



POWERED BY:



**Workforce Innovation Opportunity Act
LOCAL PLAN
PYs 2016-2019**

PI: 16-02c1

Approval Request Form

1. Region Number:

2. Plan Title(s): WIOA Regional Plan for Program Years 2016 thru 2019

3. Policy Issuance Number: 16-02 Change 1

4. Plan Period: 7/1/16-6/30/20

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

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1. Regional Labor Market Analysis

Population and Unemployment Trends

Population

The population of the Tri-County Area¹ (BCVB) in 2017 was estimated by the U.S. Census Bureau to be 280,993 individuals. Since 2000, the population of BCVB has declined by 8,827 residents (a 3.0% loss). Over the same time period, however, the population of the State of Michigan has increased by an estimated 23,867 residents (0.2% growth). The United States also grew over the time period 2000-2017, increasing by an estimated 44,297,272 individuals (a 15.7% increase).

92.8% of overall population loss in BCVB over the time period 2000-2017 is attributable to declines in the population of Berrien County, which possesses approximately 54.9% of the entire BCVB population. Since 2000, Berrien County lost 8,194 residents (5.0% population loss). This rate of population loss far exceeds both Cass and Van Buren Counties: Cass County has actually experienced 0.5% growth since 2000 (adding 277 residents), while Van Buren County experienced only 1.2% population loss (a loss of 910 residents).

Population declines are projected in Berrien and Cass Counties over the time period 2017-2020, while Van Buren County is expected to enjoy a small increase in population over this same time frame. The aggregate population loss anticipated for BCVB over the time period 2017-2020 is 1,297 individuals (a 0.5% decline).

| Geography | 2000 | 2010 | 2017 | 2020 | % Change, 2000-2017 | % Change, 2010-2017 | % Change, 2010-2020 |
|------------------|---------|---------|---------|---------|---------------------|---------------------|---------------------|
| <i>Berrien</i> | 162,453 | 156,813 | 154,259 | 153,072 | -5.0% | -1.6% | -2.4% |
| <i>Cass</i> | 51,104 | 52,293 | 51,381 | 51,225 | 0.5% | -1.7% | -2.0% |
| <i>Van Buren</i> | 76,263 | 76,258 | 75,353 | 75,399 | -1.2% | -1.2% | -1.1% |
| Tri-County | 289,820 | 285,364 | 280,993 | 279,696 | -3.0% | -1.5% | -2.0% |

SOURCES: U.S. Census Bureau Annual Estimates of the Resident Population (2010-2017) and EMSI. Data Set 2018.4. Accessed October 16, 2018.

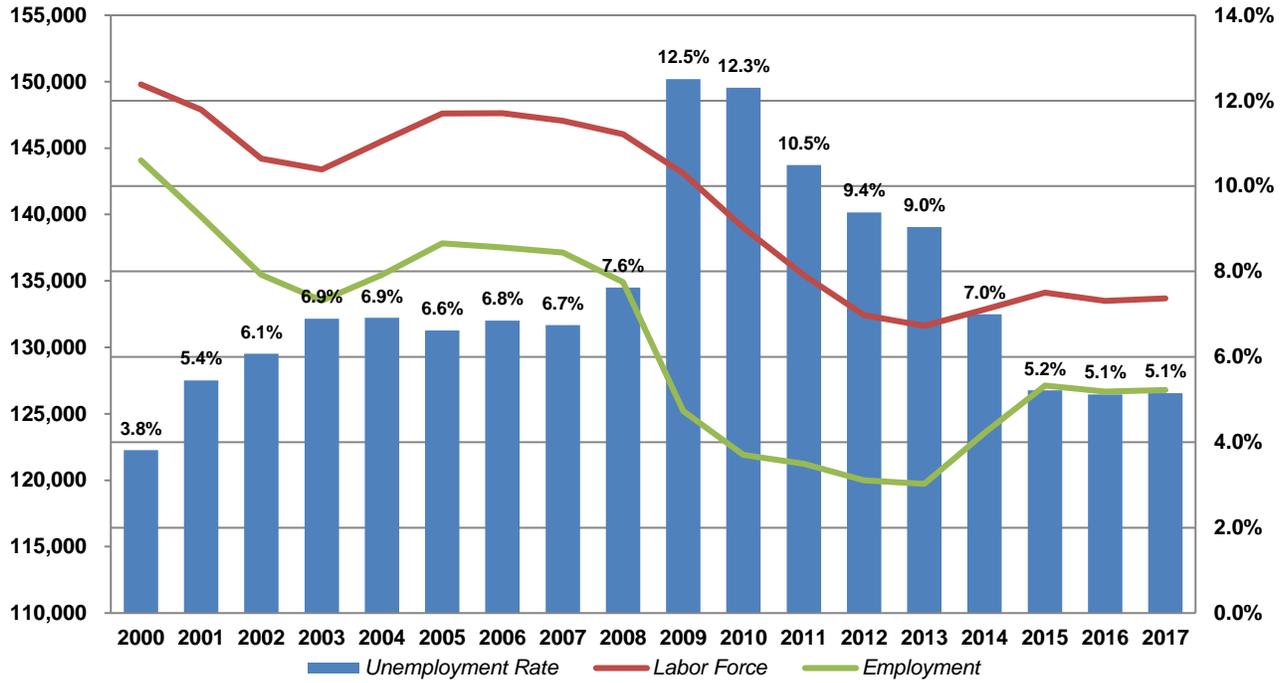
Local Area Unemployment Statistics (LAUS)

Like the United States and the State of Michigan at-large, BCVB is currently experiencing exceptionally low unemployment rates. Having spiked at 12.5% in 2009 during the depths of the Recession, BCVB's unemployment rate currently sits at a 5.1% in 2017 (using annualized seasonally-unadjusted values). While not as low as the 3.8% annualized rate experienced in 2000, this value is excellent given the economic tribulations that characterized the turn of the decade.

This low unemployment rate is also attributable to overall decreases in the size of the regional labor force, however. BCVB's labor force has shrunk by 16,111 individuals over the time period 2000-2017, representing a decline of 10.8%. Similarly, the number of employed individuals has shrunk by 17,275, a decline of 12.0%. Conversely, the number of unemployed individuals has actually increased by 1,164, a 20.4% increase. However, the decreases in the size of the overall labor force mitigate these increases in the number of unemployed individuals, resulting in the low unemployment rate. Please see *Figure 1: "Overview of BCVB Workforce, 2000-2017"* and *Figure 2: "Seasonally-Unadjusted Unemployment Rates for Select Geographies, August 2016-Current"* for further information and visualizations.

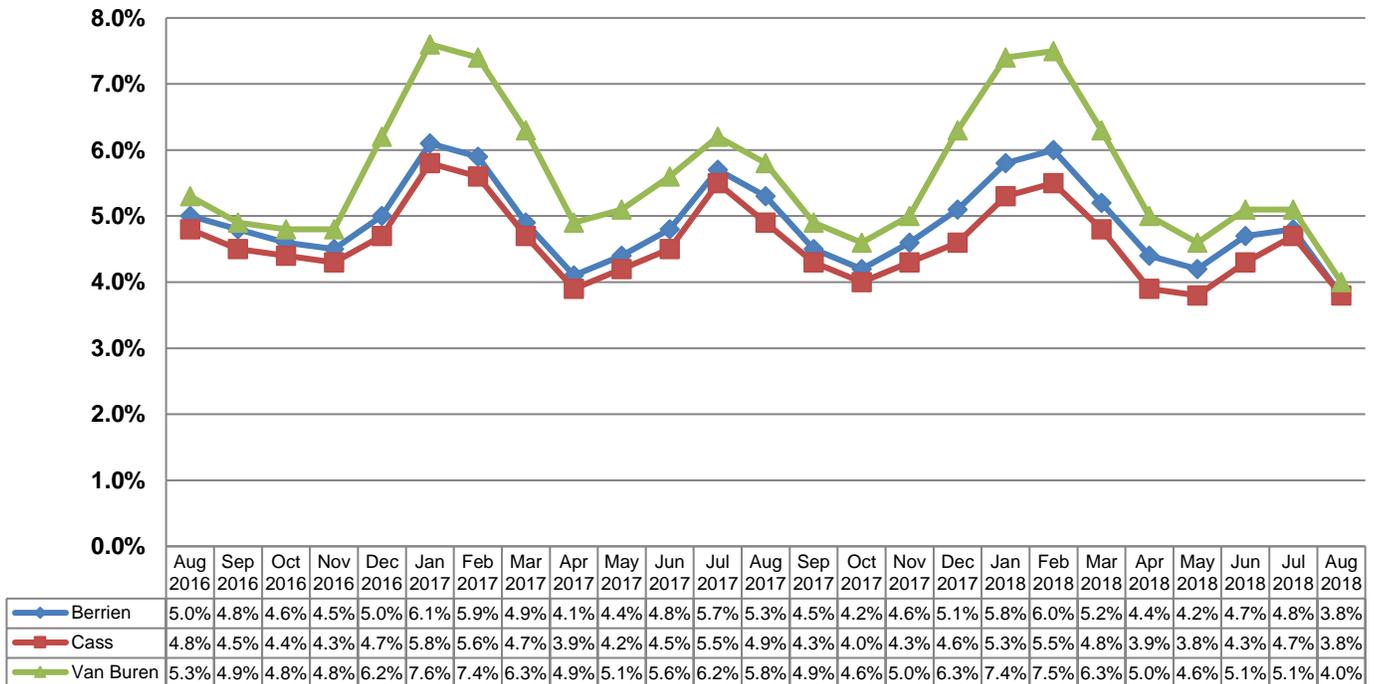
¹ Defined as the three county area consisting of Berrien, Cass, and Van Buren Counties, Michigan.

Figure 1: "Overview of BCVB Workforce, 2000-2017"



SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set Annualized, 2000-2017. Accessed October 16, 2018.

Figure 2: "Seasonally-Unadjusted Unemployment Rates for Select Geographies, August 2016-Current"



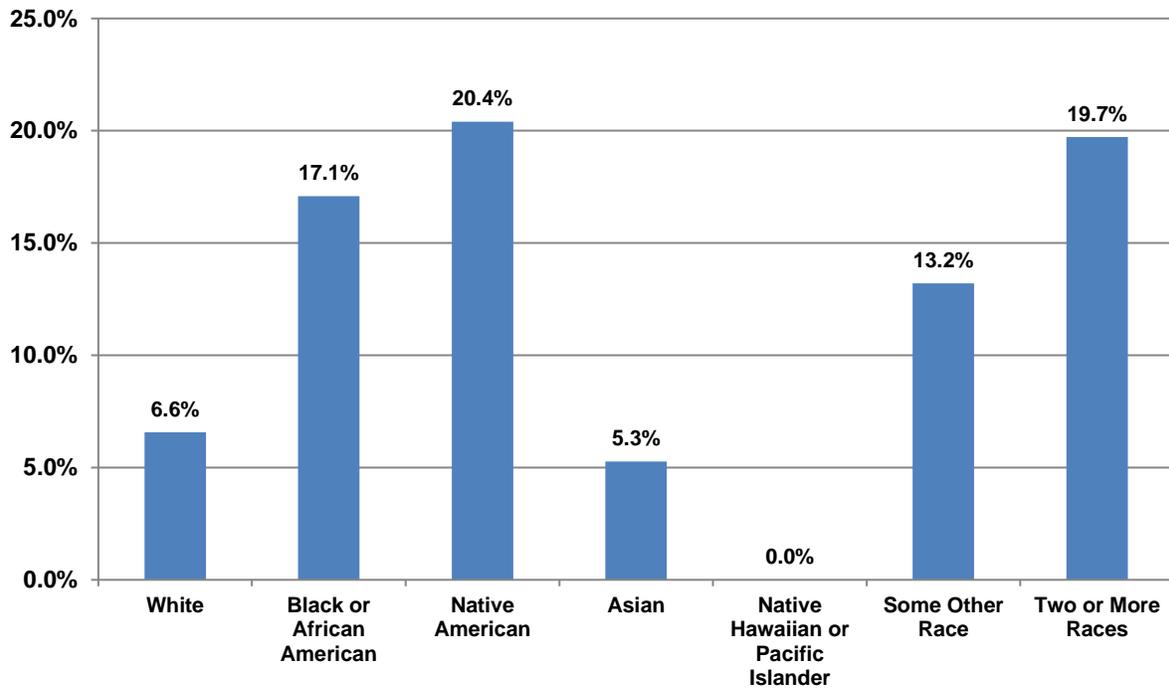
SOURCE: Michigan Department of Technology, Management, and Budget (DTMB). Data Set August 2016-Current. Accessed October 16, 2018.

