

PLAN
PERIOD

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The Oakland County
Michigan Works! Agency's
**WORKFORCE INNOVATION
AND OPPORTUNITY ACT (WIOA)
FOUR-YEAR LOCAL PLAN**

SUBMISSION DATE: AUGUST 30, 2024



Respectfully Submitted By
The Oakland County Workforce Development Board
and Oakland County Executive David Coulter

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Section 1: An Analysis of Regional and Local Labor Market Data and Economic Conditions

A. WIOA Region 10 Planning Analysis

Attachment B to this document is excerpted from WIOA Planning Region 10's Four-Year Regional Plan. In addition to this regional analysis, the information that follows is specifically relevant to Oakland County's labor market, as forecasted in the "Oakland County Economic Outlook Report, 2024-2026." This report was compiled by the University of Michigan's Research Seminar in Quantitative Economics Unit.

- Oakland County's economy has now recovered from the pandemic recession by most metrics. The number of employed residents in the county recovered to its pre-pandemic level in March of 2023, and exceeded pre-pandemic levels by 1.3 percent in February 2024.
- Oakland's unemployment rate registered 2.9 percent in February 2024, 0.5 percentage points below its average in 2019, and the county's labor force stood a bit higher than its 2019 level.
- Oakland County's real gross domestic product in 2022 is 3.7 percent higher than in 2019.
- Despite these important successes, one key measure remains short of its pre-pandemic level: the count of payroll jobs located in Oakland County was still 1.8 percent shy of a full recovery in the third quarter of 2023, the most recent available data.
- The count of payroll jobs in the county is projected to grow at an average pace of 1.1 percent, or about 8,000 jobs per year, from 2024 to 2026. The private health and social services sector is one of the major gainers, adding a total of 6,800 jobs over the next three years. Oakland's traditional blue-collar industries also add jobs at a healthy pace of about 1.4 percent per year, despite limited growth in the auto and government sectors.
- Oakland County's unemployment rate is expected to hold steady near 3.0 percent throughout the forecast period. As such, continued growth in the county's labor force is expected to accommodate ongoing job growth. By the end of the forecast, the county's labor force is predicted to stand 3.8 percent higher than it did before the pandemic. Although the county is not immune from the challenges associated with an aging population, Oakland continues to stack up well against its peers on key metrics associated with local quality of life and economic wellbeing. Oakland is well positioned to resist the downward pull of demographic trends on its workforce over the next three years.
- The forecast is less bullish on the outlook for real wage growth. Average real wages in Oakland County are forecasted to grow by 0.5 percent per year over the next three years. Local inflation that runs significantly above its pre-pandemic norm is one reason relatively modest growth is projected. Still, real wages are forecast to stand 4.0 percent above 2019 levels in 2026.
- Within the county's advanced manufacturing industries, three industry groups were connected to advanced manufacturing: advanced manufacturing itself, "aspiring" advanced manufacturing, and services support for advanced manufacturing. Oakland County excels at providing services support to advanced manufacturing industries, with a concentration more than double the U.S. average. Workers in these support industries tend to be well-educated, and they are also

relatively well-paid, with an average wage of \$112,639 in 2022. Still, that average wage in Oakland County trailed the national average for these industries, which was \$139,864. The county also faced a pay gap in the advanced manufacturing industries themselves, with an average wage of \$100,433 in 2022 versus a national average of \$126,735.

An analysis of the foregoing data reveals several trends that will shape Oakland County's economic and workforce environment:

- Oakland County's economy has now recovered from the pandemic recession, and its unemployment rate is predicted to hold steady, near 3.0 percent
- The County's strongest job growth will continue to stem from higher and middle wage industries, along with traditional blue-collar industries.
- Much of the County's job growth will occur in sectors (e.g., healthcare practitioners and technical, information technology, architecture and engineering, business and financial, and management) whose jobs require higher levels of education and industry-recognized credentials.

B. A Description of the Local Board's Strategic Vision and Goals

Home to nearly 1.3 million residents and 40,000 businesses, Oakland County is the economic and workforce engine for the State of Michigan. Generating more than 20 percent of the state's Gross Domestic Product, Oakland County's educated, skilled, and qualified workforce ensures Oakland County businesses have the employees necessary to grow and prosper in the County. Under the purview of the Oakland County Workforce Development Board and Oakland County Executive David Coulter, Oakland County Workforce Development/Oakland County Michigan Works! serves as the county's premier workforce development organization, responsible for executing the Governor's Workforce Development Plan, Oakland County's Strategic Framework, and Oakland County's "north star" initiative—Oakland80.

In 2022, under the leadership and vision of County Executive David Coulter, Oakland County announced the Oakland County Strategic Framework. For the first time in Oakland County's recent history, the County established a vision, mission, values, and eight strategic goals to define priorities, guide work, and help measure the impact on its residents and businesses. This framework exemplifies the County's commitment to ensuring that ALL residents and businesses have the resources, support, and tools needed to thrive in Oakland County.

Vision: Oakland County's vision is to be a healthy, safe, and thriving place where everyone is valued, quality of life is high, and economic opportunity abounds.

Mission: Oakland County's mission is to serve through collaborative leadership and to help support communities where residents flourish and businesses thrive.

Values: Oakland County's values include collaborative leadership; fiscal responsibility; results-oriented; respect for people as individuals; service excellence; social justice; transparency and ethical government.

Goals:

- Thriving and Inclusive Economy: Oakland County cultivates entrepreneurs, *attracts talent and investment*, promotes cutting-edge technology, and strives for an economy that works for all people and businesses of all sizes.
- Healthy Residents: Oakland County works to *ensure access to affordable health care*, including mental health services, to improve health outcomes for all residents.
- Diversity, Equity, and Inclusion: Oakland County celebrates and embraces its diversity and is committed to ensuring that all residents feel a sense of belonging, are valued, their voices uplifted and are included in the efforts to *close social, economic and well-being gaps* that exist in our county.
- Livable Neighborhoods: Oakland County offers residents quality, *affordable housing* in welcoming neighborhoods with access to parks and recreation, public transportation, and healthy food.
- Environmental Sustainability: Oakland County seeks to protect the environment, reduce carbon pollution, keep our water and lakes safe, and conserve natural resources.
- Public Safety & Fairness in the Criminal Justice System: Oakland County keeps residents safe from crime, ensures that all people are treated fairly by the criminal justice system, and *helps put offenders on the path to productive lives*.
- Organizational Excellence: Oakland County government values its employees, responsibly manages taxpayer dollars, and delivers innovative and effective services to Oakland County residents.
- Skilled and Educated Workforce: *Oakland County provides residents with the education, training, and support they need to get good paying jobs while assisting businesses in retention and recruitment efforts.*

To achieve the County's strategic goal of a skilled and educated workforce, County Executive David Coulter established Oakland80, the County's post-secondary educational attainment goal. Building from Governor Whitmer's 60 by 30 goal and the Governor's Statewide Workforce Plan, Oakland County aspires to have 80 percent of Oakland County residents earn a post-secondary certificate, degree, or credential by 2030. Led by the Workforce Development division, this effort prioritizes career and education navigation, barrier removal, Michigan Reconnect, and K-12 engagement.

With these initiatives in mind, the Oakland County Workforce Development Board has developed the following goals:

- collaborate, lead, and align with post-secondary education, business, the community, labor and non-profit organizations, and other partners to achieve the County Executive's Oakland80 goal;
- meet workforce development program performance indicators and other key performance indicators (e.g., human service, business service, and community outreach activities) that the U.S. Department of Labor (USDOL), the U.S. Department of Health and Human Services, the U.S.

Department of Agriculture, the Michigan Department of Labor and Economic Opportunity (LEO), Workforce Development (WD), and/or the Oakland County Michigan Works! Agency may develop;

- market workforce development programs and services, including those described in this Plan, to in school youth, opportunity youth, dislocated workers, low-income adults, and employers. Increased efforts will focus on reaching underrepresented populations, including, but not limited, to justice-impacted residents, individuals with disabilities, refugees and immigrants, the ALICE population, and others who face systemic barriers to employment and education;
- market job opportunities from all industry sectors, especially defense and aerospace, health care, manufacturing, construction, mobility, automotive, and professional and business services;
- eliminate gaps between the skills students, job seekers, and workers have, and the skills employers seek in their employees;
- partner with industry sectors, small and large employers, industry associations, labor organizations, the U.S. Office of Apprenticeships, and educators to create quality work-based training opportunities (e.g., on-the-job, customized, and occupational training; pre-apprenticeships, apprenticeships; internships; and work experience) for students, job seekers, and workers;
- provide employers with quality business services (e.g., employee recruitment, screening, training, and retraining);
- provide job seekers with quality workforce development services (e.g., job search assistance, remediation, assessment, case management, training, and job development);
- provide (and/or partner with other entities to provide) basic skills instruction to appropriate individuals, so they can pursue and earn industry-recognized credentials;
- use technology to expand virtual services for workforce development customers;
- promote, practice, and implement diversity, equity, and inclusion, as the Board, administrative staff, service providers, and partners create educational and career pathways for customers and help them achieve economic self-sufficiency;
- develop and improve access to career pathways that lead to an industry-recognized, portable, and stackable certificate or certification that helps achieve the County's Oakland80 goal;
- collaborate with other Michigan Works! Agencies and entities (e.g., the Workforce Intelligence Network (WIN) of Southeast Michigan) in WIOA Planning Region 10, to leverage funds, share services, and streamline administrative functions;
- collaborate with required core partners (e.g., the Job Corps, Adult Education and Literacy partners, Michigan Rehabilitation Services, the Bureau of Services for Blind Persons) and other programs (e.g., career and technical education programs and veterans' employment and training programs) to align, integrate, coordinate, and avoid duplication of workforce investment funds, services, and activities; and

- remove barriers to education and employment for residents, by identifying and addressing barriers that impact their short and long-term education and employment goals.

Similar to Oakland County’s Strategic Framework, Governor Gretchen Whitmer’s Michigan Statewide Workforce Plan identifies three key pillars to ensure that people have the skills, opportunities, and support needed to thrive and prosper in the new economy; that employers can hire the talent they need to locate and grow in Michigan; and that communities, regions and the state catalyze workforce, education and economic development assets to position Michigan as a leading state in income mobility, good jobs, and equity for decades to come. The three key pillars follow:



PILLAR 1: SKILLS

Help More Michiganders
Earn a Skills Certificate or
Degree



PILLAR 2: OPPORTUNITY

Increase Access to
Opportunities that Grow the
Middle Class



PILLAR 3: GROWTH

Support Business &
Entrepreneurial Growth
through Talent Solutions

To achieve the Michigan Statewide Workforce Plan’s goals, Oakland County is committed to:

- Help more Michiganders earn a skills certificate or degree. Through the efforts of Oakland County Michigan Works! and Oakland80, 80 percent of Oakland County adult residents will earn a certificate, credential, or degree by 2030.
- Increase access to opportunities that grow the middle class. 233,197 middle-income households currently exist in Oakland County. To meet Michigan’s statewide goal, estimates indicate that an additional 7,054 Oakland County households must rise to the Michigan middle class annual income range of \$44,657-\$133,972.
- Support business and entrepreneurial growth through talent solutions. Oakland County’s labor force participation rate of 67.1 percent is higher than the statewide average of 61.8 percent. To meet Michigan’s statewide goal of being a top 10 state for labor force participation growth, Oakland must increase labor force participation by 1.0 percentage points annually.

Throughout this Plan, the MWA has identified alignment with the Michigan Statewide Workforce Plan’s three pillars by indicating in the Plan’s margins the icons shown above.

Expected Levels of Performance: As identified above, the MWA will meet expected levels of performance from the LEO-WD. In accordance with LEO-WD Policy Issuance (PI): 24-13, the Oakland County Workforce Development Board was “not required to provide expected levels of performance for those performance measures designated by the USDOL as ‘baseline’ indicators”. These baseline indicators follow:

- WIOA Title II – Adult Education and Literacy:
 - Employment Second Quarter After Exit;

- Employment Fourth Quarter After Exit;
- Median Earnings;
- Credential Attainment Rate; and
- Retention with the Same Employer;
- WIOA Title IV – Vocational Rehabilitation:
 - All measures are designated as baseline.

Negotiated performance levels for the remaining indicators for Program Year 2024 (i.e., July 1, 2024 through June 30, 2025) and Program Year 2025 (i.e., July 1, 2025 through June 30, 2026) under Title I of the WIOA and the Wagner-Peyser Act, as amended by Title III of the WIOA, appear below.

Performance Measures	PY 2024/PY 2025 Negotiated Performance Level
WIOA Title I - Adult	
Employment Rate 2 nd Quarter after Exit	90.0%
Employment Rate 4 th Quarter after Exit	87.0%
Median Earnings 2 nd Quarter after Exit	\$8,500
Credential Rate 4 th Quarter after Exit	86.0%
Measurable Skill Gains	66.0%
Retention with the Same Employer	*
WIOA Title I - Dislocated Worker	
Employment Rate 2 nd Quarter after Exit	88.3%
Employment Rate 4 th Quarter after Exit	88.6%
Median Earnings 2 nd Quarter after Exit	\$9,907
Credential Rate 4 th Quarter after Exit	88.2%
Measurable Skill Gains	72.6%
Retention with the Same Employer	*
WIOA Title I - Youth	
Employment Rate 2 nd Quarter after Exit	85.4%
Employment Rate 4 th Quarter after Exit	84.4%
Median Earnings 2 nd Quarter after Exit	\$5,060
Credential Rate 4 th Quarter after Exit	74.7%
Measurable Skill Gains	53.6%
Retention with the Same Employer	*

Performance Measures	PY 2024/PY 2025 Negotiated Performance Level
WIOA Title III - Wagner-Peyser Act	
Employment Rate 2 nd Quarter after Exit	74.1%
Employment Rate 4 th Quarter after Exit	72.1%
Median Earnings 2 nd Quarter after Exit	\$8,000
Retention with the Same Employer	*

* A performance level for this measure was neither required nor negotiated.

The MWA contracts with its One-Stop Operators to deliver the WIOA Title I Adult, Dislocated Worker, and Youth Programs; the Wagner-Peyser Employment Service, as amended by Title III of the WIOA; the Trade Adjustment Assistance (TAA) Act Program; the Temporary Assistance for Needy Families (TANF) Partnership. Accountability. Training. Hope. (PATH) Program; and related programs under various funding sources. Since the MWA's WIOA One-Stop Operators also deliver these core and related programs, funding alignment is easily and effectively achieved.

To align the resources of programs the MWA's partners operate, they and the Board have negotiated and executed Memorandums of Understanding (MOUs). These programs include Adult and Literacy Activities and Vocational Rehabilitation Programs under, respectively, Titles II and IV of the WIOA. Provisions in the MOUs describe:

- how the core partner program and the Board provide and coordinate services through the one-stop delivery system;
- the core partner's roles and responsibilities;
- the Workforce Development Board's responsibilities;
- the One-Stop Operating Budget, which delineates, in an attached Infrastructure Funding Agreement (IFA), the core partner's infrastructure contributions to the Budget;
- how the core partner program refer customers to -- and receive referrals from -- the One-Stop Operators;
- how the core program and the one-stop operators ensure that the needs of workers and youth, including individuals who have barriers to employment (e.g., individuals with disabilities), are addressed, by providing necessary and appropriate access to the core program's services, technology, and materials;
- the MOU's duration; and
- procedures for amending the MOU.

These MOUs, whose contents are described in Section 2 and elsewhere in this Plan, ensure that funds of the foregoing core and partner programs are effectively aligned.

Section 2: A Description of the Local Area’s Workforce Development System

A. Workforce Development Programs



The Oakland County MWA’s workforce development system has numerous programs, including “One Stop Core and Partner” programs identified in Section 121(b)(1)(B) of the WIOA. These and other particularly relevant programs follow:

- Programs authorized under Title I of the WIOA, including the Adult, Dislocated Worker, and Youth programs, Job Corps, YouthBuild, Native American programs, and Migrant and Seasonal Farm Worker programs;
- the Employment Service that is 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 (other than Section 112 or Part C), as amended by Title IV of the WIOA;
- the Senior Community Service Employment Program that is authorized under Title V of the Older Americans Act of 1965;
- Career and Technical Education Programs at the Postsecondary Level that are authorized under the Strengthening Career and Technical Education for the 21st Century Act (Perkins V);
- Trade Adjustment Assistance (TAA) activities that are authorized under Chapter 2 of Title II of the Trade Act of 1974;
- Jobs for Veterans State Grant Programs that are authorized under Chapter 41 of Title 38, United States Code (U.S.C.);
- Employment and Training Programs that are carried out under the Community Services Block Grant Act;
- Employment and Training Programs that are carried out by the Department of Housing and Urban Development (HUD) (Section 3);
- Unemployment Compensation Programs that are authorized under State unemployment compensation laws, in accordance with applicable Federal law;
- Responsible Reintegration of Ex-Offender Programs that are authorized under Section 212 of the Second Chance Act of 2007;
- Temporary Assistance for Needy Families (TANF) Programs that are authorized under Part A of Title IV of the Social Security Act;
- 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));

- Oakland Together Skilled & Educated Workforce Programs, which are funded with Oakland County Local Fiscal Recovery Funds, and authorized by the American Rescue Plan Act (ARPA);
- Programs that are funded by the USDOL, in partnership with the WIN, including Building an Industry Infinity Supply Chain Program and the Apprenticeship Building America Grant Program;
- Youth programs funded by Ballmer Group; and
- a program that serves justice-impacted residents, as funded by the Community Foundation for Southeast Michigan.

B. The Board’s Strategy to align services with entities that carry out core and other workforce development programs (including programs under the Strengthening Career and Technical Education for the 21st Century Act (Perkins V))



To align services with entities that operate core and other workforce development programs, the Oakland County Workforce Development Board has identified the following strategies:

- The Board and the County Executive competitively procure and select Michigan Works! (WIOA One-Stop) Center operators, who also deliver the following core programs: WIOA Title I Adult, Dislocated Worker, and Youth Programs; the Wagner-Peyser Employment Service, as amended by Title III of the WIOA; the TAA Act Program, and the TANF Act Program. Since the one-stop operators also deliver these core and partner programs, service alignment among them is easily and effectively achieved.
- To ensure that services with its partners are effectively aligned, the Board negotiates and executes MOUs with entities that operate core and other workforce development programs. In accordance with LEO-WD Policy Issuance (PI): 23-09, these MOUs “tell the story” of how services and activities are provided and/or made available by each One-Stop partner and how the services are coordinated and delivered.

Sections 678.305(d)(1) and (d)(3) of the WIOA’s Final Rule stipulate that the Partner will provide access to its programs or activities by “having program staff members physically present at the MWA’s One-Stop Centers [i.e., American Job Centers]”, or by making available a “direct linkage through technology to program staff who can provide meaningful information or services”. The MWA’s MOUs with its partners provide access by one or the other of these means.

- Other ways the Oakland County MWA has aligned or will align services with specific core and other programs are described in other sections of this Plan. These programs and plan sections follow:
 - Economic Development – Sections 1, 3, 4, 24, and 30;
 - Secondary and Post-Secondary Education – Sections 3, 8, and 12;
 - Vocational Rehabilitation – Section 6;
 - Community-Based Organizations – Sections 5, 8, and 13;

- Adult Education and Literacy Activities – Sections 8 and 19;
- Unemployment Insurance – Sections 4, 17, and 30;
- Veterans’ Services – Sections 2 and 17;
- the Michigan Bureau of Services for Blind Persons – Section 6;
- WIOA Adult and Dislocated Worker Programs – Section 7;
- WIOA Youth Programs – Sections 8 and 10;
- the Wagner-Peyser Employment Service – Sections 16 and 17; and
- all relevant core and partner programs – Section 6.

