



**Governing Board Meeting
Grand Rapids NW Service Center**

215 Straight Ave. N.W. Grand Rapids, MI 49504

The public may attend in-person or by remote participation via Teams.

[Click here to join the meeting](#) Meeting ID: 260 306 916 419 Passcode: USbNym

+1 616-803-9815,,962405579# Phone Conference ID: 962 405 579#

Monday, February 26, 2024 - 8:30 a.m. – 10:00 a.m.

AGENDA

1. Call to Order and Introductions
2. Public Comment – Agenda Items
3. Approval of the October 23, 2023 Minutes **Action Required**
4. 2024 Governing Board Election of Chair and Vice-Chairperson **Action Required**
Tawanna Wright, Staff Attorney
5. Governing Board Membership Review **Action Required**
Jacob Maas, Chief Executive Officer
6. Report on Financial Activities
 - a. Presentation of the Audited Financial Statements **Action Required**
William (Bill) I. Tucker, CPA, Maner Costerisan
 - b. ACSET Financial Report - Notes to December 2023 Board Financials **Information Item**
Kirsti Jones, Chief Financial Officer
 - c. Proposed FYE 2024 Budget Modification (75% affirmative vote of members present) **Action Required**
Kirsti Jones
 - d. Renewal of Line of Credit **Action Required**
Kirsti Jones
7. Report on Administrative Activities **Information Item**
Laura Krist, Human Resource Director
 - a. ACSET Personnel Actions Report **Information Item**
 - b. ACSET Operations Staffing **Information Item**
 - c. Update to Staffing Chart **Action Required**
 - d. 2024 Compensation Study **Information Item**
8. Workforce Development Board (WDB) Activities: **Action Required**
Jacob Maas
 - a. Member Appointment: Nate Henschel (75% affirmative vote of members present) **Action Required**
9. WDB Service Summary Dashboard and Solutions Driven Updates **Information Item**
Jacob Maas
10. Other Business **Information Item**
 - a. 14th Annual Beverly Drake Essential Service Awards
 - b. MiCareerQuest: March 27, 2024 DeVos Place ([VIP Tour Sign up](#) or [Volunteer Sign up](#))
11. Public Comment
12. Adjournment

Next Scheduled Governing Board Meeting: Monday, April 22, 2024



Governing Board Meeting

Grand Rapids NW Service Center ▪ 215 Straight Ave. N.W. Grand Rapids, MI 49504

The public may attend in-person or by remote participation via Teams.

[Click here to join the meeting](#)

Meeting ID: 269 966 622 068 Passcode: Wk2vit

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[+1 616-803-9815,,588072924#](#) United States, Grand Rapids

Phone Conference ID: 588 072 924#

Monday, October 23, 2023 ▪ 8:30 a.m. – 10:00 a.m.

MINUTES

Governing Board Members Present: Commissioners Storey (Chairperson), Hatfield (Vice-Chairperson), T. Baker, LaGrand, R. Baker, Cyr, Paige, Curran, Moss, Perdue (virtual), Ysasi

Governing Board Members Absent: Commissioners De Young, Tiejema, Kallman

Staff Present (physically or virtually): Jacob Maas, Angie Barksdale, Jeff Dornbos, Laura Krist, Janette Monroe, Tawanna Wright, Tasha Evans, Amy Lebednick, Chad Patton, Malinda Powers

Guests Present: None

1. Call to Order by Commissioner Storey at 8:32 a.m. Com. Storey requested attendance be taken.
2. Public Comment- None.
3. Approval of the August 28, 2023 Minutes **Action Required**
Motion – Com. Paige
Second – Com. Ysasi
Item Approved by Vote – All 10 members present voted affirmatively. Motion carried.
4. Introduction of Staff Attorney – Jeff Dornbos **Information Item**
 Jeff Dornbos introduced himself to the board.
5. Report on Financial Activities: Notes to August 2023 Board Financials **Information Item**
 Jacob Maas, Chief Executive Officer, reviewed ACSET's statement of revenue and expenditures for the two months ending August 31, 2023. Discussion took place and Jacob answered board members' questions.
6. 2024 Governing Board Meetings Schedule **Action Required**
 Jacob Maas presented the board with the 2024 meeting schedule and requested approval. Brief discussion took place and staff answered board members' questions.
Motion – Com. Ysasi
Second – Com. LaGrand
Item Approved by Vote – All 10 members present voted affirmatively. Motion carried.
7. Workforce Development Board (WDB) Activities: *Janette Monroe, Executive Assistant*
 - a. WDB Term of Office Applications: **Action Required**
 November 1, 2022 – October 31, 2024 *(75% affirmative vote of members present)*
 Janette Monroe, Executive Assistant reported that as of July 2023, the WDB had two (2) vacant seats for the member term of office through October 31, 2024. Janette reviewed that the first vacancy is for the private/ business sector, which was previously filled by Randy Boss, and staff are currently seeking a replacement to fill this seat. The second vacancy is in the Higher Education sector, as Dr. Stacy Young announced her departure from Montcalm Community

College (MCC). MCC selected Connie Stewart as the interim President, while the college pursues Dr. Young's successor. Connie Stewart has since applied to fill the vacant seat and her application was reviewed by the designated Nomination Committee. Janette reported that on September 18, 2023, the Executive Committee of the WDB approved and supported Connie Stewart's application. Janette requested the Governing Board approve appointment of Connie Stewart to serve on the WDB with term of office dates through October 31, 2024.

Motion – Com. R. Baker

Second – Com. Paige

Roll call vote taken: 10 of 14 members present.

Yays: Com. Storey, Hatfield, T. Baker, LaGrand, R. Baker, Cyr, Paige, Curran, Moss, Ysasi

Nays: None

Item Approved by Vote – Motion carried.

- b. WDB Term of Office Applications: **Action Required**

November 1, 2023 – October 31, 2025 *(75% affirmative vote of members present)*

Janette Monroe reported that as of July 2023, the WDB had seventeen (17) board member seats, and one (1) additional vacant seat whose term of office expires on October 31, 2023. Of those, staff were notified that John Buchan recently retired from NN Inc., and Scott McLean from Corewell Health Ventures, requested to step down from his service on the board. Janette reviewed that applications were received and reviewed by the designated Nomination Committee and the proposed slate was provided in the board packet. Furthermore, Janette reported that on September 18, 2023, the Executive Committee of the WDB approved and supported the slate of applicants. Staff answered board members' questions. Janette requested Governing Board approval to appoint the presented slate of applicants to serve on the WDB with term of office dates from November 1, 2023 through October 31, 2025.

Motion – Com. Hatfield

Second – Com. LaGrand

Roll call vote taken: 10 of 14 members present.

Yays: Com. Storey, Hatfield, T. Baker, LaGrand, R. Baker, Cyr, Paige, Curran, Moss, Ysasi

Nays: Com. None

Item Approved by Vote – Motion carried.

8. Report on Administrative Activities

Laura Krist, Human Resource Director

- a. ACSET Personnel Actions Report **Information Item**
 Laura Krist, Human Resource Director, reported that there have been six (6) appointments, five (5) separations, and three (3) promotions.
- b. ACSET Operations Staffing **Information Item**
 Laura Krist reported that ACSET currently has 212 out of 243 positions filled. Com. Ysasi inquired about the chart still listing two (2) Procurement positions. Laura reported that once the staff member officially retires, one of the positions will be removed, likely at the February 2024 meeting.
- c. Update to Staffing Chart **Action Required**
 Laura Krist reported that after reviewing the current staffing chart and assessing the needs of various programs and departments within ACSET, staff have determined that it is necessary to add one (1) Industry Council Lead and one (1) Success Coach to the current staffing chart. Laura requested Governing Board approval to add these positions to the staffing chart. Discussion took place about each of the positions and staff answered board members' questions.

Motion – Com. LaGrand

Second – Com. R.Baker

Item Approved by Vote – All 10 members present voted affirmatively. Motion carried.

9. West Michigan Works! (WMW) Workforce Development Board (WDB)

Solutions Driven Updates

Information Item

Angie Barksdale, Chief Operating Officer, reviewed the Service Summary for October 1, 2022 through August 31, 2023. As a reminder, the summaries of each initiative highlighted in the solutions driven updates will also include a notation identifying its alignment with strategic plan goals. These “alignment indicators” are ***Diversity and Inclusion, Enhanced Relationships, and Pipeline Development***.

Grants Updates

- i. Early Childhood Education (ECE) Registered Apprenticeships:
Angie Barksdale reported The Early Childhood Investment Corporation’s (ECIC) Childcare Investment Fund awarded West Michigan Works! \$120,000 to convene leaders to develop solutions that will help finance, provide educational support, and increase compensation for jobseekers who want to become early childhood educators. Under this 1-year grant, West Michigan Works! plans to convene early childhood education stakeholders across our region to develop and launch a plan that will bolster the early childhood educator pipeline. Discussion took place and Angie answered board members’ questions. ***Enhanced Relationships, Pipeline Development***
- ii. Health Resources & Services Administration (HRSA):
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- iii. Michigan Career Opportunity Academies for Community Health (MiCOACH):
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- iv. The Michigan Citizen Reentry Initiative (MiCRI):
Additional information provided in the board packet. ***Enhanced Relationships, Diversity and Inclusion***
- v. Michigan Incarcerated Veterans’ In-Reach Program (MIVIP):
Additional information provided in the board packet. ***Diversity and Inclusion, Pipeline Development***
- vi. Grand Rapids Community College (GRCC) One Workforce Grant:
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- vii. Michigan Learning and Education Advancement Program (MiLEAP):
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- viii. Barrier Removal and Employment Success (BRES) Expansion:
Angie reviewed that the Michigan Department of Labor and Economic Opportunity (LEO) initially encouraged organizations that could assist Michiganders with removing barriers to employment to apply for the \$14.6 million Barrier Removal and Employment Success (BRES) grant program starting Monday, May 22. Eligible applicants for funding included community-based organizations, educational institutions, Michigan Works! agencies, private for-profit agencies, private non-profit agencies, and other established, experienced providers of supportive services. The total funding available for this initiative is \$14,625,000. Entities awarded funding under this

Request for Proposals (RFP) that are not Michigan Works! agency (MWA) will be required to partner with a local MWA for the purpose of fiduciary responsibilities and required reporting. Angie further reported that LEO rescinded the original BRES RFP that was published on May 22, 2023, and reissued it with a submission deadline of October 20, 2023.