Demographics

Unemployment by Race of Worker

Unemployment rates in BCVB are significantly elevated for individuals who self-report as being of Native American, Mixed, or African American races. The unemployment rates for these three races sit at 20.4%, 19.7%, and 17.1%, respectively. This is in stark comparison to the unemployment rate of 6.6% for those who self-identify as white. See *Figure 3: “Unemployment Rate Ages 16 and Older by Race, BCVB (2016)”* for a visualization of this data.

Figure 3: “Unemployment Rate Ages 16 and Over by Race, BCVB (2016)”

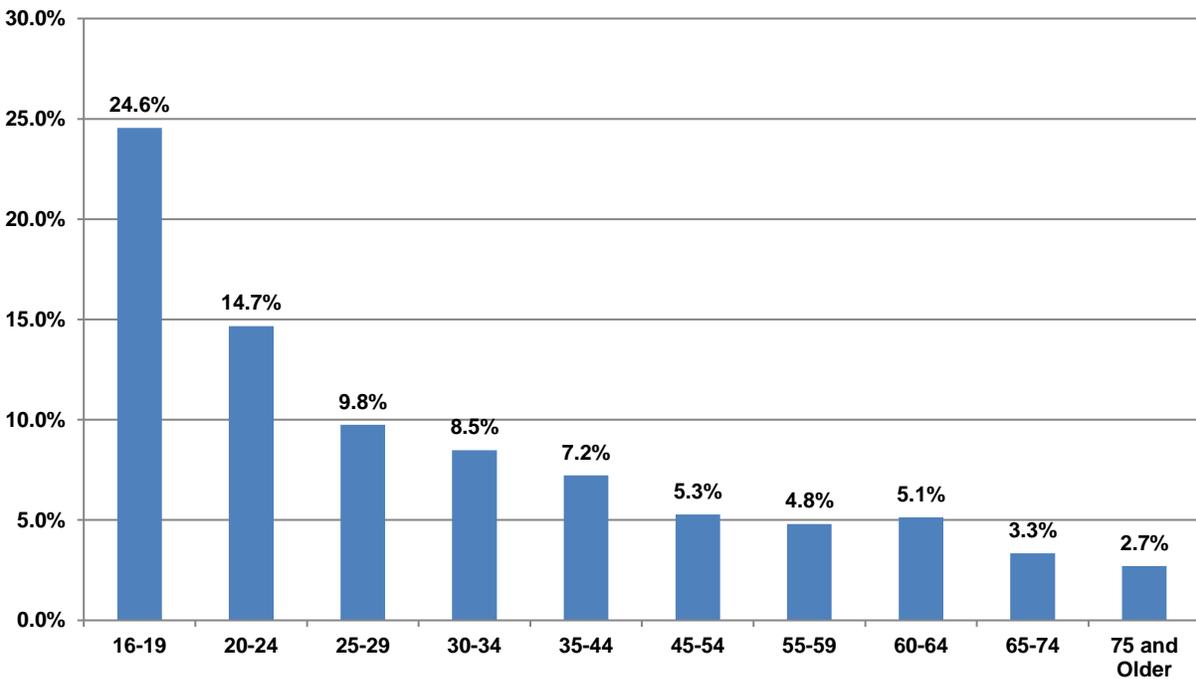


SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

Unemployment by Age of Worker

When breaking down unemployment by the relative age group of the worker in BCVB, it forms a near-perfect parabolic curve. Annualized unemployment rates are highest among those in the age range of 16-19 at 24.6%, while decreasing precipitously thereafter (presumably attributable to the completion of postsecondary educational programming). With the anomalous exception of the 60-64 year old age group (which sits at 5.1%), this parabolic trend holds perfectly true. See *Figure 4: “Unemployment by Age Range, BCVB (2016)”* for a visualization of this data

Figure 4: “Unemployment by Age Range, BCVB (2016)”

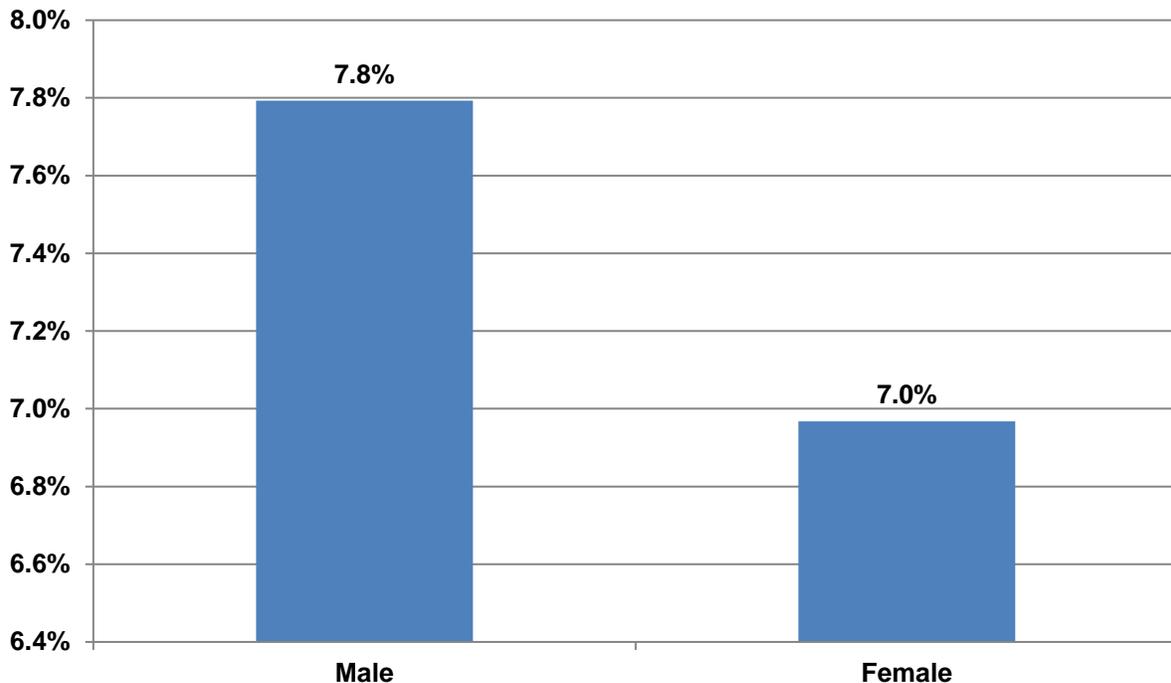


SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

Employment by Sex

Unemployment is disproportionately higher among males in BCVB when evaluating employment on the basis of sex. Annualized unemployment current sits at 7.8% for males in the region. Conversely, unemployment rests at 7.0% for women over this same time period and in the same geography. See *Figure 5: “Unemployment by Sex, BCVB (2016)”* for a visualization of this data

Figure 5: “Unemployment by Sex, BCVB (2016)”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

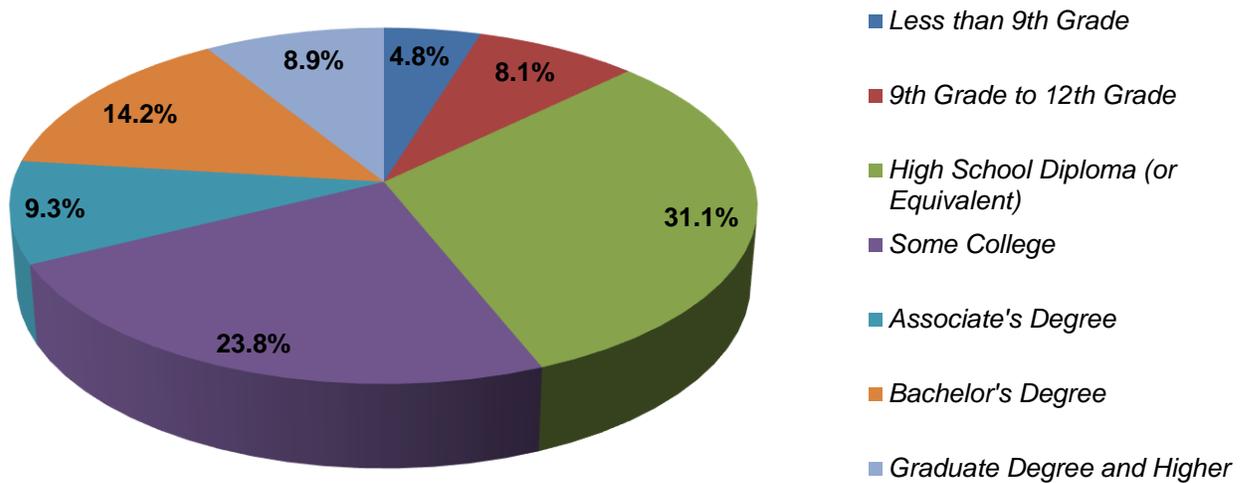
Educational Attainment, BCVB

12.8% of the BCVB population ages 25 and older lacks a high school diploma, a number exceeding State of Michigan averages. BCVB is characterized by having higher levels of individuals claiming a high school diploma (or equivalent; 31.1% of the population) or some college/Associate’s degree (classified as “Middle Skill” levels of educational attainment heretofore; 33.0% of the population) as being their highest level of educational attainment. Consequently, it can be concluded that most residents of BCVB end their educational careers following high school or shortly thereafter, a trend usually found in areas where Manufacturing is the prevalent industry. See *Figure 6: “Educational Attainment, BCVB”* for a visualization of this data.

| Educational Attainment Level | Total Population | Population (%) |
|-------------------------------------|------------------|----------------|
| Less than 9th Grade | 9,356 | 4.8% |
| 9th Grade to 12th Grade | 15,798 | 8.1% |
| High School Diploma (or Equivalent) | 60,916 | 31.1% |
| Some College | 46,562 | 23.8% |
| Associate's Degree | 18,161 | 9.3% |
| Bachelor's Degree | 27,768 | 14.2% |
| Graduate Degree and Higher | 17,448 | 8.9% |

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

Figure 6: “Educational Attainment, BCVB”



SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

Educational Attainment for Select Geographies

12.8% of the BCVB population ages 25 and older lacks a high school diploma or equivalent, which is lower than the current national average (13.6%) by higher than the current rate for the State of Michigan (10.5%). The levels of those claiming a high school diploma as their highest level of educational attainment are higher in BCVB (31.1%) than the State of Michigan (29.8%) or national averages (27.6%). The same is true of “Middle Skill” levels of educational attainment; in BCVB, 33.0% of residents claim this to be their highest level of educational attainment, which is higher than averages for both the State of Michigan (32.5%) and the United States as a whole (28.8%). BCVB 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 23.1% of BCVB residents claim this as their highest level of educational attainment, in comparison to 27.2% of Michigan residents and the national average of 30.0%.

| Educational Attainment Level | BCVB Population (%) | Michigan Population (%) | United States Population (%) |
|--|---------------------|-------------------------|------------------------------|
| <i>Less than 9th Grade</i> | 4.8% | 3.7% | 6.6% |
| <i>9th Grade to 12th Grade</i> | 8.1% | 6.8% | 7.0% |
| <i>High School Diploma (or Equivalent)</i> | 31.1% | 29.8% | 27.6% |
| <i>Some College</i> | 23.8% | 23.6% | 20.8% |
| <i>Associate's Degree</i> | 9.3% | 8.9% | 8.0% |
| <i>Bachelor's Degree</i> | 14.2% | 16.6% | 18.6% |
| <i>Graduate Degree and Higher</i> | 8.9% | 10.6% | 11.3% |

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

Employment Status by Educational Attainment

Labor force participation rates increase and unemployment rates decrease within increasing levels of educational attainment, as those with higher levels of education have more occupational opportunities available to them. While only 56.4% of those without a high school degree or equivalency in BCVB are actively participating in the labor force², 84.1% of those individuals considered “High Skill” workers (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 equivalency in BCVB is 16.0%, while it is a mere 2.8% for those with a Bachelor’s degree or higher. Do note, however, that these populations are not the same size, a factor which must be taken into account (those without a high school diploma or equivalent represent only 10.4% of the working age population of BCVB, while the “High Skill” segment comprises 24.1% of the population ages 25 to 64). Note also that the values here do not directly correspond with those provided in the prior sections related to educational attainment, as those dealt with the entirety of the BCVB population ages 25 and older while this subsection of U.S. Census data exclusively analyzes the “working age population” (those between the ages of 25 and 64).

