

MICHIGAN WORKS! WEST CENTRAL  
WDB/LEO JOINT MEETING  
IDLEWILD HISTORIC & CULTURAL CENTER  
WEDNESDAY, JUNE 6, 2018

MINUTES

LEO Members Present

Byl, Larry  
Emig, Larry  
Hogenson, Tom  
Howard, Linda  
Ortwein, Chris  
Walls, Karl

WDB Members Present

Bell, Tamara  
Eisler, David  
Fisk, Dena  
Kosheba, Dan  
Marek, Ron  
Massy, Dan  
Roberts, Carla  
Schurkamp, Christine  
Smith-Olson, Debbie  
Thompson, Sheri  
Timmers, Jon  
Trucks, Mary  
Visser, William  
Vyse-Staszak, Janet

Others Present

Abdo, Virginia – UIA  
Albanesi, Angie – Hope Network

Call to Order

WDB Chairperson, Debbie Smith-Olson brought the joint meeting of the Workforce Development Board/Local Elected Officials to order at 12:35 p.m. at the Idlewild Historic & Cultural Center. A quorum is present of both the WDB and the LEO.

LEO Members Absent

Andersen, Janet  
Johnson, Les  
Willett, Vern

WDB Members Absent

Cooper, David  
Frey, Amy  
Griffin, Nancy  
Gustad, Eric  
Pasley, Julia  
Romanowski, Cynthia  
Splane, Rob  
Stark, Liz

Michigan Works! West Central Staff

Bennett, Merri	Keene, Shelly
Davis, Toni	Marr, Chad
Eppley, Jonathan	Reed, Brigitte
Griffith, Paul	Shoemaker, Connie

Bozeman, Jerri – Hope Network  
Sweigart, Lynda – Hope Network

### Welcome New WDB Member

- ◇ Jon Timmers, Regional Manager 4b, Michigan Department of Corrections

Jon introduced himself; he works for the Department of Corrections and is Regional Manager for 4b. Region 4 refers to the Governor's Prosperity Regions, but Region 4 is so large that it has been broken into sub-regions a and b.

Jon is also a Ferris graduate.

### Introduction of Guests

Guests were introduced and welcomed

### Consent Agenda (*Action Item*)

- ◇ Minutes of April 4, 2018 WDB/LEO Joint Meeting – Emailed Prior
- ◇ April Financial Report – Emailed Prior/Handout (Goldenrod)

**Larry Emig moved to accept the Consent Agenda as presented; supported by Janet Vyse-Staszak; motion accepted unanimously by both the WDB and the LEO. 12:37 p.m.**

### Showcase: Employee ID Fraud, Virginia Abdo, Division Admin – Benefits, Unemployment

#### Insurance Agency – Handout

Paul explained that we have a different type of showcase today. Many of us over the last couple of years have dealt with some form of identity theft. Virginia is here from the Unemployment Agency to walk the Board members through some of the issues related to this topic.

She explained that she was a victim of unemployment fraud shortly after she went to work for LARA, receiving a letter from UIA stating that her unemployment claim had been received.

It can happen through the credit bureau as well as the “dark web.”

False unemployment claims have a relatively low risk with a high return. The goal is to prevent this from happening and putting firewalls in place. Should the firewall be breached there are things in place to remove this from the social security number so the victim is not further victimized.

Three house bills were recently passed to prevent identity theft and fraud. One is putting in place the firewalls and cross matching so when someone files a claim they cross match the social security number as well as their State ID or driver's license number. If there is an issue with the cross match then it is identified and payment cannot be made until that is clarified. UIA requires that customers now provide their driver's license number or State ID in order to file a claim so this cross match can be done.

UIA also now requires through legislation employers and claimants update their addresses. In addition, the employer is notified and the claimant (or the victim) that the claim was fraudulent so they are aware it has been taken care of. This was a big question in the past from victims who never received any confirmation that it was taken care of.

As far as structural changes in the Unemployment Insurance Agency, the state's fraud hotline has been revamped. There was a huge spike in fraud calls between December and February – receiving about 2,000 calls per week. That is now down to under 500 a week. We do believe this reduction has to do with the firewalls that have been put in place. Due to this reduction, calls can now be returned within two hours, if someone leaves a message.

