

**Macomb/St. Clair Workforce Development Board**

**MWA - 19**

**Workforce Innovation and Opportunity Act (WIOA)**

**Local Plan**

**Program Years 2020 through 2023**

**July 1, 2020 – June 30, 2024**

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**Workforce Innovation and Opportunity Act**

**Four-Year Local Plan**

**Macomb/St. Clair Workforce Development Board**

**Executive Summary**

The Macomb/St. Clair Workforce Development Board has a vision of a workforce system that is demand driven that leads customers to self-sufficiency through increasing opportunities for learning and through better alignment of resources in the community. This will be accomplished by strengthening partnerships with core program partners and the blending of multiple funding streams. The seamless delivery of workforce development services to employers, businesses, youth, veterans, returning citizens, persons with disabilities, public assistance recipients, older workers, dislocated workers, and unemployed, underemployed and employed individuals is accomplished in Macomb/St. Clair through the five full service Michigan Works! Career Centers.

WIOA Region 10’s top 50 existing/currently in-demand occupations are primarily occupations that typically require an education level of bachelor’s degree or higher. Only 5 of the occupations entry level education are below the bachelor’s level: Electric and Electronics Engineering Technician, Heavy and Tractor-Trailer Truck Driver, Insurance Sales Agent, Licensed Practical and Vocational Nurses, Respiratory Therapist and Web Developer. The top 50 emerging/future in-demand occupations are also dominated by occupations requiring a bachelor’s degree or higher. Only nine occupations on this list typically have an entry-level education below bachelor’s degree.

In addition to existing/currently in-demand and emerging/future occupations there are many in demand middle skills occupations. These jobs require post-secondary training or education but less than a bachelor’s degree. These occupations include: Bus and Truck Mechanics, Carpenters, Computer User Support Specialists, Dental Hygienists, Industrial Machinery Mechanics, Licensed Practical and Vocational Nurses, Millwrights, Paralegals and Legal Assistants, Plumbers, Pipefitters, Police, Physical Therapist.

These occupations all require a solid foundation in basic skills, such as reading, communication, math, and problem solving. Most require active learning and critical thinking skills. Workers in these occupations are required to possess technical skills and knowledge related to their specific occupational discipline and master certain tools and technologies and achieve particular certifications.

Educational opportunities to prepare for the existing and emerging high-demand, high wage occupations are readily available in Macomb/St. Clair’s local and regional area. There are 4 public four-year universities, 7 two-year public colleges, 36 independent colleges and universities, and a large number of vocational and technical schools. Educational opportunities are abundant in the local area, but not all training institutions are listed on the Pure Michigan Training Connect System. This system is an ever-changing list of providers and new training providers can be added as needed by employers and students in the local area.

Educational attainment for Macomb and St. Clair Counties are similar with regard to the percent of individuals who are a high school graduate or higher and who are 25 years or older, at approximately 90%. The percentage of individuals in Macomb County who have a Bachelor’s degree or higher who are 25 or older is slightly larger at 24.5% as opposed to 18.3% for St. Clair County.

Workforce participation rates are near the State average of 61.3%, with St. Clair at 60.5% and Macomb at 63.5%. The local area is affected by long term unemployment. St Clair has a 25.4% long-term unemployment rate while Macomb County has a 25% rate. The labor force has continued to increase in the local area over the last five years, with St. Clair County having a lower gain than Macomb County, even though in both counties there has been an increase in employment. Labor trends indicate Macomb with an increase of 7.3% over the last six years and St. Clair with an increase of .7%. Again, Macomb County is slightly above the State’s percentage while St. Clair is below. Overall, the local area has seen a decrease in the unemployment rate, but based on the low increase in the labor force and the minimal gains in the employment rate, it appears that people are not returning to the labor force in our local area.

The Macomb/St. Clair area is not as racially or ethnically diverse as the State. Both areas are predominantly white, with a higher percentage of black or African Americans living in Macomb County. The age distribution for each county is very similar to each other and to the State. Foreign-born residents differ from the State in both Macomb and St. Clair Counties. While Macomb County has a higher percentage of foreign-born residents, 10.9%, St. Clair County has a much smaller percentage, 2.7%. The disabled population under 65 in St. Clair County is slightly over the State average, while it is slightly under the State average in Macomb County. In our local area the average household income in Macomb County ($77,123) is similar to the State’s ($75,352) average household income, while St. Clair County ($71,761) is slightly lower than the State’s average. The disparity is concentrated in the highest income bracket. In the State, 10% of the households have income above $150,000. In St. Clair County only 7.9% of the households have income above $150,000 and in Macomb County 10.1% have income above $150,000.

With the goal of expanding access to services that lead to employment, the M/SCWDB has expanded its outreach through the use of social media and working more directly with local community-based organizations. Partnering with other Michigan Works! Agencies in Regions 10, 9 and 6, a media outreach campaign with a regional focus was implemented. Several other strategies such as partnering with local community colleges on projects, developing a stronger Business Services unit, implementing the use of career pathways, strengthening ties with local and regional economic development organizations, and partnering with the Workforce Intelligence Network (WIN) on regional projects will expand opportunities in the local area.

The local One-Stop Delivery System is vibrant with a focus on continuous improvement of services available to the customer base. Services to the job seeker include basic career services consisting of workshops and self-service career navigation in a resource room equipped with computers and telephones. Individualized Career Services/Case Management and Training for both youth and adults are available to individuals who need a more comprehensive approach to obtaining and retaining employment. The provision of transportation and other appropriate support services needed for successful completion of training is considered for each participant. Training services are provided through the use of an Individual Training Account and customer choice is fundamental in the customer’s selection of a training provider. Priority of service is given to Veterans and low-income individuals. Services to the business community are designed to help employers find and retain quality talent and grow their business by making connections to the appropriate economic development or training institution.

Coordination with core partners (Adult Education and Rehabilitation Services) and the Department of Labor and Economic Opportunity–Workforce Development (LEO-WD), is crucial to the success of the One-Stop System. The partnership with Adult Education and Rehabilitation services will help to better serve those individuals who are most in need. Funding has become regional for Adult Education, and efforts are underway to create a stronger connection to Adult Education on a local and regional basis. Rehabilitation Services are co-located (in the same building) in Port Huron and Clinton Township which increases the opportunity to blend services for individuals with disabilities. Rapid Response activities, coordinated with LEO-WD, provide services to workers who experience either a permanent closure, mass layoff, or job loss due to a natural disaster, which provide a relatively quick and unencumbered transition to employment or training. Memorandums of understanding have been developed with core partners as well as other partners to define how partners will carry out the integration and access of services available in the One-Stop.

Disclaimer: This analysis of the labor market and economic condition did not address the disruptions resulting from the COVID-19 pandemic. Not enough information is available at this time to analyze the effects on the labor market. One thing that we know happened is that the unemployment rates in both Macomb and St. Clair Counties exploded in April 2020 from March 4.6% to 27.1% in Macomb and from 5.7% to 29% in St. Clair due to stay at home orders by the governor to combat the COVID-19.

The long-term effects on the economy including the industries and occupations that will have the most difficulty recovering is not known at this time. As more information becomes available, this plan will have to be modified to address this new reality.

An Intergovernmental Transfer of Function and Responsibility between the County of Macomb, the County of St. Clair and the Governor of the State of Michigan gives the authority to the M/SCWDB to deliver WIOA services in Macomb and St. Clair Counties. Macomb County is the fiscal agent under this agreement and the M/SCWDB is the administrative agent. The M/SCWDB uses a procurement policy developed with standards from LEO-WD, along with 2 CFR Part 200 in order to ensure a full and open competition for procurement.

The M/SCWDB will make its local and regional plans available for public comment. All public comments will be submitted with the plans to the Governor as required by State and Federal policy.

**Section II. Local Plan Requirements**

The emergence if the COVID-19 pandemic significantly altered the economic outlook in Region 10 and the surrounding communities. Michigan has been hit hard by the pandemic and consistently ranks amount the states with the highest number of unemployed workers. According to the U.S. Bureau of Labor Statistics for April 2020, WIOA Planning Region 10’s unemployment rate ballooned to 24.5 percent representing approximately 459,689 people unemployed. This rate is up from a low of 4.73 percent, in March 2020, just one month earlier.

As Michigan abruptly shut down under the Governor’s Stay Home, Stay Safe executive order, the WIOA Planning Region 10 MWA’s shifted operations from primarily in-person to virtual delivery. To ensure no gaps in customer service delivery, MWA’s quickly developed innovative service strategies. Examples included rotating in-office staff teams to minimize contact, on-line job readiness and recruitment events for employers that were hiring, Rapid Response meetings via Facebook Live to virtually address mass layoffs, and partnerships with reginal organizations to support both business and job seekers. MWA staff spent countless hours answering phones to help customer connect to vital resources like food, rental, and utility assistance. In late April, MWA staff was also trained by UIA to assist with the flood of unemployment calls. For weeks ending April 10 through June 19, 2020, the region processed 249,144 calls for UIA assistance.

While it is difficult to make long-term projections on how exactly COVID-19 will affect future job demand, some considerations will influence how the WIOA Planning Region 10 MWA’s move forward. They are as follows:

* As occupations move to remote work, MWA’s must consider how to provide technical resources and training to individuals that allow them to successfully complete for jobs.
* As MWA’s receive real-time data and industry input on high-demand occupations, they must be prepared to adjust service delivery strategies to meet the changing need.
* As colleges and training providers navigate their own response to COVID, it will be difficult for MWA’s to predict the availability of training.
* MWA’s are likely to receive additional federal/state resources to meet the training needs of individuals in high-demand occupations.
* As fewer customers require UI assistance, MWA’s will need to shift priority back to customers seeking re-employment and training services.

The WIOA Planning Region 10 MWA’s are confident that they have a proactive plan and agile infrastructure necessary to collectively address the needs of the region.

# 1: Labor Market Data and Economic Conditions Analysis

|  |  |
| --- | --- |
|  | *Provide a thorough analysis of regional labor market data and economic conditions. This shall include an analysis of existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. All core partners (WIOA Titles I-IV) should be involved in both providing and analyzing the data.* |

All of the following data and analysis are representative of WIOA Planning Region 10, which consists of the City of Detroit and the counties of Macomb, Monroe, Oakland, St. Clair, and Wayne.

# Core Partner Involvement

To ensure an accurate analysis of regional labor market data economic conditions, the MWAs in WIOA Planning Region 10 engaged core partners during all phases of the process. MWA leadership identified the following core partners representing WIOA Titles I – IV programs:

* Title I: Job Corps, YouthBuild and Migrant and Seasonal Farm Workers;
* Title II: Local and intermediate school districts and literacy programs;
* Title III: MWA-contracted service providers; and
* Title IV: Michigan Rehabilitation Services and Michigan Bureau of Services for Blind Persons.

Core partners were asked to identify available data to help understand the nature and special needs of populations served and to provide input on the strengths and weaknesses of workforce development activities and the region’s capacity to provide its local areas’ populations with workforce services. The survey questions and responses can be found in the Part II: Workforce Development Activities section.

When the draft regional plan was made available for public comment, core partners were notified and encouraged to make comments on their organizations’ behalf. During the initial public comment phase, no formal comments were made. Core partners who have representatives on WDBs also had an opportunity to review and offer input on the regional plan. Several WDB members made comments during the review process, many of which have been incorporated into this plan.

# Employment Needs

|  |  |
| --- | --- |
|  | *The knowledge and skills necessary to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.* |

## Existing In-Demand Occupations

Occupations in Figure 1, which include those that require a high school diploma or more, experienced high demand through calendar year 2019, and are expected to grow, in the shortterm, over the next two years (through 2021). Additionally, these occupations offer an hourly wage above the statewide median average of $18.60 per hour, and occupations with lower wages have been filtered out. MWAs in WIOA Planning Region 10 support career pathway opportunities for occupations requiring high levels of education, such as those included in Figure 1. In addition to these high demand jobs, Figure 3 displays high-demand jobs available with shorter-term training.

**Figure 1:** WIOA Region 10’s Top 50 Existing/Currently In-Demand Occupations

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SOC** | **Job Title** | **2019 Jobs** | **2021 Jobs** | **2019 - 2021 %**  **Change** | **Annual Openings** | **Job Postings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** |
| 113011 | Administrative Services Managers | 3,443 | 3,528 | 2.5% | 331 | 345 | $44.96 | Bachelor's degree |
| 171011 | Architects, Except Landscape and Naval | 1,306 | 1,384 | 6.0% | 141 | 316 | $33.65 | Bachelor's degree |
| 119041 | Architectural and Engineering Managers | 6,763 | 6,971 | 3.1% | 595 | 2435 | $64.68 | Bachelor's degree |
| 172051 | Civil Engineers | 4,527 | 4,971 | 9.8% | 585 | 1919 | $36.59 | Bachelor's degree |
| 151111 | Computer and Information Research Scientists | 109 | 115 | 5.5% | 12 | 800 | $49.24 | Master's degree |
| 113021 | Computer and Information Systems Managers | 5,146 | 5,282 | 2.6% | 472 | 2792 | $63.54 | Bachelor's degree |
| 151199 | Computer Occupations, All Other | 6,234 | 6,344 | 1.8% | 512 | 12717 | $37.80 | Bachelor's degree |
| 151121 | Computer Systems Analysts | 9,947 | 10,083 | 1.4% | 790 | 7068 | $39.49 | Bachelor's degree |
| 119021 | Construction Managers | 1,958 | 2,062 | 5.3% | 196 | 2080 | $47.28 | Bachelor's degree |
| 173023 | Electrical and Electronics Engineering Technicians | 1,682 | 1,743 | 3.6% | 196 | 1382 | $30.54 | Associate degree |
| 172071 | Electrical Engineers | 5,613 | 5,840 | 4.0% | 488 | 5204 | $44.50 | Bachelor's degree |
| 172081 | Environmental Engineers | 600 | 639 | 6.5% | 66 | 502 | $46.21 | Bachelor's degree |
| 132051 | Financial Analysts | 3,706 | 3,812 | 2.9% | 371 | 1915 | $39.96 | Bachelor's degree |
| 113031 | Financial Managers | 7,458 | 7,798 | 4.6% | 751 | 4916 | $61.09 | Bachelor's degree |
| **SOC** | **Job Title** | **2019 Jobs** | **2021 Jobs** | **2019 - 2021 %**  **Change** | **Annual Openings** | **Job Postings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** |
| 111021 | General and Operations Managers | 26,106 | 26,857 | 2.9% | 2,665 | 7712 | $54.94 | Bachelor's degree |
| 271024 | Graphic Designers | 2,411 | 2,586 | 7.3% | 333 | 1225 | $22.06 | Bachelor's degree |
| 533032 | Heavy and Tractor-Trailer Truck Drivers | 24,131 | 25,067 | 3.9% | 3,249 | 65124 | $19.89 | Postsecondary nondegree award |
| 113121 | Human Resources Managers | 1,951 | 1,999 | 2.5% | 192 | 2421 | $54.10 | Bachelor's degree |
| 172112 | Industrial Engineers | 19,529 | 20,123 | 3.0% | 1,636 | 10800 | $44.83 | Bachelor's degree |
| 151122 | Information Security Analysts | 966 | 1,031 | 6.7% | 102 | 2775 | $44.12 | Bachelor's degree |
| 413021 | Insurance Sales Agents | 8,566 | 8,816 | 2.9% | 963 | 6726 | $26.17 | High school diploma or equivalent |
| 231011 | Lawyers | 9,049 | 9,224 | 1.9% | 538 | 2832 | $48.10 | Doctoral or  professional degree |
| 292061 | Licensed Practical and  Licensed Vocational Nurses | 5,799 | 5,991 | 3.3% | 541 | 2505 | $25.47 | Postsecondary nondegree award |
| 132072 | Loan Officers | 5,065 | 5,288 | 4.4% | 545 | 1816 | $31.72 | Bachelor's degree |
| 131111 | Management Analysts | 7,766 | 8,018 | 3.2% | 863 | 6048 | $41.67 | Bachelor's degree |
| 119199 | Managers, All Other | 3,641 | 3,769 | 3.5% | 344 | 4964 | $49.87 | Bachelor's degree |
| 131161 | Market Research Analysts and Marketing Specialists | 9,992 | 10,514 | 5.2% | 1,295 | 3834 | $32.97 | Bachelor's degree |
| 112021 | Marketing Managers | 2,450 | 2,549 | 4.0% | 270 | 6366 | $64.27 | Bachelor's degree |
| 172141 | Mechanical Engineers | 30,118 | 30,742 | 2.1% | 2,372 | 12453 | $44.87 | Bachelor's degree |
| 119111 | Medical and Health Services Managers | 5,119 | 5,284 | 3.2% | 491 | 4191 | $46.37 | Bachelor's degree |
| 291171 | Nurse Practitioners | 1,952 | 2,048 | 4.9% | 153 | 791 | $50.48 | Master's degree |
| 291122 | Occupational Therapists | 1,956 | 2,038 | 4.2% | 153 | 1532 | $38.60 | Master's degree |
| 152031 | Operations Research Analysts | 1,141 | 1,222 | 7.1% | 116 | 997 | $43.49 | Bachelor's degree |
| 132052 | Personal Financial Advisors | 2,656 | 2,734 | 2.9% | 243 | 1144 | $35.20 | Bachelor's degree |
| 291123 | Physical Therapists | 3,884 | 4,059 | 4.5% | 255 | 2511 | $44.18 | Doctoral or  professional degree |
| 291071 | Physician Assistants | 1,756 | 1,841 | 4.8% | 144 | 1309 | $53.00 | Master's degree |
| 291069 | Physicians and Surgeons, All Other | 8,618 | 8,697 | 0.9% | 298 | 3610 | $62.27 | Doctoral or  professional degree |
| **SOC** | **Job Title** | **2019 Jobs** | **2021 Jobs** | **2019 - 2021 %**  **Change** | **Annual Openings** | **Job Postings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** |
| 291066 | Psychiatrists | 301 | 314 | 4.3% | 15 | 1450 | $92.38 | Doctoral or  professional degree |
| 112031 | Public Relations and Fundraising Managers | 631 | 649 | 2.9% | 63 | 934 | $56.48 | Bachelor's degree |
| 113061 | Purchasing Managers | 1,107 | 1,136 | 2.6% | 107 | 1097 | $59.27 | Bachelor's degree |
| 291141 | Registered Nurses | 42,201 | 43,287 | 2.6% | 2,810 | 43103 | $35.41 | Bachelor's degree |
| 291126 | Respiratory Therapists | 2,071 | 2,165 | 4.5% | 159 | 1036 | $27.51 | Associate degree |
| 112022 | Sales Managers | 4,674 | 4,773 | 2.1% | 468 | 8225 | $66.05 | Bachelor's degree |
| 151132 | Software Developers, Applications | 19,901 | 20,669 | 3.9% | 1,792 | 22010 | $43.84 | Bachelor's degree |
| 151133 | Software Developers, Systems Software | 6,547 | 6,687 | 2.1% | 533 | 5027 | $44.03 | Bachelor's degree |
| 291127 | Speech-Language Pathologists | 1,564 | 1,661 | 6.2% | 133 | 4964 | $37.89 | Master's degree |
| 152041 | Statisticians | 284 | 310 | 9.2% | 36 | 209 | $44.37 | Master's degree |
| 131151 | Training and Development  Specialists | 2,961 | 3,063 | 3.4% | 371 | 1772 | $30.84 | Bachelor's degree |
| 291131 | Veterinarians | 892 | 956 | 7.2% | 67 | 624 | $39.38 | Doctoral or  professional degree |
| 151134 | Web Developers | 1,211 | 1,258 | 3.9% | 117 | 6132 | $34.45 | Associate degree |

**Source:** Bureau of Labor Statistics, Economic Modeling Specialists, Intl (EMSI)

* Of the occupations featured in Figure 1 above, those with the greatest current demand and paying wages above the state median in WIOA Planning Region 10, overwhelmingly require a bachelor’s degree.
* The hourly pay range is between $31.72 for Loan Officers to $92.38 for Psychiatrists (Figure 1).

## Emerging In-Demand Occupations

Figure 2 presents occupations that require a high school diploma, or more, and are projected to record solid job expansion over the long-term (through 2029), along with high annual job openings and median wages above the state median of $18.60 per hour.

**Figure 2:** WIOA Region 10’s Top 50 Emerging/Future In-Demand Occupations

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SOC** | **Description** | **2019 Jobs** | **2029 Jobs** | **2019 - 2029 %**  **Change** | **Annual Openings** | **Median Hourly**  **Earnings** | **Typical Entry Level Education** |
| 11-3011 | Administrative Services Managers | 3,443 | 3,695 | 7.3% | 323 | $44.96 | Bachelor's degree |
| 11-3011 | Administrative Services Managers | 3,443 | 3,695 | 7.3% | 323 | $44.96 | Bachelor's degree |
| 53-2011 | Airline Pilots, Copilots, and Flight Engineers | 2,992 | 3,249 | 8.6% | 347 | $103.37 | Bachelor's degree |
| 17-1011 | Architects, Except Landscape and Naval | 1,306 | 1,550 | 18.7% | 135 | $33.65 | Bachelor's degree |
| 11-9041 | Architectural and Engineering Managers | 6,763 | 7,289 | 7.8% | 565 | $64.68 | Bachelor's degree |
| 13-1199 | Business Operations Specialists, All Other | 15,210 | 16,042 | 5.5% | 1590 | $33.52 | Bachelor's degree |
| 47-2031 | Carpenters | 7,566 | 8,239 | 8.9% | 886 | $26.08 | High school diploma or equivalent |
| 17-2051 | Civil Engineers | 4,527 | 5,880 | 29.9% | 546 | $36.59 | Bachelor's degree |
| 53-2012 | Commercial Pilots | 578 | 702 | 21.5% | 79 | $34.46 | High school diploma or equivalent |
| 13-1041 | Compliance Officers | 3,121 | 3,367 | 7.9% | 311 | $36.64 | Bachelor's degree |
| 11-3021 | Computer and Information Systems Managers | 5,146 | 5,551 | 7.9% | 459 | $63.54 | Bachelor's degree |
| 47-4011 | Construction and Building Inspectors | 1,270 | 1,481 | 16.6% | 193 | $27.64 | High school diploma or equivalent |
| 11-9021 | Construction Managers | 1,958 | 2,277 | 16.3% | 186 | $47.28 | Bachelor's degree |
| 17-2071 | Electrical Engineers | 5,613 | 6,283 | 11.9% | 463 | $44.50 | Bachelor's degree |
| 17-2081 | Environmental Engineers | 600 | 708 | 18.0% | 61 | $46.21 | Bachelor's degree |
| 13-2051 | Financial Analysts | 3,706 | 4,004 | 8.0% | 359 | $39.96 | Bachelor's degree |
| 11-3031 | Financial Managers | 7,458 | 8,606 | 15.4% | 736 | $61.09 | Bachelor's degree |
| 53-2031 | Flight Attendants | 3,391 | 3,883 | 14.5% | 464 | $26.33 | High school diploma or equivalent |
| 11-1021 | General and Operations Managers | 26,106 | 28,217 | 8.1% | 2587 | $54.94 | Bachelor's degree |
| 27-1024 | Graphic Designers | 2,411 | 2,943 | 22.1% | 324 | $22.06 | Bachelor's degree |
| 11-3121 | Human Resources Managers | 1,951 | 2,073 | 6.3% | 185 | $54.10 | Bachelor's degree |
| 17-2112 | Industrial Engineers | 19,529 | 21,256 | 8.8% | 1568 | $44.83 | Bachelor's degree |
| 15-1122 | Information Security Analysts | 966 | 1,212 | 25.5% | 102 | $44.12 | Bachelor's degree |
| 23-1011 | Lawyers | 9,049 | 9,709 | 7.3% | 523 | $48.10 | Doctoral or professional degree |
| **SOC** | **Description** | **2019 Jobs** | **2029 Jobs** | **2019 - 2029 %**  **Change** | **Annual Openings** | **Median Hourly**  **Earnings** | **Typical Entry Level Education** |
| 29-2061 | Licensed Practical and Licensed Vocational Nurses | 5,799 | 6,536 | 12.7% | 542 | $25.47 | Postsecondary nondegree award |
| 13-2072 | Loan Officers | 5,065 | 5,813 | 14.8% | 535 | $31.72 | Bachelor's degree |
| 13-1111 | Management Analysts | 7,766 | 8,549 | 10.1% | 849 | $41.67 | Bachelor's degree |
| 11-9199 | Managers, All Other | 3,641 | 4,027 | 10.6% | 332 | $49.87 | Bachelor's degree |
| 13-1161 | Market Research Analysts and Marketing Specialists | 9,992 | 11,737 | 17.5% | 1288 | $32.97 | Bachelor's degree |
| 11-2021 | Marketing Managers | 2,450 | 2,739 | 11.8% | 262 | $64.27 | Bachelor's degree |
| 17-2141 | Mechanical Engineers | 30,118 | 31,606 | 4.9% | 2277 | $44.87 | Bachelor's degree |
| 11-9111 | Medical and Health Services Managers | 5,119 | 5,709 | 11.5% | 487 | $46.37 | Bachelor's degree |
| 29-1171 | Nurse Practitioners | 1,952 | 2,333 | 19.5% | 152 | $50.48 | Master's degree |
| 29-1122 | Occupational Therapists | 1,956 | 2,239 | 14.5% | 147 | $38.60 | Master's degree |
| 47-2073 | Operating Engineers and Other  Construction Equipment Operators | 2,966 | 3,342 | 12.7% | 403 | $27.35 | High school diploma or equivalent |
| 15-2031 | Operations Research Analysts | 1,141 | 1,427 | 25.1% | 112 | $43.49 | Bachelor's degree |
| 13-2052 | Personal Financial Advisors | 2,656 | 2,892 | 8.9% | 236 | $35.20 | Bachelor's degree |
| 31-2021 | Physical Therapist Assistants | 1,563 | 1,913 | 22.4% | 251 | $25.15 | Associate degree |
| 29-1123 | Physical Therapists | 3,884 | 4,488 | 15.6% | 238 | $44.18 | Doctoral or professional degree |
| 29-1071 | Physician Assistants | 1,756 | 2,093 | 19.2% | 143 | $53.00 | Master's degree |
| 47-2152 | Plumbers, Pipefitters, and Steamfitters | 5,502 | 5,863 | 6.6% | 669 | $34.30 | High school diploma or equivalent |
| 29-1141 | Registered Nurses | 42,201 | 46,075 | 9.2% | 2737 | $35.41 | Bachelor's degree |
| 29-1126 | Respiratory Therapists | 2,071 | 2,424 | 17.0% | 155 | $27.51 | Associate degree |
| 11-2022 | Sales Managers | 4,674 | 4,936 | 5.6% | 457 | $66.05 | Bachelor's degree |
| 15-1132 | Software Developers, Applications | 19,901 | 22,438 | 12.7% | 1741 | $43.84 | Bachelor's degree |
| 15-1133 | Software Developers, Systems Software | 6,547 | 6,935 | 5.9% | 516 | $44.03 | Bachelor's degree |
| 29-1127 | Speech-Language Pathologists | 1,564 | 1,935 | 23.7% | 130 | $37.89 | Master's degree |
| 15-2041 | Statisticians | 284 | 380 | 33.8% | 35 | $44.37 | Master's degree |
| 13-1151 | Training and Development  Specialists | 2,961 | 3,265 | 10.3% | 366 | $30.84 | Bachelor's degree |
| 29-1131 | Veterinarians | 892 | 1,097 | 23.0% | 59 | $39.38 | Doctoral or professional degree |

**Source:** Economic Modeling Specialists, Intl (EMSI)

* The criteria used were a combination of projected growth, both numeric and percent, that showcased growth to be constant or positive for all occupations, sizable annual openings, and occupations that require above a high school diploma.
* All the top 30 emerging occupations require at least a bachelor’s degree.