| Subject | Tri-County Totals | Tri-County (%) |
|--|-------------------|----------------|
| Total: | 144,833 | 100.0% |
| Less than High School Graduate: | 15,040 | 10.4% |
| In Labor Force: | 8,476 | 56.4% |
| Employed: | 7,121 | 84.0% |
| Unemployed: | 1,355 | 16.0% |
| Not in Labor Force: | 6,564 | 43.6% |
| High School Graduate (Includes Equivalency): | 43,771 | 30.2% |
| In Labor Force: | 30,924 | 70.6% |
| Employed: | 28,171 | 91.1% |
| Unemployed: | 2,753 | 8.9% |
| Not in Labor Force: | 12,847 | 29.4% |
| Some College or Associate's Degree: | 51,177 | 35.3% |
| In Labor Force: | 39,653 | 77.5% |
| Employed: | 37,516 | 94.6% |
| Unemployed: | 2,137 | 5.4% |
| Not in Labor Force: | 11,524 | 22.5% |
| Bachelor's Degree or Higher: | 34,845 | 24.1% |
| In Labor Force: | 29,299 | 84.1% |
| Employed: | 28,466 | 97.2% |
| Unemployed: | 833 | 2.8% |
| Not in Labor Force: | 5,546 | 15.9% |

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

Poverty Rate by Educational Attainment

13.2% of the entire population of BCVB ages 25 years and older currently lives below the poverty line. As one might expect given the heightened unemployment rates for those individuals with less schooling, poverty rates decline as educational attainment increases. While 31.4% of those ages 25 and older without a high school

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.

diploma or equivalent credential fall below the poverty line, only 4.1% of those with a Bachelor's degree or higher level of educational attainment do as well.

| Subject | Tri-County (%) |
|---|----------------|
| Total Population 25 Years and Older: | 13.2% |
| <i>Less than High School Graduate:</i> | 31.4% |
| <i>High School Diploma (or Equivalent):</i> | 15.2% |
| <i>Some College or Associate's Degree:</i> | 11.3% |
| <i>Bachelor's Degree or Higher:</i> | 4.1% |

SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

Overall Poverty Trends

Within Berrien, Cass, and Van Buren Counties, 16.6% percent of the population between the ages of 18 and 64 years currently live beneath the poverty threshold. This is higher than both state and national figures: the poverty rate for this segment is only 14.2% for the United States and 15.9% for the State of Michigan.

| Subject Population | Poverty Rate (%) |
|---|------------------|
| Civilian Noninstitutionalized Population 18 to 64 Years | 16.6% |

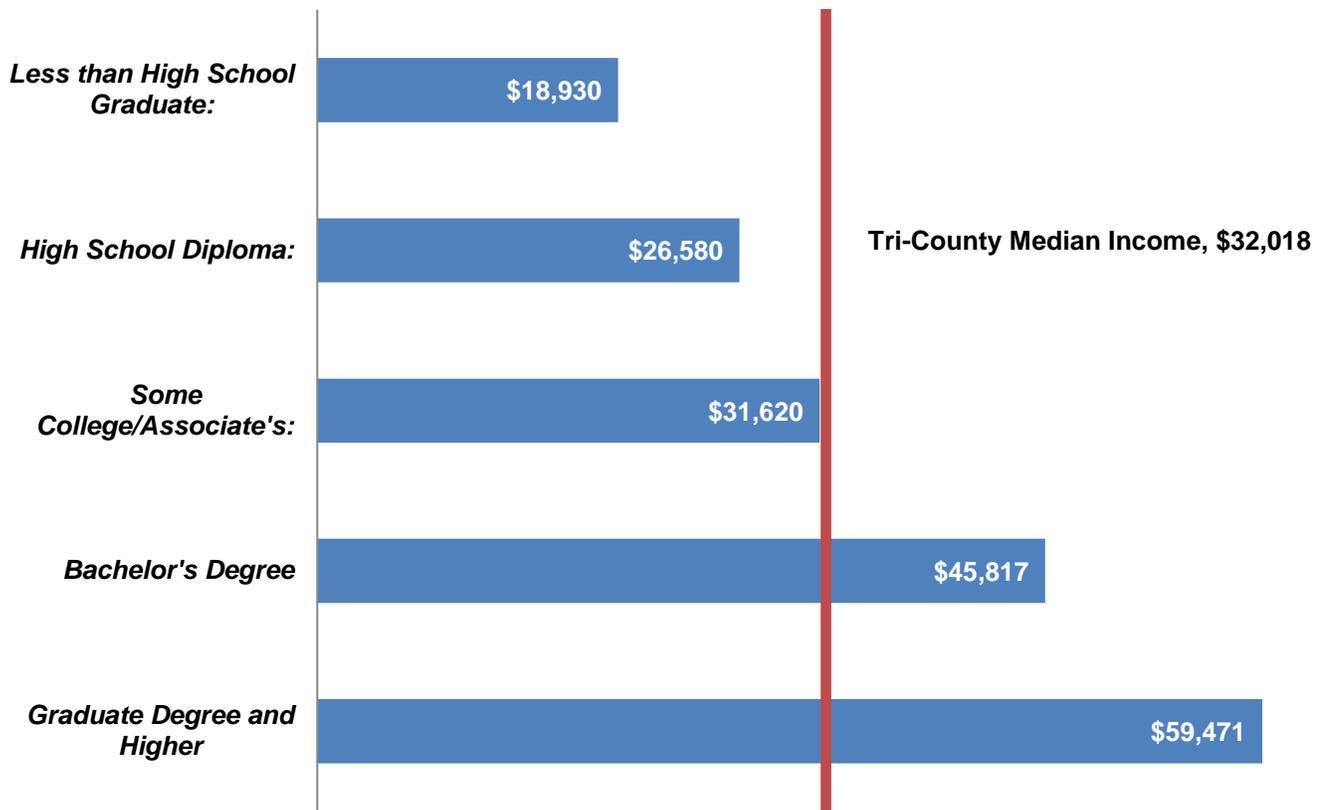
SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

Median Income by Educational Attainment

Median income levels increase exponentially with higher levels of educational attainment. The median income of BCVB currently sits at \$32,018; median earnings for those without a high school diploma or equivalent (\$18,930), those with a high school diploma as their highest level of educational attainment (\$26,580), 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 (\$31,620) all fall below the overall median income threshold³. The median income values for those with a Bachelor’s degree (\$45,817) and those with a Graduate degree or higher (\$59,471) in Berrien, Cass, and Van Buren Counties, however, are well above the overall median income value for this geography. Please see *Figure 7: “Median Income by Educational Attainment, BCVB”* for a visualization of this data.

Figure 7: “Median Income by Educational Attainment, BCVB”

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.



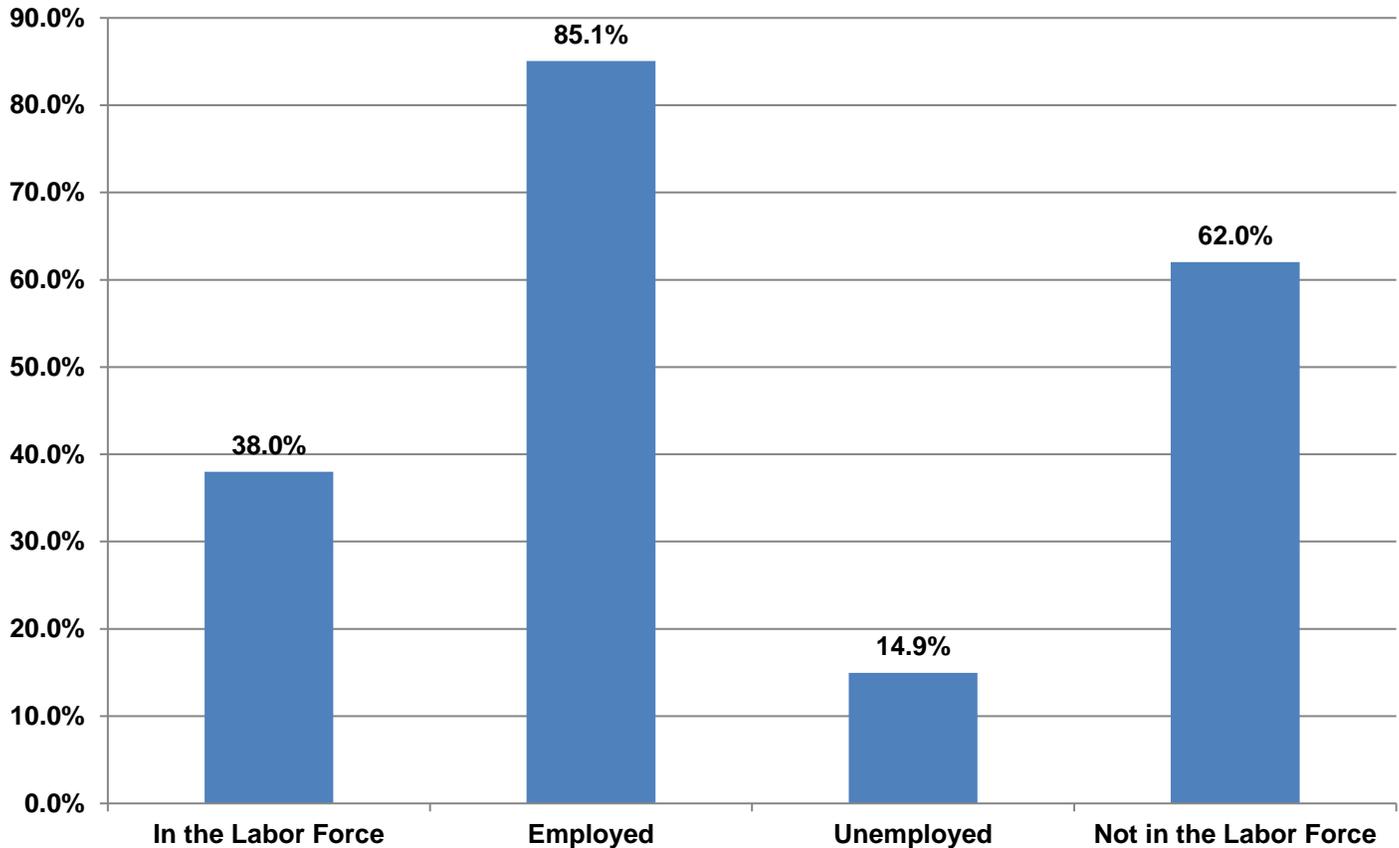
SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

Disabled Individuals

Labor force participation rates are lower for disabled individuals ages 18 to 64 (38.0%) than the current BCVB average value (60.0%). However, among those disabled individuals within this age group who are participatory in the labor force, 85.1% are employed; this is a value that exceeds the employment-to-labor force participation ratio for those without a high school diploma (84.0%, see “Employment Status by Educational Attainment”). The unemployment rate for this segment of the population currently sits at 14.9% in the Tri-County area. Please refer to *Figure 8: “Labor Force Status for Working Age Adults with Disabilities, BCVB”* for a visualization of this data.

As unemployment rates in BCVB continue to fall to near-historic lows, area employers are facing significant talent shortfalls. As a result, hiring managers are increasingly turning to non-traditional applicants in order 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 in order 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 Status for Working Age Adults with Disabilities, BCVB”



SOURCE: U.S. Census Bureau American Community Survey 5-Year Estimates. Data Set 2016. Accessed October 16, 2018.

