

# WORKFORCE DEVELOPMENT BOARD QUARTERLY MEETING AGENDA

**Thursday, February 20, 2025 from 9:00-10:30 a.m.**

## In-Person Meeting

Upjohn Institute, 300 S. Westnedge Ave, Kalamazoo, MI 49007

Note: Members must attend in-person to participate in voting

### Public Access is available at:

<https://us02web.zoom.us/j/88169921610?pwd=dAE049aGbkz0paK7KOtAVaNYDteg3v.1>

Meeting ID: 881 6992 1610 Passcode: 853225

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- I. CALL TO ORDER / INTRODUCTIONS** Jackie Murray, Chair
- II. RECOGNITIONS** Jakki Bungart-Bibb/Amy Meyers  
A. Shining Stars – November, December, January
- III. TRANSPARENCY & INTEGRITY OF WDB DECISIONS** Kathy Olsen
- IV. PUBLIC TIME**
- V. MINUTES** (*Vote Required*)  
A. January 16, 2025 WDB Executive Committee Meeting Minutes (*Exhibit A*)
- VI. COMMITTEE REPORTS**  
A. Monitoring and Evaluation Committee Brian O'Donnell  
B. Disability Awareness Resource Team (DART) John Fiore
- VII. NEW BUSINESS**  
A. WDB Plans (*Vote Required*) Amanda Rosenberg  
1. *Going PRO Talent Fund Program Administration*  
*FY 2025, Cycle 1, Jan 1, 2025 – Sept 30, 2026* (*Exhibit B*)  
B. WDB Policies (*Vote Required*) Kathy Olsen  
1. WDB Policy 24 Rev 09 Grievance and Complaint Handling (*Exhibit C1 – C3*)
- VIII. PROGRAM**  
Recent Trends & a Vision for the Future – Focus on MW! Southwest Service Area  
Mike Horrigan, President, Upjohn Institute for Employment Research

**IX. STAFF REPORTS**

- A. Business Services Update, Dashboard (*Exhibit D*) and Lightcast Data Analytics (*Exhibit E*) Ashley Iovieno
- B. Operations Update & Dashboard (*Exhibit F*) Amy Meyers
- C. Director Updates Jakki Bungart-Bibb

**X. OLD BUSINESS**

**XI. PUBLIC TIME**

**XII. MEMBERS' TIME**

**XIII. UPCOMING MEETINGS**

- A. Full Workforce Development Board – Thursday, May 15, 2025 (9:00-10:30 am)  
At a location in Branch County
- B. Executive Committee – Thursday, March 20, 2025 (9:00-10:30 am)  
At the Upjohn Institute, 300 S. Westnedge Ave, Kalamazoo, MI 49007
- C. Career Educational Advisory Council (CEAC) – Monday, March 17, 2025 (1:00-3:00 pm)  
At Upjohn Institute, 300 S Westnedge Ave, Kalamazoo, MI 49007
- D. Disability Awareness Resource Team (DART) – Tuesday, April 8, 2025 (2:00-4:00 pm)  
At Upjohn Institute, 300 S. Westnedge Ave, Kalamazoo, MI 49007
- E. Monitoring & Evaluation Committee – Thursday, April 24, 2025 (3:30-5:00 pm) **Note Time**  
MW! Service Center, 200 W. Van Buren Street, Battle Creek, MI 49017

**XIV. ADJOURNMENT**

Jackie Murray, Chair

**Workforce Development Board  
Executive Committee Meeting Minutes  
January 16, 2025**

**CALL TO ORDER:** Workforce Development Board Chair, Jackie Murray, called the meeting to order at 9:01 a.m. at the Michigan Works! Service Center, 200 W. Van Buren Street, Battle Creek, Michigan.

**WDB Members Present:**

Randall Hazelbaker (PS)* <sup>∇</sup>	Jackie Murray (PS)*	<sup>∇</sup> Virtual
Dustin Scharer, alternate for Kris Jenkins (Educ)*	Brian O'Donnell (PS)*	* Exec Committee
Dave Maurer (PS)* <sup>∇</sup>	Frank Tecumseh*	

**WDB Executive Members Absent**

None

**Center for Workforce Innovation and Solutions / Michigan Works! Southwest Staff Present:**

Jakki Bungart-Bibb	Amy Meyers	Jennifer Teske
Drew Duncan	Kathy Olsen	Mark Waurio <sup>∇</sup>
Ashley Iovieno	Amanda Rosenberg	

**Guests Present:**

Jim Benton (KRESA)	Sam Larey, Legislative Director	Kristine Stevens (GOCC) <sup>∇</sup>
Blaine Farr (WDI) <sup>∇</sup>	for Rep Steve Frisbie <sup>∇</sup>	Amanda Sutherland (KRESA)
Logan Foreman, staff for Rep. Julie Rogers <sup>∇</sup>	Ben McLeod, Field Rep for Congressman Bill Huizenga	

**PUBLIC TIME**

No comments.

**TRANSPARENCY & INTEGRITY OF WDB DECISIONS**

Kathy Olsen asked members present if there were any items on the agenda for which a conflict of interest or a potential conflict of interest exists; and if so, the conflict should be declared at this time. There were none.

**APPROVAL OF MINUTES (Exhibit A)**

**Motion made by Brian O'Donnell and supported by Frank Tecumseh to approve the December 3, 2024 WDB Annual Workforce Development Board meeting minutes. Motion carried.**

**PUBLIC TIME**

No comments

**COMMITTEE REPORTS**

No reports.

**NEW BUSINESS**

**Plans (Exhibits B1 – B3)**

Amanda Rosenberg requested Board consideration and approval of three workforce development plans included as Exhibits B1 through B3 in the agenda packet. The plans included the following: **FY24 GF/GP Funding for**

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***Young Professionals Plus (YPP) Initiative*** as described in Exhibit B1, the ***Michigan Works! System Plan 2025 Update*** as described in Exhibit B2, and the ***FY25 Trade Adjustment Assistance (TAA) Plan*** as described in Exhibit B3.

**Motion made by Frank Tecumseh and supported by Brian O'Donnell to approve the FY24 GF/GP Funding for Young Professionals Plus (YPP) Initiative, the Michigan Works! System Plan 2025 Update, and the FY25 Trade Adjustment Assistance (TAA) Plan. Motion carried.**

**WDB Policies** (*Exhibits C1 – C6*)

Kathy Olsen requested Board consideration and approval of two updated WDB policies.