There is now an investigations division to handle fraud and to better detect fraud. Also, they have worked to increase awareness by the public and employers to detect identity theft prior to money being paid out.

Forms were supplied to the Board members for steps to take to report identity theft. These forms are also available on UIA's website.

Debbie reiterated that debit card theft and ransom ware are more prevalent, so if some email says you need to do something by clicking on a link, be very careful, don't do it. This can be very costly to you and/or the banking institutions. There are many training sites available to train employees; one is “know before you go.”

NOTE: Virginia Abdo left at 12:54 p.m.

### Plans/Modifications Summary – Handout *Blue* (Action Item)

#### 1. WIOA Infrastructure Agreements (IFA) – *Action – Signatures Required*

The WIOA requires the local Workforce Development Board, with the agreement of the Local Elected Officials, to develop and execute Memorandums of Understanding (MOUs) with One-Stop partners concerning the operation of the One-Stop delivery system in the local service delivery area. The MOUs must also include an IFA, which details how infrastructure costs for the One-Stop delivery system will be funded in the local area.

Each partner entity that administers a program or program activities in coordination with a local One-Stop service center(s) must use a portion of the funds available for the program and activities to maintain the One-Stop delivery system, including payment of the infrastructure costs of One-Stop centers. Required partners must contribute toward infrastructure costs based on their proportionate use of the One-Stop delivery centers and relative benefits received.

Infrastructure costs of a One-Stop are defined as non-personnel costs that are necessary for the general operation of the One-Stop center, including but not limited to facility costs, utilities and maintenance, equipment (including assessment-related and assistive technology for individuals with disabilities); and, technology to facilitate access to the One-Stop center, including technology used for the center’s planning and outreach activities.

In the Michigan Works! West Central area, we are required to have IFA's with the following agencies:

- WIOA Adult, Dislocated Worker, Youth, Wagner Peyser, Trade Act, Temporary Assistance for Needy Families (TANF): Michigan Works! West Central
- Adult Education: Whitehall District Schools– White Lake; Mason County Central Schools; and Fremont Public Schools
- Senior Community Service Employment (AARP Foundation) (formerly Experience Works)
- USDOL – Veterans Department
- Unemployment Insurance Agency (UIA) – State of Michigan
- Vocational Rehabilitation (MRS) – State of Michigan

This is the second year we have been required to implement the IFAs. All required partners received draft IFAs and the budget sheets and were given a period of time to review both the agreement and budget sheet prior to signing.

2. WIOA Local and Region Four-Year Plan Modification (PI 16-02 Change 1) – ***Action*** – ***Signature Required***

The plans give parameters for delivery of WIOA services that integrates all WIOA services, including Employment Service, WIOA Adult, Dislocated Worker, Youth, as well as Michigan Rehabilitation Services and federal Adult Education Services. We also include PATH and Food Assistance Employment and Training with Department of Health & Human Services. Both plans are required to be updated after the first two years of the four-year plan.

The required changes for the WIOA Plans were minimal. Regional labor market data was updated in both the Local and Regional Plan (Region 4a and 4b) and the Employment Services Plan has now been incorporated into the WIOA Local Plan instead of being a standalone

document. Language has also been changed to indicate that Michigan Works! West Central will be directly providing Trade Act and Employment Services.

Both plans are on the Michigan Works! West Central website for Public Comment through June 29, 2018.

3. WIOA Statewide Activities Funding for Michigan Works! Service Center (PI 17-14, Change 1) – ***No Action Required***

Service center operations funds may be used in support of all activities to improve customer service, inform and educate the public about the service centers, and upgrade facilities. Michigan Works! West Central has received an additional allocation of \$28,323 bringing the total allocation to \$76,920.

4. WIOA Adult, Dislocated Worker, and Youth Program Allocations for Allocation Year 2018 (*Draft PI 18-XX*) – ***Action - Signatures Required***

Talent Investment Agency (TIA) has released the following funding amounts for the programs: Adult – \$434,680, Dislocated Worker – \$563,097, and Youth – \$504,049. Under WIOA, an unlimited amount of funds may be moved between Adult and Dislocated Worker programs with approval of the Boards and TIA. The table below illustrates the funding level changes in comparison to AY 17.