## In-Demand Middle Skills Occupations

Figure 3 represents occupations that show high real-time demand, provide relatively high wages, and require training or education beyond high school but less than a bachelor’s degree. Wages are above the state median wage of $18.60 per hour for each occupation, and most are also above the MWA-defined threshold for economic self-sufficiency in the city of Detroit, defined as about $24 per hour. While the top current in-demand occupations generally require a bachelor’s degree or higher education, many WIOA Planning Region 10 MWA customers seek shorter-term education or training to find work. Figure 3 provides a snapshot of the middle skills occupations available in WIOA Planning Region 10.

**Figure 3:** WIOA Region 10’s Top 50 Currently In-Demand Middle Skills Occupations

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SOC** | **Job Title** | **2019 Jobs** | **2029 Jobs** | **2019 - 2029 %**  **Change** | **Annual Openings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** | **Typical On-**  **The-Job**  **Training** |
| 49-3011 | Aircraft Mechanics and Service Technicians | 1,825 | 1,913 | 4.8% | 164 | $29.49 | Postsecondary nondegree award | None |
| 17-3011 | Architectural and Civil Drafters | 982 | 1,260 | 28.3% | 145 | $23.72 | Associate degree | None |
| 47-2021 | Brickmasons and Blockmasons | 971 | 1,068 | 10.0% | 112 | $26.84 | High school diploma or equivalent | Apprenticeship |
| 49-3031 | Bus and Truck Mechanics and Diesel Engine Specialists | 4,202 | 4,534 | 7.9% | 443 | $22.61 | High school diploma or equivalent | Long-term onthe-job training |
| 47-2031 | Carpenters | 7,566 | 8,239 | 8.9% | 886 | $26.08 | High school diploma or equivalent | Apprenticeship |
| 17-3022 | Civil Engineering Technicians | 899 | 1,159 | 28.9% | 127 | $24.99 | Associate degree | None |
| 53-2012 | Commercial Pilots | 578 | 702 | 21.5% | 79 | $34.46 | High school diploma or equivalent | Moderateterm on-thejob training |
| 15-1152 | Computer Network  Support Specialists | 1,465 | 1,561 | 6.6% | 134 | $30.36 | Associate degree | None |
| 51-4012 | Computer Numerically  Controlled Machine Tool  Programmers, Metal and  Plastic | 1,001 | 1,114 | 11.3% | 121 | $25.36 | Postsecondary nondegree award | Moderateterm on-thejob training |
| 15-1151 | Computer User Support  Specialists | 9,301 | 9,693 | 4.2% | 822 | $22.96 | Some college, no degree | None |
| 47-4011 | Construction and Building Inspectors | 1,270 | 1,481 | 16.6% | 193 | $27.64 | High school diploma or equivalent | Moderateterm on-thejob training |
| 23-2091 | Court Reporters | 184 | 223 | 21.2% | 22 | $40.54 | Postsecondary nondegree award | Short-term onthe-job training |
| 29-2021 | Dental Hygienists | 4,196 | 4,256 | 1.4% | 302 | $31.13 | Associate degree | None |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SOC** | **Job Title** | **2019 Jobs** | **2029 Jobs** | **2019 - 2029 %**  **Change** | **Annual Openings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** | **Typical On-**  **The-Job**  **Training** |
| 29-2032 | Diagnostic Medical Sonographers | 1,218 | 1,339 | 9.9% | 82 | $31.01 | Associate degree | None |
| 17-3019 | Drafters, All Other | 128 | 158 | 23.4% | 18 | $27.23 | Associate degree | None |
| 17-3012 | Electrical and Electronics Drafters | 253 | 314 | 24.1% | 36 | $24.63 | Associate degree | None |
| 17-3023 | Electrical and Electronics Engineering Technicians | 1,682 | 1,839 | 9.3% | 189 | $30.54 | Associate degree | None |
| 49-9051 | Electrical Power-Line  Installers and Repairers | 1,002 | 1,107 | 10.5% | 105 | $37.45 | High school diploma or equivalent | Long-term onthe-job training |
| 47-4021 | Elevator Installers and Repairers | 973 | 1,045 | 7.4% | 127 | $41.39 | High school diploma or equivalent | Apprenticeship |
| 17-3029 | Engineering Technicians, Except Drafters, All Other | 1,657 | 1,754 | 5.9% | 177 | $32.74 | Associate degree | None |
| 53-2031 | Flight Attendants | 3,391 | 3,883 | 14.5% | 464 | $26.33 | High school diploma or equivalent | Moderateterm on-thejob training |
| 29-9099 | Healthcare Practitioners and Technical Workers, All Other | 152 | 178 | 17.1% | 12 | $38.35 | Postsecondary nondegree award | None |
| 29-2092 | Hearing Aid Specialists | 287 | 340 | 18.5% | 27 | $27.37 | High school diploma or equivalent | Moderateterm on-thejob training |
| 49-9021 | Heating, Air Conditioning, and Refrigeration Mechanics and Installers | 4,165 | 4,395 | 5.5% | 444 | $21.95 | Postsecondary nondegree award | Long-term onthe-job training |
| 53-3032 | Heavy and Tractor-Trailer Truck Drivers | 24,131 | 26,536 | 10.0% | 3,162 | $19.89 | Postsecondary nondegree award | Short-term onthe-job training |
| 49-9041 | Industrial Machinery Mechanics | 8,929 | 9,366 | 4.9% | 894 | $25.57 | High school diploma or equivalent | Long-term onthe-job training |
| 49-9099 | Installation, Maintenance, and Repair Workers, All Other | 1,181 | 1,367 | 15.7% | 156 | $21.47 | High school diploma or equivalent | Moderateterm on-thejob training |
| 43-9041 | Insurance Claims and  Policy Processing Clerks | 2,640 | 2,851 | 8.0% | 294 | $19.45 | High school diploma or equivalent | Moderateterm on-thejob training |
| 41-3021 | Insurance Sales Agents | 8,566 | 9,173 | 7.1% | 931 | $26.17 | High school diploma or equivalent | Moderateterm on-thejob training |
| 43-4111 | Interviewers, Except Eligibility and Loan | 845 | 1,169 | 38.3% | 160 | $20.34 | High school diploma or equivalent | Short-term onthe-job training |
| 29-2061 | Licensed Practical and  Licensed Vocational  Nurses | 5,799 | 6,536 | 12.7% | 542 | $25.47 | Postsecondary nondegree award | None |
| 43-4131 | Loan Interviewers and Clerks | 2,368 | 2,870 | 21.2% | 316 | $19.73 | High school diploma or equivalent | Short-term onthe-job training |
| **SOC** | **Job Title** | **2019 Jobs** | **2029 Jobs** | **2019 - 2029 %**  **Change** | **Annual Openings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** | **Typical On-**  **The-Job**  **Training** |
| 31-9011 | Massage Therapists | 1,215 | 1,448 | 19.2% | 178 | $20.25 | Postsecondary nondegree award | None |
| 49-9044 | Millwrights | 1,373 | 1,440 | 4.9% | 130 | $34.88 | High school diploma or equivalent | Apprenticeship |
| 31-2011 | Occupational Therapy Assistants | 560 | 746 | 33.2% | 89 | $26.11 | Associate degree | None |
| 43-9199 | Office and Administrative  Support Workers, All Other | 699 | 821 | 17.5% | 102 | $23.05 | High school diploma or equivalent | Short-term onthe-job training |
| 47-2073 | Operating Engineers and  Other Construction  Equipment Operators | 2,966 | 3,342 | 12.7% | 403 | $27.35 | High school diploma or equivalent | Moderateterm on-thejob training |
| 23-2011 | Paralegals and Legal Assistants | 3,695 | 4,145 | 12.2% | 461 | $23.64 | Associate degree | None |
| 47-2071 | Paving, Surfacing, and  Tamping Equipment  Operators | 503 | 570 | 13.3% | 74 | $24.88 | High school diploma or equivalent | Moderateterm on-thejob training |
| 31-2021 | Physical Therapist Assistants | 1,563 | 1,913 | 22.4% | 251 | $25.15 | Associate degree | None |
| 47-2152 | Plumbers, Pipefitters, and Steamfitters | 5,502 | 5,863 | 6.6% | 669 | $34.30 | High school diploma or equivalent | Apprenticeship |
| 33-3051 | Police and Sheriff's Patrol Officers | 7,313 | 7,392 | 1.1% | 533 | $29.21 | High school diploma or equivalent | Moderateterm on-thejob training |
| 43-5061 | Production, Planning, and Expediting Clerks | 3,524 | 3,852 | 9.3% | 420 | $26.14 | High school diploma or equivalent | Moderateterm on-thejob training |
| 29-2034 | Radiologic Technologists | 3,059 | 3,162 | 3.4% | 182 | $27.74 | Associate degree | None |
| 43-4181 | Reservation and  Transportation Ticket  Agents and Travel Clerks | 1,181 | 1,315 | 11.3% | 158 | $21.31 | High school diploma or equivalent | Short-term onthe-job training |
| 29-1126 | Respiratory Therapists | 2,071 | 2,424 | 17.0% | 155 | $27.51 | Associate degree | None |
| 41-3099 | Sales Representatives, Services, All Other | 14,808 | 15,220 | 2.8% | 1,995 | $27.76 | High school diploma or equivalent | Moderateterm on-thejob training |
| 47-2231 | Solar Photovoltaic Installers | 52 | 70 | 34.6% | 9 | $32.45 | High school diploma or equivalent | Moderateterm on-thejob training |
| 15-1134 | Web Developers | 1,211 | 1,358 | 12.1% | 113 | $34.45 | Associate degree | None |
| 49-9081 | Wind Turbine Service Technicians | 47 | 66 | 40.4% | 8 | $41.74 | Postsecondary nondegree award | Long-term onthe-job training |

**Source:** Economic Modeling Specialists, Intl (EMSI) This next section presents an analysis of the knowledge, skills, and abilities needed in these occupations. The tools and technologies, as well as the required certifications, are presented where available.

## Knowledge, Skills, and Abilities Needed in Industries and Occupations In-Demand

* A close look at the WIOA Planning Region 10 existing and emerging high-demand, highwage occupations reveals that these positions are concentrated in a handful of categories, including: Healthcare Practitioners and Technicians, Information Technology, Architecture and Engineering, Businesses and Financial, and Management occupations. It is critical to understand what knowledge, skills, and abilities and what tools and technologies and certifications (if available) are expected of successful job candidates in these occupations.
* These occupations all require a solid foundation in basic skills, such as reading, communication, math, and cognitive abilities that influence the acquisition and application of knowledge in problem solving. Most require active learning and critical thinking skills. In addition, these occupations require workers to possess technical skills and knowledge related to their specific occupational discipline and to master certain tools and technologies and even achieve particular certifications.

### Healthcare Practitioner and Technical Occupations

*Knowledge, Skills, and Abilities*

Knowledge of the information and techniques needed to diagnose and treat human injuries and diseases are important in all critical health care occupations. This includes knowledge of symptoms, treatment alternatives, drug properties and interactions, and preventive health care measures.

**Knowledge**  **Skills**  **Abilities**

Medicine and Dentistry Active Listening Problem Sensitivity

Biology Reading Comprehension Oral Comprehension

Customer and Personal Service Speaking Oral Expression

English Language Critical Thinking Deductive Reasoning

Psychology Monitoring Inductive Reasoning

Tools and technologies related to Healthcare occupations include several that ensure quality in the delivery of health services as well as increasing efficiencies in delivery of care, such as electronic medical records and time management.

There are many certifications in Healthcare occupations as many careers involve licensure. Beyond occupational-specific requirements, important certifications are concentrated in particular areas of patient care.

|  |  |
| --- | --- |
| **Tools and Technologies** | **Certifications** |
| Quality Assurance | Basic Life Support |
| Patient Electronic Medical Records | Certification in Cardiopulmonary Resuscitation |
| Microsoft Office | Advanced Cardiac Life Support |
| Time Management | Pediatric Advanced Life Support |
| Quality Control | Nurse Administration |

### Information Technology Occupations

*Knowledge, Skills, and Abilities*

These positions require an important mix of technical, business, and problem-solving skills. Information technology jobs require knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. Design and systems analysis skills are also vital.

Abilities for these occupations are typically related to computer usage and programming. For example, job seekers should have the ability for mathematical reasoning, number facility, and deductive reasoning.

**Knowledge**  **Skills**  **Abilities**

Computer and Electronics Active Learning Mathematical Reasoning

Customer and Personal Service Reading Comprehension Number Facility

Mathematics Complex Problem-Solving Oral Comprehension

English Language Critical Thinking Problem Sensitivity

Design Troubleshooting Deductive Reasoning

Computer occupations have a number of technologies associated with them. Depending on the occupation, individuals employed in these occupations will need to know everything from traditional software packages to advanced computer programming languages, like Structured Query Language (SQL), Java, and Linux.

Similarly, there are numerous certifications associated with computer occupations. Often, certifications are specific to some software package or technology, like the Cisco Network Associate certification. In other instances, certifications are more general, like Project Management Professional (PMP). These and other certifications for Information Technology occupations are as follows:

|  |  |
| --- | --- |
| **Tools and Technologies** | **Certifications** |
| Structured Query Language (SQL) | Web Services |
| Project Management | Top Secret Sensitive Compartmented Information |
| Software development | Project Management Professional (PMP) |
| Oracle Java | Certified Information Systems |
| Other programming languages | Cisco Network Associate (CCNA) |

### Architecture and Engineering Occupations

*Knowledge, Skills, and Abilities*

Architecture and Engineering occupations are both technical but also practical, so they require a mix of knowledge, skills, and abilities. Mechanical applications, mathematics, and the laws of physics are among the most important areas of knowledge for this category of occupations.

Skills needed involve making decisions after analyzing tremendous volumes of data and mathematical information. Leading skills are complex problem solving, critical thinking, and judgment and decision making.

**Knowledge**  **Skills**  **Abilities**

Engineering and Technology Complex Problem Solving Information Ordering

Design Critical Thinking Mathematical

Reasoning Active Listening Written

Mechanical Judgment and Decision-Making Deductive Reasoning

Mathematics Operations Analysis Communication Visualization

Physics

Many Architecture and Engineering occupations are expected to employ tools and technologies targeted at improving quality and reducing defects or inefficiencies, like Quality Assurance and Six Sigma aimed at quality improvement.

Similarly, certification for Engineers and other occupations in the category are also concentrated in quality improvement. In addition, some certifications deal with standards, like certifications in American National Standards (ANSI) or National Electrical Code (NEC) and Environmental Protection Agency (EPA) standards.

|  |  |
| --- | --- |
| **Tools and Technologies** | **Certifications** |
| Project Management | Accreditation Board for Engineering and Technology (ABET) |
| Microsoft Office | American National Standards (ANSI) |
| Product Development | American Society for Quality (ASQ) |
| Quality Assurance (QA) | National Electrical Code (NEC) |
| Six Sigma | Environmental Protection Agency standards (EPA) |

**Business and Financial Occupations**

*Knowledge, Skills, and Abilities*

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

**Knowledge**  **Skills**  **Abilities**

Mathematics Mathematics Oral Comprehension

Economics and Accounting Active Listening Written Comprehension

Customer and Personal Service Critical Thinking Problem Sensitivity

English Language Judgment and Decision-Making Deductive Reasoning

Personal and Human Resources Reading Comprehension Information Ordering

Most of the occupations in this category will need to use office productivity software like Microsoft Office for documents, spreadsheets, publications, and database administration.

In addition to productivity software, many tools and technologies for business and financial occupations involve risk management and even technical proficiencies like Generally Accepted Accounting Principles.

Many certifications in this area are occupation specific, like Certified Public Accountant (CPA) and Series 7, which allow individuals to practice their trade in conformity with state and federal licensure requirements.

|  |  |
| --- | --- |
| **Tools and Technologies** | **Certifications** |
| Microsoft Office | Certified Public Accountant (CPA) |
| Business Development | Financial Industry Regulatory Authority (FIRA) |
| Risk Management | Certified Internal Auditor (CIA) |
| Project Management | General Securities Representative Exam (Series 7) |
| Generally Accepted Accounting Principles | Chartered Financial Analyst (CFA) |

### Management and Supervisory Occupations

*Knowledge, Skills, and Abilities*

Occupations found in this category will require workers to possess skills such as speaking, active listening, and critical thinking. Workers must also have knowledge of administration and management and of personnel and human resources. These workers ought to have the ability to express and comprehend oral and written communication.

**Knowledge**  **Skills**  **Abilities**

Administration and Management Speaking Oral Expression

Customer and Personal Service Active Listening Oral Comprehension

English Language Critical Thinking Written Comprehension

Personnel and Human Resources Reading Comprehension Problem Sensitivity

Mathematics Coordination Written Expression

*Tools and Technologies*

Most of the occupations in this category must use office productivity software like Microsoft Office for documents and spreadsheets.

**Tools and Technologies**

Spreadsheet software

Personal computers

Electronic mail software

Word processing software

Notebook computers

## Education and Training Alignment with Industries and Occupations

|  |  |
| --- | --- |
|  | *Information regarding the employment needs of employers, including how education and training align with targeted industries and occupations.* |

A close look at the WIOA Planning Region 10 existing and emerging high-demand, high-wage occupations reveals that these positions are concentrated in a handful of categories, including: Healthcare Practitioners and Technicians, Information Technology, Architecture and Engineering, Businesses and Financial, and Management occupations. Moreover, nine of the top 15 existing in-demand, high-wage occupations in WIOA Planning Region 10 require a bachelor’s degree for entry-level openings. Figure 4 shows the number of programs available in WIOA Planning Region 10 for each of the top 25 existing in-demand occupations.

The education and training availability was found via the Michigan Training Connect portal on the Pure Michigan Talent Connect (PMTC) website.

In addition to the programs available in the table below, there are several large four-year universities and other educational providers in the region. All told, in 2018, 36,523 postsecondary completions were awarded in the five-county region according to IPEDS data. Some top jobs in particular have ample training available beyond the Michigan Information Technology Center (MITC)-available data: Just over 10 percent of these completions were in Engineering and Engineering Technology programs, and 19.9 percent were for Health Professions. 20.8 percent of health care completions were for a credential beyond a bachelor’s degree, helpful for top jobs Physical Therapists, Speech-Language Pathologists, and Physician Assistants, all of which typically require at least a master’s degree.

*Note: The data in Figure 4 does not necessarily encompass all the education and training opportunities for each occupation in WIOA Planning Region 10. Rather, it provides a snapshot based on the data available within the Michigan Training Connect portal.*

**Figure 4:** Education Opportunities for the Top 25 Existing In-Demand Occupations in WIOA Planning Region 10

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SOC** | **Job Title** | **2019 Jobs** | **2019 - 2021 %**  **Change** | **Annual Openings** | **Job Postings** | **Median Hourly**  **Earnings** | **Typical Entry**  **Level**  **Education** | **Programs Available** |
| 119041 | Architectural and  Engineering  Managers | 6,763 | 3.1% | 595 | 2435 | $64.68 | Bachelor's degree | 2 Associate  5 Bachelor's  31 Certificates |
| 172051 | Civil Engineers | 4,527 | 9.8% | 584.5 | 1919 | $36.59 | Bachelor's degree | 1 Bachelor's |
| 119021 | Construction Managers | 1,958 | 5.3% | 195.5 | 2080 | $47.28 | Bachelor's degree | 11 Associate  9 Bachelor's  24 Certificates |
| 172071 | Electrical Engineers | 5,613 | 4.0% | 488 | 5204 | $44.50 | Bachelor's degree | 1 Bachelor's |
| 113031 | Financial Managers | 7,458 | 4.6% | 751 | 4916 | $61.09 | Bachelor's degree | 1. Associate 2. Bachelor's 3. Certificates |
| 111021 | General and  Operations Managers | 26,106 | 2.9% | 2665 | 7712 | $54.94 | Bachelor's degree | 1. Associate 2. Bachelor's   18 Certificates |
| 172112 | Industrial Engineers | 19,529 | 3.0% | 1636 | 10800 | $44.83 | Bachelor's degree | 18 Certificates |
| 151122 | Information Security Analysts | 966 | 6.7% | 102 | 2775 | $44.12 | Bachelor's degree | 8 Associate  6 Bachelor's  94 Certificates |
| 119199 | Managers, All Other | 3,641 | 3.5% | 343.5 | 4964 | $49.87 | Bachelor's degree | 16 Associate  13 Bachelor's  49 Certificates |
| 112021 | Marketing Managers | 2,450 | 4.0% | 270 | 6366 | $64.27 | Bachelor's degree | 3 Associate  3 Bachelor's  23 Certificates |
| 119111 | Medical and Health Services Managers | 5,119 | 3.2% | 490.5 | 4191 | $46.37 | Bachelor's degree | 3 Associate  3 Bachelor's  8 Certificates |
| 291123 | Physical Therapists | 3,884 | 4.5% | 254.5 | 2511 | $44.18 | Doctoral or  professional degree | 1 Certificate |
| 291071 | Physician Assistants | 1,756 | 4.8% | 144 | 1309 | $53.00 | Master's degree | N/A |
| 151132 | Software Developers, Applications | 19,901 | 3.9% | 1792 | 22010 | $43.84 | Bachelor's degree | 6 Associate  3 Bachelor's  58 Certificates |
| 291127 | Speech-Language Pathologists | 1,564 | 6.2% | 133 | 4964 | $37.89 | Master's degree | N/A |

**Source**: Bureau of Labor Statistics, Economic Modeling Specialists, Intl (EMSI), MITC

* Software Developers for Applications have gained at least two available bachelor’s degree programs in WIOA Planning Region 10 since 2018, according to the Pure Michigan Training Connect portal. This is not enough to satisfy the needs of WIOA Planning Region 10 employers, particularly in the growing tech hub of Detroit.
  + Because of training deficiencies, non-degree programs such as ExperienceIT and Grand Circus have been created in the Detroit area to create a pipeline of IT workers for employers.
* The in-demand management positions in Figure 4 have a strong number of education and training opportunities available in WIOA Planning Region 10.
  + Despite the high number of programs, employers seem to be struggling to find workers with the appropriate credentials for high-wage management positions, according to anecdotal feedback from employers and MWAs across the State.
* Overall, WIOA Planning Region 10’s education and training program availability is strong with a number of colleges and universities in the area.

# Workforce Analysis

|  |  |
| --- | --- |
|  | *An analysis of the current workforce in the region, including employment/ unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment.* |

The City of Detroit’s population is currently well below the regional average educational attainment, according to 2018 data from the Census Bureau displayed in Figure 5, below. In the City of Detroit, 14.6 percent of individuals hold a bachelor’s degree or higher, compared to 28.6 percent in the state as a whole. In addition, the educational attainment rate (Bachelor’s or higher) in Oakland County is 46.4 percent, one of the highest rates in the State of Michigan, while the rates in Wayne, Monroe, St. Clair and Macomb counties are 23.3 percent, 19.1 percent, 18.3 percent and 24.5 percent, respectively. The current educational attainment levels in the City of Detroit, WIOA Planning Region 10, and the state of Michigan do not align with increasing employer needs. Too few individuals are prepared for in-demand jobs as more and more employers require higher skills for employment.

**Figure 5**: Educational Attainment

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Population 25 years and over | 6,772,215 | 609,003 | 104,748 | 878,186 | 112,381 | 1,178,363 | 434,463 | 2,882,681 |
| High school graduate or higher, number of persons, age 25 years+, 2014-2018 | 6,130,679 | 546,026 | 95,539 | 824,318 | 101,692 | 1,012,360 | 347,786 | 2,579,935 |
| High school graduate or higher, percent of persons, age 25 years+, 2014-2018 | 90.5% | 89.7% | 91.2% | 93.9% | 90.5% | 85.9% | 80.0% | 89.5% |
| Bachelor's degree or higher, number of persons, age 25 years+, 2014-2018 | 1,937,052 | 149,504 | 20,036 | 407,776 | 20,564 | 275,102 | 63,261 | 872,982 |
| Bachelor's degree or higher, percent of persons, age 25 years+, 2014-2018 | 28.6% | 24.5% | 19.1% | 46.4% | 18.3% | 23.3% | 14.6% | 30.3% |

**Source**: 2014-2018 ACS Five-Year Estimates

The most recent labor force participation rates show Macomb and Oakland counties well above the state average of 61.3 percent, and the City of Detroit well below. These rates have been consistently declining with fewer individuals of working age participating in the labor force over time. This is not a phenomenon unique to Michigan; much of the United State is seeing the same drop in labor force participation. However, the problem is exacerbated in Michigan by an aging workforce, slow population growth, and increasing employer demand for skilled workers. Figure 6 highlights these values.