***WDB Policy 5 Revision 09 Supportive Services and Needs Related Payments*** (*Exhibits C1-C3*)

She reported changes made to WDB Policy 5 Revision 09 Supportive Services and Needs Related Payments WDB Policy 5 Revision 09 Supportive Services and Needs Related Payments include minor edits to the language throughout the policy, updating references, and separating the background section into 'Background' and 'Purpose'. Other changes were made to align with recently released State policy. Those changes included adding language under Section 6.a. 'WIOA' to allow for food allowances from sources other than WIOA; changing National Emergency Grant (NEG) to Dislocated Worker Grant (DWG) in Section 6.b.; and adding language in Section 6.d. 'Special Initiatives' to allow for food allowances and digital literacy access.

***WDB Policy 6 Revision 08 Procurement and Property Management*** (*Exhibits C4-C6*)

She reported changes made to WDB Policy 6 Revision 08 Procurement and Property Management included minor edits to the language throughout the policy, updating references, and separating the background section into 'Background' and 'Purpose'. Other changes were made to align with recently released State policy. Those changes included updating definitions, increasing the simplified acquisition threshold from \$5,000 to \$10,000 in Section I; and minor edits to terminology in Section II.

**Motion made by Brian O'Donnell and supported by Frank Tecumseh to approve the changes to WDB Policy 5 Revision 09 Supportive Services and Needs Related Payments and WDB Policy 6 Revision 08 Procurement and Property Management. Motion carried.**

**WDB and CEAC Action Items** (*Exhibits D, E and F*)

***WDB 2025 Meeting Calendar***

Kathy Olsen reported the WDB 2025 meeting calendar that was previously approved by the Board includes a meeting on June 19, 2025, which is a holiday. She proposed changing the meeting day/date to either Wednesday, June 18, 2025 or Friday, June 20, 2025. Members agreed to change the meeting to June 18, 2025.

***WDB Alternate Member Appointment*** (*Exhibit D*)

Kathy Olsen requested Board consideration and approval of the appointment of Bobby Beauchamp, Dean of Workforce Development at Kellogg Community College, as an alternate for Dr. Paul Watson, representing Education on the Workforce Development Board for the balance of a two-year term that began October 1, 2024 and ends September 30, 2026.

***WDB CEAC Member Change*** (*Exhibit E*)

Kathy Olsen requested Board consideration and approval the appointment of Bobby Beauchamp to the WDB Career Educational Advisory Council, as an education representative, replacing Dr. Dennis Baskin and his alternate Scott Cubberly, for the balance of a two-year term that began July 1, 2024 and ends June 30, 2026.

***CEAC 2025 Meeting Calendar*** (*Exhibit F*)

Kathy Olsen requested Board consideration and approval as required by State policy of the 2025 Career Educational Advisory Council (CEAC) meeting calendar.

**Motion made by Frank Tecumseh and supported by Brian O’Donnell to approve the change the June meeting date for the Executive Committee from Thursday, June 19 to Wednesday, June 18, 2025; the appointment of Bobby Beauchamp, Dean of Workforce Development at Kellogg Community College, as an alternate for Dr. Paul Watson, representing Education on the Workforce Development Board for the balance of a two-year term that began October 1, 2024 and ends September 30, 2026; the appointment of Bobby Beauchamp to the WDB Career Educational Advisory Council, as an education representative, replacing Dr. Dennis Basking and his alternate Scott Cubberly, for the balance of a two-year term that began July 1, 2024 and ends June 30, 2026; and the CEAC 2025 meeting calendar as presented.**

### **Request for Proposal Update**

Amanda Rosenberg provided a follow-up report pertaining to the procurement of a merit based provider for the delivery of Wagner-Peyser Employment Services. She extended gratitude from the staff to the Board members who committed their time to review proposals received for this request for proposal. As a result of the staff and committee reviews held in December 2024, West Michigan Works!, a division of ACSET, which stands for Area Community Services Employment and Training Council, a public merit based organization, it was recommended to move forward to contract negotiations for service delivery beginning July 1 of 2025. Sub awarding this program delivery is in response to the final rule released by the USDOL in November of 2023, which requires that all services of the Wagner-Peyser Act be provided by merit staff.

### **STAFF REPORTS**

#### **Business Solutions Update, Dashboard (*Exhibit G*) and Lightcast Data Analytics (*Exhibit H*)**

Ashley Iovieno provided a Business Solutions update that included data pertaining to employers served, the Going PRO Talent Fund, unemployment rates, and job demand, as well as information regarding expanded unemployment benefits, the Sturgis Career Opportunities Expo, and changes to the annual National Apprenticeship Week.

**Employers served** –The number of employers served, and the services provided through the end of 2024 is reported in the upper left-hand corner of the Business Solutions Dashboard (*Exhibit G*)

**Going PRO Talent Fund** – The Going Pro Talent Fund numbers on the Dashboard (*Exhibit G*) are from the FY2025 Cycle 1 application period. MW! Southwest submitted 55 applications and 31 were awarded, and of those 31, there were two employers with tax obligations which needed to be cleared up by the Department of Treasury. MW! Southwest received an award letter this week for one of those employers and anticipate the second employer to be in good standing shortly. The total awarded is just under \$2 million. In comparison to FY24 Cycle 1 applications, MW! Southwest had the same number of employers awarded, however the total amount was approximately \$175,000 less.

**Unemployment Rates** - Unemployment rates for November 2024 were listed on the Business Solutions Dashboard (*Exhibit G*). The Michigan Unemployment rate was reported to be 4.8%, with the national rate being 4.2% and the four counties in the Michigan Works! Southwest service area ranged from 4.2% to 5%, with Branch County at 4.3%, Calhoun County at 5%, Kalamazoo County at 4.2%, and St Joseph County at 4.6%.

**Job Demand** - The most recent Lightcast reports (*Exhibit H*) were included in the email sent to Board members with the agenda packet. A link to the report can also be found on the Michigan Works! Southwest website under the Resources tab. The same positions remain in demand as in the last several months, with registered nurses, medical assistants and fast food and counter workers all in most demand; and the employer job postings match this data. There were 482 unique postings in the area, lower than previous months, which is to be expected at the end of the calendar year.

**Expanded Unemployment Benefits** - Toward the end of 2024 there was a series of legislative bills that were passed at the State level. This includes Senate Bill 40 which expands unemployment benefits from a 20-week eligibility to 26 weeks. This bill puts Michigan in alignment with other states. Michigan was only one of 12 states



that limited unemployment to 20 weeks. This bill also increases the potential maximum unemployment benefit amount from \$362 a week to \$614 a week. The increase will occur gradually over the next three years.

***Sturgis Career Opportunities Expo*** – The first student career event for 2025 will be the Sturgis Career Opportunities Expo that is scheduled for March 12, 2025 from 9:00 a.m. to 4:00 p.m. at Sturgis High School. MW! Southwest is partnering with the Sturgis Area Chamber of Commerce and Sturgis High School for this event. Students will have the opportunity to explore careers in the morning which will be followed by a hiring fair component in the afternoon for the employers. MW! Southwest is sponsoring the event and Lynn Page, Business Solutions Coordinator in St. Joseph County is providing assistance through a planning committee position.

