



Southeast Michigan Community Alliance (SEMCA)  
Michigan Works! Agency

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

Program Years 2020 through 2023  
07/01/2020 – 06/30/2024

Prepared in Response to  
Michigan Department of Labor and Economic Opportunity  
Workforce Development  
(LEO-WD)  
Policy Issuance (PI) 20-07

Federal Contractor

Equal Opportunity Employer & Programs – Minorities/Women/Disabled/Veterans Reasonable accommodations will be made upon request.

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**Background**



## SEMCA's Local Plan

*Local plans serve as four-year action plans to develop, align, and integrate service delivery strategies and to support the state's vision and strategic and operational goals. The local plan sets forth the strategy to:*

- *Direct investments in economic, education, and workforce training programs to focus on providing relevant education and training to ensure that individuals, including youth and individuals with barriers to employment, have the skills to compete in the job market and that employers have a ready supply of skilled workers.*
- *Apply job-driven strategies in the One-Stop system.*
- *Enable economic, education, and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training, and education programs.*
- *Incorporate the local plan in to the regional plan per 20 Code of Federal Regulations(CFR) 679.540.*

*Section 108(b) (1) through (22) of the WIOA requires local boards and CEOs to develop and submit a comprehensive four-year local plan that is consistent with the State Plan and based on an analysis of regional labor market data. The local plan shall include:*

**1. An analysis of regional labor market data and economic conditions including:**

- *The regional analysis prepared as part of the regional plan.*

The regional analysis prepared as part of the Regional Plan is provided as Attachment A to this Local Plan.

- *A description of the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to performance accountability measures based on primary indicators of performance as described in the WIOA Section 116(b)(2)(A) in order to support regional economic growth and economic self-sufficiency. Expected performance levels for Adult, Dislocated Worker, Youth, Adult Education and Literacy, and Wagner-Peyser, as described in the WIOA Section 116(b)(2)(A). Expected performance levels may be used to evaluate outcomes until such time as formal performance goals are established. Local boards are not required to provide expected levels of performance for Program Year (PY) 2016 and PY 2017 for those performance measures designated by the Department of Labor (USDOL) as "baseline" indicators. Performance measures are designated as baseline where it is unlikely that adequate data exists to make a reasonable determination of an expected level of performance. Such designations vary across the core programs.*

**Baseline Measures:**

- **WIOA Title I – Adult, Dislocated Worker, and Youth**
  - **Measurable Skills Gain**
  - **Median Earning (Youth Only)**
  - **Effectiveness in Serving Employers**
- **WIOA Title II – Adult Education and Literacy**
  - **Employment Second Quarter After Exit**
  - **Employment Fourth Quarter After Exit**
  - **Median Earnings**

- **Credential Attainment Rate**
  - **Effectiveness in Serving Employers**
- **WIOA Title III – Wagner-Peyser**
  - **Effectiveness in Serving Employers**  
**(Credential Attainment Rate and Measurable Skills Gain do not apply to Wagner-Peyser)**
- **WIOA Title IV – Vocational Rehabilitation**
  - **All measures are designated as baseline**

SEMCA’s programs incorporate a demand driven model where training and employment opportunities are guided by the needs of local employers utilizing labor market information and data from the Workforce Intelligence Network (WIN) for Southeast Michigan. Programs are designed to link closely to local and regional labor market needs and incorporate strong connections between academic and occupational learning as well as other community programs and services.

SEMCA and its WDB work to ensure that its Michigan Works! American Jobs Centers (AJCs) and related services are employer focused and outcome driven, with the placement of job candidates to meet businesses’ hiring needs being of the highest priority. Through partnerships, contracted services, oversight, and direction, SEMCA ensures that systems are in place so that a quality connection is made between business looking for qualified workers and individuals seeking gainful employment. SEMCA’s WDB includes in its vision statement, “through SEMCA’s leadership there is a robust career and talent pipeline sustained by public and private partnerships driving a vital, competitive economy.” The WDB’s commitment is that every participant will be equipped with rigorous and relevant skills and a strong workplace readiness.

SEMCA is committed to delivering services consistent with the mission, vision, values and culture of the WDB, based on the following principles:

- A commitment to encourage a common direction among diverse employment, education and training programs;
- Universality of access by employers and job seekers with multiple access points;
- Ease of customer access based on population density and other factors that make locations convenient with maximum co-location of programs required WIOA core services;
- Service delivery that is driven by individual customer needs rather than program offerings;
- Market driven through private sector leadership and by serving the workforce with services responding to the marketplace;
- Integration of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation;
- Customer service focus of staff, facilities and services supported by customer satisfaction measures;
- Maximum leveraging of resources through co-location and shared operating costs; and
- Accountability focused on results and documented by performance measures.

SEMCA’s vision and mission are inclusive of all participants, including youth and individuals with barriers to employment. SEMCA’s youth vision is to fully prepare all youth participants to be productive and contributing members of society. To actualize this vision, SEMCA makes great efforts to offer youth programs that are of the highest quality; that incorporates bold, innovative and flexible program designs; and that prepare at-risk youth for real job opportunities in the ever-changing economy. The WIOA Youth program assists youth, both in and out-of-school, to explore

career options; set meaningful and attainable goals; build connections to the world of work; and gain new technical, academic and vocational skills.

SEMCA has successfully negotiated local levels of performance for the following under WIOA (Adult, Dislocated Worker, and Youth) and Wager-Peyser Act programs: Median Earnings, Employment Second Quarter After Exit, and Employment Fourth Quarter After Exit. Local levels of performance have also been determined for Credential Attainment Rate for the WIOA Adult, Dislocated Worker, and Youth programs. An opportunity to negotiate Measurable Skills Gain and Effectiveness in Serving Employers has not yet been made available as baseline data is currently being collected. SEMCA agrees to abide by all new local levels of performance measures as listed in the table below:

Performance Measures		
	PY20 MWA Proposed Target	PY21 MWA Proposed Target
<b>WIOA ADULT</b>		
Employment Rate 2nd Quarter After Exit	92.8	93.3
Employment Rate 4th Quarter After Exit	88.9	89.4
Median Earnings 2nd Quarter After Exit	\$7,087	\$7,087
Credential Rate 4th Quarter After Exit	87.2	87.2
Measurable Skill Gains	42.2	42.2
<b>WIOA DISLOCATED WORKER</b>		
Employment Rate 2nd Quarter After Exit	93.8	93.8
Employment Rate 4th Quarter After Exit	90.3	90.3
Median Earnings 2nd Quarter After Exit	\$8,150	\$8,150
Credential Rate 4th Quarter After Exit	81.0	81.0
Measurable Skill Gains	39.4	39.4
<b>WIOA YOUTH</b>		
Employment Rate 2nd Quarter After Exit	85.9	85.9
Employment Rate 4th Quarter After Exit	82.8	82.8
Median Earnings 2nd Quarter After Exit	\$3,772	\$3,772
Credential Rate 4th Quarter After Exit	81.2	81.2
Measurable Skill Gains	27.6	27.6
<b>WAGNER-PEYSER</b>		
Employment Rate 2nd Quarter After Exit	72.9	73.9
Employment Rate 4th Quarter After Exit	72.0	72.0
Median Earnings 2nd Quarter After Exit	\$6,114	\$6,214

- ***A description of the local board’s strategy to align local resources, required partners, and entities that carry out core programs to achieve the strategic vision and goals.***

Through SEMCA's leadership, there is a robust career and talent pipeline sustained by public and private partnerships driving a vital, competitive economy. SEMCA's mission is to provide innovative leadership to create an inclusive life-long talent and career development system that is responsive to evolving labor market demands. SEMCA, along with the WDB, works to ensure the efficient use of funds, maximize the system's effectiveness, and improve collaboration. SEMCA addresses the full workforce development continuum to include pipeline development, recruitment, advancement, and retention. SEMCA and the WDB are steadfast in their commitment to leverage resources and engage partners primed to drive the SEMCA area as the nation's leading talent capital.

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

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

SEMCA has established Michigan Works! AJCs in locations based upon geography demographics, and other relevant criteria. Currently, SEMCA has six (6) AJCs and one (1) Satellite Center plus a toll-free One Call Center as a central intake and referral option. All of the SEMCA AJCs are required to meet the requirements of the Michigan Works! Certification Criteria described in LEO-WD PI 19-03 and other appropriate polices issued by LEO-WD.

Programs included in the SEMCA Michigan Works! System includes all WIOA required partners:

- Wagner-Peyser Employment Services; WIOA Adult, Dislocated Worker, and Youth; Trade Adjustment Assistance (TAA); Partnership. Accountability. Training. Hope (PATH); Veterans Employment Services; Food Assistance Employment and Training (FAE&T), TANF Refugee Program (TANF-TRP), Reemployment Services and Eligibility Assessment (RESEA), and Prisoner Re-Entry. Access to services and programs such as Michigan Rehabilitation Services (MRS), Adult Education, Veteran's Services, Department of Health and Human Services (DHHS), and Bureau of Services for Blind Persons (BSBP) is made available through partnerships with local and regional entities.
- Each AJC has local relationships with non-profits, schools, community service agencies, and employer organizations that will continue to be developed to keep expanding services.
- Additionally, SEMCA utilizes The Information Center (TIC) as a referral service for residents of Southeast Michigan to connect people with the human service resources that fit their individual needs.

- ***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).***

SEMCA works with entities carrying out core programs and other workforce development programs to provide service alignment. Many WIOA core partner programs are made available at each of the AJCs in the SEMCA area, including Adult (WIOA Title I), Dislocated Worker (WIOA Title I) and Wagner-Peyser Employment Services (WIOA Title IV). Youth (WIOA Title I) is available at each of the AJCs with the exception of the Monroe AJC, where Youth programs are offered at the Monroe Intermediate School District (ISD). Access to Adult Education and Family Literacy Programs (WIOA Title II) are made available through referral at each of the AJCs. MRS (WIOA Title IV) are co-located with the Livonia and Wayne AJCs and offered through referral at the other SEMCA AJCs. MRS is also represented on the local WDB, filling a vital role in advising SEMCA and assisting with the coordination of service

alignment.