<b>WIOA Program</b>	<b>Federal</b>	<b>State</b>	<b>West Central</b>	<b>Increased Funding Amount</b>
Adult	+3.68%	+7.29%	+8.18%	\$32,872
Dislocated Worker	+1.61%	-7.84%	+4.45%	\$24,011
Youth	+3.43%	+7.55%	+3.27%	\$15,977
Total				<b>\$72,860</b>

5. Employment Service Allocation for Allocation Year 2018 (*Draft PI-XX*) – ***Action – Signatures Required***

Talent Investment Agency (TIA) has released the following funding amounts for Wagner Peyser: \$172,664. Employment Services are provided to job seekers and employers from each of the six

Workforce Service Centers. Employment Services must be provided by merit based employees.

The table below illustrates the funding level changes in comparison to AY 17.

<b>Federal</b>	<b>State</b>	<b>West Central</b>	<b>Increased Funding Amount</b>
-0.74%	-1.08%	+5.18%	\$8,508

6. PATH Employment Related Support Services Fiscal Year (FY) 2018 – Partnership.

Accountability. Training. Hope. – **No Action Required**

Department of Health and Human Services (DHHS) in Mecosta and Osceola Counties has provided funding in the amount \$2,500 for each county to provide employment-related support services to PATH participants during the first 180 days of a participants employment. The majority of the funding will be used to remove transportation barriers, including the provision of Public Transportation Allowances and Auto Related Expenses. In addition, some funding may be used to support program provided transportation for customers to work, job search, and other allowable activities.

7. Michigan Works! System Plan (MWSP) for January 1, 2017 – December 31, 2018 (PI 18-17) –

***Action – Signature Required***

The implementation of employment, education, and training programs are accomplished throughout the state in each MWA by the local Workforce Development Board (WDB) and in cooperation with the Chief Elected Officials through the utilization of a One-Stop delivery system, in accordance with WIOA. The following documents are required to be submitted:

- Assurances, Certifications, and Stipulations Acknowledgement/Adherence Form
- Certification Regarding Lobbying
- Certification Regarding Debarment
- MWSP Identification, Verification, and Designation Form
- One-Stop Operator Verification Form
- One-Stop Centers Verification Form

- Federal Funding Accountability and Transparency Act Data Collection Form and Certification.

**David Eisler moved to approve the WIOA Infrastructure Agreements (IFA); the WIOA Local and Region 4-Year Plan Modification; the WIOA Adult, Dislocated Worker & Youth Program Allocations for 2018; the Employment Service Allocation for 2018; and the Michigan Works! System Plan for January 1, 2017 as presented by Shelly Keene; supported by Ron Marek; motion accepted unanimously by both the WDB and the LEO.**  
1:00 p.m.

PY'18 Preliminary Budget – Emailed Prior/Handout (*Action Item*)

Brigette explained that this is the same budget approved at the last Board meeting with 2017 simply moved over a column, with a column added on the right hand side to show the planning allocations for PY 2018. This a preliminary estimate, at this point in time, of what our budgets are expected to be.

Brigette explained that normally the initial allocation is lower but we have a better handle on it at this point, plus the Offender Success program went from about a half million that was not known at this point last year. Also, the One Stop allocation was not in the preliminary estimate.

Paul also explained that West Central got a huge increase in the Skilled Trades Training Fund this year.

**Chris Ortwein moved to accept the PY'18 Preliminary Budget as presented by Brigette Reed; supported by Tom Hogenson; motion accepted unanimously by both the WDB and the LEO.** 1:09 p.m.



## April Program Reports – Handout

### ◇ Enrollment/Expenditures Reports

Paul explained that this is a typical report through April for both the participants and the dollar amount. Brigitte has indicated that there will be a little more carry-over for the adult services than was originally thought.

PATH, the percentages are very favorable; the work participation rate – the state average is 67.3% and West Central is at 74.8%. The average number of hours and average wage is 28 hours at an average of \$9.69; keeping in mind, that minimum wage just went to \$9.25 on January 1<sup>st</sup>.

