form:
 - Enter name and the date in the "Reviewed by" box.
 - In the "VCA referred to" box, enter the name of the VCA assigned responsibility for that One-Stop Service Center, or "Not Qualified" if not being referred.

If the jobseeker is determined to be qualified to receive VCA services, proceed to paragraph 4 below; if not, proceed to paragraph 5 below.

For a Military Service Questionnaire Form to be complete, Section 1 must include a full name and address, and either a telephone number or e-mail address (preferably both), Section 2 or 3 must have all questions answered, and Section 4 must have all questions answered.

4. Jobseeker is Qualified to Receive VCA Services:

Jobseekers who are determined to be qualified to receive VCA services must immediately be referred by MWA staff to the VCA assigned responsibility for that One-Stop Service Center. The process sequence for making this referral is:

- Ensure that the jobseeker has an active Wagner-Peyser registration in the State of Michigan One-Stop Management Information System (OSMIS), creating the registration is necessary.
- Enter the jobseeker's OSMIS ID in the "Customer OSMIS ID" box in the "For Staff Use Only" section of the VCA Application Form.
- For that jobseeker, enter the service "Referral to Supportive Service" in OSMIS, with the "VCA" entered in the "Name of Agency" box.
- During this process, the jobseeker will be referred to WIOA, so enter the service "Referred to WIA (WIOA) Services".
- Notify the receiving VCA of the referral and provide the customer's VCA Assessment Form to the VCA. The original is given to the VCA. A copy is kept in the VCA Referral Binder organized by month.
 - Benton Harbor – original is placed in designated tray that the VCA checks throughout the day.
 - Paw Paw – is emailed immediately. VCA picks up shortly thereafter.
 - Dowagiac – is emailed immediately. VCA picks up shortly thereafter.
- The receiving VCA will keep the customer's Military Service Questionnaire on file in accordance with all applicable privacy policies and laws.

5. Customer is Not Qualified to Receive VCA Services:

For jobseekers who are determined not to be qualified to receive VCA services, MWA staff must immediately:

- a. Inform the jobseeker that the VCA is not the best person to assist them.
- b. Continue to provide the jobseeker with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Veterans Priority of Service.
- c. Keep the jobseeker's Military Service Questionnaire Form in the VCA Referral Binder in accordance with all applicable privacy policies and laws for a period of three years.
- d. When not in use the VCA Binder should be stored in a locked drawer.

OSMIS Data Entry

All customers being referred to a VCA are required to have an active Wagner-Peyser registration in the State of Michigan One Stop Management Information System (OSMIS). If it is necessary to create a registration, this must be done by MWA staff since VCA are statutorily prohibited from completing this activity. As part of the referral process, MWA staff must also enter the service "Referral to Supportive Service" in OSMIS, with "VCA" entered in the "Name of Agency" box.

Co-enrollment

It is both acceptable and encouraged that 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 405 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' Employment Representative assigned to that full-service Michigan Works! Service Center providing Wagner-Peyser Employment Services. Veterans' Employment Representatives are BWP employees, classified as Veterans Career Advisor (VCAs). 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 BWT will 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.

In accordance with Section 410 of Public Act 354 of 2004, 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 Disabled Veterans Employment Representative 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 Disabled Veterans Employment 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, in accordance with Section 410 of Public Act 354 of 2004, 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.

Migrant and Seasonal Farmworker

In addition to the services provided to Veterans as described, migrant and seasonal farm workers will all be serviced through an integrated service delivery system. The delivery of employment and supportive services to migrant seasonal farm workers will be on a basis that is qualitatively equivalent and quantitatively proportionate to services provided to non-migrant seasonal farm workers. As Spanish-speaking individuals represent our primary customer group demonstrating limited English proficiency, Michigan Works! Berrien-Cass-Van Buren ensures that Employment Services contractors and/or other services at each Service Center have staff fluent in Spanish.