SEMCA completed its five year organizational strategic plan in 2017, which provides organizational guidance and continuous development for future decision making. Core partners and other entities were provided electronic survey instruments and were invited to attend WDB meetings as part of the development of the plan. Several strategic priorities were identified to carry out core programs and other workforce development programs, which include the following:

- Partnerships – identify new and strengthen existing collaborative partnerships to better leverage resources and coordinate more effective service delivery.
- Marketing/Branding – Develop a marketing strategy for SEMCA to increase awareness of SEMCA services, enhance SEMCA reputation and promote opportunities for expanding programs.
- Workforce Development – Develop programs that create individual self-sufficiency and become the premier workforce talent and development organization in the State that connects job seekers to meaningful careers and employment opportunities.
- Work-based Learning – Strengthen work-based learning programming including apprenticeships.

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

- ***Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.***
- ***Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.***
- ***Improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).***

WIOA emphasizes services that lead to career pathways and stackable credentials as well as specialized services to those with substantial barriers to employment in partnership with Title IV Core Partners including MRS and BSBP as required. SEMCA AJCs have embraced many of these concepts and look to continue expanding their usage in the coming years. By working with employers and developing strong, work-based training relationships, SEMCA expects to have greater employment placement and retention.

Traditional classroom training will continue to be widely used in high demand fields such as Information Technology, Healthcare, Logistics, and Advanced Manufacturing. Those training in fields and occupations that have clear and attainable pathways will be the focus of classroom training as well as work-based training. Support Services, when need is demonstrated and other options exhausted, will be available for enrolled participants with needs such as transportation assistance to and from school or work, uniforms/work clothing, and books for school. Case management and career advising is geared towards long-term career growth and not focused solely on placing job seekers into immediate jobs with limited wage and advancement potential. Co-enrollment is encouraged for participants that are eligible and would benefit from being served by multiple programs.

- ***To help expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, SEMCA will:***
  - Align workforce development efforts around high demand and high wage occupations through contractual arrangements for its service delivery providers that expand access to employment training and education.
  - Continue to strengthen and expand partnerships with economic development entities, MRS,

- BSBP, Veterans Services, Adult Education providers, Career and Technical Education (CTE) providers, and other core and partner programs.
  - Develop policies, staff training, and strategies to support expanding access to individuals and employers who can benefit from programs and services.
  - Utilize strategies and career coaching models to enrich case managers who work directly with participants including individuals with barriers, youth, and low-skilled adults to provide supportive services and set career and education goals that lead to credentials and employment.
- ***To help facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, SEMCA will:***
  - Execute and maintain MOUs with core partners to ensure core programs and services will be available to all customers in the SEMCA Michigan Works! System.
  - Develop a policy to facilitate the development of career pathways through the use of career exploration tools.
  - Leverage multiple programs to service participants through co-enrollment that are eligible or suitable in order to provide them access to full resources that support credential attainment and employment success.
- ***To help improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable), SEMCA will continue to:***
  - Strengthen and collaborate with its community college partners: Henry Ford College (HFC), Monroe County Community College (MCCC), Schoolcraft College, and Wayne County Community College District (WCCCD).
  - Strengthen and collaborate with other training providers, businesses, and labor organizations that provide stackable and portable credentials via training and work-based learning opportunities.
  - Expand pre-apprenticeship and apprenticeship opportunities in collaboration with WIN, the State, employers, labor organizations, and USDOL.

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

- ***Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs.***
  - ***Support a local workforce development system that meets the needs of businesses in the local area.***
  - ***Improve coordination between workforce development programs and economic development.***
  - ***Strengthen linkages between the one-stop delivery system and unemployment insurance programs.***
- Note: Strategies and services may include the implementation of initiatives such as incumbent worker training (IWT) programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers - supporting the local board's overall strategy to align local resources, required partners, and entities that carry out core programs.***

The unemployment rate in the SEMCA area had been low in the years leading up to March 2020, prior to the COVID-19 pandemic. Available talent had become a scarce commodity in the SEMCA area, following a national trend. There were large disparities between job demand and labor force participation where

employers were seeking new talent but labor force participation was not keeping pace. Much of this was attributed to vast changes in demographics, including a skills gap in the available workforce pool, baby boomers retiring, and millennials opting to enter the workforce later in lieu of higher educational degrees.

With the closures resulting from the Governor's Stay Safe Stay Home Executive Orders in mid-March and April 2020, the number of individuals filing for unemployment insurance (UI) has gone up exponentially. With that, the unemployment rate is expected to also increase over the next several months. This will impact how services are delivered by SEMCA and its core partners; however the strategy to ensure that local resources are aligned remains a priority.

In order to help match talent with demand, SEMCA works with job seekers and employers using real-time labor market information along with feedback from employers to determine demand in specific fields and occupations. Since 2005, SEMCA has used alternatives to the traditional labor market information in order to understand market demand. Further, in early 2012, WIN was created by the Southeast Michigan MWAs and Community Colleges to coordinate industry sector strategies delivering real-time actionable marketplace intelligence to support better, more efficient solutions for employers. SEMCA plans to continue to utilize these improved data sources to align with industry clusters and continue to identify high demand jobs and emerging industries.

SEMCA uses a number of strategies and services to support a local workforce development system that meets the needs of businesses in the local area. SEMCA facilitates engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs by engaging WDB private sector members, local chambers of commerce, economic development agencies, and employer consortium groups.

SEMCA's Business Services staff, in collaboration with invited partners, meet monthly to discuss best practices, share ideas, and coordinate the delivery of services to local employers including people with disabilities. Programs and resources are available to include: on-the- job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers. Our partnership is strengthened by partners like Michigan Economic Development Corporation (MEDC), MRS, and BSBP as they provide additional resources such as retention and other acquisition services for business needs for current employees with disabilities as well as hiring supports and accommodations. MRS and BSBP can also provide an array of disability awareness training for employees, job analysis, ergonomic assessments, and other resources/recommendations for business assistance.

Additionally, SEMCA staff members along with partner staff are part of a number of employer focused groups, including WIN, Michigan Alliance for Greater Mobility Advancement (MAGMA), Health Careers Alliance, and the Michigan Energy Workforce Development Consortium (MEWDC). Coordination is also made through SEMCA staff representation on the SEMCOG Talent Task force and via participation of SEMCOG on SEMCA's WDB. Further, SEMCA staff members participate in a Southeast Michigan Works Agency Council (SEMWAC), which is collaboration between six MWAs in Southeast Michigan working together to develop effective strategies to serve employers and job seekers. To further meets the needs of businesses in the local area, SEMWAC has developed a Business Services Managers Workgroup whose purpose is two-fold:

1. To develop strategies that improve how MWAs work together to serve large regional employers

- that hire and conduct business in multiple Michigan Works areas and
2. To conduct an assessment of current and recent regional cluster initiatives and develop strategies that will improve how these initiatives are managed.

SEMCA works to strengthen linkages between the One-Stop delivery system and unemployment insurance programs by incorporating those programs into the system at each of the AJCs. Individuals visiting AJCs to complete their UI claims are provided an overview of the services offered at the AJC. Staff at the AJC encourage UI claimants to participate in the services offered and encourages the use of the One-Stop delivery system to better match needs, increase job placements and reduce the duration of unemployment. If it becomes apparent that a UI claimant is unable to utilize self-services due to poor computer skills level, literacy or some other barrier, then assistance is provided and appropriate referrals are made to include MRS and BSBP where indicated.

SEMCA has been the lead on coordinating local workforce activities with regional entities including large hiring projects for new Amazon and FCA facilities. SEMCA has also be a key partner on planning large regional events such as MiCareer Quest, a hands-on career exploration event for youth.

Below summarizes each required area in this section.

- ***Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs.***

SEMCA facilitates engagement of employers and workforce development of co-enrollment programs with private sector, local chambers of commerce, and economic development agencies by leading and participating in business round tables, employer informational sessions, fact finding and onsite employer visits. Employer needs are assessed for co-enrollment resources and opportunities across all programs.

- ***Support a local workforce development system that meets the needs of businesses in the local area.***
  - SEMCA continues to utilize LMI data and the sector strategies to drive workforce development services programs.
  - SEMCA continues to ensure that all Business Services staff are trained and certified through the MWA Business Solutions Professionals (BSP) model training.
  - SEMCA hosts monthly best practice meetings that include training and developing strategies so that Business Services staff are equipped to engage with and provide employers the full array of workforce programs and services.
- ***Improve coordination between workforce development programs and economic development.***

SEMCA will continue its strong partnership with local chambers of commerce and economic development agencies, as well its participation in employer focus groups. These include the Detroit Regional Partnership, Detroit Region Aerotropolis Corporation, I-275 Industrial Council, Michigan Minority Supplier Development Council, Wayne County Economic Development, MEDC, Monroe Business Development Corporation, Monroe County Chamber of Commerce, Dearborn Chamber of Commerce, Greater Romulus Chamber of Commerce, Livonia Chamber of Commerce, Plymouth Canton Chamber of Commerce and Southern Wayne Regional Chamber of Commerce. All of these entities have an important role in partnering with SEMCA on collaborative workforce programs and economic development initiatives.

- **Strengthen linkages between the One-Stop delivery system and Unemployment Insurance programs.**
  - SEMCA will continue to strengthen its partnership with the State Unemployment Insurance Agency (UIA) office via the Michigan Works Association staff that host various state departments as presenters, who provide information, guidance and technical assistance to help strengthen the linkage. SEMCA will continue to provide basic UI informational materials and direct UI claimants to the designated UI telephone line available in each service center as well as the State’s website.
  - SEMCA will continue to allow UI claimants to access to office equipment as needed to contact the UIA.
  - SEMCA staff will not give any verbal or written advice to UI claimants regarding their benefits or claims and limit the assistance that is provided to those approved by the UIA.

**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.***

SEMCA works with several regional partners, including WIN, and SEMWAC. These partnerships are described in more detail below and also in the WIOA Regional Plan for Region 10.

WIN supports MWAs and Community Colleges in Southeast Michigan with real-time data on careers, educational opportunities, and various grant and program support. SEMCA also serves as the fiduciary of WIN created by the Southeast Michigan MWAs and community colleges to coordinate industry sector strategies and grant application as well as delivering real-time actionable marketplace data. For example, the Advance Michigan Catalyst project is a \$6 million, four-year America’s Promise grant from the U.S. Department of Labor’s Employment and Training Division that was awarded to WIN and its partners to train Southeast Michigan workers in advance manufacturing targeting robotics and automation occupations.