**Figure 6**: Labor Force Participation Rates

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb**  **County** | **Monroe**  **County** | **Oakland**  **County** | **St. Clair**  **County** | **Wayne**  **County** | **Detroit City** | **Region 10**  **Counties** |
| Total Population  16 years + | 8,027,949 | 705,357 | 121,468 | 1,015,249 | 129,811 | 1,389,038 | 526,251 | 3,360,923 |
| In civilian labor force, count of population age  16 years+, 2014-  2018 | 4,919,495 | 448,126 | 73,930 | 671,024 | 78,473 | 817,808 | 283,827 | 2,089,361 |
| In civilian labor force, percent of | 61.3% | 63.5% | 60.9% | 66.1% | 60.5% | 58.9% | 53.9% | 62.2% |
| population age  16 years+, 2014-  2018 |  |  |  |  |  |  |  |  |

**Source**: 2014-2018 ACS Five-Year Estimates

At approximately 21 percent, the unemployment rate for youth is significantly larger than the overall unemployment rate of 7.2 percent in WIOA Planning Region 10. To a lesser degree, the same is true for African American individuals.

**Figure 7**: Civilian Labor Force by Demographic Group – 2018 WIOA Planning Region 10

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Demographic Group** | **Civilian Labor Force** | **Total**  **Employment** | **Total**  **Unemployment** | **Unemployment Rate** |
| Total Population 16+ | 2,089,361 | 1,939,190 | 150,171 | 7.2% |
| **Sex** |  |  |  |  |
| Male 16+ | 1,090,740 | 1,010,326 | 80,414 | 7.4% |
| 16-19 | 43,669 | 33,553 | 10,116 | 23.2% |
| 20-24 | 107,066 | 91,719 | 15,347 | 14.3% |
| 25-54 | 702,233 | 657,896 | 44,337 | 6.3% |
| 55-64 | 185,220 | 176,740 | 8,480 | 4.6% |
| 65 Plus | 52,552 | 50,418 | 2,134 | 4.1% |
| Female 16+ | 998,621 | 928,864 | 69,757 | 7.0% |
| 16-19 | 43,352 | 35,051 | 8,301 | 19.1% |
| 20-24 | 102,851 | 90,412 | 12,439 | 12.1% |
| 25-54 | 636,541 | 595,895 | 40,646 | 6.4% |
| 55-64 | 170,997 | 164,301 | 6,696 | 3.9% |
| 65 Plus | 44,880 | 43,205 | 1,675 | 3.7% |
| **Race** |  |  |  |  |
| White | 1,483,713 | 1,408,462 | 75,443 | 5.1% |
| Black/African American | 442,750 | 378,233 | 64,149 | 14.5% |
| Native American | 6,158 | 5,620 | 538 | 8.7% |
| Asian | 95,260 | 90,742 | 4,498 | 4.7% |
| Native Hawaiian /  Pacific Islander | 619 | 595 | - | 0.0% |
| Some Other Race | 22,769 | 21,096 | 1,641 | 7.2% |
| Two or More Races | 38,300 | 34,357 | 3,932 | 10.3% |
| **Ethnicity** |  |  |  |  |
| Hispanic | 84,305 | 77,345 | 6,805 | 8.1% |

**Source**: 2014-2018 ACS Five-Year Estimates

**Figure 8**: Labor Market Trends – 2013 - 2019

WIOA Planning Region 10

**Figure 8a**: Labor Force, Persons

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Geography** | **2013** | **2015** | **2017** | **2019** | **2013–2019 Numeric**  **Change** | **2013–2019 Percent**  **Change** |
| WIOA Planning  Region 10 | 1,919,219 | 1,912,466 | 1,993,335 | 2,034,600 | 115,381 | 6.0% |
| Macomb | 420,290 | 422,297 | 442,238 | 451,100 | 30,810 | 7.3% |
| Monroe | 74,365 | 76,188 | 75,849 | 75,500 | 1,135 | 1.5% |
| Oakland | 628,635 | 634,053 | 664,575 | 680,300 | 51,665 | 8.2% |
| St. Clair | 19,369 | 19,496 | 19,680 | 19,500 | 131 | 0.7% |
| Wayne | 776,560 | 760,432 | 790,993 | 808,200 | 31,640 | 4.1% |
| Michigan | 4,724,000 | 4,759,000 | 4,884,000 | 4,937,000 | 213,000 | 4.5% |
| United States | 155,389,000 | 157,130,000 | 160,320,000 | 163,539,000 | 8,150,000 | 5.2% |

**Figure 8b**: Employment, Persons

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Geography** | **2013** | **2015** | **2017** | **2019** | **2013–2019 Numeric**  **Change** | **2013–2019 Percent**  **Change** |
| WIOA Planning  Region 10 | 1,733,619 | 1,800,857 | 1,901,737 | 1,947,200 | 213,581 | 12.3% |
| Macomb | 380,495 | 397,995 | 422,768 | 432,000 | 51,505 | 13.5% |
| Monroe | 68,874 | 72,708 | 72,267 | 72,500 | 3,626 | 5.3% |
| Oakland | 579,614 | 604,103 | 641,085 | 657,000 | 77,386 | 13.4% |
| St. Clair | 17,336 | 18,223 | 18,542 | 18,600 | 1,264 | 7.3% |
| Wayne | 687,300 | 707,828 | 747,075 | 767,100 | 79,800 | 11.6% |
| Michigan | 4,308,000 | 4,500,000 | 4,659,000 | 4,736,000 | 428,000 | 9.9% |
| United States | 143,929,000 | 148,834,000 | 153,337,000 | 157,538,000 | 13,609,000 | 9.5% |

**Figure 8c**: Unemployment, Persons

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Geography** | **2013** | **2015** | **2017** | **2019** | **2013–2019 Numeric**  **Change** | **2013–2019 Percent**  **Change** |
| WIOA Planning  Region 10 | 185,600 | 111,609 | 91,598 | 87,400 | -98,200 | -52.9% |
| Macomb | 39,795 | 24,302 | 19,470 | 19,100 | -20,695 | -52.0% |
| Monroe | 5,491 | 3,480 | 3,582 | 3,000 | -2,491 | -45.4% |
| Oakland | 49,021 | 29,950 | 23,490 | 23,300 | -25,721 | -52.5% |
| St. Clair | 2,033 | 1,273 | 1,138 | 900 | -1,133 | -55.7% |
| Wayne | 89,260 | 52,604 | 43,918 | 41,100 | -48,160 | -54.0% |
| Michigan | 416,000 | 259,000 | 225,000 | 201,000 | -215,000 | -51.7% |
| United States | 11,460,000 | 8,296,000 | 6,983,000 | 6,001,000 | -5,459,000 | -47.6% |

**Figure 8d**: Unemployment Rate, Percent

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Geography** | **2013** | **2015** | **2017** | **2019** | **2013**-**2019**  **Rate Change** |
| WIOA Planning Region 10 | 9.7% | 5.8% | 4.6% | 4.3% | -5.4% |
| Macomb | 9.5% | 5.8% | 4.4% | 4.2% | -5.3% |
| Monroe | 7.4% | 4.6% | 4.7% | 3.9% | -3.5% |
| Oakland | 7.8% | 4.7% | 3.5% | 3.4% | -4.4% |
| St. Clair | 10.5% | 6.5% | 5.8% | 4.7% | -5.8% |
| Wayne | 11.5% | 6.9% | 5.6% | 5.1% | -6.4% |
| Michigan | 8.8% | 5.4% | 4.6% | 4.1% | -4.7% |
| United States | 7.4% | 5.3% | 4.4% | 3.7% | -3.3% |

**Source**: DTMB, Bureau of Labor Market Information and Strategic Initiatives, Local Area

Unemployment Statistics (LAUS)

# Workforce Development Activities

|  |  |
| --- | --- |
|  | *An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must include the strengths and weaknesses of workforce development activities in the region and the region’s capacity to provide the workforce development activities necessary to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers in the region.* |

Skill gap issues exist within WIOA Planning Region 10 and currently range from a lack of talent to fill jobs related to new technology, to increasing numbers of skilled workers leaving the workforce for retirement. The following gaps are top priorities for the MWAs in WIOA Planning Region 10 to address:

* *Aging workers leaving the workforce and taking skilled knowledge with them*: the MWAs in the region are working together on several grants to encourage more apprenticeship programs with employers. This will help younger workers learn from more experienced workers and will ensure that companies do not lose important knowledge.
* *Educational attainment not matching employer needs*: the MWAs are encouraging workers and job seekers to pursue career pathways that lead to industry-recognized, portable, stackable credentials, so that these individuals can fill in-demand jobs and increase their earnings.
* *Job seekers and entry*-*level workers lack the employability skills necessary for successful employment:* the MWAs in the region are collaborating with non-profits and other local programs to train job seekers in employability skills, making it more likely that they gain and retain employment.
* *Workers need to be upskilled for new technologies*: the MWAs and partners in the region are continuing to encourage employers to use state and federal workforce programs that will help them upskill their current workers, increasing worker retention and wages.

## Strengths and Weaknesses

To help inform this plan, core partners from WIOA Planning Region 10 were sent a questionnaire to get their input on workforce system strengths and weaknesses and the region’s capacity to provide needed workforce development activities. What follows are the questions asked and a summary of the types of comments received.

**Question 1: Identify regional strengths and weaknesses of WIOA Title I program activities (Adult, Dislocated Worker and Youth formula programs, Job Corp, YouthBuild) and the regional capacity of these program activities to address educational and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers.**

|  |  |
| --- | --- |
| **Regional Strengths** | **Regional Weaknesses** |
| * Title I performance goals consistently met. * Increased online presence and access to automated services. * Local MWAs within the region are working to be more creative with program design. * MWAs in all three WIOA Planning Regions have embraced a demand-driven approach. * All MWAs are funding and supporting more short-term training programs. * Community colleges are providing many high-quality learning opportunities. * MWAs in WIOA Planning Regions 6, 9, and 10 work closely with community colleges to plan, fund, and support high demand programming. * MWAs in all three regions partner to provide braided funding to help move job seekers from training to employment. * The MWAs in WIOA Planning Regions 6, 9, and 10 have formed a Business   Services Network that meets to discuss | * The MWAs in WIOA Planning Regions 6, 9, and 10 need additional training for front-line staff. * There is not enough capacity and funding for all Title I programs to be successful. * The ability to comply with ADA standards in a virtual world. * MWAs are not always able to meet the needs of individuals with barriers. * Inflexibility in programs makes it difficult to serve certain special populations. * Employer involvement is not always as strong as it needs to be. * There is a disconnect between the labor pool and employer demand. Many indemand jobs require advanced training that workforce programs cannot fund. * Transportation issues are a consistent struggle. Many workers are not close to job opportunities and do not have access to vehicles or public transportation. * Child care is the main reason for absenteeism. * Many current clients MWAs work with are the hardest to serve. |
| **Regional Strengths** | **Regional Weaknesses** |
| best practices and create protocols for working with employers.   * MWAs and partners from all three regions participate in joint training opportunities offered by SEMWAC, WIN, the Michigan Works Association, and the State. * MWAs augment USDOL and MiLMI data with real-time and other labor information to help make sound workforce decisions. * Information is shared across all MWAs to reduce overlap with employers. * Many highly skilled job seekers are served at American Job Centers. | * MWAs do not have enough funds for   employability or soft skills training, which are often what workers need the most.   * Performance outcomes often do not measure jobs created by entrepreneurs and contract employees. * Current funding streams create unnecessary competition between MWAs and their partners. Funding requirements restrict regional sharing and partnering. * There is a perception by some that clients served by MWAs are unemployable. * Performance metrics create disincentives to serve job seekers facing multiple barriers to employment. |

**Question 2: Identify regional strengths and weaknesses of WIOA Title II program activities (Adult Education and Literacy programs), administered by DOL, and the regional capacity of these program activities to address educational and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers.**

|  |  |
| --- | --- |
| **Regional Strengths** | **Regional Weaknesses** |
| * The region is very connected, helping to bring partners and programs together. * ESL programming is helping many English language learners secure employment. * Many new regional partnerships and programs are getting started in this area. | * The lack of adult education programming capacity and funding is a prevalent issue. * There is not enough funding, creating many gaps for where services are available. * Some Adult Education programs follow a traditional K-12 model and are not necessarily designed for adult learners. |
| **Regional Strengths** | **Regional Weaknesses** |
| * Adult education partners are reaching out more to MWAs about available programming opportunities. * Employment has become the primary goal of adult education versus just earning credentials. * As WIOA Title II is implemented, Adult Ed partners are getting more actively engaged in developing regional solutions. * More comprehensive foundational skills strategies are being developed in some parts of the region. | * Required metrics do not align with reality. * The central cities and many rural areas in each region have underperforming K-12 systems, resulting in extensive needs for many young adults. * Demand for adult services exceeds the MWAs’ capacity to address. * Many schools in the region are not producing graduates with the right skills needed to sustain employment. * Some Adult Education programs are not designed to meet current employer needs. * Participant retention, due mainly to a lack of reliable transportation and child care. * Client assessment is inconsistent between agencies. * The need for more employers to provide summer work experiences. |

**Question 3: Identify regional strengths and weaknesses of WIOA Title III program activities (Wagner Peyser Act employment services) and the regional capacity of these program activities to address educational and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers in the region.**

|  |  |
| --- | --- |
| **Regional Strengths** | **Regional Weaknesses** |
| • The Michigan model of fully integrated American Job Centers is a strength. | • It is difficult to serve all special populations with current levels of funding and resources. |
| **Regional Strengths** | **Regional Weaknesses** |
| * Locally provided workforce services, wrap-around services, and braided funding help MWAs serve job seekers. * MWAs in WIOA Planning Regions 6, 9 and 10 have created an innovative system for programming that helps provide shortterm demand driven training. * Examples of successful short-term employment services programs include boot camps, creative workshops, and inhouse classes. * Employment Services curriculum and program resources are often shared across MWAs in all three planning regions. * Examples of shared resources include business services techniques, labor market information, and joint staff training. | * Meeting the diverse needs of all customers is difficult even with information sharing and resource sharing. * MWA staff does not have the capacity to be experts in serving all types of special populations. * The MWAs have some expertise but must collaborate more with other organizations to better serve special populations. * Many of the hardest-to-serve do not have skills needed to meet employer demand. * Participant retention, due to a lack of reliable transportation and child care. * Capacity to develop OJT's and apprenticeships. |

**Question 4: Identify regional strengths and weaknesses of WIOA Title IV program activities (Michigan Rehabilitation Services (MRS) and Bureau of Services for Blind Persons (BSBP)) and the regional capacity of these program activities to address educational and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers.**

|  |  |
| --- | --- |
| **Regional Strengths** | **Regional Weaknesses** |
| * Engaging diverse customers with multiple barriers. * Partnerships and braided funding are a consistent success, especially with MRS. | • MRS staff is no longer co-located in all American Job Centers, making partnering more difficult. |
| **Regional Strengths** | **Regional Weaknesses** |
| * MRS and BSBP are meeting directly with MWA staff more often and participating in the regions’ Business Services Network. * MRS and BSBP have been conducting training sessions for MWA frontline staff. * There is more collaboration with   Veterans organizations to make sure Veterans are engaged in MWA initiatives.   * The ability of both agencies to generate financial resources through third party agreements that can help with programming and training. | * MWAs and MRS do not always   collaborate enough to serve the diversity of individuals using the system.   * Need to collaborate more with partners on capacity building, information sharing, and working with hard-to-serve populations. * MWAs have concerns about duplicating employer outreach and engagement efforts with MRS. * Accessibility remains a concern for those who use the JAWS software. * Transportation challenges have a negative impact on employability. |

**Question 5: Identify any possible strategies or activities the regions could explore or engage in to build on these strengths or address weaknesses.**

**The MWAs in planning regions 6, 9, and 10 identified the following possible strategies or activities:**

1. MWAs and core partners will continue to work towards common metrics across the system to ensure successful strategic partnerships.
2. MWAs and core partners will continue to think regionally and develop better strategies about how to allocate resources to address the most critical needs of both job seekers and businesses.
3. MWAs will continue to explore and develop more regional strategies with core partners.

# Important Industry Sectors in WIOA Region 10

|  |  |
| --- | --- |
|  | *An analysis of what sectors/industries are considered mature but still important to the regional economy, current and in-demand, and which are considered emerging in the regional economy.* |

Figure 9 highlights the top 15 most in-demand industry sectors (2-digit NAICS level) in WIOA Planning Region 10. In-demand is defined as those industries with the highest number of job postings during the past two years and growing with an average annual wage over $35,000. This average wage aligns with that used in the regional in-demand and emerging industries in Michigan’s WIOA Unified State Plan. A variety of occupations exist within the local industries, which offer wages dependent on tenure and other factors. While the industry average is an important wage factor to consider, the wages paid to workers in each occupation are a more relevant metric for workforce development. See Figures 1 and 2 for more detail on occupations. The 2019 employment levels for the highlighted industries in WIOA Planning Region 10 are also shown in Figure 9.

**Figure 9:** WIOA Region 10’s Top 15 In-Demand Industries

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **NAICS** | **Description** | **2019 Job**  **Postings** | **2019 Jobs** | **2021 Jobs** | **2019 -**  **2021**  **Change** | **2019 - 2021 %**  **Change** | **Avg.**  **Earnings**  **Per Job** |
| 72 | Accommodation and Food Services | 53,681 | 165,428 | 170,354 | 4,926 | 3.0% | $23,587.31 |
| 11 | Agriculture, Forestry, Fishing and Hunting | 901 | 2,636 | 2,757 | 121 | 4.6% | $35,678.70 |
| 71 | Arts, Entertainment, and Recreation | 4,943 | 25,107 | 25,439 | 332 | 1.3% | $55,887.47 |
| 23 | Construction | 16,810 | 69,896 | 71,905 | 2,009 | 2.9% | $81,933.76 |
| 52 | Finance and Insurance | 32,011 | 76,889 | 78,786 | 1,897 | 2.5% | $108,274.65 |
| 62 | Health Care and Social Assistance | 81,012 | 275,834 | 283,505 | 7,671 | 2.8% | $64,406.53 |
| 55 | Management of Companies and  Enterprises | 3,009 | 48,269 | 50,168 | 1,899 | 3.9% | $152,549.89 |
| 31 | Manufacturing | 62,303 | 246,781 | 249,406 | 2,625 | 1.1% | $92,010.08 |
| 21 | Mining, Quarrying, and Oil and Gas Extraction | 423 | 963 | 986 | 23 | 2.4% | $99,746.45 |
| 81 | Other Services (except Public Administration) | 15,101 | 71,134 | 71,638 | 504 | 0.7% | $37,689.66 |
| 54 | Professional, Scientific, and Technical Services | 99,461 | 194,130 | 200,178 | 6,048 | 3.1% | $110,382.20 |
| 53 | Real Estate and Rental and Leasing | 15,598 | 29,330 | 29,811 | 481 | 1.6% | $64,308.04 |
| 48 | Transportation and Warehousing | 72,903 | 72,594 | 77,545 | 4,951 | 6.8% | $73,420.57 |
| 99 | Unclassified Industry | 0 | 3,434 | 4,029 | 595 | 17.3% | $51,057.44 |
| 22 | Utilities | 1,904 | 8,410 | 8,520 | 110 | 1.3% | $175,355.20 |

**Source**: EMSI; DTMB, Bureau of Labor Market Information and Strategic Initiatives

Figure 10 highlights the top emerging industries in WIOA Planning Region 10. Emerging industries are those with a high growth (numeric and percent) expected over the next ten years, through 2029, and a high number of annual openings through 2029.

**Figure 10:** WIOA Region 10 Top 15 Emerging Industries

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NAICS** | **Description** | **2019 Jobs** | **2029 Jobs** | **2019 -**  **2029**  **Change** | **2019 - 2029 %**  **Change** | **Avg.**  **Earnings**  **Per Job** |
| 72 | Accommodation and Food Services | 165,428 | 181,353 | 15,925 | 9.6% | $23,587.31 |
| 11 | Agriculture, Forestry, Fishing and Hunting | 2,636 | 3,071 | 435 | 16.5% | $35,678.70 |
| 71 | Arts, Entertainment, and Recreation | 25,107 | 25,659 | 552 | 2.2% | $55,887.47 |
| 23 | Construction | 69,896 | 75,876 | 5,980 | 8.6% | $81,933.76 |
| 52 | Finance and Insurance | 76,889 | 82,327 | 5,438 | 7.1% | $108,274.65 |
| 62 | Health Care and Social Assistance | 275,834 | 303,099 | 27,265 | 9.9% | $64,406.53 |
| 55 | Management of Companies and Enterprises | 48,269 | 52,845 | 4,576 | 9.5% | $152,549.89 |
| 31 | Manufacturing | 246,781 | 244,997 | -1,784 | (0.7%) | $92,010.08 |
| 21 | Mining, Quarrying, and Oil and Gas Extraction | 963 | 993 | 30 | 3.1% | $99,746.45 |
| 81 | Other Services (except Public Administration) | 71,134 | 72,497 | 1,363 | 1.9% | $37,689.66 |
| 54 | Professional, Scientific, and Technical Services | 194,130 | 211,960 | 17,830 | 9.2% | $110,382.20 |
| 53 | Real Estate and Rental and Leasing | 29,330 | 30,430 | 1,100 | 3.8% | $64,308.04 |
| 48 | Transportation and Warehousing | 72,594 | 84,943 | 12,349 | 17.0% | $73,420.57 |
| 99 | Unclassified Industry | 3,434 | 5,337 | 1,903 | 55.4% | $51,057.44 |
| 22 | Utilities | 8,410 | 8,520 | 110 | 1.3% | $175,355.20 |

**Source**: EMSI; DTMB, Bureau of Labor Market Information and Strategic Initiatives

# Geographic Factors

|  |  |
| --- | --- |
|  | *A discussion of geographic factors (inherent geographic advantages or disadvantages) that may impact the regional economy and the distribution of employers, population, and service providers within the region.* |

WIOA Planning Region 10 is a relatively small geographic area representing about 3,230 square miles. The most recent Census estimate puts the region’s population at 4.19 million, 42.0 percent of the state’s population. WIOA Planning Region 10 is also home to 43.3 percent of the state’s business establishments and 44.8 percent of the state’s employed population. The region is dense compared to the state. WIOA Planning Region 10 has an average of 2,042 individuals per square mile, compared to the state average of 175 individuals per square mile.

Most workers in the region commute to some degree. Nearly 60 percent of workers travel more than 10 miles to their jobs each direction, and 20.6 percent travel more than 25 miles each direction, according to data from the LODES survey and Census OnTheMap. The average travel time to work in the region was about 26.4 minutes in each direction. This is just above the state average of 24.5 minutes each direction. While the travel time across WIOA Planning Region 10 does not vary much from the City of Detroit to the outer counties, the means of travel does differ. The typical Detroit household has only one, if any, vehicles available for travel to and from work, while the typical household in WIOA Planning Region 10 outside of Detroit has two vehicles available, according to American Community Survey data. Also of note are the housing ownership and vacancy rates in WIOA Planning Region 10’s communities. Census data shows that in 2018 almost 30 percent of housing units in the City of Detroit were vacant, although estimates from city sources note that the rate must be much higher. Census data shows that the average vacancy rates in WIOA Planning Region 10, however, are just 11.1 percent, 7.0 percent if only outlying Wayne County is included. The disparity between the City of Detroit and the other communities in the region cannot be overemphasized.

The Region is heavily concentrated and well connected by highways. However, for workers without regular access to a vehicle, traveling to employment may be difficult because the region lacks a comprehensive transit system. Most available jobs for individuals with lower than average education (typical of job seekers in the City of Detroit) are located outside of the city limits in the outlying counties, which are not effectively connected by public transit. According to OnTheMap data, only 29.4 percent of Detroiters live and work in the city. Almost 70 percent commute outside of the city for their primary job, and 9.6 percent commute more than 50 miles each direction for work. Oakland County is vastly different, however; 57.1 percent of the population lives and works in the county, and only 7.3 percent of those who travel commute more than 50 miles each direction for work.

# Demographic Characteristics

|  |  |
| --- | --- |
|  | *The demographic characteristics of the current workforce and how the region’s demographics are changing in terms of population, labor supply, and occupational demand.* |

WIOA Planning Region 10’s geographic make-up is unique in Michigan. It is home to not only the largest city (which is also one of the poorest), but it is also home to some of the wealthiest and most populated communities in the state. The City of Detroit represents exceptional challenges in the region.

Most job opportunities available in close geographic reach for Detroiters and those in the region without reliable transportation are inaccessible for other reasons. The fastest growing jobs and the most hiring in the region are in occupations that require post-secondary training and often a bachelor’s degree. There is a strong mismatch between the jobs available, in particular the highest demand jobs shown in figures 1 through 3, which consistently require at least a college degree, and the current talent pool’s skill and education level, in which about 30 percent of WIOA Planning Region 10 workers have a college degree. See figure 5 for education attainment information.

Figure 11 highlights the region's population demographics. The region is ethnically diverse, with a higher concentration of ethnic minorities than the state on average. This is particularly true in Wayne County and the City of Detroit.

**Figure 11**: Population Demographics

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Total Population | 9,957,488 | 868,704 | 149,699 | 1,250,843 | 159,566 | 1,761,382 | 677,155 | 4,190,194 |
| White | 7,818,588 | 707,875 | 141,260 | 941,026 | 149,216 | 937,396 | 98,534 | 2,876,773 |
| White Percent of Total | 78.5% | 81.5% | 94.4% | 75.2% | 93.5% | 53.2% | 14.6% | 68.7% |
| Black or African American | 1,375,424 | 99,265 | 3,553 | 171,098 | 3,393 | 685,098 | 532,537 | 962,407 |
| Black or African American  Percent of Total | 13.8% | 11.4% | 2.4% | 13.7% | 2.1% | 38.9% | 78.6% | 23.0% |
| American Indian and  Alaska Native | 53,235 | 2,525 | 449 | 3,302 | 275 | 5,566 | 2,285 | 12,117 |
| American Indian and  Alaska Native Percent of  Total | 0.5% | 0.3% | 0.3% | 0.3% | 0.2% | 0.3% | 0.3% | 0.3% |
| Asian | 304,403 | 33,769 | 930 | 90,212 | 1,082 | 57,380 | 10,659 | 183,373 |
| Asian Percent of Total | 3.1% | 3.9% | 0.6% | 7.2% | 0.7% | 3.3% | 1.6% | 4.4% |
| Native Hawaiian and  Other Pacific Islander | 2979 | 346 | 10 | 323 | 38 | 481 | 185 | 1,198 |
| Native Hawaiian and  Other Pacific Islander,  Percent of Total | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Two or more races | 283,718 | 19,919 | 2,735 | 34,971 | 4,625 | 41,918 | 13,195 | 104,168 |
| Two or more races,  Percent of Total | 2.8% | 2.3% | 1.8% | 2.8% | 2.9% | 2.4% | 1.9% | 2.5% |
| Hispanic or Latino | 497,897 | 22,212 | 5,261 | 50,057 | 5,281 | 103,202 | 51,509 | 186,013 |
| Hispanic or Latino Percent of Total | 5.0% | 2.6% | 3.5% | 4.0% | 3.3% | 5.9% | 7.6% | 4.4% |
| White alone, not Hispanic or Latino | 7,489,371 | 691,478 | 136,797 | 904,717 | 145,498 | 873,218 | 69,663 | 2,751,708 |
| White alone, not Hispanic or Latino Percent of Total | 75.2% | 79.6% | 91.4% | 72.3% | 91.2% | 49.6% | 10.3% | 65.7% |

**Source:** 2014-2018 ACS Five-Year Estimates

Figure 12 highlights the veteran population within the region. WIOA Planning Region 10 is home to a large veteran population. As of 2018, 37.3 percent of the state’s veterans lived in the region, including 4.9 percent specifically in the City of Detroit.