***National Apprenticeship Week*** – In 2025 and thereafter, the National Apprenticeship Week is moving from November to April. In 2025 it will be celebrated on April 30 and the following year, the celebration will move back to a week-long celebration. The dates are April 26 - May 2, 2026; April 25 – May 1, 2027; and April 23 – April 29, 2028. This change will also eliminate future Youth National Apprenticeship celebrations as both celebrations will be rolled into one event each year.

### **Operations Update and Updated Dashboard (*Exhibit I*)**

Amy Meyers reported the Partnership.Accountability.Training.Hope. (PATH) program, the Food Assistance Employment and Training (FAE&T) program, and the Barrier Removal Employment Success (BRES) program were recently monitored by the State. There was no corrective action required for this monitoring. She thanked local staff for their efforts in providing services and their assistance with the monitoring visit. During this monitoring, MW! Southwest had the opportunity to have staff from the Department of Health and Human Services (DHHS) participate in the process and great feedback was received regarding program orientation. Staff also received some recommendations to update language in the orientation materials that were monitored to better align with the State requirements. However, she noted that staff had already identified and addressed these changes. Overall, it was a great monitoring visit with great outcomes.

### **Directors Report**

#### Federal Updates

Jakki Bungart-Bibb reported Congress passed a second Continuing Resolution (CR) on December 20, 2024, averting a government shutdown and extending funding through March 14, 2025. She noted that there was a push to reauthorize WIOA through this CR, and a bipartisan bill was put forward; however, it did not make it into the CR. This means that WIOA reauthorization is back to ‘square one’. Staff do not anticipate any real movement on this until the new administration takes office and it is unknown whether this will fall on the priority list for the new administration.

She further reported that Representative Tim Walberg was recently selected to serve as the chairperson of the House Committee on Education and Workforce. Representative Walberg’s representation covers the MWSW service area. Staff have met with him or his staff several times to discuss the work of MWSW and share success stories. He has a strong interest in workforce development and is supportive of the work of workforce development. Staff are hopeful that his position on this committee will help to keep workforce development and WIOA reauthorization a key priority.

#### MW! Association

The Michigan Works! Association and the advocacy committee will be meeting with Representative Walberg, as well as many other lawmakers over the next several months. The annual advocacy day will take place in the coming months where MW! staff will meet with lawmakers in Lansing. Additionally, staff will meet with lawmakers in DC when they are attending the annual National Association of Workforce Boards (NAWB) forum in March. These forums will provide multiple opportunities to share the great work of Michigan Works! and especially the work of MW! Southwest.

Along with that same topic of advocacy, the Michigan Works! Association is working to finalize legislative priorities for 2025. The Going Pro Talent Fund (GPTF) continues to be a priority, and it is believed that the Skills Training Fund will also be a priority. These two fund sources are more flexible, and both provide staff with the opportunity to serve both job seekers and employers in diverse ways. Staff work closely with Michigan’s Department of Labor and Economic Opportunity (LEO) to align legislative priorities and to have a collective and consistent voice when meeting with the lawmakers. She reported that the Association’s advocacy priorities will be shared with Board members once they are finalized and that she will keep members posted on the progress of the advocacy efforts.

**OLD BUSINESS**

None.

**PUBLIC TIME**

Amanda Sutherland reported that the Earned Sick Time Act (ESTA) is expected to take effect on February 21 of this year and questioned its effect on participants placed in work experience opportunities that are only a few weeks in length. Another member expressed similar concerns for student workers in the schools. Others present expressed additional concerns regarding some of the vague language, as well as the cumbersome record keeping requirements. It was reported that there are currently four State bills proposed to modify this legislation: two in the House, HB4001 and HB4002, and two in the Senate, SB8 and SB15. Staff offered to share the concerns expressed during the discussion with legislators.

**MEMBERS’ TIME**

No comments.

**UPCOMING MEETINGS**

Jackie Murray referred members to the list of upcoming WDB meetings that were listed on the agenda.

- Full Workforce Development Board – Thursday, February 20, 2025 (9:00-10:30 am) at the Upjohn Institute, 300 S. Westnedge Avenue, Kalamazoo, MI 49007
- Executive Committee – Thursday, March 20, 2025 (9:00-10:30 am) at the Upjohn Institute, 300 S. Westnedge Ave, Kalamazoo, MI 49007
- Monitoring & Evaluation Committee –Thursday, January 23, 2025 (8:00-9:30 am) at the MW! Service Center, 200 W. Van Buren Street, Battle Creek, MI 49017
- Disability Awareness Resource Team (DART) – Thursday, February 13, 2025 (2:00-4:00 pm) at Upjohn Institute, 300 S. Westnedge Ave, Kalamazoo, MI 49007
- Career Educational Advisory Council (CEAC) – Monday, March 17, 2025 (1:00-3:00 pm) at Upjohn Institute, 300 S Westnedge Ave, Kalamazoo, MI 49007

**ADJOURNMENT**

There being no other reports or business for the Board, the meeting was adjourned at 9:51 a.m.

\_\_\_\_\_  
Kathy Olsen Date

\_\_\_\_\_  
Jackie Murray Date

**APPROVED**

These minutes were approved on \_\_\_\_\_

**Going PRO Talent Fund (Talent Fund) Program Administration Fiscal Year (FY) 2025 Cycle I,  
 the Period of January 1, 2025 through September 30, 2026**

**PI: 25-09**

The Going PRO Talent Fund FY 2025 Cycle 1 provides individuals with employment, industry recognized credentials, and strong wages through competitive awards to employers to assist in training, developing, and retaining new and current employees. The Talent Fund helps to ensure Michigan’s workers have the skills they need for in-demand jobs and employers have the talent they need to compete and grow. Talent Fund-supported training expands and improves employees’ skills and develops their opportunities for growth or promotion within the company and for economic advancement.

**Training**

Training funded by the Talent Fund FY 2025 Cycle 1 must fill a demonstrated talent need experienced by an eligible participating employer. Training must lead to a credential for a skill that is transferable and recognized by the industry. Allowable training includes:

- Classroom or customized training for new and current employees
- On-the-job training for new employees
- Apprenticeships for first-year United States Department of Labor (USDOL) Registered Apprentices (new and current employees)

**Funding**

MWAs receive an award of Talent Fund funding based on the total number of company applications approved for funding.