Section 3: A Description of How the Local Board and Core Program Operators Carry Out Programs

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



The Board and its core program partners:

- identify customers’ barriers and effective supportive services to address them;
- develop education, training, and career pathways to provide individuals, including low-skilled adults, dislocated workers, youth, refugees, immigrants, and individuals with employment barriers (e.g., disabilities), with workforce investment activities that lead to employment and employment retention;
- develop marketing strategies for providing effective outreach to -- and improved access for -- individuals and employers who can benefit from the workforce development system’s services;
- develop and expand effective strategies for meeting employers’, workers’, and job seekers’ needs, particularly through in-demand industry or industry sector and labor organization partnerships;
- develop ongoing strategies for improving the MWA’s one-stop delivery system, including its Michigan Works! (WIOA One-Stop) Centers, one-stop partners, and service providers;
- expand the use of technology and virtual services to meet the needs of job seekers and employers;
- develop strategies to support staff training, professional development, and awareness across the workforce development system’s programs;
- develop a one-stop system that aligns efforts, initiatives, programs, and funding around high-demand and high wage industries and industry clusters;
- strengthen veterans’ services and align them with the MWA’s and its partners’ programs and services;

- comply with the non-discrimination provisions of Section 188 of the WIOA and the Americans with Disabilities Act of 1990;
- strengthen and expand partnerships with economic development entities, Michigan Rehabilitation Services, the Bureau of Services for Blind Persons, the Michigan Department of Health and Human Services, adult education, career and technical education, public assistance, and other core and partner programs;
- collaborate more closely with other MWAs in WIOA Planning Region 10, WIN, economic development entities, and local community organizations (e.g., the Oakland Livingston Human Service Agency), to expand services and eliminate duplication; and
- enable economic, education, and workforce partners to build a skilled workforce, by innovating and aligning employment, training, and education programs.

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



In accordance with the contracts and/or MOUs the Workforce Development Board executed with the MWA's partners, core program services are available to all customers (e.g., adults, dislocated workers, youth, veterans, individuals with disabilities, justice-impacted individuals, public assistance recipients, refugees, immigrants, and the general public) at the MWA's Michigan Works! (WIOA One-Stop) Centers. The centers encourage co-enrollment and career pathways as career advisors and their customers complete the MWA's comprehensive assessment/structured interview guide. Together, they review and evaluate the customer's academic and basic skill levels, occupational skills, work experience, employment barriers and workforce development needs. As appropriate, career advisors then facilitate the customer's co-enrollment in center or partner programs.

An Individual Employment Plan (IEP) or Individual Service Strategy (ISS) is developed for each adult or youth who is enrolled in a WIOA activity. These documents are directly linked to WIOA performance indicators and identify career pathways that include education and employment goals, appropriate achievement objectives, and appropriate services, based on the customer's assessment. Career pathways combine rigorous and high-quality education, training, and services to help the customer prepare for and obtain a career.

The MWA also facilitates career pathway development through its contract with Oakland Community College, which develops career pathway training programs that lead to a post-secondary credential. The college, in partnership with the MWA, has developed training and certification programs for occupations, including Certified Nurse Aide, Computer Numerical Control (CNC) Machine Operator, Computer Support Technician, Electric Vehicle Technician, Programmable Logic Control and Robotics Technician, and Sterile Processing Technician.

C. Improve access to activities that lead to a recognized post-secondary credential (including a credential that is an industry-recognized, portable, and stackable certificate or certification)



The MWA is improving access to post-secondary credentials via Oakland80, Oakland County's innovative program to assist eligible adults earn a post-secondary degree or credential. In 2019,

Michigan Governor Gretchen Whitmer set a goal to increase Michigan’s adult postsecondary education rate to 60 percent by 2030. In Oakland County, 61 percent of adults already had a college degree or another post-secondary credential, prompting its leaders and key partners to set a bold goal of 80 percent adult post-secondary attainment by 2030. To achieve 80 percent and ensure attainment reflects progress for all Oakland County residents, County Executive David Coulter launched the Oakland80 initiative. Oakland80 is managed jointly by the County Executive’s office and the Workforce Development Division, under the Economic Development Department, and is supported by a Task Force comprised of innovative thought leaders from education, business, and labor organizations. Oakland80 is an Oakland Together Skilled & Educated Workforce Program.

As mentioned in Section 3 of this Plan, the MWA has a contractual relationship with Oakland Community College to provide industry-recognized, portable, and stackable cohort-based certification programs. Each of the six training/certification programs is offered multiple times per year and is marketed throughout the MWA’s Michigan Works! (WIOA One-Stop) Centers and on the MWA’s social media platforms. In partnership with adult education, the MWA will remediate those customers whose assessment results reveal they lack basic education skills to successfully pursue and obtain a credential.

The Michigan Reconnect Program provides eligible adults, ages 21 or older, with the opportunity to earn tuition-free associate degrees or skills certificates at their local, in-district community colleges or select private training schools. Reconnect helps people prepare for in-demand careers in manufacturing, construction, information technology, health care and business management and directly aligns with Oakland80. The MWA regularly refers customers to Oakland Community College to seek this opportunity.

The MWA and its core partners also collaborate with other educational institutions (e.g., Oakland University, Baker College, Lawrence Technological University, Walsh College, and Oakland Schools); various proprietary schools (e.g., Carnegie Institute); labor organizations; business organizations (e.g., Automation Alley and chambers of commerce); and specific employers, industries, and industry clusters. These collaborations explore how customers can attain a recognized post-secondary credential through individual training accounts, pre-apprenticeships, and apprenticeships.

Because they yield portable, stackable, and industry-recognized credentials, apprenticeship programs will continue to increase and offer participants a clear path to higher wages, valuable industry experience, and stable careers. The MWA has established an Oakland County Apprenticeship Taskforce (OCAT) to support the growth of registered apprenticeships in the County. To date, the MWA and its partners have initiated the following programs:

- **The Henry Ford Health System Medical Assistant Apprenticeship Program:** The MWA, in partnership with the Henry Ford Health System, Oakland Community College, Schoolcraft College, and Henry Ford College, leads this one-year medical assistant apprenticeship program, which addresses a significant shortage of medical assistants in Oakland County and the region. Students who complete training and pass the American Association of Medical Assistants’ National Certification exam can become certified medical assistants and obtain employment with the Henry Ford Medical Group. WIOA funding offsets on-the-job training and provides such



supportive services as stethoscopes, scrubs, and books. To date, thirty-eight apprentices have completed the program and nearly all work full-time at various facilities.



- The Bosch Application Developer Apprenticeship Program: Oakland County Michigan Works! (OCMW!) Southfield, in partnership with Robert Bosch, LLC, leads this twelve-month competency-based learning program. Apprentices learn and grow in a professional environment with real-world project work, job shadowing, intensive training, and exclusive mentoring. Those who complete the program and satisfy the criteria join one of Bosch’s mobility solutions divisions where they continue to grow and develop as a valuable team member. Each of the twenty-one apprentices is enrolled in WIOA On-the-Job Training and receives supportive services (e.g., transportation and rental assistance) to maintain their employment.



- The State Electric Company Electric Vehicle Install Technician Program: OCMW! Waterford partners with State Electric Company to support its Electric Vehicle Installer apprenticeships. These talented professionals are trained at both commercial and residential sites across Michigan to install electric vehicle charging stations. WIOA funding provides wrap-around support services to significantly reduce such employment-related barriers as tool purchases, mileage reimbursement, laptop/technology needs, clothing support, and books/tuition reimbursement. The WIOA also provides on-the-job training and, to date, has supported three apprentices.



- Early Childhood Educator and Teacher Aide Programs: Elite School Management has partnered with WIN, Oakland Community College, and OCMW! Southfield to implement two apprenticeship programs that address the teacher shortage. In 2023, seven Teacher Aide apprentices enrolled in the program, and those who became Teachers outperformed their counterparts. Apprentices receive supportive services (e.g., career clothing and car repairs) to ensure their success.

In addition to overseeing these and other programs, the MWA’s Apprenticeship Success Coordinator (ASC) cultivates, fosters, and establishes new Registered Apprenticeships (RAs) in high-wage, in-demand industries and occupations and expands existing RA programs in Oakland County. Among other duties, the ASC also plans and participates in apprenticeship events as described in Section 4 of this Plan.

Section 4: A Description of the Local Area’s Strategies and Services

A. Facilitating the engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs.



The Oakland County MWA will continue to infuse work-based training (e.g., on-the-job, incumbent worker, customized, and occupational training; apprenticeships; internships; and work experience) within its overall program design. This work-based training may occur at an employer site and/or be based on the skills needs of one or more employers or an entire industry sector (e.g., advanced manufacturing, information technology, mobility, or health care).

The training will be linked to “in-demand industry sectors” that have substantial current or potential impact on the local economy, and that contribute to the growth or stability of other supporting businesses or other industry sectors. Work-based training will also be linked to “in-demand occupations” that currently or will have numerous positions. Individuals who fill these positions achieve economic self-sufficiency and career advancement that significantly impact the local economy. (The MWA’s definition for self-sufficiency appears in Section 28 of this Plan.)

Finally, work-based training will be linked to developing and implementing industry sector strategies (e.g., industry partnerships, partnerships with small and large employers, regional skills alliances, industry skill panels, and sectoral skill partnerships). These strategies a.) address the skills needs of workers and employers; b.) provide the skilled workforce employers need; and c.) expand job seekers employment and career opportunities in in-demand industry sectors or occupations.

To date, Oakland County has implemented several strategies to address the economic, workforce, and business needs of in-demand sectors. These efforts include:



- **Manufacturing Day:** Since 2015, the MWA has partnered with the Oakland County Economic Development Department, Oakland Schools, and Oakland Community College to host Manufacturing Day. Students from Oakland Schools’ four technical centers and 25 area high schools toured Oakland County employers and participated in hands-on, interactive tours. Significantly, in 2019, this event won the “Best in Category” achievement award from the National Association of Counties. Manufacturing Day takes place annually in October.



- **MiCareerQuest Southeast:** As the region's largest interactive career exploration event for high school students, MiCareerQuest Southeast exposes students to a broad range of exciting, rewarding career opportunities. Thousands of high school students from Oakland, Macomb, Monroe, Wayne, Washtenaw, and Livingston counties meet working professionals who have built successful careers in various fields. Attendees experience hands-on, interactive exhibits from volunteers who represent more than 150 business, labor organizations, and educational institutions in the advanced manufacturing, health sciences, information technology, and construction industry sectors. MiCareerQuest occurs annually in November.



- **The Employer Virtual Workshop Series:** The MWA hosts monthly virtual workshops featuring guest speakers who discuss and explore educational and informative topics on employers’ workforce needs. Workshop topics have included Hiring Today’s Justice-Impacted Workforce, Gen Z in the Workforce, Managing Remote Workers, and Your Workforce and The Law.



- **Apprenticeship Activities:** The Oakland County MWA has hosted and/or partnered on a variety of activities that engage employers and expand apprenticeships. Examples include Apprenticeship 101 Information Sessions for employers at Oakland Community College, Veterans in Apprenticeships events cohosted with the Oakland County Veterans Services Division, and an Apprenticeship Showcase, hosted with Oakland Schools, in partnership with Oakland Community College, the Oakland County Economic Development, and the LEO-WD.

- **Business Retention & Growth:** Oakland County’s Business Retention & Growth (BR&G) team connects with enterprises to understand and address their needs for growth within the County.

Working with State and local partners, BR&G improves the business climate, facilitates talent acquisition, and helps strengthen the economy. The BR&G team focuses on three key industry sectors based on the County's employer density. These sectors include Information Technology (562 companies), Research, Engineering and Design (688 companies), and Robotics Integrators (389 companies).



- ***Oakland Thrive***: An Oakland County initiative, Oakland Thrive provides resources and services to small businesses, in cooperation with community-based organizations, and embeds business consultants in communities so companies can thrive and grow. Thrive ensures that all businesses have access to the resources they need to succeed. Minority, woman, and veteran-owned businesses are a special focus.

B. Supporting a local workforce development system that meets the needs of local businesses.



The Oakland County MWA provides resources to local businesses to help recruit and retain talent, support training and hiring access, and derive current workforce data.

Each Michigan Works! Center is required to employ at least one business services representative who has been trained and certified through “Business Solutions Professionals” training and is a member of the MWA’s “Business Services Team”. This Team is led by a Business Services Coordinator who a.) coordinates and chairs the team’s monthly meetings, b.) is the primary contact for the MWA’s business services, and c.) is the MWA’s business services liaison between the centers and relevant partners (e.g., the LEO-WD, the Michigan Economic Development Corporation, and the Oakland County Economic Development Department).

The MWA’s business services representatives provide employers with -- or refer them to -- business services identified in Section 678.435 of the WIOA’s Final Rule and the USDOL’s Training and Employment Guidance Letter #16-16, Change 1, (“One-Stop Operating Guidance for the American Job Center Network”). These services include recruiting, screening, assessing, and referring qualified candidates for available job opportunities; retention/expansion services; Fidelity Bonding; tax credit information; job fairs; labor market information; Rapid Response; human resources consultation services (e.g., writing and/or reviewing job descriptions); and employee outplacement services.

Employers who seek incumbent and new worker training are familiarized with such programs as the LEO-WD’s Going PRO Talent Fund (GPTF). The MWA’s business services staff conducts fact-finding sessions with these employers to assess their talent skill gaps, suitable training providers, and availability of funding sources. If GPTF awards are appropriate, employers are granted access to a convenient online application portal for submission.

Employee retention continues to be a workforce priority. Oakland County and the MWA have partnered with the Oakland Livingston Human Service Agency (OLHSA) to offer employers the Business Resource Network (BRN), which directly addresses employee turnover and disengagement. The BRN is an employer-led solution that connects employees with success coaches, and various barrier-busting resources, that help them reduce stress and stay engaged and employed. Success coaches are funded through the Oakland Together Skilled & Educated Workforce Program and

currently has nineteen employer partners. Of the employees who have received program services, 90 percent have retained their jobs.

C. Improving coordination between workforce and economic development.



Long known as a model for workforce and economic development collaboration, Oakland County has a fully integrated economic development and workforce system that addresses the entire scope of an employer's economic development needs. The County has consistently prioritized workforce development, educational attainment, and economic development.

Joint meetings are held monthly, bringing together economic and workforce development partners to collaborate, improve service delivery, and increase communication. The MWA has an outstanding working relationship with the Oakland County Economic Development Department, one of whose divisions -- Workforce Development -- is the MWA's administrative entity. This design is thoughtful and intentional – to ensure that Oakland County businesses have the business, economic, and workforce development support they need for success.

The MWA and the Economic Development Department will continue to collaborate to achieve the County's Oakland Together strategic goals. Two such goals, Thriving & Inclusive Economy and a Skilled & Educated Workforce, bridge both economic and workforce development. Together they inform decision making, drive future initiatives, and are defined as:

- Thriving & Inclusive Economy: Oakland County cultivates entrepreneurs, attracts talent and investment, promotes cutting-edge technology, and strives for an economy that works for all people and businesses of all sizes.
- Skilled & Educated Workforce: Oakland County provides residents with the education, training and support they need to get good paying jobs while assisting businesses in retention and recruitment efforts.

As noted elsewhere in this Plan, the MWA and the Economic Development Department have collaborated on numerous events and projects, including the annual Oakland County Economic Outlook Luncheon, Manufacturing Day, and MiCareerQuest Southeast.

D. Strengthening linkages between the One-Stop delivery system and Unemployment Insurance (UI) programs.



Unemployed workers who file a new claim for benefits are required to register for work at a Michigan Works! (WIOA One-Stop) Center and verify their registration with either an in-person or virtual appointment. All UI claimants who contact the Centers are provided specific accommodations and services, including a.) basic information or official Michigan Unemployment Insurance Agency (UIA) brochures that describe unemployment compensation matters and b.) office equipment, including fax machines, computers, and photocopying equipment, so individuals can contact the UIA. UI claimants may use office equipment for other purposes, at the discretion of the center. Most recently, the UIA has implemented the Community Connect program, which provides community liaisons within the One-Stop Centers to directly assist customers with navigating unemployment-related issues.

In addition, the UIA provides, through the MOU the Agency executed with the MWA, at least one designated customer telephone line and computer in each One-Stop center. Claimants who use these lines dial a UI customer service representative directly and receive priority. The UIA will ensure that its customer representative is sufficiently trained to answer the UI claimant's questions, provide advice, and make decisions that could affect their UI eligibility. The centers, in turn, provide adequate space and technology for implementing and operating the UI customer service telephone line and computer, and they inform UI claimants about the line's purpose and use.

Since 2015, the MWA has operated the Reemployment Services and Eligibility Assessment (RESEA) Program, which provides RESEA services (e.g., assessment, individual service strategy development, and labor market information) for claimants most likely to exhaust UI benefits. The LEO-WD recently expanded the program to remove previous referral caps per MWA service delivery area and refer all eligible RESEA participants. RESEA services and procedures are described in Section 17 of this Plan.

Section 5: A Description of How the Workforce Development Board Coordinates Investment Activities and Promotes Entrepreneurial Skills Training and Micro-Enterprise Services

A. Regional Economic Development Activities

The Oakland County MWA will further enhance its successful relationships with several regional organizations that engage in economic development activities. These organizations include local chambers of commerce and those that follow:



- **Automation Alley:** Automation Alley is a World Economic Forum Advanced Manufacturing Hub (AMHUB) and a nonprofit Industry 4.0 knowledge center with a global outlook and a regional focus. Automation Alley fosters a vibrant community of innovators, entrepreneurs, and business leaders through opportunities for collaboration and learning. The Oakland County Workforce Development Board is a member of this regional business organization and the MWA's director serves on the Alley's Fund Board.

As mentioned elsewhere in the plan, Oakland County has a concentration of advanced manufacturing industries that more than doubles the U.S. average. Automation Alley helps these local manufacturers use advanced technology to become more adaptable and efficient, and to realize significant cost savings through Project DIAMOnD (Distributed Independent and Agile Manufacturing on Demand). This grant program distributes 3D printers to eligible small businesses to increase their additive manufacturing capabilities. The project was initially funded by a \$10 million grant from Oakland County and a \$2 million grant from Macomb County for 250 3D printers. In early 2024, Oakland County directed an additional \$15 million to purchase 250 more 3D printers. Governor Gretchen Whitmer also committed an undisclosed amount of ARPA funding "to expand the project into all of Michigan's 83 counties". The Business Services teams from OCMW!, MSCMW!, and SEMCA help coordinate training on the use of the printers with an Employer-Led Collaborative Going Pro Talent Fund award.



- *The Detroit Regional Partnership (DRP)*: The DRP is an economic development nonprofit with a mission to aggressively market the 11-county Detroit Region and focus on growing jobs to support its economic network. The MWA's director supports the DRP's talent attraction service proposals and attends client meetings on behalf of the region's workforce system.

In 2023, the Detroit Regional Partnership Foundation was awarded \$52.2 million through a four-year Build Back Better Regional Challenge grant that the U.S. Department of Commerce Department's Economic Development Agency (EDA) funded. The grant's Global Epicenter of Mobility (GEM) coalition creates a smart, secure, sustainable, and inclusive advanced-mobility industry, starting with the transition to next-generation electric, autonomous, and fully connected vehicles. The MWA was awarded funds under the GEM's Talent Transformation Pillar to meet the region's advanced mobility talent needs, offset retirement and transition losses, and support career pathway advancement.



- *The Southeast Michigan Works! Agencies' Council (SEMWAC)*: The Oakland County MWA is a long-standing and active member of SEMWAC, which facilitates regional planning, coordination, grant applications, best practices, and regional workforce initiatives. The organization is comprised of seven Michigan Works! Agencies (MWAs) that include Capital Area Michigan Works!, Detroit Employment Services Corporation (DESC), GST (Genesee, Shiawassee, and Thumb) Michigan Works!, Macomb-St. Clair Michigan Works!, Oakland County Michigan Works!, Michigan Works! Southeast (MWSE), and Southeast Michigan Community Alliance (SEMCA). The directors from these MWAs meet every other month to discuss policy, coordinate staff development activities, and plan, implement, and monitor regional initiatives. SEMWAC has existed for more than 20 years, having leveraged millions of dollars for the greater southeast Michigan region.