- ix. Michigan Rural Enhanced Access to Careers in Healthcare (MiREACH):
Additional information provided in the board packet. Com. Storey inquired about the requirements for this grant. Angie reported that an applicant would need to specifically state that they are willing to work with a rural healthcare employer. ***Enhanced Relationships, Pipeline Development***
- x. State Apprenticeship Expansion (SAE) – West Michigan Works!:
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- xi. State Apprenticeship Expansion (SAE) – Michigan Energy Workforce Development Consortium (MEWDC):
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- xii. MDARD Specialty Crop Grant:
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- xiii. Going PRO Talent Fund (GPTF):
Fiscal Year 2023:

The Michigan Department of Labor and Economic Opportunity announced the award of \$64,792,406 to 1,103 employers statewide for the Going PRO Talent Fund (GPTF) for fiscal year 2023. West Michigan Works! employer awards are outlined below:
 - Cycle 1: 201 employers received a total of \$17,463,904.00. The awarded training may occur from February 1, 2023 – January 31, 2024.
 - Cycle 2: 69 employers received a total of \$3,697,712. The awarded training may occur from July 17, 2023 - July 16, 2024.
 A full list of grant recipients statewide is available online at Michigan.gov/TalentFund.
Fiscal Year 2024:
The application for cycle 1 is tentatively scheduled to open October 9, 2023. The grant process is competitive, and funds are allocated quickly. Employers can learn more about the upcoming Going PRO Talent Fund application process for cycle 1 by watching this [information session video](#). ***Enhanced Relationships, Pipeline Development***
- xiv. Sector Strategies Employer Led Collaborative Grant:
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development***
- xv. Michigan Statewide Targeted Apprenticeship Inclusive and Readiness System (MiSTAIRS):
Additional information provided in the board packet. ***Enhanced Relationships, Pipeline Development, Diversity and Inclusion***

Industry Talent Councils (ITCs)

Angie reported there are a variety of ways to stay connected to the innovative work taking place under each of the WMW! Industry Talent Councils (ITC). Each council has expanded its outreach with dedicated LinkedIn accounts and bimonthly newsletters. The increased online presence will allow each ITC to provide employers and partners in each industry with pertinent information such as industry

workforce trends, council initiatives and expansion of networks to participate in future projects. In September, WMW convened ITC members from all five industry talent councils at an annual event to share best practices, celebrate successes, and collaborate on future events. Additionally, each council published a Community Impact Report highlighting the impact of their work over the last year. These reports are included along with the agenda packet and can also be found on the homepage of each council's website linked below. ***Enhanced Relationships, Pipeline Development***

- i. **[Agribusiness Talent Council of West Michigan \(ATC\)](#): Mission: **The Agribusiness Talent Council is an employer-led collaborative that seeks to expand the talent pool by promoting career pathways and opportunities in West Michigan's agribusiness industry.** On November 9th, the ATC will host its next quarterly job fair for opportunity populations, in partnership with regional and state partners who serve these populations at the WMW SE Service Center. Planning will begin for 2024 Career AG-xploration events soon, as we await the decision for the MDARD Rural Readiness Grant, which would expand the event to 4 additional counties. The ATC supported WMW's application to apply for the USDA Agriculture and Food Research Initiative Food and Agricultural Non-Formal Education Grant, which could provide up to \$750,000 to pilot expanded career exploration activities across the region for K-12 students.**
- ii. **[Construction Careers Council \(CCC\)](#): Mission: **The Construction Careers Council creates a bright future for West Michigan's construction industry by building a diverse and qualified workforce.** The CCC is currently working on Careers in Construction Month in its "campaign" strategy to increase construction career awareness. The council is planning on doing traveling roadshows in classrooms (6th-12thgrades), an all women panel during construction inclusion week, and a "Before the Jobsite" workshop at the end of October. The council has also continued to interview and write blogs about the "Women Who Build West Michigan" to increase diversity and encourage women to join the construction industry. These blogs can be found on the CCC website. The project is moving towards a podcast along with the articles. Furthermore, within the framework of the "train" strategy, the CCC is close to posting its "Before the Jobsite" downloadable checklist on the website, which will be a helpful tool for job seekers and students preparing for an interview within construction. The project will also pilot a workshop within classrooms that will teach interviewing skills and expose students to careers within the industry. Lastly, the CCC approved a project designed around improving mental health within the construction industry by focusing on substance abuse, suicide, stigma, depression, and anxiety among the workforce. The project team has been formed, has met once, and is working diligently to make sure the project is done correctly and can offer solutions to the issues listed above.**
- iii. **[Discover Manufacturing \(DM\)](#): Mission: **"We Exist to Inspire and Expand Manufacturing Talent in West Michigan."** DM has implemented improvements for the council's flagship event, Discover Manufacturing Week, which will be November 6 -10, 2023. The changes are designed to help streamline the registration and matching process, putting less stress on educational champions, while increasing the effectiveness of communication to employers. Project planning for multiple approved projects have been under development, including redesigning activities in a Mobile Manufacturing Lab owned by Grand Rapids Community College, monitoring inquiries and outcomes for Adopt-A-School, planning for a Career Readiness Event in April 2024, and marketing an online Earn and Learn directory.**
- iv. **[West Michigan Health Careers Council \(WMHCC\)](#): Mission: **The purpose of WMHCC is to provide an employer-led collaborative council of healthcare employers, educators, workforce development, and economic development organizations working together to meet West****

Michigan's healthcare talent needs.

WMHCC is collaborating with IMPART Alliance on a State of Michigan MICA 3.0 grant initiative to improve outcomes for direct care workers across the state of Michigan. An enhanced training curriculum has been developed, train-the-trainer sessions have occurred, and worker training began in April. The council continues the advancement of several new and established apprenticeship programs including recent submissions to the US Department of Labor for Cardiovascular Technicians and Anesthesia Technologists programs. The council has made significant progress on revising and finalizing a comprehensive credential list for the healthcare industry. The directory is available online on the WMHCC website and continues to be updated with new programs. WMHCC held a family friendly, career fair carnival at the GRCC M-TEC center on August 2nd. 13 employers and 19 total exhibitors attended the event and had the opportunity to speak to over 250 job seekers. Employers anticipate hiring over 50 job seekers as a result of this event. There were many positive comments made by attendees. A project group focused on retention is meeting regularly to develop a resource guide and best practices for barrier reduction in healthcare. This includes a community resource practices guide developed with the help of resource navigators. The completed version of the guide was published in January and can be viewed as a PDF here: <http://www.talnet.org/resources/>. The council is also partnering with MAISD on two different career exploration events for health sciences students. Both events will expose students to professionals in various health care occupations and give the students practical experience in the daily operations of those occupations.

- v. **West Michigan Tech Talent (WMTT): Mission: West Michigan Tech Talent looks to engage employers of Information Technology professionals with best practices, resources and a community to grow, develop, recruit and retain a diverse and inclusive world class IT workforce in West Michigan.**

Angie reported that there is ongoing work on the development of a Cyber Security Registered Apprenticeship program. The committee is led by a WMW Apprenticeship Success Coordinator. WMTT Council approved the renewal of both Mi Code Experience (MiCE) and MiCareerQuest. A Project Coordinator has been hired for MiCE. WMTT Council Approved an event focused on assisting international students and small businesses with the Visa process. "Demystifying the Visa Process: The Small Business Guide to hiring International students". No further details at this point. A strategic communication training session; "Communicating as a Technologist" is being moved to December. WMTT will be working with The Right Place on a series of events focusing on DEI and Tech (talent attraction and retention). The long term goal will be to create a program focused on entry-level/new-to-cyber career paths. WMTT continues to host a series of networking events focused on creating an environment of belonging for tech workers, especially those who work remotely. This supports the efforts to establish West Michigan as a tech hub, with a thriving environment for existing workers. The next event will be held in collaboration with The Right Place during Tech Week September 20 and 21 including, enlightening talks on diversifying the tech talent pipeline with local partners and a panel presentation on "Attracting & Retaining Talent in the Work-From-Home Era." WMTT has also recently approved a Speak by Design training that will help employers advance strategic communications skills for employees in key roles including technologists and providing leadership development for mid-to-senior level leadership.

Programs

- i. **WMW Sponsored Registered Apprenticeships Program (WMW RAP):**
Angie reported that the apprenticeship team continues to experience steady growth driven by employer demand. WMW currently holds standards for 37 US Department of Labor registered

apprenticeships, with 133 active apprentices and 73 participating employers. ***Enhanced Relationships, Pipeline Development***

- ii. Ascend Youth Programming:
Angie reported that the Ascend team currently provides in-person and virtual programming for eligible youth across our 7-county region. The Ascend Fall Career Conference will take place November 13 -17, 2023. This conference will provide an opportunity for 2022-2023 Ascend participants to engage in employability skills development, connect with local and regional speakers, and earn wages to incentivize their personal and professional development relative to the workplace. The Ascend program is also launching another year of year-round recruitment for WIOA Youth programming. ***Pipeline Development, Diversity and Inclusion***
- iii. MiCareerQuest:
Angie reported that MiCareerQuest 2024, a career exploration experience for middle and high school students, will take place on March 27, 2024, with March 28, 2024 as a back-up date. Planning with the Steering and ISD Committees will begin at the end of September. Preparations for the event have already begun with fundraising, timeline planning, and curriculum development for our region's schools. ***Pipeline Development***
- iv. HireReach:
Angie reported that HireReach provides instruction and consulting to businesses interested in implementing skills-based hiring. HireReach wrapped up its Kalamazoo academy with 7 businesses finishing the program. HireReach has also launched a fall academy for 9 Kent County employers. The HireReach team has developed a draft of its strategic plan for the next three years and is taking steps to finalize the draft. ***Diversity and Inclusion***
- v. Retention Solutions Network (RSN):
Additional information provided in board packet. ***Enhanced Relationships, Diversity and Inclusion***
- vi. Elevate: Additional information provided in board packet. ***Pipeline Development, Diversity and Inclusion***
- vii. Learn, Earn and Provide (LEAP) Pilot:
Additional information provided in board packet. ***Pipeline Development, Diversity and Inclusion***

Initiatives

- i. Michigan Economic Development Corporation (MEDC) Talent Action Team (TAT) Electric Vehicle (EV) & Mobility Pilot: Additional information provided in board packet. ***Enhanced Relationships, Pipeline Development.***
- ii. USDOL Training for Apprenticeship Training Representatives: WMW was commissioned by the National Association of Workforce Development Professionals (NAWDP) in response to an RFP to provide training for US DOL Office of Apprenticeship and State Apprenticeship Agency Apprenticeship Training Representatives (ATR). The training will equip ATRs to better assist Registered Apprenticeship (RA) program sponsors in engaging their local workforce development board staff for practical WIOA support. The training will provide ATRs with specific information and tools that help them move from understanding policy alignment to practical implementation with partners. Angie reported that this is being conducted under the Strategic Workforce

10. Other Business

Information Item

- a. Wagner Peyser (WP) Proposed Rule:
Jacob Maas reviewed that in June 2023, he sent out an email updating everyone on the status of Department of Labor's (DOL) proposed rules change to Wagner Peyser. Jacob stated that there is no new information to share.

- b. Workforce Innovation and Opportunity Act (WIOA) Federal Budget:
Jacob Maas reported that earlier this month, the House Appropriations Committee released its FY24 Labor-HHS-Ed Appropriations Bill. This bill included drastic cuts to core workforce development programs, including Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Youth programs. The bill would result in the elimination of the WIOA Youth program, along with \$712 million in cuts to WIOA Adult funding, beginning October 1, 2023. Alternatively, the Senate Appropriations Committee voted to advance a \$224.4 billion spending measure for the departments of Labor, Education, and Health and Human Services that includes \$13.5 billion for the Labor Department. This budget keeps things relatively flat, with a \$5 million dollar increase focused on apprenticeships. We still haven't seen recommendations coming out of the Executive Office. We plan to continue to demonstrate to our representatives the impact of these crucial programs on our community. Furthermore, Jacob reported that staff recently hosted Congressman John Moolenaar at the Barry County Service Center.

11. Public Comment-

- a. Angie Barksdale reminded board members that copies of each Industry Talent Council's (ITC) Annual reports were provided. The reports contain information that was highlighted in the solutions driven updates and the great work each of the employer-led councils are doing in our communities.
- b. Jacob Maas congratulated Commissioner Storey on his recent appointment to Chair the Michigan Association of Counties Board.

