

**Workforce Development Board
Executive Committee Meeting Minutes
July 18, 2024**

CALL TO ORDER: Workforce Development Board Chair, Jackie Murray, called the meeting to order at 9:00 a.m. at the Upjohn Institute, 300 S. Westnedge Avenue, Kalamazoo, Michigan.

INTRODUCTIONS: Individuals attending in-person introduced themselves and Kathy Olsen introduced individuals attending virtually.

WDB Members Present:

Morris Applebey (Labor)	Kris Jenkins (Educ)*	Frank Tecumseh (PS)*
Lisa Godfrey (PS)*	David Maurer (PS)*	
Randall Hazelbaker (PS)*	Jackie Murray (PS)*	* Exec Committee
Jeff Heppler (PS)	Brian O'Donnell (PS)*	

WDB Executive Committee Members Absent

None

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

Jakki Bungart-Bibb (MWSW)	Amy Meyers (MWSW)	Amanda Rosenberg (MWSW)
Ashley Iovieno (MWSW)	Kathy Olsen (MWSW)	

Guests Present

Rep. Julie Rogers	Amanda Sutherland (KRESA) ^Y	^Y Attended virtually
Kristine Stevens (GOCC)		

MOMENT OF REFLECTION

Chair Jackie Murray took a moment for attendees to reflect on the heavy times that the country is going through considering the events of the past weekend.

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.

PUBLIC TIME

Representative Julie Rogers reported the State of Michigan budget was passed on time. She reflected on legislation that included addressing transportation and childcare barriers that were identified through workforce development data as two of the top barriers that citizens face. She shared information regarding House Bill 4491 that is currently waiting for a vote in the House that would provide tax credits for the purchase of e-bikes. She also reported on Healthy Kids RX legislation that is waiting for the Governor's signature. Healthy Kids RX was piloted in Flint and is being expanded to Saginaw, Detroit, and Kalamazoo. The legislation includes \$20 million for direct cash payments to pregnant mothers at six months of their pregnancy through the child's first year. Lastly, she announced her upcoming coffee hour and invited members to attend; it will be held July 19, 2024 from 9-10 a.m. at Milham Park.

APPROVAL OF MINUTES (Exhibit A)

Motion made by Kris Jenkins and supported by Brian O'Donnell to approve the May 16, 2024 Full Board quarterly meeting minutes. Motion carried.

COMMITTEE REPORTS

Monitoring and Evaluation Committee

Brian O'Donnell reported the Monitoring and Evaluation Committee met in March, May, and June to review programs and services.

March - Youth programs and services that included the Workforce Innovation and Opportunity Act (WIOA) Youth, Jobs for Michigan's Graduates (JMG), Young Professionals (YP), and Integrated Education and Training (IET) programs - Three participants met with the committee to share their experiences. They reported that MWSW staff assisted with creating resumes and cover letters, referrals to financial literacy classes, and applying for financial aid. A suggestion for improvement was more help with understanding "adulting", including such things as taxes, attending college, and living on their own. One participant also suggested that being connected to a job that was closer to her home would have been helpful. Youth Program staff gave a presentation that included highlights from this program year and their future plans. This past November, an Outreach and Enrollment Team was onboarded and after extensive training, the responsibility of program outreach was transferred to this team. The presentation ended with the introduction of a newly created Career Roadmap tool that will be used to strengthen coaching for youth participants. The meeting ended with a discussion regarding outreach and services for the Latino population.

Outcomes – There were no *Data Validation* findings. *Corrective Actions* were made to ensure all that signed receipts are included in the participant files; and that Integrated Education and Training (IET) processes and procedures are updated to ensure appropriate documentation is obtained and completed, and that IET information is entered into the One-Stop Management Information System (OSMIS). An *Administrative Recommendation* was made to ensure marketing and outreach materials comply with contract requirements related to the identification and use of the Michigan Works! Southwest logo on materials funded in part or in whole with state and/or federal funds. A *Continuous Improvement* recommendation was made to enhance communication and case management strategies to ensure participants receive high quality customer service.