- *The Workforce Intelligence Network (WIN) of Southeast Michigan*: An active member of WIN, the Oakland County MWA uses this organization, a partnership of the region's seven MWAs and ten community colleges, as a clearinghouse for regional grants. Recent funding includes the \$10 million USDOL H1-B One Workforce Building an 'Industry Infinity' Supply Chain five-year workforce training grant from the U.S. Department of Labor and the \$5.8 million Apprenticeship Building America (ABA) Grant Program. WIN also provides regional workforce data and analytics that the MWA's career management and business services teams routinely use.
- *Southeast Michigan Council of Governments (SEMCOG)*: SEMCOG is a southeast Michigan regional planning partner with local member governments, whose membership includes counties, cities, villages, townships, intermediate school districts, and community colleges. In 2023, the U.S. Economic Development Administration (EDA) designated SEMCOG as an Economic Development District (EDD), joining over 400 EDDs across the nation to align economic development planning and project implementation with their region's comprehensive economic development strategy (CEDs). As part of that designation, SEMCOG formed its new Economic Development Council to oversee and facilitate the development, maintenance, and implementation of the CEDs for Southeast Michigan. The MWA's director has been invited to serve on SEMCOG's Economic Development Council.

B. Entrepreneurial Skills Training and Micro-Enterprise Services



The Oakland County MWA promotes entrepreneurial skills training and micro-enterprise services by marketing -- and referring entrepreneurs to -- Oakland Thrive, which is described elsewhere in this Plan. Oakland Thrive's team of business consultants connect with small and micro businesses to provide free business consulting, which includes access to capital, government contracting, site location, workforce development, and educational training.

Oakland County is also home to Lawrence Technological University's Centrepolis Accelerator, which supports inventors, start-ups and established small businesses that have ideas for physical products, with such product development resources as design, engineering, prototyping, testing, and manufacturing readiness services. The Accelerator dedicates more than 50 percent of its funding and services to underserved entrepreneurs, including startups and established small businesses that women, people of color, veterans, and people with disabilities own, as well as companies located in rural and distressed communities. It has more than 40 manufacturing experts-in-residence who provide one-on-one support for product design, value engineering, design for manufacturability assessments, prototyping, testing, material selection, tool design, manufacturing process selection, supplier connections, and access to capital.

Section 6: A Description of the Local Area's One-Stop Delivery System

A. Continuous Improvement of Eligible Service Providers



The Oakland County Workforce Development Board will implement the following strategies to ensure continuous improvement of its eligible service providers, and to ensure they meet the employment needs of local employers, workers, and job seekers:

- WIOA Performance Indicators – The Board will use performance indicators in Section 116 of the WIOA, and in Section 1. of this Plan, to evaluate its service providers, who are contractually obligated to achieve the numerical goals the Board negotiates with the LEO-WD. Providers who consistently fail to achieve and/or exceed these indicator goals will a.) receive technical assistance; b.) receive funding reductions; or c.) be eliminated. Conversely, providers who consistently achieve and exceed these goals may receive additional funding and provide peer-to-peer technical assistance.
- Professional Development – The MWA's service providers regularly attend professional development and technical assistance workshops/webinars that the LEO-WD, the Michigan Works! Association, and the MWA provide. Through its contracts with Oakland Community College and a certified public accounting firm, for example, the MWA has trained service provider staff on workplace safety, mental health services and resources, Equal Opportunity requirements, and procurement rules and procedures.
- Peer-to-Peer Work Groups and Teams – In addition to the Business Services Team that is described in Section 4 of this Plan, the MWA has created several other service provider work groups to address particular topics and/or projects. These groups and teams encourage service

provider staff members to share best practices and develop common solutions and strategies. Work groups and teams have been formed for WIOA programs, the PATH Program, the RESEA Program, Refugee and Immigrant Navigators, apprenticeship programs, Trade Act programs, fiscal best practices, and social media.

- Facilitate access to the One-Stop delivery system's services, through the integration and use of technology and other means – The Oakland County Workforce Development Board will facilitate access to services through the following technology:
 - OaklandCountyMIWorks.com provides a wealth of information on -- and describes how to access the services of -- the Oakland County Michigan Works! and its One-Stop centers. The highly interactive website includes targeted content areas for job seekers, employers, youth, education and training, events, programs, and Oakland80. Many content areas offer customers direct access to such resources as online applications, virtual services, and virtual workshop registration.
 - Oakland County Michigan Works! Virtual Career Workshops offer a robust selection of interactive virtual workshops, including resume writing, interviewing, job fairs, career transitions, budgeting, and non-traditional employment opportunities. Trained career advisors and industry guests host workshops that include question-answer periods and an evaluation component.
 - Oakland County Michigan Works! Social Media Platforms promote job opportunities, workshops, career events, apprenticeships, and labor market information to employers and job seekers, via Facebook, LinkedIn, X, and Instagram.
 - HSI Career Readiness Training has been integrated in the MWA's youth programs. Youth can choose from 28 different career readiness related courses and earn certificates of completion after completing each course.
 - MiTradeSchool.org is an Oakland County web portal that identifies more than 100 skilled and professional trade occupations that are linked to more than 100,000 job opportunities. The portal describes these jobs' educational requirements, median salaries, future openings, and training options and features the MWA's award-winning Apprenticeship Book and information on Manufacturing Day and other events.
 - Michigan Training Connect (MiTC) is the state's official eligible training provider list for individuals who qualify for an Individual Training Account under the WIOA. The online portal identifies training providers and their training programs and provides relevant information including tuition and outcome rates.
 - Pure Michigan Talent Connect (PMTc) is an online marketplace that connects Michigan's job seekers and employers and links all public and private stakeholders who support Michigan's workforce. PMTC is the state's electronic labor exchange system and provides information on job fairs, training, and career events.

- Pathfinder is the state's online career planning tool to help increase the number of Michigan residents with high-quality, in-demand degrees and credentials by providing information for students to make informed choices about educational and career options. Pathfinder presents current Michigan labor market information, longitudinal wage data and institutional data and metrics.
- O*NET is the nation's primary source of occupational information. Central to this technology is the O*NET database, which contains information on hundreds of standardized and occupation-specific descriptors. This free database is continually updated by surveying a broad range of workers from each occupation and forms the heart of O*NET OnLine, an interactive application for exploring and searching occupations. The database also provides Career Exploration Tools, a set of valuable assessment instruments for workers and students.

B. Facilitate access to services provided through the One-Stop Delivery System



The Oakland County MWA engages individuals through virtual orientations, case management appointments, online registration options, virtual workshops, texting services, phone calls, email outreach, and multi-platform social media communication. The OaklandCountyMIWorks.com website is equipped with online inquiry options, online applications for programs, direct links to partner programs, and informational flyers. By implementing various document signing tools, individuals and business partners can sign required documents without entering a service center.

For the business community, the MWA hosts virtual employer workshops and job fairs. The business services team regularly communicates apprenticeship and training opportunities, including the Going PRO Talent Fund. The MWA will continue to utilize a combination of virtual and hybrid delivery models.

C. Compliance with the non-discrimination provisions of Section 188 of the WIOA and applicable provisions of the Americans with Disabilities Act of 1990



The Oakland County MWA has developed and implemented the following policies and procedures to ensure compliance:

- a Sexual and Unlawful Harassment Policy;
- a Limited English Proficiency Policy;
- Discrimination Complaint Procedures;
- a Disability Related Service Policy for Section 504 of the Rehabilitation Act of 1973, as amended;
- a Reasonable Accommodation Policy and Procedures;
- a Religious Accommodation Policy and Procedures; and
- an Internal Discrimination and Complaint Resolution Process.

Mandatory Equal Opportunity (EO) training for entities within the MWA's one-stop delivery system ensures that they understand and comply with the MWA's EO operational policies, practices, and procedures. The training also includes:

- a basic orientation to the nondiscrimination and EO provisions of Title VI of the Civil Rights Act of 1964, Section 188 of the WIOA, 29 Code of Federal Regulations (CFR) Part 38, and LEO-WD most recent Policy Issuance: 18-09, Change 1 ("Non-discrimination and Equal Opportunity Requirements");
- an overview of Section 504 of the Rehabilitation Act of 1973 and other federal disability (the Americans with Disabilities Act) requirements; and
- a component on the prohibition against discriminatory/sexual harassment, gender discrimination, and workplace violence.

Additional actions that ensure the MWA complies with the WIOA's non-discrimination provisions follow:

- The MWA sponsors EO training events (e.g., the Equal Employment Opportunity Commission's compliance training and diversity training) for the foregoing entities.
- The MWA's EO Officer attends EO training that the LEO-WD and/or the Michigan Works! Association provide.
- The MWA periodically evaluates its Michigan Works! (WIOA One-Stop) Centers to determine whether their current facilities, programs, services, materials, communication systems, technology, and agency employment practices comply with federal physical and programmatic accessibility standards.
- As the MWA's EO Officer serves as a technical resource and oversees the MWA's EO system, they assume the responsibilities delineated in LEO-WD PI: 18-09, Change 1.
- The MWA will enhance its excellent working relationship with the Oakland District Offices of Michigan Rehabilitation Services (MRS). In accordance with the MOU MRS and the MWA executed, the MWA routinely makes referrals to, and receives referrals from, MRS counselors, who offer testing, assessment, case management and other wrap-around services. These services align with and complement services the MWA's Michigan Works! Centers provide.
- The Michigan Bureau of Services for Blind Persons provides training at each of the MWA's Michigan Works! Centers. These sessions train center staff members in serving and supporting blind or visually impaired persons.
- Part V of the MOUs the MWA and its partners execute requires each partner to comply with various inclusion provisions (e.g., assuring that discrimination policies and procedures are in place).

Each Michigan Works! (One-Stop) Center is also equipped with technology to assist individuals with disabilities. This technology may include, but is not limited to, the following:

- applications to Windows or other software, which help customers use a computer without a mouse or keyboard; use text or visual alternatives for sounds; change the screen's display for contrast; adjust the keyboard; magnify the screen; and adjust the size of text;
- assistive technology including computer screen magnifiers, a trackball mouse, a color contrast keyboard, headphones, closed caption TV, a TTY/TTD device, large monitors, document holders, and adjustable tables and chairs that accommodate wheelchair users;
- JAWS (Job Access With Speech);
- Braille printers; and
- the AT&T Language Line which provides interpretive services for 500 languages.

D. The roles and resource contributions of the One-Stop partners



The roles of the Oakland County MWA's One-Stop partners follow:

- The MWA's One-Stop operators deliver adult, dislocated worker, and youth programs under Title I of the WIOA; the Employment Service under the Wagner-Peyser Act, as amended by Title III of the WIOA; trade programs under the Trade Adjustment Assistance (TAA) Act; the Partnership. Accountability. Training. Hope. (PATH) Program under the Temporary Assistance for Needy Families (TANF) Act, and various other related state, local, and privately funded programs.

The WIOA adult/dislocated worker and youth programs and the Wagner-Peyser Employment Service are described in Sections 7, 8, and 17, of this Plan. The TAA program serves dislocated workers who have been adversely affected by foreign competition and provides them occupational and employability skills training, case management, and relocation/job search allowances. PATH helps cash assistance applicants/recipients prepare for self-sufficient employment by providing them job search assistance, occupational training, and supportive services.

- Job Corps provides a residential career training program under Title I of the WIOA. The program helps young people, ages 16 through 24, complete their high school education, receive occupational training, and obtain employment.
- The following partners provide "Instruction Services" (i.e., adult education, literacy services, and English language acquisition services); "Corrections Education" (i.e., educational programs for criminal offenders in correctional institutions); and "Integrated English Literacy and Civics Education Services" (i.e., instruction on citizenship and civic participation in combination with Integrated Education and Training (IET) activities) under Title II of the WIOA:
 - Farmington Public Schools – Adult Education;
 - Huron Valley Schools – Adult Education;
 - Novi Adult Education;
 - the Oakland Literacy Council;

- Rochester Adult Education;
 - Royal Oak Continuing Education;
 - the Tri-County Educational Center;
 - Troy Continuing Education; and
 - the Walled Lake Consolidated School District.
- Michigan Rehabilitation Services (MRS) operates Vocational Rehabilitation programs under Title I of the Rehabilitation Act of 1973, as amended by Title IV of the WIOA. MRS provides individuals with disabilities various services, including assessment; diagnostic testing; career counseling and planning; reasonable accommodations; and work experience, apprenticeships, and internships linked to careers.
 - The Macomb/St. Clair Workforce Development Board and the Urban League of Detroit and Southeastern Michigan operate the Senior Community Service Employment Program (SCSEP) under Title V of the Older Americans Act of 1965. The SCSEP provides low income and unemployed older individuals with work experience at non-profit and public facilities.
 - Oakland Community College operates Career and Technical Education (CTE) programs under the Strengthening Career and Technical Education for the 21st Century Act (Perkins V). The College uses these funds to provide professional development activities, purchase CTE equipment, and provide accommodations for special populations.
 - The LEO-WD administers Jobs for Veterans State Grant (JVSG) programs under Chapter 41 of Title 38, United States Code (USC). The JVSG is described in Section 17 of this Plan.
 - The Michigan State Housing Development Authority (MSHDA) operates Employment Programs under the Community Services Block Grant Act. The Authority's Family Self-Sufficiency Program helps participants remove barriers and obtain employment, so they can save money for housing.
 - The Michigan Unemployment Insurance Agency operates unemployment insurance (UI) compensation programs that are authorized under state unemployment compensation laws, in accordance with applicable federal law. The UI program is described in Section 17 of this Plan.
 - The Michigan Bureau of Services for Blind Persons (BSBP) serves and supports blind or visually impaired persons under Title I of the Rehabilitation Act of 1973 (other than Section 112 or Part C), as amended by Title IV of the WIOA.

Resource Contributions – As noted in Section 1 of this Plan, contributions from the MWA's partners are identified in "Infrastructure Funding Agreements" (IFAs) that are attached to MOUs the MWA and its partners execute. IFAs describe how each partner's contribution is determined and are negotiated annually:

- For required partners who are physically or technologically present in the One-Stop centers, the number of full-time equivalents (FTEs) these partners assigned to the centers are identified. For required partners who are not physically or technologically present in the One-Stop centers, the number of active participants these partners served during the IFA's previous program year are

identified. The MWA uses this number to determine each partner's relative benefits per participant counts and the number of FTEs the partner incurred.

- The MWA's One-Stop operators calculate partner One-Stop shared operating and infrastructure contributions by using the MWA's approved cost allocation methodologies and worksheets.
- The MWA totals the One-Stop operators' shared operating and infrastructure costs to create an overall One-Stop Operating Budget.
- The MWA totals the shared operating and infrastructure costs of its One-Stop centers and calculates each One-Stop partner's shared operating and infrastructure contribution.
- The partners' contributions are delineated in IFAs the MWA submits to the LEO-WD before the new program year (i.e., July 1st).

Specific resource contributions of the UIA, MRS, the BSBP, the JVSG, and Adult Education and Literacy providers are identified in Sections 4, 6, 17, and 19, of this Plan.

Section 7: A Description and Assessment of the Local Area's Adult and Dislocated Worker Employment and Training Activities

A. Description of the Local Area's Adult and Dislocated Worker Employment and Training Activities



The following adult and dislocated worker employment and training activities are available in the Oakland County MWA:



Career Services are identified in: Section 134(c)(2) of the WIOA; Section 680.150 of the WIOA's Final Rule; Section 678.430 of the WIOA's Final Rule; Section 5.C. of Training and Employment Guidance Letter (TEGL) #16-16, Change 1, ("One-Stop Operations Guidance for the American Job Center Network"); LEO-WD Policy Issuance (PI): 21-36, Change 1 ("Certification Criteria for Michigan Works! Service Centers"); and the LEO-WD's WIOA Policy Manual.

At a minimum, career services include the following basic, individualized, and follow-up services, which can be provided in any order, without regard to sequence:



- **Basic Career Services** are universally accessible and must be made available to all individuals who seek employment and training services. These services require less staff time and involvement and include:
 - eligibility determination for enrollment in the WIOA adult program, and co-enrollment in the WIOA dislocated worker and youth programs;
 - outreach and intake (including identification through the Reemployment Services and Eligibility Assessment Program) and orientation to the one-stop delivery system's information and services (including Temporary Assistance for Needy Families (TANF) assistance);
 - initial assessment of customer skill levels (including literacy, numeracy, and English language proficiency); aptitudes; abilities (including skill gaps); and supportive services needs;

- labor exchange services, including job search and placement assistance and, when a customer needs it, career counseling (e.g., information on in-demand industry sectors and occupations, non-traditional employment, and career profiles and interest inventories);
- business services (e.g., employee recruitment and screening) for employers;
- 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 a.) eligible training providers, by program and type of providers, and b.) 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 American Job Center 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 childcare; child support; medical or child health assistance through Michigan's Medicaid and Children's Health Insurance Programs; benefits under the Supplemental Nutrition and Assistance Program; earned income tax credit assistance; HUD housing counseling and assistance services; and Temporary Assistance for Needy Families (TANF) assistance;
- assistance in establishing eligibility for non-WIOA-funded training and education programs, and in eligibility for financial assistance for these programs; and
- provision of information and meaningful assistance on filing claims under Unemployment Insurance (UI) programs. "Meaningful assistance" is defined in Section 5.C.1. of TEGL #16-16, Change 1 and in Section 678.430 (a)(10)(i)(A) of the WIOA's Final Rule.



- Individualized Career Services must be provided after a career advisor determines the participant needs them to retain or obtain employment. These services, which generally involve significant staff time and customization, include:
 - comprehensive and specialized assessments (e.g., diagnostic testing, specialized assessments, and in-depth interviewing and evaluation) of a customer's skills levels, employment barriers, and appropriate employment goals;
 - in consultation with a career advisor, Individual Employment Plan (IEP) development, which is an ongoing strategy to identify the customer's employment goals, appropriate

achievement objectives, and the appropriate combination of services, (e.g., “Career Pathways”) needed to achieve these goals;

- group counseling, which involves two or more participants who address issues, problems, or situations that group members share;
- 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 (e.g., case management, as defined in Section 3 (8) of the WIOA);
- short-term prevocational services (e.g., learning, communication, personal maintenance, and interviewing skills; punctuality; and professional conduct services) to prepare individuals for unsubsidized employment or training;
- internships and paid or unpaid work experiences that are linked to careers, internships, and work experiences within the private for-profit sector, the non-profit sector, or the public sector. Section 680.180 of the WIOA’s Final Rule provides the following definition for internships and work experience:

“An internship or work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internships and other work experience may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. An internship or other work experience may be arranged within the private for profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.”

- transitional jobs (time-limited work experiences that subsidize the participant’s wages, and that are in the public, private, or non-profit sectors), combined with comprehensive career and supportive services, for individuals who have employment barriers (e.g., the long-term unemployed, ex-offenders, and individuals who receive (or who have exhausted) TANF benefits), and who a.) are chronically unemployed or b.) have an inconsistent work history, as determined by the Oakland County Workforce Development Board.

No more than 10 percent of the MWA’s WIOA adult and dislocated worker funds can be used for Transitional Jobs, which are also designed to help the foregoing individuals establish a work history, demonstrate work success within the context of an employee-employer relationship, and develop workplace skills that lead to entry and retention in unsubsidized employment. Transitional jobs do not require the employer to retain the participant after completing the transitional job, but, where appropriate, retention is preferred. The program service provider generally acts as the employer for transitional jobs.