12. Adjournment at 9:20 a.m. by Commissioner Storey.

Recorded by: _____ Received by: _____

**ADMINISTRATIVE OFFICE**

Area Community Services
Employment & Training Council
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4100

SERVICE CENTERS**Allegan County**

3255 122nd Ave
Allegan, MI 49010
(269) 686-5079

Barry County

130 E State St
Hastings, MI 49058
(616) 649-9850

Ionia County

603 W Adams St
Ionia, MI 48846
(616) 389-8525

Kent County

Grand Rapids NW Service Center
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4460

Grand Rapids SE Service Center
121 Martin Luther King Jr St SE
Grand Rapids, MI 49507
(616) 336-4040

Rockford Service Center
10075 Northland Dr NE
Rockford, MI 49341
(616) 228-6724

Montcalm County

114 S Greenville W Dr
Greenville, MI 48838
(616) 754-3611

Muskegon County

316 Morris Ave
Muskegon, MI 49440
(231) 724-6381

Ottawa County

12331 James St, Suite 130
Holland, MI 49424
(616) 396-2154

MEMORANDUM

TO: ACSET Governing Board
FROM: Tawanna Wright, Staff Attorney
DATE: February 26, 2024
RE: ACSET Governing Board Election of Chair and Vice-Chair

Background

Pursuant to the 4th Amended Interlocal Agreement between the Counties of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Ottawa, and the City of Grand Rapids, it is time for a Chairperson and Vice-Chairperson of the ACSET Governing Board to be elected. The newly elected officers shall begin their duties at the February 26 meeting immediately following the election. The Interlocal Agreement provides as follows:

The Governing Board shall have a Chairperson and Vice-Chairperson, which officers shall be elected annually by members of the Governing Board; provided, that the Chairperson shall be elected from among the representatives of one of the Public Agencies in the following annual rotation: Allegan County, Barry County, Ionia County, Kent County, Montcalm County, Muskegon County, Ottawa County, and the City of Grand Rapids. The Public Agency from which the Chairperson shall be elected for the first calendar year following the effective date of this Interlocal Agreement shall be chosen by lot, and the Vice-Chairperson shall be chosen from among the representatives of the next Public Agency in the above rotation.

- a. Chairperson. The Chairperson shall preside over all the meetings of the Governing Board.
- b. Vice-Chairperson. The Vice-Chairperson shall perform the duties and exercise the power of the Chairperson in the absence or disability of the Chairperson.

Based on the above rotation listed in the Interlocal Agreement, it is Barry County's turn to serve as Chairperson of the Board for 2024. Being the only representative from the Barry County Board of Commissioners, Commissioner David Hatfield will be considered Chairperson unless the representative wishes to be removed from consideration.

Assuming Commissioner Hatfield does not wish to remove his name, then action (i.e., nomination*, and a vote of yeas and nays) will be required by the members to officially elect Commissioner Hatfield as the Chair.

Regarding the office of Vice-Chairperson, the next listed public agency in the above rotation is Ionia County. Being the only representative from the Ionia County Board of Commissioners, Commissioner Larry Tiejema will be considered for Vice-Chairperson of the ACSET Governing Board unless he wishes to be removed from consideration. Assuming Commissioner Tiejema does not wish to remove his name, then action (i.e., nomination*, and a vote of yeas and nays) will be required by the members to officially elect Commissioner Tiejema as the Vice-Chairperson.

*Robert's Rules of Order state that it is *customary* to nominate one or more candidates before proceeding to an election to fill an office (unless the election is by ballot or roll call).



ACSET GOVERNING BOARD MEMBERS

January 2024 – December 2024

ACSET shall be governed by a 14 Member Governing Board, which shall consist of:

Public Agency	ACSET Governing Board Member	Member
Allegan Co.	County Board Chair or Designee	Jim Storey (Chair)
	County Board Member	Mark De Young (Member)
Barry County	County Board Chair or Designee	David Hatfield (Designee-Vice-Chair)
Ionia County	County Board Chair or Designee	Larry Tiejema (Designee)
Kent County	County Board Chair or Designee	Tony Baker (Member)
	County Board Member	Matt Kallman (Designee)
	County Board Member	Melissa LaGrand (Member)
Montcalm Co.	County Board Chair or Designee	Ron Baker (Designee)
Muskegon Co.	County Board Chair or Designee	Darrell L. Paige (Designee)
	County Board Member	Kim Cyr (Member)
Ottawa Co.	County Board Chair or Designee	Joe Moss (Chair)
	County Board Member	Rebekah Curran (Designee)
City of Grand Rapids	Mayor or Designee	Milinda Ysasi (Designee)
	City Commission Member	Kelsey Perdue (Member)

2.2024

**ADMINISTRATIVE OFFICE**

Area Community Services
Employment & Training Council
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4100

SERVICE CENTERS**Allegan County**

3255 122nd Ave
Allegan, MI 49010
(269) 686-5079

Barry County

130 E State St
Hastings, MI 49058
(616) 649-9850

Ionia County

603 W Adams St
Ionia, MI 48846
(616) 389-8525

Kent County

Grand Rapids NW Service Center
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4460

Grand Rapids SE Service Center
121 Martin Luther King Jr St SE
Grand Rapids, MI 49507
(616) 336-4040

Rockford Service Center
10075 Northland Dr NE
Rockford, MI 49341
(616) 228-6724

Montcalm County

114 S Greenville W Dr
Greenville, MI 48838
(616) 754-3611

Muskegon County

316 Morris Ave
Muskegon, MI 49440
(231) 724-6381

Ottawa County

12331 James St, Suite 130
Holland, MI 49424
(616) 396-2154

MEMORANDUM

TO: ACSET Governing Board

FROM: Jacob Maas, Chief Executive Officer

DATE: February 26, 2024

RE: Bylaws for the Governing Board: Section 2.) Membership

Background

In accordance to the amended Bylaws for the Governing Board of ACSET, it is time to review the Membership section of Article I: Board of Local Elected Officials. According to the Bylaws: Section 2: Membership.

Section 2: Membership.

- a. The members of the Governing Board are elected legislative officials chosen by their respective Public Agencies in accordance with the provisions of the current ACSET Interlocal Agreement.
- b. The Governing Board will review the structure of its membership in every-odd numbered year on the basis of the following factors:
 - The funding provided to each Public Agency for employment and training programs administered by ACSET;
 - The number of participants served in employment and training programs administered by ACSET in each Public Agency; and
 - Population estimates by the U.S. Bureau of the Census for each Public Agency.

During this review, the members of the Governing Board will affirm the existing board composition/representation model or recommend to the Public Agencies that the composition of the Governing Board be amended in the Interlocal Agreement to take effect the next even-numbered year.

Requested Action

West Michigan Works! presents the requested factors for your review and approval to maintain the existing board composition.



Governing Board Membership Review

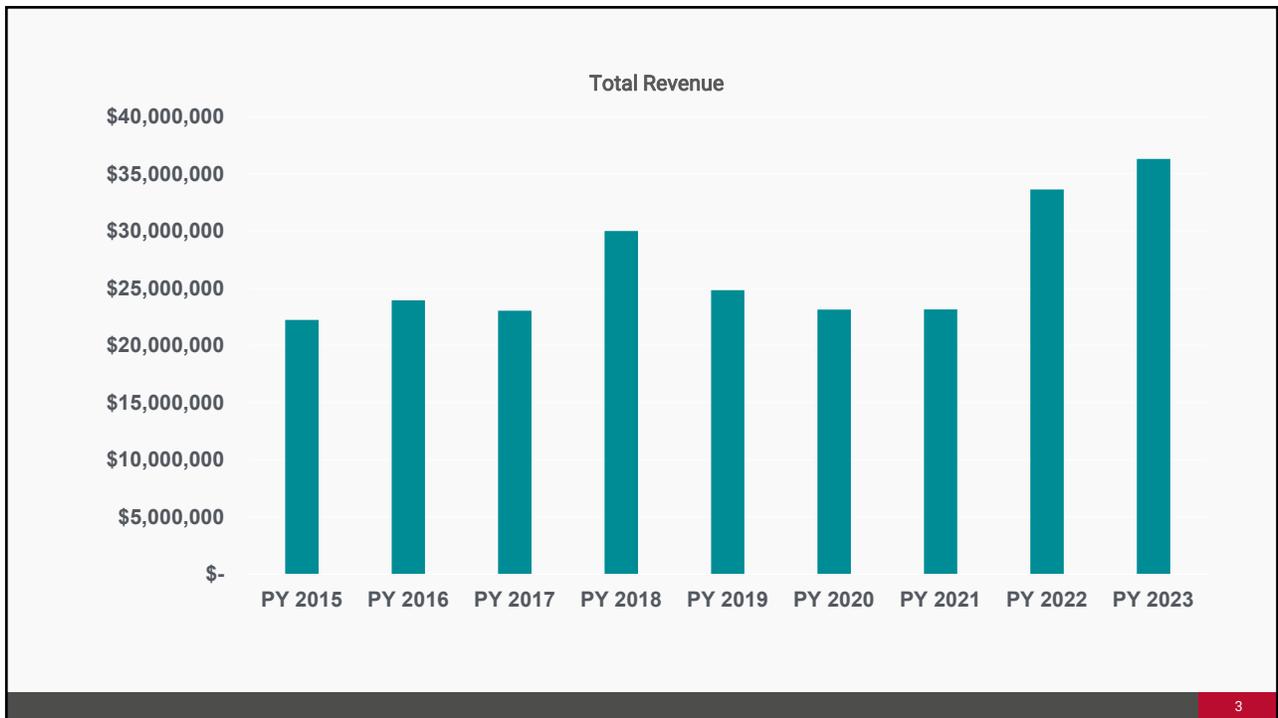
February 26, 2024

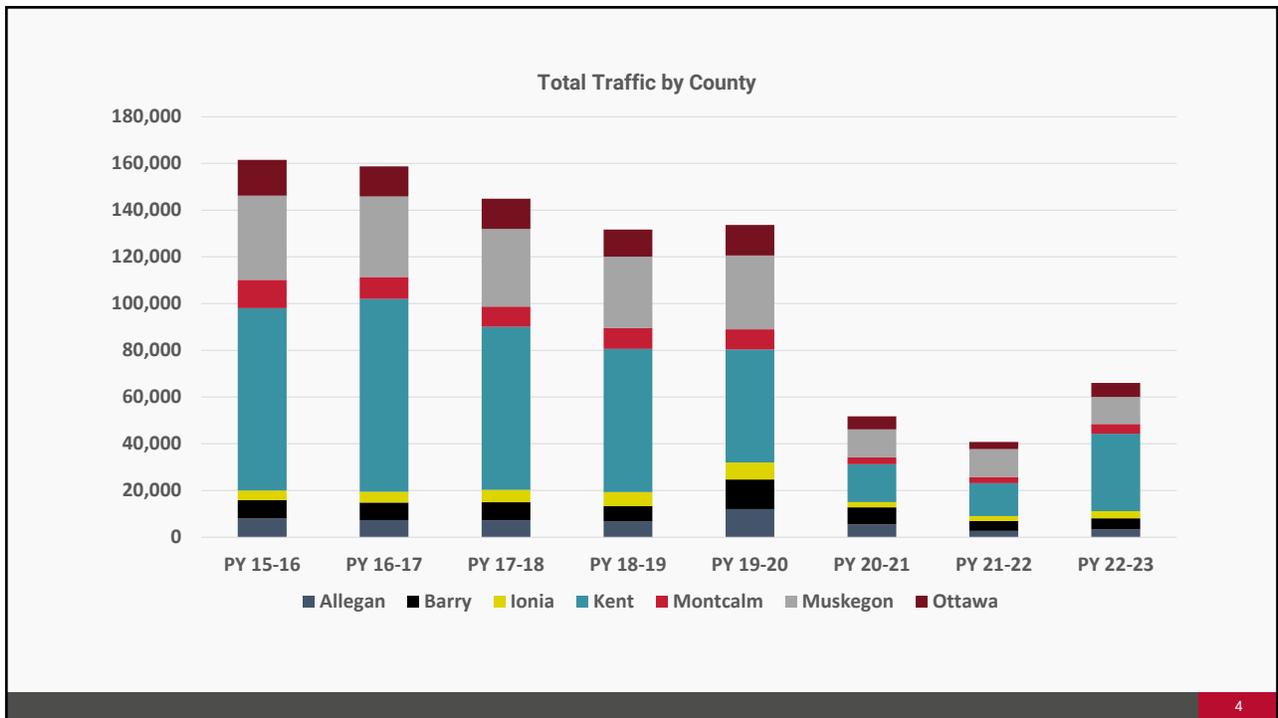
The Members of the Governing Board are elected officials chosen by their respective Public Agencies in accordance with the provisions of the current ACSET Interlocal Agreement.