**Funding Summary**

	<b>Funding Levels</b>
Total Allocation	\$1,984,526.00
Award Amount	\$1,854,697.00
Administration	\$129,829.00

Source: PI: 25-09, 2/11/2025

**Technical Information**

<b>Program Title/Number</b>	Going PRO Talent Fund Program Administration Fiscal Year (FY) 2025 Cycle I/PI: 25-09
<b>Funding Source</b>	State Funds
<b>Funding Level</b>	\$1,984,526.00
<b>Duration</b>	January 01, 2025 – September 30, 2026
<b>Reference</b>	State of Michigan; LEO PI: 25-09; 2/11/2025
<b>CFDA Number</b>	N/A



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Workforce Development Board Policy Revision Summary  
February 20, 2025

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**WDB Policy 24 Rev 09 – Grievance and Complaint Handling**

Changes were made to align with a recently released State policy. Those changes are as follows:

- References were updated.
- Definitions were moved from the Policy section and added to a Definitions section.
- Section I.A. – Discrimination - The 'Office of External Enforcement' was added to the mailing address and directions for faxing a Discrimination complaint were added to the policy.
- Section IX.C. – Wagner-Peyser and Employment Related Complaints – minor edits were made to comply with language in the State policy.

**Workforce Development Board** **WDB Policy 24 R09**

**AUTHORITY:** The Michigan Works! Southwest Workforce Development Board is established under the Workforce Innovation and Opportunity Act of 2014, and subsequent changes. The Board is assigned the responsibility to set policy for the workforce investment system within the local area.

**ORDER OF PRECEDENCE:** Where any part of this policy shall be determined to conflict with any federal, state, or local policy, the federal, state, and then local policy shall take precedence without affecting any other part or parts of this policy.

**Grievance and Complaint Handling**

**EFFECTIVE DATE** 02-xx-2025

**BACKGROUND** All persons who are applicants for, or recipients of, services funded by Workforce Development, State of Michigan, and all sub-grantees, subcontractors/subrecipients, service providers, One Stop partners, employees, participants, providers of training services, employer-based training employers, and other interested parties shall be afforded the opportunity to resolve, by means of administrative process, any alleged violation of state and federal policy and/or regulations, including those of discrimination and retaliation, related to the programs assigned to the Michigan Works! Southwest Area.

To ensure compliance it is critical that local Workforce Development Boards (WDB), Michigan Works Agencies and service providers/subrecipients establish written policies and procedures that implement the state and federal policies, procedures and regulations for handling grievances and complaints.

**PURPOSE** To address the requirement for the development of a local policy for handling grievances and complaints that is consistent with federal regulations, state policies, and other WDB policies.

**SCOPE** All workforce development programs, services and activities under the auspices of the Michigan Works! Southwest Workforce Development Board.

**REFERENCES** Michigan Department of Labor and Economic Opportunity Workforce Development , Complaint and Grievance Policy Issuance 22-05 change 2 and subsequent changes

Michigan Department of Labor and Economic Opportunity Workforce Development, Policy Issuance 18-09 change 1 and subsequent changes Nondiscrimination and Equal Opportunity Requirements

Title VII of the Civil Rights Act of 1964, as amended and the Michigan Civil Rights Act

Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 P.L. 104-193

Workforce Innovation and Opportunity Act (WIOA) of 2014, sections 106(b) (5) and 181(c)

29 Code of Federal Regulations (CFR) Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA and subsequent changes

Temporary Assistance to Needy Families (TANF) Regulation, 45 Code of Federal Regulations (CFR) 261.70

Food and Nutrition Act of 2008

Michigan Department of Labor and Economic Opportunity Workforce Development, Trade Adjustment Assistance (TAA) Comprehensive Manual, May 10, 2019 and subsequent revisions

Michigan Department of Labor and Economic Opportunity Workforce Development, Employment Service Manual, March 10, 2022 and subsequent revisions

## DEFINITIONS

**Complaint** - A complaint is an informal, verbal or written, allegation of discriminatory or unequal treatment, as well as retaliation

**Grievance** - For purposes of this policy, and consistency with state policy, a grievance is defined as a written complaint that has not been resolved through informal processes, filed in accordance with the established policy and procedures.

## POLICY

### I. Discrimination vs. General Complaint

- A. **Discrimination** - For cases of alleged discrimination and cases of retaliation for filing a complaint of alleged discrimination, those complaints should be directed to Mr. Matthew Shilling, Equal Opportunity Officer, Michigan Department of Labor and Economic Opportunity at [LEO-EO-Discrimination-Complaint@michigan.gov](mailto:LEO-EO-Discrimination-Complaint@michigan.gov)  
or  
Director, Civil Rights Center (CRC), ATTENTION: Office of External Enforcement, U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington DC 20210  
or  
Fax to: 202-693-6505, ATTENTION: office of External Enforcement (limit of 15 pages) as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).
- B. **General Complaint** - To investigate and resolve a general complaint, the complaint procedures for the affected organization(s) shall be followed and the full appeal process exhausted in an attempt to reach a satisfactory informal resolution.
- C. If an informal solution cannot be reached with the person or organization against whom the complaint is made, an official grievance may be filed.

### II. Implementation

- A. Michigan Works! Southwest shall develop, maintain, and make available to participants, sub-grantees, subcontractors/subrecipients, service providers, employees, One Stop partners, providers of training services, and other

interested parties, a procedure, consistent with state policies and federal regulations, for the notification of Equal Opportunity (EO) is the Law and the handling of complaints and grievances, including complaints of discrimination and retaliation, that involve programs, activities and/or services administered by Michigan Works! Southwest, funded by Workforce Development (WD), State of Michigan, and other state and federal agencies, and under the auspices of the Michigan Works! Southwest Workforce Development Board.

1. An opportunity to resolve complaints informally before they become grievances shall be made available to participants and interested parties.
2. The content of this policy and the related procedures shall be provided to the affected parties in the following manner:
  - a. **Participants:** shall receive copies of the current EO is the Law Notice and the local Grievance and Complaint Procedures as part of the enrollment process. Participants shall sign and date a document acknowledging receipt of the Notice and Procedures and agreement to follow the procedures as outlined.
  - b. **Subcontractors:** information shall be included in the contract language and copies of the current EO is the Law Notice and the local Grievance and Complaint Procedures shall be attached. A signed acknowledgement of receipt of the Notice and Procedures and agreement to follow the procedures shall be included in the signed contract.
  - c. **Subgrantees:** same procedure as item b above.
  - d. **Service Providers:** same procedure as item b above.
  - e. **Employees:** shall receive copies of the current EO is the Law Notice and the local Grievance and Complaint Procedures at the time of hire. Employees shall sign and date a document acknowledging receipt of the Notice and Procedures and agreement to follow the procedures as outlined at the time of hire and annually thereafter during the first quarter of a program year.
  - f. **One-Stop Partners:** the information shall be included in the Memorandum of Understanding (MOU) or other signed agreements with Michigan Works! Southwest. Copies of the current EO is the Law Notice and Grievance and Complaint Procedures shall be attached.
  - g. **Providers of Training Services:** shall be made aware of Michigan Works! Southwest's current EO is the Law Notice and Grievance and Complaint Procedures and direct Michigan Works! Southwest participants with related concerns to the Michigan Works! Southwest Agency. All Requests for Proposals for training services and the resulting contracts shall include the current EO Notice and the local policies and procedures, as well as the location where the documents can be reviewed.
  - h. **Employer-Based Training Employers:** information regarding the current EO is the Law Notice and the local policies and procedures shall be included in the contract language and copies of the current EO is the Law Notice and Grievance and Complaint Procedures shall be attached. The location where the documents can be reviewed shall also be included in the contract.
  - i. **Other Interested Parties:** The current EO is the Law Notice and Grievance and Complaint Procedures will be posted in the One