- workforce preparation activities, as described in Section 463.34 of the WIOA’s Final Rule, which includes 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;
- financial literacy services, which are described in Section 129(b)(2)(D) of the WIOA, and in Section 681 of the WIOA's Final Rule, and which:
 - support the ability of participants to create household budgets, initiate checking and savings accounts at banks, and make informed financial decisions;
 - support participants in learning credit and debt, including student loans, consumer credit, and credit cards;
 - teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit;
 - support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities to make informed financial decisions;
 - educate participants about identity theft, ways to protect themselves from identity theft, how to resolve cases of identity theft, and in other ways understand their rights and protections related to personal identity and financial data;
 - support activities that address the particular financial literacy needs of non-English speakers, including providing support through the development and distribution of multilingual financial literacy and education materials;
 - provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and
 - implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high-quality, age-appropriate, and relevant strategies and channels, including where possible, timely and customized information, guidance, tools, and instruction.
 - out-of-area job search and relocation assistance;
 - English language acquisition programs, as described in Section 463.31 of the WIOA's Final Rule; and
 - integrated and education and training programs, as described in Section 463.35 of the WIOA's Final Rule.



- Follow-up Career Services are described in Sections 678.430(c), 361.430(c), and 463.430(c) of the WIOA's Final Rule. Follow-up services must be 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 workplace is an

appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.



Training Services are identified in Section 134(c)(3)(D) of the WIOA; in Sections 680.200 through 230 and 680.300 through 350 of the WIOA's Final Rule; in TEGL #19-16; and in the LEO-WD's updated WIOA Manual. These services will be provided to adults and dislocated workers who, after an interview, evaluation or assessment, and career planning, have been determined to a.) 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; b.) need training services to obtain or retain the foregoing employment; c.) have the skills and qualifications to participate successfully in training services; d.) have selected 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; e.) 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; and f.) are eligible to receive funding for WIOA training services.

An individual who meets the foregoing criteria is also eligible for WIOA training, if they are a member of a worker group covered under a petition that a.) is filed for Trade Adjustment Assistance and b.) is awaiting a determination. If the petition is subsequently certified, the worker may transition to TAA-approved training. If the petition is denied, the worker will continue training under the WIOA.

If a participant is eligible and qualifies for training, the MWA can determine that training services are appropriate, even if the participant has not first received basic or individualized career services; a sequence of services is not required.

WIOA training services include the following:

- programs that provide workplace training with related instruction (e.g., registered apprenticeships and cooperative education programs);
- skill upgrading and retraining;
- entrepreneurial training programs (excluding registered apprenticeships and Transitional Jobs) that assist customers who are seriously interested in becoming self-employed by starting a business in Michigan;
- job readiness training that is combined with occupational skills training (excluding registered apprenticeships);
- adult education and literacy activities that are combined with occupational skill training (excluding registered apprenticeships and Transitional Jobs);
- customized training that is conducted with an employer's commitment to employ the trainee after they successfully complete the training;

- occupational skills training, including training for nontraditional employment, that, with few exceptions, is accessed through “individual training accounts”; and
- on-the-job training.

WIOA definitions for individual training accounts and on-the-job training follow:

- Individual Training Accounts (ITAs): Section 134 of the WIOA states that an eligible individual who seeks training services may, after consulting a career advisor, select an eligible training provider from a statewide list. According to Section 680.300 of the WIOA’s Final Rule, this consultation will a.) include a discussion about program quality and b.) provide information about the performance of available eligible training providers, which are identified in Michigan Training Connect (MiTC). Upon selection, the MWA’s service provider will, to the extent practicable, refer this individual to the eligible training provider and arrange for payment through an Individual Training Account (ITA). Section 25 of this Plan provides additional information about ITAs.



- On-the-Job Training (OJT): According to Section 3(44) of the WIOA, the term “on-the-job training” means training that an employer provides to a paid participant while engaged in productive work in a job that:
 - is provided under a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector;
 - provides knowledge or skills essential to the full and adequate performance of the job;
 - is made available through a program that provides the employer reimbursement of up to fifty (50) percent of the participant’s wage rate for the extraordinary costs the employer incurs as it provides the training and the additional supervision that is related to the training; and
 - is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account skill requirements of the occupation, the content of the training, and the participant’s prior work experience, academic and occupational skill levels, and individual employment plan.

Sections 680.700 through 680.750 of the WIOA’s Final Rule and TEGL #19-16 provide more details about OJT.

Please note: Section 134(c)(3)(E) of the WIOA states that, with respect to WIOA adult and dislocated worker funds that are allocated to a local area, priority for training services must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.



Supportive Services (e.g., transportation, childcare, dependent care, housing, and needs-related payments) enable an individual to participate in WIOA individualized career and/or training services. Participants who receive only basic career or follow-up services are not eligible for and may not receive supportive services. In addition, the individual must be unable to obtain these supportive

services through other programs that provide such services. Section 13 of this Plan describes the MWA's supportive service guidelines.

B. Assessment



The MWA and its One-Stop partners provide adults and dislocated workers quality employment and training services. The MWA consistently meets or exceeds all WIOA adult and dislocated worker performance indicator goals. The One-Stop operators negotiate performance measures annually and are contractually obligated to achieve the numerical goals the MWA negotiates with the LEO-WD. One-Stop operators are monitored quarterly to ensure overall programmatic success.

The MWA and its many core partners have absorbed continuous funding reductions that curtail the quantity of adult and dislocated worker services. While the MWA was fortunate to receive other sources of funding, these sources are neither sustainable nor guaranteed. If reductions continue, the MWA will be challenged to address the needs of its adult and dislocated worker customers.

Section 8: A Description of the Local Area's Design Framework for Youth Programs

The following youth program activities are available in the Oakland County MWA:



Outreach and Recruitment: The MWA's outreach and recruitment efforts encompass partnerships, marketing, and technology. Partners to whom information about the youth programs is given include the County's intermediate school district, Oakland Schools; K-12 school districts; Oakland Community College; four year academic institutions; proprietary schools; adult education and literacy providers; non-profit organizations, including Goodwill Industries of Greater Detroit, Gesher Human Services, and the Oakland Livingston Human Service Agency (OLHSA); the Job Corps; state government agencies, including the Michigan Department of Health and Human Services (MDHHS), Michigan Rehabilitation Services (MRS), the Michigan Bureau of Services for Blind Persons, and the Michigan State Housing Development Authority; Oakland County's Children's Village; the Oakland Community Health Network; the Oakland County Health and Human Services Department; the Oakland County Community Corrections Division; Oakland County Youth Assistance; homeless shelters; Oakland County Veterans' Services; the MWA's Business Service Team; and Chambers of Commerce and other employer-based organizations.



The MWA's youth programs are branded under the Oakland NEXT label, the county's innovative career exploration and training program targeted toward young adults, 16-24 years old. The MWA's marketing efforts include press releases, flyers, and brochures, both print and digital, and informational meetings that target the media, the foregoing partners, students, young adults, parents, counselors, teachers, and employers. The MWA also markets the programs via technology, including a website portal, through which young adults can obtain information, registration forms, contacts, and next steps for enrollment and participation at the MWA's One-Stop centers. Finally, the MWA promotes all youth programs through social media platforms, including Facebook, X, and Instagram.

Orientation: The MWA's One-Stop operators provide youth with a standardized orientation, offered virtually or in person, that covers eligibility requirements, goals, activities, services, and expectations.

Eligibility Determination: To participate, in-school youth who are aged 14 through 21, and out-of-school youth who are ages 16 through 24, must meet WIOA eligibility requirements in Section 3.2 of the LEO- WD's updated WIOA Manual. After verifying the youth's school status, age, and employment authorization, the MWA's One-Stop operators:

- determine the youth's income eligibility, if applicable;
- ensure Selective Service registration, if applicable;
- determine the youth's barriers; and
- identify the youth's basic education skill deficiencies, if applicable.

Assessment: To identify appropriate services and career pathways, the MWA's One-Stop operators and/or partners conduct for each participant an objective assessment of the youth's academic and occupational skill levels and service needs. The youth's basic academic skills, occupational skills, prior work experience, strengths, interests, aptitudes, and supportive service and developmental needs are reviewed.

Individual Service Strategy Development: The MWA's One-Stop operators and their participants jointly develop an Individual Service Strategy (ISS). In accordance with Section 129(c)(1)(B) of the WIOA and Section 681.420(a)(2) of the WIOA's Final Rule, the ISS is informed by the participant's needs and objective assessment; directly linked to one or more WIOA performance indicators; considers career planning; and identifies and prescribes for the participant career pathways that include education and employment goals, appropriate achievement objectives, and services.

Career pathways combine rigorous and high-quality education, training, and services to help the participant prepare for a career. The ISS identifies a career pathway for a clear sequence of education coursework or training credentials that align with employer validated work readiness standards and competencies.

A flexible, realistic, and individualized road map, the ISS broadens a participant's opportunities. A "one size fits all" approach, in other words, is unacceptable. Ideally, the career advisor and the participant review the ISS regularly to record progress, outcomes, and milestones, and to note changes in goals, plans, and timetables.

Case management: The MWA's One-Stop operators assign each youth participant a career advisor (i.e., a case manager), who develops the ISS, coordinates services, provides follow-up services, and writes and files case notes. Career advisors also assess and interpret the participant's needs; develop strategies that help the participant reach their educational, training, and employment goals; connect the participant to appropriate services; provide tools and resources to help the participant overcome personal barriers; and document in case files the participant's participation, referral outcomes, service decisions, one-on-one meetings, and achievements. These case files document services and track the participant's progress in achieving ISS objectives.

The MWA's youth programs consist of numerous services and activities that make available the fourteen Youth Program Elements in Section 681.460 of the WIOA's Final Rule. These services/activities are described below, and the program elements they embody are identified, by number, within the

descriptions. The elements themselves are identified and defined more succinctly in Section 10. of this Plan.

Program Activities and Services: Depending on the results of their objective assessments, as documented in the ISS and case management sessions, youth participants may be enrolled in one or more of the program activities and/or receive one or more of the services that follow:

▪ **Program Activities**

- **Basic Education for In-School Youth** – The MWA’s One-Stop operators and partners help at-risk in-school youth identify and overcome learning obstacles and receive tools and resources to keep them engaged and in school. These resources include tutoring, literacy development, active (e.g., applied) learning experiences, after-school activities (e.g., chess clubs and robotics competitions), and individualized instruction. (**ELEMENT 1**). At-risk in-school youth may also receive alternative secondary school services (e.g., basic education skills training in reading, writing, math, and English as a Second Language instruction) (**ELEMENT 2**).
- **Basic Education for Out-of-School Youth** – The MWA’s One-Stop operators and partners help out-of-school youth who have not earned a high school diploma access drop-out recovery services, including credit recovery, academic and personal counseling, and educational plan development (**ELEMENT 2**). Youth who test below an acceptable Educational Functioning Level (EFL) to pursue and earn a diploma are provided remediation services in reading, writing, and math. Youth who test at an acceptable EFL are referred to the MWA’s Adult Education and Literacy partners for High School Completion (HSC) or High School Equivalency (HSE) instruction. Innovative instruction models (e.g., distance learning and independent study) are explored.



The MWA’s One-Stop operators use WIOA Title I youth funds to make available resources and services in Elements 1 and 2. The operators, for example, may facilitate after-school activities and provide tutoring, basic skills education, and academic and personal counseling.

The MWA’s partners make available other services in Elements 1 and 2. The One-Stop operators refer appropriate youths to their respective school districts’ alternative education programs, which provide individualized instruction, tutoring, and active learning experiences. (A pre-apprentice, for example, may apply their math skills to a carpentry project.) Similarly, the MWA’s adult education partners provide referrals, remediation services, and HSC/HSE instruction. If these and other services in Elements 1 and 2 are provided by alternative and adult education programs, their funds (e.g., WIOA Title II Adult and Literacy Activities dollars) leverage the MWA’s WIOA Title I youth resources.



- **Work Experience** – Youth participants who have no, insufficient, or deficient work histories, or who have an aptitude for and/or an interest in an occupational area, may be enrolled in paid and unpaid work experiences (**ELEMENT 3**). Work experiences include summer and school year employment opportunities, pre-apprenticeship and apprenticeship programs, internships, job shadowing (e.g., an expanded informational interview), and on-the-job training that have as a component academic and occupational education. Section 681.600 of the WIOA’s Final Rule provides the following definition:

“Work experiences are a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private-for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists.”

“Work experiences provide the youth participant with opportunities for career exploration and skill development. [In addition], work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further, academic and occupational education may occur inside or outside the work site.”

The academic and occupational education component of the participant’s work experience consists of contextual learning to understand and work in specific industries and/or occupations. A youth whose work experience is at a hospital could learn about different occupations there, including phlebotomy, radiology, and physical therapy. This occupational education could be complemented by academic education on blood types, bone structure, and ligament function.

The MWA and its One-Stop operators have the discretion to develop a given work experience based on the participant’s academic and occupational education. The U.S. Department of Labor’s TEGL #21-16, Change 1, provides excellent examples of contextual learning for both components.

The MWA’s One-Stop operators use WIOA Title I youth funds to develop worksites for-- and pay the wages of -- youth participants who are enrolled in work experience. The operators may also use their WIOA youth funds to pay a portion of apprenticeship and on-the-job training participant wages. Employers pay the balance of these wages and provide supervision and the occupational training components of work experience and on-the-job training. These funds leverage the MWA’s WIOA Title I youth dollars.



- Occupational Skills Training – In-school and out-of-school participants who have an aptitude for, and an interest in, an occupational area may be enrolled, respectively, at one of the County’s four technical centers or the region’s many post-secondary institutions for occupational skills training (ELEMENT #4). This activity is an organized program of study that 1.) provides specific vocational skills; 2.) leads to proficiency in performing actual tasks and technical functions that certain occupational fields require at entry, intermediate, or advanced levels; and 3.) prioritizes programs that lead to recognized post-secondary credentials and align with in-demand industry sectors or occupations.

Occupational skills training must:

- be outcome-oriented and focused on an occupational goal specified in the participant’s individual service strategy;
- be of sufficient duration to impart skills needed to meet the occupational goal; and

- lead to the attainment of a recognized postsecondary credential that is portable, stackable and industry recognized.

The MWA's One-Stop operators use WIOA Title I funds to develop Individualized Training Accounts (ITAs) with -- and pay the tuition of -- the institutions that provide occupational skills training. These funds will be leveraged by dollars from federal and/or state assistance (e.g., PELL Grants) for which the participant may apply. Oakland Schools' four technical centers use millage and other dollars to provide in-school youth occupational training. These funds also leverage the MWA's WIOA youth dollars.

- o Some enrollees may participate in a model that integrates the three program activities described above: basic education, work experience, and occupational training (ELEMENT #5). An out-of-school youth who tests at a high EFL for math, but who has limited English language skills, for example, may concurrently receive tutoring from the Oakland Literacy Council, a work experience from an engineering firm, and engineering instruction from a local university. While an integrated education and training model may be logistically challenging and impractical for participants who desire and need sequential services, it could benefit individuals who have the appropriate skill levels, aptitudes, and interests.
- o In the foregoing example, the Oakland Literacy Council would use WIOA Title II Adult Education and Literacy Activities dollars to provide English as a Second Language (ESL) instruction, and the MWA's One-Stop operator would use WIOA Title I youth dollars for the participant's work experience and occupational skills training. Adult education funds and PELL grants would leverage the MWA's WIOA youth resources.

▪ Services

- o Leadership Development – Youth participants are offered opportunities to develop their leadership skills (e.g., responsibility, confidence, employability, and self-determination) (ELEMENT #6). Participants who test at high EFLs may tutor participants who lack basic academic skills, while participants who successfully completed their program objectives (e.g., attained a credential and/or a job) may mentor new enrollees.

Still, other participants who seek civic or political leadership roles may be invited to attend and participate in meetings of the Workforce Development Board, the Career Educational Advisory Council (CEAC), and other governmental and civic organizations. The MWA's One-Stop operators may use WIOA Title I youth funds to identify, screen, and select participants for, and facilitate their participation in, appropriate leadership activities.

- o Supportive Services – To enable their participation, enrollees may receive one or more supportive services (ELEMENT #7), including, but not limited to, transportation, childcare, housing assistance, legal aid services, work clothing, and tools. As described in Section 13. of this Plan, the MWA's One-Stop operators maintain current information on the MWA's partners and other organizations and the supportive services they provide.

If a youth needs a service from these organizations, the One-Stop operator will facilitate the referral. A youth who needs housing assistance would be referred to the Michigan State Housing Development Authority (MSHDA), in accordance with the MOU the MWA and the Authority executed, and MSHDA's funds would leverage the MWA's WIOA Title I youth dollars. If the operator provides a supportive service (e.g., transportation) directly, the MWA's WIOA youth dollars will fund it.

- Adult Mentoring – Some participants may be assigned an adult mentor (ELEMENT #8), whom the MWA's One-Stop operators have screened and selected, to guide, support, and encourage the mentee's competence and character. An emerging entrepreneur could be mentored by a successful business owner who started and grew their own company. The participant could job shadow the mentor and learn first-hand how a start-up business operates.

Mentors may be chosen from various sources (e.g., the Workforce Development Board, the CEAC, an employer, or a civic organization). One-Stop operators also consult the Mentor Michigan Directory, an online resource and comprehensive list of the state's mentoring programs. The time the MWA's One-Stop operators spend on recruiting, screening, selecting, and overseeing mentors will be charged to the MWA's WIOA Title I youth program. The mentor's time and efforts on behalf of the mentee will leverage the MWA's WIOA youth dollars.

- Follow-up Services – Unless the participant declines them or cannot be located or contacted, each youth participant will receive follow-up services (ELEMENT #9) from the MWA's One-Stop operators for not less than twelve months after participation. These services, which are restricted to supportive services, adult mentoring, financial literacy training, labor market information, career services, and preparation for post-secondary education training, help ensure the youth's short and long-term success.
- Comprehensive Guidance and Counseling – The MWA anticipates that some participants will need comprehensive and individualized guidance and counseling services (ELEMENT #10). These services include individualized counseling for drug and alcohol abuse and mental health issues and exclude ISS development, case management, and career counseling.

Guidance and counseling services may be provided directly at and by the MWA's One-Stop operators, or through referral to the MWA's partners and other organizations. If participants are referred for and receive guidance and counseling services, the funds organizations use to provide these services will leverage the MWA's WIOA Title I youth dollars. If a referral is made, the One-Stop operator and the partner will coordinate their services, so the participant can continue their participation without interruption.

- Workshops – The MWA's participants may access the following additional services through individualized and/or group workshops:
 - Financial Literacy Education (ELEMENT#11): This workshop helps participants manage their spending, credit, and debt and consists of topics identified in Section 681.500 of the WIOA's Final Rule; in TEGL #21-16, Change 1; and in Chapter 3 of the LEO-WD's updated WIOA

Manual. Examples include budget development, checking and savings accounts, credit reports and credit scores, identity theft, and financial products, services, and opportunities.

- Entrepreneurial Skills Training – Entrepreneurial Skills Training (ELEMENT #12) workshops focus on skills participants need to start and operate a small business. Examples include taking initiative, seeking and identifying business opportunities, developing budgets and forecasting resource needs, acquiring capital, developing a business plan, and marketing.

As they develop entrepreneurial workshops, the MWA’s One-Stop operators consult Oakland Thrive, which is described in Section 5 of this Plan.

- Labor Market and Career Information – The MWA’s One-Stop operators provide participants labor market and career information (ELEMENT #13) by conducting workshops on the MWA’s talent services:
 - Pure Michigan Talent Connect (MiTalent.org) registration, through which participants can create a resume, search job opportunities and career events, and register for work;
 - resume writing, networking, and interviewing assistance; and
 - career management, via the Center’s career advisors, who help participants explore career options and develop a job search plan. Participants are encouraged (and shown how) to use federal (“My Next Move” and “My Future”), state (the “Michigan Career Pathfinder”), and local (MiTradeSchool.org) resources.
- Post -Secondary Preparation and Transition Activities – The MWA’s One-Stop operators provide appropriate in- and out-of-school participants workshops on post-secondary preparation and transition activities (ELEMENT #14). Topics may include:
 - post-secondary education options (e.g., technical training schools, community colleges, four-year colleges and universities, and registered apprenticeships), via Michigan Training Connect (MiTC) and MiTradeSchool.org;
 - ACT/SAT test preparation;
 - completing and submitting college applications;
 - searching and applying for scholarships and grants (e.g., PELL); and
 - completing financial aid applications and understanding their evolving guidelines and requirements.