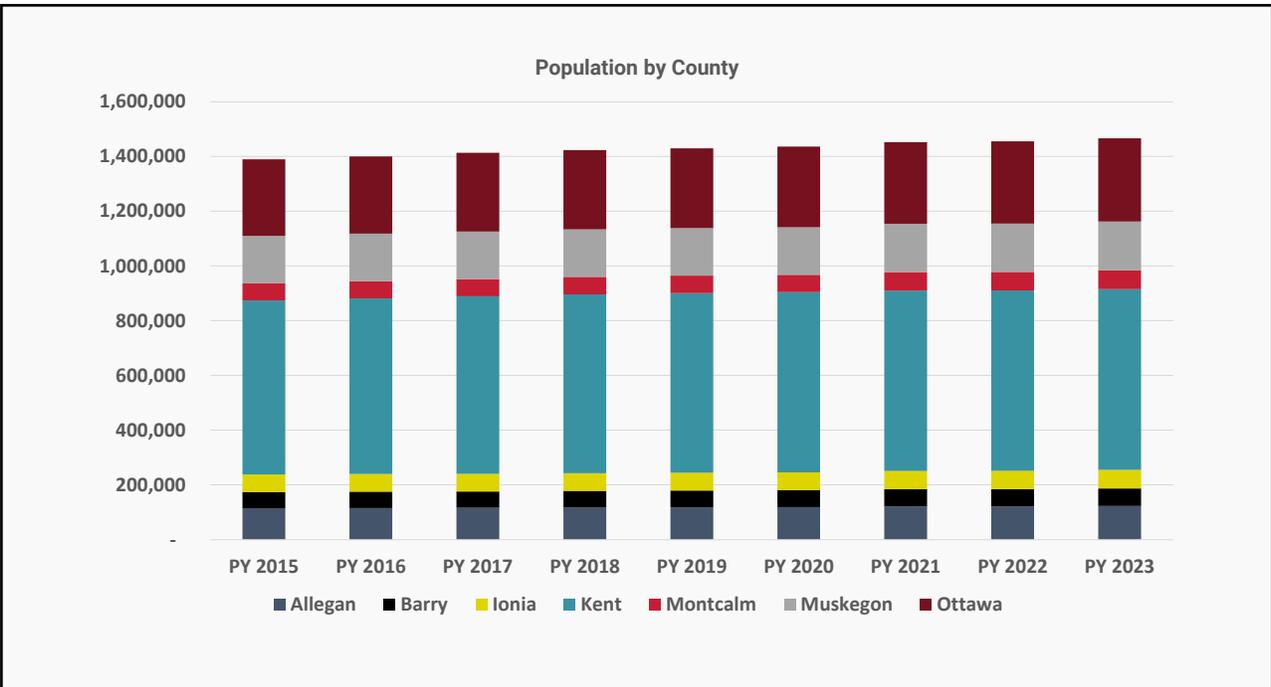
ACSET GOVERNING BOARD MEMBERS
January 2024 – December 2024

ACSET shall be governed by a 14 Member Governing Board, which shall consist of:

Public Agency	ACSET Governing Board Member	Member
Allegan Co.	County Board Chair or Designee	Jim Storey (Chair)
	County Board Member	Mark De Young (Member)
Barry County	County Board Chair or Designee	David Hatfield (Designee-Vice-Chair)
Ionia County	County Board Chair or Designee	Larry Tiejema (Designee)
Kent County	County Board Chair or Designee	Tony Baker (Member)
	County Board Member	Matt Kallman (Designee)
	County Board Member	Melissa LaGrand (Member)
Montcalm Co.	County Board Chair or Designee	Ron Baker (Designee)
Muskegon Co.	County Board Chair or Designee	Darrell L. Paige (Designee)
	County Board Member	Kim Cyr (Member)
Ottawa Co.	County Board Chair or Designee	Joe Moss (Chair)
	County Board Member	Rebekah Curran (Designee)
City of Grand Rapids	Mayor or Designee	Milinda Ysasi (Designee)
	City Commission Member	Kelsey Perdue (Member)









2425 E. Grand River Ave.,
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February 13, 2024

To the Council Governing Board of the
Area Community Services Employment & Training Council

We have audited the financial statements of the governmental activities, the major fund, and the aggregate remaining fund information of Area Community Services Employment & Training Council for the year ended June 30, 2023. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards, *Government Auditing Standards*, and the Uniform Guidance, as well as certain information related to the planned scope and timing of our audit. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Matters

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by Area Community Services Employment & Training Council are described in Note 1 to the financial statements. As described in Note 11 to the financial statements, the Council adopted Governmental Accounting Standards Board (GASB) Statement No. 96, *Subscription-based IT Arrangements*, during the year ended June 30, 2023. We noted no transactions entered into by Area Community Services Employment & Training Council during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimates affecting the financial statements were:

Management's estimate in calculating the liability for employee compensated absences. We evaluated the key factors and assumptions used to develop the balance of employee compensated absences in determining that it is reasonable in relation to the financial statements taken as a whole.

Management's determination of the estimated life span of the capital assets. We evaluated the key factors and assumptions used by management to develop the estimated life span of the capital assets in determining that it is reasonable in relation to the financial statements taken as a whole.

We evaluated the key factors and assumptions used to develop these accounting estimates in determining that they are reasonable in relation to the financial statements taken as a whole.

The financial statement disclosures are neutral, consistent, and clear.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management. No misstatements were detected as a result of audit procedures.

Disagreements with Management

For purposes of this letter, a disagreement with management is a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter dated February 13, 2024.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to Area Community Services Employment & Training Council's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as Area Community Services Employment & Training Council's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

We applied certain limited procedures to the required supplementary information (RSI) that supplements the basic financial statements. Our procedures consisted of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We did not audit the RSI and do not express an opinion or provide any assurance on the RSI.

We were engaged to report on other supplementary information, which accompany the financial statements but are not RSI. With respect to this supplementary information, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with accounting principles generally accepted in the United States of America, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

Restriction on Use

This information is intended solely for the use of the Council Governing Board and management of Area Community Services Employment & Training Council and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,

Maney Costeiran PC



ADMINISTRATIVE OFFICE

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MEMORANDUM

TO: ACSET Governing Board
FROM: Kirsti Jones, Chief Financial Officer
DATE: February 26, 2024
RE: December 2023 Board Financials

Revenue

Revenues for the six months ending December 31, 2023, total \$17.5M which is \$173k (.98%) below budgeted revenue and \$55k over prior year revenue.

Expenditures

Operating expenses are over the original FY23-24 budget by 2.27%.

Wages and fringe benefits are up over the prior year \$509k due to increased activity in Bres GF/GP, Going Pro Talent Fund, and WIOA.

Outside services are up by \$375k compared to the prior year including \$187k was spent in Elevate (Formerly Career Point) to The Source to administer the grant during the current fiscal year. WIOA spending is also up over the prior year due to increased activity.

Training expenses are below the prior year by \$750k mainly due to timing differences between the prior year and the current year expenditures in the Going Pro Talent Fund.

Area Community Services Employment and Training Council
Michigan Works Agency Programs
Statement of Revenue & Expenses
For the Six Months Ending December 31, 2023

	YTD Thru December 2023 Actual	YTD Thru December 2022 Actual	YTD 2023/2024 Budget	Budget Variance	Budget Variance %
Total Revenue	\$ 17,498,136	\$ 17,443,317	\$ 17,671,286	\$ (173,150)	-0.98%
Expenses					
Operating Expenses					
Wages	\$ 5,778,209	\$ 5,469,340	5,914,055	\$ 135,846	2.30%
Fringe Benefits	2,094,239	1,894,274	2,087,135	(7,104)	-0.34%
Consumable supplies	447,945	530,204	632,411	184,466	29.17%
Transportation	117,835	87,027	94,750	(23,085)	-24.36%
Outside services	754,257	378,969	383,250	(371,007)	-96.81%
Space and communications	763,442	836,456	870,013	106,571	12.25%
Equipment rent and maint	37,413	25,449	20,000	(17,413)	-87.07%
Equipment purchases	11,453	11,575	226,000	214,547	94.93%
Other expense	489,040	440,440	510,276	21,236	4.16%
Total operating expense	10,493,833	9,673,734	10,737,890	244,057	2.27%
Subcontractors	\$ 345,928	\$ 336,319	\$ 479,900	\$ 133,972	27.92%
Training	\$ 5,428,517	\$ 6,178,836	\$ 5,161,864	\$ (266,653)	-5.17%
Direct Client Expenses	\$ 1,229,858	\$ 1,254,428	\$ 1,291,632	\$ 61,774	4.78%
	\$ 7,004,303	\$ 7,769,583	\$ 6,933,396	\$ (70,907)	-1.02%
Total Expenses	17,498,136	17,443,317	17,671,286	173,150	0.98%
Excess of Revenue over Expense	-	-	-	-	0.00%

Unaudited



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MEMORANDUM

TO: ACSET Governing Board
FROM: Kirsti Jones, Chief Financial Officer
DATE: February 26, 2024
RE: Proposed FYE 2024 Budget – First Modification

Background

The proposed budget modification for the fiscal year ending June 30, 2024 is presented for your consideration.

Requested Modification

The proposed 2023-2024 budget modification increases grant income by \$11,066,500. Subsequent to the approval of the initial budget, new funding was received for Going Pro Talent Fund of which \$10,478,000 is anticipated to be used in this fiscal year for GPTF Cycles 1 & 2. Funding was also received for new grants including \$1,115,000 for the EV Jobs Academy and TAT programs, \$225,000 for the Apprenticeship Success Coordinator program, and \$120,000 for Early Care and Education Registered Apprenticeships. These increases were partially offset by the lower-than-expected carryover for MiLEAP.

Expenditures

Outside Services are expected to increase \$520k due to new programs (\$98k total), increased funding, and underestimated expenses in the original budget. Other Expenses increased by \$200k due to new programs (\$50k) and increased spending in the WIOA funds. Subcontractor spending increased by \$226k mainly due to the new Elevate program, which includes a partnership with Trinity Health. Training costs are expected to increase significantly due to the GPTF increased funding. Direct client expenditures are increasing \$361k due to the new Electric Vehicle programs (\$166k), Elevate (\$25k), and increased spending for PATH.

Requested Action

We ask that the proposed budget be considered for approval.

Pursuant to Article II, Section 6(a) of Area Community Services Employment & Training (ACSET) Amended Bylaws dated April 26, 2021, a seventy-five percent (75%) affirmative vote of the members present is required for the budgets and amendments.

West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at westmiworks.org/about/. TTY 711.

Area Community Services Employment and Training Council
General Fund
Michigan Works! Budgetary Mod 1 Request
For the Fiscal Year Ending June 30, 2024

	Fiscal Year 2023-2024 Original Budget	Fiscal Year 2023-2024 Proposed Mod 1	Increase (Decrease)
Revenues			
Grant Income	\$ 34,690,000	\$ 45,756,500	\$ 11,066,500
Program Income	20,000	20,000	-
Total Revenue	\$ 34,710,000	\$ 45,776,500	\$ 11,066,500
Expenses			
Operating Expenses			
Wages	\$ 11,894,000	\$ 11,877,500	(16,500)
Fringe Benefits	4,281,000	4,250,000	(31,000)
Consumable supplies	1,095,000	950,000	(145,000)
Transportation	180,000	230,000	50,000
Outside services	900,000	1,420,000	520,000
Space and communications	1,706,000	1,490,000	(216,000)
Equipment rent and maint	52,000	65,000	13,000
Equipment purchases	276,000	100,000	(176,000)
Other expense	760,000	960,000	200,000
Total operating expense	21,144,000	21,342,500	198,500
Subcontractors	\$ 895,000	\$ 1,121,000	\$ 226,000
Training	\$ 10,271,000	\$ 20,552,000	\$ 10,281,000
Direct Client Expenses	\$ 2,400,000	\$ 2,761,000	\$ 361,000
	\$ 13,566,000	\$ 24,434,000	\$ 10,868,000
Total Expenses	34,710,000	45,776,500	11,066,500
Excess of Revenue over Expense	-	-	-

Unaudited



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MEMORANDUM

TO: ACSET Governing Board
FROM: Kirsti Jones, Chief Financial Officer
DATE: February 26, 2024
RE: Renewal of Line of Credit

Background

ACSET holds a \$325,000 line of credit with Fifth Third Bank. This line expires March 8, 2024. I am requesting that the line of credit be renewed in the amount of \$325,000.