Other Planned Activities

In addition to the services described above, persons with 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 jobseekers 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 jobseekers for the purpose of triaging the jobseekers to the appropriate value added services that best meets their education, skill training and employment needs. The four career paths include 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; the 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. The final career path is 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 job seeking 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! BCVB employs Talent Enrollment Specialists as the first point of contact when entering a One-Stop within BCVB. The Talent Enrollment Specialist serve in a “navigator role” capacity, assisting individuals to navigate services and triaging individuals. TES’s are also trained to assist Healthy Michigan Plan recipients.

Summary of HMP Navigator Duties, include:

- Dual enroll Health Michigan Plan beneficiaries into additional services as needs that are offered throughout our Michigan Works! one-stop service center.
- Depending on eligibility, the Navigator enrolls the Healthy Michigan Plan beneficiary in other appropriate apprenticeships and training programs.
- Assist and guide Healthy Michigan Plan with completion and submission of forms.
- Provide labor market information and career development assistance to all Healthy Michigan Plan beneficiaries.
- Focus on engaging with Healthy Michigan Plan community partners that allow HMP beneficiaries to fulfill their obligations.
- Provide access to DHHS HMP help line
- Continuously educate beneficiaries 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 individuals effectively and efficiently across BCVB.

Ensuring All Participants Have Access to Programs and Services

Michigan Works! own adult education program is operated under the auspices of the Berrien-Cass-Van Buren Workforce Development Board and is co-located in the Michigan Works! Service Center in Benton Harbor.

Program staff participate in the Berrien Cass Continuing Education Association (BCCEA) consortium monthly meetings and Region 8 Adult Education Providers meetings every quarter. Staff discuss proactive strategies and best practices among providers and available Michigan Works services which directly support proposed activities outlined in this plan.

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.

Adult Education Providers across BCVB:

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

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

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.

As Michigan Works! Agencies are operating under the guidance from the Labor and Economic Opportunity, to develop and maintain MOU's. These executed cooperative agreements 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
tgustafson@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 Labor and Economic Opportunity Policy Issuance 19-30 last issued October 25, 2019. 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 Kinexus 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 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, if applicable, Michigan Works administrative staff will engage in performance negotiations for PY 2020 through PY 2023.

Berrien – Cass – Van Buren Michigan Works!		
Performance Measure	PY 2018 Negotiated Performance Level	PY 2019 Negotiated Performance Level
WIOA Title I – ADULTS		
Employment Rate 2 nd Quarter After Exit	87.5%	87.5%
Employment Rate 4 th Quarter After Exit	79.4%	79.4%
Median Earnings – 2 nd Quarter After Exit	\$7,847	\$7,847
Credential Attainment Rate – 4 th Quarter After Exit	78.7%	79.7%
WIOA Title I – DISLOCATED WORKER		
Employment Rate 2 nd Quarter After Exit	87.5%	87.5%
Employment Rate 4 th Quarter After Exit	79.6%	79.6%
Median Earnings – 2 nd Quarter After Exit	\$7,736	\$7,736
Credential Attainment Rate – 4 th Quarter After Exit	75.3%	76.3%
WIOA Title I – YOUTH		
Employment Rate 2 nd Quarter After Exit	73.0%	73.0%
Employment Rate 4 th Quarter After Exit	73.4%	73.4%
Credential Attainment Rate – 4 th Quarter After Exit	65.8%	65.8%
WIOA Title III – WAGNER-PEYSER		
Employment Rate 2 nd Quarter After Exit	62.9%	62.9%
Employment Rate 4 th Quarter After Exit	67.2%	67.2%
Median Earnings – 2 nd Quarter After Exit	\$5,763	\$5,776

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. This platform allows 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 belts in Six Sigma. The board and Michigan staff have implemented the Kaizen Continuous Improvement system. As part of this effort, the Michigan Works! Berrien-Cass-Van Buren Workforce Development Board has the following primary purposes:

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

To achieve these goals, 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 reports 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 access services but are not co-located.