**Figure 12**: Veteran Population

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Civilian  Population 18+ | 7,757,578 | 681,675 | 116,810 | 981,391 | 125,411 | 1,340,705 | 507,334 | 3,245,992 |
| Veterans, 2014-  2018 | 564,783 | 49,596 | 10,353 | 56,228 | 11,369 | 83,037 | 27,847 | 210,583 |
| Share of Veterans in the State | 100.0% | 8.8% | 1.8% | 10.0% | 2.0% | 14.7% | 4.9% | 37.3% |

**Source**: 2014-2018 ACS Five-Year Estimates

Figure 13 highlights the age distribution within the region. The population across the state of Michigan is aging. WIOA Planning Region 10’s age distribution generally reflects the state averages.

**Figure 13:** Age Distribution

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Total Population | 9,957,488 | 868,704 | 149,699 | 1,250,843 | 159,566 | 1,761,382 | 677,155 | 4,190,194 |
| Persons under 5 years, 2018 | 572,374 | 47,677 | 7,960 | 68,288 | 8,098 | 115,396 | 49,366 | 247,419 |
| Persons under 5 years, 2018 percent | 5.75% | 5.49% | 5.32% | 5.46% | 5.08% | 6.55% | 7.29% | 5.90% |
| Persons under 5 years, 2010 | 573,280 | 45,413 | 8,665 | 66,130 | 9,293 | 118,342 | 50,146 | 247,843 |
| Persons under 5 years, 2010 percent | 6.00% | 5.80% | 5.70% | 5.70% | 5.70% | 6.50% | 7.00% | 5.90% |
| Persons under 18 years, 2018 | 2,196,098 | 186,502 | 32,824 | 269,153 | 34,121 | 420,346 | 169,766 | 942,946 |
| Persons under 18 years, 2018 percent | 22.05% | 21.47% | 21.93% | 21.52% | 21.38% | 23.86% | 25.07% | 22.50% |
| Persons under 18 years, 2010 | 2,505,495 | 184,176 | 36,637 | 265,722 | 38,640 | 438,774 | 190,347 | 963,949 |
| Persons under 18 years, 2010 percent | 25.30% | 23.0% | 24.1% | 23.5% | 22.0% | 25.4% | 26.70% | 23.1% |
| Persons 65 years and over, 2018 | 1,620,944 | 141,001 | 25,283 | 198,882 | 28,275 | 258,954 | 90,017 | 652,395 |
| Persons 65 years and over, 2018 | 16.28% | 16.23% | 16.89% | 15.90% | 17.72% | 14.70% | 13.29% | 15.57% |
| Persons 65 years and over, 2010 | 1,522,156 | 131,194 | 20,371 | 181,557 | 23,641 | 251,248 | 81,925 | 608,011 |
| Persons 65 years and over, 2010 percent | 13.80% | 14.30% | 13.40% | 13.20% | 14.50% | 12.70% | 11.50% | 14.6% |

**Source**: 2014-2018 ACS Five-Year Estimates

WIOA Planning Region 10 has a greater share of foreign-born residents than Michigan on average. In addition, the region has a greater share of families where a language other than English is spoken in the home. According to Census data, a larger share of individuals in WIOA Planning Region 10 has limited English language proficiency than the state on average. Figure 14 highlights the foreign-born population within the region and percent of homes that speak a primary language other than English.

**Figure 14:** Foreign Born and Primary Language Spoken at Home

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Total population, 2014-  2018 | 9,957,488 | 868,704 | 149,699 | 1,250,843 | 159,566 | 1,761,382 | 677,155 | 4,190,194 |
| Foreign-born persons,  2014-2018 | 671,105 | 95,080 | 3,362 | 158,426 | 4,237 | 157,293 | 41,300 | 418,398 |
| Foreign-born persons, percent, 2014-2018 | 6.7% | 10.9% | 2.2% | 12.7% | 2.7% | 8.9% | 6.1% | 10.0% |
| Population 5 years and over | 9,385,114 | 821,027 | 141,739 | 1,182,555 | 151,468 | 1,645,986 | 627,789 | 3,942,775 |
| Language other than English spoken at home, number of persons, age 5 years+, 2014-2018 | 898,817 | 114,674 | 4,408 | 178,048 | 4,730 | 235,913 | 69,901 | 537,773 |
| Language other than English spoken at home, percent of persons age 5 years+, 2014-2018 | 9.6% | 14.0% | 3.1% | 15.1% | 3.1% | 14.3% | 11.1% | 13.6% |

**Source**: 2014-2018 ACS Five-Year Estimates

**Figure 15:** Limited English-Speaking Households by County

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Total Households | 3,909,509 | 343,592 | 59,279 | 501,260 | 64,805 | 676,587 | 260,383 | 1,645,523 |
| Limited Englishspeaking  households, 2014-  2018 | 68,056 | 10,987 | 130 | 13,855 | 222 | 17,449 | 6,224 | 42,643 |
| Limited Englishspeaking households, percent of total, 2014-2018 | 1.7% | 3.2% | 0.2% | 2.8% | 0.3% | 2.6% | 2.4% | 2.6% |

**Source**: 2014-2018 ACS Five-Year Estimates

Figure 16 highlights the disabled population within the region. St. Clair County, Wayne County and the City of Detroit have a higher share of disabled individuals under the age of 65 than the state on average.

**Figure 16:** Percent of Population Under 65 with a Disability

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb County** | **Monroe County** | **Oakland County** | **St. Clair**  **County** | **Wayne County** | **Detroit City** | **Region 10 Counties** |
| Total civilian noninstitutionalized population | 9,847,464 | 861,993 | 148,786 | 1,244,672 | 158,310 | 1,749,048 | 671,120 | 4,162,809 |
| Persons with a disability, under age 65 years, 2014-2018 | 1,403,640 | 121,028 | 20,412 | 145,072 | 26,802 | 279,532 | 131,852 | 592,846 |
| With a disability, under age 65 years, percent of total,  2014-2018 | 14.3% | 14.0% | 13.7% | 11.7% | 16.9% | 16.0% | 19.6% | 14.2% |

**Source**: 2014-2018 ACS Five-Year Estimates

Figure 17 indicates that 42.24 percent of the state’s disabled population resides in WIOA Planning Region 10. The region is home to 42.0 percent of the state’s overall population. This indicates that the region has a slightly, but not significantly, greater share of the state’s disabled population.

**Figure 17:** Individuals with Disabilities in Michigan by County –2016

|  |  |  |
| --- | --- | --- |
| **Geography** | **2014 – 2018 Estimate** | **2014 – 2018**  **Share of State** |
| Macomb County | 121,028 | 8.6% |
| Monroe County | 20,412 | 1.5% |
| Oakland County | 145,072 | 10.3% |
| St. Clair County | 26,802 | 1.9% |
| Wayne County | 279,532 | 19.9% |
| State of Michigan | 1,403,640 | 100.0% |

**Source:** 2014-2018 ACS Five-Year Estimates

Figure 18 shows that the current disabled population in WIOA Planning Region 10 is primarily female, of working age (18-64), and white. However, compared to the general population distribution, there is a higher share of disabled Black/African American individuals than would be expected based on the overall share of Black/African American individuals in the region.

**Figure 18**: Individuals with Disabilities by Demographic Group

|  |  |  |
| --- | --- | --- |
| **Demographic Group** | **2018 Estimate** | **Percent Distribution** |
| Total Population | 592,846 | 100.0% |
| *Sex* |  |  |
| Male | 276,798 | 46.7% |
| Female | 316,048 | 53.3% |
| *Age* |  |  |
| 17 and Under | 44,756 | 7.5% |
| 18-64 | 317,666 | 53.6% |
| 65 + | 230,424 | 38.9% |
| *Race* |  |  |
| White | 387,433 | 65.4% |
| Black / African American | 173,718 | 29.3% |
| Native American | 2,795 | 0.5% |
| Asian | 9,738 | 1.6% |
| Hawaiian / Pacific Islander | 188 | 0.0% |
| Some Other Race | 4,935 | 0.8% |
| Two or More Races | 14,039 | 2.4% |
| *Ethnicity* |  |  |
| Hispanic | 18,577 | 3.1% |

**Source:** 2014-2018 ACS Five-Year Estimates

Income distribution in WIOA Planning Region 10 differs widely from the state and within the region itself. Just under one-fifth of Detroit’s households live on less than $10,000 annually. The federal poverty guideline for a family of four in 2015 was $24,300. In the City of Detroit, 43.9 percent of families live near or below this income level, compared to 21.2 percent in the state of Michigan and 14.8 percent in Oakland County. Figure 19 details the income bracket of households within the region.

**Figure 19**: Households by Income Bracket

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Michigan** | **Macomb**  **County** | **Monroe**  **County** | **Oakland**  **County** | **St. Clair**  **County** | **Wayne**  **County** | **Detroit**  **City** | **Region 10**  **Counties** |
| Total Households | 3,909,509 | 343,592 | 59,279 | 501,260 | 64,805 | 676,587 | 260,383 | 1,645,523 |
| Households with Income of  $0 - $9,999 | 270,974 | 16,499 | 3,083 | 22,494 | 3,748 | 78,679 | 51,522 | 124,503 |
| Households with Income of  $0 - $9,999, Percent | 6.9% | 4.8% | 5.2% | 4.5% | 5.8% | 11.6% | 19.8% | 7.6% |
| Households with Income of  $10,000 - $14,999 | 182,415 | 12,731 | 2,400 | 16,242 | 3,033 | 40,678 | 22,936 | 75,084 |
| Households with Income of  $10,000 - $14,999, Percent | 4.7% | 3.7% | 4.0% | 3.2% | 4.7% | 6.0% | 8.8% | 4.6% |
| Households with Income of  $15,000 - $24,999 | 394,491 | 32,342 | 4,961 | 35,265 | 6,380 | 78,856 | 39,877 | 157,804 |
| Households with Income of  $15,000 - $24,999, Percent | 10.1% | 9.4% | 8.4% | 7.0% | 9.8% | 11.7% | 15.3% | 9.6% |
| Households with Income of  $25,000 - $34,999 | 395,924 | 33,439 | 6,081 | 36,633 | 6,724 | 73,805 | 34,233 | 156,682 |
| Households with Income of  $25,000 - $34,999, Percent | 10.1% | 9.7% | 10.3% | 7.3% | 10.4% | 10.9% | 13.1% | 9.5% |
| Households with Income of  $35,000 - $49,999 | 540,900 | 47,650 | 7,284 | 54,173 | 9,268 | 91,961 | 37,607 | 210,336 |
| Households with Income of  $35,000 - $49,999, Percent | 13.8% | 13.9% | 12.3% | 10.8% | 14.3% | 13.6% | 14.4% | 12.8% |
| Households with Income of  $50,000 - $74,999 | 719,122 | 64,567 | 11,641 | 81,731 | 12,072 | 111,924 | 36,655 | 281,935 |
| Households with Income of  $50,000 - $74,999, Percent | 18.4% | 18.8% | 19.6% | 16.3% | 18.6% | 16.5% | 14.1% | 17.1% |
| Households with Income of  $75,000 - $99,999 | 485,187 | 46,087 | 8,512 | 65,385 | 8,874 | 71,375 | 17,182 | 200,233 |
| Households with Income of  $75,000 - $99,999, Percent | 12.4% | 13.4% | 14.4% | 13.0% | 13.7% | 10.5% | 6.6% | 12.2% |
| Households with Income of  $100,000 - $149,999 | 531,579 | 55,509 | 9,766 | 89,016 | 9,581 | 75,669 | 13,759 | 239,541 |
| Households with Income of  $100,000 - $149,999, Percent | 13.6% | 16.2% | 16.5% | 17.8% | 14.8% | 11.2% | 5.3% | 14.6% |
| Households with Income of  $150,000 - $199,999 | 201,893 | 20,887 | 3,661 | 45,894 | 3,175 | 27,756 | 3,947 | 101,373 |
| Households with Income of  $150,000 - $199,999, Percent | 5.2% | 6.1% | 6.2% | 9.2% | 4.9% | 4.1% | 1.5% | 6.2% |
|  | **Michigan** | **Macomb**  **County** | **Monroe**  **County** | **Oakland**  **County** | **St. Clair**  **County** | **Wayne**  **County** | **Detroit**  **City** | **Region 10**  **Counties** |
| Households with Income of  $200,000+ | 187,024 | 13,881 | 1,890 | 54,427 | 1,950 | 25,884 | 2,665 | 98,032 |
| Households with Income of  $200,000+, Percentage | 4.8% | 4.0% | 3.2% | 10.9% | 3.0% | 3.8% | 1.0% | 6.0% |
|  |  |  |  |  |  |  |  |  |
| Average Household Income | $75,352 | $77,123 | $75,368 | $104,709 | $71,761 | $65,173 | $42,105 | $80,338 |
| Median Household Income | $54,938 | $60,466 | $61,514 | $76,387 | $55,240 | $45,321 | $29,481 | $58,921 |
| Per Capita Income | $30,336 | $31,104 | $30,295 | $42,760 | $29,356 | $25,976 | $17,338 | $30,438 |

**Source**: 2014-2018 ACS Five-Year Estimates

Income disparities are a problem in WIOA Planning Region 10, with many residents living in poverty. In 2019, 51.4 percent of the state’s public assistance registrants lived in the region. Compared to the region’s overall share of the state population, this is a significant number and share of those living on public assistance. The numbers are dropping, due to policy changes such as lifetime benefit limits in the State of Michigan, and many individuals are either approaching their limit or have already maxed out their benefits. Although numbers are dropping, WIOA Planning Region 10’s workforce system is more heavily utilized by the public assistance population, creating a strain on resources. Figure 20 highlights the number of individuals who are registered to receive public assistance and who have a work requirement.

**Figure 20:** Public Assistance Registrants in Michigan by County: 2017 – 2019

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Geography** | **2017** | **2019** | **2017 - 2019 Percent**  **Change** | **2019 Share of the State** |
| Macomb County | 33,346 | 22,101 | -33.7% | 8.0% |
| Monroe County | 4,604 | 3,151 | -31.6% | 1.1% |
| Oakland County | 22,362 | 15,838 | -29.2% | 5.7% |
| St. Clair County | 7,344 | 4,891 | -33.4% | 1.8% |
| Wayne County | 146,474 | 96,320 | -34.2% | 34.8% |
| Michigan | 425,786 | 276,856 | -35.0% | 100.0% |

**Source:** Michigan Department of Health and Human Services

Figure 21 indicates that the 2015 population on public assistance in WIOA Planning Region 10 is 60.0 percent individuals aged 22 to 44, and 48.8 percent African American. Compared to the general population demographics in the region, these groups are over-represented.

**Figure 21**: Public Assistance Registrants: June 2019

|  |  |  |
| --- | --- | --- |
| **Demographic Group** | **Assistance Program Registrants** | **Percent of Total** |
| Total | 134,259 | 100.0% |
| *Sex* |  |  |
| Male | 55,790 | 41.6% |
| Female | 78,447 | 58.4% |
| *Age* |  |  |
| 14-15 | 1,224 | 0.9% |
| 16-19 | 10,112 | 7.5% |
| 20-21 | 4,767 | 3.6% |
| 22-44 | 80,505 | 60.0% |
| 45-54 | 26,546 | 19.8% |
| 55-64 | 11,102 | 8.3% |
| 65+ | 3 | 0.0% |
| *Race* |  |  |
| White | 42,917 | 32.0% |
| Black / African American | 65,495 | 48.8% |
| Native American | 668 | 0.5% |
| Other | 8,903 | 6.6% |
| Hispanic | 4,346 | 3.2% |

**Source:** Michigan Department of Health and Human Services

Macomb/St. Clair Michigan Works! has a vision of a workforce system that is demand driven and leads all customers to self-sufficiency.

**Performance Accountability Goals**

|  |  |
| --- | --- |
| **Measurable Skills Gain** | **Goals** |
| WIOA Title I Adult | 44% |
| WIOA Title I Dislocated Worker | 42% |
| WIOA Title I Youth | 52% |
| **Median Earnings** | **Goal** |
| WIOA Title I Youth | $3,500.00 |
| WIOA Title II Adult Education & Literacy | $4,180.00 |
| **Effectiveness in Serving Employers** | **Goal** |
| WIOA Title I Adult | N/A |
| WIOA Title I Dislocated Worker | N/A |
| WIOA Title I Youth | N/A |
| WIOA Title II Adult Education & Literacy | N/A |
| WIOA Title II Wegner-Peyser | N/A |
| **Employment 2nd Quarter After Exit** | **Goal** |
| WIOA Title II Adult Education and Literacy | 61% |
| **Employment 4th Quarter After Exit** | **Goal** |
| WIOA Title II Adult Education and Literacy | 58% |
| **Credential Attainment Rate** | **Goal** |
| WIOA Title II Adult Education and Literacy | 42% |

Some of the strategies that will drive support of this vision are:

* Integrate workforce development into the adult education and post-secondary education
* Integrate the adult learning system to create a unified approach to increase basic skills and post-secondary education
* Increase the integration of workforce development into secondary education
* Increase work-based learning opportunities for high school age students
* Increase labor market information to students of all ages
* Increase employer responsive training to enhance talent outcomes, productivity and employment retention, thereby increasing the quality and competitiveness of local employers
* Better alignment of workforce development with economic and community development
* Enhance the career counseling system to provide better guidance to those that are structurally unemployed
* Continuously monitor the workforce system to assure the needs of those individuals with barriers to employment are being addressed
* Increase virtual programming to satisfy customer demand

Some accomplishments that have occurred toward that vision are:

* Overall, the M/SCWDB is increasing the integration of industry and secondary education by offering support to locally-grown work-based learning (WBL) opportunities (new or scaled-up capacity). Labor market information is presented to students while they are engaged in these WBL activities. Examples of these activities include:

\*Manufacturing Day- Macomb County

This recurring event, going viral in 2020, is in its seventh year in Macomb County. Since 2014 more than 10,000 students have visited area advanced manufacturing facilities to see the industry in action and meet people who make things. There are typically 50+ companies offering 70+ tours to approximately 1,900 students annually. Labor market information was provided to each student on baseball style trading cards as well as the event website: [www.manufacturemyfurture.com](http://www.manufacturemyfurture.com).

\*Manufacturing Day- St. Clair County

Manufacturing Day in St. Clair County is celebrated over a one-month period in October each year and allows for all sophomores in the county to visit local manufacturing partners. A Trade panel is also held for students and parents to hear from people who know first-hand what life is like in the professional trades.

\*AUTOSTEAM/Exploring Careers in Manufacturing

This annual event, a collaboration of Macomb Community College, Macomb Intermediate School District and the county of Macomb is a follow-up event to Manufacturing Day. Open to the community. Parents, and educators, as well as students, this evening event is hands-on exploration of careers in the automotive industry. Attendees visit vendor booths to engage in hands-on activities as well as gain labor market information. Small group “trade talks” are scheduled throughout the evening for those interested in a deeper dive into various occupational information. Trade Talks in 2019 included: Getting into Apprenticeship, Industry of the Future, and Career Options and Outlook.

\*Talent Tours

Tours conducted on-site at an employer’s business are planned quarterly. Targeting in-demand industries, the tours offer in-school and out-of-school youth insight to an average day on the job. Participants are introduced to Career Pathfinder for related labor market information. Beginning Summer 2020, virtual talent tours will be offered quarterly in response to the COVID-19 pandemic to ensure the safety of participants as well as business partners.

\*MiCareerQuest Southeast

For its 3rd year, this even will be offered virtually in 2020. Due to the COVID-19 pandemic, the location of the event (Suburban Collection Showplace) is contracted to operate as an emergency field hospital for the foreseeable future and it remains uncertain whether schools will be able to reconvene for in-person instruction. Thus, an RFP has been released to secure technology services for the development of a large bandwidth platform that can manage online traffic of 10,000 students, parents, and educators. It Is expected that business partners across four in-demand industries (Health/Medical, IT, Construction, Manufacturing) will work with the selected technology service provider to build out the platform in much the same manner as the in-person event in 2018 and 2019 was offered. This will include individual vendor booths with interactive services (e.g. – streaming video of typical occupational tools and tasks), online chat feature between student and company, and presentation of labor market information. Rather than the event being help on just one day, the 2020 event will be held over a course of one week in November 2020.

\*Apprenticeship Week

In the fall of 2019 Macomb/St. Clair Workforce Development Board in partnership with Michigan State University Extension and Macomb Intermediate School District received a MI 4-H Innovation and Growth Program grant to create and distribute Apprenticeship 101 Kits. The grant provided 100 kits to be distributed throughout the State of Michigan to individuals who would act as facilitators. Each kit contained enough materials to service 150 students (15,000 students in total), with the ability to download and reprint additional materials. Apprenticeship 101 kits were provided to local school districts in Macomb and St. Clair counties provided for 6,750 students. Apprenticeship 101 kits were developed to be facilitated with a group of students; each kit consisted of 5 activities that introduced students to Registered Apprenticeships. The final activity a professionally produced video showcasing registered apprentices and career pathways. Unfortunately, due to COVID-19 pandemic the Kits have not been fully utilized. Preliminary feedback appears favorable, only 29% of students considered Registered Apprenticeships (RA) prior to the Kit activities, which increased to 82% of students would not consider a RA as a viable career option and 90% of the students would recommend Ras to a friend. Moving forward we will encourage facilitators to utilize the Apprenticeship 101 Kits when an audience is available. Apprenticeship week activities will be coordinated with the Workforce Intelligence Network and our local partners, Apprenticeship Success Coordinator anticipates coordinating both Career Seeker and Employer based events.

* Better alignment of workforce development with economic and community development. The efforts made include the development of the “4M” group in Macomb County and the “Workforce Task Force” in St. Clair County. Each group is composed of representatives of Michigan Works! Business Services Team, local economic development (Macomb Planning & Economic Development in Macomb and the Economic Development Alliance in St. Clair County), Education (Macomb Community College and St. Clair Community College), and the Michigan Economic Development Corporation. These groups meet on a monthly basis to compare notes on the companies with which each partner works and to determine how the other partners may be able to provide assistance. In addition, when a company contacts one of the partners for assistance, a team of members form each committee will meet with the employer to find out what the company’s needs are and how each partner can best assist them.
* Increase employer responsive training to enhance talent outcomes, productivity and employment retention, thereby increasing the quality and competitiveness of local employers. Programs such as the Skilled Trades Training Fund, (now titled the “Going Pro Talent Fund”) and On-the-Job training have offered employers incentives to upgrade the skills of their existing employees as well as provide vocational training for newly hired employees.
* Our system has changed from case management to career planning. There is a focus on career exploration for all customers at the beginning of their journey with our Michigan Works! agency. This process begins when an individual enters Employment Service. Customer are encouraged to meet with a career planner if they are unsure of their occupational goal, or feel they need training to meet that goal.
* We have increased our engagement with one of our community college partners. A number of Department of Labor grants have come into our area, which increases training opportunities for our community. This partnership has also allowed us to engage our career planners to provide employability skills training to grant participants. It has also allowed us to engage our employer customers and connect them to newly upskilled talent that will help their business grow.

Macomb/St. Clair Workforce Development Board (M/SCWDB) has worked with its core program partners in partnership with the Department of Labor and Economic Opportunity to develop and meet expected levels of performance as described in WIOA Section 116 (b)(2)(A).

Macomb/St. Clair Michigan Works! will address the alignment of local resources and required partners that carry out core programs by including those partners in the development of strategies to achieve the vision and goals. This inclusion has occurred through including core program operators on committees of the board including involvement in the Career and Educational Advisory Councils. Other strategies include co-locating core partners in the Michigan Works! Career Centers. Every partner is invited to use space even if they have chosen not to co-locate. There is continued discussions about developing a common tracking system and creating joint strategic planning meetings.

*Question 2: A description of the workforce development system in the local area including:*

• *The programs that are included in that system.*

*• A description of the local board’s strategy to work with entities carrying out core programs and other workforce development programs to provide service alignment (including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006).*

Many of the programs in the workforce development system in the Macomb/St. Clair Michigan Works! area are being administered by the M/SCWDB. They include:

* Workforce Innovation and Opportunity Act (WIOA)
* Adult, Dislocated Worker and Youth Programs
* Wagner-Peyser Employment Service (ES)
* Partnership Accountability Training Hope (PATH)
* Trade Adjustment Assistance (TAA)
* Food Assistance Employment and Training (FAE&T)
* National Emergency Grants (NEG)
* Make It In America Accelerator Grant (MIIA)
* Senior Community Service Employment Program (SCSEP)
* Foster Care Summer Youth Employment Program for Chafee-Eligible Youth
* Offender Success
* National Health Emergency Disaster Recovery Dislocated Worker Grant
* Fidelity Bonding
* America’s Promise/Catalyst Grant
* Business Resource Network

Other services offered directly at the Michigan Works! Career Centers include:

* Veteran Employment Services
* Veterans Financial Planning Services
* Disability Navigation Services
* Older Worker Navigation Services
* Information on Unemployment Insurance
* Refugee Navigator
* Apprenticeship Coordinator
* Peer Recover/Coaching

Still other programs that are part of the workforce system and are on a referral basis (to and from the Michigan Works! Career Centers) include:

* Job Corps
* Unemployment Insurance Agency
* Michigan Rehabilitation Services (co-located with two Michigan Works! Career Centers)
* Adult Education and Literacy
* Bureau of Services for Blind Persons
* Career and Technical Education
* Macomb Housing Network
* Macomb Homeless Coalition

Job Seekers who come to one of the MWA’s Michigan Works! Career Centers take part in guided process to ensure that they are linked to the services that are required to assist them in obtaining gainful employment. In order to avoid duplication of services, each unit within the service center is assigned to provide a service that is unique from that provided by the other units. Listed below is a description of the services provided by each unit.