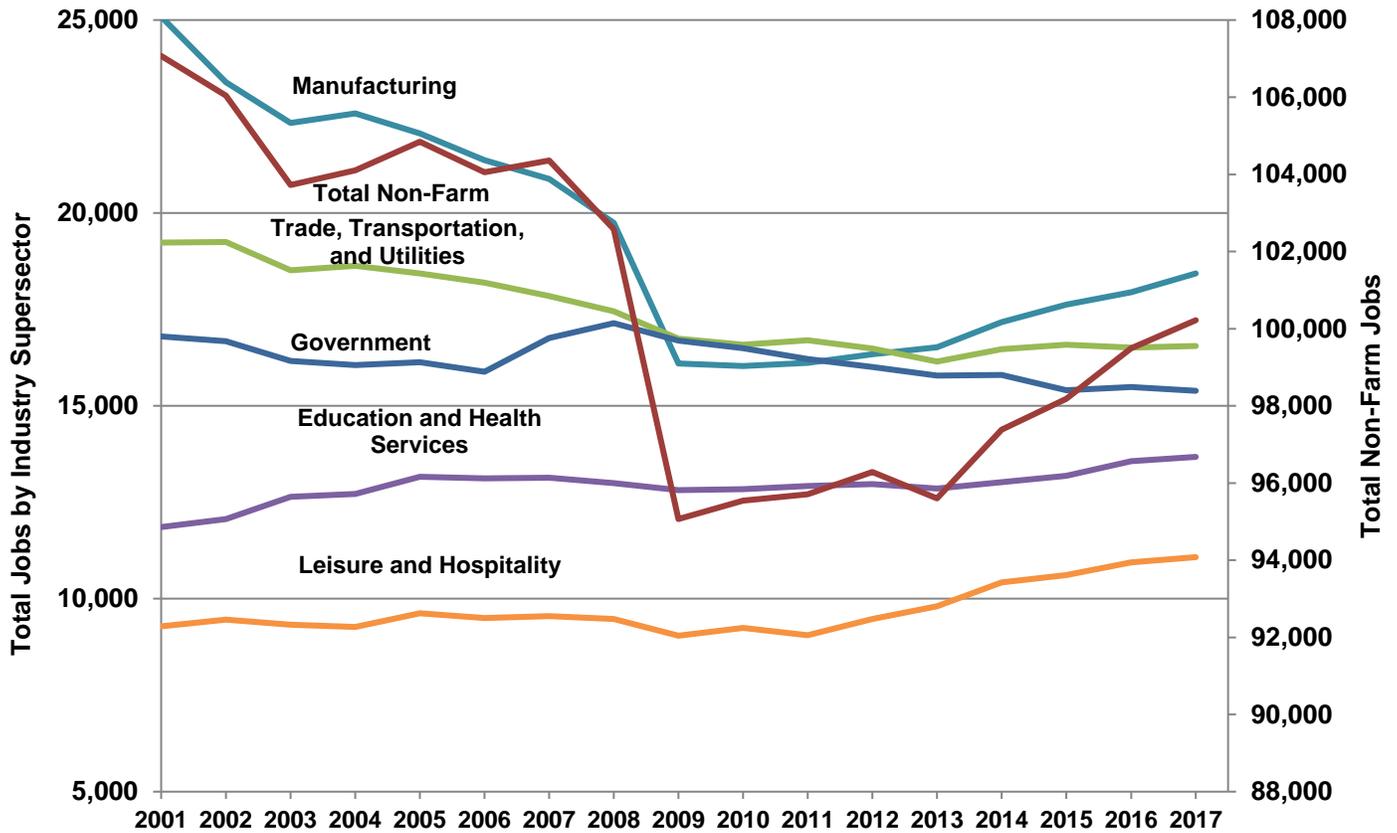
Economic Overview

Non-Farm Payroll Jobs

The “Manufacturing” industry sector, the largest industry in BCVB, has suffered the greatest occupational losses since 2001, having declined by 27% over this time frame (a loss of 6,655 jobs). The majority of these losses occurred Pre-Recession, however, with the industry sector having lost 4,208 jobs already by 2007 (a 17% decline). After reaching a low of 16,032 jobs in 2010, manufacturing jobs have actually stabilized and increased to date, with the current number of jobs in this sector sitting at 18,431.

Occupational job growth and losses among other industry large sectors has been modest over the time period 2001-2017 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% (a loss of 12,004 jobs) over the time period 2001-2009. Like manufacturing, overall non-farm payroll jobs have stabilized and rebounded since this time. Considering the overarching time frame 2001-2017, 6,851 non-farm payroll jobs have been lost (a 6% decline). See *Figure 9: “BCVB Payroll Non-Farm Jobs Trends for Select Industry Supersectors, 2001-2017”* for a visualization of this data.

Figure 9: “BCVB Payroll Non-Farm Jobs Trends for Select Industry Supersectors, 2001-2017”



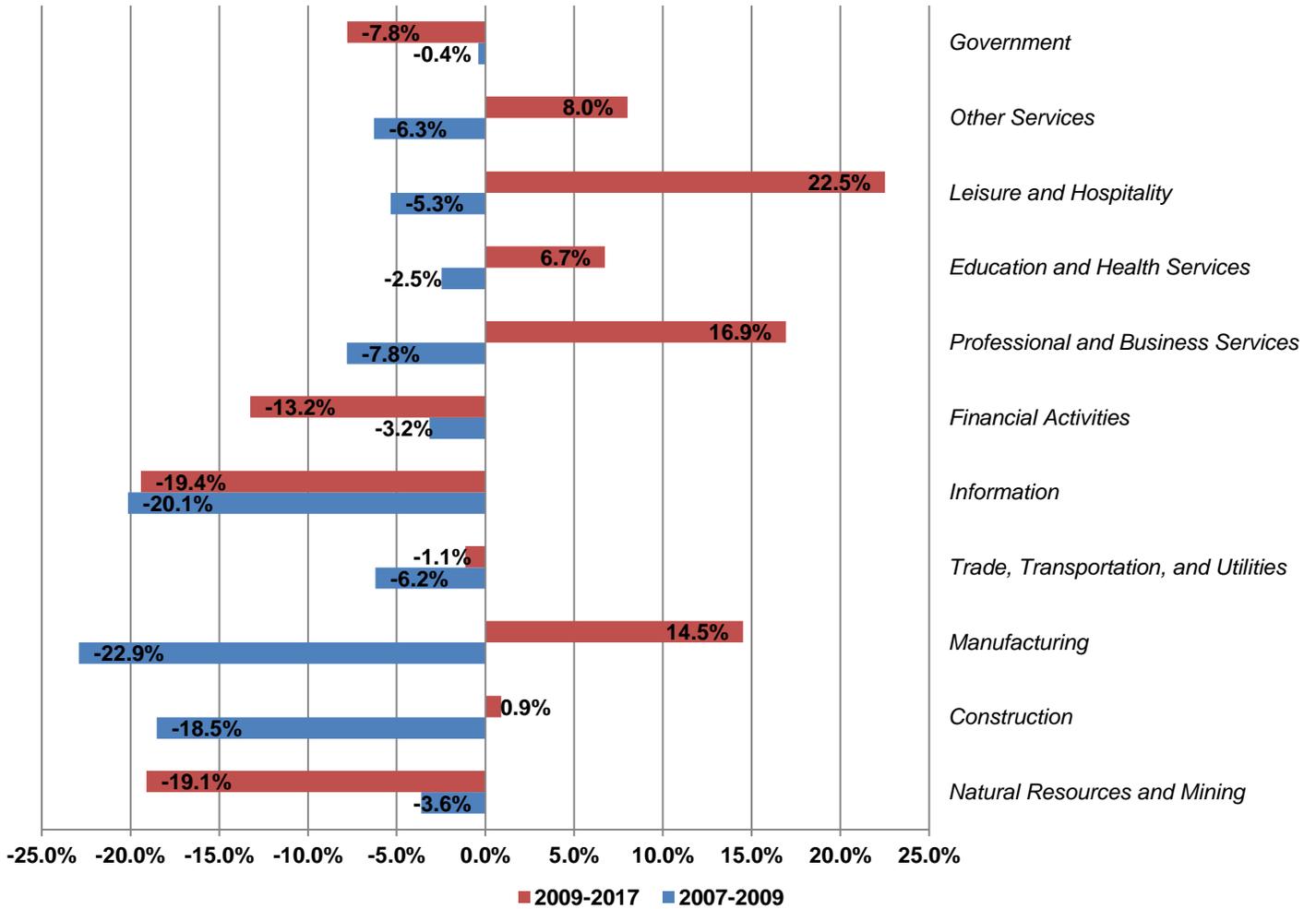
SOURCE: Economic Modeling Specialists, Inc. (EMS). Data Set 2018.4. Accessed October 16, 2018.

Longitudinal Analysis of Non-Farm Industry Supersector Growth Trends

In terms of relative occupational growth and declines (note that each of these industry supersectors has a varying number of overall jobs in BCVB and thus job losses and gains are not uniform across all industries), all industry supersectors experienced overall job declines during the Recession (defined for the purposes of this report as being the time frame 2007-2009). The three industry supersectors suffering the greatest contraction were “Manufacturing,” “Construction,” and “Information.”

Since the end of the Recession, several industry supersectors have enjoyed considerable growth as the BCVB regional economy rebounded: these include (in order of growth rate) “Leisure and Hospitality,” “Professional and Business Services,” “Manufacturing,” “Other Services,” “Education and Health Services,” and “Construction,” respectively. Some industry supersectors that have experienced continued contraction, however, include “Information,” “Natural Resources and Mining,” “Trade, Transportation, and Utilities,” “Financial Activities,” and “Government” (the public sector). Please see Figure 10: “Recession and Post-Recession Occupational Job Growth by Industry Supersector” for a visualization of this data.

Figure 10: “Recession and Post-Recession Occupational Job Growth by Industry Supersector”

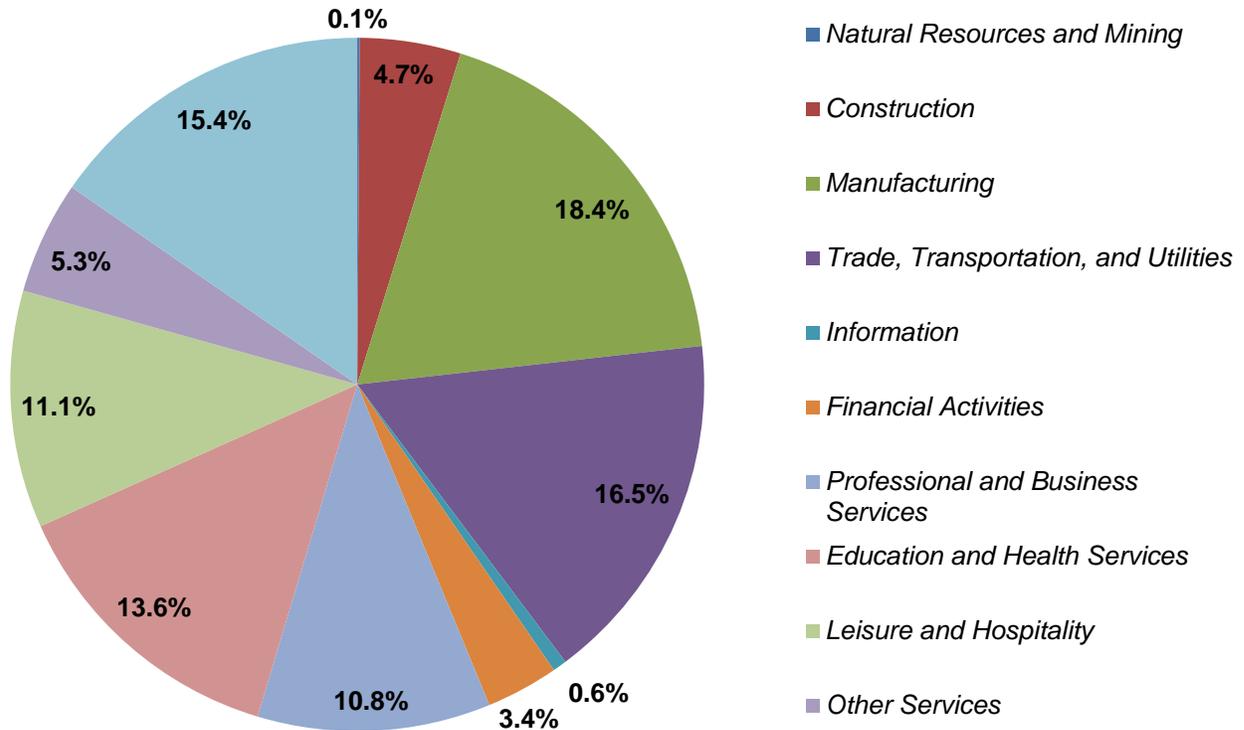


SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

Non-Farm Payroll Job Share

The top five industry supersectors 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 supersectors control a 75.0% share of all total non-farm jobs in the Tri-County area. Please see *Figure 11: “Breakdown of Industry Supersector Employment as a Share of Total Non-Farm Jobs, BCVB”* for a visualization of this data.

Figure 11: “Breakdown of Industry Supersector Employment as a Share of Total Non-Farm Jobs, BCBV”



SOURCE: Economic Modeling Specialists, Inc. (EMS). Data Set 2018.4. Accessed October 16, 2018.