SEMWAC is a forum for MWAs in Southeast Michigan to collaborate on region-wide projects, employer support, and grants. It is a collaboration between six MWAs in Southeast Michigan working together on regional planning, grants, and regional workforce solutions. SEMCA works with these collaborative efforts in conjunction with close partnerships with business organizations such as local Chambers of Commerce, Small Business Development Centers (SBDCs) and economic development agencies to expand its support for entrepreneurial and microenterprise services. SEMCA works with these entities to help connect with employers, both large and small that need talent services. Additionally, providing talent recruitment, resume screening and other talent services for small, start-up companies will be pursued as part of SEMCA’s standard Business Services. SEMCA will continue to enrich relationships with regional organizations and chamber of commerce regarding local workforce investment activities along with regional economic development activities.

SEMCA’s CEO serves as the representative for all Workforce Development on the Executive Committee of the Southeast Michigan Council of Governments (SEMCOG). Additionally, he is a member of the SEMCOG Future Skills Task Force, which has convened business, employers, education, labor, workforce development, and government organizations. The purpose of the Task Force is to identify and help develop the necessary education and training infrastructure to address future workforce skills, and position Southeast Michigan for long-term economic success.

SEMCA promotes entrepreneurial skills training and microenterprise services in the following capacities: entrepreneur business training classes, micro-loan program, coaching, immigrant entrepreneur development program, new business start-up, and grow a business. SEMCA's programs and services include: business technical assistance, peer mentorship and support, and connectivity to resources in the local entrepreneur ecosystem, such as pop-up retail space to provide direct market access, hands-on training in retail product development, pricing, customer service, and visual merchandising.

**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 jobseekers.***

To ensure the continuous improvement of eligible providers of services through the system and consistently meet the employment needs of local employers, workers, and jobseekers, SEMCA has developed an organization-wide Performance and Quality Improvement (PQI) program. The PQI program is a comprehensive process that involves all staff levels in successfully facilitating SEMCA's mission and vision. In accordance with the law, all service providers are competitively procured and all contracts contain thorough quality improvement expectations. SEMCA conducts routine QI reviews with each of its contracted providers to ensure contractual compliance, program efficacy, and fiscal accountability.

In addition, developing and implementing strategies that allow SEMCA to meet and exceed these performance measures set by LEO-WD is critical to the success of SEMCA programs and its continuous improvement of quality. Because SEMCA functions in an administrative role and does not provide direct services to participants, it is responsible for ensuring its contractors have the ability to meet and exceed these performance measures. Therefore, SEMCA's strategic priorities are geared towards ensuring our contractors have the ability to meet expectations. To accomplish this, SEMCA regularly monitors each contractor's programmatic data to identify strengths and areas where improvement is needed, provides individual technical assistance and guidance to each contractor, offers training as it relates to meeting performance measures, administers quality improvement and best practice meetings for contractors, communicates all policy updates to contractors, encourages professional development opportunities for SEMCA and contractor staff, routinely assesses the strengths and progress of the program as well as identifies areas that require improvement, and develops programmatic strategies to address areas that require improvement and clearly communicates those strategies to the contractors for implementation.

SEMCA will ensure continued improvement of eligible providers of services, and to ensure that they meet the employment needs of local employers, workers, and job seekers as follows:

- SEMCA will continue to employ strategies utilizing WIOA performance indicators as a baseline to evaluate contractors providing workforce services. For example, SEMCA will continue to set WIOA enrollment and exit targets for service providers that will be monitored regularly, including monthly at best practice meetings and quarterly with contract signers.
- SEMCA will continue to provide combined quarterly program and fiscal technical assistance meetings for service providers to ensure employment needs of local employers, workers, and jobseekers are being met.
- SEMCA will continue to use its organization-wide PQI tools, which is a comprehensive plan that involves all program and staff levels. In accordance with the law, all service providers are

competitively procured and all contracts contain thorough quality improvement expectations. SEMCA utilizes a third party monitoring firm that conducts routine QI site visits with each of its contracted providers to ensure contractual compliance program efficacy and fiscal accountability.

- SEMCA will maintain policies that are focused on aligning its service delivery with in-demand and high wage jobs that can meet and or exceed local demand.

- ***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.***

SEMCA is committed to providing meaningful services to its customers, even when on-site face-to-face interaction is interrupted. In response to the Governor's Stay Safe Stay Home Executive Orders to protect from COVID-19 transmittal, many SEMCA services were provided virtually through the use of technology. A recent rebranding campaign included a revamp of SEMCA's website that is more robust and user friendly for job seekers and employers. SEMCA hopes to implement additional enhancements to its website, following best practices from other MWAs in the region. SEMCA will also continue to explore opportunities in which technology can enhance accessibility to the public.

Access to service provision for harder-to-reach populations through existing technology channels like Pure Michigan Talent Connect (PMTTC), Career Pathways, and social media platforms will continue to be employed. SEMCA utilizes social media to promote programs and services for employers and job seekers such as information on resources and support, sharing of labor market information, soft skills trainings, and other webinars.

For participants with limited ability and access to use computer technology, they will be encouraged through printed outreach materials (brochures/flyers) to contact their local workforce center by phone, where staff-assisted services and training can be made available. For participants enrolled in WIOA and other programs, SEMCA contractors will explore options that allow the provision of supportive services to address these barriers as part of their individual service strategy in consultation with their career coach.

- ***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.***

The SEMCA One-Stop system, including its contractors and on-site partners, comply fully with the nondiscrimination provisions of the WIOA (Section 188) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.). The SEMCA system ensures equal opportunity in employment and access to services with consideration given to the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities. The SEMCA system does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation or any other characteristics protected by law. Reasonable accommodations are made for qualified individuals with known disabilities in collaboration with MRS, BSBP, and other partners. SEMCA provides technical assistance and ongoing support for addressing the needs of individuals with disabilities. SEMCA, MRS, and BSBP has conducted in-service training workshops to enhance professional development in

disability awareness.

To support compliance and prioritize access to services, SEMCA has developed and implemented policies and procedures to ensure compliance, including an Equal Opportunity Policy, Discrimination Complaint Procedure, and Reasonable Accommodation Policy and Procedures. The scope of the Reasonable Accommodation Policy includes that service providers will provide reasonable accommodations to the known physical and mental limitations of qualified individuals with disabilities unless the accommodation constitutes an undue hardship. Currently, SEMCA offers expanded access to services through the use of Infinity Tables, HP Scanjet 5590 Scanner, Expert Mouse Trackball, Uniphone 1140/TTY-TDD Device, Discover Board (alternate keyboard), JAWS (text reading), WORD Q Software, OCR Software - Readris Pro and ZOOM TEXT. SEMCA will provide an alternative accommodations or services, if available that would not result in an undue hardship.

SEMCA works to bring together core program partners to integrate services and supportive services, and leverage resources to improve services to individuals with disabilities and other protected groups such as the unemployed, underemployed, or those receiving Social Security disability benefits. By utilizing services available through our One-Stop system, SEMCA is able to connect individuals to existing successful career pathways programs.

SEMCA continues to explore changes in service delivery design and establish or expand partnerships that better connect education, training, workforce, and supportive services to improve employment outcomes of individuals with disabilities. SEMCA encourages active engagement with businesses to identify the skills and support those individuals with disabilities specific needs and communicate these needs to the partners, education and training providers, as well as individuals with disabilities.

SEMCA regularly assess the physical and programmatic accessibility of service center facilities to ensure continued compliance and access for individuals with disabilities and other protected groups. Equipment at the One-Stop AJCs is tested monthly by contractors to ensure they are in working order.

- ***A description of the roles and resource contributions of the One-Stop partners.***

Roles and resource contributions of One-Stop partners are negotiated at the administrative level through the execution of cooperative agreements, service contracts, Infrastructure Funding Agreements (IFAs), and Memorandums of Understandings (MOUs).

SEMCA's One-Stop system offers numerous programs including identified core partners that are under SEMCA's executed agreements, such as:

- Programs authorized under Title I of the WIOA, including the WIOA Adult, Dislocated Worker, and Youth programs
- Employment Services authorized under the Wagner-Peyser Act, as amended by Title III of the WIOA
- Adult Education and Literacy Activities that are authorized under Title II of the WIOA
- Vocational Rehabilitation programs that are authorized under Title I of the Rehabilitation Act of 1973
- Career and Technical Education Programs at the Postsecondary Level that are authorized under the Carl D. Perkins Career and Technical Education Act of 2006
- Trade Adjustment Assistance (TAA) activities that are authorized under Chapter 2 of Title II of

- the Trade Act of 1974
- Unemployment Compensation Programs that are authorized under State unemployment compensation laws, in accordance with applicable Federal law
- Programs that are authorized under Section 212 of the Second Chance Act of 2007
- Programs that are authorized under Section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)) and Work Programs that are authorized under Section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))

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

The intake eligibility process begins with the WIOA Orientation/Initial Screening. At this group meeting, available services are discussed and a description of the AJC's purpose and mission is shared with customers. The second step in this process is the WIOA Intake and Registration Appointment. Eligibility documents are collected and verification of the eligibility items is measured against the available documentation.

Once the second meeting with the candidate is completed, the required enrollment paperwork is submitted to SEMCA and the eligibility is verified again by SEMCA's Management Information System (MIS) department for accuracy and then entered into Michigan's One Stop Management Information System (OSMIS). Individuals that lack proper documentation to enter the WIOA Adult, Dislocated Worker, or Youth programs are informed of the services available through core partners. An explanation regarding the PMTC is provided along with schedules for available workshops and seminars. Additionally, SEMCA partners work with agencies as needed for specific customer needs and makes appropriate referrals. TIC, which is SEMCA's resource for community resources, is often one of the first calls for most matters.

WIOA Adult and Dislocated Worker employment and training activities are available in SEMCA One-Stop AJCs to include Basic Career Services, Individualized Career Services, and Follow-up Career Services. Each are detailed below.

Basic Career Services: universally accessible and made available to all individuals who seek employment and training services. These services require less staff time and involvement and include:

- WIOA eligibility determination, outreach, intake (including worker profiling), orientation to information, and other services available through the One-Stop system, initial assessment of skill levels, including literacy, numeracy, and English Language proficiency, as well as aptitudes, abilities (including skill gaps), and supportive service needs.
- Labor exchange services including job search, placement assistance, career counseling including provision of information on in-demand industry sectors and occupations, and provision of information on nontraditional employment.
- Business services including appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system, referrals to, and coordination of activities with, WIOA partner programs and, when appropriate, other workforce development programs.
- Disseminating accurate local, regional, and national workforce and labor market employment statistics information, including job vacancies in labor market areas and information on the earnings, skill requirements, and advancement opportunities for demand occupations.