While the MWA’s One-Stop operators use WIOA Title I youth funds to plan and conduct most workshops, the MWA’s partners may cover some topics. Financial literacy education, entrepreneurial skills training, and post-secondary preparation activities, for example, may be provided by the Oakland Livingston Human Service Agency, Oakland Thrive, and Oakland Community College, respectively. If so, these partners’ funds will leverage the MWA’s WIOA youth dollars.

Section 9: The Local Area’s Definition of Part B of “Basic Skills Deficiency” for Youths

The Oakland County MWA’s definition of a youth who is “Basic Skills Deficient” follows:

A Basic Skills Deficient youth *“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”*. The Oakland County MWA defines a basic skills deficient youth as an individual who:

- is between 14 and 15 years of age and computes, reads, writes, or speaks English at or below a grade level of 8.9, as determined by a standardized assessment; or
- is between 16 and 24 years of age, and computes, reads, writes, or speaks English at a grade level of 10.9 or below, as determined by a standardized assessment; or
- lacks the short-term pre-vocational skills (i.e., learning skills, communication skills, or computer literacy skills) an individual needs to prepare for unsubsidized employment or training, as documented by and in their objective assessment; or
- requires additional assistance to enter or complete an education program, and/or to secure or hold employment, as documented by and in their objective assessment. This youth:
 - has a core grade point average of less than 2.0 in any school, as verified by a school record; or
 - dropped out of any school for academic reasons, as verified by a school record; or
 - is deemed at risk of dropping out of any school for academic reasons, as verified by a school record.

Based on the assessment results of various youth it has served, the MWA has concluded that an individual who is between 14 and 15 years of age, and who functions at or below an 8.9 grade level, is unlikely to function at or above an eleventh grade level at age 16, without intervention. The MWA’s rationale for selecting the 11th or higher grade level to function “on the job, in the individual’s family, or in society” appears in Section 28 of this Plan.

Section 10: A Description and Assessment of the Type and Availability of the Local Area’s Youth Workforce Investment Activities, including Successful Models and Additional Assistance

A. Description



The youth workforce investment activities in this Section are available in the Oakland County MWA. These services are also described in Section 129 of the WIOA; in Part 681 of the WIOA’s Final Rule; and in TEGL #21-16, Change 1 (“Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance”).

- Program Services:
 - outreach, intake, and orientation to the one-stop delivery system’s information and youth services;

- eligibility determination of out-of-school and in-school youth, in accordance with Sections 129(a)(1)(B) and 129(a)(1)(C) of the WIOA; Subpart B of Part 681 of the WIOA's Final Rule; TEGL #21-16, Change 1 ("WIOA Title I Youth Program Guidance"); Training and Employment Notice (TEN) #22-19 ("Technical Assistance Resources for the WIOA Title I Youth Program"); and the LEO-WD's updated WIOA Manual;
- in accordance with Section 129 (c)(1)(A) of the WIOA and Section 681.420 (a)(1) of the WIOA's Final Rule (and for the purpose of identifying each participant's appropriate services and career pathways), an objective assessment of the youth's academic and occupational skill levels, service needs and strengths, by reviewing their basic academic and occupational skill levels, prior work experience, employability, strengths, interests, aptitudes, and supportive service and developmental needs;
- in accordance with Section 129(c)(1)(B) of the WIOA and Section 681.420(a)(2) of the WIOA's Final Rule, individual service strategy development and, as needed, updates that 1.) are informed by the participant's needs and objective assessment; 2.) are directly linked to one or more WIOA performance indicators; 3.) consider career planning; and 4.) identify and prescribe for the participant career pathways that include education and employment goals, appropriate achievement objectives, and services;
- case management that includes follow-up services; and
- the provision of:
 - activities that lead to a secondary school diploma or a recognized post-secondary credential;
 - preparation for post-secondary education and training opportunities;
 - strong linkages between academic instruction and occupational education that lead to recognized post-secondary credentials;
 - preparation for unsubsidized employment opportunities; and
 - connections to employers, including small employers, in-demand industry sectors, and labor-market relevant occupations.
- **Program Elements:** To support attainment of a secondary school diploma, entry into post-secondary education, and career readiness, the following program elements will be made available to each participant through the MWA's "Young Professionals" program:
 - **Program Element 1: Tutoring, Study Skills Training, Instruction, and Evidence-Based Dropout Prevention and Recovery Strategies that lead to a secondary school diploma or its recognized equivalent, or to a recognized post-secondary credential** – These strategies, which can be provided one-on-one or in a group setting, provide academic support, help youth identify areas of academic concern and overcome learning obstacles, and provide tools and resources to develop learning techniques. Secondary school dropout prevention strategies (e.g., tutoring, literacy development, active learning experiences, after-school

opportunities, and individualized instruction) include services and activities that keep youth in school and engaged in a formal learning and/or training setting.

- Program Element 2: Alternative Secondary School Services or Dropout Recovery Services – Alternative secondary school services (e.g., basic education skills training, individualized academic instruction, and English as a Second Language training) assist youth who have struggled in traditional secondary education. Dropout recovery services (e.g., credit recovery, counseling, and educational plan development) assist youth who have dropped out of school.
- Program Element 3: Paid and Unpaid Work Experiences – These experiences include summer and school year employment opportunities, pre-apprenticeship and apprenticeship programs, internships, job shadowing (e.g., an expanded informational interview), and on-the-job training that has as a component academic and occupational education. Section 681.600 of the WIOA's Final Rule provides the following definition for work experience:

“Work experiences are a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable law exists.”

“[In accordance with Section 680.840 of the WIOA's Final Rule], funds provided for work experiences may not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. Section 683.270 of the WIOA's Final Rule describes other safeguards to ensure that WIOA participants do not displace other employers.”

“Work experiences provide the youth participant with opportunities for career exploration and skill development. [In addition], work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further, academic and occupational education may occur inside or outside the work site.”

The work experience host employer can provide the academic and occupational components, or they may be provided separately in the classroom, or through other means. The academic and occupational education components refer to contextual learning that accompanies a work experience. The components include the information necessary to understand and work in specific industries and/or occupations. TEGL #21-16 Change 1, provides examples of contextual learning for both the academic and occupational components.

- Program Element 4: Occupational Skills Training – In accordance with Section 681.540 of the WIOA's Final Rule, occupational skill training is an organized program of study that 1.)

provides specific vocational skills; 2.) leads to proficiency in performing actual tasks and technical functions that certain occupational fields require at entry, intermediate, or advanced levels; and 3.) prioritizes programs that lead to recognized post-secondary credentials and align with in-demand industry sectors or occupations. Occupational skills training must:

- be outcome-oriented and focused on an occupational goal specified in the participant's individual service strategy;
 - be of sufficient duration to impart skills needed to meet the occupational goal; and
 - lead to the attainment of a recognized postsecondary credential that is portable, stackable, and industry-recognized.
- Program Element 5: Education that is offered concurrently with and in the same context as Workforce Preparation Activities and Training for a specific occupation or occupational cluster – This element is an integrated education and training model that refers to the concurrent delivery of workforce preparation activities (e.g., work experience); basic academic skill development (e.g., basic education skills training); and occupational skills training (e.g., vocational skills training).
 - Program Element 6: Leadership Development Opportunities – These opportunities (e.g., exposure to post-secondary education opportunities, community and service learning projects, peer mentoring and tutoring, team leadership training, life skills training in parenting and work behavior, and civic engagement activities) encourage responsibility, confidence, employability, self-determination and other positive social behaviors.
 - Program Element 7: Supportive Services – These services enable an individual to participate in WIOA activities and include, but are not limited to: transportation; child and dependent care; housing assistance; legal aid services; payments and fees for employment and training-related applications, tests, and certifications; assistance with books, fees, and school supplies; work attire; and work-related tools (e.g., eye glasses and protective eye gear).
 - Program Element 8: Adult Mentoring – This element is structured guidance from an adult for the period of the youth's WIOA participation, and for a period subsequent to their participation, for a total of not less than twelve months. While group and electronic mentoring activities are allowable, a youth must also be mentored by a screened individual with whom the youth interacts face-to-face.
 - Program Element 9: Follow-up Services – Follow-up services must occur for not less than twelve months after the youth exits from their WIOA participation, unless the participant 1.) declines the follow-up services or 2.) cannot be located or contacted. Follow-up services help ensure that the youth is successful in employment and/or postsecondary education and training and may include regular contact with a participant's employer, including assistance in addressing work-related problems. Follow-up services include the following program elements, if they occur after the participant's exit date: supportive services; adult

mentoring; financial literacy education; services (e.g., career awareness, career counseling, and career exploration) that provide labor market and employment information about in-demand industry sectors or occupations in the local area; and activities that help youth prepare for and transition to postsecondary education and training.

- Program Element 10: Comprehensive Guidance and Counseling – This element may include mental health counseling, drug and alcohol abuse counseling, and referrals to partner programs, as appropriate. This counseling can be provided directly, when sufficient funds exist, or by referral to other organizations, with which the MWA must coordinate service delivery.
- Program Element 11: Financial Literacy Education – This element includes numerous activities (e.g., helping participants manage spending, credit, identity theft, and debt) identified in Section 681.500 of the WIOA’s Final Rule, in TEGl #21-16, and the LEO-WD’s updated WIOA Program Manual.
- Program Element 12: Entrepreneurial Skills Training – This training (e.g., entrepreneurial education on the values and basics of starting and running a business) teaches various skills (e.g., marketing, budget development, and forecasting resource needs).
- Program Element 13: Services that provide Labor Market Information – These services provide labor market and employment information (e.g., career awareness, career counseling, and career exploration services) that is available through federal (e.g., [My Next Move](#) and [My Future](#)), state (e.g., [MiTalent.org](#) and [Pathfinder](#)), and local (e.g., [MiTradeschool.org](#)) sources.
- Program Element 14: Post-Secondary Preparation and Transition Activities – These activities (e.g., exploring postsecondary education options, SAT/ACT test preparation, preparing college admission applications, and searching and applying for scholarships and grants) help youth prepare for and transition to postsecondary education and training.

All fourteen youth program elements will be made available in the MWA’s Design Framework for Youth Programs, which Section 8 of this Plan describes.

B. Assessment

The MWA and its partners provide quality youth employment and training services. The MWA consistently meets or exceeds its WIOA youth performance indicator goals. The One-Stop operators negotiate performance measures annually and are contractually obligated to achieve the numerical goals the MWA negotiates with the LEO-WD. One-Stop operators are monitored quarterly to ensure overall programmatic success.

The MWA and its many core partners have absorbed continuous funding reductions that curtail the variety of youth services. While the MWA was fortunate to receive other sources of funding, these sources are neither sustainable nor guaranteed. If reductions continue, the MWA will be challenged to address the needs of its youth customers.

C. Successful models

Examples of the MWA's successful youth activity models follow:

Initiatives and Events – The MWA has implemented various initiative and events including:



- The *IAmPontiac Summer Work Experience Program* is a youth employment program that connects Pontiac City youth, between the ages of 16 and 24, with career exploration opportunities and paid work experiences. Participants explore career pathways, develop workplace skills, and engage in learning experiences that help develop their social, civic, and leadership skills. The work experience occurs over the summer for 8-weeks. Local schools and nonprofits refer youth to the program or they can apply directly on the MWA's website.
- *Project SEARCH* is a work experience program that pairs high school students who have intellectual and developmental disabilities with paid positions at Corewell Health. Project SEARCH staff work closely with departmental management to develop such on-the-job accommodations as visual aids and identify opportunities for advancement. Project SEARCH is a collaboration among Corewell Health, Troy; Oakland Schools; the Troy School District; Oakland County Michigan Works!; Michigan Rehabilitation Services; New Horizons Rehabilitation Services; the Bureau of Services for Blind Persons; the Community Living Service; the Macomb-Oakland Regional Center; and the Oakland Community Health Network.
- The MWA has cultivated a strong working relationship with the juvenile court system and established the *Oakland County Juvenile Court Referral Process*, through which probation officers refer probationers to a local Michigan Works! (One-Stop) Center for career advice and educational and vocational goal achievement. Annually, MWA career advisors share the MWA's services and resources with probation officers. In addition, the MWA's administrative staff periodically presents new programs to the Oakland County District Judges Association and coordinates tours at Oakland Community College for local juvenile courts, their probationers, and their parents or guardians.
- Career exploration events, including Manufacturing Day and MiCareerQuest Southeast, as described in Section 4 of this Plan.

Partnerships – the MWA has developed partnerships with:

- Oakland Schools Intermediate School District, to promote youth programs to community high schools and alternative high schools, through teachers, counselors, and administrators;
- Oakland Community College and other post-secondary institutions, to showcase youth programs to young adults who need work experience, internships, or post-secondary education;
- non-profit organizations and state departments, including the Oakland Livingston Human Services Agency, the Michigan Department of Health and Human Services, and Michigan Rehabilitation Services, to promote youth programs to under-represented youth;
- the Oakland County Michigan Works! Business Services team, to engage labor and business participation and increase internships, work experience, apprenticeships, and job shadow opportunities;

- various community organizations, churches, adult education providers, courts, juvenile detention centers, community centers, and homeless shelters, to engage Oakland County’s most vulnerable and at-risk youth;
- local Chambers of Commerce, to secure business support and engagement;
- the 52-4 and 6th Circuit Court, to promote youth programs and encourage transitional job opportunities; and
- Jobs for Michigan Graduates (JMG), to increase awareness of workplace skills, job search techniques, and prepare young adults for the world of work after high school.

Marketing/Public Relations – The MWA’s marketing efforts for youth programs include:

- the brand, “Oakland NEXT”, whose marketing materials highlight such specific occupations and programs as “Oakland NEXT: 911 Dispatcher” and “Oakland NEXT: Apprentice”;
- program marketing materials, print and digital, that target young adults, parents, teachers, employers, counselors, and partners, feature testimonials and success stories; and
- information sessions across Oakland County, including at K-12 and post-secondary schools, so partners, employers, and educators can learn more about the program.

Technology – The MWA’s technology includes:

- the OCMW! website/portal, so youth can obtain information, registration forms, contacts, and next steps;
- social media graphics and supporting content that the MWA, Oakland County, Oakland Schools, and other strategic partners use to promote programs on Facebook, X, and Instagram; and
- QR codes that offer quick access to online applications for Oakland NEXT programs.

D. The Local Area’s Definition for “Requires Additional Assistance”



To be eligible for WIOA services, certain in and out-of-school youth must “require additional assistance to enter or complete an education program, or to secure or hold employment”. The Oakland County MWA believes that such youth must:

- have documented behavioral problems at school; or
- have repeated at least one secondary grade level, or be one year over age for their grade; or
- have a core grade point average of less than 2.0; or
- for each year of secondary education, be at least two semester credits behind the rate required to graduate from high school; or
- be an emancipated youth; or
- have aged out of foster care; or
- have been placed on probation, have been suspended, or have been expelled one or more times during the past two years; or

- have court/agency referrals that mandate school attendance; or
- be deemed at risk of dropping out of school by a school official; or
- have been referred to, or are being treated by, an agency for a substance abuse related problem; or
- have experienced recent traumatic events, be victims of abuse, or reside in an abusive environment, as documented by a school official or other qualified professional; or
- have serious emotional, medical, physical, cognitive or psychological impairments that create a significant impediment to employment, as documented by a qualified professional; or
- have never held a job; or
- have been fired from a job within 12 months before applying for WIOA services (if an older youth); or
- have never held a full-time job for more than 13 consecutive weeks (if an older youth); or
- have quit a secondary or post-secondary program without attaining a recognized credential; or
- are one or more years behind modal grade for their age group, with particular emphasis on those who are two or more years behind modal grade; or
- be high school dropouts; or
- have scored levels of one or two on the state's standardized assessment within the past 12 months; or
- have a family history of chronic unemployment, including long-term public assistance; or
- have been unemployed six months out of the last two years; or
- are immigrants or refugees; or
- have little or no successful work experience, a long and unsuccessful work search, or little or no exposure to successfully employed adults; or
- are high school graduates who have not held a full-time regular job for more than three consecutive months; or
- reside in a non-traditional household setting (e.g., a single parent household, living with an unofficial guardian, living with grandparents, or living with a domestic partner; or
- live with only one or neither of their natural parents; or
- live in public housing; or
- live in a federally designated high poverty area (e.g., a Census tract); or
- lack parental support; or
- have been justice impacted; or

- face significant personal challenges, including dysfunctional domestic situations, lack of supportive services, documented behavioral problems, or family members' substance abuse.

Section 11: Information on Waivers the Local Area will Use

On May 29, 2024, the USDOL approved the State of Michigan's waiver request regarding Section 129(a)(4)(A) of the WIOA and 20 Code of Federal Regulations (CFR) 681.410. These sections of the Act and its regulations require that not less than 75 percent of the funds allocated to states under Section 127(b)(1)(C), reserved under Section 128(a), and available for statewide activities under subsection (b), and not less than 75 percent of the funds available to local areas under subsection (c), shall be used to provide youth workforce investment activities for out-of-school youth (OSY).

Specific impacts of the waiver follow:

- The requirement to expend 75 percent of the Governor's reserve (Statewide Activities) youth funds on OSY is waived. Michigan received approval to lower this amount to 50 percent.
- The requirement that WIOA Title I local formula youth funds must meet the 75 percent minimum spending requirement on OSY is waived. Michigan received approval to lower this amount to 50 percent.

In accordance with LEO-WD Policy Issuance (PI): 23-14, and the USDOL's May 29, 2024 waiver approval letter, the Oakland County MWA has adopted and will use the foregoing waivers through Appropriation Years 2024 and 2025, which is valid for the life of the funding associated with each Program Year.

Michigan also received a waiver of the requirement for WIOA Section 134(d)(4) and 20 CFR 680.800(a) to allow local areas to reserve more than 20 percent of Adult and Dislocated Worker funds for Incumbent Worker Training (IWT). Per waiver authority granted by the USDOL, local areas may increase the allowable threshold available for IWT from 20 to 50 percent for all employers, regardless of size. In addition, the USDOL approved Michigan's request to eliminate the requirement of 20 CFR 680.780 that an incumbent worker, or a majority of a group of incumbent workers, have an established employment history with the employer of six months or more in order to be eligible to receive IWT.

The foregoing IWT waivers are approved through June 30, 2028, and the following conditions from the USDOL's Employment and Training Administration (ETA) apply to their implementation:

- The MWA may use IWT only to provide an employee the skills to advance in their job, or to obtain skills they need to remain in a job (layoff aversion);
- The MWA must report individual records based on the Participant Individual Record Layout for all IWT participants, through the Workforce Integrated Performance System; and
- The MWA must track employment retention and earnings outcomes to measure whether the waiver's use has a positive effect.