The majority of ACSET’s funds are received on a cost reimbursement basis. Federal rules require that grant funds not be held longer than what is administratively necessary prior to being expended which the state interprets as three business days. ACSET plans for the payment of accounts payables and payroll and makes cash requests based on these plans. The line of credit will provide ACSET the ability to pay its obligations in the event of unforeseen expenses or a delay in receiving cash requests.

Historically, ACSET has not made any draws on this line of credit.

Requested Action

We are requesting ACSET Governing Board approval to renew this line of credit for another year term with an amount of \$325,000.

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ACSET Personnel Actions – February 20, 2024

CLASS	EMPLOYEE	APPOINTMENT	DATE	LOCATION
Appointments				
<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Date</u>	<u>Location</u>
Accounting Supervisor	Zachary Graft	Permanent	11/13/23	Administrative Office
Business Solutions Representative	Erma Shaw	Permanent	11/6/23	Grand Rapids NW
Career Coach	Espoir Murondanyi	Permanent	11/13/23	Grand Rapids SE Muskegon
	Cheri Fehribach- VanAssen		11/27/23	
	Jorden Couture		1/15/24	Ottawa
Career Navigator	Monica Martinez	Permanent	12/6/23	Ottawa/Muskegon
Chief Financial Officer	Kirsti Jones	Permanent	12/18/23	Administrative Office
Project Coordinator	Holly Woessner	Permanent	1/17/24	Grand Rapids NW
Project Manager	Jennifer Summers	Permanent	2/12/24	Grand Rapids NW
Quality Assurance Specialist	Alissa Lyon	Permanent	11/27/23	Grand Rapids SE
Talent Development Instructor	Oonaugh Sanders	Permanent	1/8/24	Muskegon
	Rebekah Santana		1/15/24	Grand Rapids NW
Separations				
<u>Class</u>	<u>Employee</u>	<u>Appointment</u>	<u>Separation Date</u>	<u>Location</u>
Accounting Assistant	Resa Nagayama	Permanent	1/18/24	Administrative Office
	Jamie McKnight		2/16/24	Administrative Office
Assessment Specialist	Steven Machiele	Permanent	1/4/24	Allegan
Career Coach	Victoria Rea	Permanent	10/26/23	Allegan
	Christa Gasca		11/3/23	Grand Rapids SE
	Blanca Roath		11/9/23	Barry
	Kari Carvalho-Campos		12/1/23	Muskegon
	Chelsea McEntaffer		1/10/24	Muskegon
	Jamie Riehle		2/16/24	Montcalm
Caitlin Murphy-Myer	2/15/24	Allegan		
Career Navigator	Christopher Wilson	Permanent	1/3/24	Grand Rapids NW
	Guadalupe Garrido		1/19/24	Ionia
Industry Council Lead	MacKenzie Dodds	Permanent	11/9/23	Grand Rapids NW
Procurement Manager	Stacy Bush	Permanent	12/1/23	Muskegon
Quality Assurance Specialist	Amy Mixer	Permanent	11/9/23	Grand Rapids SE
Talent Development Instructor	Karen Riggs	Permanent	1/10/24	Grand Rapids NW

Promotions/Transfers Class	<u>Employee</u>	<u>Appointment</u>	<u>Date</u>	<u>Location</u>
Business Solutions Representative to Industry Council Lead	Carol Distel	Permanent	10/30/23	Grand Rapids NW
Career Coach to Talent Development Instructor	Norma Barajas	Permanent	11/20/23	Ottawa
Career Coach to Career Navigator	Wave Mendez	Permanent	11/13/23	Grand Rapids NW
Career Navigator to Career Coach	Caridad Telemin Rachel Lassow	Permanent	1/15/24 2/19/24	Grand Rapids SE Muskegon
Project Coordinator to Industry Council Lead	Jason Khoury	Permanent	1/22/24	Grand Rapids NW
Project Manager to Business Systems Analyst	Mark Dumouchelle	Permanent	12/4/23	Ottawa

Current

February 2024

CLASSIFICATION	Approved	Filled (Permanent)	Filled (Other)	Vacant
Accountant	4	2	0	2
Accounting Assistant	5	3	0	2
Accounting Manager	1	1	0	0
Accounting Supervisor	1	1	0	0
Apprenticeship Success Coordinator	2	2	0	0
Assessment Specialist	4	3	0	1
Assistant Manager	15	15	0	0
Attorney	2	2	0	0
Budget Analyst	1	0	0	1
Business Solutions Director	1	1	0	0
Business Solutions Manager	2	2	0	0
Business Solutions Representative	17	13	0	4
Business Systems Analyst	1	1	0	0
Career Coach	54	46	0	8
Career Navigator	28	22	0	6
Chief Executive Officer	1	1	0	0
Chief Financial Officer	1	1	0	0
Chief Operating Officer	1	1	0	0
Computer Support Specialist	2	2	0	0
Custodian	1	0	0	1
Director of Development and Innovation	1	1	0	0
Executive Assistant	1	1	0	0
Facilities Coordinator	1	1	0	0
Facilities Manager	1	1	0	0
Human Resource Assistant	3	3	0	0
Human Resource Director	1	1	0	0
Industry Council Leads	6	5	0	1
Information Technology Manager	1	1	0	0
Marketing & Communications Assistant	1	0	0	1
Marketing & Communications Coordinator	3	3	0	0
Marketing & Communications Director	1	1	0	0
Performance Analyst	6	6	0	0
Policy Manager	4	4	0	0
Procurement Manager	1	1	0	0
Project Coordinator	8	6	0	2
Project Manager	7	6	0	1
Quality Assurance Specialist	10	10	0	0

Records Service Specialist	5	4	0	1
Resource Specialist	4	3	0	1
Retention Solutions Manager	1	0	0	1
Success Coach	4	3	0	1
Talent Development Instructor	11	11	0	0
Talent Development Manager	1	1	0	0
Talent Development Specialist	9	7	0	2
Talent Solutions Director	1	1	0	0
Talent Solutions Manager	6	6	0	0
Training Consultant	1	1	0	0
Youth Solutions Manager	1	1	0	0
TOTALS	244	208	0	36

CLASSIFICATION	Filled
Participant/Temporary	3



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MEMORANDUM

TO: ACSET Governing Board
FROM: Laura Krist, Human Resource Director
DATE: February 26, 2024
RE: Request to update staffing chart for West Michigan Works!

Background:

After reviewing our current staffing chart and assessing the needs of the various programs and departments within West Michigan Works!, we have determined the following title change would be appropriate:

Payroll Coordinator – title change for 1 position

Currently our payroll is being processed by one of our Accounting Assistants. In review of how our organization has been changing and the responsibilities associated with this payroll position, we have determined that these responsibilities should fall under the category of a Payroll Coordinator rather than the accounting assistant team. This new position would be moved from pay grade A to grade D to be placed in the same pay grade as the other coordinator positions within our organization.

We currently have 5 accounting assistants on our staffing chart, so the title change of this new position would reduce that number to 4.

Requested Action:

We are requesting Governing Board approval to make this change to the West Michigan Works! staffing chart. We have adequate funding in our budget to support this request.



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MEMORANDUM

TO: ACSET Governing Board
FROM: Laura Krist, Human Resource Director
DATE: February 26, 2024
RE: Compensation Study for 2024

Background

Periodically West Michigan Works! conducts a compensation study to ensure we remain a competitive employer for recruiting and maintaining a skilled workforce. We complete a compensation study every three years, and our last study was completed in 2021.

We are planning to issue a Request for Proposal this year to find a consultant who will analyze our current compensation program and identify opportunities for changes or improvements. This process will include a review of all compensation associated with salary, healthcare benefits, retirement contributions, paid time off, and other fringe benefits. This will also include a review of all job descriptions and the pay grades associated with each.

Results of this compensation study and any recommendations for changes will be brought to the Governing Board for review and approval in October of this year.



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MEMORANDUM

TO: ACSET Governing Board
FROM: Executive Leadership and Strategic Engagement Committee
(Executive Committee or EC) of the West Michigan Works! (WMW)
Workforce Development Board (WDB)
DATE: February 26, 2024
RE: WDB Member Appointment

Background

As of November 2023, the West Michigan Works! (WMW) Workforce Development Board (WDB) had one (1) vacant private/business sector seat for the term of office through October 31, 2024. This seat was previously held by Randy Boss from Ottawa Kent Insurance. Staff have recently received an application from Mr. Nate Henschel with Consumers Energy to fill this seat.

Nate is currently the Community Affairs Manager and is the primary local contact for Consumers Energy engaging with local elected officials, stakeholders and customers in both Kent and Montcalm Counties. Nate previously held a position with The Grand Rapids Chamber of Commerce and served as a member of the WMW Legislative Committee.

Requested Action

On January 8, 2024, the Executive Leadership Committee (EC) of the WDB supported the nomination of Nate Henschel to fill the private/business sector seat on the WDB with the terms of office through October 31, 2024. We are requesting approval from the ACSET Governing Board to support Nate to serve on the WDB.

Pursuant to Article I, Section 9 of Area Community Services Employment & Training (ACSET) Amended Bylaws dated April 26, 2021, a seventy-five percent (75%) affirmative vote of the members present is required for approval of appointment of members to the Workforce Development Board.

West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at westmiworks.org/about/. TTY 711.

Service Summary Explanation

October 1, 2023 – December 31, 2023

Management Observations and Highlights

- *Service Center Traffic:* Service center traffic continues to show an upward trend when compared to PY22/23.
- *Employers Served:* Consistently, the business solutions team serves more returning employers than new employers from month to month. We continuously strive to connect with new employers as time allows, while also maintaining quality services for existing customers. Numbers decreased slightly due to the intensive time spent preparing Going PRO Talent Fund applications for final submission to the state.
- *Jobs Filled by Industry:* Jobs filled numbers have remained steady. October noticed an increase in jobs filled for the manufacturing industry due to increase efforts to attract talent for the EV industry and increased reporting for manufacturers hiring under the Going PRO Talent Fund.
- *Training by Industry:* Credentials earned for construction and manufacturing (classroom) are low due to the reporting period of October-December. We anticipate these numbers to increase as job seekers earn certificate of completion.
- *Going Pro Talent Fund:* total number of trainings completed *and* paid out each month. Training is not always paid out the same month the training was completed due to delays in employer reporting and documentation collection. Data is reflective of multiple fiscal years and/or cycles within a fiscal year. Current billing includes training authorized to take place under the FY23 Cycles 1 and 2 and FY24 Cycle 1 funding.
- *Hiring Events:* Business Solutions and Development & Innovation staff are collaborating to reimagine in-person hiring events in 2024. Virtual hiring events will continue to be offered monthly. Over the last quarter, West Michigan Works! Hosted multiple hiring events across the region for the Michigan Department of Corrections (MDOC).
- *Retention Solutions Network:* Employer membership and shares stayed the same to end the year with continuous referrals from Business Solutions Representatives. October – December usually sees fewer employees served and fewer barriers addressed, but December experienced an uptick in employees served. RSN's Project Manager received an internal promotion with interviews to backfill his position occurring in December.
- *WorkReady Certificates Earned:* With process updates for WorkReady assessments established, this quarter's certificate rate stayed on track with the previous two quarters. The Talent Development team now has a WorkReady curriculum improvement advisory group that will focus on making larger improvements to the content and structure of WorkReady.