May - PATH (*Partnership. Accountability. Training. Hope.*) and FAE&T (*Food Assistance Employment and Training Programs and Services*) – One participant, referred to the program from the Department of Health and Human Services, met with the committee and reported that she has had many opportunities to engage in various work-readiness activities. She received a variety of services including a referral to Goodwill, for financial literacy, as well as support services and resume assistance from Michigan Works! Southwest. Through her job search, she found employment. The program staff presentation included data pertaining to barriers addressed, engagement with customers, supportive services, and staff training. Program staff shared that their efforts to improve would include implementing enhanced training and evaluation of the current internal monitoring processes. The meeting concluded with a discussion with MWSW administrative staff. A 10% monthly review will be completed by program staff and the hope is that these reviews will both strengthen program staff's knowledge of program requirements and standards and address the multiple ongoing issues. MWSW administrative staff will continue to support program staff in efforts to improve monitoring outcomes and support their training needs.

Outcomes – There were three *Continued Corrective Actions*, which were to enhance PATH processes and procedures related to the accuracy of acceptable documentation, and the calculating and inputting of participation hours to ensure that documentation aligns with program requirements and reported outcomes; to enhance internal PATH monitoring procedures to ensure an effective internal monitoring process is in place that better ensures the validity and accuracy of participant information and its compliance with program requirements; and to ensure PATH ISS outcomes, including those related to the Employment Goal, Assessments, and Action Plan, and subsequent updates are entered into OSMIS for all participants. An additional *Corrective Action* was required to strengthen file management practices to ensure required documentation is present in all files and file structure standards are being met. *Administrative Recommendations* were made for continued enhancement of FAE&T case management processes and procedures to ensure alignment with program guidance and internal standards; and to enhance strategies to increase the diversity of PATH activity engagement for participants. *Continuous Improvement* is required to ensure assignments during AEP are meaningful in preparing participants to engage in PATH and to enhance communication and case management

strategies to ensure participants receive high quality customer service and that this contact is accurately reflected in case notes.

June - *GEMS, the non-custodial parent program (Gain Employment, Maintain Support), and BRES (Barrier Removal Employment Success)* - Two participants met with the committee, one was still seeking employment and the other was employed but had a long-term goal of opening a car detailing business. The program staff presentation included a summary of the GEMS program, which began in March 2021, and participant feedback. Program staff highlighted that the GEMS program has been featured twice on the National Office of Child Support Enforcement’s website as a best practice. They also highlighted a partnership with the Employer Resource Network® to provide BRES supportive services. It was noted that BRES funding ends September 30, 2024.

Outcomes - There was no *Corrective Action*. An *Administrative Recommendation* was made, specific to GEMS, to strengthen processes to ensure the files contain all required, current, and pertinent information and documentation. *Continuous Improvement* was required for both BRES and GEMS, for the development and enhancement of processes and procedures to ensure case notes clearly document the many aspects of each participant’s engagement with the programs; and to ensure BRES forms are completed in alignment with documentation standards.

NEW BUSINESS

Agreements (*Exhibits B1 and B2*)

Amanda Rosenberg reported on the execution of an amendment updating the Workforce Development Agreement, which is commonly referred to as the County Contract. The purpose of this Agreement is to establish the relationship between Kalamazoo County and the Upjohn Institute for the program administration and fiscal management of the four-county workforce development system. This Agreement is renewed every two years, with an annual modification. Program Year 2024 is a modification year. As outlined on the plan document included in the agenda packet, the funding levels currently planned for the 2024 Program Year beginning July 1, 2024, is estimated at \$8,577,152. This estimation is based on the information available through draft policies, and projections using the previous year’s allocations. The budget will be updated at the end of the year to reflect actuals. The Agreement also includes budget modification for the 2023 Program Year that ended June 30, 2024, which has been updated to reflect an actual budget of \$14,670,868.

Plans (*Exhibits C1 through C6*)

Amanda Rosenberg requested Board consideration and approval of six workforce development plans included as Exhibits C1 through C6 in the agenda packets. The plans included the following: (1) **Michigan Reconnect Targeted Outreach Plan** as described in *Exhibit C1*; (2) **AY2024 Wagner-Peyser Employment Services Plan** as described in *Exhibit C2*; (3) **AY2024 WIOA Statewide Activities Funding for PY2024 High Concentrations of WIOA Eligible Youth Plan** as described in *Exhibit C3*; (4) **AY2024 WIOA Statewide Activities Funding for Career Exploration and Experience Events Plan** as described in *Exhibit C4*; (5) **AY2024 WIOA Statewide Activities Funding for Customer Relations Management Plan** as described in *Exhibit C5*; and (6) **AY2024 WIOA Statewide Activities Funding for Capacity Building Plan** as described in *Exhibit C6*. Admin staff answered questions pertaining to the performance negotiation process, funding changes, and carryover.