Stop Service Centers in areas accessible to the public, in areas where services are provided, and in administrative areas. Hard and/or electronic copies shall be made available upon request.

- B. Grievance and complaint handling procedures, including procedures for addressing discrimination and retaliation complaints, shall include a clear progression of actions to be taken in the resolution of a complaint or grievance that includes an opportunity to resolve complaints informally at the lowest level before they become an official grievance.
- C. Michigan Works! Southwest and its subrecipients shall ensure participants and other interested parties sign and date documentation acknowledging receipt of the Michigan Works! Southwest EO is the Law Notice and the Grievance and Complaint Procedures. (See Section II.A.2. of this policy for list.) The documentation shall be maintained for review by the Michigan Department of Labor and Economic Opportunity and other applicable entities according to state and federal policy requirements. (See item G of this subsection.)
- D. Persons enrolled in the Trade Adjustment Assistance (TAA) Program shall also receive a written copy of the Request for Redetermination Procedures. These are the procedures that shall be followed when requesting a redetermination of a TAA training, job search, and/or a relocation service decision.
- E. The EO is the Law Notice, the Grievance and Complaint Procedures and the TAA Request for Redetermination Procedures shall be accessible to individuals with disabilities.
- F. Where a significant number or proportion of individuals with limited English proficiency (LEP) exist, a reasonable effort shall be made to assure that the EO is the Law Notice, the Grievance and Complaint Procedures and the TAA Request for Redetermination Procedures is provided to and understood by individuals with limited English proficiency (LEP).
- G. All locally developed grievance and complaint policies, procedures, signed acknowledgements, and related documentation shall be maintained and available for review by the Michigan Department of Labor and Economic Opportunity.

### III. Accessibility

All processes required by this policy are to be made available in hard copy and/or posted on the Michigan Works! Southwest website and must be accessible to persons with disabilities or other barriers as required by law.

### IV. Language Barriers

Where a significant number or proportions of limited English speaking individuals exist, the local grant recipients are responsible for making a reasonable effort to assure that the information in this policy will be provided to and understood by limited English speaking individuals who seek information regarding the grievance procedure.

### V. Posting

Complaint and Grievance procedures must be posted and accessible in areas where administration and program services are provided.

### VI. Monitoring/Tracking of Complaints and Grievances

Michigan Works! Southwest and its subrecipients shall maintain a monitoring and tracking system to document grievances received and their disposition.

- A. Records of grievances shall be reported and maintained according to state policy and federal regulations.
- B. Records of grievances shall be maintained for a period of three years and the retention period shall begin on the date of the Michigan Department of Labor and Economic Opportunity acceptance of the final closeout report for the applicable grant or contract.
- C. Records shall be retained beyond three years if any litigation or audit is begun, or if a claim is instituted involving the grant or contract covered by the records prior to the end of the retention period. In these instances, the records shall be retained until the litigation, audit or claim has been resolved.

**VII. Appeal of Funding Determinations**

- A. Individuals, agencies, and/or organizations responding to a solicitation for the delivery of administrative and/or workforce development programs, services and/or activities may appeal the funding decision using the Michigan Works! Southwest Request for Proposal (RFP) Appeal Procedure.
- B. These appeal procedures, or summary thereof, shall be included in the solicitation documents.

**VIII. Appeal of State Level Monitoring Findings**

Michigan Works! Southwest may appeal non-designation of local areas, monitoring findings, incident report findings, single audit resolution findings/issues, and other matters related to State Workforce Investment programs by filing an appeal with the Michigan Department of Labor and Economic Opportunity within 30 days of the adverse decision using the procedures established by the Michigan Department of Labor and Economic Opportunity.

Other interested parties may not appeal the Michigan Department of Labor and Economic Opportunity findings directly with the Michigan Department of Labor and Economic Opportunity. To the extent that interested parties are affected by a Michigan Department of Labor and Economic Opportunity decision, the interested parties shall first file a grievance using the local level procedures outlined in the Michigan Works! Southwest Grievance and Complaint Procedures.

**IX. Special Provisions**

- A. Equal Opportunity: Complaints alleging violation of the nondiscrimination and equal opportunity (EO) provision of state/federal grant programs shall be resolved in accordance with the WDB Nondiscrimination and Equal Opportunity (EO) Policy 25 and subsequent revisions.
- B. Jurisdiction: Temporary Assistance to Needy Families (TANF) and Food Assistance program applicant and recipient grievances shall be handled in accordance with Michigan Works! Southwest or the Michigan Department of Health and Human Services (MDHHS) procedures, as appropriate, given the nature of the grievance.
- C. Wagner-Peyser and Employment Related Complaints: complaints involving employment services activities funded by the Wagner-Peyser Act shall be resolved in accordance with the procedures outlined in the Employment Service (ES) Manual. Employment related complaints, including but not limited to, employer wage and hour concerns, migrant farm worker or veteran complaints, and other general labor laws, shall also be handled in



accordance with the grievance procedures outlined in the State of Michigan Employment Services (ES) Manual. The ES Manual and assistance with this type of complaint is available at the Michigan Works! Southwest Service Centers.

- D. Criminal Conduct: known or suspected fraud, abuse, or criminal conduct under the Workforce Innovation and Opportunity Act (WIOA) shall be reported in accordance with the incident reporting guidelines issued by the Michigan Department of Labor and Economic Opportunity.
- E. Dual Enrollments: For grievances that involve participants who are dually enrolled in any of the Michigan Works! Southwest workforce development programs funded by the Michigan Department of Labor and Economic Opportunity, the Michigan Works! Southwest Agency shall:
  1. Determine the funding source supporting the activity or program being grieved, and
  2. Resolve the grievance using the appropriate program grievance procedure.
- F. TANF Displacement: A grievance may be filed by an affected individual if (1) a recipient of TANF is placed in a position when any other individual is on layoff from the same or any substantially equivalent job; or (2) if the employer has terminated the employment of any regular employee or otherwise caused an involuntary reduction of its workforce in order to fill the vacancy created with a TANF recipient.
- G. WIOA Displacement: A grievance may be filed by a regular employee displaced by a WIOA participant who is placed in an employment activity operated with WIOA funds. A grievance may also be filed by a WIOA participant in an employment activity if the participant is displaced.
- H. Binding Arbitration/Collective Bargaining: WIOA participants alleging a labor standards violation shall have the opportunity to submit the grievance to a binding arbitration procedure if the applicable collective bargaining agreement provides that opportunity.