Job Growth by Industry Supersector, All Jobs

The top three industry supersectors experiencing the greatest job growth over the time period 2015-2017 were “Manufacturing” (807 jobs, a 4.6% increase), “Education and Health Services” (492 jobs, a 3.7% increase), and “Leisure and Hospitality” (462 jobs, a 4.4% increase). These three industry supersectors were responsible for 76.0% of all job gains over this time period. Five industry supersectors lost jobs over the same time period: “Professional and Business Services” (147 jobs, a 1.3% decrease), “Trade, Transportation, and Utilities” (34 jobs, a 0.2% decrease), “Information” (16 jobs, a 2.5% decrease), “Government” (16 jobs, a 0.1% decrease), and “Natural Resources and Mining” (13 jobs, a 10.2% decrease).

| Industry Supersector | 2015-2017 Change | 2015-2017 Change (%) |
|-----------------------------------|------------------|----------------------|
| Manufacturing | 807 | 4.6% |
| Education and Health Services | 492 | 3.7% |
| Leisure and Hospitality | 462 | 4.4% |
| Construction | 357 | 8.2% |
| Agriculture, Fishing, and Hunting | 226 | 4.5% |
| Other Services | 106 | 2.1% |
| Financial Activities | 93 | 2.8% |

| | | |
|---|------|--------|
| <i>Natural Resources and Mining</i> | -13 | -10.2% |
| <i>Government</i> | -16 | -0.1% |
| <i>Information</i> | -16 | -2.5% |
| <i>Trade, Transportation, and Utilities</i> | -34 | -0.2% |
| <i>Professional and Business Services</i> | -147 | -1.3% |

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

Notable BCVB Industries

The following table provides an overview of 15 industries in the BCVB region with high location quotients, a number which measures the number of jobs in an industry in a given region against what should be anticipated given national demographic and industry averages. The national average location quotient for any industry is 1.00; anything higher than this represents 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 metric to analyze what a region is “known for”). Perhaps unsurprisingly given overall industry occupational metrics, the top three industries with the highest location quotients are “Electrical Equipment, Appliance, and Component Manufacturing,” “Crop Production,” and “Primary Metal Manufacturing.”

| Description | 2016 Jobs | 2018 Jobs | 2016 - 2026 % Change | Avg. Earnings Per Job | 2018 Location Quotient |
|---|-----------|-----------|----------------------|-----------------------|------------------------|
| <i>Electrical Equipment, Appliance, and Component Manufacturing</i> | 3,562 | 3,462 | -18% | \$197,166 | 13.61 |
| <i>Crop Production</i> | 4,565 | 4,201 | -13% | \$27,829 | 7.80 |
| <i>Primary Metal Manufacturing</i> | 1,814 | 1,597 | -15% | \$58,562 | 6.57 |
| <i>Utilities</i> | 1,963 | 1,920 | 6% | \$172,291 | 5.26 |
| <i>Postal Service</i> | 36 | 39 | 3% | \$42,120 | 4.74 |
| <i>Plastics and Rubber Products Manufacturing</i> | 1,193 | 1,647 | 58% | \$53,102 | 3.51 |
| <i>Beverage and Tobacco Product Manufacturing</i> | 504 | 526 | 25% | \$32,429 | 3.00 |
| <i>Fabricated Metal Product Manufacturing</i> | 2,689 | 2,806 | 8% | \$61,469 | 2.97 |
| <i>Machinery Manufacturing</i> | 1,967 | 2,050 | 1% | \$86,681 | 2.89 |
| <i>Wood Product Manufacturing</i> | 655 | 716 | 33% | \$53,596 | 2.61 |
| <i>Support Activities for Agriculture and Forestry</i> | 755 | 698 | -8% | \$31,604 | 1.89 |
| <i>Printing and Related Support Activities</i> | 518 | 520 | 0% | \$52,286 | 1.74 |
| <i>Rail Transportation</i> | 241 | 250 | 12% | \$96,366 | 1.70 |
| <i>Furniture and Related Product Manufacturing</i> | 439 | 443 | 6% | \$45,925 | 1.63 |
| <i>Computer and Electronic Product Manufacturing</i> | 1,048 | 1,086 | 18% | \$86,966 | 1.59 |

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

In-Demand Occupations

Current Skilled In-Demand Occupations

The following table provides an overview of the 25 jobs in the BCVB region with the highest number of current total annual job openings anticipated through 2022. These occupations were filtered on the basis of their requiring licensure or continuing education for employment, as well as their median hourly earnings for the area being equal to or greater than \$20.00 hourly. Note that some of these occupations show negative short-term growth but high numbers of total openings through 2022: this indicates that the total number of these jobs is decreasing, but due to attrition via factors such as (but not limited to) retirement and job swapping, these occupations will still remain in high demand in the immediate future.

| Description | 2018 Jobs | Overall Growth 2018-2022 | Total Openings | Median Hourly Earnings |
|---|-----------|--------------------------|----------------|------------------------|
| <i>General and Operations Managers</i> | 1,233 | 7% | 489 | \$43.26 |
| <i>Registered Nurses</i> | 1,485 | 7% | 403 | \$27.54 |
| <i>Elementary School Teachers, Except Special Education</i> | 1,288 | -6% | 354 | \$26.72 |
| <i>Business Operations Specialists, All Other</i> | 761 | 6% | 321 | \$37.63 |
| <i>Mechanical Engineers</i> | 1,042 | 4% | 314 | \$43.11 |
| <i>Accountants and Auditors</i> | 528 | 4% | 209 | \$28.30 |
| <i>Secondary School Teachers, Except Special and Career/Technical Ed.</i> | 690 | -3% | 192 | \$26.03 |
| <i>License Practical and Licensed Vocational Nurses</i> | 444 | 10% | 174 | \$21.25 |
| <i>Tool and Die Makers</i> | 463 | -4% | 171 | \$27.33 |
| <i>Market Research Analysts and Marketing Specialists</i> | 330 | 10% | 165 | \$35.38 |
| <i>Human Resource Specialists</i> | 323 | 7% | 149 | \$24.18 |
| <i>Child, Family, and School Social Workers</i> | 298 | 6% | 138 | \$21.56 |
| <i>Industrial Engineers</i> | 364 | 10% | 134 | \$37.88 |
| <i>Management Analysts</i> | 293 | 7% | 122 | \$33.01 |
| <i>Buyers and Purchasing Agents</i> | 283 | 4% | 118 | \$28.35 |
| <i>Financial Managers</i> | 273 | 11% | 113 | \$52.84 |
| <i>Postsecondary Teachers</i> | 292 | 7% | 111 | \$34.11 |
| <i>Middle School Teachers, Except Special and Career/Technical Ed.</i> | 390 | -3% | 111 | \$27.27 |
| <i>Architectural and Engineering Managers</i> | 267 | 11% | 105 | \$56.04 |
| <i>Industrial Production Managers</i> | 306 | 6% | 103 | \$46.74 |
| <i>Logisticians</i> | 237 | 3% | 99 | \$33.82 |
| <i>Computer User Support Specialists</i> | 269 | 6% | 95 | \$21.06 |
| <i>Computer Occupations, All Other</i> | 303 | 2% | 89 | \$35.33 |
| <i>Engineers, All Other</i> | 276 | 6% | 88 | \$46.61 |
| <i>Educational, Guidance, School, and Vocational Counselors</i> | 214 | -4% | 87 | \$23.91 |

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

Long-Term In-Demand Occupations

The following table provides an overview of the top 25 jobs in terms of overall job openings in the BCBV region over the time period 2016-2026. These jobs have median hourly earnings of \$20.00 or greater and require a vocational certification or higher level of educational attainment (they are, in effect, “Middle” and “High Skill” occupations). Note again that while some occupations show negative levels of growth over this time period, they still will remain in demand due to attrition of their existing workforce.

| Description | 2026 Jobs | Overall Growth 2016-2026 | Total Openings | Median Hourly Earnings |
|---|-----------|--------------------------|----------------|------------------------|
| <i>General and Operations Managers</i> | 1,363 | 11% | 1,170 | \$43.26 |
| <i>Mechanical Engineers</i> | 1,085 | 37% | 973 | \$43.11 |
| <i>Registered Nurses</i> | 1,651 | 10% | 972 | \$27.54 |
| <i>Elementary School Teachers, Except Special Education</i> | 1,176 | -9% | 881 | \$26.72 |
| <i>Business Operations Specialists, All Other</i> | 827 | 14% | 805 | \$37.63 |
| <i>Accountants and Auditors</i> | 557 | 4% | 508 | \$28.30 |
| <i>Secondary School Teachers, Except Special and Career/Technical Ed.</i> | 659 | -4% | 480 | \$26.03 |
| <i>Tool and Die Makers</i> | 428 | -12% | 435 | \$27.33 |
| <i>Market Research Analysts and Marketing Specialists</i> | 385 | 34% | 428 | \$35.38 |
| <i>Licensed Practical and Licensed Vocational Nurses</i> | 516 | 19% | 423 | \$21.25 |
| <i>Human Resource Specialists</i> | 356 | 16% | 372 | \$24.18 |
| <i>Child, Family, and School Social Workers</i> | 326 | 12% | 344 | \$21.56 |
| <i>Management Analysts</i> | 325 | 21% | 313 | \$33.01 |

| Description | 2026 Jobs | Overall Growth 2016-2026 | Total Openings | Median Hourly Earnings |
|--|-----------|--------------------------|----------------|------------------------|
| <i>Industrial Engineers</i> | 417 | 17% | 311 | \$37.88 |
| <i>Buyers and Purchasing Agents</i> | 296 | 11% | 302 | \$28.35 |
| <i>Logisticians</i> | 243 | 40% | 300 | \$33.82 |
| <i>Middle School Teachers, Except Special and Career/Technical Ed.</i> | 371 | -7% | 274 | \$27.27 |
| <i>Computer Occupations, All Other</i> | 308 | 27% | 274 | \$35.33 |
| <i>Financial Managers</i> | 323 | 24% | 273 | \$52.84 |
| <i>Postsecondary Teachers</i> | 330 | 14% | 272 | \$34.11 |
| <i>Architectural and Engineering Managers</i> | 310 | 22% | 250 | \$56.04 |
| <i>Industrial Production Managers</i> | 328 | 10% | 249 | \$46.74 |
| <i>Computer User Support Specialists</i> | 295 | 13% | 236 | \$21.06 |
| <i>Educational, Guidance, School, and Vocational Counselors</i> | 203 | -2% | 221 | \$23.91 |
| <i>Engineers, All Other</i> | 299 | 14% | 218 | \$46.61 |

SOURCE: Economic Modeling Specialists, Inc. (EMSI). Data Set 2018.4. Accessed October 16, 2018.

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

These occupations all require a solid foundation in basic skills, including reading, communication, math, and cognitive abilities that influence the acquisition and application of knowledge in problem-solving. Most require both active learning and critical thinking skills. In addition, these occupations require workers to possess relevant technical skills, certifications, and 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 a number of technologies associated with them. Depending on the occupation, individuals employed in these occupations will need to know everything from traditional software packages to advanced computer programming languages (e.g. Structured Query Language (SQL), Java, and Linux). Similarly, there are numerous certifications associated with computer occupations. Often, certifications are specific to some software package or technology, like the Cisco Network Associate certification. In other instances, certifications are more general, like Project Management Professional. These and other certifications for Information Technology occupations are listed below.

Tools and Technologies

Project Management
Microsoft Office
Product development
Quality Assurance (QA)

Certifications

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

- Architecture and Engineering Occupations

Knowledge, Skills, and Abilities

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

Knowledge

Engineering and Technology
Design
Mechanical
Mathematics
Physics

Skills

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

Abilities

Information Ordering
Mathematical Reasoning
Deductive Reasoning
Visualization
Written Communication

Tools and Technologies and Certifications

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

Tools and Technologies

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

Certifications

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

- Business and Financial Occupations

Knowledge, Skills, and Abilities

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

Knowledge

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

Skills

Mathematics
Active Listening
Critical Thinking
Judgment & Decision Making
Reading Comprehension

Abilities

Oral Comprehension
Written Comprehension
Problem Sensitivity
Deductive Reasoning
Information Ordering

Tools and Technologies and Certifications

Most of the occupations in this category will need to use office productivity software (e.g. Microsoft Office) for documents, spreadsheets, publications, and database administration. In addition to productivity software, many tools and technologies for business and financial occupations involve risk management and technical proficiencies such as Generally Accepted Accounting Principles. A large number of 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

Workforce Activities

The Manufacturing, Healthcare, Information Technology, Architecture/Engineering, Hospitality, AgriBusiness, Financial, and Construction trades represent the primary industry supersectors responsible for job share and projected growth within Berrien, Cass, and Van Buren Counties. The Michigan Works! Workforce Development Board's current and future collaborations and priorities will remain focused on these industry clusters to ensure a successful talent exchange and the development of an efficient, data-driven talent pipeline.