- Provision of performance and program cost information on eligible training providers, by program and type of providers, and workforce services, by program and type of providers.
- Provision of information, in usable and understandable formats and languages, on the MWA's WIOA performance accountability measures, and on any other additional performance information that relates to the MWA's AJC network.
- Provision of information, in usable and understandable formats and languages, on the availability of supportive services or assistance, and on appropriate referrals to such services and assistance, including child care, child support, medical, or child health assistance through Michigan's Medicaid and Children's Health Insurance Programs.
- Provision of information on benefits under the Supplemental Nutrition and Assistance Program (SNAP), Earned Income Tax Credit (EITC) assistance, HUD housing counseling and assistance services, and TANF assistance.
- Assistance in establishing eligibility for non-WIOA-funded training and education programs, and in eligibility for financial assistance for these programs.
- Provision of information and meaningful assistance on filing claims under UI programs.

Individualized Career Services: made available, if determined to be appropriate, in order for an individual to obtain or retain employment. Comprehensive and specialized assessments (e.g., diagnostic testing, specialized assessments, and in-depth interviewing and evaluation) of a customers' skills levels, employment barriers, and appropriate employment goals to include:

- Individual Employment Plan (IEP) development, which is an on-going strategy to identify
- the customer's employment goals, appropriate achievement objectives, and the appropriate combination of services
- Group counseling, mentoring and individual counseling, which is a one-on-one session that may explore in greater detail a participant's issues, problems, or situations
- Career planning short-term prevocational services such as learning, communication, personal maintenance and interviewing skills; punctuality; and professional conduct services) to prepare individuals for unsubsidized employment or training
- Financial literacy services which include: supporting participants' ability to create
- household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals; and supporting participants' ability to manage spending, credit, and debt, including credit card debt, effectively
- Workforce preparation activities which include programs or services that help customers
- acquire the basic academic, critical thinking, digital literacy, and self-management skills they need to enter and complete post-secondary education, training, or employment
- out-of-area job search and relocation assistance
- English language acquisition programs integrated and education and training programs

Follow-up Career Services: provided, as appropriate, for Adult and Dislocated Worker program participants who are placed in unsubsidized employment, for up to twelve months after their first day of employment. Counseling about the work place is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

Training Services: provided to Adults and Dislocated Workers who, after an interview, evaluation or assessment, and career planning, have been determined to:

- be unlikely or unable to obtain or retain employment that leads to economic self-sufficiency, or to obtain wages that are comparable to or higher than wages from their previous employment, if these individuals received only career services
- need training services to obtain or retain the foregoing employment
- have the skills and qualifications to participate successfully in training services
- be in a training program that is directly linked to the employment opportunities of a local or regional area, or of another area to which the individual will commute or relocate
- be unable to obtain other grant assistance (e.g., state-funded training grants and Federal Pell grants) for such training, or who need assistance beyond what is available from these other sources to pay for such training
- be eligible to receive funding for WIOA training services

Training services may include the following:

- Registered apprenticeships
- Occupational skills training, including training for nontraditional employment
- On-the-Job training
- Customized Training
- Incumbent worker training
- Programs that combine workplace training with related instruction, which may include cooperative education programs
- Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training programs that assist qualified unemployed individuals who are seriously interested in starting a business in Michigan and becoming self-employed
- Adult education and literacy activities, including activities of English language acquisition, and integrated education and training programs provided concurrently or in combination with any of the aforementioned training services, with the exception of registered apprenticeships and transitional jobs training

SEMCA and its One-Stop partners provide its customers with quality and in-demand focused employment and training services. SEMCA continues to meet WIOA performance indicator goals.

**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 are to be made available within that framework.***

**Program Design Framework**

The purpose of WIOA Youth services is to assist young people, ages 14-24, who face significant barriers to success in the labor market, by providing resources and support to overcome those barriers and successfully transition to self-sufficiency. The program target includes populations with barriers to employment, basic skills deficient, offenders, homeless individuals, English language learners, individuals aging out of foster care, pregnant or parenting individuals, and persons with disabilities. The program design is essential to assisting providers develop and implement comprehensive service strategies based upon the participants needs. Outreach and recruitment access points

**Intake**

Involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referral for basic skills development and referral to other services as appropriate.

### **Assessments**

The assessment process identifies the participant's interest, goals, abilities, support service needs, academic level, skills levels, prior work experience, employability skills, and service needs. Assessment results are used to develop the Individual Service Strategy.

### **Individual Service Strategy (ISS)**

The ISS is a plan created by the Coach based on results of the participant's intake and any assessments completed. The ISS identifies employment goals, educational objectives and appropriate services for the participant and is an essential part of identifying service strategies that directly align with WIOA performance indicators.

### **Career Coaching/Case Management**

A career coach/case manager is assigned to assist youth in making informed choices and successfully completing the program and follow-up services.

### **Supportive Services**

Providers must provide support services to participants that are necessary to enable the youth to participate in WIOA authorized activities.

### **Follow-Up**

Career Coaches/Case Managers will establish procedures and provide follow-up services for participants up to 12 months following exit from the program. The services help to ensure a youth is successful during their postsecondary education or employment after the program. Service delivery will be based on employment services, work-based opportunities, preparation for postsecondary education and training opportunities, and youth development.

Program providers will incorporate the following 14 program elements into their service delivery:

- 1) Tutoring, study skills training and instruction
- 2) Alternative secondary school offerings, dropout recovery services
- 3) Paid and unpaid work experiences, including summer employment opportunities, job shadowing, and internships
- 4) Occupational skills training that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields.
- 5) Education offered concurrently with workforce preparation
- 6) Leadership development opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors.
- 7) Supportive services
- 8) Adult mentoring
- 9) Follow-up services (12 months)
- 10) Comprehensive guidance and counseling
- 11) Financial literacy education
- 12) Entrepreneurial skills training to provide the basics of starting and operating a small business.
- 13) Provision of labor market and employment information, access to career counseling, career exploration, career awareness, Talent Tours, and the use of labor market tools.

14) Activities that help youth prepare for, and transition to, post-secondary education and training.

**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.”**

SEMCA defines the local definition of “Basic Skills Deficiency” as:

- Have a score at or below 8<sup>th</sup> grade level on an English reading, writing, or computing generally accepted standardized test or a comparable score on a criterion–referenced test.
- Have repeated at least one secondary grade level or are one year over age for their grade.
- Have a core grade point average of less than 1.5.
- For each year of secondary education, are at least two semester credits behind the rate required to graduate from high school.
- Are previous dropouts, have been suspended five or more times, or have been expelled.
- Have court/agency referrals mandating school attendance.
- Are deemed at risk of dropping out of school by a school official.

**10. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with 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 Youth eligibility criterion in their local plan.**

SEMCA holds that there are several common practices relevant to the design of a quality program. These include providing comprehensive approaches to serving youth, tailoring services to the individual, encouraging intensive participation, incorporating appropriate motivational strategies, providing a safe and structured environment, communicating high expectations and respect for youth, involving youth in their own learning, and providing consistent one-on-one case management support.

While SEMCA’s Youth Program is considered an “employment, training, and education” program, SEMCA also recognizes that programs are most successful when they assist youth in building a range of competencies. Quality programs intentionally help youth build competencies in the following five areas: working, academic, learning, connecting, and thriving.

SEMCA recognizes that its Youth Program cannot provide activities in all competency areas for every youth, and therefore, collaborates closely with MRS/BSBP for youth with employment barriers/disabilities and expects partnerships and referral relationships to be developed with complimentary organizations.

SEMCA recognizes that a critical element in operating quality programs is the measuring, documenting, and reporting of youth outcomes and progress toward those outcomes. SEMCA requires each Contractor to focus on youth results and incorporate a continuous process for examining program strengths and for making program improvements.

In addition, SEMCA is particularly committed to our local youth and helping them to engage in their development and progress toward long-term self-sufficiency. SEMCA has adopted the following four principles of youth development in its approach to developing a comprehensive youth and workforce development system:

- Value the individual strengths of young people rather than focusing exclusively on their problems.
- Give youth authentic opportunities to make meaningful contributions to their communities.
- Provide all youth with caring adults who provide structure, accountability, and high expectations.
- Take a holistic approach to providing services to youth and address academic, employability, civic and social involvement, emotional, and physical needs.

Youth Activities:

- Career exploration activities, including Talent Tours to visit employers in high-demand industries and occupations
- Labor market information and activities that help youth prepare for, and transition to, post-secondary education and training
- Tutoring, study skills training, alternative secondary school offerings, dropout recovery services
- Paid and unpaid work experiences, including internships, job shadowing, and summer employment opportunities
- Occupational skills training
- Leadership development opportunities
- Supportive services, adult mentoring, follow-up services
- Comprehensive guidance and counseling
- Financial literacy education
- Entrepreneurial skills training
- Community service projects
- JMG-Jobs for Michigan Graduates: A drop out recovery and dropout prevention program that equips young adults with the skills to overcome barriers and succeed in education, employment, and as citizens.

The Wayne County College Access Network (WCCAN) mobilizes local and regional organizations and resources to provide adequate educational support to all learners and create a college-going culture in all out-Wayne County schools. The goal is that 60% of out-Wayne County residents will obtain a postsecondary degree or valuable credential by 2025.

SEMCA defines the local definition of “Requires Additional Assistance” for Youth Eligibility as:

Individual who requires Additional Assistance

- Have repeated at least one secondary grade level or are one year over age for their grade.
- Have a core grade point average of less than 1.5.
- For each year of secondary education, are at least two semester credits behind the rate required to graduate from high school.
- Are emancipated youth.
- Have aged out of foster care.
- Are previous dropouts, have been suspended five or more times, or have been expelled.
- Have court/agency referrals mandating school attendance.
- Are deemed at risk of dropping out of school by a school official.
- Have been referred to or are being treated by an agency for a substance abuse related problem.
- Have experienced recent traumatic events, are victims of abuse, or reside in an abusive environment as documented by a school official or other qualified professional.