Section 12: A Description of How the Local Board will Coordinate Relevant Secondary and Post-Secondary Education Programs and Activities to Coordinate Strategies, Enhance Services, and Avoid Duplication of Services

The Oakland County Workforce Development Board coordinates relevant secondary and post-secondary education programs and activities by implementing the following strategies:

- As Section 4 of this Plan explains, the County Executive’s “Oakland80” initiative includes a task force comprised of innovative leaders from education, business, and labor organizations. This committee facilitates the Executive’s goal to have 80 percent of the County’s adults earn an industry credential or higher by 2030.
- Two Oakland County Michigan Works! (WIOA One-Stop) Centers are affiliated with public K-12 school districts that also operate relevant career and technical education programs. Other centers have forged strong relationships with school districts in their service areas. Coordination at these centers has been and will be easily achieved.
- The MWA has forged and will maintain a collaborative relationship with Oakland Schools, the County’s intermediate school district, which oversees career and technical education, and the County’s four technical campuses. Section 4 of this Plan describes various projects (e.g., Manufacturing Day and MiCareerQuest Southeast), on which Oakland Schools and the MWA collaborated.
- As described in Section 3 of this Plan, the MWA contracts with Oakland Community College to provide various services, including training and employment skills, career pathway development, college support services, professional development, and employer engagement.
- The MWA and its Michigan Works! Centers have developed excellent working relationships with secondary and post-secondary institutions and numerous proprietary schools (e.g., Oakland University, Carnegie Institute, and the Michigan Manufacturing Technology Center), as these institutions train and award credentials to the MWA’s customers. The MWA will continue to enhance these relationships during the next four years.
- Services that the MWA’s secondary and post-secondary career and technical education partners provide (and strategies for aligning these services with the MWA’s Michigan Works! (One-Stop) Centers) are identified and described in MOUs the Workforce Development Board and the partners executed. As Section 2. of this Plan describes, the MOUs identify specific procedures and staff members for referring customers to and from the MWA’s One-Stop centers and career and technical education programs.
- In accordance with LEO-WD Policy Issuance (PI): 23-29, the MWA’s Career and Educational Advisory Council (CEAC) a.) advises the Oakland County Workforce Development Board on “career and education-related items” and b.) “reviews and comments” on secondary and post-secondary education plans. The Oakland80 Steering Committee operates as the MWA’s CEAC and members include representatives from Baker College, Oakland Community College, Oakland Schools, the Hazel Park Promise Zone, Operating Engineers Local 324, and the Troy School District.

Section 13: Supportive Services and Needs-Related Payments



The Oakland County MWA has elected to provide supportive services and may provide needs-related payments. The MWA's procedures for these services follow:



A. Supportive Services

Supportive services enable an individual to participate in activities authorized under Title I of the WIOA. The Oakland County MWA's service providers offer and, as appropriate, provide supportive services either through referral or with WIOA funds. In addition to the per-service guidelines identified below, the MWA has established a per-person supportive services guideline of \$5,000. The total of all combined WIOA supportive service expenditures for a given participant, in other words, should not exceed \$5,000 within a given year. Assuming the number of available services (and the spending limits for each), this overall spending limit is reasonable. Individual categorical spending limits are subject to change with the Oakland County Workforce Development Board's approval.

- Procedures for Referral: To ensure resource and service alignment, the MWA's service providers provide adults and youth with accurate information on supportive services from other organizations. This includes the organization's name, address, and telephone number; the service it provides; and its eligibility requirements. When it is a basic career service for adults and dislocated workers, this information is provided on a self-directed basis. The customer, in other words, is responsible for accessing supportive services that benefit them.

If it provides a WIOA participant a comprehensive and specialized assessment (i.e., an individual career service), the service provider will identify the individual's barriers and supportive service needs on their Individual Employment Plan (IEP) or Individual Service Strategy (ISS). Supportive service referrals will also be identified on the IEP/ISS. If a participant cannot access supportive services through a referral, WIOA funds may provide the service, in accordance with the MWA's limits and guidelines.

- Conditions for Supportive Services: The following conditions must be met when the participant requests assistance:
 - Services must address a barrier documented on the IEP/ISS.
 - The participant must need the service to participate in or complete activities (e.g., work experience, basic skills training, or occupational training).
 - Other organizations could not provide the service.
- Guidelines for Supportive Services: The MWA has also established the following supportive services guidelines:
 - when a participant requests WIOA-funded supportive services, the MWA's service providers determine if the participant is successfully participating in an appropriate WIOA activity;
 - the service provider documents supportive services on the participant's IEP/ISS;

- individuals who are eligible for and can receive a given supportive service from a Partnership. Accountability. Training. Hope. (PATH) program cannot receive that supportive service with WIOA funds;
- the dollar amount for a given WIOA-funded supportive service parallels the overall cap or the dollar amounts and durations for a given PATH supportive service;
- as noted above, the amount of combined supportive services for a given WIOA participant will not exceed \$5,000 in a given year;
- the service provider ensures that acceptable accounting procedures are used to provide supportive services; and
- supportive services are available in a menu format that meets the following descriptions and guidelines:
 - Transportation: Travel may be provided from the participant's home or school to a childcare provider, an education facility, job search services, a training site, a job interview, or another necessary and related location. Guidelines: Compensation for the use of a private vehicle is based on the Federal IRS standard mileage rate for business. Compensation for public transportation (e.g., bus tokens/passes, taxi, and Uber or Lyft fares) is the actual cost of the transportation. Allowable transportation may also include bicycles and electric bikes (eBikes). Like PATH, a maximum WIOA expenditure limit for transportation is not imposed. These expenditures, however, should not exceed the MWA's overall per person, per year expenditure guideline of \$5,000.
 - Automotive Repair: The participant must need the repaired vehicle for travel to and from the foregoing destinations, and it must be registered in their name, or in the name of a member of their immediate family. The repair's cost cannot exceed the retail value of the vehicle, as quoted in the latest issue of the N.A.D.A. Appraisal Guide or the Kelly Blue Book. Moreover, the repair facility must believe the repair will make or keep the vehicle safe and road worthy. The service provider must authorize and approve the repair in advance. Guidelines: The maximum expenditure for automotive repairs is \$2000 within a 12-month period.
 - Vehicle Insurance: The participant must need the vehicle for travel to and from the foregoing destinations, and it must be registered and insured in the participant's name, or in the name of an immediate family. Guidelines: A \$2,000 maximum lifetime cap.
 - Other Automobile Fees: To enable participants to seek and obtain employment or to attend training sessions, the following automobile expenses may be paid: plates/tags; title transfer; registration; driver's license; driver's training/driver's permit/road test; a breath alcohol analyzer for vehicles or Ignition Interlock Device; diagnostics; towing; and taxes (on auto repairs). Guidelines: Like PATH, a maximum expenditure limit for other automobile fees is not imposed. These expenditures, however, should not exceed the MWA's overall per person, per year expenditure guideline of \$5,000.

- Child/Dependent Care: Child/Dependent Care can be provided to meet training, study, or other training-related requirements. The child/dependent care facility must be licensed by the Michigan Department of Health and Human Services (MDHHS), and rates must be competitively priced. Child/dependent care assistance is limited to stop-gap interventions that include a predictable outcome of success, which is defined as the ability to sustain child/dependent care payments when WIOA assistance is exhausted. Guidelines: Childcare expenditures may not exceed \$1,500 within a 12-month period.
- Housing and Apartment Allowances: These allowances assist in maintaining or obtaining adequate shelter for individuals and their dependents or parents or legal guardian. This assistance enables the individual to participate in registered WIOA individualized career or training services. Housing/apartment allowances must be reasonable and limited to stop-gap interventions that include a predictable outcome of success, which is defined as eliminating or significantly mitigating the probability of eviction or foreclosure in the near future. Guidelines: A one-time housing-apartment allowance may not exceed \$1,500 during a participant's lifetime. This amount aligns with the dollar limit for the relocation allowances described below.
- Utility Assistance: Utility assistance may be provided for water, heat, and electricity to maintain adequate shelter for participants and their dependents. A utility payment will only be available when no other source of utility assistance is available or appropriate for the situation. To receive utility assistance the participant must provide proof of imminent shut-off and their attempts to develop a payment plan with the utility. Guidelines: Utility payments cannot exceed \$500 within the 12-month period.
- Clothing: Clothing may be provided for participants who are assigned to work projects or training sites. Allowable items include clothing for interviews, work gloves, work boots, work shoes, hard hats, personal safety items, uniforms, protective/special clothing, and other clothing needed to participate in training, and/or clothing that is considered to be "job appropriate". Guidelines: Costs for clothing cannot exceed \$500 within a twelve-month period.
- Medical/Dental/Vision Services: Medical services are limited to the identification, treatment, or correction of physical, mental, vision, and dental problems that prohibit the participant from participating in WIOA individualized career or training services. Examples of such services include prescriptions or pre-employment examinations, screenings and immunizations; drug testing; corrective eyeglasses; professional license – certifications; background checks; or required tests or immunizations. Guidelines: Medical payments may not exceed \$1,500 within a 12-month period.
- Additional One-Time Work-Related Expenses: One-time work-related expenses provide financial support for professional license fees, professional tools (including internet services, tablets, laptops, chrome books, smartphones, etc.), and business start-up expenses; a state ID; a birth certificate; and taxes on any taxable and allowable supportive service. All requests must be reasonable and necessary for the participant to

enter or complete individualized career or training services, obtain employment, or meet other employment/training related requirements. Guidelines: The maximum expenditure for additional one-time work-related expenses is \$500 within a 12-month period.

- Relocation Allowances: A relocation allowance may be provided for participants who have obtained verified employment at a location outside commuting distance from their home, if the relocation allowance is provided before the adult or dislocated worker exits from individualized career or training services. (To qualify a participant for a relocation allowance, however, the service provider should demonstrate that similar or comparable employment cannot be obtained within commuting distance from the participant's current home.)

Allowable relocation expenses include pre-location expenses (coordinating details of the move beforehand) and the actual moving plan; trailer or truck rental; compensation for persons who assist in the move; mileage allowances; renting moving equipment (e.g., dollies); a security deposit and payment of the first month's rent at the new location; and any other moving expense the service provider determines and documents as necessary. Guidelines: Relocation expenses may not exceed \$1,500 per move.

Except for child/dependent care and utilities, the foregoing supportive service time frames and dollar amounts are identical to those in Chapter 9 of the LEO-WD's PATH Manual and/or in the MWA's PATH Plan. PATH dollars do not fund child-dependent care and utilities.

- For WIOA adult and dislocated worker program participants in good standing (e.g., good attendance and grades, follow-through, and follow-up), supportive services may be provided from the date of the adult and dislocated worker's registration in a WIOA individualized career or training service until they are no longer enrolled in that or another similar WIOA service. If, however, the adult or dislocated worker is not in good standing, access to supportive services will be terminated quickly and responsibly.
- For WIOA youth program participants in good standing, supportive services may be provided from the date of the participant's registration through their follow-up period (i.e., not less than twelve months after the youth exits from WIOA participation). Thus, youth may receive supportive services to help them retain employment during their follow-up period.
- Since the foregoing supportive service standards are operational guidelines, they will not be tracked or documented for compliance.
- Exceptions to the MWA's Limits, Conditions, and Guidelines on Supportive Services: The service provider may request from the MWA a waiver of the foregoing limits, conditions, and guidelines when a variance is necessary and justifiable. Waivers will be written and submitted to the MWA's Administrative Entity for its approval.
- Documentation and Other Requirements for the Provision of Supportive Services: To document the necessity for and provision of supportive services, the service provider will follow

procedures in this document and comply with general accounting practices. Automotive repairs, transportation, automotive insurance payments, and other supportive services that PATH also provides will meet PATH conditions and requirements.

As noted above, the need for and provision of supportive services will be documented in the participant's IEP or ISS, and on the MWA's WIOA Supportive Services Request and Determination (SSRD) form. The SSRD will be maintained in the participant's case file.

- These policies and guidelines apply to the MWA's WIOA Title I adult, dislocated worker, and youth programs.

B. Needs-Related Payments

Needs-Related Payments (NRPs) provide WIOA Title I adult and dislocated worker participants financial assistance to enable them to participate in training.

- NRP Eligibility Requirements
 - Adult Eligibility Requirements – To receive NRPs, WIOA adults must:
 - be unemployed;
 - not qualify for, or have ceased qualifying for, unemployment compensation; and
 - be enrolled full-time in and successfully completing a program of training services under the WIOA. The training institution in which the participant is enrolled will define the terms, “full-time” and “successfully completing”.
 - Dislocated Worker Eligibility Requirements – To receive NRPs, WIOA dislocated workers must:
 - be unemployed, and
 - have ceased to qualify for Unemployment Insurance (UI) compensation or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) Act or North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA); and
 - be enrolled full-time in and successfully completing a program of training services under the WIOA by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
 - be unemployed and
 - did not qualify for Unemployment Insurance (UI) compensation or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) Act or North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA); and

- be enrolled full-time in and successfully completing a program of training services under the WIOA by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.
- NRP Payment Amounts
 - NRP Payment Amounts for Adults:
 - Adults who meet the foregoing eligibility requirements identified above, and who are enrolled in training under the WIOA, will receive a weekly NRP of \$125.
 - The foregoing NRP payment level was established by the Oakland County Workforce Development Board.
 - NRP Payment Amounts for Dislocated Workers:
 - For dislocated workers who 1.) meet the foregoing eligibility requirements; 2.) were eligible for unemployment compensation as a result of the qualifying dislocation; 3.) are no longer receiving benefits; and 4.) are enrolled in training under the WIOA, the weekly NRP amount they receive will either 1.) not exceed the applicable weekly level of the unemployment compensation benefits or 2.) equal \$125, whichever is less.
 - For dislocated workers who 1.) meet the foregoing eligibility requirements; 2.) did not qualify for unemployment compensation as a result of the qualifying lay-off; and 3.) are enrolled in training under the WIOA, the weekly NRP amount they receive will either be 1.) equal to the poverty level, based on family size and income for an equivalent period or 2.) equal to \$125, whichever is less. The participant's family size will be determined, and the amount for this level will be divided by 52 weeks to determine the weekly amount.
 - The weekly NRP payment level must be adjusted to reflect changes in the participant's total family income, as determined by the local Workforce Development Board's policies.

Accordingly, the MWA's Workforce Development Board has determined that, as they complete the MWA's Needs Related Payments Weekly Verification of Income and Training Form, the participant and their career advisor will carefully consider questions 9 and 10, which ask if the participant has other resources (e.g., family income) to enable them to participate in training. The participant's responses to these questions will determine if the participant's NRP payment level should be adjusted to reflect changes in their total family income. The analysis for an adjustment will be described and documented in the participant's Individual Employment Plan (IEP).

- NRP Durations

- The maximum duration participants can receive NRPs is 26 weeks, or for the duration of the approved training, whichever is less.
- NRP payments will be issued at two-week intervals.
- When and if a participant's training has a break of ten (10) or fewer business days, excluding weekends and holidays, the participant is still eligible for NRPs and will still receive the weekly NRP. If the training break exceeds ten (10) business days, the participant will not receive NRPs for that period, and NRPs will not resume until the training resumes.
- As noted above, participants must attend training full-time, and they must be 1.) successfully completing the training and 2.) maintaining an acceptable attendance record. The terms, "full-time", "successfully completing", and "an acceptable attendance record" will be defined by the training institution in which the participant is enrolled.
- NRPs will not be made to a participant beyond their training period (i.e., the period in which they are enrolled in a training program and are attending the program's classes).
- NRP Procedures
 - Copies of the participants' Individual Training Agreements (ITAs) must be maintained in their files.
 - The participant and their career advisor will jointly complete and sign the "Needs Related Payments Analysis Form" which either qualifies or disqualifies the participant for NRPs.
 - As they complete the NRP Analysis Form, the participant and their career advisor will carefully consider questions 9 and 10, which ask if the participant has "other resources" to enable their participation in training. The participant's responses to these questions will determine if they need NRPs to participate in training. This analysis of need will be described and documented in the participant's Individual Employment Plan (IEP).
 - At the beginning of each training week, the participant and their career advisor will jointly complete and sign the "Needs Related Payments Weekly Verification of Income and Training Form" which verifies whether the participant is a.) still eligible or ineligible for NRPs or b.) has now become eligible or ineligible for NRPs.
 - As the participant and their career advisor complete the NRP Weekly Verification of Income and Training Form, the participant will, if applicable, submit to the career advisor their Unemployment Insurance (UI) monetary determination letter (and any changes thereto). Every two weeks, the participant will also access, print, and submit to the career advisor their UI payment information and history, which is available online through the Unemployment Insurance Agency's (UIA's) Claim Portal. To access this information, the participant must establish a username and password. Whether a participant begins to receive or discontinues receiving NRPs, and/or to what extent a

participant's NRP amounts are adjusted, will depend on the information the participant submits with and/or stipulates on the NRP Weekly Verification of Income and Training Form.

- Since the MWA cannot access a participant's UI payment history (and since the MWA cannot, therefore, independently verify the UI information the participant has submitted with and/or stipulated on the NRP Analysis and NRP Weekly Verification of Income and Training Forms), the MWA will assume no liability that may occur, if it is subsequently determined that a participant falsified the UI information they submitted and/or stipulated.
- As they complete the NRP Weekly Verification of Income and Training Form, the participant and the career advisor will carefully consider questions 10 and 11, which ask if the participant has "other resources" to enable their participation in training. The participant's responses to these questions will determine if they need NRPs to participate in training. This analysis of need will be described and documented in the participant's IEP.
- The career advisor will review the MWA's NRP policies with the participant, and both the participant and the career advisor will sign a document that stipulates that the participant has read and understands the NRP policies.
- The MWA's service providers will maintain the following NRP-related information in the participant's file:
 - a copy of the course outline and schedule;
 - a copy of the ITA (if applicable);
 - a copy of the Needs Related Payments (NRP) Analysis Form;
 - copies of the NRP Weekly Verification of Income and Training Forms;
 - copies of the UI monetary determination letter and bi-weekly UI payment information and history updates (if applicable);
 - copies of the bi-weekly training attendance sheets and progress reports (e.g., grades), as confirmed and signed by the training instructor;
 - copies of the registration for training at the training institution; and
 - the IEP and revisions to the IEP, which will contain, or to which will be attached, the foregoing information.
- The MWA's service provider will verify a participant's training participation before NRPs are authorized and made. To verify participation, the service provider will obtain and review weekly attendance sheets that the training institution's representative has signed.

- All cases of fraud or suspected fraud that relate to NRPs will be forwarded to the appropriate legal authorities for prosecution.
- In the event of fraudulent activity, all payments to the fraudulent party will cease, and all funds that have been paid will be recovered.

Section 14: A Description of How the Local Board will Coordinate WIOA Title I Workforce Investment Activities with the Provision of Transportation and Other Supportive Services in the Local Area



Section 13 of this Plan states that the Oakland County MWA provides supportive services for adults, dislocated workers, and youth who are participating in WIOA Title I workforce investment activities, and who are unable to obtain such supportive services through the programs of other organizations, including the MWA's WIOA One-Stop partners. Section 13 includes the MWA's supportive services policy, which identifies specific procedures career advisors must follow as they refer WIOA participants for services.

The MOUs the Workforce Development Board and these partners executed facilitate the MWA's referrals for supportive services. As Section 2 of this Plan describes, the MOUs stipulate that partners identify a specific and qualified staff member to and from whom referrals will be made. Moreover, the form the MWA's One-Stop centers and partners use to make and receive referrals identifies relevant information about the referral, including the services they received and now seek. By following these referral procedures, the MWA's career advisors ensure that the MWA's WIOA Title I workforce investment activities are effectively coordinated and aligned with other appropriate supportive services in Oakland County.

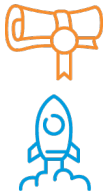
On November 8, 2022, Oakland County voters approved the Oakland County Public Transportation millage. This 10-year, .95 millage is dedicated to maintaining and expanding public transit services throughout the County. Since the millage's approval, the County has moved quickly to establish a foundation on which to build a better transit system for county residents. A Transit Division, within the Oakland County Economic Development Department, has been created and staffed with a manager and two transit planners. The Transit Division team will work with stakeholders and elected officials to develop regional transportation strategies.

To date, the Oakland County Executive Office and Board of Commissioners have negotiated contracts with the four current transit providers (the Suburban Mobility Authority for Regional Transportation (SMART), the North Oakland Transportation Authority (NOTA), the Western Oakland Transportation Authority (WOTA), and the Older Persons' Commission (OPC)) to continue, improve, and expand county-wide transportation services.

Section 15: A Description of the Local per Participant Funding Cap, if Applicable

The Oakland County Workforce Development Board has not established a per-participant funding cap. The Board, however, reserves the right to establish a cap, through a modification to this Plan.