Motion made by Kris Jenkins and supported by Brian O’Donnell to approve the six plans which included Michigan Reconnect Targeted Outreach, AY2024 Wagner-Peyser Employment Services, AY2024 WIOA Statewide Activities Funding for PY2024 High Concentrations of WIOA Eligible Youth, AY2024 WIOA Statewide Activities Funding for Career Exploration and Experience Events, AY2024 WIOA Statewide Activities Funding for Customer Relations Management, and AY2024 WIOA Statewide Activities Funding for Capacity Building. Motion carried.

Announcements

WIOA Title II Adult Education - Amy Meyers thanked Workforce Development Board members who assisted in reviewing the WIOA Title II, Adult Education and Family Literacy Act (AEFLA) applications. The local board was not scoring or approving the applications, but rather reviewing the applications to determine whether the application

was consistent with the local workforce plan. There were seven applications submitted for the Michigan Works! Southwest area. Results submitted included the following:

Five applications were rated as *moderately aligned*. They included: Sturgis Public Schools - St. Joseph County Adult Education corrections services; Sturgis Public Schools - St. Joseph County Adult Education for instructional services; Battle Creek Public Schools for corrections services; Kalamazoo Public Schools - Kalamazoo Adult Education for corrections services; and Kalamazoo Public Schools - Kalamazoo Adult Education for instructional services. One application from Kalamazoo Public Schools - Kalamazoo Adult Education for IELCE services was determined to be *highly aligned*; and one application from Battle Creek Public Schools for instructional services was determined to have *little or no alignment*. An announcement from the State of Michigan regarding the final adult education awards is pending.

Posting of WIOA Four-Year Local and Regional Plans - Amanda Rosenberg reported Kathy Olsen sent emails on July 3, 2024 to Workforce Development Board members and workforce partners announcing the posting of the Region 8 Plan and the Michigan Works! Southwest Local Plan for Program Years 2024-2027. She reminded attendees that the plans are available on the Michigan Works! Southwest website for public comment until the end of the day, Friday, August 2, 2024.

STAFF REPORTS

Business Solutions Update and Dashboard (*Exhibits D & E*)

Ashley Iovieno provided a Business Solutions update that included apprenticeships, unemployment rates, job demand, the Going PRO Talent Fund (GPTF), employers served, the Labor Market Newsletter, and training and funding pertaining to the Talent Action Team (TAT).

Ms. Iovieno reported that Michigan Works! Southwest has been designated as an official intermediary for apprenticeships and is now able to hold standards for employers and programs. This will be a beneficial service that can be offered to employers who want to be a part of an apprenticeship training program but are concerned about the administrative components. The first program that Michigan Works! Southwest is holding standards for is an MRI Apprenticeship with Bronson Healthcare.

She also announced that as of June 30, the State Apprenticeship Expansion grant ended with 172 youth apprentices being served at 27 companies, as noted on page 2 of the Employer Dashboard (*Exhibit D*) and all grant dollars were spent. The goal was 176 apprentices. She then shared a quote from an employer. Unemployment rates for May 2024 were also reported on page 2 of the Dashboard. The Dashboard now includes multiple pages to reflect the Going PRO Talent Fund (GPTF) data. Page 3 shows the results for FY23 Employer Led Collaboratives (ELCs), page 4 included data for FY24 Cycle 1, page 5 included data for FY24 Cycle 2, and page 6 included data for FY24 ELCs. She reported the awards for FY24 Cycle 2 were announced at the end of June, and the MW! Southwest area received 15 awards for a total of almost \$700,000. It was also announced in June that two ELC's were awarded funding. One ELC is focused on three employers located in Battle Creek and the other is a 2.0 version of an Albion ELC that includes 7 companies. Page 7 of the dashboard highlighted the number of employers served and services provided as of June 2024.

The most recent Lightcast reports (*Exhibit E*) were included as a link in the agenda packet email sent out prior to the meeting. She noted that for the Michigan Works! Southwest area, healthcare careers remained the top occupations along with fast food positions and the employers' job postings match this. There were 413 unique job postings in the area and positions requiring a high school diploma or GED were the highest number of postings. The Lightcast reports included a data report for all of region 8, a data report for the Michigan Works! Southwest area, and a data report for each of the counties within the MW! Southwest area.