- Have serious emotional, medical, or psychological problems as documented by a qualified professional.
- Have never held a job.
- Have been fired from a job within the 12 months prior to application.
- Have never held a full-time job for more than 13 consecutive weeks.

Conditions:

- Reference: WIOA Section 129 (a)(1)(C)(iv)(VII) and Michigan’s WIOA Manual
- January 29, 2018. Chapter 3 – Individual who Requires Additional Assistance. Youth who are enrolled into the WIOA Youth Program using the above locally defined youth eligibility criterion must meet all other WIOA. Youth eligibility requirements (i.e., citizen of the United States or an eligible non-citizen, registered with Selective Service ‘if applicable’, and a low income individual) as defined by the Act.
- SEMCA requires case note documentation, as well as all other supporting documentation, to accompany the file when using the above defined youth eligibility criterion.

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

SEMCA currently is not utilizing any local area waivers. SEMCA has no plans to request local waivers at this time.

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

The overarching goal of SEMCA and the WDB when it comes to training and employer support is to place job seekers in high-demand fields that align with career pathways which will allow for promotion and wage growth. Locally, these fields tend to align with the Michigan Industry Cluster Approach (MICA) in the industries of advanced manufacturing, health care, information technology and logistics. Most classroom and work-based training is in these fields as most of them provide career advancement opportunities. Programs of training services must be directly linked to the employment opportunities in the local area or the region, or in another area to which the participant is willing to commute or relocate.

SEMCA will coordinate secondary and post-secondary education programs and activities with education and workforce investment activities through a number of initiatives. Partnership collaboration with MRS and BSBP will optimize accessibility for students with disabilities. By working with these initiatives, SEMCA and its partners will coordinate strategies to enhance services and work to avoid duplication of services.

Early/Middle College

Michigan has a robust Early/Middle College program in which high school students attend for five years and earn a high school diploma and an associate degree or significant coursework and/or industry certification. State funding for the initiative requires the collaboration between the Michigan Department of Education (MDE) and LEO. Moreover, at the local level, educators are working with the TDCC to

develop a strategic plan for the development of Career and Technical Education (CTE) based Early/Middle Colleges where there is labor market data that shows a skills gap in the local area.

#### Wayne County College Access Network (WCCAN)

WCCAN is one of Michigan's 32 Local College Access Networks (LCANs) which are community-based alliances supported by a team of community and education leaders representing K-12 education, higher education, nonprofit sector, government, business and philanthropy. WCCANs major goal is to increase the percentage of out-Wayne County residents with degrees or postsecondary certificates to 60% by 2025.

WCCAN is administered by SEMCA and mobilizes local, regional, and national organizations and resources to:

- Align adequate educational support to all learners and create a college-going culture in out- Wayne County
- Lower systemic barriers preventing students from pursuing education beyond high school
- Improve coordination of higher education access services particularly to low-income students, first generation college-going students, and students of color

WCCAN aims to create measurable steps to reach the post-secondary degree or certificate attainment goal of 2025 by helping local schools plan and organize college focused events like financial aid/FAFSA, College Week, and career day events. WCCAN connects students and families in need with educational and financial resources (grants, scholarships and other financial aid opportunities). WCCAN also focuses on regional college and career fairs and media campaigns, plans and organizes lunch and learn programs for counselors in out-Wayne County, and disseminates information on in-demand occupations, internship/apprenticeships and unpaid work experience programs in the area.

#### Jobs for Michigan's Graduates (JMG)

JMG is a state- based affiliate of the national Jobs for America's Graduates (JAG) program and is committed to raising graduation and employability rates for Michigan youth. SEMCA administers JMG in the out-Wayne and Monroe counties and offers three of the JAG models: the out of school dropout recovery model (five centers), in-school dropout prevention alternative model (Plymouth and Monroe), and multi-year model (Ecorse, Hamtramck, and River Rouge).

Programming emphasizes completion of a high school diploma or GED and successful transition into employment, post-secondary education, and/or the military. The SEMCA JMG program also provides soft skill training (interviewing skills, job search, and job placement), labor market information, college campus visits and talent tours, and other career exploration activities.

- 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.**

SEMCA has an established local policy allowing the provision of supportive services to individuals who are participating and registered in WIOA and unable to obtain supportive services through other programs providing such services. Supportive services may only be provided when they are necessary to enable individuals to participate in Title I WIOA activities. Participants receiving these services must be able to demonstrate a need and require support to complete their plan and obtain employment. Partnership

collaboration with MRS and BSBP may include opportunities for blended funding where allowable and indicated per case-by-case basis. Supportive services are not an entitlement, they are provided to remove barriers. All WIOA supportive services must be provided in adherence to the guidelines and regulations detailed in the WIOA and in accordance with the LEO PIs. All federal programs require that the money spent on an individual be traceable back to that individual. There must be a paper trail and the money given must be documented in the customer's file and on the OSMIS.

WIOA resources are limited and will be administered with the knowledge that some supportive service needs may be met through linkages with other partners. It is mandatory for SEMCA contractors to contact TIC when supportive service needs arise before utilizing supportive service dollars. Every effort must be made on the part of program staff to find other resources available in the community to assist with participant needs. Resource and service coordination is required and must be documented in the customer's case file and OSMIS. For example, participants who qualify for supportive services from another agency, such as DHHS, must demonstrate that they have been denied services by that agency, or that the support provided by the agency does not meet their needs.

Contractors are advised to use their own discretion about dollars per customer spent for supportive service provision. Funds are disbursed through SEMCA utilizing a comp card process and tracked by individual and by service provider. Needs related payments are allowed, but only through prior approval by SEMCA on a case-by-case basis.

**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.**

Supportive services include services such as, but not limited to assistance with transportation, housing, family care, and access to internet and technology. Supportive Services may be provided only after the contractor has consulted with the one-stop partners, including but not limited to TIC, Veterans' Representative(s), MRS, BSPB, and other community service organizations. Resource and service coordination is required and must be documented in the customer's case notes. The need for assistance and efforts to meet the need must be documented in the participant's IEP or ISS.

SEMCA will work cohesively and comprehensively to determine how each participant's needs will be met by the partners' different types and levels of Supportive Services. Participants will be referred to outside agencies if those needs cannot be met with internal resources. Supportive Services such as transportation will be coordinated through the provision of gas vouchers, public transit passes, agency-owned or contracted transportation, or Community sponsored transportation. SEMCA has in the past and continues to partner with local transportation resources towards achieving solutions that are most reasonable and cost effective.

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

Currently, SEMCA has a \$400 maximum per WIOA Adult or Dislocated Worker participant per program year for Supportive services and a not to exceed cap of \$1,000 per lifetime. Exceptions may be allowed on a case-by-case basis only with prior written approval from SEMCA. Due to funding limitations, WIOA support service funding is to be used as the last resort. WIOA resources are limited and must be administered with the knowledge that some supportive service needs may be met through linkages with other partners. It is mandatory that The Information Center be contacted when supportive service needs arise before utilizing supportive service dollars.

**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.**

It is the policy of SEMCA to aid employers in finding qualified candidates for job openings and assist job seekers in getting the necessary services to upgrade skills and find good jobs. One of the many activities available to participating job seekers is training. SEMCA provides allowable training services to registered, eligible participants in adherence to the guidelines and regulations detailed in the WIOA and in accordance with LEO-WD. Because of limitations on funding, non-work-based- training is limited to \$5,000 per participant. For work-based training, the funding cap is \$10,000.

Training services may be provided to a participant who otherwise meets program requirements while an application for a Federal Pell Grant is pending. If a participant is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to SEMCA from such Federal Pell Grant. SEMCA will partner and collaborate with MRS and BSBP for blended funding opportunities for people with disabilities and/or employment barriers.

SEMCA believes that the success of the service delivery system is dependent on the development of true partnerships and honest collaboration at all levels and among all stakeholders. The cornerstone of the workforce investment system is one-stop service delivery that unifies numerous education, training and employment programs into a single, customer-friendly system inclusive of people with disabilities and/or employment barriers in each area. The one- stop system promotes the coordination of programs, services and governance structures so that the customer has access to a seamless system of workforce investment services. Services providers are known throughout the SEMCA area as part of the Michigan Works! system and not by individual program or contractor names. This is made a requirement as early as the procurement process and reinforced through language in contracts with the service providers. It is expected that contractors maximize coordination and work together at every level to improve service delivery and avoid duplication of services.

Best Practices meetings are held monthly by SEMCA staff with Program Managers to discuss projects, priorities and performance. All of SEMCA's AJCs operate the WIOA Title I Adult, Dislocated Worker, and Youth programs; the WIOA Title III Wagner-Peyser Employment Service program; the Temporary Assistance for Needy Families (TANF) Act's PATH Initiative; and the TAA Program. Therefore coordination among these programs is effectively achieved, and the duplication of services among these programs is reduced to a minimum. Monthly Best Practice meetings are held with all program managers to ensure integration of service delivery amongst multiple workforce and talent development initiatives to prevent duplication across programs.

Co-located AJC partners attend regular on-site meetings and share current activities and announcements. Alignment of core and optional programs will be made possible by mutually identifying the pressure points and crossover areas that lead to duplication or inefficiencies.

SEMCA's Business Services staff are responsible for business outreach to identify and present the needs, concerns, and expectations of the employers and develop a strategy to serve the employers on a customized basis. Staff are located at every AJC and divided into zones within the SEMCA service areas to avoid duplication of services to employers. Business Services staff meeting monthly with SEMCA Program Managers to ensure that services delivery is integrated seamlessly into the One-Stop system. The business

needs of employers are met by the SEMCA System responding cohesively with a demand driven system while providing the highest level of customer service.

**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. This description shall include:**

- **The identification of a point of contact (name, address, phone number, email).**

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- **Information regarding whether the MWA is providing employment services directly in the local area or if service providers are being used. If service providers are being used, please include the name of the provider, the type of entity, and whether or not the provider is a merit-based organization. For type of entity, please choose from the following: state governmental agency, local unit of government, special purpose unit of government, school district, intermediate school district, public community college, public university, or other.**

SEMCA currently provides Employment Services through service providers through a competitively procured process. Below is the information for the providers:

Service Provider Name	Type of Entity
Downriver Community Conference (DCC)	Other
Monroe County Government	Local Unit of Government

- **A description of how Wagner-Peyser funded services will be provided at no cost to employers and jobseekers.**

Wagner-Peyser Employment Services (ES) is a basic labor exchange system, which assists job seekers in finding employment by providing access and direction in how to use PMTC at no cost to an employer or job seeker. All full One-Stop Michigan Works! AJCs offer all of the available services. In the SEMCA Region, each center has a Resource Room or area that is specifically designated for ES Labor Exchange Services activities. Labor Exchange Services are provided using the three tiers of services: self-services, facilitated services, and staff assisted services. These services begin as soon as someone walks into a SEMCA AJC.