## Update on Transition of Employment Service/Trade Act to “In House” – Handout

Shelly stated at the April meeting the decision was made to bring the Employment Services and Trade Act in house. It was decided that the goal would be to get staff hired and in place as quickly as possible, a couple reasons for that was so all could be completely trained when the transition took place July 1<sup>st</sup>. This was also to let the individuals who were currently holding those positions additional time to find new employment.

Restructuring involves two Talent Development Managers; each manager is responsible for three counties. The Ludington Career Navigator was hired first due to some personnel issues going on there and it worked to get our person in place as soon as possible.

At that point, the focus was on hiring the Talent Development Managers – six Career Navigator positions were posted and two Talent Development Manager positions all posted on April 17<sup>th</sup>. They were posted on the Pure Michigan Talent Connect and were also posted on Indeed and all the Social Media pages and a few of the local newspapers. For the Career Navigator position there was 527 applicants and for the Talent Development Manager there were 222.

Telephone interviews were done first for each position and then based on that interview, face-to-face interviews were scheduled. There was a team of interviewers – for Talent Development Manager, Paul sat in with Shelly, Merri and Angie Albanise. For Career Navigator, it was Shelly, Merri and Angie. Once the Talent Development Managers were hired; Chad was able to sit in on the Fremont interviews and Toni was able to sit in on the Shelby interviews.

All NCRESA staff were guaranteed an interview; all eight applied and all eight were interviewed. In order to provide the level of service expected, three of the NCRESA staff were offered positions. For the five that were not hired, a Rapid Response meeting will be held to assist them in obtaining other employment.

Talent Development Manger interviews were held May 8 & 9 and both managers started May 29<sup>th</sup>. Interviews for Career Navigator were held between May 16 and May 29<sup>th</sup> – two Career Navigators started this week.

There were 33 phone interviews for the Career Navigator (the eight for NCRESA did not require phone interviews) with 29 face-to-face interviews being held.

For the Talent Development Manager position, there were 20 telephone interviews with 12 face-to-face interviews.

Toni is managing Baldwin, Ludington and Shelby.

Chad is managing Big Rapids, Fremont and Reed City.

Shelly further explained that about 95% of the applicants came from Indeed but the ones received from Talent Connect were more appropriate to the position applied for.

Ron Marek said Kudos to Michigan Works! for making this happen so quickly. Paul reiterated that the majority of the credit goes to Shelly. This was handed off to her and she did an excellent job.

Chad Marr, Talent Development Manager, previous to this position was employed by NCRESA as the Employment Specialist in the Reed City Center. Previous to that, he received a management

degree through one of the programs offered through Michigan Works! He is excited about this new position and things are going very good.

Toni Davis, explained that she comes from the east side of the state from Great Lakes Bay Michigan Works! She had worked in Business Services prior and had done some case management, as well as, WIOA. She also worked at Women's Aid which is a domestic assault agency. She is settling into the new community, getting to know people, and learning a lot.

### Child Care Barrier – Handout

The lack of affordable, quality childcare is cited by about 70% of low-income households as the reason they are not working. Some childcare providers will not accept a child eligible for assistance because the subsidy payment can be held up for as long as two months.

The number of childcare providers in West Michigan has decreased by 30%.

Some recommendations include increasing the eligibility threshold; increase the reimbursement rate to childcare providers and especially focus on services to children ages 0 to 4; place all childcare functions under one department and increase the capacity of childcare providers.

### Outreach Activities

#### ◇ USDOL Apprenticeships

Merri explained that on April 19, 2018 two apprenticeship information roundtables were held. Dave Jackson, West Central's Department of Labor representative, came from Lansing to meet with training providers who wanted to learn more about creating an apprenticeship program. One was held at the Big Rapids Service Center and the other at West Shore Community College. Since most of the training providers knew very little about registered apprenticeships, this roundtable was extremely helpful. They were also informed of an apprenticeship workshop the

third week of May, which was part of an annual conference sponsored by the Michigan Educators Apprenticeship and Training Association.