The July edition of the Labor Market Newsletter has been sent to the emails of individuals who subscribe. This month the Data Spotlight is on Inflation in the Detroit Metro Area and how it rose 3.4% since June of 2023.

Ms. Iovieno provided an update on the Ford project relative to Talent Action Team funding. For the last few months, staff have been making plans for not only the Ford plant that is expected to open in Albion, but also to support the surrounding employers in the area. To support this, a small planning group of area partners have been meeting to discuss progress and make future plans for training. She also shared information regarding a recent trip to Stanton Tennessee, to attend the ribbon cutting for the new Tennessee College of Applied Technology (TCAT) facility which is located across the road from the Ford Blue Oval City which will house 6,000 jobs. Staff also visited two American Job Centers, the equivalent of a Michigan Works! Service Center. This trip provided a snapshot of the types of training provided to not only meet Ford’s needs, but also the surrounding community. Staff continue to host the monthly local partner meetings to make additional plans for training and recruitment assistance.

Operations Update and Dashboard (*Exhibit F*)

For the Operations Report, Amy Meyers focused on explaining the performance measures for the Workforce Innovation and Opportunity Act (WIOA) which were displayed on slide 4 of the Services Dashboard (*Exhibit F*). She explained that for the WIOA Title I and III programs which are reflected on the grid, performance failures for a Program Year occur when any of the following is not met:

- Any Individual Program Score (the columns labeled matrix score) falls below 50 percent.
- Any Overall Program Score (the row across the bottom) falls below 90 percent.
- Any Overall Measure Score (the column to the far right) falls below 90 percent.

Regarding the color coding on the grid displayed on the dashboard:

- Green reflects actual performance when the average indicator/program score is at 90% or above.
- Yellow reflects actual performance when it is at or above 50% and below 90%.
- Red reflects actual performance when it is below 50%. Red also would reflect if the average indicator/program score (the far right column and the bottom row) are below 90%.

Based on the information reflected on the chart included in this month’s Services Dashboard, there are no performance failures for the Michigan Works! Southwest area for this past program year. She noted that this is not the final data for the program year that ended June 30, 2024, and staff are anticipating final numbers to be ready by the end of this month.

Ms. Meyers also shared exciting information regarding awards that will be presented at the upcoming Michigan Works! Association’s Annual Conference.

Employer of the Year - Duncan Aviation was selected as Employer of the Year. This award highlights a private sector employer that, in partnership with a Michigan Works! Agency, goes beyond the call of duty, continuously contributes to local job-placement and promotes education to maintain a skilled workforce. We are honored to have representation from Duncan on the Michigan Works! Southwest Workforce Development Board. She then shared highlights from their nomination which were:

- Duncan has proven to be a champion employer committed to job quality in Southwest Michigan.
- Talent development is demonstrated through representation on, and extensive engagement with, the WDB and involvement in community initiatives.
- A variety of career exploration strategies are utilized to support Duncan’s efforts in talent development, including a [video](#) created in partnership with MWSW, highlighting careers in IT at Duncan, participation in industry tours for students, and utilization of a flight simulator at MiCareerQuest™ and Manufacturing Day events to showcase the aviation industry.
- Duncan’s relentless commitment to employee retention is demonstrated through their engagement in the Employer Resource Network® (ERN®) helping employees navigate barriers affecting their work and its [investment in Pulse childcare initiatives](#) to address the childcare crisis.

Volunteer of the Year - John Kerr from DENSO Manufacturing was selected as the Volunteer of the Year. This award pays tribute to an individual from the private sector who is dedicated to the growth and promotion of Michigan Works!. John Kerr was nominated by Oakland County MW! in partnership with MW! Southwest, as DENSO (and John) have a presence in and commitment to both areas. As the Senior Manager of Government Affairs at DENSO, John

- leads relationships with government officials and manages political affairs at the state and local levels, with a strong focus on economic development, workforce development, and the automotive industry. In his role, John supports and manages economic development incentives and creative funding strategies to leverage investment and retention efforts.
- is a champion of the Going PRO Talent Fund, Registered Apprenticeships, workforce training, and a fierce supporter of the Michigan Works! system.
- ensures that DENSO is highly engaged at both their Battle Creek and Southfield locations, establishing innovative partnerships with Michigan Works! Southwest and Oakland County Michigan Works!