- **An explanation of how labor exchange services will be provided using the three tiers of services: self-services, facilitated services, and staff-assisted services.**

There are three levels of ES services offered to the general public:

- 1) Self-Service using PMTC/Job Bank Internet-based system and Resource Rooms.

Customers will self-register their resume on the PMTC or search resumes for qualified candidates. Customers will initially complete a hard copy of the ES resume screens. Posted materials, flyers and other resources help visitors understand the process. Facilitators will provide individualized instructions wherever necessary.

Customers will have access to the following services:

- Job seeker resume entry
- Job Seeker search activity
- Employer Job Order entry
- Employer search of PMTC
- Resource Center access

- 2) Facilitated Service to help job seekers and employers who cannot use PMTC or Resource Rooms unaided, due to a lack of computer familiarity, literacy, and disability, lack of access to the system or some other barrier.

If it becomes apparent that the customer is unable to self-register due to poor computer skills, literacy, lack of access to the system, or some other physical or mental barriers, then assistance will be provided.

The information entered on the PMTC will be in the form and context presented by the customer without editing or embellishment. For customers who are unable to write English, the hard copy resume form will be completed in their native language. It will then be translated as literally as possible into English and entered into the PMTC.

Employers may be advised how the search operates and the ways in which resumes can be identified by category. Employers may request resumes based upon certain search criteria but all responses will be forwarded without screening or additional selection by ES staff.

At each AJC, the following facilitated services will be provided as needed: Resume Entry

- Demonstration of resume entry process
- Advisement on selection of password
- Assistance with Internet navigation
- Assistance with key entry
- Data entry of resume
- Print & copy resume

Job Seeker Search Activities

- Demonstrate how search works
- Assist with navigation
- Explain different types of search
- Help select search criteria
- Enter search based on job seeker's criteria
- Provide directions to employer locations
- Fax resume to employers at job seeker's request
- Distribute Civil Service applications
- Equipment is accessible for practice in typing and word processing skills
- Provide access to self-assessment tools

Job Orders

- Demonstrate employer registrations and job entry process
- Assist with navigation or registration
- Assist with or enter unsuppressed job orders for employers without Internet access

- Advise employers on local wage rates
- Accept job orders over the phone or by fax
- Advise employers of labor market characteristics

#### Employer Search of the PMTC

- Demonstrate search capabilities
- Advise employers of search alternatives to refine/expand matches
- Enter searches for employers
- Download print, mail or fax all resumes that match search criteria

Facilitated services are further described in the ES Manual in Section 400

- 3) Staff assisted services for those who need more intensive staff assistance to obtain jobs. At each AJC, ES staff will provide job seeker selection and referral services in addition to the following mediated services will be provided as needed:

#### Job Development

- Job Search Planning
- Job Search Workshops
- Assessment and testing services
- Career Guidance
- Specific Labor Market Information
- Resume writing assistance
- Job Finding Clubs

#### Job Orders

- Conduct search, screen resumes and only send the employer selected job seekers
- Contact job seekers who have been identified and make referrals to employers
- Contact job seekers who have been identified and make interview appointments
- Contact job seekers who have been identified and do additional screening
- Conduct Reference Checks
- Interpret proficiency and aptitude tests

Mediated services are further described in the ES Manual Section 400

- ***A description of the manner in which career services are being delivered***

In the SEMCA Region, each center has a Resource Room or area that is specifically designated for ES Labor Exchange Services activities. Labor Exchange Services are provided using the three tiers of services: self-services, facilitated services and staff assisted services. These services begin as soon as someone walks into the AJC.

Any job seeker, whether collecting unemployment insurance or not, may enter his or her resume into PMTC. Employers will be provided with access and direction in how to use PMTC to find qualified workers. Each ES site will operate M-F, from 8 am to 5 pm, with full staffing (excluding weekends and state holidays). The SEMCA region has multiple access points to PMTC. Computers and job seeking materials are available throughout the AJC.

There are currently 6 (six) SEMCA Michigan Works! American Job Center (AJC) locations operating and one (1) satellite center in Grosse Pointe. All ES locations are ADA compliant. SEMCA has a strong collaboration with MRS, BSBP, and TTD Deaf Services, and are continually seeking ways to update our assistive technology.

- ***A listing of how many staff at each site will be available to provide services.***

Designated Offices:

ACJ Site	Number of ES Staff
Dearborn	3
Highland Park	4
Livonia	5
Monroe	2
Southgate	5
Wayne	5
Grosse Pointe (Satellite)	1

- ***A description of how the Unemployment Insurance (UI) Work Test will be administered. This description must include an explanation of how the registration of UI claimants will be conducted and how reporting claimant non-compliance with the “able, available, and seeking work” requirements will be managed.***

All Unemployment Insurance Claimants must personally complete an ES registration in a timely manner, before their benefit payment will be authorized. ES staff will ensure that UA claimants complete and have their resume activated in The PMTC to meet the registration requirement. ES staff will also assist customers that have registered at a different location than the MWA Service Center and verify their registration.

ES staff provides a unique stamp and initial each claimant’s verification card and electronically log the name and social security number after ES registration has been verified. ES staff works cooperatively with the UIA staff to assist customers completing the registration/verification process. ES staff that have specific evidence of a claimant’s unavailability for or lack of seeking work will report them by completing the required forms and submitting them to the UIA.

- ***A description of how the Reemployment Service Eligibility Assessment requirements will be administered.***

Reemployment Service Eligibility Assessment (RESEA) requirements will be administered consistent with required RESEA plans submitted annually as required by LEO-WD PIs and subsequent change(s) as follows:

UI will generate a letter (UI 6360) to each claimant informing them to contact one of the MWA Service Center locations to schedule their RESEA appointment.

Each week, UI will generate a list of claimants that will be accessible in the OSMIS. The record will include the claimant's name, address, date of birth, and email address. Each MWA will receive a consistent number of RESEA claimants each week.

The email addresses provided will allow the MWAs to contact the claimants to explain the RESEA letter they have received from UI. If an email is not provided, a letter may be sent to the claimant. This initial contact from the MWA will allow a personalized invitation and introduction to the RESEA program. Attachment A provides an example of an email and a letter that may be used to send to the claimant.

A claimant has until the date listed in the letter (UI 6360) to contact the MWA to schedule their RESEA; however, the MWA has 21 calendar days to schedule the RESEA appointment from the "Letter Sent Date."

If the claimant does not contact the MWA or the claimant contacts the MWA after the date in their letter, the OSMIS will not create a RESEA activity and automatically sends the claimant's information back to UI with a result code of "No Contact." No MWA action is needed. The weekly claimants' report will reflect the "No Contact" in the record status column. This will occur 24 calendar days after the "Letter Sent Date."

If the claimant contacts the MWA after their posted deadline, **DO NOT** refer the claimant back to UI. UI will send a Fact-Finding form to the claimant requesting details on why they missed their deadline.

When a UI claimant contacts the MWA to schedule their RESEA appointment, the MWA staff must determine the status of the customer's OSMIS registration. Staff will then choose which of the following apply to the claimant and take the action indicated:

- **The claimant has an active W-P registration.**  
Match the claimant to an active Wagner-Peyser (W-P) registration by creating a "RESEA." After the RESEA activity has been created, the OSMIS will change the status of the claimant from "Pending Resolution" to "Resolved" on the "RESEA Weekly File" report. The RESEA may then be scheduled in the OSMIS.
- **The claimant has an existing W-P registration, but it has been "Exited."**  
Manually update the W-P registration for the claimant. After the W-P registration is updated, the MWA can go back to the "RESEA Weekly File" to find the claimant and schedule the RESEA appointment. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."
- **The claimant has no existing W-P registration.**  
In the rare case this occurs, the MWA will make a new registration over the phone. Once the claimant's W-P registration is active, the MWA can go back to the "RESEA Weekly File" to find the claimant's name, and then, continue to match the claimant to the active W-P registration. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."

After the OSMIS registration is verified, the RESEA scheduling information needs to be completed (date, time, MWA location) for the RESEA appointment. The appointment must be scheduled by the date that appears on the letter and held within 21 calendar days of the "Letter Sent Date."

In the event the claimant needs to reschedule their appointment, the MWA will enter the new date in the OSMIS, which still is required to be within the 21 calendar days of the "Letter Sent Date." This occurs by choosing the claimant in the OSMIS under the "Schedule Participant Report," and selecting the "Scheduling" tab. The "Rescheduling Section" is just below the "Scheduling Section" in green. Each field in this section is mandatory. Rescheduling may occur if the claimant calls prior to their scheduled appointment.

The MWA and the claimant will discuss the benefits of returning for a second RESEA appointment. A second RESEA appointment may be scheduled that day, or the claimant may choose to call and schedule a second appointment within 45 business days of the initial completed RESEA. It is highly recommended that a second RESEA be scheduled with the claimant. Continued contact with the claimant and additional services provided will increase the opportunity of the claimant returning to work sooner.

The second appointment must be entered in the OSMIS showing the date and time of the appointment.

If the claimant is a "no show" to their second RESEA appointment, an eligibility issue will be noted in the OSMIS.

If the claimant needs to reschedule their second RESEA appointment, they may do so within the 45 business days of the originally scheduled second RESEA. Rescheduling is completed in the tab labeled "Scheduling."

- ***An explanation of how the MWA will participate in a system for clearing labor between the states by accepting and processing interstate and intrastate job orders as a component of the National Labor Exchange System.***

SEMCA participates in the Michigan component of the National labor exchange system by providing access to PMTC and receiving and forwarding certain interstate and intrastate job orders to designated staff for processing.