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 and strengthen the aforementioned in-demand industries. These consortiums are comprised of a wide range of area stakeholders, including education and training partners, economic and workforce development agencies, and major employers. Some examples of current Michigan Works! staff-driven activities, consortiums, and/or advisory groups include:

- Going Pro Talent Fund applications
- Monthly Partnership Meeting with local training institutions
- Manufacturing Consortium
- Career Education Advisory Committee (CEAC)
- Monthly Onsite Job Fairs (driven by employer demand)
- On-demand Orientation of Available Services, Training Information, Career Ladders, Job Readiness Workshops, and LMI.

Activities and steering groups such as these are designed to identify and ameliorate potential barriers to employment for local residents, as well as to ensure on-site programmatic delivery is in line with employer-expressed needs. Additional planned workforce development activities are detailed throughout the remainder of this plan, and include (but are not limited to):

- The development of further industry-specific consortiums comprised of major employers and workforce/economic developers in other high-demand, high-growth industries (e.g. Healthcare, Information Technology, AgriBusiness).

1.1 Local Board Strategic Vision and Goals

Michigan Works! Berrien-Cass-Van Buren board vision is that Southwest Michigan will be Michigan's most competitive regional economy because of available skilled, work-ready talent. The Michigan Works! Berrien-Cass-Van Buren WDB provides sustainable and systemic solutions for the most pressing employer workforce challenges.

The WDB's strategic, economic, and workforce development goal for preparing an educated and skilled workforce, including youth and individuals with barriers to employment, is to increase the skills, employability, and employment of tri-county individuals. This workforce strategy aligns with key factors facing the SW Michigan Regional Prosperity Initiative as they work to increase the economic vitality of the region. The Impact and Investment committees will 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 WDB expects to achieve success through positive outcomes, both individually and programmatically, for all eligible individuals through On-the-Job training, traditional classroom training, job placement and retention, high school completion, and post-secondary enrollment. Furthermore, the WDB is engaged with a variety of strategy planning groups across the region, working to align efforts into the full Prosperity Region with emphasis on career awareness, career ladders, career pathway, and employer resource networks.

Notable Successes and Accomplishments

Some notable successes and accomplishments achieved by WDB since 2016 include (but are not limited to):

- Met or exceeded all WIOA performance metrics.
- Developed industry-specific councils (the first being the Manufacturing Industry Council, as this is the region's highest grossest industry sector) 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, apply for relevant grant opportunities (e.g. the "Marshall Plan"), plan manufacturing-centered events, lead industry-specific research projects, and forge and strengthen industry partnerships.
- Continued successful partnership with Michigan Rehabilitative Services (MRS) and the Michigan Career and Technical Institute (MCTI) to continue training of local students and job seekers in healthcare-related occupations. This program currently enjoys at 98% success rate and graduated its 100th participant in May 2018.
- Successfully forged partnerships with local unions in order to provide area students and job seekers with opportunities for apprenticeships in high-demand industries.

- Development of the Business Resource Network (BRN), a robust coalition of 12 major regional employers with the end aims of identifying and overcoming barriers to employee retention, as well as to establish workforce development programming in line with anecdotal observations.

The WDB plans to achieve these goals through 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. With 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, as plans continue.

1.2 Local Performance

Michigan Works! Berrien-Cass-Van Buren will implement 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)

Michigan Works! Berrien-Cass-Van Buren will implement all required performance measures as directed by Federal and State policy through the TIA and will continue to employ additional local performance measures as approved by the Workforce Improvement Committee of the WDB.

1.3 Local Board strategy to align resources, partners, and entities

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 ensure 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 ensures a better alignment of our local workforce to high demand occupations.

1.4 Implementation Plan

Section I: Background

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

- Meeting operational goals such as planned service level and expenditure targets;

- Meeting performance outcome goals;
- Managing sub-recipient and contractor performance; and
- Using performance data for continuous improvement.

Section II: Project Goals

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

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

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

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

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

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

Section III: Performance Accountability

Meeting Operational Goals

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

Meeting Performance Outcome Goals

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

Managing Sub-recipient and Contractor Performance

This section does not apply to Michigan Works! BCVB

Using Performance Data for Continuous Improvement

See section 13.1

Section IV: Continuous Improvement Plan

See section 13.1

2. Workforce Development System

2.1 Core Programs

Michigan Works! Berrien-Cass-Van Buren Service Centers offer Wagner-Peyser Employment Services, Veteran Services, and Michigan Talent Connect (MiTC) access, at no cost to employers and job seekers. MW BCVB provides these services at two full service centers and one satellite service center in Southwest Michigan. The 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. 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 in a seamless fashion. Enabling workers to acquire the necessary resources to succeed in today’s

economy is central to Michigan's strategy for economic transformation. 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 work stations 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 preparation, and Career Online High School are provided at Michigan Works! Berrien-Cass-Van Buren at 499 West Main Street, Benton Harbor. Potential participants are also referred to other community adult education institutions and programs across the tri-county area as appropriate.

WIOA brings together, in strategic coordination, the core programs focusing on skills development. Services for preparing an educated and skilled workforce, including youth and individuals with barriers to employment will be further streamlined by improving existing services and community collaborations, enhancing academic and workplace literacy programs, and implementing innovative services and activities. With appropriate support from area school systems, the Jobs for Michigan's Graduates (JMG) program promises to raise Michigan's high school graduation rate by expanding mentoring, job readiness, leadership development, and other academic support, reaching hundreds of in-school youth on a daily basis. Closer coordination with K-12, area Career & Technical Education Programs, alternative schools and post secondary education system is underway with the Business Development Department, ensuring better alignment of talent and educators to high demand occupations in our region.

2.2 Expanding Access to Employment, Training, Education and Support Services

In efforts to expand access to employment, training, education and support services, the WDB depends heavily on Business Development team to meet the needs of local employers and improve the coordination of services to job seekers. The goals of the Business Development team include:

- Building relationships with employers
- Create 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 with barriers to employment

The labor market intelligence generated by the Business Development team is used by the Impact Committee of the WDB and Sector Industry Councils to determine job-seeker training priorities and guide the development of relevant curriculum at local training providers. The Workforce Development Board (WDB) shall work with a sufficient number and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area and providing the services involved in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities.

Through its Economic Committee, the WDB reviews labor market intelligence identifying key in-demand employment sectors. With this information, the Talent Committee of the WDB sets the training priorities for the organization and communicates those priorities to training providers; ensuring training activities lead to a recognized postsecondary credential, inclusive of industry-recognized certificates or certifications, are portable, and stackable.

The information is also used to facilitate promotion and viability of the Regional Industry Sectors that align with the Michigan Industry Cluster Approach (MICA) readiness assessment system. Currently, Business Development staff coordinates Health Care, Hospitality, Agriculture and Advanced Manufacturing Regional Industry Sectors. As well, in alignment with the Regional Prosperity Plans, the local WDB has been concentrating career ladders, and Business Resource Networks to provide more opportunity for self sustaining careers.

To further enhance the coordination of services, the WDB has a waiver in place allowing direct delivery of services. This assures reduction of overhead, overall elimination of costs, improved direct customer services, lean processes implementation, productivity gains and an improved demand driven operational model. Reviews of the effectiveness of direct customer service are conducted and reviewed on an annual basis.

Michigan Works! Berrien-Cass-Van Buren offers work-based services that can be an effective training strategy to provide additional opportunities for participants to find high-quality work and for employers in developing a highly skilled workforce. Our work-based training strategy includes customized training, OJT, incumbent worker training, and registered apprenticeships 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. Employers and BCVB Michigan Works! work together to conduct recruitment, screening, and interviewing. Employers commit to hire successful trainees and contribute part of the cost of the training. The training must incorporate new technologies, processes, or procedures, skills upgrades, workplace literacy, or other appropriate purposes.

2.3 Career Pathways & Co-enrollment

Michigan Works! Berrien-Cass-Van Buren 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, including 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, with representatives of secondary and postsecondary education programs, shall lead efforts to develop and implement career pathways within the local BCVB area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment. These rigorous and high-quality education and training services will align the skill needs of industries in the local and regional economy.

In addition, these career pathways will prepare individuals to be successful in any range of secondary or postsecondary education, including apprenticeships. 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 assist in fostering partnerships between pre-apprentice programs, registered apprentice and community colleges to identify in demand career pathways. In addition, the local boards engaged with The Career and Educational Advisory Committee (CEAC) strategic activities that range from career awareness to career technical education to adult education to better inform and educate our talent pipeline.

3. Business Strategies and Services

3.1 Employer Engagement

Michigan Works! Service Centers are business customer focused and outcome based, with the ultimate placement of job candidates to meet businesses' hiring needs being of the highest priority. 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.

With this in mind, 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 Development 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 acceleration of change in the global economy has put a premium on the ability of the Michigan Works! Service Center system to retool the skills of the workforce to meet the ever changing needs of the work place. Site visits performed include an employer assessment to understand companies' financial health, hiring projections, training needs, retention, and growth strategies. We have identified our high demand industries as Advanced Manufacturing, Healthcare, Hospitality and Agriculture. All of these factors, identified through industry surveys and individual retention visits, is supplied to our Workforce team to provide guidance on training and placement needs.

3.2 Services

Michigan Works! Berrien- Cass- Van Buren is a one stop shop to assist prospective and existing employers with business development services through an integrated Business retention and Attraction program. Michigan Works! BCVB has strengthened relationships with local area community colleges, Economic development organizations, planning commissions by cross sharing and discussing best practices, current projects and resource reviews ensuring everyone is speaking the same language and eliminating non value added services. Michigan Works! BCVB has formed a formal partnership with Berrien County Manufacturing Council and Van Buren County Economic Development Corporation to strengthen the collaboration of talent pipeline strategies and business retention and expansion services that enhance our sector strategy approach.

Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

Michigan Works! BCVB Business Development team meets routinely with companies to understand current recruitment and training needs by utilizing the unemployment insurance participants' seeking employment and providing referrals immediately. MW BCVB promotes UIA 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.

3.3 Promotion of Entrepreneurial skills training and microenterprise services

Michigan Works! BCVB partners with other local agencies to provide general knowledge and guidance of how to start your own business and promote entrepreneurial training. MW BCVB would refer individuals to outside consultants or agencies that work with startup companies to help them with business plan writing, gain access to capital, and preparing financials for loans.

4. One-Stop Delivery System

4.1 Service Provider

Michigan Works! Berrien- Cass- Van Buren WDB applied for and was granted a waiver which allows for direct services to be rendered by the WDB. Providing direct services assures reduction of overhead, overall elimination of costs, improved direct customer services, lean processes implementation, productivity gains and improved demand driven operational model for employers, workers, and jobseekers. Any sub-recipient and respective staff will be actively engaged in the Kinexus' continuous quality improvement (CQI) process. This includes being involved in CQI team activities, instilling the Kinexus' values in fulfilling their daily jobs, and support CQI team initiatives.

Michigan Works administrative staff is charged with the identification and development of training-related grant proposals. Federal and State opportunities for training dollars are aggressively pursued, with the goal of leveraging existing WIOA Title I, Adult, Dislocated worker and youth, TAA, and Welfare Reform resources for area jobseekers, students and employers. The framework of youth services is delivered through the Michigan Works! Berrien-Cass-Van Buren Youth Talent Specialist with all remaining components accessed through procured vendors or at no charge. The Kinexus Bridge Academy is also available to at risk youth who are out of school to access HSE, Career Online High School, job training, work experience and job placement services.

4.2 Access to Services

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, persons eligible for 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 that jobseekers cannot always visit the service centers due to lack of transportation, so remote access to some services is available online, and staff can meet jobseekers at local libraries or other public buildings throughout the tri-county. Regular office hours are held at some libraries in the tri-county area.

Michigan Works! Berrien-Cass-Van Buren System Service Centers

Benton Harbor Service Center
499 W. Main St.
Benton Harbor, MI 49022
(269) 927-1799

Paw Paw Service Center
32849 Red Arrow Hwy.
Paw Paw, MI 49079
(269) 657-7014

Dowagiac Service Center (Satellite Office)
601-D Front St.
Dowagiac, MI 49047
(269) 782-9864

Service Center Hours:
Monday through Friday - 8:00 a.m. - 5:00 p.m.