Service Summary Oct. 1, 2023 to Dec. 31, 2023

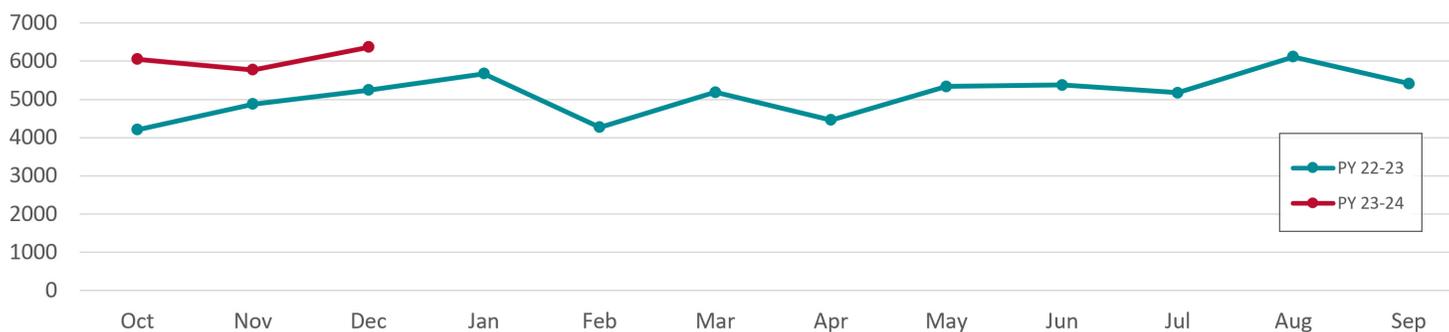
The data shown on this Service Summary are indicators of the organization's progress toward fulfillment of its services-based strategic priorities, as developed in the 2020 Strategic Plan: Enhanced Relationships, Pipeline Development, and Diversity and Inclusion. Each indicator is a reflection of the work conducted on an operational level to ensure robust service delivery and strategic plan alignment.

Additional information and explanation about the data presented are included the narrative.

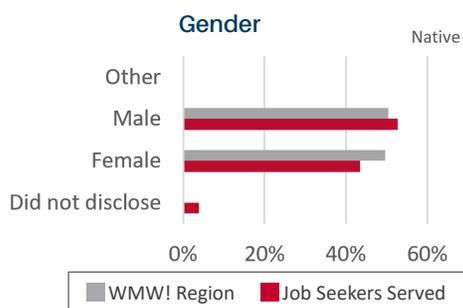
Strategic Plan Alignment

- Enhanced Relationships
- Pipeline Development
- Diversity and Inclusion

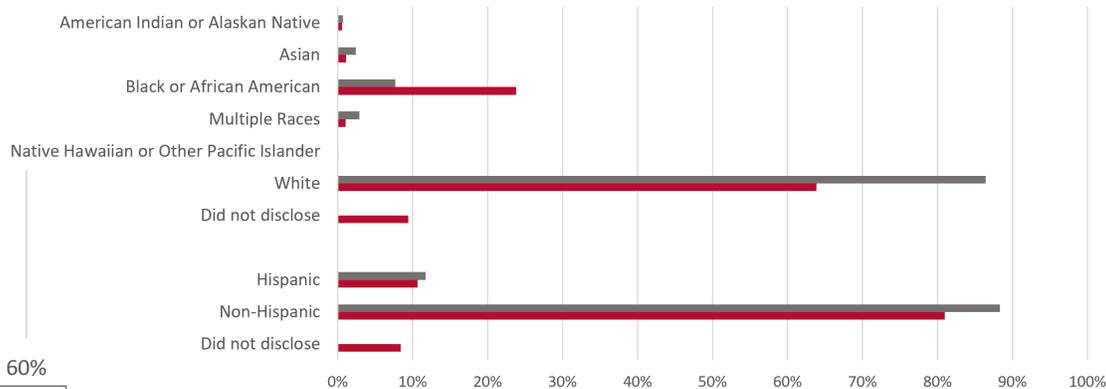
Service Center Traffic & Call Volume* (PY comparison by month) *call volume not included in PY 21-22 numbers



Diversity of Job Seekers Served



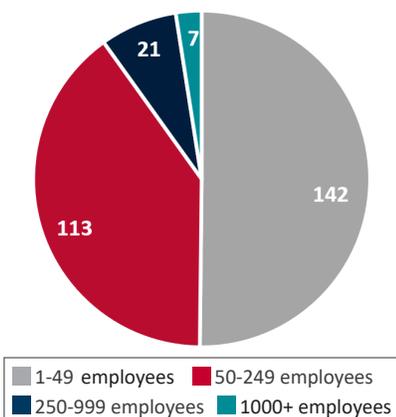
Race & Ethnicity



Employers Served (unique count)



Diversity of Employers Served (by size)



Jobs Filled by Industry

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Agribusiness	59	24	168	0	0	0	0	0	0	0	0	0
Construction	94	19	10	0	0	0	0	0	0	0	0	0
Healthcare	96	151	16	0	0	0	0	0	0	0	0	0
IT	10	2	2	0	0	0	0	0	0	0	0	0
Manufacturing	1052	321	112	0	0	0	0	0	0	0	0	0
Other	169	125	152	0	0	0	0	0	0	0	0	0
Total	1480	642	460	0								

Training: by Industry

	New Hire	Classroom	Apprenticeship	Credentials Earned
Construction	11	199	1	1
Health Care	52	423	1	117
Information Technology	2	11	0	0
Manufacturing	54	92	0	0
Other	28	131	0	118
Total	147	856	2	236

Active grants supporting new hire, classroom and apprenticeship training this reporting period:

- Going PRO Apprenticeship (GPA)
- MiREACH
- MiLEAP
- One Workforce
- PATH Subsidized Employment
- State Apprenticeship Expansion (SAE)
- WIOA Incumbent Worker Training
- WIOA Individual Training Accounts
- WIOA On-the-Job Training
- WIOA Youth Work Experience
- Young Professionals
- DTE Foundation

Training (completed): Going PRO Training Fund

	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
New Hire	234	657	428	0	0	0	0	0	0
Classroom	156	312	297	0	0	0	0	0	0
Apprenticeship	37	44	71	0	0	0	0	0	0
Total	427	1013	796	0	0	0	0	0	0

Hiring Events

	Participating		
	Events	Employers	Job Seekers
Q1	7	38	115
Q2	0	0	0
Q3	0	0	0
Q4	0	0	0
TOTAL	7	38	115

Retention Solutions Network

Success coach hours (cumulative, reported quarterly)

377



WorkReady Certificates Earned (cumulative, reported quarterly)

505
Pre-Assessments

33
Post-Assessments

57
WorkReady Certificates

38
WorkReady Plus Certificates



Service Summary
Oct. 1, 2023 to Dec. 31, 2023

Service Summary: Strategic Plan Alignment and Indicator Descriptions

<p>Pipeline Development: Expand the local pipeline of work-ready talent to meet the needs of the workforce and of West Michigan employers.</p>	<p>Enhanced Relationships: Foster widespread networks to collaboratively address workforce needs in the region.</p>	<p>Diversity and Inclusion: Enable a culture that honors the worth and dignity of all people, where staff and customers have equitable access to opportunities.</p>
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The indicators shown on the Service Summary are provided to inform the board about the impact of services provided through a variety of workforce development programs. Each represents the implementation of goals in the Strategic Plan.

Indicator	Strategic Plan Alignment	Narrative
<i>Service Center Traffic & Call Volume</i>	Pipeline Development	This indicator shows the funnel of job seekers entering our system through the service centers and virtual appointments, giving us an opportunity to expand the talent pipeline. In October 2021, we began implementing a new tracking system. During this period, UIA reinstated the Register to Work requirement, which brought more people into the centers. The data does not include attendance at workshops, focused job search, or coaching sessions. This will be added as the tracking system is expanded.
<i>Diversity of Job Seekers</i>	Diversity and Inclusion	This indicator shows the variety of job seekers we work with compared to the region. With the implementation of the new tracking system, we resumed tracking demographic data. Although we are in the early stages of collecting this data, management regularly observes and monitors this information.
<i>Employers Served</i>	Enhanced Relationships	This indicator shows unique employers served each month, and reflects the widespread networks developed by staff. An employer is counted once per program year as unique; they likely received multiple services throughout the year. A new employer is one that has never engaged with WMW. A returning employer is one that has received services from WMW in a prior program year(s).
<i>Diversity of Employers</i>	Diversity and Inclusion; Enhanced Relationships	This indicator shows a comprehensive picture of our employer customers based on size (total number of employees). This data is helpful in planning initiatives and for identifying specific employer groups. Although we work with any size company, we target those most in need of our services which are often smaller companies without internal HR capacity.

Indicator	Strategic Plan Alignment	Narrative
<i>Jobs Filled by Industry</i>	Enhanced Relationships; Pipeline Development	This indicator shows the number of jobs filled with employer customers of WMW and with our assistance. The variation in month-to-month numbers may reflect delays in reporting WMW, as well as unique needs within a variety of employers. Spikes in the numbers may also reflect hiring events supported by WMW.
<i>Training: by Industry</i>	Pipeline Development	This indicator shows WMW efforts to expand the local pipeline of work-ready talent by supporting training and skill upgrading. The data is presented by industries most in demand in the region. Food Processors, as part of Agribusiness, are currently reported under manufacturing. On-the-Job Training provided to New Hires results in advancement of skills and wages but does not provide a credential. This data does not include training funded by Going Pro Talent Fund.
<i>Training (completed): GoingPro</i>	Enhanced Relationships; Pipeline Development	As one of our largest funding sources for employer-driven training, Going PRO Talent Fund (GPTF) is reported separately. Allowable training funded by GPTF includes new hire, incumbent, and registered apprenticeships.
<i>Hiring Events</i>	Enhanced Relationships; Pipeline Development	This indicator shows hiring events that bring employers and job seekers together, requiring coordination across multiple departments and programs. We continue to look for new and innovative ways to conduct outreach to job seekers, including greater collaboration with community partners.
<i>Retention Solutions Network</i>	Enhanced Relationships; Pipeline Development	This indicator shows how we leverage networks among community partners to provide services to member employers. Data reflects services provided by Success Coaches via dedicated on-site hours as well as virtual. Services provided to each employee does not consider the high number of touchpoints with the coach. Barriers addressed can include needs for transportation, housing, medical bills, utilities, and many more, all so that workers can successfully engage and fulfill their role for the employer.
<i>WorkReady Certificate Earned</i>	Pipeline Development	This indicator shows the delivery of employability skills training, the highest need for skillsets expressed by the region's employers. Job Seekers take a pre-assessment to determine areas of readiness and areas for improvement; they only attend workshops for areas identified as needing improvement. A post-assessment determines their skill attainment and if successful, earns a certificate. This conveys to employers that they are "work ready." Workshops are offered at service center locations and at partner locations.

**ADMINISTRATIVE OFFICE**

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MEMORANDUM

TO: ACSET Governing Board
FROM: West Michigan Works! Staff
DATE: February 26, 2024
RE: Solutions Driven Updates

Enhanced Relationships:

Foster widespread networks to collaboratively address workforce needs in the region.

Pipeline Development:

Expand the local pipeline of work-ready talent to meet the needs of the workforce and of West Michigan employers.

Diversity and Inclusion:

Enable a culture that honors the worth and dignity of all people, where staff and customers have equitable access to opportunities.