- ***An explanation of how the MWA will ensure veterans will be provided access to the same employment services received by the general population. This explanation must include a description of the screening process the MWA uses to refer eligible veterans to Veteran Career Advisors for case management services and how priority of service for veterans and eligible spouses will be applied in the delivery of Wagner-Peyser funded services.***

- 1) AJC staff identifies veterans and other eligible spouses at each point of entry by encouraging them to self-identify. All customers who self-identify as veterans or eligible spouses will immediately be notified by AJC staff they may be qualified to receive additional services from a DVOP Specialist. The notification includes the following:
  - As a veteran or eligible spouse, the customer is entitled to receive Priority of Service;

- As a veteran or eligible spouse, the customer may be eligible to receive personalized employment services from a DVOP Specialist;
- DVOP Specialist services are in addition to other services.

If a veteran or eligible spouse customer is interested in pursuing DVOP services, proceed to paragraph below. If not, continue to provide the customer with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Priority of Service.

- 2) Providing the DVOP Application Form; If a veteran or eligible spouse customer is interested in pursuing DVOP services, AJC staff immediately provides that customer a copy of the DVOP Application Form (with instructions). It is intended that the DVOP Application Form be completed immediately by the customer, and promptly returned to AJC staff.

When providing the form, AJC staff notifies the customer of the following:

- The information is being requested on a voluntary basis;
- Completing the form is a requirement for DVOP Specialist services;
- The information will be kept confidential;
- Refusal to provide the information will not subject the customer to any adverse treatment;
- The information will be used only in accordance with law;
- Where to return the completed form.

If the customer is determined to be qualified to receive DVOP Specialist services, proceed paragraph 4 below; if not, proceed to paragraph 5 below.

For a DVOP Application Form to be complete, Section 1 must include a full name and address, either a telephone number or e-mail address (preferably both), Section 2 or 3 must have all questions answered, and Section 4 must have all questions answered.

- 3) Customer is Qualified to Receive DVOP Specialist Services: Customers who are determined to be qualified to receive DVOP Specialist services must immediately be referred by AJC staff to the DVOP Specialist assigned responsibility for that One-Stop Service Center. The process sequence for making this referral is:
  - a. Ensure that the customer has an active Wagner-Peyser registration in the State of Michigan OSMIS, creating the registration is necessary.
  - b. Enter the customer's OSMIS ID in the "Customer OSMIS ID" box in the "For Staff Use only" section of the DVOP Application Form.
  - c. For that customer, enter the service "Referral to Supportive Service" in OSMIS, with "DVOP Specialist" entered in the "Name of Agency" box.
  - d. Notify the receiving DVOP Specialist of the referral, and provide the customer's DVOP Assessment Form to the DVOP Specialist.
  - e. The receiving DVOP Specialist will keep the customer's DVOP Application Form on file in accordance with all applicable privacy policies and laws.
- 4) Customer is Not Qualified to Receive DVOP Specialist Services: For customers who are determined not to be qualified to receive DVOP Specialist Services MWA staff must immediately:
  - a. Inform the customer that the DVOP Specialist is not the best person to assist them.

- b. Continue to provide the customer with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Priority of Service.
- c. Keep the customer's DVOP Application Form on file in accordance with all applicable privacy policies and laws. Either a physical or electronic copy may be maintained, and will be kept until further guidance is given by LEO-WD.

Veterans' Priority:

SEMCA ensures that ES providers comply with the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of U.S. Code 4215. The Jobs for Veterans Act Public Law 107-288 requires that all U.S. veterans and eligible persons must receive priority in vocational guidance, training, and job placement services in accordance with the order of priority established by Public Law 107-288, Title 38 of U.S. Code.

Veteran's priority/preference and other veterans' issues are further described in LEO-WD's ES Manual. SEMCA abides by the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the U.S. Code, which states that veterans be given priority of service over non-veterans for the receipt of employment, training, and placement services provided under any covered program, as long as the individual otherwise meets the requirements for participation in the program.

- ***An assurance that Migrant and Seasonal Workers (MSWs) will have equitable access to and receive the full range of employment services that are provided to non-MSW customers.***

SEMCA provides the same level of services to MSWs as we do others seeking our assistance. This includes access to employment services, benefits, protections, counseling, testing, and job and training referral services received by the universal population. SEMCA is in compliance with sections 500-599 regarding Agricultural Labor Exchange.

- ***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.***

SEMCA AJC staff work closely together to ensure that access to the same employment services, benefits, protections, counseling, testing, and job and training referral services are received by all participants. Regular referrals are made from ES to WIOA and other programs as needs arise for the customer. SEMCA has a policy to articulate how case notes regarding Direct Linkage/Referrals are to be entered by SEMCA contractors into the OSMIS. Access to the services for the required partners must be made available through the AJCs or through referral, including intake and registration, eligibility determination (if applicable), enrollment in the program, and referral to program activity. This integration in our system has increased our ability to leverage services while adequately meeting the needs of the customer.

- ***A description of any other planned services or activities for which Wagner-Peyser funds will be utilized.***

SEMCA may use Wagner-Peyser funds to ensure it has adequate physical facilities including telephone equipment, storage, and internet connections at all AJC locations. Funding may also be

utilized to ensure that all AJCs meet ADA requirements.

**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.**

SEMCA has two Refugee and Immigrant Navigators who work with the targeted customers, primarily PATH, to help them eliminate barriers and navigate through systems which can assist in that process. Navigators also work with local businesses, non-profits, faith based organizations and others to create new partnerships as well as employment and training opportunities.

SEMCA also utilizes Healthy Michigan Plan Navigators (HMPN) to direct HMP participants to employment and training related services and supports to assist participants secure and maintain training and employment. The navigators educate impacted participants on requirements and available services, make referrals, assess and manage other caseload related impacts resulting from the implementation of the Medicaid work requirements. The navigators also cultivate relationships with Community HMP partners to provide direction and guidance to assist HMP participants navigate the system.

**19. A description of how the local board will coordinate the WIOA Title 1 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.**

SEMCA ensures access for all individuals, of every skill level, the opportunity to pursue the skills, training, and education they need to obtain employment that will lead to financial stability and economic security for themselves and their families. Employers also have the assurance that trained and qualified workers will be available to fill their current and future openings. Services at the AJCs are intended to provide a broad array of recruitment, assessment, readiness, placement, coaching and follow up services consistent with a demand driven system.

SEMCA's Career Education Advisory Council (CEAC) is made up of representatives of employers, organized labor, local school districts, post-secondary institutions, intermediate school districts, career and technical educators, public school parents and academic educators. The CEAC serve in an advisory capacity to the WDB and it is the intent of SEMCA to use the CEAC to aid in coordinating WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA Title II. In addition, as an advisory group to the WDB, regional CEACs will help coordinate with other educational entities in guiding career development programs and career pathways, such as high schools, community colleges, career and technical education, adult education programs, prisoner reentry programs, corrections education, veteran's programs and college access networks in support of the WDBs' mission and strategic workforce development plans. Furthermore, CEACs will aid the WDB to carry out the review of local applications submitted under Title II consistent with WIOA Sections 107(d)(11)(A) and (B)(i) and WIOA Section 232. The CEACs will also assist the local WDBs with the development and implementation of career pathways.

SEMCA will coordinate WIOA Title I activities with WIOA Title II Adult Education and Literacy Activities by implementing the following strategies:

- SEMCA has developed excellent working relationships with Wayne RESA and entities that operate WIOA Title II Adult Education and Literacy Activities that allow coordination with centers to be

easily achieved.

- The CEAC advises the WDB on WIOA Title II Adult Education and Literacy Activities.
- The services the MWA's Adult Education and Literacy entities provide are identified and described in the MOUs along with strategies for coordinating these services with the AJCs.
- SEMCA, Wayne RESA, and its WIOA Title II Adult Education partners are in the process of redefining and adjusting program service delivery and design to improve workforce investment activities and outcomes to be consistent with WIOA. For example, the team is working to identify gaps in WIOA services that Adult Education can possibly fill. We will continue to align adult education and core partners services to increase career exploration and awareness via business and education collaboration.

**20. Copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and 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.**

Copies of executed cooperative agreements or MOUs are attached to this plan.

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

SEMCA is a nationally accredited non-profit that has administered over the past ten years nearly \$400 million of governmental and foundation funding from dozens of federal, state and county agencies and foundations. SEMCA has developed a reputation as a highly professional, responsive, competent and nimble administrative organization. This success is substantially rooted in our philosophy that strong partnerships can result in increased resources, efficiencies, innovation and opportunities.

Since 1996, SEMCA has been a designated workforce development agency operating six full-service One-Stop AJCs and one satellite center throughout Monroe and out-Wayne Counties (excluding the City of Detroit, which has its own Michigan Works! designation). Currently, SEMCA oversees a network of eight workforce development contractors with more than 98,774 visitors to its various AJCs between April 2019 and March 2020. SEMCA is governed by two volunteer boards, the WDB and the SEGA, which is comprised of representatives selected by the elected officials from the SEMCA region. SEMCA currently administers approximately \$28 million annually in local, state and federal grant funds. SEMCA also currently serves as the fiduciary for WIN and SEMWAC, demonstrating its ability to provide behind-the-scenes fiscal support infrastructure and fully respecting the responsibilities and roles reserved for the management staff of partner organizations.

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

SEMCA awards all grants and contracts through open and free competition. Requests for Proposals (RFP) are issued to determine a system of contractors that provide the most convenient, efficient, productive, uniform (franchise model) and cost effective services for its customers. With the RFP, SEMCA places an emphasis on addressing the needs of local and regional businesses and aligning service strategies with regional labor markets and talent development activities. SEMCA maintains an extensive bidders list of agencies, institutions and entities that have expressed an interest in being notified of opportunities to administer programs for SEMCA (SEMCA's current contractors are included on the bidders list). When an RFP is released, those on the bidders list are sent an announcement indicating an RFP has been released with instructions on where it can be obtained. Notification of the RFP release is also posted online along with the actual RFP on SEMCA's web site. Bidders' conferences are held for all procurements to provide SEMCA the opportunity to present the RFP and answer questions posed by those in attendance.

Proposals are reviewed to determine the ability of the bidder(s) to deliver the procured program services in a cost-effective and quality manner. Proposals received are independently evaluated and scored by a team of proposal evaluators resulting in each proposal earning an average composite score. The average scores are ranked and used as the basis for funding recommendations that are presented to the WDB for consideration and action.

***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 USDOL as baseline measures as described in Section II.***

These measures remain undetermined as they have not yet been negotiated. SEMCA agrees to abide by all new local levels of performance as they are negotiated using the baseline data.