Board of Excellence - Lastly, Ms. Meyers offered her congratulations to Board members on being selected as the Board of Excellence for the year! She thanked members for their service and noted that the Board of Excellence award honors a Michigan Works! Agency Workforce Development Board that exemplifies leadership and teamwork; as well as also being locally responsive, demand driven, strategic, innovative, and collaborative. In the nomination submitted, it was highlighted that:

- The Board has a proven commitment to excellence and to the success of each employer and job seeker in the communities served as reflected through members' proactive engagement in workforce development.
- With a combined total of nearly 215 years of service, Board members are engaged throughout the local board structure through participation on numerous committees.
- Economic updates, local employers, community relationships, and best practices are highlighted at quarterly meetings.
- Many Board members are also active in their local communities, leveraging the work of the WDB and investing their time working on workforce and economic development initiatives.
- The WDB recognizes that successful workforce development strategies include more than employment, and in alignment, actively support special initiatives and pilot programs such as GEMS, Neighborhood Employment HUBs, the Job Quality Academy, and apprenticeship expansion.
- Supporting the group's continuous improvement mindset, sharing successes and best practices, legislative advocacy, and local, state, and national presentations are priorities of the Board.

Director's Report (*Exhibit G*)

Jakki Bungart-Bibb also offered her congratulations to the Board and thanked members for all they do to support workforce development. She stated that MW! Southwest has received awards in the past; however, this is the first time that three of the six awards will be presented to MW! Southwest. She added that she is proud of the innovative mindset of the Board that has allowed MW! Southwest to try things to enhance services. Ms. Bibb encouraged members to attend and announced that the conference is scheduled for September 8-10, 2024 in Traverse City and the awards will be presented the morning of September 10. Amanda Sutherland, who was attending the meeting virtually, added that she is proud of Michigan Works! Southwest and that Kalamazoo RESA/Youth Services will be sending staff to the conference.

Ms. Bibb distributed a written Director's Report (*Exhibit G*) which was also emailed to members prior to the meeting and posted on the MWSW website. Topics covered in the report included the State of Michigan's Community and Workers Economic Transition Office, the State Budget, and WIOA Reauthorization. Housed within Michigan's Department of Labor and Economic Opportunity (MI LEO), the Transition Office was created to develop proactive strategies as the state shifts to high tech advancements. A roundtable, the tenth in a series, was held in Kalamazoo on July 15, 2024, to introduce this office to the community and discuss how to help individuals in Michigan benefit from transitions in the auto and energy sectors. Once the series of community roundtables are completed, this office will

be responsible for creating a statewide strategic plan and Michigan Works! will be a key partner in this work. Highlights from the MI-LEO portion of the State Budget were listed on the written report. On June 21, 2024, the U.S. Senate made available a discussion draft of a proposed bill to reauthorize the Workforce Innovation and Opportunity Act. The Senate intends to solicit feedback before finalizing a bill. The Director’s Report included a summary of key points of the draft.

OLD BUSINESS

None.

PUBLIC TIME

Kristine Stevens, from Glen Oaks Community College, reported Dr. Bryan Newton was appointed as the new president of Glen Oaks Community College. He is interested in getting out into the community and Ms. Stevens plans to bring him to a future Workforce Development Board meeting.

MEMBERS’ TIME

None.

UPCOMING MEETINGS

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

- The next Executive Committee meeting is Thursday, August 15, 2024 from 9:00-10:30 a.m. at the Michigan Works! Service Center, 200 W. Van Buren Street, Battle Creek, Michigan.
- The next Full Workforce Development Board meeting is Thursday, September 19, 2024 from 9:00-10:30 a.m. at the Three Rivers Chamber of Commerce, 1116 N. Main Street, Three Rivers, Michigan.
- The next Monitoring and Evaluation Committee is Thursday, October 24, 2024 from 8:00-9:30 a.m.
- The next Disability Awareness Resource Team (DART) meeting is Tuesday, September 17, 2024 from 2:00-4:00 p.m.
- The next Career Educational Advisory Council (CEAC) meeting is to be determined. [Following the meeting, this meeting was scheduled for Thursday, September 12, 2024 from 1:00-3:00 p.m.]

ADJOURNMENT

There being no other reports or business for the Board, the meeting was adjourned at 10:19 a.m.

Kathy Olsen

Date

Jackie Murray

Date

APPROVED

These minutes were approved on _____