* Upon initial entry into a Career Center, job seekers meet with Wagner-Peyser Employment Service Facilitator to assess and determine their training and employment needs, (what is their educational level, are they in need of basic skills training, do they possess vocational skills that are in-demand in today’s job market or do they require vocational training, do they require “job search” training, etc…)
* A series of workshops are available to assist job seekers with the preparation for their job search. Topics covered include resume writing, interviewing skills, the use of social media in a job search, etc…
* Following that meeting, they are introduced to and registered in the Pure Michigan Talent Connect System and taught how to conduct a job search within it. Job Seekers have the option of receiving staff-assisted services or of accessing the system on a self-service basis.
* Job seekers in need of basic skills upgrading are referred to a local Adult Education program for assistance;
* Job seekers in need of vocational training are referred to a WIOA Career Planner for classroom training or a Business Account Manager for placement with an employer for “On-the-Job” training;
* The MWA’s PATH program works in tandem with the Wagner-Peyser program and WIOA services to ensure that members of this population have equal access to employment and training services;
* A Disability Navigator is employed to assist individuals who possess a disability to ensure that they have the means to access services on an equitable basis;
* A Refugee & Immigrant Navigator who assists individuals for whom English is not the primary language with access to services within the local Michigan Works! service system.
* Individuals who qualify for Veterans status are given priority consideration for services offered through the system. In addition, a special week-long workshop (titled the “Veterans Boot Camp”) is available to Veterans who seek special assistance in obtaining gainful employment.
* The MWA also operates an “Offender Success” program for returning citizens to assist them with their transition into gainful employment.
* Individuals who are 16 to 24 years of age can participate in the MWA’s “Young Professionals” program which provides them with activities and education that leads them to employment, careers and self-sufficiency;
* The MWA’s “Senior Community Service Employment Program” provides individuals who are 55 years of age or older and who are member of low-income with subsidized part time employment within non-profit agencies in addition to job search assistance in the private sector.

Employers who seek assistance in obtaining workers qualified to fill their job openings are contacted by a member of the Business Services staff to discuss the employer’s needs and to explain the services that we have available.

* The Business Services Staff includes 4 “Talent Specialists” each of whom is assigned to a different industry or group of industries (Manufacturing/Energy, Health Care, Information Technology, and Agriculture/Service Industry);
* A team of Business Account Managers, directed by the Business Services Coordinator and the Talent Specialist, are assigned to meet with employers, inquire about their training needs, assist with the posting of job openings in the Pure Michigan Talent Connect System, and provide information about the additional services that are available to them through the MWA’s service system. Business Account Managers also work with customers who are not interested in classroom training but are seeking assistance with direct job placement by assessing and addressing their job search needs (resume writing, interviewing skills, etc.), and providing them with referrals to employers looking to hire someone with their particular skills. Business Account Managers also work with our WIOA-serviced customers upon completion of their classroom training to assist them with their search for employment.
* Business Services staff members also assist employers looking to establish USDOL-registered apprenticeships by providing them with information on and guiding them through the process.
* The MWA has created a Business Resource Network (BRN). This demand driven program is an effort to promote economic excellence and talent development by providing career pathways and wrap-around services to the structurally unemployed and the ALICE population. Six (6) Success Coaches assist member companies by leveraging resources to assist employees with defined barriers and serve as a resource at the employer’s location for employee accessibility. Success Coaches provide assistance to employees to help manage life’s challenges that might prevent them from retaining their jobs.

The M/SCWDB operates five Michigan Works! Career Centers that operate from 8:00 a.m. to 5:00 p.m. Monday through Friday at the following locations:

Macomb County:

|  |  |  |  |
| --- | --- | --- | --- |
| 75 North River Road  Mt. Clemens, 48043 | 15950 12 Mile Rd.  Roseville, 48066 | 27850 Van Dyke  Warren, 48093 | 43630 Hayes  Suite 100  Clinton Township, 48038 |

St. Clair County:

|  |
| --- |
| 100 McMorran  6th Floor  Port Huron, 48060 |

These Career Centers provide seamless delivery of workforce development programs to employers, businesses, youth, veterans, returning citizens, individuals with disabilities, public assistance recipients, dislocated workers, unemployed, under employed and employed individuals.

All services and programs are aligned to avoid duplication of services. Memorandums of Understanding (MOUs) have been established with organizations and agencies that operate core programs and outline the responsibilities of each program and service being delivered.

The plan for the delivery of programs operated under the Carl D. Perkins Career and Technical Education Act of 2006 has been presented to and approved annually by the M/SCWDB. This approval is only granted if the plan aligns with the overall goals of the Workforce Board.

*Question 3: A description of how the local board, working with the entities carrying out core programs, will:*

*a. Expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.*

*b. Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.*

*c. Improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).*

The key to expanding access to employment, training, education and other necessary services for the eligible population, especially those individuals with barriers to employment, is providing outreach and information to this population.

The Macomb/St. Clair Michigan Works! will continue to expand outreach through social media presence on Facebook, Twitter and LinkedIn and by continuing partnerships directly with local community-based organizations such as the Homeless Coalition, Macomb Community Action, Blue Water Community Action (BWCA), Macomb Human Services Coordinating Body, St. Clair County Community Services Coordinating Body, Community Corrections, Building Community Partners (St. Clair County), the Macomb Library Network and many others.

Additionally, the M/SCWDB upgraded the Macomb/St. Clair Michigan Works! website to make it more user friendly, provide more information about Michigan Works! services and make it more interactive for customers. An added feature allows customers to register online for workshops and to request information or assistance by email. Revisions and updates to the website are ongoing. The M/SCWDB has brought the hosting, development, and administration of Macomb/St. Clair Michigan Works! website in-house. Having more control over the site has enabled the M/SCWDB to upgrade the design, features, graphical user interface (GUI), search engine optimization (SEO) and overall user experience (UX) of the site. New features include application programming interface (API) integration with the recently procured services of GoToWebinar and Constant Contact. Site integration with these online services allows for pre-recorded online employability workshops, love online training and expedient automated responses to request for information via forms and email. Revisions and updates to the website with additional integrated online services are ongoing.

Increasing access to employment, training, education and supportive services also occurs through partnerships with the entities carrying out core programs. For example, a formal referral process has been established with our local adult education partners to better link customers to appropriate services. The referral process covers adult education referrals to Michigan Works! and Michigan Works! referrals to adult education. Staff from Michigan Works! periodically meet with students at the adult education centers for a presentation on the activities and opportunities available through the Michigan Works! Career Centers.

Expansion of access to services for the disabled population has started with the Business Network Unit of Michigan Rehabilitation Services (BNU-MRS) auditing each of the five Michigan Works! Career Centers to determine if there is adequate access to services, making recommendations to enhance services and providing additional recommendations on upgrades to assistive technology. MRS and the Bureau of Services for Blind Persons will also provide staff development to the other core program operators on working with the disabled population.

To facilitate the development of career pathways the Macomb/St. Clair Michigan Works! has several initiatives that have either been introduced or are still in the development stage. First, the Board has a policy that any individual that receives training will be enrolled in a program that is part of a career plan leading to family self-sufficiency. It could be a program that leads directly to family financial independence or a program that is on the road to that goal and has a portable or stackable credential.

The M/SCWDB implemented the Refugee Navigator Pilot Program along with Oakland, Kent and Wayne Counties in July of 2017.  The intent of the program is to provide additional support and access to resources for the documented work-authorized Immigrant/Refugee population in Macomb County and to ensure the successful transition into Michigan’s workforce by driving traffic to the services provided through the local Michigan Works! Career centers.  The Refugee Navigator has built an extensive catalog of resources and a referral system through outreach to community organizations.  The Refugee Navigator works with eligible individuals to identify any barriers related to entering the workforce and providing referrals to appropriate resources in the community.   The Refugee Navigator also works directly with Michigan Works! Career Center staff in transitioning eligible individuals into appropriate employment and training activities.  To date the Macomb/St. Clair Refugee Navigator has assisted 324 individuals.

As noted in the regional labor market analysis most of the occupations in greatest demand in Region 10 require a bachelor’s degree but many of the emerging occupations require less than a bachelor’s degree. The emerging occupations have a median hourly earnings that would provide self-sufficiency to a family of four. The MWA is working directly with employers and training institutions to create clear pathways to both the occupations in greatest demand and the emerging occupations.

The MWA works closely with its training partners primarily, Macomb Community College and St. Clair County Community College and their M-TEC centers to increase access to post-secondary credentials in occupations in high demand and emerging occupations.

Apprenticeships provide an opportunity for portable and stackable industry recognized credentials. Upon completion of a registered apprenticeship program a nationally recognized credential is issued by the U.S. Department of Labor. Some apprenticeships require apprentices to earn state certification/license after completing each section of training and others offer a Journeyman Card upon completion.

M/SCWDB is a partner in two grants. In addition to staff assistance, The Going Pro Apprenticeship grant will provide some financial assistance for up to 65 newly registered apprentices, this grant is thru the State of Michigan Workforce Development Agency and ends March 31, 2022. We are also partnering with WIN and five other Southeastern Michigan Works! Agencies, nine Community Colleges, the Automotive Industry Action Group (AIAG) which has 3,700 Automotive Suppliers, Jackson Area Manufacturing Association (JAMA), Ralph C. Wilson Jr. Foundation, LIFT Institute, Detroit Regional Workforces Board, the United Way for Southeast Michigan and the Michigan Educator’s Apprenticeship and Training Association (MEATA) in a U.S. DOL Closing the Skills Gap grant. This grant will provide Intermediary services to employers and financial assistance. This 4 year0 $4 million grant will also continue to support the ongoing development of a regional apprenticeship initiative.

M/SCWDB’s goal is to educate our employers and job seekers about Registered U.S. DOL Apprenticeship. We are committed to providing assistance in the recruitment/screening of apprentice applicants, developing customized On-the-Job Training programs, and where applicable providing initial funding for books, supplies and pre-apprentice tuition. Traditionally, candidates who enter apprenticeships are incumbent works. By providing the above-mentioned support to employers, it is hoped that opportunities will be afforded to our job seekers. To educate and make connections for career seekers, the M/SCWDB coordinates with local employers, labor unions, and the U.S. Department of Labor Office of Apprenticeship (USDOL OA). Our Apprenticeship Success Coordinator (ASC) and Business Account Managers meet with employers individually to discuss the benefits of Registered Apprenticeship (RA) programs and encourages employers to explore options for finding or training-up individuals to help fill the skills gap. Challenges for employers include lack of knowledge of building a RA program, fear of newly trained employees leaving for higher wages, and determining their return on investment (ROI). Our partner The Workforce Intelligence Network of Southeast Michigan launched the misapprenticeship.org website which assists employers in this area by offering a ROI calculator and supporting information.

M/SC MW staff provides information to career seekers about opportunities through regional Building Trades union programs. We maintain an ongoing relationship with the Macomb County Intermediate Schools District (MISD) and St. Clair County Regional Educational Service Agency (RESA) where we share information with school districts and their students.

The M/SCWDB will participate in the National Apprenticeship week, coordinating employer and career seeker events. This national week of recognition provides a stage for the US DOL OA, local training providers and participating employers to directly deliver detailed RA information.

As noted above, the Macomb/St. Clair Michigan Works! works with its training partners to assure that employers in high demand and emerging occupations have adequate local quality education and training programs to meet their talent needs. As new training programs are developed emphasis is placed on creating programs that result in an industry-recognized credential or certificate that is portable and stackable.

*Question 4: A description of the strategies and services that will be used in the local area.*

The Macomb/St. Clair Workforce Development Board’s “Business Services Team” is composed of a Coordinator, 4 Talent Specialists, 10 Business Account Managers, and 6 Success Coaches. Each Talent Specialist is dedicated to serving one of the following industries or business clusters: a) Manufacturing and Energy, b) the Medical Industry, c) Information Technology, and d) the Service and Agriculture cluster. In addition, one of the Talent Specialists oversees the Success Coach team and another serves as the Apprenticeship Coordinator. The Business Account Managers are assigned to work with businesses within specific sections of the Macomb/St. Clair geographic region and take direction from the Talent Specialists. 4 of the Success Coaches are assigned to work with the Business Resource Network in Macomb County and 2 are assigned to St. Clair County. All members of the Business Services Team have been trained as “Business Solutions Professionals” or will receive the training in the near future. All are trained to work with and address the individual needs of local businesses. The Business Services Team uses a variety of methods to connect with the local business community. They include the following:

* Job Postings – Often, a member of the Business Services Team will first connect with an employer by assisting them with the posting of the company’s jobs on the Pure Michigan Talent Connect
* Promotion of Business Services – The Workforce Development Agency has developed several brochures and booklets that are used to explain the services that Michigan Works has to offer to them. These items are distributed to local businesses when staff call on them. They are also sent out to businesses that may be unaware of what Michigan Works has to offer.
* Informational Sessions – Periodically, the Business Services Team will offer informational sessions to employers on various topics of interest. In the past, session topics have included the Going Pro Talent Fund, Community Ventures and the Business Resource Network, and accommodation requirements for workers with disabilities.
* Salesforce – The local Michigan Works! Business Services Team uses Salesforce to keep track of all businesses that have registered with the system. The system allows the staff to record all services provided to a local business which can then be viewed by other staff members who may have been contacted by the business in question. In addition, Salesforce provides the Business Services team with a database of employers for the purpose of getting information out to them. Mass e-mails can be sent out to the companies regarding new information about services available to them.
* Cold Calls – Members of the Business Services Team will often connect with local businesses by finding their job postings on the Pure Michigan Talent Connect System as well as other sources, (such as local newspapers, and on-line at such websites as Monster).
* Job Fairs – The Business Services Team will often arrange to hold job fairs on behalf of local companies at one of the Michigan Works! Service Centers located within Macomb and St. Clair Counties.
* Social Media – Internet websites such as Facebook, LinkedIn, Twitter, Pinterest, and Instagram are being used to make contact with job seekers as well as to help employers recruit to meet the needs of their job force.
* Vocational Classroom Training - the Administrative staff of the Macomb/St. Clair Workforce Development Board regularly collect Labor Market Information for Southeastern Michigan to determine the jobs that are in demand as well as those jobs that are emerging in the area. Data is collected from a variety of sources including the State of Michigan’s Labor Market Information (LMI) division as well as the Workforce Intelligence Network (WIN) which provides regular quarterly reports to the Board regarding current employment trends in the area. The focus of the Board’s vocational training programs is placed on those occupations which are in demand and therefore provide the job seeking customers with a genuine opportunity to obtain gainful employment if they successfully complete the program.
* On-The-Job Training – The Business Services Staff actively promote to local businesses the opportunity to train eligible job seekers through the “On-The-Job Training” program (OJT) and receive reimbursement for a portion of the new hire’s wages during the period of training. Special emphasis is placed on those employers who have a need for trained employees who possess in-demand skills and for which there is a shortage of workers who possess those skills.
* Customized Training – When contacted by an employer who require workers that possess skills that are unique to their organization, the Business Services staff will work as an intermediary between the employer and the local community college to assist with the development of training to meet the needs of that employer.
* Incumbent Worker Training – In instances in which local employers request assistance with the training of incumbent workers, members of the Business Services staff will work with the employer to connect him/her with appropriate resources such as the Going Pro Talent Fund.
* Business Resource Network (BRN) – A major factor facing many local employers is the ability to retain employees when outside issues such as child care, transportation problems, health issues, etc., cause employees to frequently call in sick, show up late for work, and/or quit their jobs. This is especially true of workers employed in jobs at the lower end of the wage range. The MWA has developed a resource network for businesses that provides the company with a “Success Coach” who will meet with employees who have issues outside of the workplace that they need to deal with in order to be productive employees who show up for work everyday in a timely manner. Success Coaches will meet with those employees who need such assistance and will provide information and connect them with support services that can help address those issues. Support services may include but are not limited to things like assistance in repairing or acquiring transportation, guidance on preparing a personal budget, and referrals to professional counseling services. Success Coaches will continue to follow up with employees facing such issues to ensure that their problem issues are properly addressed. Initial participation in the BRN is offered at no cost to the employer but eventually they are required to provide some financial support for the service.

* Industry and Sector Strategies – As the Manufacturing Industry is particularly widespread in Macomb and St. Clair Counties, emphasis will be placed on developing a strategy to service the workforce needs of this sector. Efforts will include the following:
* Workforce/Economic Development Partnerships” – In order to effectively serve the needs of the local manufacturing industry as well as the other industry clusters, the Macomb/St. Clair Workforce Development Board formed a partnership with its economic and education partners. In Macomb County the “4M Group” was formed. In addition to representatives of the Board’s administrative body, this group includes representatives of the Macomb County Department of Planning and Economic Development, the Michigan Economic Development Corporation, and Macomb Community College. Members of these organizations meet monthly to share information on the businesses for which each organization is working and to discuss how the other partners may assist of serving the needs of that employer. Members of the group also keep each other informed regarding initial contacts with employers so that representatives of each organization can approach the employer together to describe the full range of services available through the 4M organizations. A similar group, entitled the “Workforce Task Force” was established to serve the workforce and economic needs of St. Clair County. In addition to representatives of the Board, this group includes representatives of the Economic Development Alliance of St. Clair County, St. Clair Community College, and the Michigan Economic Development Corporation.
* Collaboration with Other Region 10 Michigan Works! Agencies – The Macomb/St. Clair Workforce Development Board is part of the Southeastern Michigan Works! Agency Coalition (SEMWAC). Through this organization, the MWA's of Southeastern Michigan share information on the ongoing activities within their service areas; including the needs of local employers. This allows the agencies to work together to meet the needs of businesses

located throughout the Region.

NOTE: Due to the COVID-19 virus and the changes it has required on day-to-day activities within the State, the following adjustments have been made to the MWA’s business service activities to ensure the safety of staff as well as that of employers and their employees;

* Whenever possible, contact with employers and company employees is conducted by phone or on a virtual platform such as Zoom or Microsoft Teams.
* Before a member of the Business Services team will visit an employer, the employer must demonstrate that he or she has taken steps to ensure that workplace accommodations have been made to ensure the safety of all parties.
* Business Services staff are provided with face shields and masks and are provided with additional masks for employers and employees with whom they meet. In addition, plexiglass desk shields are provided to take with them to provide an extra layer of protection. Staff are also provided with hand sanitizer and disinfectant wipes to ensure their safety.
* In the event that a member of the Business Services staff feel that a business has not taken proper precautions to prevent the spread of COVID-19, he or she will not make face-to-face contact with the employer and will instead contact the employer to indicate what steps need to be taken to facilitate a visit from the Business Services staff.

*Question 5: A description of how the local board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the local board will promote entrepreneurial skills training and microenterprise services.*

The Macomb/St. Clair Workforce Development Board currently works with both local and regional economic development organizations through its involvement in the 4M Group in Macomb County and the Workforce Task Force in St. Clair County. These groups bring together representatives of workforce development, economic development, and education and were established to allow these organizations to coordinate workforce and economic development activities within the region. In addition, the Board takes an active role in the Eastern Michigan Manufacturing Association (EMMA). This group was established to provide a forum for the manufacturing community to get together to discuss local and regional issues affecting them, identify solutions to problems, and to develop collaborative programs and services designed to improve the local business environment.

Entrepreneurial skills, training, and microenterprise services will be promoted through a partnership with the Small Business Development Center (SBDC). The SBDC which was formed to provide counseling, training, and research for new ventures, existing small businesses, and advanced technology companies has established a presence in the Velocity Collaboration Center located in Sterling Heights. The Board will establish an MOU with the SBDC to provide entrepreneurial skill training to interested customers within the Michigan Works! Service System.

*Question 6: A description of the One-Stop delivery system in the local area, including:*

*• How the local board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and job seekers.*

*• How the local board will facilitate access to services provided through the One-Stop delivery system, including in remote areas, through the use of technology and other means.*

*• How entities within the One-Stop delivery system, including One-Stop operators and the One-Stop partners, will comply with the nondiscrimination provisions of the WIOA (Section 188), if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 United States Code [U.S.C.] 12101, et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.*

One of the methods the MSCWDB uses to ensure the continuous improvement of eligible providers of service is to offer opportunities for training and professional development of staff. Encouraging participation, and in some instances requiring it, is an investment in the agency’s own talent. Staff training leads to improved team performance with increased competence resulting from learning new skills and knowledge. Selective trainings also guarantee that key staff, including those in employment services, career planners, and business account managers understand the latest trends to help meet the needs of employers, workers and job seekers.

Some examples of talent development include:

* Career planners are trained as Career Development Facilitators or complete the 120-hour certification course within one year of hire.
* Business Services staff are required to receive certification as Business Solutions Professional.
* Mental Health First Aid Training that offers instruction to individuals to understand and respond to people in distress.
* Serving Individuals with Disabilities delivered in coordination with Michigan Rehabilitation, the Bureau of Services for Blind Persons, the MSCWDB Equal Opportunity Officer, and the MSCWDB Disability Navigator
* A web-based training course “At Your Service” that offers an understanding of the needs, experience, accommodations, for individuals with disabilities and basic etiquette for interacting with an individual with a disability.
* Business Account Managers participation, along with employers, in WindMills Disability Awareness Training presented by Michigan Rehabilitation. The goal is to assist those with and without a disability to better understand the culture of disability in the workplace.
* NEOGOVE LEARN: Learning Management System used by a primary service provider to manage policies, courses, and training crafted for specific positions and/or department.
* In-house staff trainings related to customer service, policies, procedures, and performance.
* The Michigan Works! Association annual workforce conference providing education, networking, and demonstration of best practices.
* Multiple individual workshops offered through the Michigan Works! Association and/or Labor & Economic Opportunity – Workforce Development.

Additionally, the MSCWDB does not deliver direct services, but oversee the administration of the five Career Centers. Though a competitive “Request for Proposal” (RFP) process, qualified organizations are selected as service providers to operate all programs. It is in the best interest and the responsibility of the MSCWDB to ensure its contractors are supported in their roles to provide quality programming and achieve expected or higher performance measures. Contractors are monitored through a formal process for compliance of service delivery terms, status of enrollment and training goals, performance measures and a fiscal audit. Informal monitoring occurs regularly as administrative staff are engaged with nearly daily interaction with contractor staff. This provides an awareness of real-time activity, gives staff accessibility to admin staff for questions or guidance, to share views and ideas, identifies areas of concern, and highlights strengths and best practices.

Macomb/St. Clair Michigan Works! five American Job Centers are designed for on-site access to the Wagner-Peyser employment service, career services, training, Business Services, a self-serve resource room, Young Professionals serving young adults in the 16-24 year-old age range, and a variety of reemployment workshops.

Due to Governor Whitmer’s Executive Order to Stay Home, Stay Safe during the pandemic, in-person visits to the Career Centers have been restricted. Yet, this presented an opportunity to further facilitate access to services through technology. The Macomb/St. Clair Michigan Works! website has been upgraded and now includes recorded videos of workshops previously only offered in-person. Also accessible through the website are dozens of free on-line information and tools related to: featured local jobs, career planning, creating a social media profile, training providers, student financial aid, finances and budgeting, labor market information, community resources, veterans’ resources and tutorials. Access is provided to Pure Michigan Talent Connect and its offerings for career exploration, skilled trades, jobs, and employer features. Also included are frequently used sites such as O\*NET Profiler, Career One Stop, and free online learning with GCF Global.

Through technology, employers are also able to connect with Business Services and Business Account Managers for talent recruitment, pre-hire assistance, apprenticeships, and workforce training.

Macomb/St. Clair Michigan Works! social media platforms are used to promote local services as well as events related career opportunities, hiring events, community resources, unemployment insurance, and partnering agencies hosting similar activities.

The MSCWDB has policies in place to ensure compliance with Section 188 of the WIOA and applicable provisions of the Americans with Disabilities Act of 1990 including policies for

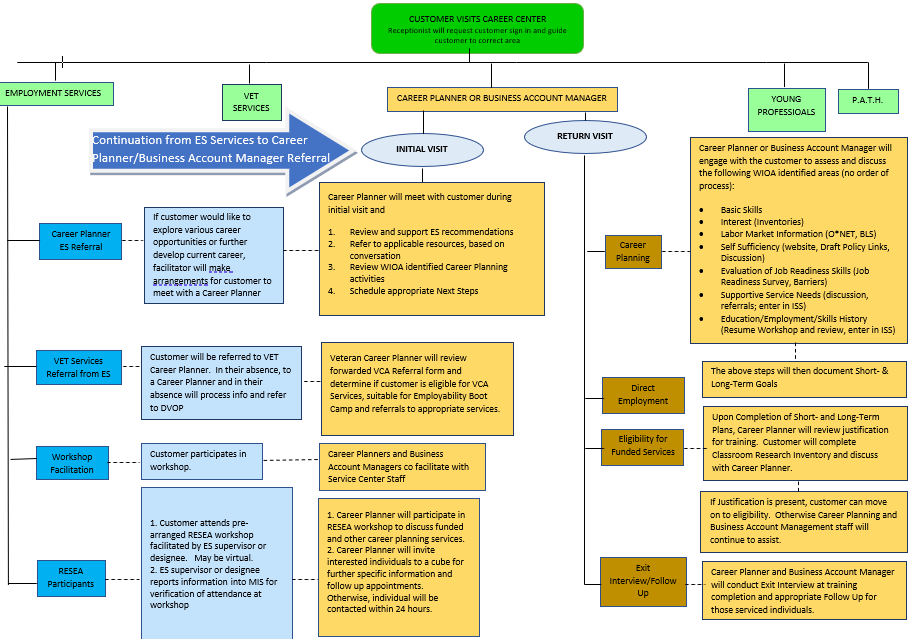
Grievance and Discrimination Complaints, Equal Opportunity, Service Animals, CASA Accommodations, Limited English Proficiency, Communications and Reasonable Accommodations Request.

The MSCWDB’s Equal Opportunity Officer attends training offered by the Michigan Works! Association, Labor & Economic Opportunity – Workforce Development and related webinars. The EO Officer provides training to Board staff and contractors on policies and matters related to equal opportunity. The Disability Navigator offers staff training on the use of assistive equipment and is a staff resource and support for addressing the needs of individuals with disabilities. The accessibility of the career center facilities, communication, materials, and programming are regularly evaluated for adherence to federal requirements.