***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.***

In 2017, SEMCA adopted a five year Strategic Plan after year-long process. SEMCA is also proud of its accreditation through the Council of Accreditation (COA). The process of receiving accreditation and re-accreditation incorporates quality improvement activities with other well established management activities such as performance monitoring and evaluating client and provider services. Staff members from all programs conduct site visits, routine reviews of ongoing performance data, and facilitate routine best practices meetings at which all contractors are mandated to attend. Program managers conduct annual performance reviews of their staff focusing on past accomplishments and planning for continuous improvement and future success.

Under the WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and

enhances access to program services. SEMCA relies on input from its Boards (WDB and SEGA) to address effectiveness, programmatic and physical accessibility and continuous improvement as part of the certification process. MRS's Business Network Division provides assistance for ADA Accessibility Evaluations. Within the SEMCA system, One-Stop partners collaborate to create a seamless service delivery system that enhances access to services and improves employment outcomes for all individuals. The intent is to have a workforce development system that is able to respond to the SEMCA area's specific needs with unique solutions and creative partnerships. In addition to service delivery, one-stop partners share in the operating costs of the AJCs and contribute towards costs and services that benefit all one-stop partners and their customers. Through the use of MOUs, roles and contributions of the one-stop partners are outlined, including cost allocation.

SEMCA utilizes Michigan Works! Operations funding from LEO-WD to support and enhance the One-Stop service delivery system. These funds are used in support of One-Stop activities that improve customer service, inform and educate the public about the service centers and upgrade facilities. Because these funds are limited, SEMCA allocates One-Stop center infrastructure costs based on a cost allocation methodology approved by the local board resulting in an equitable distribution of costs to programs. Infrastructure costs directly associated with a One-Stop partner are apportioned based on square footage and outlined in the MOU with that organization.

**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.***

It is the policy of SEMCA to aid employers in finding qualified candidates for job openings and assist job seekers in getting the necessary services to upgrade skills and find good jobs. One of the many activities available to participating job seekers is training. Training services may be provided to a participant who otherwise meets program requirements while an application for a Federal Pell Grant is pending. If a participant is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to SEMCA from such Federal Pell Grant. SEMCA will partner and collaborate with MRS and BSBP for blended funding opportunities for people with disabilities and/or employment barriers.

SEMCA abides by the requirements of WIOA in ensuring informed customer choice in the selection of training programs and utilizes Michigan's Eligible Training Provider List (ETPL) to aid customers seeking training. There are a large number of qualified training providers both private and public on the ETPL. For training services funded through WIOA Section 134 (Adult and Dislocated Worker), training programs must be listed on ETPL with the providers work-based training consisting of on- the-job training, customized training, incumbent worker training, internships, and paid or unpaid work experience opportunities or transitional employment. Collaboration with MRS and BSBP may identify opportunity for braided funding for people with disabilities and/or barriers to employment.

SEMCA utilizes a debit card system in cooperation with Comerica Bank to track non-worked-based training expenditures. For work-based training, contracts with employers and/or the training provider are executed. All training activities are entered on the OSMIS upon approval of SEMCA's MIS staff and monitored regularly.

**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.**

The WDB consisting of representatives of businesses, labor organizations and education plays a vital role in the development of the regional and local plans. The Local Plan was presented to the WDB at its May meeting with an invitation to provide input and to SEGA at its July meeting. Once developed, the Local Plan was made available to the public through a posting on SEMCA's website for a mandatory 30-day public comment period. Members of the public, including representatives of business, labor organizations, and education, were invited to submit comments on the proposed Local Plan to SEMCA. Any comments that express disagreement with the Local Plan are sent to the Governor along with a copy of the final Local Plan.

**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.**

Technology can enable information, as well as many services, to be accessed wherever a computer and internet access is available. In recognition of this reality, SEMCA encourages its contractors to assist with the development and deployment of a more robust web presence, including website and menu of online resources. While these online resources are not expected to replace more traditional brick and mortar sites for service, virtual services should be offered to employers and job seekers to every extent possible. SEMCA will collaborate with MRS and BSBP for consultation when required to maximize accessibility of One-Stop technology.

Integration of services is ensured through the use of the State's OSMIS database system, which has numerous key features and components. Each component makes use of a single applicant record that contains all of the information about that person. The One-Stop Management Information System is Web-based, enabling it to be accessed from any site that has an Internet connection. A login process maintains security for the system. Service providers enter services to customers into the OSMIS database as they are provided. Data can only be entered by, and is only displayed to, users who have permission to see and use the information. Data entered is available to system users immediately after entry is complete. OSMIS is also enhanced with updates implemented on a continuous basis to include reporting modifications and to simplify data entry and tracking for all programs.

In addition to OSMIS, SEMCA uses a customer relations management (CRM) software called Salesforce for tracking its Business Services activities. Salesforce is used across the SEMCA area to assist staff in the delivery and tracking of quality services that are provided to employers.

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

SEMCA AJC staff, when using WIOA Adult or Dislocated Worker funds to provide individualized career services, training services, or both, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area. Priority Groups are: Recipients of Public Assistance; Low Income individuals; Individuals who are Basic Skills Deficient;

Underemployed Individuals; Veterans and Eligible Spouses. Priority Populations include:

#### Recipients of Public Assistance

For the purposes of WIOA, a public assistance recipient includes an individual or an individual who is part of a family, currently receiving, or who in the past 6 months has received assistance through:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI); or
- Any other State or local income-based public assistance

#### Other Low-income Individuals

WIOA sec. 3(36) defines a low-income individual as someone who receives public assistance as described above or:

- is in a family with total family income that does not exceed the higher of—(I) the poverty line; or (II) 70 percent of the lower living standard income level;
- is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act);
- receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act;
- is a foster child on behalf of whom State or local government payments are made; or
- is an individual with a disability whose own income meets the income requirement, but who is a member of a family whose income does not meet this requirement.

WIOA sec. 3(5) defines basic skills deficient as referring to an individual:

- who is a youth with English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; including the Test for Adult and Basic Education (TABE); or
- who is a youth or adult, that 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.
- lacks the short-term pre-vocational skills (i.e., the learning skills, communication skills, or the computer literacy skills) that an individual needs to prepare for unsubsidized employment or training, as documented by and in his/her comprehensive assessment

\*Note: Individuals who are English language learners meet the criteria for “basic skills deficient” and must be included in the priority populations for the Title I Adult program.

#### Veterans

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, including WIOA programs.

- First, to Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funds. This means that veterans and eligible spouses who are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
- Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds, which are low income,

- receiving public assistance or basic skills deficient (defined below).
- Third, to Veterans and eligible spouses who are not included in WIOA's priority groups.
- Fourth, as a priority population established by the WDB, Underemployed Individuals as defined in the WIOA manual:
  - Individuals employed less than full-time (35 hours or less per week) who are seeking full-time employment. -or-
  - Individuals who are employed in a position that is inadequate with respect to their skills and training. -or-
  - Individuals who are employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment, which equals less than 70 percent of the individual's wage received from their most recent job earnings.
- Last, to non-covered persons outside the groups given priority under WIOA with approval from management.

**29. A description of how the local board will coordinate workforce investment activities carried out in the local area with statewide Rapid Response (RR) activities**

SEMCA has developed a policy describing how it will coordinate workforce investment activities carried out in the local area with statewide RR activities provided by LEO to address actual or potential dislocation events, in accordance with the WIOA, Section 134(2)(A) and 20 Code of Federal Regulation (CFR) 682.300 to 682.330. SEMCA's policy includes coordinating workforce investment activities for both business and workers to include the following:

- Immediate and on-site contact with the employer, affected workers or their representatives, and the local community, which includes an assessment of, and strategy to address: 1) the employer's layoff plans and schedule; 2) the background, probable assistance needs, and reemployment prospects of the affected workers; and 3) resources available to meet the short and long-term assistance needs of the affected workers
- The provision of information and access to unemployment compensation benefits and programs, such as employment and training activities, including information on the TAA program, Pell Grants, the GI Bill, and other resources
- Delivery of other necessary services and resources including workshops, classes and job fairs to support reemployment efforts for affected workers
- Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in obtaining reemployment as soon as possible
- Providing assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs
- Establishing linkages with economic development activities at the State and local levels, including business retention and expansion activities
- Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses
- Connecting businesses and workers to short-term, on-the-job, or customized training programs and apprenticeships before or after layoff to help facilitate rapid reemployment

**30. A description of RR activities.**

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, unlikely to return to a previous industry or occupation, determining eligibility for self-employed individuals, including family member, farm workers and ranch hands or a natural (or other) disaster resulting in a mass job dislocation. SEMCA participates in full cooperation with state staff responsible for providing RR activities.

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, MEDC, union officials, United Way, and other partners to identify plant closings or layoffs.

SEMCA assists the state RR team in working with companies experiencing mass layoffs and filing WARN notices. In addition to RR meetings, SEMCA staff provides Worker Orientations to workers that have been laid off to provide them with information including services offered at their local AJC. Laid off workers can access the AJC nearest them in order to receive assistance with resume writing/updating, job- seeking skills, workshops and re-training into high-demand occupations.

- Services included as part of the RR process include:
  - a. Initial RR meeting with the company and union officers (if applicable).
  - b. 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; TAA, if applicable; special population services (MRS, BSBP, Veterans' services); and local/community services (United Way, TIC, 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 UIA 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).
  - c. 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.

- d. 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.
- e. 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.
- f. SEMCA has a local policy describing how it 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 includes, but is not limited to the following actions:
  - i. 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.
  - ii. 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.
  - iii. A description of the coordination of layoff aversion with IWT.
  - iv. A description of the MWA's role in the function of JACs.
  - v. 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.).

## Review and Comment Process

*Prior to the date on which the local board submits a local plan to the Governor for approval, SEMCA will:*

- *Make available copies of the proposed local and/or regional plan to the public through electronic and other means, such as public hearings and local news media.*
- *Allow members of the public, including representatives of business, labor organizations, and education, to submit to the local board for consideration comments on the proposed local and/or regional plan. Local boards shall provide no more than a 30-day period for comment on the plan before its submission to the Governor for approval, beginning on the date on which the proposed plan is made available.*
- *Submit any comments that express disagreement with the plan to the Governor along with the plan.*