Grant Updates

Early Childhood Education (ECE) Registered Apprenticeships: The Early Childhood Investment Corporation's (ECIC) Childcare Investment Fund awarded West Michigan Works! \$120,000 to convene leaders to develop solutions that will help finance, provide educational support, and increase compensation for jobseekers who want to become early childhood educators. Under this 1-year grant, West Michigan Works! Plans to convene early childhood education stakeholders across our region to develop and launch a plan that will bolster the early childhood educator pipeline. An informational webinar was held January 25, with 64 participants registered, including childcare providers from all seven WMW counties. Providers attending the session all agreed that ECE RAP was desirable, and a follow-up meeting will be scheduled to work with the providers to develop the ECE RAP format. An additional round of funding through ECIC will be in place in fall of 2024 to support training the first group of apprentices. **Enhanced Relationships, Pipeline Development**

Health Resources & Services Administration (HRSA): The Department of Health and Human Services (DHHS) awarded a \$2.9 million dollar Health Resources & Services Administration (HRSA) grant to Grand Rapids Community College (GRCC). West Michigan Works! (WMW) has partnered with GRCC and Corewell Health, Cherry Health, and Trinity Health Systems to implement the grant. This three-year grant will expand the public health workforce in West Michigan through classroom training and apprenticeship opportunities. The focus is on 150 participants, with approximately 60% of grant dollars going directly toward students. **Enhanced Relationships, Pipeline Development**

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Michigan Career Opportunity Academies for Community Health (MiCOACH): The Department of Health and Human Services (DHHS) awarded a \$3 million dollar Health Resources & Services Administration (HRSA) grant to the State of Michigan, Labor and Economic Opportunity (LEO). LEO has partnered with multiple Michigan Works! Agencies and Intermediate School Districts (ISD) to increase the number of Community Health Workers (CHWs) and Health Support in the ISDs. Locally, WMW will work with MAISD and the Muskegon Heights Public School system. This three-year grant will aim to improve the dissemination of health information, connection to mental health resources, and help create safer, healthier school environments and communities. Throughout the course of this grant, WMW will partner to serve 24 recently or soon to graduate Muskegon Heights youth. Six of the eight participants successfully completed the first cohort. The second cohort is scheduled to begin March 19, 2024 ***Enhanced Relationships, Pipeline Development***

The Michigan Citizen Reentry Initiative (MiCRI): A cooperative grant opportunity with the US Department of Labor and the Department of Justice with a state award of \$7.6 million to launch the new initiative designed to reduce recidivism among justice involved citizens and increase their successful participation in employment and training opportunities. This includes individuals incarcerated in the Federal Correctional Institute (FCI) and Residential Reentry Centers (RRC). This project was recently expanded, and we anticipate receiving referrals soon. ***Enhanced Relationships, Diversity and Inclusion***

Michigan Incarcerated Veterans' In-Reach Program (MIVIP): Led by LEO's Veterans' Employment Services team in partnership with the Michigan Department of Corrections and the Michigan Works! network. In addition to the in-reach employment services, veterans will receive post-release wrap-around services to help ensure each participant's success and reduce recidivism. One of the primary goals is to help incarcerated veterans understand how their military experiences can bring value to the civilian workplace including how to market their credentials as well as skills such as teamwork, problem solving, adaptability and effective communication. The \$2.4M in funding to support MIVIP was provided through a Pathway Home grant from the U.S. Department of Labor's Employment and Training Administration. ***Diversity and Inclusion, Pipeline Development***

Grand Rapids Community College One Workforce Grant: WMW has partnered with GRCC on a \$9.8 million H1-B One Workforce Grant, focusing on advanced manufacturing, received by GRCC. Similar to the America's Promise Grant, the H1-B One Workforce Grant is a 4-year grant and will rely on a network of partners across the region, including Montcalm Community College, Muskegon Community College and multiple community partners to provide training and employment to hundreds of workers across West Michigan. We are currently in year 4 of this grant. ***Enhanced Relationships, Pipeline Development***

Michigan Learning and Education Advancement Program: WMW, in partnership with Grand Rapids Community College, Montcalm Community College, Muskegon Community College, and West Michigan Center for Arts and Technology (WMCAT) received a \$2 million award to fund short term, high demand training that leads to a credential in the food processing, healthcare, IT, retail, sales, supply chain, and manufacturing. MiLEAP focuses on individuals who are dislocated, underemployed, essential workers, those living in distressed rural and urban communities and economically disadvantaged. The state granted a no cost extension through June 30, 2024 and we have expanded training opportunities to include high demand credentials offered through other local area providers. ***Enhanced Relationships, Pipeline Development***

Barrier Removal and Employment Success (BRES) Expansion: The Michigan Department of Labor and Economic Opportunity (LEO) has awarded a total of \$14.6 million in Barrier Removal and Employment Success grant funds. West Michigan Works! Partnered with seven community-based organizations (CBOs) and received the maximum allocation of \$1 million. These funds will help remove barriers directly related to employment such as childcare, transportation, and housing. The CBOs include Grand Rapids Center for Community Transformation, Grand Rapids Women's Resource Center, GoodWill of Greater Grand Rapids, Steepletown Neighborhood Services, The Source, Treetops Collective, and United Way of Montcalm & Ionia. ***Pipeline Development, Diversity and Inclusion***

Michigan Rural Enhanced Access to Careers in Healthcare (MiREACH): WMW has partnered with the Department of Labor and Economic Opportunity on a \$2.5 million USDOL H1-B Rural Healthcare grant program. This is a 4-year grant which aims to increase the number of individuals training in healthcare occupations that directly impact patient care; and alleviate healthcare workforce shortages by creating sustainable employment and training programs in healthcare occupations serving rural populations. ***Enhanced Relationships, Pipeline Development***

State Apprenticeship Expansion (SAE) – West MI Works: The Michigan Department of Labor & Economic Opportunity, Workforce Development (LEO-WD) awarded WMW \$525,800 to help create 200 new registered apprentices during the grant period of April 13, 2021 through June 30, 2024. To date, we have enrolled 116 new apprentices and expended \$363,877 in grant funds including almost \$83,000 in direct employer supports. ***Enhanced Relationships, Pipeline Development***

State Apprenticeship Expansion (SAE) – Michigan Energy Workforce Development Consortium (MEWDC): WMW is providing Project Management and Apprenticeship Program Technical Assistance for the State Apprenticeship Expansion grant awarded to the MEWDC consortium by LEO-WD. WMW continues to support other contracted Michigan Works Agencies to enroll participants in the grant. 280 apprentices have been supported through this grant, including employer incentives of \$388,900. ***Enhanced Relationships, Pipeline Development***

MDARD Specialty Crop Grant: The ATC has received approval to reallocate funds from its Michigan Department of Agriculture and Rural Development (MDARD) Specialty Crop Block Grant for employers to receive 100% reimbursement for the Varnum Law Agricultural Employment Compliance Guide. This is a first step towards a workgroup that will investigate the utilization of various visa employment programs in farming and food production, and identifying resources to connect employers with to support recruiting and hiring from the global workforce. Currently have utilized 28% of funds. ***Enhanced Relationships, Pipeline Development***

Going PRO Talent Fund:

Fiscal Year 2023:

The Michigan Department of Labor and Economic Opportunity announced the award of \$64,792,406 to 1,103 employers statewide for the Going PRO Talent Fund (GPTF) for fiscal year 2023. West Michigan Works! employer awards are outlined below:

- Cycle 1: 201 employers received a total of \$17.5M. Awarded training may occur from February 1, 2023 – January 31, 2024.
- Cycle 2: 69 employers received a total of \$3.7M. Awarded training may occur from July 17, 2023 - July 16, 2024.

Fiscal Year 2024:

The Michigan Department of Labor and Economic Opportunity announced the award of \$64,792,406 to 1,103 employers statewide for the Going PRO Talent Fund (GPTF) for fiscal year 2023. West Michigan Works! employer awards are outlined below:

- Cycle 1: 222 employers received a total of \$14.8M. Awarded training may occur from January 1, 2024 – December 31, 2024.
- Cycle 2: The application period for cycle 2 is tentatively scheduled to open April/May 2024.

A full list of grant recipients statewide is available online at

Michigan.gov/TalentFund. ***Enhanced Relationships, Pipeline Development***

Sector Strategies Employer Led Collaborative Grant: West Michigan Works was awarded a \$406,472 Sector Strategies Employer Led Collaborative (ELCs) Grant from the Michigan Department of Labor and Economic Opportunity in July 2023 to support the development of new, or enhance existing, employer-led collaboratives throughout the state. This is a two-year grant ending September 30, 2025. Grant funds will allow WMW to maximize impact of our existing employer-led Industry Talent Councils through. WMW has hired a Project Coordinator to assist all five WMW industry talent councils with project implementation, connecting with the community, and building diverse talent pipelines. Additionally, funding would support training registered apprentices in brand new high demand occupations and a summer camp for the construction industry. ***Enhanced Relationships, Pipeline Development***

Michigan Statewide Targeted Apprenticeship Inclusive and Readiness System (MiSTAIRS): West Michigan Works! received \$324, 625 in funding from the Department of Labor and Economic Opportunity to support the continuation of development and implementation of comprehensive strategies to support Registered Apprenticeship (RA) expansion; engage industry and workforce intermediaries, employers, and other partners to expand and market RA to new sectors and underserved populations; enhance capacity to conduct outreach and work with employers to start new programs; and expand and diversify participation in RA through innovations, incentives, and system reforms. WMW will target underrepresented populations for direct enrollment and completion of RAP. Funding will be available July 2, 2023, through June 30, 2025. ***Enhanced Relationships, Pipeline Development, Diversity and Inclusion***

Industry Talent Councils

There are a variety of ways to stay connected to the innovative work taking place under each of the WMW! Industry Talent Councils (ITC). Each council has expanded its outreach with dedicated LinkedIn accounts and bimonthly newsletters. The increased online presence will allow each ITC to provide employers and partners in each industry with pertinent information such as industry workforce trends, council initiatives and expansion of networks to participate in future projects. ***Enhanced Relationships, Pipeline Development***

Agribusiness Talent Council of West Michigan (ATC) Mission: The Agribusiness Talent Council is an employer-led collaborative that seeks to expand the talent pool by promoting career pathways and opportunities in West Michigan's agribusiness industry. The ATC will host its next quarterly job fairs for opportunity populations, in partnership with regional and state partners who serve these populations March 5th and will be held at the WMW SE Service Center. Planning has begun for 2024 Career AG-xploration event in Muskegon, as we await the decision for the MDARD Rural Development Fund Grant, which would expand the event to 4 additional counties. Spotlight on Ag Readers which takes place in March has double the outreach for this event in 2024 and increased number of classrooms reached from 20 to 44 and increased number of students reached from 550 to 1340.

Construction Careers Council (CCC) Mission: The Construction Careers Council creates a bright future for West Michigan's construction industry by building a diverse and qualified workforce. October was Careers in Construction Month. As part of the Campaign strategy, the CCC held Construction Road Shows in 13 schools, with 12 industry volunteers teaching 445 students about the industry. The next stage of this project includes Before the Jobsite. This resume and interview tips toolbox is now available on the CCC website. The future state of Before the Jobsite will involve mock interviews with students and industry volunteers. The council blog, Women Who Build West Michigan continues to showcase women in

the industry to encourage women to join construction. The mental health project, approved in summer of 2023, has identified project team members. When the new CCC ICL is fully in the role, the project team will reconvene and determine what is feasible to offer resources around improving mental health, with a focus on substance use, suicide, stigma, depression and anxiety.

Discover Manufacturing (DM) Mission: “We Exist to Inspire and Expand Manufacturing Talent in West Michigan.” DM is partnering with the Michigan Manufacturing Association to promote the Prime School Initiative with funding for 13 more schools in the state. During the first round of grant funding West Michigan added three Prime schools.