A description of the roles that will be played and resource contributions that each of the One-Stop partners will contribute to the system have been negotiated between the partners and outlined in the Infrastructure Agreements as part of the MOUs.

*Question 7: A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.*

Macomb/St. Clair Michigan Works! goal is to prepare job seekers for in-demand careers and to help employers connect with a skilled workforce to compete in a global economy. During an initial visit to a Macomb/St. Clair Career Center, the job seeker meets with an Employment Service (ES) Facilitator. A discussion on the purpose of the visit and completion of a Job Seeker Interest Inventory helps the facilitator to connect the job seeker with appropriate services. Each customer is then offered a customized pack of available resources, activities, and services available through Michigan Works! that lead to employment.



All individuals have access to employment-related information and self-service tools through Basic Career Services without regard to program eligibility or registration. These include:

* Determination of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs
* Outreach, intake and orientation to information and other available services
* Initial assessment of skill levels including reading, math and English language proficiency, aptitudes, abilities (including skills gaps) and supportive service needs
* Labor exchange services, including:
* Job search and placement assistance
* Information on in-demand industry sectors and occupations
* Information on non-traditional employment
* Referrals to and coordination of activities with other programs and services, including those within the One-Stop system and, when appropriate, other workforce development programs
* Provision of workforce and labor market employment statistics including the provision of accurate information relating to local, regional, and national labor market areas, including:
* Job vacancy listings
* Information on job skills necessary to obtain the vacant jobs listed
* Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement
* Provision of performance information and program cost information on eligible training providers by program and type of providers
* Provision of information about how the local area is performing on local performance accountability measures, as well as additional performance information relating to the local One-Stop system
* Provision of information relating to the availability of supportive services or assistance, and appropriate referrals including:
* Childcare
* Child support
* Medical or child health assistance available through Medicaid and MIChild
* Supplemental Nutrition Assistance Program
* Earned Income Tax Credit
* Housing counseling and assistance services sponsored by the U.S. Department of Housing and Urban Development
* Temporary Assistance for Needy Families
* Assistance in establishing eligibility for financial aid assistance for training and education programs not provided under WIOA
* Provision of information and assistance regarding filing claims under UI programs, including:
* On-site staff who are properly trained in UI claims, filing and/or the acceptance of information necessary to file a claim, or
* By phone or via technology, with assistance provided by trained and available staff within a reasonable time

No cost services and resources include newly developed workshops offering the latest trends to help individuals access employment. Usually offered in-person at each of the career centers, workshops were recorded by staff and are offered through the Macomb/St. Clair Michigan Works! website due to the pandemic and need for social distancing. Staff presented workshops include:

RESUME DESIGN: From Application to Follow-up

SOCIAL MEDIA: Making the Most of Your Online Network and Job Search

INTERVIEWING and COMMUNICATON: Marketing Yourself to Get and Keep the Job

SELF-SERVE CAREER NAVIGATION

Although anyone searching for a new or better job should take advantage of these no cost workshops, Macomb/St. Clair Michigan Works! Career Centers also feature self-serve career navigation rooms or area with a variety of resources which include:

* Computer access for online resources in:
  + Career exploration
  + Skills assessment
  + Community resources
  + Training exploration
  + Job readiness tools
  + Job search tools
  + Veterans resources
* Phone banks
* Unemployment Insurance Agency (UIA) hotline

When an individual seeks or needs more than Basic Career Services, the individual must be registered and eligibility for services must be determined to move beyond basic services and into Individualized Career Services/Case Management and Training Services.

**INDIVIDUALIZED CAREER SERVICES/CASE MANAGEMENT**

More comprehensive and tailored to particular needs, Individualized Career Services are available if appropriate for an individual to obtain or retain employment. These activities require an Adult or Dislocated Worker WIOA eligibility and registration.

Available services include:

* Comprehensive and specialized assessment of the skill levels and service needs of adults and dislocated workers, which may include:
* Diagnostic testing and use of other assessment tools
* In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
* Development of an Individual Employment Plan (IEP) to identify employment goals, achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of and information about eligible training providers
* Group and/or individual counseling and mentoring
* Career planning/Case management
* Short-term pre-vocational services, including development of foundational skills
* Internships and work experiences linked to career
* Workforce preparation activities designed to help an individual acquire basic academic skills, critical thinking skills, digital literacy skills and self-management skills, including competencies necessary for successful transition into and completion of post-secondary education, or training, or employment
* Financial Literacy Skills
* Out-of-area job search assistance and relocation assistance
* English Language acquisition and integrated education and training programs

**TRAINING SERVICES**

Training services are provided to equip individuals to enter the workforce and retain employment. This requires an Adult or Dislocated Worker WIOA eligibility and registration. Training services are linked to in-demand employment opportunities in the local region.

Training services are available when after an interview, evaluation, or assessment and career planning, it is determined that an individual:

* is unlikely or unable to retain employment that leads to economic self-sufficiency or to wages comparable to or higher from previous employment
* is in need of training services to obtain or retain employment that leads to economic self-sufficiency or to wages comparable to or higher from previous employment
* has the skills and qualifications to participate in training services
* is unable to obtain grant assistance from other sources including state and federal funding or requires assistance beyond that available from other sources to pay for the cost of training.

The evaluation, assessment and career planning process will contain multiple activities designed to help the customer examine their skills, abilities, and interests and how they relate to opportunities in the local labor market. The development of a career pathway that will lead to self-sufficiency is the goal of these activities.

Self-sufficiency is the amount of income required for working families to meet basic needs at a minimally adequate level, taking into account family composition, ages of children, and geographic differences in cost, without having to rely on any public or private assistance. Determining self-sufficiency supports good career planning and the development of long-term career goals. The M/SCWDB has determined that as part of a comprehensive assessment, career planners will assist customers with conducting a self-assessment to define self-sufficiency for their individual family. Tools are available for career planners to use with customers to help them choose training with occupational goals that pay adequate wages to meet self-sufficiency. Discussion tools include the Michigan Bureau of Labor Market Information and Strategic Initiatives, the Living Wage Calculator-Massachusetts Institute of Technology, monthly budget financial sheets, and money management resources.

Training services may include:

* Occupational skills training
* Work Based Training
  + Registered apprenticeships
  + On-the-Job Training (OJT)
  + Incumbent worker training
  + Transitional job training
* Entrepreneurial training
* Adult education and literacy activities
* Customized training

The career planner’s recommendation that an individual is a suitable candidate for training services signals a decision has been made by the customer based on thorough consideration of:

* personal abilities
* skills, aptitudes, and needs
* an exploration of career opportunities
* labor market information and demand occupations
* review of training institutions and the curriculum that will best prepare the customer for employment and
* consideration of funding sources other than or in addition to WIOA dollars

Upon determination that training services are an appropriate activity for the customer, documentation will be collected that demonstrates the justification for use of WIOA training funds.

Allowable training plans through Individual Training Accounts (ITAs) may be approved for training plans that lead to employment identified as a demand occupation with a training plan that results in the earning of a recognized credential. The requested training is required to be posted on the State’s eligible provider training list, Michigan Training Connect (MiTC). ITA Training Services may be approved for training plans that:

* do not exceed two calendar years and result in a recognized credential upon completion of the training plan or
* include no more than 70 credits hours for an associate degree that results in a degree being granted upon completion of the training plan or
* include no more than 70 credit hours towards the completion of a bachelor’s degree that results in a bachelor’s degree being granted upon completion of the training plan.

The WIOA Coordinator must be consulted for training approval for individual career training needs that fall outside of these parameters. Consideration may be given to unique circumstances.

Training plans that grant a degree above a bachelor’s degree, graduate certificates and post-graduate certificates will not be approved.

Up to four calendar years from the start of the training plan will be available to complete the approved training plan if the customer maintains attendance with satisfactory progress and the MSCWDB receives sufficient funding allocations.

An OJT contract may be offered when a new paid employee is engaged in productive work which provides knowledge or skills essential to the full performance of the job. OJT allows the employer to be reimbursed for the cost of providing training and additional supervision. The OJT employer may receive a 50% wage reimbursement for wages paid during the initial training period. The OJT contract must offer the OJT participant a minimum of $12.00 per hour for full-time work. The maximum OJT reimbursement is 480 hours and $10.32 hourly.

**FOLLOW-UP SERVICES**

Follow-up will be conducted for exited participants through monthly contact from the career planner for a twelve-month period. During these check-ins, staff will determine if the customer continues employment, and if the employment appears stable. If any barriers have developed since the last contact, appropriate assistance and resources will be offered. As needed, other services may include career pathway information, training and education opportunities, and workplace counseling.

*Question 8: A description of the design framework for youth programs in the local area, and how the 14 program elements required in 20 CFR Section 681.460 ae to be made available within that framework.*



Since the enactment of the WIOA, local youth programming has been identified as Michigan Works! Young Professionals. This branding is a helpful marketing tool to promote the workforce investment activities available for young adults and provides an identity within the community.

Michigan Works! Young Professionals are young adults engaged in activities and education that lead to employment, careers, and self-sufficiency. The branding further promotes the goals of programming to educate, empower, and employ young adults.

The MSCWDB awards a contract based on a competitive process for a service provider to deliver youth workforce investment activities in Macomb and St. Clair Counties. Priority is given to a single contractor proposing to offer services in three Macomb County Michigan Works! Career Centers located in Clinton Township, Mt. Clemens, and Warren and/or in the St. Clair County Michigan Works! Career Center in Port Huron. MSCWDB administrative staff will review and evaluate submitted bids and make funding recommendations to the Youth Committee, with final approval by the full Board of Directors.

The broad workforce development goals for Michigan Works! Young Professionals are to:

* Emphasize work readiness skills which includes career planning and decision making, labor market information and effective problem-solving skills
* Promote and enhance academic achievement and post-secondary readiness for long-term career employment
* Improve educational achievements with such elements as tutoring, study skills training, secondary school completion; dropout prevention and alternative secondary school offerings
* Prepare for and succeed in employment including paid and unpaid work experience; internships; job shadowing opportunities and occupational skills training utilizing the M/SCWDB industry clusters
* Supportive services including mentoring and comprehensive guidance and counseling

Michigan Works! Young Professionals is designed on a comprehensive case management model that is participant-centered, facilitates positive youth development and extends from recruitment through follow-up activities. Essentially a problem-solving approach, case management is a process followed by the Career Development Facilitators for assessing needs, interests, skills, personal goals; determining which services are needed and providing assistance to locate and access those services. It includes creating customized service plans in collaboration with each young professional and coordinating the provision of services and activities. It also offers a continuity of service while supporting young adults with successful completion and positive outcomes.

Viewed as advocates for young adults, the nature of the Young Professionals’ program requires dedicated staff that will make a personal commitment to the success of each young adult participant. The contractor shall ensure that staff have the Facilitating Career Development certificate of completion or will complete the 120-hour certification course within one year of hire.

Another feature of Young Professionals is a youth-specific Placement Services team. Placement Specialists engage with employers and develop relationships that promote job experience and work training for young adults. Part of the broader Macomb/St. Clair Michigan Works! Business Services, the team are also certified Business Solutions Professionals, working to meet business talent needs. They have the ability todevelop and maintain business partnerships in a collaborative effort to offer young adults work-based training opportunities that match the skill and interests of participants, and address the specific needs of both the participant and employers.

Seventy-five percent of local WIOA youth funding will be budgeted on services for out-of-school youth. Young adults will be considered for participation in WIOA funded activities if they meet standard eligibility under the WIOA legislation. Equally important, is a determination that the individual also meets suitability. A young adult’s suitability for enrollment as a Michigan Works! Young Professional will be assessed as to their interest in personal growth; capacity to honor commitments; willingness to develop a realistic plan of action regarding education, training, and employment; ability to address major personal issues that may prevent full participation; and willingness to be open minded to new ideas and concepts.

Prospective participants are invited and subsequently scheduled to attend a youth specific orientation to learn more about the Young Professionals. The orientation serves as an initial assessment to screen for eligibility and suitability. Additionally, the orientation helps to engage and retain participants by clearly highlighting the benefits of the services available and how the youth must contribute to and be responsible for the fulfillment of their employment plan.

Young adults who are ineligible or unsuitable for enrollment, will be offered basic career services. When appropriate, individuals will be referred directly to an adult career planner for eligibility assessment. Those who may need services not available through Michigan Works! will be offered assistance through other community resources.

The Young Professionals will serve residents of Macomb and St. Clair Counties. In-school youth who reside outside of the two counties, but attend a high school located in Macomb or St. Clair County through school of choice, may also be considered for enrollment.

The WIOA fourteen program elements are made available to all Michigan Works! Young Professionals. The specific services and activities provided will be determined by each young professionals’ unique objective assessment and outlined in their individual service strategy. In instances where the service provider does not deliver a needed program element, direct referrals are made to local partners to ensure the availability of a needed service. The career development facilitator will provide a warm handoff and maintain case management.

*Question 9: A local definition of Part B of Basic Skills Deficiency which reads “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.”*

Local policy identifies a youth who meets any one of the following criteria, as an individual with basic skills deficiency. Under Part B. An individual who:

* is an English language learner who has limited ability in speaking, reading, writing, or understanding the English language, and whose native language is a language other than English; or who lives in a family or community environment where a language other than English is the dominant language.
* is enrolled in Adult Education or other community instruction classes for English language acquisition, adult basic education, high school completion or high school equivalency instruction.
* is referred to Michigan Works! by an Adult Education provider as an individual who within the previous six weeks participated in Adult Education for English language acquisition, adult basic education, high school completion or high school equivalency instruction.
* self identifies as a non-reader or non-writer of the English language.
* lacks a high school diploma or equivalency and is not enrolled in secondary education.
* is enrolled in secondary education but is lacking .5 or more credits at the rate required to graduate on time.
* is enrolled in secondary education with a grade point average of less than 2.0.
* graduated from secondary education with a certificate of completion and not a high school diploma.
* with an Individualized Education Plan (IEP) while attending secondary education.

*Question 10: A description and assessment of the type and availability for youth workforce investment activities in the local area, including activities for youth who are individuals of disabilities, which shall include an identification of successful models of such activities. Further, local areas are to define “requires additional assistance” for In-School and Out-of-School eligibility criterion in their Local Plan.*

**Youth Workforce Investment Activities – Michigan Works! Young Professionals**

**Intake and Registration**

An interview to obtain information to make a determination of eligibility and suitability. The collection of supporting documentation to meet eligibility requirements and a decision for enrollment.

**Objective Assessment**

A review of the basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, academic levels, and other needs of the individual. Assessments also include consideration of the young adult’s strengths. The results of the assessment are used to develop and update, as needed, an individualized, written plan that includes short and long-term goals. This plan is referred to as the Individual Service Strategy (ISS).

**Individual Service Strategy**

With the young adult as an active participant of the plan, the ISS identifies a career pathway that include appropriate services to assist individuals in reaching their education and employment goals. The ISS is directly linked to one or more indicators of performance.

The ISS is the plan that drives the services that the young adult will access through the Young Professionals program. The ISS is a fluid document that changes as needs, barriers, experiences, and skills change. It will be reviewed and updated regularly. The ISS will document progress, activities completed, benchmarks reached, credential obtained and progress toward career pathways. It is directly tied to meeting WIOA performance measures and ensuring that the WIOA 14 program elements are addressed.

Assessment tools used to encourage young adults to explore possibilities for their future may include:

* Comprehensive Adult Student Assessment System (CASAS)
* The Brockton Youth Assessment Interview Form
* Barrier Assessment: JIST - Barriers to Employment
* Occupational Skill Assessment: O\*NET
* Work Experience Assessment: JIST - Transferable Skills
* Interest Assessment: O\*NET
* Aptitude Assessment: JIST - Ability Explorer
* Interview and observation
* GED Ready

Reasonable and necessary accommodations are provided for youth with disabilities to allow access to WIOA services. Young Professionals’ staff are collaborative partners with Michigan Rehabilitation Services (MRS) and the Bureau of Services for Blind Persons (BSBP). The MSCWDB Disability Navigator also acts as a liaison with these organizations and is a knowledgeable resource to help identify and coordinate services and opportunities for young adults with disabilities.

**Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that leads to completion of the requirements for a high school diploma, GED, (including a recognized certificate of attendance or similar document for individuals with disabilities) or a recognized postsecondary credential.**

* The focus is supporting young adults to remain in school and earn a high school diploma.
* High school completion instruction is available in the traditional high school, adult education, adult education, and virtual classrooms.
* Young Professionals employ an in-house tutor to provide academic support that may be provided in an individualized setting, small groups, and/or computer-based setting.
* The in-tutor is also utilized to prepare participants for the GED, along with GED ready practice tests.

**Alternative secondary school services or dropout recovery services.**

* The goal is to help youth re-engage and persist in education that leads to attainment of a high school diploma or a recognized high school equivalent.
  + Basic education skills training and academic instruction
  + Credit recovery courses
  + Enrollment in alternative school program
* Referral to high school equivalency instruction or high school completion/credit recovery at local Adult Education providers.
* Online high school equivalency instruction including practice exams, preparation courses and guides, skills improvement exercises.
* Virtual high school completion offerings.

**Paid and unpaid work experiences that have an academic and occupational education component which may include summer employment and other employment throughout the school year, pre-apprenticeship programs, internships, job shadowing and on-the-job training opportunities.**

* Provides opportunities for career exploration and skill development.
* The Young Professionals’ Placement Services team will partner with employers in the development of work-based learning opportunities that match the skill and interests of participants and address the specific needs of both the young professional and employers.
* The M/SCWDB will provide at least minimum wage for paid work experience (PWE) opportunities with local business and employer partners for up to 480 hours per PWE. This will help the Young Professional to build occupational knowledge and skills in addition to career exploration. PWE may be offered as a summer or year-round activity.
* Wage reimbursement of 50% will be available with employers providing on-the-job training in demand occupations with a wage of at least $12 hourly.
* Pre-apprenticeship training partners include the Electrical Industry Training Center, International Union of Bricklayers, and Macomb Community College and others.
* Job shadowing and internships will be arranged on an individual basis and may be considered an incentive or stipend activity.
* WIOA Statewide Activities funding will support the 2020 Summer Young Professionals for 20-25 individuals. This initiative is designed to offer work experience, career exploration and career preparedness for ages 18-24. Locally, the primary activity is a 16-week virtual MAP+ Pre-apprenticeship at Macomb Community College. Successful completers will earn nine college credits and an Industrial Readiness certificate. Due to the pandemic, programming has been extended to the end of December 2020.
* MSCWD operates the Summer Youth Employment Program (SYEP) for   
  Chafee-Eligible Foster Youth. The SYEP will provide paid work experience and a work readiness component for fifteen foster care youth, ages 14–20. Due to the pandemic, programming has been extended to the end of December 2020.

**Occupational skills training with priority considerations for training programs that lead to recognized postsecondary credentials that are aligned with demand in the local area.**

* Career Development Facilitator’s will guide participants through the process of exploring potential careers and what factors should be considered before making any decisions to pursue training.
* Career Development Facilitator’s will assist participants in pursuing credentials that are aligned with their personal career goals as established in their ISS and result in marketable skills upon completion of training.
* Individual Training Accounts will be available for Young Professional out-of-school participants.
* Occupational skills training funds will be available for in-school youth.

**Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.**

* Integrated education and training model- simultaneous instruction in basic academic skills, workforce preparation activities, and occupation skills training connected to a specific occupation or occupational cluster.
* Pre-apprenticeship training partners include the Electrical Industry Training Center, International Union of Bricklayers, Detroit Carpentry Apprenticeship School, and Macomb Community College. Additional pre-apprenticeship training is being explored within various industries, including unionized construction trades with MUST Careers.
* Career Technical Education
* Registered Apprenticeships

**Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive and social civic behaviors.**

* Opportunities that encourage responsibility, confidence, employability, and positive social behaviors.
  + Community and service-learning projects.
  + Teamwork activities.
  + Citizenship training including life skills such as parenting, and work behavior training.
  + Activities that place youth in leadership roles.

**Supportive Services**

* Assistance with identified needs that enables a participant to successfully participate in WIOA activities. Young Professionals’ staff will address the personal, social and family needs that may be barriers to successful goal attainment. Connections and partnerships are in place with multiple community resources.
* If program staff justifies the needs of the participant, investigates the availability of contributions from other resources and subsequently requests supportive service funds, the MSCWDB may approve payments necessary to resolve the barrier. Payment will be made according to the local supportive service policy.

**Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months**

* A formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement.
* Volunteers from an established network and recruitment for mentors will be utilized to meet individual need for adult mentors.

**Follow-up services for not less than 12 months after completion of participation.**

* Services provided for 12 months after program exit to ensure the participant’s successful continuation/transition to employment and/or post-secondary education.
* Locally, follow-up services to Young Professionals are identified as Alumni Services. The types of services provided, and the duration of services are based on the individual need of the participant.
* Alumni services include the support of a trusting relationship, offers engaging activities to help participants stay connected to program staff, and offer supportive services.

**Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral.**

* Individualized professional counseling provided that may include substance use, mental health counseling, and referral to community partners, as appropriate.
* A contract with a local counseling agency is in place to provide services in-house with a licensed counselor.
* When needed, participants may be referred to other mental health providers. Referrals to outside partners include coordination with the organization to ensure provision of service.

**Financial Literacy Education**

* Activities that offer a set of skills and knowledge that support a participant’s ability to make informed financial decisions on how to earn, invest, spend and save money.
* In addition to staff-led financial literacy education workshops and activities, the program staff will leverage resources with financial institutions, community organizations, and initiatives to provide workshops and resources that provide the opportunity for participants to build their financial capability.
* Includes programs and financial empowerment materials such as “Money Smart”, the “National Endowment for Financial Education”, “Your Money, Your Goals” toolkit and training resources from local banks and credit unions.

**Entrepreneurial Skills Training**

* Provides the basics of starting and operating a small business and developing associated skills.
* Michigan Small Business Development Center (MI-SBDC) training events
* Introduction of entrepreneurship through Talent Tours with business owners
* Junior Achievement
* Business/Employer mentors

**Labor Market and Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness and career exploration services**

Research within several resources is used to assist participants make informed decisions related to career pathways, including:

* Labor market information and employment information about in-demand occupations along with career awareness, career counseling, and career exploration.
* Use of career related assessments
* Talent Tours
* Use of online tools and applications such as Pure Michigan Talent Connect, O\*Net Online and Career One Stop
* Resume development and interviewing skills

**Activities that help youth prepare for and transition to postsecondary education and training**

* Activities that assist participants for advancement to post-secondary education after attaining a high school diploma or its recognized equivalent
* Exploring community colleges, universities, trade schools and apprenticeships
* College admissions, testing prep and FAFSA application
* Skill development for time management and independent living
* Tutor to increase basic skills with the goal of enrolling in training

**Local definition for “requires additional assistance” for In-school and Out-of-School Youth eligibility criterion.**

The M/SCWDB has determined that the following definition of an “individual who

requires additional assistance to enter or complete an educational program or to secure

or hold employment,” shall apply:

An OSY (16-24 years old)

* With a high school diploma or equivalent that requires additional education or training in order to obtain or retain employment that leads to self-sufficiency, as demonstrated by:
  + no previous work history **or**
  + work experience is limited to entry level positions **or**
  + lacking marketable skills in a demand occupation **or**
  + has held two or more jobs within a six-month period **or**
  + has been terminated from a job within the last 6 months
* Has a currently incarcerated parent or guardian
* Has previously been placed in out of home care, i.e. foster care, group home, or kinship care

An ISY (14-21 years old)

* At least 1.0 credits behind the rate required to graduate from high school on schedule with his or her peer group
* Has been suspended from high school within the last 12 months
* At risk of dropping out of high school as documented by the school
* Currently on academic probation at a post-secondary training institution
* With or without a high school diploma or equivalent that requires additional education or training in order to obtain or retain employment that leads to self-sufficiency, as demonstrated by:
  + no previous work history **or**
  + work experience is limited to entry level positions **or**
  + lacking marketable skills in a demand occupation **or**
  + has held two or more jobs within a six-month period **or**
  + has been terminated from a job within the last 6 months
* Has a currently incarcerated parent or guardian
* Has previously been placed in out of home care, i.e. foster care, group home, or kinship care

*Question 11: Information regarding any waivers being utilized by the local area, in accordance with any Michigan Department of Labor and Economic Opportunity-Workforce Development (LEO-WD) communicated guidelines or requirements regarding the use of the waiver(s).*

The M/SCWDB plans to meet the WIOA requirement for expending 75% of local WIOA Title I funds on OSY, however, the M/SCWDB reserves the option to sue the approved Michigan waiver to lower this amount to 50% based on actual youth enrollment and activities.

*Question 12: A description of how the local board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.*

The M/SCWDB works in collaboration with multiple secondary and post-secondary educational partners to coordinate workforce investment activities through various projects. (Some examples listed below) Involved in the planning process, the participation of the M/SCWDB contributes to the coordination of strategies, enhanced services, and work to avoid duplication of services.

**CAREER & EDUCATIONAL ADVISORY COUNCIL (CEAC)**

The M/SCWDB has appointed local CEAC members to advise the Board on career and educational issues. Representatives from secondary and post-secondary institutions, career technical education and employers are included to provide direction and feedback in partnership and execution of career and educational initiatives.

**MANUFACTURING DAY**

[MFG](http://www.mfgday.com/) Day is an awareness campaign created by leading national industry organizations.  Its purpose is to place a spotlight on the importance of manufacturing to our economy while exposing the future generation of our workforce to the interesting and well-paying jobs it offers.

This recurring event, going virtual in 2020, is in its seventh year in Macomb County. Since 2014 more than 10,000 students have visited area advanced manufacturing facilities to see the industry in action and meet people who make things. There are typically 50 plus companies offering more than 70 tours to approximately 1,900 students annually. Labor market information designed as career cards is provided to each student on baseball style trading cards.

The event is coordinated by the Macomb County Department of Planning & Economic Development and the Macomb Intermediate School District. Macomb/St. Clair Michigan Works! is represented as members of the executive planning committee.

Manufacturing Day in St. Clair County is celebrated over a one-month period in October each year. In its fifth year, nearly 1,800 sophomores from seven school districts in the county visited local manufacturing partners. A Trades panel is also held for students and parents to hear from people who know first-hand what life is like in the professional trades. The annual event is sponsored by St. Clair County RESA in cooperation with the Eastern Michigan Manufacturers Association, the Economic Development Alliance, and local high schools.