**INITIAL EFFECTIVE DATE** 7/1/2007

<b>APPROVED</b>		
<b>Initial Policy:</b>	WDB Executive Committee	10/4/2007
<b>Revision 01</b>	WDB Executive Committee	12/3/2009
Updated Name of RFP Appeal Procedures		9/10/2010
<b>Revision 02</b>	WDB Executive Committee	10/6/2011
<b>Revision 03</b>	WDB Executive Committee	8/2/2012
<b>Revision 04</b>	WDB Executive Committee	1/9/2014
<b>Revision 04:</b>	WDB Executive Committee	10/15/2014 <i>(All WDB policies accepted to apply to all four counties)</i>
<b>Revision 05</b>	WDB Executive Committee	6/17/2015
<b>Revision 06</b>	WDB Executive Committee	4/12/2019
<b>Revision 07</b>	WDB Executive Committee	5/19/2022
<b>Revision 08</b>	WDB Executive Committee	7/20/2023
<b>Revision 09</b>	WDB	2/xx/2025

**EXPIRATION** Ongoing

Workforce Development Board

WDB Policy 24 ~~R08~~R09

**AUTHORITY:** The Michigan Works! Southwest Workforce Development Board is established under the Workforce Innovation and Opportunity Act of 2014, and subsequent changes. The Board is assigned the responsibility to set policy for the workforce investment system within the local area.

**ORDER OF PRECEDENCE:** Where any part of this policy shall be determined to conflict with any federal, state, or local policy, the federal, state, and then local policy shall take precedence without affecting any other part or parts of this policy.

## Grievance and Complaint Handling

**EFFECTIVE DATE** ~~07-01-2023~~02-xx-2025

**BACKGROUND** All persons who are applicants for, or recipients of, services funded by Workforce Development, State of Michigan, and all sub-grantees, subcontractors/subrecipients, service providers, One Stop partners, employees, participants, providers of training services, employer-based training employers, and other interested parties shall be afforded the opportunity to resolve, by means of administrative process, any alleged violation of state and federal policy and/or regulations, including those of discrimination and retaliation, related to the programs assigned to the Michigan Works! Southwest Area.

To ensure compliance it is critical that local Workforce Development Boards (WDB), Michigan Works Agencies and service providers/subrecipients establish written policies and procedures that implement the state and federal policies, procedures and regulations for handling grievances and complaints.

**PURPOSE** To address the requirement for the development of a local policy for handling grievances and complaints that is consistent with federal regulations, state policies, and other WDB policies.

**SCOPE** All workforce development programs, services and activities under the auspices of the Michigan Works! Southwest Workforce Development Board.

**REFERENCES** Michigan Department of Labor and Economic Opportunity Workforce Development, ~~State of Michigan~~ Complaint and Grievance Policy Issuance 22-05 change 2 and subsequent changes

Michigan Department of Labor and Economic Opportunity Workforce Development ~~Agency, State of Michigan~~, Policy Issuance 18-09 change 1 and subsequent changes Nondiscrimination and Equal Opportunity Requirements

Title VII of the Civil Rights Act of 1964, as amended and the Michigan Civil Rights Act

Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 P.L. 104-193

Workforce Innovation and Opportunity Act (WIOA) of 2014, sections 106(b) (5) and 181(c)

29 Code of Federal Regulations (CFR) Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA and subsequent changes

Temporary Assistance to Needy Families (TANF) Regulation, 45 Code of Federal Regulations (CFR) 261.70

Food and Nutrition Act of 2008

Michigan Department of Labor and Economic Opportunity Workforce Development, ~~State of Michigan~~-Trade Adjustment Assistance (TAA) Comprehensive Manual, May 10, 2019 and subsequent revisions

Michigan Department of Labor and Economic Opportunity Workforce Development, ~~State of Michigan~~-Employment Service Manual, March 10, 2022 and subsequent revisions

## DEFINITIONS

**Complaint** - A complaint is an informal, verbal or written, allegation of discriminatory or unequal treatment, as well as retaliation

**Grievance** - For purposes of this policy, and consistency with state policy, a grievance is defined as a written complaint that has not been resolved through informal processes, filed in accordance with the established policy and procedures.

## POLICY

### ~~II.~~ **I. Discrimination vs. General Complaint Definitions**

#### ~~III.~~ **III. Complaint**

~~III.1. A complaint is an informal, verbal or written, allegation of discriminatory or unequal treatment, as well as retaliation.~~

- A. **Discrimination** - For cases of alleged discrimination and cases of retaliation for filing a complaint of alleged discrimination, those complaints should be directed to Mr. Matthew Shilling, Equal Opportunity Officer, Michigan Department of Labor and Economic Opportunity at [LEO-EO-Discrimination-Complaint@michigan.gov](mailto:LEO-EO-Discrimination-Complaint@michigan.gov)  
or  
Director, Civil Rights Center (CRC), **ATTENTION: Office of External Enforcement**, U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington DC 20210  
or  
~~electronically~~ **Fax to: 202-693-6505, ATTENTION: office of External Enforcement (limit of 15 pages)** as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).
- B. **General Complaint** - To investigate and resolve a general complaint, the complaint procedures for the affected organization(s) shall be followed and

the full appeal process exhausted in an attempt to reach a satisfactory informal resolution.

- C. If an informal solution cannot be reached with the person or organization against whom the complaint is made, an official grievance may be filed.

~~A. Grievance~~

~~For purposes of this policy, and consistency with state policy, a grievance is defined as a written complaint that has not been resolved through informal processes, filed in accordance with the established policy and procedures.~~

**IV-II. Implementation**

- A. Michigan Works! Southwest shall develop, maintain, and make available to participants, sub-grantees, subcontractors/subrecipients, service providers, employees, One Stop partners, providers of training services, and other interested parties, a procedure, consistent with state policies and federal regulations, for the notification of Equal Opportunity (EO) is the Law and the handling of complaints and grievances, including complaints of discrimination and retaliation, that involve programs, activities and/or services administered by Michigan Works! Southwest, funded by Workforce Development (WD), State of Michigan, and other state and federal agencies, and under the auspices of the Michigan Works! Southwest Workforce Development Board.