Section 16: A Description of the MWA's Plans, Assurances, and Strategies for Maximizing Coordination, Improving Service Delivery, and Avoiding Duplication of Wagner-Peyser and Other Services through the One-Stop System



The organizations that operate the MWA's Michigan Works! (WIOA One-Stop) centers also operate the WIOA Title I adult, dislocated worker, and youth programs; the Wagner-Peyser Employment Service as amended by Title III of the WIOA; the Temporary Assistance for Needy Families (TANF) Act's Partnership. Accountability. Training. Hope. initiative; Trade Adjustment Assistance (TAA) Act Programs, and other related initiatives. Thus, coordination among these programs is easily and effectively achieved, and service duplication is reduced to a minimum. In some cases, for example, staff members at the centers are assigned to more than one program, and they are frequently cross-trained to provide all program services. Moreover, the centers' directors can quickly and easily deploy staff from one program to another program, if customer volume and/or new initiatives so warrant. Strategies for improving the centers and the services they provide are described in Section 6 of this Plan.

Services the MWA's WIOA one-stop core and other partners provide (and strategies for integrating, coordinating, aligning, and improving these services with the MWA's centers) are identified and described in MOUs the Workforce Development Board and partners negotiate and execute. As Section 2. of this Plan describes, the MOUs identify procedures for referring customers to and from MWA and partner programs.

Section 17: A Description of the Local Area's Delivery of Employment Services under the Wagner-Peyser Act of 1933, as Amended by Title III of the WIOA

A. Point of Contact



The Oakland County MWA's point of contact for Employment Services (ES) is the manager of the Oakland County Workforce Development Division, Jennifer Llewellyn, whose address, telephone number, and electronic e-mail address follow:

Oakland County Michigan Works!
Oakland County Workforce Development Division
Executive Office Building 41W
2100 Pontiac Lake Road
Waterford, MI 48328-2762
(248) 452-2256
llewellynj@oakgov.com

B. Merit-Based Service Providers

The Oakland County MWA's merit-based ES providers follow:

MWA PROVIDED	CONTRACTED SERVICE PROVIDER	NAME OF ENTITY	TYPE OF ENTITY	MERIT BASED ENTITY
	X	Oak Park School District	School District	X
	X	City of Southfield	Local Unit of Government	X
	X	Troy School District	School District	X

On January 6, 2020, the USDOL issued Training and Employment Notice (TEN) #13-19, which released the "Wagner-Peyser Act Staffing Flexibility Final Rule" (85 Code of Federal Regulations (CFR), 592). This rule removed the requirement that states must hire state merit-based staff to perform Wagner-Peyser ES activities.

On November 24, 2023, the USDOL released a final rule that all Wagner-Peyser Act Employment Services must be provided by State merit staff, excluding three states; Colorado, Massachusetts, and Michigan, which may continue administering ES services by using alternative staffing models.

In accordance with the foregoing final rule and the updated LEO-WD Employment Services Manual, the MWA will transition to a local merit staffing model for delivering Wagner-Peyser ES services by July 1, 2025.

C. Wagner-Peyser Funded Services



Employment Services will be provided at no cost to employers and job seekers. These services will be provided only at the Oakland County MWA's Michigan Works! Centers, which operate all of the MWA's workforce development programs.



D. Labor Exchange Services

The Oakland County MWA's ES providers will provide employers and job seekers Labor Exchange Services by using the following three tiers of services:



- Employers
 - Self-Services – Self-service is provided to employers through an electronic resource, or at a physical location where little or no staff involvement occurs.
 - Staff-Assisted Services – A staff-assisted service assists the employer in using any self-service tool. These services may include assistance with navigating Pure Michigan Talent Connect (PMTTC) and distributing and collecting job applications.
 - Individualized Staff-Assisted Services – A staff-assisted service requires a significant amount of staff time. These services may include inputting job orders on the PMTC for employers; completing a search for resumes that match employer job order criteria; contacting job

seekers for initial screenings before the employer interviews them; and scheduling interviews for the employer.



▪ **Job Seekers**

- **Basic Career-Self-Services** – A basic career-self-service is any service that is provided to the job seeker through an electronic resource, or at a physical location where little or no staff involvement occurs.
- **Basic Career-Staff-Assisted Services** – Basic career-staff-assisted services assist the job seeker in using any self-service tools. These services may include assistance with navigating Pure Michigan Talent Connect (PMTTC) and internet sites; entering information on the PMTTC; printing and making copies of resumes; and job search assistance.
- **Individualized-Staff-Assisted Services** – An individualized staff-assisted service requires a significant amount of staff time and can be reported under one of the Wagner-Peyser (WP) service categories in the Michigan One-Stop Management Information System (OSMIS). These services may include **General Services/Assistance** (e.g., assistance in establishing eligibility for financial aid, initial assessment of an individual’s skill levels and supportive services needs, and information and meaningful assistance on filing for Unemployment Insurance (UI)); **job/training preparation** (e.g., career counseling and guidance and job search assistance); and **placement assistance**, including employment referrals.

The foregoing employer and job seeker services are identified and described in Chapters 3 (“Employer Services”) and 4 (“Job Seeker Services”) of the LEO-WD’s ES Manual.

At least one staff-assisted service will be available in all of the MWA’s ES centers. All services will be offered on a group or individual basis, and on a reasonable schedule.

E. Career Services



The Oakland County MWA’s ES providers deliver employers and job seekers career services that are appropriate under the Wagner-Peyser Act, as amended under Title III of the WIOA. These include basic career services (e.g., initial skill assessments, labor exchange services, employee recruitment and screening, information on programs and services, and program referrals) and some individualized career services (e.g., career counseling). ES customers who require other individualized career services (e.g., internships and work experience) and training services (e.g., occupational skill training) will be referred to the appropriate WIOA programs. Because the MWA’s ES providers also operate these WIOA programs, such referrals will be easily facilitated.

F. Staff Availability

The following numbers of staff members at the following ES centers provide facilitated access and staff-assisted services:

<u>ES Center</u>	<u>Staff</u>
Oakland County Michigan Works! Novi*	5 full-time
Oakland County Michigan Works! Oak Park	3 full-time

Oakland County Michigan Works! Pontiac*	2 full-time
Oakland County Michigan Works! Southfield	3 full-time
Oakland County Michigan Works! Troy	3 full-time
Oakland County Michigan Works! Waterford*	2 full-time

*Employment Services at the One-Stop center in Pontiac may be provided by merit-based staff members who are employees of the One-Stop center in Troy. Employment Services at the One-Stop centers in Novi and Waterford may be provided by merit-based staff members who are employees of the One-Stop center in Oak Park. Based on the Wagner-Peyser Act's 2023 Final Rule, however, these staffing arrangements will be adjusted by July 1, 2025.

Staffing levels vary, depending on ES customer levels. When customer levels are low, for example, fewer staff members will be assigned to provide basic career and individualized staff-assisted services. When customer levels are abundant, however, staff members who are assigned to other workforce development programs will provide ES services. These staff members will be cross-trained to provide such services.

G. Unemployment Insurance (UI) Work Test

A description of how the Unemployment Insurance (UI) Work Test will be administered to UI claimants follows:

- ES Registration of UI Claimants
 - To register for work, the UI claimant must, at a minimum, enter a profile on the PMTC. The ES center staff will also encourage claimants to create or upload their resumes on the PMTC.
 - The Unemployment Insurance Agency (UIA) will advise claimants to complete their profiles, and to meet with the ES center staff, either virtually or in-person, at least one business day before their first certification.
 - During the claimant's meeting, the MWA's ES center staff will a.) verify that the claimant's profile is on the PMTC and provide additional information for services and programs offered and b.) enter the claimant's registration information in the OSMIS.
 - The ES center's staff person will inform the client that they will receive a Work Registration email, which should be retained as proof that they registered for work.
- Work Test and Eligibility Assessment
 - The work test a.) helps to assure that UI claimants are exposed to job opportunities and b.) demonstrates that claimants are meeting the basic requirements for receiving UI benefits: claimants must be able and available to work; they must be seeking employment; and they cannot refuse any suitable employment.
 - The ES center will be responsible for reporting to the UIA any incident of a claimant's non-compliance. Non-compliance includes:
 - not being able to work;

- not being available to work;
 - not seeking work; or
 - refusing offers of suitable work.
- If the ES center staff learns that a UI claimant is violating work test requirements, the center must report the non-compliance to the UIA through the Michigan Integrated Data Automated System (MiDAS).
 - While the UIA is solely responsible for advising UI claimants about their UI benefits eligibility, the ES center's staff may give meaningful assistance to the customer. In addition, the center may direct customers to the UIA, which may be reached by calling 866-500-0017; through the claimant's Michigan Login (MiLogin) account; by utilizing the UI Hotline phone that is located in the center's office; or by visiting a UIA Local Office.

(As it administers the UI Work Test, the MWA's ES Centers will comply with Section 4:3 ("Services for Unemployment Claimants") of Chapter 4 of the LEO-WD's ES Manual.)

H. Reemployment Services and Eligibility Assessment (RESEA)

By adhering to the following procedures, the MWA will meet the RESEA Program's requirements:

- Service Delivery
 - The MWA's ES centers may serve RESEA claimants that are outside of the Oakland County MWA region and can schedule appointments in OSMIS. All data entry requirements are the responsibility of the ES center that provides the RESEA services, along with case notes that document the out-of-region RESEA service.
 - The Michigan Unemployment Insurance Agency (UIA) will send a letter (UIA 6360 for an initial RESEA selection and UIA 6499 for a mandatory subsequent RESEA selection) to each claimant whose name appears on a weekly list of RESEA participants. This letter will be delivered electronically via the claimant's Michigan Web Account Manager (MiWAM), or as a paper version delivered through the United States Postal Service, based on the preference the claimant selected when they filed their UI claim. The letter will inform the claimant to contact one of the MWA's ES centers, no later than the date that is posted on the letter to schedule the RESEA appointment. "Attachment A" to the LEO-WD's updated RESEA Program Manual provides examples of an e-mail and a letter the MWA may use to contact the claimant.
 - Each week, the UIA will generate a list of claimants who will be accessible in the LEO-WD's OSMIS. The record will include the claimant's name, address, date of birth, and e-mail address. This e-mail address will permit the MWA to contact the claimant and explain the letter they received from the UIA. (If an e-mail address is not provided, the MWA may send a letter to the claimant.) This initial contact from the MWA will permit the MWA to provide a personalized invitation and an introduction to the RESEA program.

- Timeline for Scheduling an Appointment
 - Once selected for a RESEA appointment, a claimant has 10 business days from the “Letter Sent Date” (UIA 6360 or 6499) to contact the ES center and schedule a RESEA appointment. The ES center will complete the appointment within 15 business days of the “Letter Sent Date.” RESEA appointments may continue to be completed in-person, virtually, or by telephone, at the claimant’s discretion.
 - If a claimant contacts the ES center after the posted deadline, the ES center will not refer the claimant back to UIA. The UIA will send the claimant a fact-finding form that requests details on why the deadline was missed.
 - The ES center will schedule a RESEA appointment for -- and provide RESEA services to -- those RESEA UI claimants whom the UIA has referred to the Oakland County MWA.
 - If the ES center determines it will serve a RESEA UI claimant the UIA has referred to another MWA, the Oakland County MWA will inform the other MWA (i.e., the MWA whose name is listed on the claimant’s letter) of the RESEA service(s) the claimant was offered and/or received. The ES center will be reimbursed for the services it provides, and it will make all RESEA data entries and appropriate case notes to document these services.
 - If the ES center determines it will not serve a RESEA UI claimant the UIA has referred to another MWA, the ES center will advise the RESEA UI claimant to contact an office identified in the claimant’s UIA 6360 letter.
 - If the claimant does not contact the ES center, or if the claimant contacts the ES center after the date listed in the letter, the OSMIS will not create a RESEA activity and will automatically send the claimant’s information back to UIA with a result code of “No Contact”. The “Weekly Claimants’ Report” will reflect the “No Contact” in the record status column. This action will occur seventeen (17) business days after the “Letter Sent Date”. No ES center action is needed.
 - When a UI claimant contacts the ES center to schedule their RESEA appointment, the ES center staff must determine the status of the claimant’s OSMIS registration. The ES center staff must choose which of the following circumstances apply to the claimant and take the action indicated:
 - The claimant has an active, un-exited, Wagner-Peyser (WP) registration. The ES center staff will match the claimant to an active WP registration by creating a “RESEA” activity. After the RESEA activity has been created, the OSMIS will change the claimant’s status from “Pending Resolution” to “Resolved” on the “RESEA Weekly Claimants” report. The ES center staff may then schedule the claimant’s RESEA appointment in the OSMIS.
 - The claimant has an existing WP registration, but it has been “Exited”. The ES center staff will select “Activate it now!” and update the WP registration for the claimant. After the WP registration is updated, the ES center staff can access the “RESEA Weekly Claimants Report” to find that claimant, create the RESEA activity, and schedule the

RESEA appointment. This action changes the claimant's status on the "RESEA Weekly Claimants Report" from "Pending Resolution" to "Resolved".

- The claimant has no existing WP registration. In this rare case, the ES center's staff will create a new registration over the telephone. Once the claimant's WP registration is active, staff can access the "RESEA Weekly Claimants Report" to find the claimant's name and continue to match the claimant to the active WP registration. This action changes the claimant's status on the "RESEA Weekly Claimants Report" from "Pending Resolution" to "Resolved".
- After the claimant's OSMIS registration is verified, the ES center's staff must complete the claimant's RESEA scheduling/appointment information (i.e., date, time, MWA location). The appointment must be scheduled no later than the date that is listed in the claimant's letter (UIA 6360 or UIA 6499), and the appointment must be held within fifteen (15) business days of the "Letter Sent Date".
- Timeline for Rescheduling
 - If needs to reschedule their first or mandatory subsequent RESEA appointment they may do so one time. This appointment must be rescheduled within 10 business days from the claimant's "Letter Sent Date" and must be completed within 15 business days from the "Letter Sent Date."
 - The appointment may be rescheduled if the claimant calls the ES center before their originally scheduled appointment. The ES center's staff must enter the new appointment information into OSMIS at least one (1) day before the date of the rescheduled appointment.
 - To enter the new, rescheduled date, the ES center's staff will a.) find the claimant's name under the "Schedule Participant Report" in the OSMIS and b.) select the "Scheduling" tab. The "Rescheduling Section" is in green, just below the "Scheduling Section". Each field in this section is mandatory and must be completed.
 - If the claimant misses their RESEA appointment, resulting in a "No Show" as the appointment outcome, this outcome will not transmit to the UIA for seventeen (17) business days after the claimant's "Letter Sent" date. This allows the ES center to reschedule and complete the claimant's RESEA appointment should the claimant contact the ES center with an unavoidable reason for missing their appointment without notice. The appointment must be rescheduled within the allowable time frame (i.e., ten (10) business days from the claimant's "Letter Sent" date) and may only be rescheduled one time. This option is reserved for emergencies that were unforeseeable for the claimant. The allowable emergencies resulting in the claimant missing their mandatory appointment without notice are at the discretion of the ES center.

- Subsequent Appointments
 - Half of all claimants who are still receiving unemployment benefits five (5) weeks after completing their first RESEA appointment, will be required to attend a subsequent RESEA appointment to avoid interruption in their UI benefits. This is part of the WD/UIA evaluation in accordance with USDOL requirements. Scheduling a subsequent RESEA appointment will follow the same process as the initial RESEA.
 - The MWA will receive a weekly list of those UI claimants who must schedule a mandated subsequent RESEA appointment.
 - As a subsequent RESEA appointment is scheduled, the ES center will follow the same process it used to schedule the initial appointment.
 - For claimants who remain unemployed five (5) weeks after their initial appointment, and who have not been selected for a mandatory subsequent RESEA appointment, the ES center is encouraged to discuss the benefits of returning for a voluntary subsequent RESEA appointment. This voluntary subsequent appointment may be scheduled within forty-five (45) business days of the initial completed RESEA appointment.
 - The ES center's staff must enter the claimant's voluntary subsequent RESEA appointment in the OSMIS as a 2nd RESEA (voluntary) activity, by showing the date and time of the appointment.
 - If the claimant does not appear at their voluntary subsequent RESEA appointment, the ES center's staff will note this fact in the OSMIS. Adjudication will not result in a "no show" to the voluntary subsequent RESEA appointment.
- Required Elements of a RESEA Appointment
 - During the claimant's first RESEA appointment, the following activities must occur:
 - Orientation to MWA Services – The MWA's ES centers will provide each RESEA UI claimant with an orientation to the RESEA Program and the MWA's services. This orientation will include, but may not be limited to, a description of the RESEA Program's goals and services; an overview of the center's WP ES; and an overview of available services through the WIOA.
 - UI Eligibility Assessment – To evaluate the UI claimant's continued UI benefits eligibility, the ES Center will ask a set of questions. "Attachment B" to the LEO-WD's updated RESEA Program Manual is a guide that will assist the ES center's staff as they conduct the eligibility review. If the claimant answers "no" to any of questions one (1) through three (3) and/or "yes" to any of questions four (4) through six (6), a possible eligibility issue is indicated. The ES center's staff must immediately report that issue to the UIA for, as appropriate, adjudication, by making an entry in the OSMIS. The ES center's staff will not make any determinations; the UIA is responsible for such determinations.

The UI Eligibility Assessment must take place in a confidential setting to provide the claimant privacy.

- Discussion of the UI Work Search Requirement – The ES center’s staff and the claimant will discuss work search activities (e.g., applying for jobs in person or online, attending job fairs, creating a profile or resume on a professional networking site, and/or participating in online job search workshops or seminars). The claimant must identify and submit their job search activities on the claimant’s Michigan Web Account Manager (MiWAM) account when the claimant certifies for benefits.
- Discussion of Labor Market Information (LMI) and Career Information – The ES center’s staff will provide -- and review and discuss with RESEA UI claimants -- specific labor market and career information (LMI), which may include, but which will not be limited to, LMI from the Michigan Department of Technology, Management, and Budget’s Bureau of Labor Market Information and Strategic Initiatives; Oakland County Economic Outlook Reports; Oakland County Skills Needs Assessment Reports; and LMI from WIN. The LMI data the ES center’s staff selects will address the claimant’s specific needs.
- Confirmation of an Active Profile on the PMTC – The ES center’s staff must confirm that the RESEA UI claimant has posted an active profile on Pure Michigan Talent Connect (PMTC).
- Development of an Individual Employment Plan (IEP) – The ES center’s staff will help the RESEA UI claimant develop an IEP with which the claimant must acknowledge agreement. The IEP will include work search activities, ways the MWA’s services can be accessed, the use of the MWA’s self-service tools, and/or the MWA’s approved training options. The “My Reemployment Plan” is a useful tool that the ES center’s staff may use with the claimant as their IEP is developed.
- Referral to Appropriate Reemployment Services – The ES center’s staff will provide a claimant these services on the same day as -- or within twenty (20) business days of -- their RESEA appointment.
- During the claimant’s mandated or voluntary subsequent RESEA appointment, the ES center will deliver, at a minimum, the following services and/or conduct the following activities:
 - UIA eligibility assessment;
 - a review of the UI Work Search Requirement;
 - a review of the IEP, during which the ES center staff may use the “My Reemployment Plan” to make IEP revisions; and
 - referral to Appropriate Reemployment Services. These services may be provided the same day or within 20 business days of the RESEA appointment.
- As appropriate, the ES center’s staff will make case notes on the RESEA UI claimant’s RESEA activities. Whether -- and to what extent -- case notes are made will depend on various

factors, including the claimant's unique circumstances and service needs and the kinds of services the claimant receives during their initial and mandated or voluntary subsequent RESEA appointments.