Jon explained that May 24<sup>th</sup> was Apprenticeship in a Day event in Traverse City sponsored by the Michigan Educators Apprenticeship and Training Association. Representatives from Original Footwear Manufacturing (formerly Wolverine Worldwide) and Meceola Tech attended this one-day event, and those at “our table” were able to identify how current courses offered meet the classroom portion of the apprenticeship, as well as commit to creating some of the remaining classroom components. The USDOL State Director, Russ Davis, signed the standards at the end of the day. It is hoped that this event can be a model to be used to help other manufacturers create USDOL approved registered apprenticeships. The Newaygo County Career-Tech Center were also represented at the event. Other employers from the West Central area also attended.

◇ Business Resource Network/ERN Meetings

Danielle Martin from the Department of Health and Human Services and Merri have been meeting with manufacturers in Osceola County to discuss the formation of a Business Resource Network, and their potential involvement. Those who have taken the time to sit down and learn about the potential program have shown great interest and are willing to “buy-in” to the program. The goal is to get the program up and running by early 2019.

Merri further explained that on April 11, 2018, the Oceana County ERN held a joint meeting in Muskegon with other ERNs from Grand Haven and Grand Rapids to share some best practices. Several Oceana County employers attended with Merri. The next Mason County ERN meeting is scheduled for June 14; this will be an opportunity for Merri to introduce Toni to the HR Directors.

◇ Higher Ground Workshops Ewart & West Shore Community College

At the last WDB/LEO meeting a series of workshops in Ewart were mentioned to help with Project Rising Tide. At these workshops, everyone created a resume and mock interviews were held using soft skills. The last class ended a few weeks ago and it is hoped that these same workshops will be offered again this fall.

Last week, Merri and Toni along with several HR Directors from some Mason County companies, took part in mock interviews with CTE students at West Shore Community College. These workshops were not only helpful to the students but it also helped establish Michigan Works! as a place that schools can turn to for help in getting students ready to enter the workforce.

◇ Big Rapids Mayor's Manufacturing Forum

Paul and Jon met with representatives from Mecosta and Osceola county manufacturers, local municipal officials, Ferris State University administrators and other community organizers during the annual Mayor's Manufacturing Forum organized by Big Rapids Mayor, Tom Hogenson and the Mecosta County Development Corporation. The event has been held annually to promote communication among manufacturers, municipalities, the university and others with the goal of working together to share best practices, identify common problems and solutions, and more. Skilled Trades and apprenticeships were discussed as well.

Business Activity

◇ Job Fairs

- ✓ Bella Senior Care held a job fair April 20<sup>th</sup> at the Reed City Service Center – only one person attended.

- ✓ Chippewa Hills High School held a job fair on April 25<sup>th</sup> at the school. Students from 9<sup>th</sup> through 12<sup>th</sup> grades were cycled through the event to talk with employers, military recruiters and college recruiters. After the school day ended, the event was open to the public, however, not many attended.
  - ✓ Ventra held a hiring event at the Reed City Service Center on May 21<sup>st</sup>. Nearly 100 people attended; there is no information on the total number of job offers made.
  - ✓ Michigan Rubber Products, of Cadillac held a hiring event at the Reed City Service Center on June 1<sup>st</sup>, six people submitted applications.
  - ✓ Adecco held four job fairs, two at the Shelby Service Center and two at the Fremont Service Center – they were looking to hire temporary workers for the Electric Forest Music Festival in Rothbury.
  - ✓ OnPoint Employment Solutions held open interviews at the Big Rapids Service Center on May 30<sup>th</sup> for an unnamed manufacturer.
- ◇ Marshall Plan Meeting – Ferris
- On April 5<sup>th</sup> Paul, Jon and Merri attended a Marshall Plan workshop at Ferris.
- ◇ STTF Update
- House of Flavors and Arbre Farms were not originally approved but both were awarded funding in April. West Central now has 34 companies approved and \$952,000 in funding for our area. Last year there were eight applications approved for about \$170,000. Of course, this is the time when Jon and Merri are both busy following up on paperwork for the grants awarded last fall.
- ◇ Rapid Response
- ✓ The Side Street Café in Fremont closed after 25 years in business. This closure affected 21 full and part time employees. Rapid Response packets were compiled and delivered May 22<sup>nd</sup>.

◇ Michigan Potash LLC

Paul explained that this potential project could total \$700 million. DEQ and EPA have approved all of the necessary environmental related permits. If the project does happen, it will take 18 months to two years to build.