1. An opportunity to resolve complaints informally before they become grievances shall be made available to participants and interested parties.
2. The content of this policy and the related procedures shall be provided to the affected parties in the following manner:
  - a. **Participants:** shall receive copies of the current EO is the Law Notice and the local Grievance and Complaint Procedures as part of the enrollment process. Participants shall sign and date a document acknowledging receipt of the Notice and Procedures and agreement to follow the procedures as outlined.
  - b. **Subcontractors:** information shall be included in the contract language and copies of the current EO is the Law Notice and the local Grievance and Complaint Procedures shall be attached. A signed acknowledgement of receipt of the Notice and Procedures and agreement to follow the procedures shall be included in the signed contract.
  - c. **Subgrantees:** same procedure as item b above.
  - d. **Service Providers:** same procedure as item b above.
  - e. **Employees:** shall receive copies of the current EO is the Law Notice and the local Grievance and Complaint Procedures at the time of hire. Employees shall sign and date a document acknowledging receipt of the Notice and Procedures and agreement to follow the procedures as outlined at the time of hire and annually thereafter during the first quarter of a program year.
  - f. **One-Stop Partners:** the information shall be included in the Memorandum of Understanding (MOU) or other signed agreements with Michigan Works! Southwest. Copies of the current EO is the Law Notice and Grievance and Complaint Procedures shall be attached.
  - g. **Providers of Training Services:** shall be made aware of Michigan Works! Southwest's current EO is the Law Notice and Grievance and Complaint Procedures and direct Michigan

- Works! Southwest participants with related concerns to the Michigan Works! Southwest Agency. All Requests for Proposals for training services and the resulting contracts shall include the current EO Notice and the local policies and procedures, as well as the location where the documents can be reviewed.
- h. **Employer-Based Training Employers:** information regarding the current EO is the Law Notice and the local policies and procedures shall be included in the contract language and copies of the current EO is the Law Notice and Grievance and Complaint Procedures shall be attached. The location where the documents can be reviewed shall also be included in the contract.
  - i. **Other Interested Parties:** The current EO is the Law Notice and Grievance and Complaint Procedures will be posted in the One Stop Service Centers in areas accessible to the public, in areas where services are provided, and in administrative areas. Hard and/or electronic copies shall be made available upon request.
- B. Grievance and complaint handling procedures, including procedures for addressing discrimination and retaliation complaints, shall include a clear progression of actions to be taken in the resolution of a complaint or grievance that includes an opportunity to resolve complaints informally at the lowest level before they become an official grievance.
  - C. Michigan Works! Southwest and its subrecipients shall ensure participants and other interested parties sign and date documentation acknowledging receipt of the Michigan Works! Southwest EO is the Law Notice and the Grievance and Complaint Procedures. (See Section II.A.2. of this policy for list.) The documentation shall be maintained for review by the Michigan Department of Labor and Economic Opportunity and other applicable entities according to state and federal policy requirements. (See item G of this subsection.)
  - D. Persons enrolled in the Trade Adjustment Assistance (TAA) Program shall also receive a written copy of the Request for Redetermination Procedures. These are the procedures that shall be followed when requesting a redetermination of a TAA training, job search, and/or a relocation service decision.
  - E. The EO is the Law Notice, the Grievance and Complaint Procedures and the TAA Request for Redetermination Procedures shall be accessible to individuals with disabilities.
  - F. Where a significant number or proportion of individuals with limited English proficiency (LEP) exist, a reasonable effort shall be made to assure that the EO is the Law Notice, the Grievance and Complaint Procedures and the TAA Request for Redetermination Procedures is provided to and understood by individuals with limited English proficiency (LEP).
  - G. All locally developed grievance and complaint policies, procedures, signed acknowledgements, and related documentation shall be maintained and available for review by the Michigan Department of Labor and Economic Opportunity.

#### V.III. **Accessibility**

All processes required by this policy are to be made available in hard copy and/or posted on the Michigan Works! Southwest website and must be accessible to persons with disabilities or other barriers as required by law.

#### **VI-IV. Language Barriers**

Where a significant number of proportions of limited English speaking individuals exist, the local grant recipients are responsible for making a reasonable effort to assure that the information in this policy will be provided to and understood by limited English speaking individuals who seek information regarding the grievance procedure.

#### **VII-V. Posting**

Complaint and Grievance procedures must be posted and accessible in areas where administration and program services are provided.

#### **VIII-VI. Monitoring/Tracking of Complaints and Grievances**

Michigan Works! Southwest and its subrecipients shall maintain a monitoring and tracking system to document grievances received and their disposition.

- A. Records of grievances shall be reported and maintained according to state policy and federal regulations.
- B. Records of grievances shall be maintained for a period of three years and the retention period shall begin on the date of the Michigan Department of Labor and Economic Opportunity acceptance of the final closeout report for the applicable grant or contract.
- C. Records shall be retained beyond three years if any litigation or audit is begun, or if a claim is instituted involving the grant or contract covered by the records prior to the end of the retention period. In these instances, the records shall be retained until the litigation, audit or claim has been resolved.

#### **IX-VII. Appeal of Funding Determinations**

- A. Individuals, agencies, and/or organizations responding to a solicitation for the delivery of administrative and/or workforce development programs, services and/or activities may appeal the funding decision using the Michigan Works! Southwest Request for Proposal (RFP) Appeal Procedure.
- B. These appeal procedures, or summary thereof, shall be included in the solicitation documents.

#### **X-VIII. Appeal of State Level Monitoring Findings**

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**INITIAL EFFECTIVE DATE** 7/1/2007

**APPROVED**  
**Initial Policy:** WDB Executive Committee 10/4/2007  
**Revision 01** WDB Executive Committee 12/3/2009  
Updated Name of RFP Appeal Procedures 9/10/2010

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Revision 02	WDB Executive Committee	10/6/2011	
Revision 03	WDB Executive Committee	8/2/2012	
Revision 04	WDB Executive Committee	1/9/2014	
Revision 04:	WDB Executive Committee	10/15/2014	<i>(All WDB policies accepted to apply to all four counties)</i>
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Revision 08	WDB Executive Committee	7/20/2023	
<b>Revision 09</b>	<b>WDB</b>	<b>2/xx/2025</b>	

**EXPIRATION** Ongoing

# Business Solutions Summary Dashboard

January 2025



## Business Solutions Services

Served 07/01/2024-1/31/2025

**269** Employers Served  
**1,573** Services Provided

## Employer Resource Network®

10/01/2024-1/31/2025

**672** Services Delivered  
**364** Unique employees served  
**23** Total Employers

## Going PRO Talent Fund FY2025 Cycle 1

\*One (1) additional employers outside of Michigan Works! Southwest's four-county area were awarded GPTF funding.