4.3 Compliance with Nondiscrimination Provision

Michigan Works! Berrien-Cass-Van Buren will provide delivery of services to all customers equally by adopting a universally accessible system that meets the diverse customer needs existing in our local delivery area, including individuals with disabilities, cultural background and individuals with barriers to employment.

As a recipient of federal funds, Michigan Works! Berrien- Cass- Van Buren 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

In addition, Michigan Works! BCVB will assure that throughout the local system, persons with physical, mental, cognitive, and sensory disabilities will have programmatic and physical access to all services and activities, including accommodations as requested.

4.4 Roles and Resource Contributions of One-Stop Partners

All one-stop partners contribute by working in a collaborative spirit to serve job seekers and employers that access our 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 financial support to the one stop (AJC/Michigan Works! Service Center system).

4.5 Availability and Type of Adult and Dislocated Worker Employment and Training

A full range of self assisted basic career services are available at each service center. Additionally, full service centers offer a variety of 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 the local MW BCVB databases, which enables MW BCVB to track usage along with the number and type of core services provided.

Basic Eligibility Criteria

To be eligible for participation in the WIOA Adult and Dislocated Worker programs individuals must at a minimum:

- 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

Michigan Works! Berrien-Cass-Van Buren will verify and document participant eligibility requirements and use necessary verification documents laid out in 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, which may include Michigan Talent Connect (MiTC) browsing, MiTC use training, talent referrals, 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 of other assessment tools, such as the Wonderlic Assessment, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment 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 must include more than only a contact attempt or made for securing documentation in order to achieve performance. All participants must receive follow-up services during, and not for less than 12 months following, their participation in the WIOA Programs. All follow up shall be documented in OSMIS. The types of services provided must be determined based on the needs of the individual. Follow-up shall occur at the following three points:

1. Training Component Follow-up - Follow-up shall occur within a reasonable timeframe after enrollment in a training component and monthly thereafter until completing training to determine whether the placement is successful, to provide tracking of ISS/IEP progress and to allow information to be gathered related to counseling sessions.
2. Job Placement Follow-up - 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 Follow-up - Follow-up contacts shall continue for a period of not less than 12 months following a participant's exit from WIOA. The follow-up contacts shall be substantive (i.e., personal and adequately in-depth to establish whether additional services should be made available to the individual). Follow-up will occur at a minimum of every 60 days following exit. Follow-up will also be conducted during the 2nd and 4th quarter following the exit quarter.

4.6 Rapid Response

Michigan Works! Berrien-Cass-Van Buren monitors media reports and uses a network of local contacts, including the Business and Talent Development Teams to identify downsizings and plant closings that warrant a Rapid Response. The Business Division also works closely with regional economic development agencies and other partners as part of its early warning system. Working closely with WIOA section staff assigned to a geographic territory and coordination of Rapid Response activities between the state and the local area is a key component of Rapid Response activities. A Worker Adjustment Retraining Notification (WARN) Act notice typically activates the intervention in plant closings and mass layoffs. The WARN Act requires employers with more than 100 employees to provide at least 60 days advance notice of a covered plant closing or mass layoff at a site where the plant closing/mass layoff will affect at least one-third of the workforce and a minimum of 50 employees.

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, Kinexus' Chief Operating Officer, at policy@kinexus.org.

5. Youth Workforce Investment

5.1 Activities inclusive of individuals with disabilities

Michigan Works! Berrien-Cass-Van Buren One-Stop is the link between workforce development, education, juvenile justice, and social service agencies, as well as coordinating with local employers to provide "at-risk" youth entry-level jobs, internships, mentoring, on-the-job training, and work experience in high-demand occupations. The Michigan Works! Berrien-Cass-Van Buren's youth services have successfully integrated classroom training services with the Michigan Rehabilitation Services, targeting at risk youth with disabilities as well as the Michigan Career Technical Institute through MRS that has trained youth with disabilities and significant barriers in CNA.

Services provided by Michigan Works! BCVB One-Stop include intensive case management, mentoring, advocacy, referrals to shelter and housing, healthcare, supportive services, childcare, transportation, job training and education. At-risk youth's barriers are identified and addressed in Individual Service Strategies, which lay out plans for overcoming identified barriers and lead to self-sufficiency, including continuing education and employment.

YouthBuild Program:

Michigan Works! BCVB currently operates a YouthBuild Program in Benton Harbor. Operation of this program in conjunction with other WIOA youth services, allows additional opportunities for out-of-school youth to combat poverty, homelessness, and illiteracy. The program provides a means for job training by gaining leadership and other skills needed to become gainfully employed, while overcoming negative habits and attitudes.

Summer Youth Employment Program for Foster Youth:

The Michigan Department of Health and Human Services Chafee-funded Summer Youth Employment Program provides meaningful summer employment opportunities for youth in foster care. The program may include any combination of allowable WIOA youth services that occur during the summer period, as long as it includes a work experience component. Eligibility for the program is restricted to Chafee-eligible foster youth,

ages 14 and older. The Summer Youth Employment Program participants are provided work experience and employment development for a minimum of six weeks, at least 20 hours per week at no less than minimum wage.

Youth Incentives:

Incentives under the WIOA youth program are allowed to youth participants for recognition and achievement directly tied to training activities and work experiences and must align with the goals of the program. Although incentive payments are allowable under WIOA, the incentives must be in compliance with the requirements in Office of Management and Budget (OMB). BCVB's Youth Incentive Policy does not create an entitlement and incentives are dependent on the availability of funding.

WIOA Youth Definitions:

1.Requires Additional Assistance

BCVB Workforce Development Board definition for Youth Who Require 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.

2. WIOA Youth definition of “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 will follow basic youth eligibility requirements and use necessary verification documents laid out in WIOA Manual. BCVB MWA defines “basic skills deficient” as youths that have English

reading, writing, or computing skills below the 9th grade level. Basic skill deficiencies of youths are determined through standardized testing.

3. WIOA Youth definition of “other responsible adult,”

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

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

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 Talent Investment Agency communicated guidelines.

5.2BCVB Jobs for Michigan’s Graduates

Jobs for Michigan’s Graduates (JMG) is offered in Berrien, Cass, and Van Buren counties, having started in Benton Harbor in 2008. After successfully serving Southwest Michigan for three years, Jobs for Michigan’s Graduates started growing the program Statewide. Local efforts remain strong and performance continues to increase year to year in Southwest Michigan. Currently over 500 youth are being served in JMG in Berrien, Cass, and Van Buren. JMG teachers are dedicated to the identification and enrollment of students who have barriers to success, including deficiencies in basic skills, transportation, income, and economic status, and overcome identified barriers, with the ultimate goal of helping young people win in education, employment, and as citizens.

6. Secondary and Post-Secondary Education Programs

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. Michigan Works! Berrien-Cass-Van Buren’s Labor Market Information Team regularly pulls occupational, industry, and LMI data in order to produce timely and relevant reports that guide operational activities and keep local 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. Michigan Works! Berrien-Cass-Van Buren’s collaborative efforts provide opportunities to maximize the leveraging of funds and services for activities not funded under the auspices of WIOA.

Additionally, Michigan Works! Berrien-Cass-Van Buren continually seeks opportunities to form or renew collaborations to improve service delivery and avoid duplication of services. Because Michigan

Works! Berrien-Cass-Van Buren engages with so many partner stakeholders across a wide-ranging geographic area, monthly meetings are held to bring together all partner agencies to avoid duplication of services and facilitate the flow of cross-agency referrals.

Michigan Works! Berrien-Cass-Van Buren currently engages with secondary schools through Jobs for Michigan's Graduates providing vital curriculum and education on soft skills and in-demand career industry sectors. Other collaborations involve Area Vocational / Occupational Training Resources, which are guided by industry data reports provided by Michigan Works! Berrien-Cass-Van Buren's Labor Market Information Team.

Currently, our local 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 those high-demand industry sectors as identified by Michigan Works! Berrien-Cass-Van Buren's Labor Market Information Team. An example of academic program expansion information by the Labor Market Information Team was the creation of a Phlebotomy program at Lake Michigan College's South Haven Campus.

In addition to the technical training facilities, LMC, SMC, Western Michigan University Southwest Extension and Ferris State University at Dowagiac/Niles offer a multitude of Michigan Training Connect registered certificate and degree programs in high demand occupations identified by Michigan Works! Berrien-Cass-Van Buren Labor Market Information Team.

7. WIOA Title I Transportation and Support Services

The MW BCVB Service Center System provides support services to eligible job seekers, when such services are reasonable and necessary to remove barriers to ensure entry into employment, provide job retention assistance in order to participate in services related to career pathways, and as a training-related item as required by the course curriculum.

These 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.

The MW BCVB Business Development team works with the local Transit Authorities and the Southwest Michigan Planning Commission to address public transportation barriers that makes it difficult for our eligible jobseekers to get to work or other services aimed at self sufficiency. MW BCVB has an established partnership with a faith based not for profit that repairs cars for distribution to local residents who are in need of transportation support. This partnership assists our low income residents to obtain reliable transportation to meet their employment needs.

Staff shall provide support services to eligible jobseekers, when such services are reasonable and necessary to remove barriers to ensure entry into employment, provide job retention assistance to the participant, to provide assistance to participate in training as required by the course curriculum. Supportive services to jobseekers are not entitlements.

These services may only be provided when all outside resources have been exhausted and documented on the Individual Service Strategy (ISS), and when documentation has been made that

the Jobseeker lacks the resources to remove the barrier(s) without the assistance of Michigan Works! BCVB. Non-training related Support Services are to be provided as close to obtaining employment as possible.

Supportive services including 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.

Supportive Service Limits and Conditions

WDB Local Program Policy Limits

In the provision of supportive services, Service Providers will abide by whatever Workforce Development Board (WDB) local program policy is in effect for their respective program. 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

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

Supportive services rendered must be fully documented in a participant's case file. 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.

8. Plans, Assurances, and Strategies

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. Linkages are being established so that core programs and activities are in place without duplicating services; every linked agency is able to refer eligible participants to appropriate services. Ongoing partnerships will ensure that services are coordinated 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 a variety of other non-profit agencies meet to discuss program offerings and services.

Through communication and coordination, core service providers will avoid duplication whenever possible and strengthen cross referrals between agencies. They will also use a layered approach, with several activities being available concurrently to any individual in need of multiple services. Use

of ISS, IEP and/or employment plans, as tools, will be an effective vehicle for identifying multiple needs and integrating services to meet 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. Judges are encouraged to use probation 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. Bringing workforce development needs into the classroom is emphasized with utilization of JAG curriculum. 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 particular 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! BCVB 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! BCVB staff.

Additionally, in order to understand and address the current workforce demands, hiring practices and advancement strategies of businesses for persons with disabilities, MRS has the opportunity to serve as a critical member of the MW BCVB Impact Committee of the WDB. This expands and enhances business solutions for employers and individuals with disabilities and barriers to employment.

8.1 Employment Services Plan

See attachment at the end of the document for full Employment Service Plan

9. Adult Education and Literacy

Adult Education and Literacy Activities are available through MW BCVB at the Benton Harbor Michigan Works! Service Center. Partnership and referral system are in place for Niles Community Schools, Pathfinders Adult Education and Learning, and Red Brick Adult Education in Cassopolis. Adult education, high school completion and HSE prep services are funded through WIOA Title II funding from Niles Community Schools and Section 107 funding from Benton Harbor Area Schools and serve participants through the MW BCVB Bridge Academy located in Benton Harbor. MW BCVB provides adult learners flexible learning opportunities using self-paced online courseware in a proctored open classroom / learning lab designed for convenient drop-in. 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 selected to review proposals, and may include community partners, WDB members and administrative staff. Proposals are reviewed and rated 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 WIOA or subsequent legislation.

10. Executed Cooperative Agreements

As Michigan Works! Agencies are operating under the guidance from TIA, 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.

11. Funding

Entity responsible for the disbursement of grant funds (Grant Recipient)

Michigan Works! Berrien-Cass-Van Buren (MWBCVB) d.b.a Kinexus, 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 regional job seekers. MW BCVB meets the needs of SW Michigan employers by creating and delivering exceptional workforce solutions.

Mr. Todd Gustafson, Chief Executive Officer
Michigan Works! Berrien • Cass • Van Buren
330 W. Main Street
Benton Harbor, MI 49022
Phone Number: 269-927-1064
tgustafson@kinexus.org

12. Awarding sub-grants and contracts

Michigan Works! BCVB will follow TIA Policy Issuance 15-12 last issued July 16, 2015. All procurements utilizing funds received from the Talent Investment Agency, State of Michigan must comply with applicable Code of Federal Regulations and Talent Investment Agency, State of Michigan guidelines for procurement/ request for proposal. All procurement/ RFP transactions will be conducted in a manner that provides full and open competition.