- ◇ Paul explained that there was some incorrect information given out on Facebook relative to GEO – he is confident that this facility will reopen but no plans are finalized yet. They are working on a sewer upgrade project but do not know exactly when that will be completed.

Baldwin & Oceana County Decision Day – Handout

Seniors announce their plans during the 2018 Decision Day. Their plans included attending Ferris State University, Michigan State University, West Shore Community College, Michigan Career and Technical Institute and many other educational institutions. Some students shared plans to enter trades such as construction; continue a family business; joining the armed forces. At the Baldwin event, President Eisler encouraged them all telling them to “Make a difference. Well-rounded education helps create empathy for others. Never give up.”

Driver Responsibility Fees

Paul explained that this legislation eliminating Driver Responsibility Fees moved quickly. About 330,000 Michigan residents have incurred these fees over the last 15 years. All of these fees will be forgiven October 1, 2018 but if individuals wish to have them removed sooner, they have 45 days to complete 10 hours of a workforce development program.

Only the Driver Responsibility Fees will be forgiven, not regular court costs and fines.

NOTE: Dan Kosheba left at 2:21 p.m.

### Service Center Lobby Electronic Communication – Handout

Jon keeps the monitor located in each Service Center lobby updated with helpful information on our partners, writing resumes, job search and other tips, plus encouraging quotes.

### New Newaygo County Business Development Coordinator

Paul informed the Boards that Julie Burrell has been hired as the new Newaygo County Business Development Coordinator, who is an employee of the Right Place under contract with Newaygo County.

### Michigan Joins Credential Engine – Handout

Through a competitive process, Kansas, Michigan and Ohio have been chosen to work with Credential Engine over the coming year as part of their state's strategic education, workforce, and economic development efforts. In conjunction with additional partnerships, Credential Engine is currently engaging with nine states across the country.

Credential Engine is a nonprofit organization dedicated to creating credential transparency. Credential Engine has created a common credentialing language, a web-based Registry to store data on all types of credentials.

### Appointment of New WDB Member

Larry Emig explained that the LEO met prior to the meeting and appointed David Morningstar, new Plant Manager of Leprino Foods in Remus to fill the Mecosta County private sector vacancy.

NOTE: Chris Ortwein left at 2:28 p.m.



## April Unemployment Rates

April unemployment ranking for Michigan counties.

## Pre-Meeting Packet Items

NOTE: Carla Roberts left at 2:29 p.m.

## Next Meeting August 1, 2018 – Nestle Nutrition/Gerber, Fremont

The next WDB/LEO Joint meeting is Wednesday, August 1, 2018 at Nestle Nutrition/Gerber, Fremont with an optional tour for interested Board members.

## Round-the-Table

- » Byl, Larry, Oceana County Commissioner – The Electric Forest is coming up. This adds 45,000 to the population for each of two weekends.
- » Timmers, Jon, Michigan Department Of Corrections – there will most likely be another prison closing in the next year; the prison population is down as is the parolee population and the employment is up. Michigan is definitely doing something right.
- » Eisler, Dave, Ferris State University – Ferris will receive a \$144,000 childcare grant; 17% of those using the PELL grant have dependent children. There is an addition to the welding program and the creation of an Advancing Manufacturing Center totally \$30 million. The two-year waiting list for welding is going away and there is no longer a waiting list for nursing.
- » Trucks, Mary, FiveCap, Inc. – there is a \$1.2 million grant to open four childcare centers; one each in Newaygo, Lake, Mason and Manistee counties. The Lake and Newaygo county centers are planned to be operational in August. These centers will service infants and toddlers.

There will be an art exhibit – 15 pieces of art from Chase to Luther.

- » Schurkamp, Christine, Spectrum Health – there is new leadership at the Fremont hospital.
- » Walls, Karl, Lake County Commissioner – the largest brown trout statue in the world is completed; this was all done with private donations.
- » Smith-Olson, Debbie, Lake Osceola State Bank – \$99,335 was raised for the brown trout project and donations are still coming in. This is 25 feet tall with an eight-foot base and application is being made for the designation of “the world’s largest” brown trout. This commemorates the first planting of brown trout.

#### Other Business

#### Reserved for the Public

#### Adjournment

**Meeting stands adjourned at 2:48 p.m.**