**31\***

companies awarded

**\$1,946,196.97**

awarded to companies

**1005**

individuals to be trained

**229**

planned apprentices

**305**

anticipated new hires

## Going PRO Talent Fund FY2024 Cycle 2

**15**

companies awarded

**\$682,111**

awarded to companies

**300**

individuals to be trained

**117**

planned apprentices

**78**

anticipated new hires

## Going PRO Talent Fund FY2024 ELC

\*One (1) additional employer outside of Michigan Works! Southwest's four-county area was awarded GPTF funding.

**10\***

companies awarded

**\$216,365**

awarded to companies

**150**

individuals to be trained

**0**

planned apprentices

**6**

anticipated new hires

# Service Summary Dashboard

January 2025



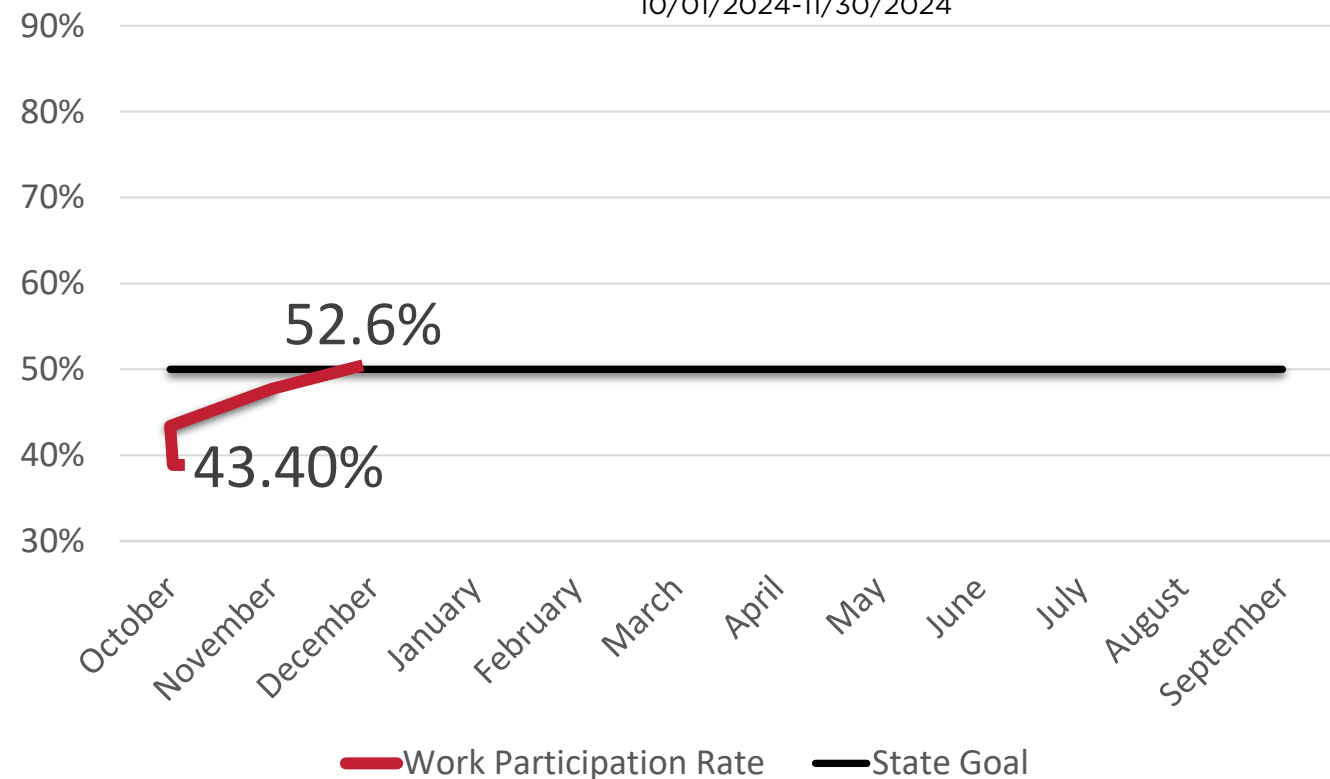
## Partnership. Accountability. Training. Hope.

Served 10/01/2024-1/31/2025

**491** Participants  
**38.2%** Employment Rate  
**\$15.19** Average Wage

**FY2025** Work Participation Rate **48.0%**

10/01/2024-11/30/2024



## Gain Employment. Maintain Support.

Served 10/01/2024-1/31/2025

**69** Participants  
**47.8%** Employment Rate  
**\$15.52** Average Wage

## WIOA & Wagner-Peyser Performance Summary

PY2025 Q1 (1/01/2025-03/31/2025); Data Pull 2/10/2025

	WIOA ADULT		WIOA DISLOCATED WORKER		WIOA YOUTH		WAGNER-PEYSER	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Employment 2nd Quarter After Exit	88.6%	91.9%	88.0%	90.6%	79.0%	70.0%	70%	73.4%
Employment 4th Quarter After Exit	84.0%	87.6%	85.0%	94.7%	79.0%	61.0%	67%	71.1%
Median Earnings 2nd Quarter After Exit	\$8,500	\$9,080	\$9,100	\$10,350	\$4,600	\$4,939	\$8,000	\$8,660
Credential Attainment Rate	83.5%	80.5%	83.0%	93.8%	64.7%	42.6%	N/A	N/A
Measurable Skill Gains	66.0%	64.2%	67.6%	48.0%	48.7%	33.7%	N/A	N/A

# CTE Month Spotlight!



## Branch County

The Branch Area Career Center (BACC) takes great pride in enrolling over 55% of Branch County high school graduates in 14 innovative CTE programs, playing a pivotal role in shaping the career development of students throughout the county.

In partnership with MWSW, BACC holds a career exploration event each year for 9th grade students to help identify potential career pathways.

## Kalamazoo County

- Career Connect Team, serving K -12+ learners
- Career Connect Campus, opening August 2025, will host the majority of the county's CTE programs
- Additional programs located in smaller satellite specialty locations
- CTE courses focus on hands -on, industry -relevant skill development, allowing students to gain industry recognized credentials

## Calhoun County

Calhoun CTE offers a variety of programs such as:

- Ag Science
- Allied Health
- Aviation
- Automotive and Collision Repair
- Construction
- Criminal Justice and Law Enforcement
- Culinary Arts
- Early Childhood Education/Education
- EMT
- Graphic Communications
- Mechatronics
- Networking and Cyber Security
- Power Equipment
- Programming and Game Design
- Welding

## St. Joseph County

St. Joseph County CTE, in partnership with Beacon Health System, kicked off the celebration with two work -based learning students who have secured placements at the Three Rivers Hospital location!