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

The development of an MOU between partners and One-Stop service center have been developed 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 the use of Individual Training Accounts (ITA) approved by the local board and issued directly to the training providers on behalf of the eligible participant and follow the Michigan Works! BCVB ITA policy.

25.2. Coordination between training service contracts and individual training accounts

Individuals interested in training are made aware of high demand employment opportunities and the local training programs and eligible providers to receive ITA funds based off the MiTraining Connect (MiTC). Qualified 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 will 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! talent staff will assist customer to:

- Complete an interest and career readiness assessments
- Identify and address employment barriers including transportation to and from training, length of training program, and educational levels/assessment results 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 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 michiganworks.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 and Salesforce, these technology-enabled intake and case management programs recognize participation across various programs. Utilizing this technology improves the efficiencies of our business processes, drives high quality case management, and can track services across programs. Additionally, OSMIS internal controls, such as limiting administrative access, prevent the manipulation of data and lead to more accurate performance reports.

28. Description of the local priority of service requirements

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

- 1st 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.
- 2nd 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.
- 3rd 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.
- 4th 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.

BCVB focuses on business and community development and is responsive to potential or current community crises affecting our economy and workforce. 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 to be 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 State of Michigan's Worker Transition 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 goal 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. Establishment and organization of a Joint Adjustment Committee (JAC) when indicated.
4. 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.
5. Application for State Adjustment Grants (SAGs) as an additional increment to a local area's DW funding award to meet documented funding deficits.
6. Application to TIA for a National Emergency Grants (NEG's), another form of assistance provided to DW's. NEG's are discretionary grants awarded by the Secretary of Labor to provide employment-related services for DW's in specific circumstances.
7. MW BCVB has developed a local Rapid Response Policy that can be viewed upon request. Contact for NEG, SAG, or Rapid Response, is Kinexus' Group Chief Operating Officer, at policy@kinexus.org or by phone at (269) 927-1064.

APPENDIX A: The Impact of COVID-19 on the BCVB Labor Market

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 stands 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.

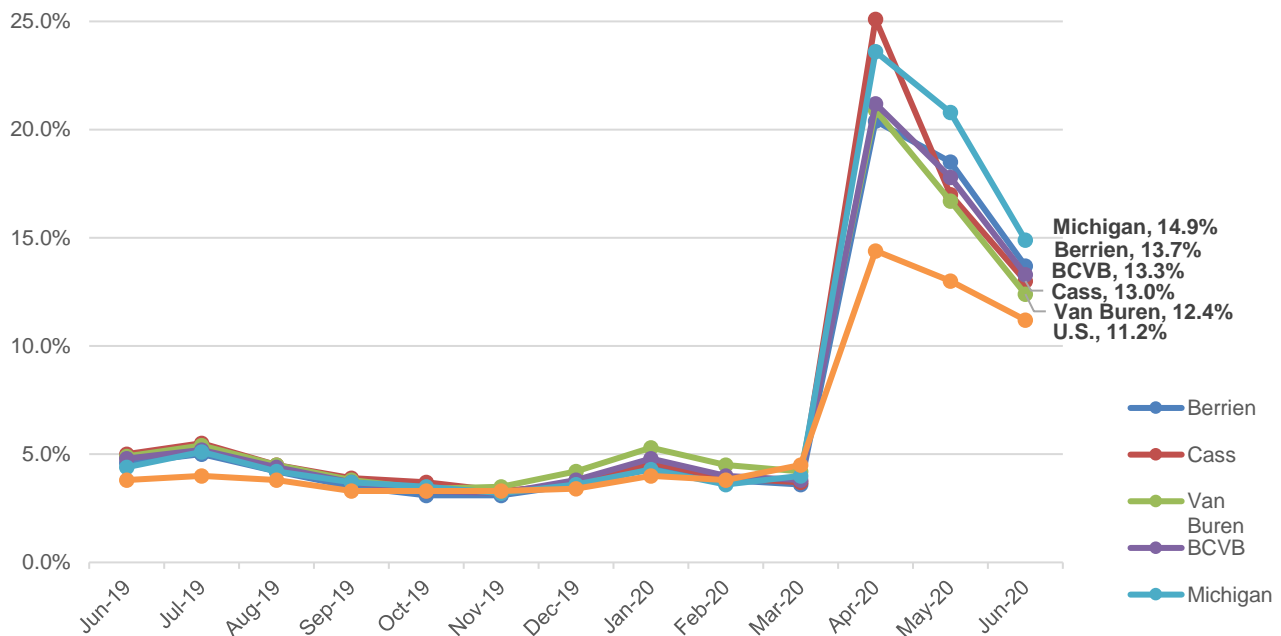
Local Area Unemployment Statistics:

COVID-19's statewide spread, coupled with the resulting imposition of "stay-at-home" containment measures, resulted in the largest month-over-month regional unemployment increase since county-level data first began being collected. As of June 2020, since June 2019 the number of employed individuals in BCVB has declined by 5.6%, the number of unemployed individuals grown by 189.0%, and the labor force has grown by 3.6%. While the region's unemployment statistics rebounded considerably from the month of May (when the state had yet to reopen businesses on a broad basis), these year-over-year trends illustrate the scope of the 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 June 2019 in comparison to the State of Michigan and the U.S. can be found in *Figure 1: "Unemployment Rates for Select Areas, June 2019-Current (Seasonally-Unadjusted)."*

Geography	Employed	Unemployed	Labor Force	Unemployment Rate (%)	Year-Over-Year Change, Employed	Year-Over-Year Change, Unemployed	Year-Over-Year Change, Labor Force	Year-Over-Year Change, Unemployment Rate
Berrien	68,551	10,914	79,465	13.7%	-4,159	+7,399	+3,240	+9.1%
Cass	22,469	3,347	25,816	13.0%	-1,372	+2,097	+725	+8.0%
Van Buren	32,742	4,645	37,387	12.4%	-1,842	+2,869	+1,027	+7.5%
BCVB	123,762	18,906	142,668	13.3%	-7,373	+12,365	+4,992	+8.5%

SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set June 2019-June 2020. Accessed July 28, 2020.

Figure 1: "Unemployment Rates for Select Areas, June 2019-Current (Seasonally-Unadjusted)"