**AutoSTEAM DAYS**

This annual event, a collaboration of Macomb Community College, Macomb Intermediate School District and the county of Macomb is a follow-up event to Manufacturing Day. Open to the community, parents, and educators, as well as students, this evening event is a hands-on exploration of careers in the automotive industry. Attendees visit vendor booths to engage in hands-on activities as well as gain labor market information. Activities include clay modeling, programming a traffic signal, virtual welding, and advance auto design and autonomous vehicles. Small-group ‘trade talks’ are scheduled throughout the evening for those interested in a deeper dive into various occupational information. Trade Talks in 2019 included: Getting into Apprenticeship, Industry of the Future, and Career Options and Outlook.

**GREAT START COLLABORATIVE MACOMB COUNTY**

A collaborative endeavor to provide every child with a strong foundation of physical, social and emotional health and learning experiences needed to have a great start in school and in life. At the same time Great Start Macomb Parent Coalition provides families with the support they need to promote and guide their child's development. Although not specifically a secondary or postsecondary program, strong early childhood interventions positively impact school success and contributes to on time high school graduation.

**EARLY/MIDDLE COLLEGE**

Opportunities exist in Macomb and St. Clair Counties for high school students to have an early start to college and careers. Through a blend of high school and college courses, and by attending school for an extra year, students can graduate with a high school diploma and a college associate degree at no cost. Middle and Early college is designed to highlight career and higher education opportunities while increasing the number of students enrolling in college and completing degrees.

The Early College of Macomb is offered county wide for high school juniors. Transferrable college credits or an associate degree is earned from Macomb Community College. The Blue Water Middle College Academy is open to students from five participating school districts in St. Clair County. Transferrable college credits or an associate degree is earned from St. Clair County Community College. Similarly, the Career and Technical Middle College (CTMC) offers an additional year of study for students to pursue career focused education while earning college credit at no cost. CTMC students attend their home high school in addition to courses at the St. Clair Technical Education Center and college classes at St. Clair County Community College. Students can earn an associate degree or certificate program from the college in one of seven programs.

**MICAREERQUEST SOUTHEAST**

For its 3rd year, this career exploration event will be offered virtually in 2020. Due to the Covid-19 pandemic, the location of the event (Suburban Collection Showplace) is contracted to operate as an emergency field hospital for the foreseeable future and it remains uncertain whether schools will be able to reconvene for in-person instruction. Thus, an RFP has been released to secure technology services for the development of a large bandwidth platform that can manage online traffic of 10,000 plus students, parents, and educators. It is expected that business partners across four in-demand industries (Health/Medical, IT, Construction, Manufacturing) will work with the selected technology service provider to build out the platform in much the same manner as the in-person event in 2018 and 2019 was offered. This will include individual vendor booths with interactive services (e.g. – streaming video of typical occupational tools and tasks), online chat feature between student and company, and presentation of labor market information. Rather than the event being held on just one day, the 2020 event will be held over the course of one week in November 2020.

*Question 13: A determination of whether the MWA has elected to provide supportive services and needs related payments. The MWAs that elect to provide supportive services to participants during program enrollment must describe the procedure to provide supportive services. The procedure will include the conditions, amounts, duration, and documentation requirements for the provision of supportive services.*

Supportive services are allowable to enable an individual to participate in approved activities through Individualized Career Services or Training Services.

Three principles guide supportive service requests. Supportive service funds are:

* provided to address an identified barrier based on individual circumstances and beyond the ability of the customer to pay
* the minimum investment required to address a barrier
* only used to provide supportive services when other resources are not available. Staff shall assist customers in identifying appropriate community resources for alternative funding.

When staff justifies the need of the customer, investigates the availability of contributions from other resources and subsequently requests supportive service funds, the M/SCWDB may approve supportive service payments for the amount necessary to resolve the barrier.

Generally, all supportive service requests must include three estimates. Except where noted, no purchases can be made before the supportive service request has been approved. All requests must be reasonable, appropriate, and considered a necessaryexpense. Consideration of the customer’s ability to contribute toward the total cost of the request is determined by staff asking the customer.

Submission of receipts for purchases or payments made with supportive service funds is required by the customer. Failure to do so, will result in denial of future requests and may impact training benefits.

WIOA SUPPORTIVE SERVICE GUIDELINES

**GENERAL PARAMETERS**

Supportive service requests shall be submitted to the MSCWDB WIOA Specialist using the request form with appropriate documentation of need and cost. Supportive service requests must be:

1. Approved prior to purchase and include three written estimates describing needed service or purchase and the cost. Funds will be approved for the lowest estimate provided and deemed reasonable. One estimate only may be acceptable and approved under the following conditions:

* Customer vehicle needs repair and the vehicle is not drivable
* Need can only be met through payment or purchase from a sole merchant or vendor

If less than three estimates are provided, the reason must be documented on the Supportive Service Request.

1. Under certain circumstances with pre-approval, payment of a supportive service may be made as a reimbursement to the customer. Customer reimbursements will only be made with paid receipts submitted to the Career Planner within 15 days of the purchase.

A check will be issued payable to the approved vendor or merchant. The customer must agree to provide the original paid receipt to their Career Planner within fifteen days of the check being issued.

In certain situations, the approved amount may be loaded to the customer’s prepaid Michigan Works! MasterCard/CompCard.

The payment of Michigan sales tax is prohibited for any purchase.With approval of a supportive service request which requires payment of Michigan sales tax, a *“Michigan* *Sales and Use Tax Certificate of Exemption”* will be provided with the issued check. The customer must present the exemption certificate to the vendor or merchant along with the check. The sales tax exemption is not applicable to reimbursements made to customers for approved purchases.

**SPECIFICATIONS FOR THE MOST COMMON REQUESTS:**

**AUTO REPAIRS**

Funding will only be approved for automotive repairs for a vehicle owned by the customer or the customer’s spouse. Documentation of the customer’s valid driver’s license, proof of auto insurance on the vehicle, and title to the vehicle verifying customer or spousal ownership must be attached to the supportive service request.

* Auto repair costs may not exceed $675 per consecutive twelve-month period.
* Repairs must be an appropriate repair to make the vehicle drivable.
* Tire replacement will be considered for safety purposes only. Measurement of tread depth must be under 4 and clearly noted by the vendor on the cost estimate. Replacement cannot exceed four tires during the customer’s enrollment in WIOA activities.
* Auto repairs must be completed at a licensed automotive repair facility. Requests for purchasing parts for do-it-yourself repairs will not be approved.
* Collision repair, including cracked windshields, will only be approved with documentation that the repair is not covered by the current auto insurance policy. Repairs that are cosmetic only, will not be approved.
* General automobile maintenance such as an oil change is not covered.

**AUTO INSURANCE**

Approval for auto insurance is limited to a onetime only payment for one month of insurance.

**CLOTHING**

Uniforms or other clothing, including footwear, suitable for work or interviews is limited to $200. Uniforms required for training are covered through training related expenses.

**EMPLOYMENT/TRAINING RELATED FEES**

Fees for required drug screens or medical exams, fingerprinting and background checks, license, and certification exams, etc. are allowable when required by the training provider or necessary for employment.

**EYEGLASSES**

If not covered by insurance, a onetime only payment not to exceed $250.00 may be approved for an eye exam and glasses. Payment will not be approved for the cost of transition lenses (lenses that darken in the sunlight).

**PHONE AND UTILITIES**

Onetime only payment of up to $200 to avoid shut off and provide continuation of service.

NOTE: Documentation must be provided that the customer investigated alternative resources for assistance and does not qualify for benefits or qualifies only for partial assistance.

**TRANSPORTATION-WIOA YOUTH**

A transportation stipend, gas card, or bus pass is allowable for Young Professionals to support their engagement in activities related to WIOA Youth Program Elements. Documentation of attendance/participation is required for payment.

**TRAINING RELATED BOOKS and SUPPLIES**

Customers enrolled in WIOA funded training are eligible to receive funds for books and supplies required by official course syllabus to complete the training program. (and if funds are not available through PELL or other grants and scholarships). At a training provider where books and required supplies are not included in the total cost of the program, a mechanism is in place for most training providers to invoice the MSCWDB for customer purchases made through the training provider bookstore.

In some instances, specific items essential to successful completion of training must be sought from vendors outside of the training provider. Although not all inclusive, such items include technology\*, art supplies, medical evaluations, immunizations, uniforms, tools, online book purchases, software, and certification exam fees. Requests will only be honored if the item is required by course syllabus and only for the minimum needed to meet the training requirement.

\*Technology: Funding may be approved for laptops or other devices for customers participating in approved WIOA training services where there is a documented need, such as online course work. Consideration for funding will be made on an individual basis. A maximum of $500 may be approved for a laptop, including a reasonable cost for a case, keyboard, and mouse.

Under circumstances where required books and/or supplies cannot be purchased through the training provider, the customer may request through supportive services the total amount of funds needed to purchase the required items when documented by course syllabus and vendor price list. A check for approved funds will be payable to the vendor.

OR

Under circumstances where required books and/or supplies cannot be purchased through the training provider and the time required to process a supportive service check will cause the customer to be without required materials during training, or the vendor does not accept County of Macomb checks; the customer may elect to use their personal funds to purchase the required items and seek reimbursement through supportive services.

Career Planners shall advise customers that there is no guarantee of reimbursement for purchases not approved in advance by the WIOA Specialist or Youth Specialist. Customer reimbursement will only be approved with a PAID original receipt and course syllabus which clearly indicates the items purchased are required for course or program completion. The Career Planner shall also inform the customer that paid receipts must be submitted to the Career Planner with the request for reimbursement within 15 days of the purchase date. Receipts received past 15 days will not be approved for reimbursement.

**OTHER**

Additional items or services not addressed specifically in this policy will be considered on an individual customer basis. Staff should discuss unique situations with the WIOA Coordinator.

**ADVANCE APPROVAL FOR CUSTOMER REIMBURSEMENT**

\*Due to the number of vendors that will not accept County of Macomb checks, selection of the most reasonably priced vendor may be limited. If it is determined the need could best be met through one of these vendors, a request may be approved in advance by the WIOA Specialist or Youth Specialist for customer reimbursement of the supportive service. Approval for customer reimbursement will require three estimates and will only be granted when the recommended lowest cost vendor has been identified as a vendor unable to accept checks issued by the County of Macomb. Customer reimbursement will only be approved with a PAID original receipt for the approved purchase and submitted to the Career Planner withing 15 days of the purchase.

Customer reimbursement will NOT be approved for auto repairs, auto insurance, eye exams, eyeglasses, phone or utility payments.

Supportive service requests will not be approved for the following:

* Replacement of lost or damaged books or supplies originally purchased with WIOA funding
* Rent or mortgage payments
* Automobile loan payments
* Automobile registration

*Question 14: A description of how the local board will coordinate the WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.*

Macomb and St. Clair Counties continue to experience transportation challenges for job seekers. The major transportation provider in Macomb County is Suburban Mobility Authority for Regional Transportation (SMART) which operates a bus system on some of the major roads in the county. A commuter system is used to deliver riders to the primary routes covered by SMART. The system is effective if your commute to work is short and falls in the southern half of the county. Nearly 60% of Macomb workers commute more than 10 miles each way to their jobs.

The major public transportation system in St. Clair County is the Blue Water Area Transit. This system provides regularly scheduled bus service to the city of Port Huron, Marysville and Fort Gratiot Township as well as dial-a-ride service in Fort Gratiot, Burtchville and Port Huron Township. Outside of these specific areas is rural and lacking an effective transportation system. As in Macomb County, this system is effective if you live within the specific area served by Blue Water Area Transit.

Macomb/St Clair Michigan Works! supplements these limited transportation systems with a variety of options for individuals in need of transportation. Monthly transportation passes to these systems are utilized as well as transportation stipends for those that live outside of these limited networks. Macomb/St. Clair also contracts with some private and non-profit transportation providers and in some cases gas vouchers are provided in a limited form for those that have an automobile.

Macomb/St. Clair Michigan Works! Coordinates services with many community- based organizations and non-profits that can assist participants with their supportive service needs. Continuous efforts are made to develop strong partnerships, improve service delivery, avoid duplication, enhance service coordination, and share info on available services.

*Question 15: A description of the local per participant funding cap, if applicable*

The MSCWDB has not set a “total” funding cap on participant services.

*Question 16: A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the One-Stop delivery system.*

As the contracted administrator of the local one-stop system, the Frank Taylor Group

will oversee and coordinate the operations of each service center to ensure that the partners and subcontractors work together to provide Wagner-Peyser, WIOA and other services to both the job seeking and business customers in an efficient and strategic manner. The one-stop partners will regularly meet to review the customer service process for ways to improve on it. Staff will receive training and printed information that will instruct them on the processes followed in the units in which they are employed as well as all other aspects of the one-stop system. MOUs will include a description of the duties, responsibilities and expectations of all one-stop partners and subcontractors and those entities will be regularly monitored for adherence to those agreements.

*Question 17: A description of how the local area is planning to deliver employment services in accordance with the Wagner-Peyser Act of 1933, as amended by Title III of the WIOA.*

Employment Services will be delivered in accordance with the Wagner-Peyser Act of 1933 and as amended by Title III of the WIOA and will include as follows:

* Bob Apczynski who coordinates the delivery of Wagner-Peyser Services within the MWA will serve as the point of contact. Mr. Apczynski is stationed at the MWA’s administrative office (21885 Dunham Road, Suite #11, Clinton Twp, MI 48036). Mr. Apczynski can be reached directly by phone at (586) 469-5022 or by email at [bob@macomb-stclairworks.org](mailto:bob@macomb-stclairworks.org) .
* Wagner-Peyser employment services will be delivered by a subcontractor, St. Clair Shores Adult and Community Education. St. Clair Shores Adult and Community Education is part of the Lakeshore School District and is a merit-based organization.
* All Wagner-Peyser funded employment services will be made available within the local One-Stop Service Centers at no cost to either employers or job seekers. There is a total of five service centers within the Macomb/St. Clair MWA. They are in the municipalities of Clinton Township, Mt. Clemens, Port Huron, Roseville, and Warren. Employment Service staff/facilitators are available at all five service centers. They will provide assistance to both categories of customers with Pure Michigan Talent Connect registration, and, in addition will provide career interest assessment, job and talent search assistance, and information on all of the services available through the local Michigan Works Service System. In addition, a team of Business Account Managers are available to travel to local businesses and meet with employers looking for assistance in finding the talent that they need to operate their companies efficiently.
* The Labor Exchange services offered through the Macomb/St. Clair MWA will be delivered in the following fashion.
* Self-Services – All job seeker and employer “customers” who seek assistance from the Macomb/St. Clair MWA will receive instruction and guidance regarding the Pure Michigan Talent Connect System (PMTC). Customers will also be informed that, if they wish, they are welcome to access, register with, and utilize the PMTC System on their own, without the assistance of Michigan Works staff. However, if they need assistance, staff are always available to help them.
* Facilitated Services – For those customers who do prefer to obtain assistance in utilizing the system, Michigan Works staff are available to provide them with one-on-one support. Upon request, job seekers will be provided with in-depth instruction on the use of the system, assistance in preparing an on-line profile and resume, a review of their information before it is posted in the system, (to check for grammatical and spelling errors), help with the actual posting of their information into PMTC, and instruction on how to best use the system to conduct a job search. They can also request assistance on occasions in which they return to a service center to update their information. Business Owners looking to find new talent will be able to obtain the same detailed instruction and assistance on how to establish an employer’s account; and on how to post a job. If an employer prefers, Michigan Works staff will collect information from them and will post the job on his/her behalf. Staff are also available to travel to business locations to assist employers through the registration and job posting process.
* Staff Assisted Services – ES Staff will provide customers with printed information on the MWA’s services and will verbally cover the complete list of services available within the center. In addition, job seekers will be provided with information regarding training opportunities available through the Workforce Innovation and Opportunity Act (WIOA) as well as the MWA’s other funding sources. Job seekers will also have the option of attending one or more of a series of job search workshops that address such topics as how to write a professional resume, how to conduct oneself in a job interview, and how to conduct an effective job search.
* Job seekers who are determined to be “job ready” will have the opportunity to meet with a member of our business services staff who will work with them to develop job referrals by reviewing the needs of the employers with whom the business services team are currently working. If no job opportunities match with the needs of the job seeker, the Business Account Manager (BAM) will work with the job seeker to identify employers who may need the skills possessed by the job seeking customer. Job seeking customers can also receive “one-on-one” mediated services such as help in preparing a resume directed at a specific job, advanced preparation for a job interview, and/or guidance, and assistance in setting up an organized job search. Job Seekers who are not considered to be “job ready” (i.e., who do not possess in-demand skills and who are lacking in job seeking skills such as preparing a resume”), will be directed to a Career Planner for assessment, guidance, workshop participation, and training resources.
* Employment Service Staffing at each of the 5 Michigan Works! Career Centers within the MWA is based on the amount of anticipated foot traffic. An overall Supervisor is on staff and is stationed at the Career Center located in Clinton Township. Each Career Center also has a staff member on-site who is assigned to deliver mediated services to job seekers. Each Career Center has a staff of Facilitators who work with job seekers and employers and who provide those customers with access and training on the use of the Pure Michigan Talent Connect System. Facilitator breakdowns are as follows: Clinton Township: 4 full-time facilitators, Mt. Clemens: 2 full-time and 1 part-time, Port Huron: 2 full-time and 1 part-time, Roseville: 4 full-time facilitators, and Warren: 4 full-time.
* All UI claimants who visit a local Michigan Works! Service Center and request services will be registered into the Pure Michigan Talent Connect System. The ES staff will notify the UIA claimants who have completed the registration process. The names and social security numbers of all UI claimants who have completed the registration process will be electronically logged into the UIA’s MIS system at the end of each workday. The verification card of each claimant who completes the process will also be stamped and initialed by a member of the ES staff. Any specific evidence of a UI claimant’s unavailability for employment and/or evidence of his or her failure to seek employment while receiving benefits will be reported to the UIA by the completion and submission of Form DLEG-BWP 303.
* The Macomb/St. Clair Workforce Development Board will provide reemployment services to Unemployment Insurance (UI) claimants who have been identified by the Unemployment Insurance Agency (UIA) as part of the RESEA program. The Board will comply with all requirements established by the UIA and the Department of Labor and Economic Opportunity-Workforce Development to service the needs of this population. All RESEA claimants who contact the Macomb/St. Clair MWA within their 21day allotted period will be scheduled for an orientation on the reemployment services that are available to them through the local Michigan Works System and will be scheduled for a minimum of 2 hours of additional reemployment services. The UIA will be notified as to the compliance of each RESEA claimant through information entered into the Michigan Works One-Stop MIS system. The Macomb/St. Clair Workforce Development Board will participate in the Michigan component of the National Labor Exchange by providing access to the Pure Michigan Talent Connect System to our customers and by receiving and forwarding certain interstate and intrastate job orders to designated Workforce Development Agency staff for processing.
* The Macomb/St. Clair Workforce Development Board will participate in the Michigan component of the National Labor Exchange by providing access to the Pure Michigan Talent Connect System to our customers and by receiving and forwarding certain interstate and intrastate job orders to designated LEO-WD staff for processing.
* Staff of the Macomb/St. Clair Workforce Development Board will inquire of each job seeking customer as to whether or not they are a Veteran of a branch of the Armed Services of the United States. As with other customers in the MWA’s general population, each Veteran will be provided with the printed information as well as a verbal rundown of the services available through the local Michigan Works system. Staff will also notify each Veteran of how the system ensures that Veterans receive “priority of service”. Staff will follow the following process to ensure that those Veterans who wish to receive services through a Disabled Veterans Outreach Program Specialist (DVOP) have the opportunity to do so.
* Every job seeker who identifies themselves as a Veteran will be referred to a “Veterans Career Planner” on staff. The Veterans Career Planner will provide the Veteran/customer with a form that will allow him or her to identify whether he or she falls within one of the “hard-to-serve” categories. (Note: Completion of this form will be strictly voluntary!)Veterans who self-identify as falling into one of the hard-to-serve categories will be referred to the DVOP stationed at the Service Center in order to receive more intensive services. (Note: As no DVOP is stationed at the Service Center located in the City of Warren, those Veterans who visit that particular center and who request services through the DVOP will be referred to the DVOP at the Roseville Center.)
* Veterans who self-identify as falling into one of the hard-to-serve categories will be referred to the DVOP stationed at the Service Center in order to receive more intensive services. (Note: As no DVOP is stationed at the Service Center located in the City of Warren, those Veterans who visit that particular center and who request services through the DVOP will be referred to the DVOP at the Roseville Center.)
* Veterans who do not fall within a hard-to-serve category and who refuse services through the DVOP will receive services through the Veterans Career Planner.
* An explanation of the services and staffing the MWA will use to ensure that MSWs will be provided access to the same employment services, benefits, protections, counseling, testing, and job and training referral services received by the general population. This explanation shall include a description of the referral process to MSWs or other appropriate MWA staff.

**Services Provided to Migrant and Seasonal Farm Workers (MSFW)**

The Macomb/St. Clair Workforce Development Board will take steps to ensure that Migrant and Seasonal Farm Workers (MSFWs) who visit a local Michigan Works Service Center also receive the same services, benefits, protections, counseling, testing, and job referral services that are available to any other job seeking customer. Any MSFW who visits a Service Center will be registered in the Pure Michigan Talent Connect System, will receive detailed information on the full range of services available to job seekers. Any MSFW who expresses an interest in training will be scheduled for an informational session on training options and will be given the opportunity to meet with a Career Planner to discuss the opportunities available to them. When required, a translator will be brought in to accompany any non-English speaking MSFWs to ensure that they understand the information being provided to them. The Workforce Development Board is also working with the State’s Department of Foreign Labor Services to identify job opportunities for MSFW and has set up a referral process to connect those workers with those job opportunities. Bob Apczynski, the Workforce Development Board’s Coordinator for Business and Employment Services serves the Point of Contact with the Foreign Labor Services staff.

* Each Service Center provides access to the Federally funded Fidelity Bonding Program. A contact person for the program is assigned to each service center and is available to service both job seekers and employers who are interested in the program.

*Question 18: A description of any navigators being utilized in the local area to provide targeted support and resources to specific groups of individuals with barriers to employment.*

The Macomb/St. Clair Workforce Development Board continues to employ a Disability Program Navigator to ensure that job seekers who possess disabilities have full access to the services offer by the MWA. The Disability Navigator also serves as a liaison with Michigan Rehabilitation Services. M/SCWDB also employs a Refugee and Immigration Navigator who assists individuals when English is not their primary language with access to services within the Michigan Works! service system.

*Question 19: A description of how the local board will coordinate the WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA Title II. This description shall include how the local board will carry out the review of local applications submitted under Title II consistent with the WIOA Sections 107(d)(11)(A) and (B)(I) and the WIOA Section 232.*

Coordination with core partners is crucial to the success of the One-Stop. Macomb/St. Clair has negotiated MOU’s in place with each of the Adult Education providers in the local area. The MOU identifies and outlines each organizations responsibility in delivering quality services. A formal referral process between the M/SCWDB and the adult education provider is identified in the MOU. Each entity has named a Navigator in each school district and one career planner in each Michigan Works! Career Center to serve as the point of contact for the exchange of participant information and referrals to appropriate services. These individuals serve to ensure the integration and access to services within the One-Stop as well as to facilitate smooth incorporation into other programs appropriate to meet the participants needs and goals. Referrals are made between the organizations via a referral form and tracked by the respective named individuals with information being shared on participant progress.

The M/SCWDB recently completed the review of the applications submitted under Title II from eligible applicants within the local workforce development region. Reviews on each application are completed by staff and a synopsis is developed outlining specific components and activities from each application and how they align with the regional and local workforce development plans. Strengths and weaknesses are identified, and recommendations are made to improve alignment to the local or regional workforce development plan. The synopsis is then taken to the One-Stop Committee for discussion and approval and then presented to the full board for approval.

*Question 20: Copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of an access to the entire set of services available in the local One-Stop delivery system. This includes cooperative agreements (as defined in WIOA Section 107(d)(11)) between the local Workforce Development Board (WDB) or other local entities described in WIOA Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under Title I of the Rehabilitation Act (29 U.S.C. 720 et seq.) (other than Section 112 or Part C of that Title (29 U.S.C. 732, 741) and subject to Section 121(f)) in accordance with Section 101(a)(11) of the Rehabilitation Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.*

Memorandums of Understanding have been signed with the organization listed below. Copies of the MOUs are attached to this document.

* AARP Foundation
* Bureau of Services for Blind Persons
* Chippewa Valley Schools Adult Education
* Lakeshore – St. Clair Shores Adult Education
* L’Anse Cruse Adult Education
* Macomb Community College
* Michigan Rehabilitation Services
* Michigan State Housing Development Authority (HUD)
* Oakland County Workforce Development Board
* Port Huron Schools – Harrison Center Adult Education
* South Eastern Michigan Indians, Inc.
* St. Clair County Community College
* Utica Community Schools Adult Education
* Warren Woods Adult Education
* Unemployment Insurance Agency
* Veterans Employment Services

*Question 21: A description of the entity responsible for the disbursal of grant funds (Grant Recipient).*

M/SCWDB is the MWA operating WIOA services in Macomb and St. Clair Counties. An Intergovernmental Transfer of Function and Responsibilities between County of Macomb and County of St. Clair under Public Act No. 8 of 1967 and the Governor of the State of Michigan designation that both counties to be the Macomb/St. Clair Michigan Works! Area; transfers function and responsibility of Michigan Works activities to the Grant Recipient, the County of Macomb. Macomb County is the Grant Recipient and fiduciary, Macomb/St. Clair Workforce Development Board is the Administrative Agent.

M/SCWDB consists of 29 voluntary members, 15 representing private sector. Two represent Economic Development organization and six representing Organized Labor and Community Based Organizations. Other represented sectors are:

* Higher Education
* Department of Health and Human Services
* Vocational Rehabilitation
* Department of Corrections
* Workforce Development
* Adult Education/Literacy

Appointments are made by Macomb County Chief Elected Official from nominations solicited from representative organizations.

M/SCWDB has four standing committees: One-Stop Delivery Committee, Youth Committee, Individuals with Disabilities Committee and Administrative Committee. Each is chaired by a member of the Board.

In addition to operating WIOA core services, M/SCWDB manages the Offender Success Program for Macomb County and St. Clair County, and the Senior Community Service Employment Program. Most recently was rewarded the competitive USDOL National Health Emergency Disaster Recovery Dislocated Worker Grant the Peer Supported Employment Opportunity Program (PSEOP), in collaboration between the Macomb County Community Corrections and the 16th Circuit Court Drug Court; partnering with CARE of Southeastern Michigan.