DM is also working with Bradford White to promote the Fame initiative and begin a chapter in West Michigan. (Federation for Advanced Manufacturing) The Federation for Advanced Manufacturing Education provides global-best workforce development through strong technical training, integration of manufacturing core competencies, intensive professional practices and intentional hands-on experience to build the future of the modern manufacturing industry.

FAME was created by Toyota and moved to the Manufacturing Institute for national scaling in 2019. Today, the Manufacturing Institute, as the workforce development and education partner of the National Association of Manufacturers, is proud to manage FAME USA as it continues to grow across the country with the support of more than 400 manufacturers.

DM is supporting a project team working on parent engagement in association with the Career Readiness Conference sponsored by DM, The Right Place, and Talent First. The April conference will be held at Ferris State University and once again will bring educators and manufacturers together to improve work-based learning opportunities for students.

West Michigan Health Careers Council (WMHCC) Mission: The purpose of WMHCC is to provide an employer-led collaborative council of healthcare employers, educators, workforce development, and economic development organizations working together to meet West Michigan’s healthcare talent needs. WMHCC has partnered with Muskegon ISD for several events this school year. The first included collaboration with Hackley Community Care and the Michigan Health Council. We successfully piloted a health sciences curriculum, providing students with simulated outpatient office experiences and mentorship. The second involved Trinity Health Muskegon, who partnered for a work-based learning event simulating a traumatic injury. The scenario followed the patient from accident to full recovery. At each station of the recovery journey, students learned about a different area of medicine and the occupations available in that area. Lastly, we teamed up to plan a mini-medical school event targeting 677 third graders, focusing on body awareness, health habits, and health care careers. Planned for late February and early March, this event will feature career talks by

health care professionals. We are excited to expand these event to other counties after successful pilots.

In November, in partnership with Kent ISD and Kent Career Tech Center, the WMHCC offered over 750 health science students insights into in-demand health care careers through a two-day event. This included breakout sessions led by professionals in chosen careers, enhancing student understanding and engagement. An additional event will be held March 6th. WMHCC, in partnership with Kent ISD Workforce Development, will host our 2nd annual health careers expo. This event will feature employer booths, providing information on health care careers, application and interviewing tips, and educational support, with a focus on entry-level opportunities.

The council is organizing a Muskegon-based career fair carnival on May 4th at MOKA's location, following the success of a similar event in Kent County in 2023. Coinciding with the Agribusiness Council's Career Ag-xploration event, this fair aims to attract local employers and job seekers. We plan to include shared marketing efforts to be good stewards of council resources. These initiatives reflect our ongoing commitment to enhancing health care education and career opportunities in our community.

West Michigan Tech Talent (WMTT) Mission: West Michigan Tech Talent looks to engage employers of Information Technology professionals with best practices, resources and a community to grow, develop, recruit and retain a diverse and inclusive world class IT workforce in West Michigan.

WMTT is hosting: [DeMystifying the Visa Process, A Guide to Hiring International Students](#), on February 21. We expect a full house of employers and students. Partners in this project include GVSU Colleges of Computer Science and Engineering, Padnos Center, ImLaw, Data Science Society, Bravo LT, Global Detroit, Corewell and BMF Health.

The WMTT Council has approved a series of networking and tech community building events. These events are set to be significant milestones in our efforts to foster a vibrant and dynamic tech community in West Michigan. The goal is to connect with over 400 technology professionals in the area and signal to the greater tech community in the country that West Michigan is a hub of innovation, collaboration, and opportunity. The approved events will feature strategic partnerships with leading organizations in the tech industry, including Mentavi Health (Keith Brophy), Trailhead Technologies, PeopleIT, Vervint, Hello West Michigan, and The Right Place.

Objectives:

- **Networking:** Facilitate meaningful connections among tech professionals in the region.
- **Skill Development:** Offer diverse formats, including workshops and panel discussions, to enhance participants' skills and knowledge.
- **Career Opportunities:** Showcase opportunities for career exploration and growth within the local tech community.

WMTT will be an annual sponsor of GRWebDev meetup group and an event sponsor of KISD and Aquinas College's inaugural Kent County Cup Esports Competition.

Programs

West Michigan Works! Registered Apprenticeship Programs (WMW RAP): The apprenticeship team continues to experience steady growth driven by employer demand. WMW currently holds standards for 42 US Department of Labor registered apprenticeships, with 154 active apprentices and 84 participating employers.

West Michigan Works! continues to develop programs with individual employers as well as our cohort model programs. The USDOL recently approved new standards for the Professional Services industry, bringing us to 5 high-demand industries (Advanced Manufacturing, Construction, Healthcare, IT, and Professional Services). We've recently launched new apprenticeship programs for Culinarian, Hand Former (Assembly), Composite Technician, and Community Health Worker, increasing the total number of occupations under our standards to 42.

On December 12, 2023 we held a graduation ceremony for our first cohort of Surgical Technologist apprentices, the first program of its kind in the country. There were many challenges to launching a program for a non-traditional occupation with complicated RTI schedules, multiple employer and education partners, and various regulatory requirements not to mention the time and dedication it would take to complete the program. At the ceremony apprentices were asked to present. Gabrielle Williams, an apprentice from Muskegon delivered an outstanding speech, capturing the challenges and hard work required for this milestone to be accomplished. An excerpt from that speech can be found [here](#). She repeatedly expressed how she had to press to continue forward. "Poverty is not my portion," she said, "My education is mine and nobody can take it from me." What a tremendous testament to the power of apprenticeship!

Ascend Youth Programming: The Ascend team currently provides programming for eligible out-of-school youth ages 16 to 24. After hosting strategy sessions that included career coach engagement, Ascend has a plan to grow its services through intentional partnerships, youth voice in programming, and leveraging innovations like Virtual Reality (VR) and Tik Tok. We also have reengaged in a partnership with

kent Intermediate School District to provide Jobs for Michigan Graduates programming. Overall, we are excited about the direction of the Ascend program for 2024. ***Pipeline Development, Diversity and Inclusion***

MiCareerQuest: MiCareerQuest is a Career Exploration Experience for middle and high school students. MiCareerQuest 2024 will be held at DeVos Place on March 27, 2024. In order for this event to be as successful as it is, we need volunteers! If you are able to commit to volunteering during a morning session, afternoon session, or both, we would love for you to sign up [here](#). We look forward to seeing you at this year's event! ***Pipeline Development***

HireReach: HireReach provides instruction and consulting to businesses interested in implementing skills-based hiring. HireReach wrapped up its Kalamazoo hosted academy and is continuing to work with 9 employers in its Kent County hosted academy. The HireReach team was also featured on the podcast "Behind Every Employer" and is continuing to meet with national partners so that they can take HireReach academies on the road to other states. ***Diversity and Inclusion***

Retention Solutions Network: Retention Solutions Network (RSN) is a fee-based employer network focused on navigating resources and providing support services to member employees, thus helping them to stay in their job and advance within their business. RSN has begun engaging with member employers to develop a strategic plan. The goal of the plan is to make sure employers have a voice in how we deliver services and how we can increase value for them as we continue to grow the program. ***Enhanced Relationships, Diversity and Inclusion***

Learn, Earn and Provide (LEAP) Pilot: LEAP launched in Muskegon as a pilot program at the end of January of 2022. It is a program aimed to assist non-custodial parents in obtaining and maintaining employment and get back on track with child support payments. This pilot will take place in close partnership with Muskegon County Friend of the Court and will include both voluntary referrals and mandated participation. This program is now also fully implemented in Allegan. The state is currently in conversation with other area Friend of the Court agencies with the goal of a statewide expansion. ***Pipeline Development, Diversity and Inclusion***

Initiatives

Electric Vehicle (EV) Industry Recruitment Pilot & EV Jobs Academy: The Michigan Economic Development Corporation (MEDC) Talent Attraction Team (TAT) is collaborating with West Michigan Works! (WMW) to pilot an initiative designed to support TAT employers in the EV industry with attraction, retention, and development of EV occupations critical to the success of the industry. WMW received \$1M to support these efforts over the next year. Currently, there are two local employers participating in the program, with the potential for other employers to be added to the pilot. Additionally, the Michigan Department of Labor and Economic Opportunity allocated \$70,000 to WMW to support the EV

Jobs Academy. This initiative aims to expand education and training in critical mobility careers, including those needing supportive services and incumbent workers who want to advance into new, emerging careers. WMW will assist with recruitment to fill approximately 1,300 Production Worker and Frontline Supervisor roles in the West region and connecting them to relevant short-term training programs where necessary. ***Enhanced Relationships, Pipeline Development***

USDOL Training for Apprenticeship Training Representatives: WMW is working with the National Association of Workforce Development Professionals (NAWDP) in response to an RFP to provide training for US DOL Office of Apprenticeship and State Apprenticeship Agency Apprenticeship Training Representatives (ATR). The training will equip ATRs to better assist Registered Apprenticeship (RA) program sponsors in engaging their local workforce development board staff for practical WIOA support. ***Enhanced Relationships***



ADMINISTRATIVE OFFICE

Area Community Services
Employment & Training Council
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4100

SERVICE CENTERS

Allegan County

3255 122nd Ave
Allegan, MI 49010
(269) 686-5079

Barry County

130 E State St
Hastings, MI 49058
(616) 649-9850

Ionia County

603 W Adams St
Ionia, MI 48846
(616) 389-8525

Kent County

Grand Rapids NW Service Center
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4460

Grand Rapids SE Service Center
121 Martin Luther King Jr St SE
Grand Rapids, MI 49507
(616) 336-4040

Rockford Service Center
10075 Northland Dr NE
Rockford, MI 49341
(616) 228-6724

Montcalm County

114 S Greenville W Dr
Greenville, MI 48838
(616) 754-3611

Muskegon County

316 Morris Ave
Muskegon, MI 49440
(231) 724-6381

Ottawa County

12331 James St, Suite 130
Holland, MI 49424
(616) 396-2154

MEMORANDUM

TO: ACSET Governing Board
FROM: Ad-hoc: Essential Service Awards Committee
DATE: February 26, 2024
RE: 14th Annual Beverly Drake Essential Service Awards

The Essential Service Awards were created by the West Michigan Works! Workforce Development Board, to shine a light on employees who touch our lives daily and play a vital role in our economy and community.

As we experience rising costs and inflation, the role of a strong team of frontline workers is critical for all businesses.

This year, over 80 skilled individuals across West Michigan Works!' seven-county region were nominated either by their employer or a community member for going above beyond to deliver superior service.

A group of dedicated West Michigan Works! Executive Leadership and Strategic Engagement Committee members reviewed the nominations and selected the award winners. We were able to award 10 exceptional individuals. Awardees were recognized at their place of work with certificates and gifts and lastly received recognition on February 5, 2024 at the Economic Club of Grand Rapids' Luncheon.

Please look on Facebook or LinkedIn for the highlighted videos used during the awards.

West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at westmiworks.org/about/. TTY 711.



ESSENTIAL SERVICE AWARDS
Commitment • Integrity • Passion



- Derek Ryan, Courtesy Team Member, Grandville Meijer, Kent County
- Scott Kinyon, Cleaning, Aggressive Tooling, Inc, Montcalm County
- Beatrice Salgado, Preschool Lead Teacher, Early Learning Center, Kent County
- Kim Pitsch, Park Ranger, Allegan County
- Denver Sincler, Bartender & Server, Tantrick Brewing Co., Allegan County



ESSENTIAL SERVICE AWARDS
Commitment • Integrity • Passion

- Marolyn Lopez, Receptionist, Plascore, Ottawa County
- Darci Wallace, Care Coordinator, Meals on Wheels of Western Michigan, Kent County
- Maria Solis, Senior Quality Assurance Specialist, Trans-Matic, Allegan County
- Kristi Azzoli, Customer Experience Specialist, The Rapid ITP, Kent County
- Heidi Carpenter, Program Aid, Barry County Commission on Aging, Barry County