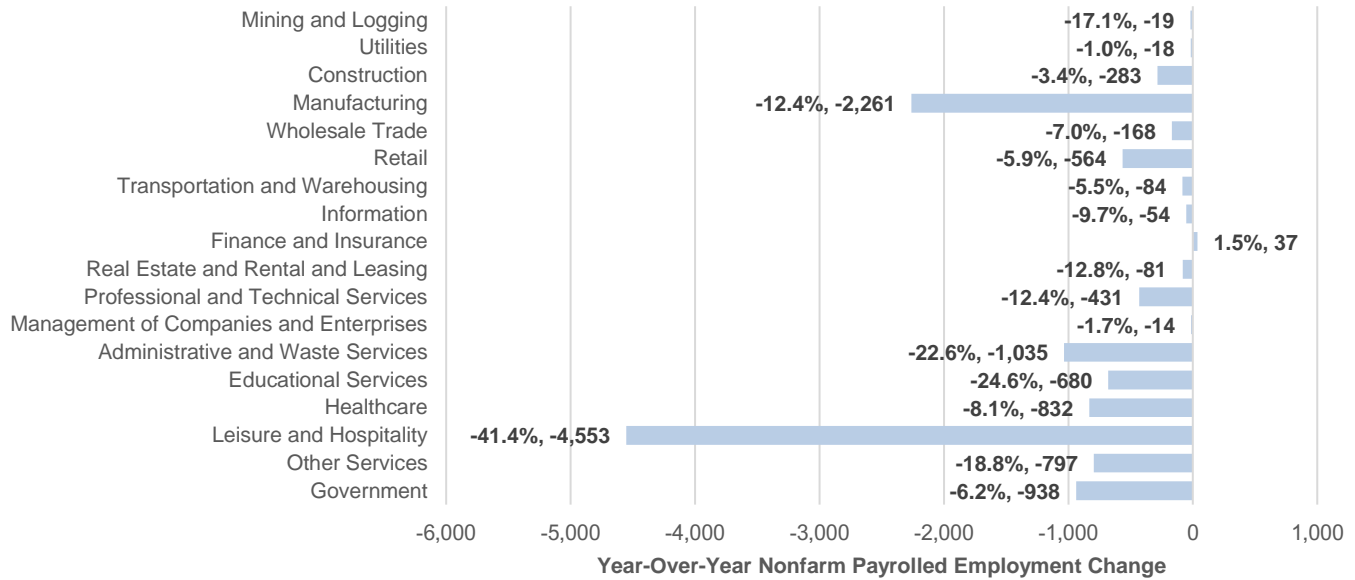


SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set June 2019-June 2020. Accessed July 28, 2020.

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

While the exact scope of long-term, permanent job losses in-region is yet unknown, industry-level input-output modeling points towards roughly 13.0% of in-region payrolled nonfarm jobs having been lost by June 2020, a figure roughly identical to the state’s year-over-year loss of 12.8% of nonfarm payrolled jobs (seasonally-unadjusted). The hardest hit sectors include regional core sectors such as “manufacturing” and “leisure and hospitality.” Please refer to *Figure 2: “Estimated Sector-Level Year-Over-Year Impact of COVID-19 on BVCB Job Figures (Seasonally-Unadjusted).”*

Figure 2: “Estimated Sector-Level Year-Over-Year Impact of COVID-19 on BVCB Job Figures (Seasonally-Unadjusted)”



SOURCES: Michigan DTMB and Economic Modeling Specialists, Inc. (Emsi). Data Sets June 2019-June 2020 and 2020.2. Accessed July 28, 2020.

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 May 2020 (note: all postings were active within 90 days).

Occupations	“Hard” Skills	“Soft” Skills	Credentials
Heavy and Tractor-Trailer Truck Drivers	Merchandising	Communications	Commercial Driver’s License (CDL)
First-Line Supervisors of Retail Sales Workers	Flatbed Truck Operation	Customer Service	Certified Nursing Assistant (CAN)
Retail Salespersons	Cash Register	Sales	Licensed Practical Nurse (LPN)
Registered Nurses	Restaurant Operation	Management	Automotive Service Excellence (AS)
Light Truck Drivers	Nursing	Leadership	Bachelor of Science in Nursing (BSN)
Home Health and Personal Care Aides	Customer Satisfaction	Valid Driver’s License	Hazmat Endorsement
First-Line Supervisors of Food Prep/Serving Workers	Dry Van Truck Operation	Operations	Transportation Worker ID Card (TWIC)
Fast Food and Counter Workers	Deposit Accounts	Detail-Oriented	Certified Medical Assistant (CMA)
Customer Service Representatives	Selling Techniques	Presentations	Licensed Master Social Worker (MSW)
Cashiers	Patient Safety	Organizational Skills	Licensed Professional Counselor (LPC)
Stockers and Order Fillers	Customer Experience	Problem Solving	CDL Class B License
Janitors and Cleaners, Except Maids/Housekeepers	Purchasing	Interpersonal Skills	Certified Pharmacy Technician (CPhT)
Maintenance and Repair Workers, General	Communicable Diseases	Verbal Communication	Nurse Practitioner (LNP)
Nursing Assistants	Food Services	Teaching	Master of Business Administration (MBA)
Food Service Managers	Auditing	Teamwork	ServSafe Certification

SOURCE: Economic Modeling Specialists, Inc. (Emsi) Job Posting Analytics. Data Set 2020.3 BETA. Accessed July 28, 2020.