*Question 22: A description of the competitive process that will be used to award the sub-grants and contracts for the WIOA Title I activities.*

M/SCWDB uses a procurement policy developed with standards from State of Michigan Labor and Economic Opportunity-Workforce Development (LEO-WD) Policy Issuance 19-30 and its respective changes, along with the requirements set forth in 2 CFR Part 200.

Full and open competition, including adding to contact lists any identified minority businesses, woman-owned businesses. Sub grantees and contractors are solicited using Requests for Proposals which are presented as printed public notices and posted using electronic media. Clear definition of performance criteria is included in the RFP. Evaluations with scoring are presented to committee and full board discussion and approval. The winning bid having shown the most benefit to the program using price, technical aspects, and other factors. Justification for the winning bid is fully transparent.

M/SCWDB, its contractors and sub-grantees, are held to the standards of procurement written in LEO-WD Policy Issuance 19-30 updated as necessary and 2 CFR Part 200. Sound judgment in all procurement transactions is expected, disallowing any unnecessary or duplicative transactions and having accurate and properly allocated expenses.

*Question 23: The local levels of performance negotiated with the Governor and CEO(s) to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under the WIOA Title I Subtitle B, and the One-Stop delivery system in the local area. Local boards are not required to provide or negotiate performance levels for those measures designated by the U.S. Department of Labor (USDOL) as baseline measures as described in Section II.*

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| --- | --- |
| **ADULT** | **PY 2019** |
| Employment Rate 2nd Quarter after Exit | 84.8% |
| Employment Rate 4th Quarter after Exit | 76% |
| Median Earnings 2nd Quarter after Exit | $6,501 |
| Credential Attainment within 4 Quarters after Exit | 72.1% |
| **DISLOCATED WORKER** |  |
| Employment Rate 2nd Quarter after Exit | 87.6% |
| Employment Rate 4th Quarter after Exit | 75% |
| Median Earnings 2nd Quarter after Exit | $7,750 |
| Credential Attainment within 4 Quarters after Exit | 66% |
| **YOUTH** |  |
| Employment Rate 2nd Quarter after Exit | 74.6% |
| Employment Rate 4th Quarter after Exit | 72.3% |
| Credential Attainment within 4 Quarters after Exit | 70.1% |
| **WAGNER-PEYSER** |  |
| Employment Rate 2nd Quarter after Exit | 67.2% |
| Employment Rate 4th Quarter after Exit | 66.9% |
| Median Earnings 2nd Quarter after Exit | $6,023 |

*Question 24: A description of the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the State Board. For this section local boards shall include:*

*• Effectiveness and continuous improvement criteria the local board will implement to assess their One-Stop centers.*

*• A description of how the local board will allocate One-Stop center infrastructure funds.*

*• A description of the roles and contributions of One-Stop partners, including cost allocation.*

To remain effective and to continue to improve our One-Stop delivery system the Macomb/St. Clair Workforce Development Board has organized itself in a committee structure. These committees are charged with designing, monitoring, and improving the overall delivery system. The following is a description of the initial four standing committees of the Board. Additional standing and/or ad hoc committees may be formed depending on the needs of the Board:

**One-Stop Delivery Committee**

* Assess labor market employment and training needs
* Coordinate the delivery of services at the Michigan Works! Career Centers
* Make recommendations to the Workforce Development Board on the selection of service providers at the Michigan Works! Career Centers
* Evaluate the effectiveness of occupational skills training and other contracted services
* Make recommendations to improve the delivery of services at Michigan Works! Career Centers including additional services to be provided
* Make recommendations on location, size and services to be provided at each Michigan Works! Career Center
* Develop marketing strategies for Michigan Works! Career Centers

**Youth Committee**

* Assess the employment and training needs of in-school and out-of-school youth, 14-24 years of age
* Design an integrated youth delivery system that focuses on a continuum of services
* Evaluate proposals submitted by service providers in response to Request for Proposals to provide occupational skills training and other services needed to advance the employability of youth. Make funding recommendations to the Board of Directors.
* Evaluate marketing strategies to reach targeted youth populations
* Develop career pathways for youth to enter high demand/high wage employment
* Negotiate youth performance measures
* Recommend policy direction to the M/SCWDB for the design, development and implementation of programs that benefit all youth
* Recommend ways to leverage resources and coordinate services among schools, public programs and community-based organizations serving youth
* Provide on-going leadership and support for continuous quality improvement for local youth programs

**Individuals with Disabilities Committee**

* Create strategies to integrate individuals with disabilities into all services provided by the Michigan Works! Service Delivery System
* Create strategies to assure programmatic and physical access to the services, programs and activities available at the Michigan Works! Career Centers
* Evaluate all programs and services to assure access to individuals with disabilities
* Provide staff training, as appropriate, on providing supports for and accommodations to, and finding employment opportunities for individuals with disabilities
* Monitor to assure that throughout the Michigan Works! Service Delivery System that persons with physical, mental, cognitive and sensory disabilities will have programmatic and physical access to all services and activities
* Create outreach and specialized marketing of Michigan Works! services and activities to individuals with disabilities

**Administrative Committee**

* Monitor compliance with federal and state administrative and programmatic regulations
* Monitor planned benchmarks and negotiated performance standards
* Review federal, state and local monitoring reports, develop corrective action if necessary, implement appropriate corrective action
* Review personnel policies that assure fair and equal treatment to all employees and prospective employees of the M/SCWDB
* Maintain an organizational staff salary and benefit program to assure that employees receive fair compensation for work performed and that the compensation program attracts qualified professionals
* Review and recommend a budget for each grant or funding source received by the Macomb/St. Clair Workforce Development Board
* Review and recommend grant plans to the M/SCWDB

Each of the standing committees formed not only include members from the Board but other business and community members that can bring additional insights and ideas.

This committee structure is designed to assure that the Board continuously assess the total delivery system of services to those with barriers to employment.

The One-Stop Delivery Committee with input from the Disability Committee and the Youth Committee has the overall responsibility to design and implement an employment and training system that is continually being assessed and evaluated for effectiveness. These are some of the deliverables the committee has implemented.

All staff at the Michigan Works! Career Centers in Macomb and St. Clair Counties have received the following training:

* Windmills presented by Michigan Rehabilitation Service- Business Network Unit. This Training deals with the unique challenges that persons with disabilities present and how best to address the issues. The whole training is built around “Disability Etiquette.”
* At Your Service that provides training on “welcoming customer with disabilities.”
* Bureau of Services to Blind Persons provided training on dealing with the challenges that a blind person faces.
* All center staff received training on “Excellent Customer Service.”

The Workforce Development Board through this committee structure also requested Michigan rehabilitation Service to not only inspect each of our Centers for ADA compliance but to make suggestions on how to make the centers more accommodating to person with disabilities. This has resulted in major facility renovations as well as the purchase of equipment to better accommodate those with disabilities.

The One-Stop Operator (The Frank Taylor Group) developed staff questionnaire and interviewed one-stop staff from each service provider and each job classification and all supervisors. The questions were centered around five major categories:

* Customer Service
* Customer Satisfaction
* Communication
* Professional Growth/Staff Development
* Utilizing technology effectively

The interviews resulted in a number of process changes, center supervisor meetings, more cross training of staff. These measures ensured the consistency of the operation at the five Macomb/St. Clair Michigan Works! Career Centers.

The Board allocates One-Stop center infrastructure costs to each program funding source by full-time equivalency (FTE). The One-Stop partners that the Board does not receive the direct funding for are also allocated for infrastructure cost by FTE.

*Question 25: A description of how training services outlined in the WIOA Section 134 (adult and Dislocated Worker) will be provided through the use of individual training accounts, including:*

• *If contracts for training services will be used.*

*• Coordination between training service contracts and individual training accounts.*

*• How the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.*

Contracts for training services will be used primarily for work-based learning activities.

An Individual Training Account (ITA) is the funding mechanism established for Adult and Dislocated Workers for whom occupational skills training have been determined to be an appropriate training service.

The career planner’s request for ITA funding signals a decision has been made by the participant based on thorough consideration of his/her personal abilities, skills, aptitudes and needs; an exploration of career opportunities, labor market information and demand occupations; review of training providers and the curriculum that will best prepare the participant for employment; and exploration and application for grant assistance from funding sources other than or in addition to WIOA dollars.

* The Career Planner will help guide the customer in selecting a training program and training provider, but the final selection will be based on informed customer choice.
* Completion of selected training must lead to employment identified locally as a demand occupation that results in the earning of a recognized credential.
* The requested training is required to be posted on Michigan’s Eligible Training Provider List – Michigan Training Connect (MiTC).
* The job seeker has reviewed three schools that offer training that leads to the occupational goal. The review should consist minimally of cost and program comparisons and school accreditation. A personal visit to more than one school by the job seeker is encouraged
* Tuition payments will be made by a prepaid MasterCard issued in the participant’s name and who is responsible for making tuition payment to the training provider. Funds will be available per semester or term. Training institutions that do not accept MasterCard will be issued a check payable to the training institution.
* Participants are required to complete the Free Application for Federal Student Aid (FAFSA) for each year of training. Any grants, scholarships or PELL awarded will be applied to the training costs prior to the use of WIOA funding. Application for FAFSA is not required for participants choosing a training institution that is not eligible to accept state and federal grants.
* Due to limited training funds, ITAs will be distributed based on priority of service which includes:
  + Individuals who are residents of Macomb or St. Clair Counties.
  + Individuals who are non-residents of Macomb or St. Clair County that have been terminated or dislocated from their most recent job with an employer located in Macomb or St. Clair County.
  + A U.S. military veteran, regardless of county of residence.
  + The spouse of an active duty Armed Forces member and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member, regardless of county residence.
* The maximum ITA value is determined by the M/SCWDB ITA policy in effect at the time the ITA is issued. The current maximum ITA is based on the greater value of up to $5,000 for the training program or the number of actual class hours of the training program multiplied by $12.25 per training hour. The total value of the ITA will be applied to costs for tuition and fees. Books and supplies required by the training institution to complete the training program will be funded through an established book authorization procedure and supportive services.
* ITAs will not be approved for students already enrolled and attending the requested training prior to a determination of WIOA eligibility, unless there is documentation of significant financial loss following enrollment. The WIOA Coordinator will consider requests on an individual circumstances and dependent on funding availability.
* The customer will sign a Michigan Works! Training Agreement for Individual Training Accounts that outlines the terms and conditions under which the customer will retain access to training funds and other authorized supportive services provided through Michigan Works!

*Question 26: A description of the process used by the local board, consistent with Section III, to provide a 30 day public comment period prior to submission of the plan, including an opportunity to have input into development of the Local Plan, particularly for representatives of businesses, labor organizations, and education.*

As outlined in Section III, the M/SCWDB will make its local and regional plans available to the public for 30 days before it submits the plans to the Governor to allow members of the public, including representatives of business, labor organizations and education to submit comments on the proposed plans.

Announcement of the availability of the plans will be published in the Macomb Daily and the Port Huron Times Herald. The plans will be posted on our website at [www.macomb-stclairworks.org](http://www.macomb-stclairworks.org) and posted on the Macomb/St. Clair Michigan Works! social media sites. Notification of the availability to review the plans will be sent to local business organizations, labor organizations and educational institutions.

Copies of the plans will also be available for review at the administrative office of the Macomb/St. Clair Workforce Development Board.

Any comments that express disagreements with the plan will be submitted to the Governor with the plan. In accordance with the American with Disabilities Act (ADA) the plans will be made available in alternative formats as necessary upon request.

*Question 27: A description of how One-Stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under the WIOA and by One-Stop partners.*

Title I and Title III programs in the One-Stop centers under the M/SCWDB are all using the State of Michigan’s One-Stop Management Information System (OSMIS) for participant reporting and participant case management. This allows for a better coordination of services to participants. The M/SCWDB plans to use OSMIS as their only intake and case management system for Title I and Title III participants.

*Question 28: A description of the local priority of service requirements.*

Priority of service will be given to low-income individuals who meet the definition of a low-income individual as defined in WIOA Section 3 (36). This section states that a

low-income individual is an individual who

1. receives or in the past 6 months received or is a member of a family that receives or in the past 6 months received federal, state or local income-based public assistance;
2. is in a family with a total family income that does not exceed the higher of the poverty line or 70% of the lower living standard income level;
3. is a homeless individual as defined in Section 41403(6) of the Violence Against Women Act of 1994 (42 USC 14043e-2(6)); a homeless child or youth as defined in sec. 725(2) of the McKinney­Vento Homeless Assistance Act (42 USC 11434a(2));
4. receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (42 USC 1751);
5. is a foster child on behalf of whom State or local government payments are made; (vi) is an individual with a disability whose own income meets the income requirements, but who is a member of a family whose income does not meet this

requirement.

Priority of service will also be given to veterans and eligible spouses. An eligible spouse is defined by DOL as:

1. a spouse of a veteran who died of a service connected disability;
2. a spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the

following categories and has been so listed for a total of more than 90 days: missing in action, captured in the line of duty by a hostile force, or forcibly detained or interned in the line of duty by a foreign government or power;

1. a spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs;
2. a spouse of any veteran who died while a disability was in existence without regard to income.

The Macomb/St. Clair Workforce Development Board has also established the following local criteria:

* Individuals who meet the definition of basic skills deficient in the Macomb/St. Clair Workforce Development Board's Policy Issuance 01-07.

Periodically the Macomb/St. Clair Workforce Development Board may open a window for other populations based on available resources.

*Question 29: A description of how local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.*

The WIOA Coordinator is the MSCWDB’s designee as the agency’s representative as a Rapid Response partner. Working in cooperation with and at the direction of Labor & Economic Opportunity-Workforce Development (LEO/WD), assistance is provided to employers and their employees experiencing a closure, mass layoff, or natural disaster that results in job dislocation.

Knowledge of the potential for layoffs and/or notification of immediate or pending layoffs can come from various sources. First-hand notice may initially come to LEO/WD, the MWA, economic development, local government, or other community partners. Regardless of where the information originates, sharing this information is key to planning and expediting appropriate services.

When LEO/WD staff or Michigan Works! staff receives information regarding such an event, the other party should immediately be alerted to begin the response activity. A mutual decision will be made as to who will take the lead and initiate contact with the employer.

The lead should attempt to obtain the information below from the employer and will be responsible for sharing it with appropriate partners:

1. Company name with address and phone number
2. Contact name & title
3. Description of the business including North American Industry Classifications (NAICS)
4. Type of dislocation (closure, mass layoff)
5. Notification type (Worker Adjustment and Retraining Notification (WARN), News Article, Letter, Phone call, other)
6. Number of impacted workers and total workers at the facility
7. Descriptions of impacted employee skill sets and corresponding occupations
8. Identification of potential days and times for a Rapid Response Meeting and or Worker Orientation.

The M/SCWDB’s WIOA Coordinator, or in their absence, other designated M/SCWDB administrative staff, will participate in all Rapid Response meetings. Dissemination of information to assist the workers with reemployment through Michigan Works! and community partners will be provided.

*Question 30: A description of RR activities.*

The RR activities encompass activities necessary to plan and deliver services to dislocated workers to facilitate a relatively quick and unencumbered transition to employment or training, following either a permanent closure or mass layoff or a natural (or other) disaster resulting in a mass job dislocation. The state is responsible for providing RR activities.

The state staff is assigned a geographic territory with the responsibility for the coordination of RR activities between the state and the local area. A Worker Adjustment Retraining Notification (WARN) Act notice typically activates the RR intervention in plant closings and mass layoffs. The WARN Act requires employers with more than 100 employees to provide at least 60 days advance notice of a covered plant closing or mass layoff at a site where the plant closing/mass layoff will affect at least one-third of the workforce and a minimum of 50 employees.

The state monitors media reports and uses a network of local contacts, such as the MWAs, state and local economic development officials, the Michigan Economic Development Corporation, union officials, United Way, and other partners to identify plant closings or layoffs.

* Services included as part of the RR process include:

1. Initial RR meeting with the company and union officers (if applicable).
2. Worker orientation meetings for employees. These meetings include presentations by MWA service providers and provide information on employment services; WIOA-funded career services (basic and individualized) and training services; Trade Adjustment Assistance, if applicable; special population services (Michigan Rehabilitation Services, Veterans’ services), and local/community services (United Way, local community colleges, credit union counseling, etc.). Collaboration with other state agencies (e.g., Office of Retirement Services, Friend of the Court) are planned as needed. Michigan Unemployment Insurance Agency representatives may also participate in worker orientation meetings and provide information on how to file/claim unemployment insurance benefits. Establishment and organization of a Joint Adjustment Committee (JAC). A JAC is an ad hoc group of workers and managers who organize to provide adjustment services on behalf of the employees who are about to lose their jobs due to a plant closure or a mass layoff. The purpose of a JAC is to help displaced workers make a successful transition to a satisfactory job or training in the shortest possible time (reference Policy Issuance (PI) 06-12, “Establishment of Labor Management Committees, also known as JACs at Sites of Facility Closures and Mass Layoffs,” issued September 26, 2006).
3. Layoff Aversion IWT, which includes an assessment of the potential for averting layoffs in consultation with the state or local economic development agencies, including private sector economic development entities and other key partners, up to a year in advance of an actual or potential dislocation event. Special attention and reference should be given to the timeframes and activities charted in the USDOL Training Employment Notice (TEN) 9-12. An IWT is the actual employment and training instrument to upgrade and alter skills to maintain employment or transition to similar employment, a preventative measure, to save jobs, increase economic productivity, and decrease the negative impacts of unemployment. Reference the USDOL Training and Employment Guidance Letter (TEGL) 30-09, the USDOL TEN 9-12, and the PI 12-02.
4. State Adjustment Grants (SAGs) are additional increments to a local area’s Dislocated Worker formula funding award to meet documented funding deficits. The MWAs may request additional funding for a single or multiple dislocation event(s) via a SAG, following the application process outlined in the SAG PI 12-32. The process includes review of the application and supporting documents and negotiation with the MWA to finalize the award. The WD reserves the right to award SAGs with specific terms and conditions, including demonstration that the SAG aligns with the Michigan Industry Cluster Approach, an obligation to spend all or part of the SAG by the end of the Program Year (PY) in which it was granted, or other time period as determined by the WD.
5. National Dislocated Worker Grants (NDWGs) are another form of assistance provided to dislocated workers. The NDWGs are discretionary grants awarded by the Secretary of Labor to provide employment-related services for dislocated workers in specific circumstances. The WD and local MWAs work together to develop the application and project design for an NDWG, in response to a specific dislocation event.
6. The MWAs shall develop a policy describing how the local WDB will coordinate workforce investment activities carried out in the local area with the aforementioned statewide RR activities provided by the WD to address actual or potential dislocation events, in accordance with the WIOA, Section 134(2)(A) and 20 CFR 682.300 to 682.330. In addition to the general RR elements listed under the subsections above, the policy must include, but is not limited to the following actions:
   1. A listing of the name of the person, title, mailing address, email address, and telephone number primarily responsible for   
      (1) JACs, (2) SAGs, and (3) NDWGs.
   2. The steps taken to include layoff aversion as a component of RR, whether realized as a policy or a set of procedures in conformity with the USDOL TEGL 30-09, the USDOL   
      TEN 9-12, and the PI 12-02.
   3. A description of the coordination of layoff aversion with IWT.
   4. A description of the MWA’s role in the function of JACs.

A description of the local circumstances which would activate a request for a SAG (for example, specific level or percent of local dislocated worker formula funding expended, obligated and/or unobligated; specific level or percent of local and/or regional unemployment; the size of an actual or potential dislocation event; the time period between local dislocation events, etc.).

**Rapid Response Activities**

The WIOA Coordinator or other designated M/SCWDB administrative staff, will participate in all scheduled RR meetings with the company and union officials. Dissemination of information to assist the workers with reemployment through Michigan Works! and community partners will be provided. Every attempt will be made with the company to arrange a worker orientation meeting for the affected employees prior to layoff dates. If the company is not agreeable to on-site meetings or if short notice does not allow for a meeting prior to layoffs, efforts will be made to provide printed and/or electronic materials to the affected workers.

Although not always feasible, ideally the orientations will be held on-site at the location the

workers are being dislocated from. When this is not possible, arrangements will be made at an

alternate site such as the union hall, Michigan Works! Career Center or educational center.

It is preferable that there is representation at the worker orientation meetings from the

Unemployment Insurance Agency, in addition to the RR meeting. LEO/WD is responsible for

making the request from UIA and the availability of a representative will be relayed by the

LEO/WD to the WIOA Coordinator.

The WIOA Coordinator will arrange for Michigan Works! program staff to attend scheduled worker orientations. Generally, both a career planner and a business account manager will be assigned to present reemployment services to the workers. The Michigan Works! presentation will include an overview of available activities and services with distribution of an informational folder of written materials consisting of reemployment resources, training options, and community resources. Electronic versions of the materials will also be available. Workers are strongly encouraged to visit a Michigan Works! Career Center for further guidance. Collaboration with other organizations may result in additional presenters based on the worker group and circumstances of the layoffs.

**Joint Adjustment Committee (JAC)**

In situations where the RR team has determined that the formation of a JAC is appropriate, the MSCWDB's WIOA Coordinator or another designee will participate as a member of the committee. Assistance will be provided to inform and educate committee members on available dislocated worker reemployment services and to coordinate the delivery and presentation of these services and other resources to the workers. Additional facilitation will occur as the committee identifies needs of the worker group.

**Layoff Aversion**

As part of the local rapid response activities an immediate and on-site contact is made with the

employers, representatives of the affected workers and appropriate members of the community

to assess the potential for averting the layoffs. This activity is made in consultation with the

State and/or local economic development agencies, including private sector economic

development organizations. If it appears that layoff(s) can be averted, a plan is drafted and

executed to avoid the layoffs. The key component of any strategy is establishment of an early

warning system. The sooner the system is aware of a potential layoff(s) the more interventions

can be used to avert the layoff(s).

An effective early warning network:

* County and Local Economic Development Organizations serve as points of entry
* Public, nonprofit, and private partners direct at-risk businesses to economic development organizations
* Economic development organizations coordinate assessment and delivery of services
* Tap into existing public/nonprofit and private networks to identify at risk businesses, including:
* Public/Nonprofit – EDO, MWA, MMTC and other partner business outreach staff
* Private – bankers, accountants and turn around consultants
* Educate partners about the early warning network process, available resources, and targets.

A critical aspect of our outreach to the employer and business community is assessing the health of a company with respect to employment issues. This assessment is part of the business professional solutions process. If employee layoff appears to be eminent, necessary community partners, including economic development agencies and education will be brought together to determine if a plan can be developed to assist the company in averting any layoffs.

The activities that are included as part of a layoff aversion include but are not limited to:

* Prefeasibility studies
* Support for new product development
* Success planning/loan programs
* Data collection
* Employee training including customized and OJT
* Peer counseling
* Incumbent worker training\*
* Technical assistance

\*The MSCWDB will fund incumbent worker training only if it is used as part of a strategic plan to avoid potential layoff(s). Support will be provided to local business to apply for incumbent worker training grants when made available through the state’s Going Pro Training Fund or similar funding source.

**State Adjustment Grants (SAGs)**

The MSCWDB will continuously monitor its expenditure and obligation of WIOA Dislocated Worker funds. When funding is obligated and the need for additional resources is necessary to serve a specific disclosure or mass layoff event, the MSCWDB will request a SAG. If state resources are not available, the MSCWDB will work with LEO/WD to apply for a NDWG.

**National Dislocated Worker Grants (NDWGs)**

The MSCWDB will continuously monitor its expenditure and obligation of WIOA dislocated worker funds. When funding is obligated and the need for additional resources is necessary to serve a specific disclosure or mass layoff event, the MSCWDB may apply for a NDWG. If state resources are not available, the MSCWDB will work with the WDA to apply for a NDWG.

The MSCWDB gives primary responsibility for JACs to the WIOA Coordinator:

Beth Diehl

Macomb/St. Clair Workforce Development Board

21885 Dunham Road, Suite 11

Clinton Township MI 48036

[beth@macomb-stclairworks.org](mailto:beth@macomb-stclairworks.org)

586-469-5227

The MSCWDB gives primary responsibility for SAGs and NDWGs to the Executive Director:

John Bierbusse

Macomb/St. Clair Workforce Development Board

21885 Dunham Road, Suite 11

Clinton Township MI 48036

[john@macomb-stclairworks.org](mailto:john@macomb-stclairworks.org)

586-469-5220

# Section III

**Appendix I: Public Comments and Responses**

|  |  |
| --- | --- |
| **Comment/Question** | **Response to Comment** |
| No public comments received | No action necessary |

Appendix I: Public Comments and Responses

**Attachment A: Approval Request**

1. Region Number: WIOA Planning Region 10

1. Plan Title(s): WIOA Regional Plan for Program Years 2020 – 2023

1. Policy Issuance Number: 20-07

1. Plan Period: 07/01/20 - 06/30/24

The Chief Elected Official(s) and Workforce Development Board hereby request approval of this document. Please insert the printed name for each signature provided below.

### Chief Elected Officials

Signature of Authorized Chief Elected Official – Detroit Employment Solutions Corporation

Printed Name: Date:

Signature of Authorized Chief Elected Official – Macomb/St. Clair Michigan Works!

Printed Name: Date:

Signature of Authorized Chief Elected Official – Oakland County Michigan Works!

Printed Name: Date:

Signature of Authorized Chief Elected Official – Southeast Michigan Community Alliance

Printed Name: Date:

Attachment A: Approval Request

### Workforce Development Board Chairpersons

Signature of Workforce Development Board Chairperson – Detroit Employment Solutions Corporation

Printed Name: Date:

Signature of Workforce Development Board Chairperson – Macomb/St. Clair Michigan Works!

Printed Name: Date:

Signature of Workforce Development Board Chairperson – Oakland County Michigan Works!

Printed Name: Date:

Signature of Workforce Development Board Chairperson – Southeast Michigan Community Alliance

Printed Name: Date:

The Michigan Department of Labor and Economic Opportunity-Workforce Development, in compliance with applicable Federal and State laws, does not discriminate in employment or in the provision of services based on race, color, religion, sex, national origin, age, disability, height, weight, genetic information, marital status, arrest without conviction, political affiliation or belief, and for beneficiaries only, citizenship or participation in any federally assisted program or activity.