13. High Performing Board

13.1 Effectiveness and Continuous Improvement

Michigan Works! Berrien-Cass-Van Buren WDB 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 database software including Salesforce and Crosslead. These platforms allow for real-time analysis of agency activities and regional outreach and impact, facilitating process improvement and allowing for the generation of regular reports. The board has a master black belt and green belts in Six Sigma on staff and have implemented the Kinexus 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.

In order to achieve these ends, the Michigan Works! Berrien-Cass-Van Buren Workforce Development Board employs the following strategies:

- Michigan Works! Berrien-Cass-Van Buren 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; and
- Local government officials.
- The Michigan Works! Berrien-Cass-Van Buren 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 local to ensure that the Board is governed by 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 agency staff;
 - Professional development for Board members is both available and strongly encouraged;
 - Michigan Works! Berrien-Cass-Van Buren furnishes comprehensive year-end reports to all Board members to share with their respective organizations, businesses, and/or constituents.

13.2 Allocation of One-Stop Infrastructure Funds

Michigan Works! BCVB will maintain the current One-Stop mandatory partners. An agreement, in the form of an MOU, on shared costs to fund infrastructure of the One-Stops will be implemented with each partner co-located in the One-stop as well as those core partners who access services but not co-located.

13.3 Roles and Contributions of One-Stop partners

The development of an MOU between partners and One-Stop service center have been developed and provide a description of roles and contributions concerning the operation of the One-stop. They define clear guidance for effective coordination and collaboration of programs, services, and shared costs.

14. WIOA Section 134 Adult and Dislocated Training Services

14.1 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 will follow the Michigan Works! BCVB ITA policy.

Individuals will be made aware of high demand employment opportunities and the local training programs and providers that are eligible to receive ITA funds based off of the MiTraining Connect (MiTC). Qualified career coaches will assist the individual in navigating through program requirements, FAFSA options, and the training programs placement rates but 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 GED and are both eligible and suitable for training. To ensure the individual is able to make an informed choice on the desired training program and provider the assigned career coach will assist them with:

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

15. Technology-enabled intake and Case Management System

Michigan Works! Berrien-Cass-Van Buren has a technology-enabled intake program that will recognize participation across various programs for reporting systems. Michigan Works! Berrien-Cass-Van Buren recognizes this will improve the efficiencies of our business processes and drive a high quality operating performance of case management. In conjunction with OSMIS, both databases will lead to high impact, high performance case management and has the ability to track integrated services across programs. OSMIS internal controls, such as limiting administrative access, disallow the manipulation of data and lead to more accurate performance reports.

16. Local Priority of Service

Michigan Works! Berrien-Cass-Van Buren will employ a priority system where a tier of determination for services will be followed if a local priority system is needed, 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 adults enrolled in WIOA who are not low income, public assistance recipients, are basic skills deficient or lack significant barriers to employment.

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SECTION II: Negotiated Local Levels of Performance for Program Years 2018 and 2019

| 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 |

SECTION III: Public Review and Comment

1. Review, Comment, and Publication Documentation

The proposed plan was published for 30 days as per regulations and made available for public review and comments by external agencies and stakeholders, including businesses, labor organizations, educational institutions, and area residents. No comments were received.

The local plan is available in PDF format on the KINEXUS website www.kinexus.org; printed copies of the plan can be obtained by submitting a written request to Kinexus Policy, Kinexus/ 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) 2016 thru 2019 will include accommodations or special requests of the plan in alternate formats, such as large print, audiotope, etc. In addition, a public meeting concerning the plan will comply with physical access requirements of the ADA.

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POWERED BY:



**EMPLOYMENT SERVICE PLAN
WAGNER-PEYSER
(PY) 2018**

July 1, 2018 to June 30, 2019

Michigan Works! Agency (MWA) Contact Person:

Michigan Works! Berrien-Cass-Van Buren
MWA Number: 05
Lily Brewer, Senior Director of Talent
499 W. Main Street
Benton Harbor, MI 49022
(800) 533-5800 Ext. 1172
(269) 927-2902 FAX
brewerl@kinexus.org

Merit-Based Service Provider

| 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 |

Provision of Wagner-Peyser and Labor Exchange Services

Description of Services to be 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 using the Three Tiers:

- **Self-Service using the Michigan Talent Connect System:**

All of 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.

- **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.

- **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 to 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. Staff assisted 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 employer.

A total of 2 staff will be available to provide these services. It is not estimated that staffing levels will vary but will be reviewed if a demand exists for scheduling changes.

Unemployment Insurance (UI) Work Test:

There are two requirements contained within the UI Work Test. They are:

- **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>.

Re-employment Services and Eligibility Assessment (RESEA):

Michigan Works! Berrien-Cass-Van Buren has implemented the following RESEA protocol for all new UI claimants.

Only people referred from the UIA may receive services through the RESEA program.

- I. Claimant receives letter instructing them to call MWA by the date posted on the letter to schedule an RESEA appointment. We should hold the RESEA appointment with the claimant within 21 days after the “Letter Sent Date”. We should be flexible when scheduling the RESEA appoints. A claimant may not be rescheduled for an RESEA appointment.

A claimant may not be excused from participating in any RESEA activity or service.

A claimant who is a seasonal worker must attend and complete their RESEA activity.

Discovering that a claimant may be unable to work, unavailable to work, has refused offers of work, or is not seeking work must be reported in the OSMIS within 48 hours.

- II. Claimant calls Michigan Works

- ✓ TDS checks OSMIS Monday lists to verify “date posted” on the letter.
 - If claimant has not called by “date posted” on the letter – We share with the claimant, “The timeframe to schedule a RESEA appointment has passed. At this time, Michigan Works is unable to take action. UIA is automatically notified of “No Contact” 24 days after your letter sent date. You are encouraged to contact UIA at 1-800#. Also, please pay close attention to your mail and/or log in to you miwam account for notifications.”
 - If it is by the “date posted” on the letter – Please use the calendar on the HUB to track all scheduled RESEA appointments. Each site has access to their own site calendar. No more than 15 claimants should be scheduled and only schedule a maximum of three weeks from the “Letter Sent Date” out to accommodate a claimant’s schedule. Wednesday afternoons and Friday mornings are the times for all three sites. In regards to messaging, all we need to provide the job seeker is the time and date of their appointment and items they may need to bring with them to complete the ISS and proof of ID.
 - While still on the phone staff check to verify WP registration
 - If they have a reg, we remind them of their scheduled date.
 - If they have an existing WP registration, but it has been “Exited”, manually update the WP for the claimant. After the WP registration is updated, the

MWA can go back to the “RESEA Weekly File” to find that claimant and schedule the RESEA. This changes the status of the claimant on the “RESEA Weekly File” from “Pending Resolution” to “Resolved”.

- If they do not have a reg, we create one with them and then remind them of their scheduled date.
- After the OSMIS registration is verified, the RESEA scheduling information needs to be completed (date, time, MWA location for the RESEA. Once the scheduling information has been sent to the UIA, we must not make any changes. Report all data errors to the Quality Analyst.

III. Claimant reports

1. In the computer lab, claimant completes the following with staff assistance.
 - Orientation to MWA Services
 - LMI
 - Key Train – 2.5 hours of reemployment services
2. Once above is completed, the claimant meets one-on-one with a TDS to complete the following.
 - UI Eligibility Assessment
 - Confirmation of an Active Profile on the PMTC
 - Verification of the Monthly Work Search Form (#1583)
 - ISS should be completed according to the following:
 - ✓ **Client Characteristics** (Contact Info, Demographics, Veteran info, Program Participation)
 - ✓ This should automatically fill in from submitting profile on PMTC.
 - ✓ **Employment Goal:**
 - ✓ Type in the employment goal....Ex: Obtain fulltime employment with benefits.
 - ✓ Type in employment action plan....Ex: Attend trainings to improve employability.
 - ✓ **Assessment:**
 - ✓ This section is not necessary to complete.
 - ✓ **Action Plan:**
 - ✓ You may complete this section if you feel it will be helpful to the claimant.
 - ✓ Click on Create New Action Plan – complete this section.

IV. OSMIS data entry completed by TDS according to the RESEA Activity Training Manual within 48 hours.

1. Meticulous detailed case notes will be entered into the OSMIS system giving a full explanation of all interactions with the claimant throughout the process.

Participate in a System for Clearing Labor between the 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).

Services to Veterans:

As part of implementing Priority of Service for veterans and eligible spouses, it is the responsibility of MW BCVB staff to identify veterans and eligible spouses at each point of entry in the workforce development system. At a minimum, this may be accomplished by encouraging veterans and eligible spouses to self-identify. MW BCVB staff may also ask customers if they are a veteran or an eligible spouse.

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.)

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 Veterans Career Advisors. 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 Veteran Career Advisors;
- ✓ Veteran Career Advisors services are in addition to other One-Stop services provided by MWA staff.

If a veteran or eligible spouse jobseeker is interested in pursuing Veteran Career Advisors services, proceed 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.

Providing the Military Service Questionnaire: If a veteran or eligible spouse is interested in pursuing Veteran Career Advisor services, MWA staff must immediately provide jobseeker with a copy of the Military Service Questionnaire. 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 Veteran Career Advisors 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.

Reviewing Completed Military Service Questionnaire: MWA staff must immediately review all completed Military Service Questionnaires received to determine qualification for referral to a Veteran Career Advisor.

For a Military Service Questionnaire to be complete, Section 1 must include a full name and address, and either a telephone number or e-mail address (preferably both). Those qualified for referral to a Veterans Career Advisor Section 2A and 2B must be “Yes”.

After this determination is made, the reviewing MWA staff member must complete the “For Staff Use Only” section of the Military Service Questionnaire:

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

Jobseeker is Qualified to Receive Referral to Veteran Career Advisor Services: Jobseekers who are determined to be qualified to receive Veteran Career Advisors services must immediately be referred by MWA staff to the Veteran Career Advisor 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. REMINDER: OSMIS ID is required on the Military Service Questionnaire “For Staff Use Only.”
- ✓ Under “Enter Wagner-Peyser Services” section of the OSMIS, select “Referred to Veterans Career Advisor” and click on the “Continue” button at the bottom of the screen.
- ✓ Use the drop down menu to select the appropriate option. The most common selection will be “Referred due to significant barrier to employment.” The referred date must reflect the same date the questionnaire was completed. Click on “Enter.”
- ✓ During this process, the jobseeker will be referred to WIOA, so enter the service “Referred to WIA (WIOA) Services”.
- ✓ The MWA staff will notify the VCA of the referral and provide the customer’s Military Service Questionnaire to the VCA. The original is given to the VCA. A copy is kept in the VCA Referral Binder organized by month.
- ✓ The VCA will keep the customer’s Military Service Questionnaire on file for a period of three years in accordance with all applicable privacy policies and laws.

Customer is Not Qualified to Receive Referral to Veteran Career Advisor Services: For jobseekers who are determined not qualified to receive Veteran Career Advisor services, MWA staff must immediately:

- Inform the customer they do not qualify to receive VCA services.
- Continue to provide the customer with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Priority of Service.
- Keep all non-qualifying customers Military Service Questionnaires on file in accordance with all applicable privacy policies and laws for a period of three (3) years. Either a physical or electronic copy may be maintained.
- It is at the discretion of the MWA to retain copies of completed Military Service Questionnaire(s) that are forwarded to the VCA as part of the referral process.

Co-enrollment

It is both acceptable and encouraged that eligible veterans and eligible spouses be enrolled in any and 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:

Veteran's Priority of Service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining services.

- Examples:
 - A covered person receives access to the service, resource or training earlier in time than the non-covered person, or
 - If the service, resource, or training is limited, the covered person receives access to the service or resource before the non-covered person.

The Jobs for Veterans Act affords priority of service to cover veterans and eligible spouses over non-covered persons for the receipt of employment, training, and placement services provided under new or existing job training programs funded in whole or in part by the USDOL.

It is the responsibility of all MW BCVB staff to ensure that Priority of Service is carried out and all issues are reported to their management team.

Services Provided to Migrant and Seasonal Workers (MSWs):

In addition to the services provided to Veterans as described, migrant and seasonal workers will all be serviced through an integrated service delivery system. The delivery of employment and supportive services to migrant seasonal workers will be on a basis that is qualitatively equivalent and quantitatively proportionate to services provided to non-migrant seasonal 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 have staff available fluent in Spanish.

Additional Services

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.