- Reemployment and Training Services

- Reemployment Services include, but are not limited to, activities identified as career services under Section 134(c)(2) of the WIOA, and further detailed at 20 Code of Federal Regulations (CFR) 678.430.
- The ES center's staff must refer each claimant to a minimum of one reemployment service during their first RESEA appointment, and a minimum of one reemployment service during each subsequent RESEA appointment(s). The reemployment service(s) to which the claimant is referred should be relevant to the claimant and their needs. Many reemployment services may potentially qualify as the claimant's weekly UIA Work Search Activity. Examples of potential reemployment services can be found in "Attachment D" to the LEO-WD's updated RESEA Program Manual.
- Claimants must attend and complete all reemployment service(s) to which they are referred to avoid a disruption in their UI compensation benefits. "Attended but failed to complete" or a "no show" to a reemployment service IS an eligibility issue and must be reported in the UI eligibility section of the OSMIS.
- The ES center's staff may choose to provide a reemployment service(s) at the same time as the claimant's RESEA appointment. In this instance, the ES center staff must ensure that the reemployment service(s) is documented as completed in the OSMIS so the claimant's UI benefits are not interrupted. The reemployment service(s) should be relevant to the claimant and their needs.
- When the ES center's staff enters a RESEA appointment outcome as "Completed All Requirements," the OSMIS will mandate that a "Scheduled Date" be entered in the Reemployment Service Outcome" tab.
- If a claimant is scheduled for their reemployment service(s) and no outcome is entered within twenty-two (22) business days from the date the claimant completed their mandatory RESEA appointment, a "No Show" outcome will automatically transmit from the OSMIS to the MIDAS.
- The definition of Training Services for RESEA aligns with the definition of Training Services for Title I of the WIOA and can be found in Section 134(c)(3) of the WIOA, and in 20 CFR 680.200.
- The ES center may not utilize RESEA funding for training activities. Referrals to appropriate partner programs are strongly encouraged for claimants who may benefit from training services. If a claimant enrolls in a partner program and enters a training service, the scheduled date and outcome of that training service may be entered under the "Training Service Outcome" tab in the RESEA activity. This reporting element is not required.

- **Reporting and Documentation**

The ES center's staff will enter in the OSMIS all reporting, minus the outcome of the reemployment service, within two (2) business days of the service or outcome's completion. When the reemployment service is completed (or when the ES center's staff receives an indication that a claimant is unable to work, or that they are unavailable for work, or that they have refused any job offers of suitable work), the ES center's staff will report this information in the OSMIS.

- **Success Stories**

For USDOL reporting purposes, the ES center will submit to the MWA's director or her designee one RESEA success story each quarter. As it prepares these success stories, the center will use the updated RESEA Manual's guidance.

- To request payment for the RESEA services it provides, the ES center will comply with the payment procedures in its agreement with the MWA.

I. Participation in a System of Clearing Labor Between the States

The MWA and its ES centers will participate in the National Labor Exchange System's component for clearing labor between the states, by accepting and processing interstate and intrastate job orders. The MWA's process for participating in this system follows:

- When out-of-state employers request recruitment assistance for an out-of-state job opening, the ES center's staff will initiate the clearance process. This process refers to out-of-state employers who work through their state's public employment service agency to recruit workers from Michigan for jobs in the employer's state.
- Out-of-state employers who have an existing business location in Michigan, or who are relocating to Michigan, or who are opening a new business in Michigan, may register online to use the PMTC.
- Out-of-state employers who are recruiting Michigan workers for a job in another state may not register to use the PMTC, unless the job is in a contiguous labor market area. Contiguous labor market areas include Michigan counties that border Indiana, Ohio, Wisconsin (within 100 miles of the Michigan border), and Ontario, Canada. These out-of-state employers post their jobs by using the nearest city in Michigan as the job location; however, the first line of the job description must state the actual out-of-state work location.
- Out-of-state employers whose positions are home-based or in the trucking and information technology sectors are allowed to register on the PMTC.

(As the MWA's ES centers participate in a system for clearing labor between the states, the centers will comply with Section 3:2 ("Out of State Job Orders: Non-Agricultural") of Chapter 3 of the LEO-WD's updated ES Manual.)

J. Services to Veterans



The Oakland County MWA's process for referring veterans, eligible spouses, and family caregivers to Veterans Career Advisors (VCAs) appears below. This process also explains how the MWA's ES centers will ensure that veterans, eligible spouses, and family caregivers will be provided the same employment services the general population receives. The center will formally refer veterans, eligible spouses, or family caregivers to a VCA as the center continues to provide them with appropriate services and programs, in accordance with the MWA's Priority of Service Policy. Definitions for "veteran", "eligible spouse", and "family caregiver" appear in Section 4:4 ("Services for Veterans") of the LEO-WD's updated ES Manual.

- As part of implementing Priority of Service for Veterans, Eligible Spouses, and Family Caregivers, the ES centers will be required to identify veterans, eligible spouses, and family caregivers at each point of entry in the workforce development system by, at a minimum, encouraging them to self-identify. Self-attestation is sufficient for identification as a veteran, eligible spouse, or family caregiver. The center's staff will also ask customers if they have served in the military, or if they are an eligible spouse or a family caregiver of a person who served in the military.
- All customers who self-identify as veterans, eligible spouses, or family caregivers will be notified immediately that they may be qualified to receive additional services from a VCA. The ES center will make this notification, which must include all of the following information:
 - as a veteran, eligible spouse, or family caregiver, the customer is entitled to receive Priority of Service;
 - as a veteran, eligible spouse, or family caregiver, the customer may be eligible to receive additional personalized employment services from a VCA; and
 - VCA services are in addition to other One-Stop services.

As part of the notification process, the ES center will ask customers who self-identify as veterans, eligible spouses, or family caregivers to read and sign the MWA's "Informed Consent Form".

- If a veteran, eligible spouse, or family caregiver customer is not interested in pursuing VCA services, the ES center will provide the customer all other appropriate services and programs that would be provided any other customer. These programs and services will be provided to the veteran, eligible spouse, or family caregiver customer in accordance with the MWA's Priority of Service procedures.
- If a veteran, eligible spouse, or family caregiver customer is interested in pursuing VCA services, the ES center must immediately provide that customer a copy of the "Military Service Questionnaire." The customer will immediately complete the questionnaire and promptly return it to the center's staff. The Military Service Questionnaire is referenced in the "ES Forms" Section of the LEO-WD's updated ES manual.
- When providing the customer with a Military Service Questionnaire and its instructions, the ES center's staff person will notify the customer of the following points:

- the information is being requested on a voluntary basis;
 - completing the form is a requirement for VCA staff services;
 - the information provided on the form will be kept confidential;
 - refusal to provide the information will not subject the customer to any adverse treatment, but they may not be eligible for VCA services;
 - the information provided on the form will be used only in accordance with the law; and
 - the customer shall return the completed Military Service Questionnaire to the same center staff person who gave the customer the questionnaire and its instructions.
- After the customer returns the completed Military Service Questionnaire to the ES center's staff person, the center will review it immediately to determine if the customer is qualified to receive VCA services.
 - The ES center will make the foregoing determination by reviewing the instructions provided on the Military Service Questionnaire.
 - After the ES center has made the foregoing determination, the center's staff member who has reviewed the customer's Military Service Questionnaire will complete the "MWA Staff Use Only" section of the customer's Questionnaire. The staff member will:
 - enter "Reviewing Staff Member" data;
 - enter "Customer OSMIS ID" data;
 - enter "Date Referral Service entered into OSMIS"; and
 - enter "Referred to:" the name of the VCA to whom the customer is being referred.
 - All customers who are referred to a VCA must have an active Wagner-Peyser registration in the OSMIS. If a registration must be completed, the ES center's staff member must perform this task, because VCAs are statutorily prohibited from doing so.
 - If a referral is made to a VCA, the ES center will enter the service, "Referral to Veterans Career Advisor", in the OSMIS, in addition to any other services the center has provided. The referral date must be the same date the Military Service Questionnaire was completed.
 - The ES center's staff member will notify the VCA of the referral and provide them with the customer's Military Service Questionnaire. The method of referral will be accomplished in any manner to which the MWA and the LEO-WD's Veterans Employment Services (VES) Manager agree. The referral, however, must adhere to the following requirements:
 - it must be prompt (i.e., no later than two (2) business days);
 - it must be reliable; and
 - it must satisfy the requirements of a qualifying veteran, eligible spouse, or family caregiver.

- The VCA will keep the customer’s Military Service Questionnaire on file for a period of three (3) years and in accordance with all applicable privacy policies and laws.
- The MWA’s ES center will retain, for a period of three (3) years, copies of all completed Military Service Questionnaires that are forwarded to the VCA as part of the referral process.
- For customers who are unqualified to receive VCA services, the center will immediately:
 - inform the customers that they do not qualify to receive VCA services;
 - continue to provide the customer all other appropriate services;
 - make available programs that are provided to any other customer, in accordance with the requirements of the MWA’s Priority of Service procedures; and
 - keep non-qualifying customers’ Military Service Questionnaires on file for a period of three (3) years, in accordance with all applicable privacy policies and laws. Either a physical or electronic copy will be maintained.

As the ES center provides services to veterans, eligible spouses, or family caregivers it will comply with Section 4:4 (“Services for Veterans”) of the LEO-WD’s updated ES Manual.

K. Priority of Services for Veterans



The MWA’s ES centers will comply with the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the U.S. Code, which states that veterans, eligible spouses, and family caregivers must be given priority of service over non-veterans for employment, training, and placement services provided under any covered program, if the individual otherwise meets program participation requirements. The term “qualified job training program” means any workforce preparation, development, or delivery program or service the USDOL directly funds, in whole or in part. As stated in the USDOL’s TEGl #10-09, and in the USDOL’s Training and Employment Notice (TEN) #15-10, Section 4215 of Public Law 107-288 affects twenty DOL-funded workforce programs, including:

- the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs;
- the Wagner-Peyser Employment Service;
- Trade Adjustment Assistance (TAA) Act programs;
- National Dislocated Worker Grants;
- the Senior Community Service Employment Program;
- the Migrant and Seasonal Farm Worker Program;
- the Indian and Native American Program;
- H-1B Technical Skills Training Grants;
- the Job Corps;
- WIOA Demonstration Projects;
- Youth Opportunity Grants;

- the WIOA Youth Program;
- LMI Formula Grants;
- Pilots;
- Research and Development;
- Career One-Stop Electronic Tools; and
- Other internet-based self-service tools.

How priority for veterans, eligible spouses, and family caregivers is applied depends on the services offered. The law requires an individual who receives priority to first meet the program's eligibility requirements.

For programs with existing targeting provisions, the ES center will apply veterans', eligible spouses', and family caregivers' priority by assessing a person's status, given the veterans', eligible spouses', and family caregivers' priority and the existing provisions. The center will also distinguish targeting provisions that are statutory and mandatory from those that are regulatory and/or optional. Veterans', eligible spouses', and family caregivers' priority is a statutory mandate, but is not intended to displace a program's core function. Certain targeting provisions, for example, are derived from a statutory mandate that requires a priority or preference for a particular group of participants, or that requires spending a certain portion of program funds on a particular group of participants. These are mandatory priorities. The center will apply the following veterans', eligible spouses', and family caregivers' priority for these programs:

- An individual who meets the veterans' or eligible spouses' or family caregivers' eligibility requirements and the mandatory priorities or spending requirement or limitation would obtain the highest preference for the program.
- Non-veterans within the program's mandatory priority would receive a preference over eligible veterans, eligible spouses, and family caregivers outside the program-specific mandatory priority or spending requirement or limitation.
- Eligible veterans, eligible spouses, and family caregivers outside the program-specific mandatory priority or spending requirement or limitation would receive priority over non-veterans outside the priority or spending requirement or limitation, when the spending requirement or limitation is met.

Other targeting provisions may require the program to focus on a particular group of participants, or to provide this group a certain level of service. Such provisions, however, do not specifically mandate that the favored group be served before other eligible individuals. These are discretionary or optional priorities, over which veterans', eligible spouses', and family caregivers' priority takes precedence. Veterans', eligible spouses', and family caregivers' priority must be implemented before opportunities and services are given to the population group the optional priority covers.

In accordance with the requirements of 20 CFR, Part 1010, as published in the Federal Register 78132 on December 19, 2008; the USDOL's TEGL #10-09 ("Implementing Priority of Services for

Veterans and Eligible Spouses in all Qualified Job Training Programs funded in whole or in part by the USDOL”); TEGL #20-13, Change 2, (“Designation of an Additional Population of Veterans and Other Populations Eligible for Services from the Disabled Veterans Outreach Program Specialists”); the US DOL’s Training and Employment Notice (TEN 15-10), “Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor,”; and Veterans Program Letter 03-19, the ES center will give veterans, spouses, and family caregivers the highest priority within the foregoing priority groups, followed by non-veteran members of these priority groups. Among other strategies, the ES center and the State’s VCAs will collaborate to ensure that veterans, eligible spouses, and family caregivers are given the highest priority. The ES center will also implement and comply with the MWA’s “Priority of Services for Veterans, Eligible Spouses, and Family Caregivers Policy”.

For the Reemployment Services and Eligibility Assessment (RESEA) Program, the ES center will apply the following veterans’, eligible spouses’, and family caregivers’ priority of service: Claimants with the highest probabilities of exhaustion, including veterans, will still be referred to services first. Thus, non-veterans with a higher probability of exhaustion will be referred ahead of veterans, eligible spouses, and family caregivers with a lower probability of exhaustion. When the statistical model produces identical probabilities, veterans, eligible spouses, and family caregivers will receive priority in referral for service.

The PMTC System assures veterans’, eligible spouses’, and family caregivers’ preference in listing employer search results through the priority listing of resumes. PMTC also suppresses posted job orders from the general public for 24 hours, so ES center and LEO-WD staff can refer only qualified veterans, eligible spouses, and family caregivers during this time period. Within this time frame, no non-veterans may be referred.

The ES centers are required to attend any training sessions the LEO-WD and/or the Michigan Works! Association and/or the MWA conduct on Veterans’ Priority of Service.

L. Services Provided to Migrant and Seasonal Farm Workers (MSFWs)



In accordance with 20 Code of Federal Regulations (CFR) 653, Subpart B, MSFWs must have equitable access and receive the full range of employment services, benefits, and protections, including the full range of counseling, testing, and job- and training referral services, that are provided non-MSFW customers and the general population. To ensure this, the MWA’s ES centers will provide MSFWs services that include, but are not limited to:

- registration for work for UI benefits;
- registration for services, as appropriate;
- employment and training referral services;
- the full range of career and supportive services;
- taking and reporting complaints and apparent violations; and
- providing MSFWs a list of available career and supportive services in their native language.

- ES center staff members will never simply give MSFWs the contact information of an MSFW outreach worker; instead, ES center staff will provide services directly to the MSFW.
- MSFW significant offices should be adequately staffed with bilingual, Spanish-speaking staff to handle the flow of mono-lingual, Spanish-speaking customers.

In addition, the MWA's ES centers must make job order information conspicuous and available to MSFWs by all reasonable means. This job order information must, at a minimum, be:

- available through PMTC and the One-Stop center;
- provided with adequate staff assistance for MSFWs, so they can access job order information easily and efficiently; and
- provided, in significant MSFW multilingual offices, to MSFWs in their native language.

In addition, the MWA's ES centers must ensure that MSFWs who are English Language Learners receive, free of charge, the language assistance necessary to afford them meaningful access to the programs, services, and information the Michigan Works! centers offer.

Although an MSFW outreach worker has not been assigned to the MWA, each ES center will have at least one staff member who will be available to serve MSFWs, and to whom MSFWs will be referred. Since the MWA's ES centers also operate the MWA's other workforce development programs, referrals should be easily facilitated. As the staff member provides the foregoing services, they will comply with provisions in Section 4:5 of the LEO-WD's updated ES Manual.

M. Additional Services

- The Oakland County MWA may fund services, activities, or technologies that are different from - or in addition to -- the Employment Services described elsewhere in this Section.
- The MWA may use a portion of its ES funding to purchase various Employment Service-related technologies, including case management and customer relationship management systems, that will improve customer services to employers and job seekers.
- Additional services may include, but are not limited to, expungement assistance, career awareness events, employment workshops, and job fairs, to specific target populations including Veterans, immigrants, returning citizens, youth, job seekers, and businesses.

Section 18: A Description of the Local Area's Navigators

MWA navigators currently provide targeted support and resources to specific groups of individuals with barriers to employment. Descriptions of these navigators and the duties they perform on behalf of their specific populations follow:



- The Refugee and Immigrant Navigator: The MWA's Refugee and Immigrant Navigator is a facilitator, problem-solver, system change agent, and relationship builder for work-authorized



refugees and immigrants. The Navigator’s functions include referrals; recruitment; outreach to and engagement with refugee service agencies, the MWA’s business services team, and the MWA’s One-Stop centers; reporting participant services; and entering participant data in the OSMIS.

In addition, the Navigator trains and coordinates the activities of the MWA’s One-Stop “key contacts”, who are also funded with Wagner-Peyser Employment Service dollars from the LEO-WD. The key contacts provide work-authorized immigrants and refugees WIOA career services (e.g., outreach, intake, orientation, assessment, and referral to other workforce development programs); training services (e.g., occupational classroom or on-the-job training; and supportive services (e.g., transportation). The MWA’s Refugee and Immigrant Navigator is evaluated on the number of work-authorized refugees and immigrants who receive career and training services.



- The Michigan Skilled Immigrant Integration Program (SIIP) Global Talent Job Coach: The SIIP’s Global Talent Job Coach connects internationally trained or educated professionals with competitive careers in their respective fields, through tailored career support and hands-on job coaching. The program is a partnership among the Michigan Global Talent Coalition, the Michigan Works! Association, Upwardly Global, and Global Detroit. Aligned with Governor Whitmer’s 60 by 30 workforce development goal, the program aims to enhance participants’ skills through focused upskilling and reskilling initiatives, providing crucial support for their professional advancement.



- The Clean Slate Pilot (CS) Expungement Navigator: The MWA’s Expungement Navigator is a program coordinator within the MWA’s administrative team and develops and implements CS forms and procedures. The Expungement Navigator ensures that all CS customers are entered in the OSMIS and enters case notes to document CS related progress and activities. Additionally, the MWA’s Expungement Navigator supports CS Staff Attorneys by coordinating, filing, and submitting all documentation that is required to apply for expungement.



- Oakland80 Career and Education Navigators: to support the County Executive’s Oakland80 Initiative, Oakland80 Career and Education Navigators help residents follow career pathways that incorporate post-secondary degrees and industry recognized credentials, that lead to high-demand occupations in the local area. Oakland80 Career and Education Navigators ensure that residents know about available education and training opportunities and can access educational financial assistance. These residents can then start and finish postsecondary training and earn a degree or credential.



In 2024, Oakland80 will expand to assist high school students from communities with the most need. The Oakland80 High School Navigators will be embedded in schools with historically low graduation rates, high drop out rates, and lower college enrollment rates. Oakland80 is an Oakland Together Skilled & Educated Workforce Program.

Section 19: A Description of How the Local Board will Coordinate WIOA Title I Workforce Investment Activities with Adult Education and Literacy Activities under Title II of the WIOA



The Oakland County Workforce Development Board coordinates WIOA Title I activities with WIOA Title II Adult Education and Literacy Activities by implementing the following strategies:



- The MWA's One-Stop centers enjoy excellent working relationships with entities that operate WIOA Title II Adult Education and Literacy Activities. These relationships have been enhanced and formalized through Memorandums of Understanding (MOUs) the Board executed with the Adult Education and Literacy partners identified in Section 6. of this Plan. As Section 3. explains, these partners identify a specific and qualified staff member to and from whom referrals will be made. The referral form that the MWA's One-Stop centers and Adult Education and Literacy partners use to make and receive referrals identifies relevant information about the referral, including assessment test scores and the services the referee has received and now seeks.

The MOUs also reveal that the MWA's Adult Education and Literacy Activities partners provide the MWA's customers beneficial products (e.g., study preparation and assessment licenses) and services (e.g., English as a Second Language (ESL) instruction, occupational training that leads to an industry-recognized credential, and job search assistance).

- An Oakland County One-Stop Center is affiliated with a public K-12 school district that operates robust WIOA Adult Education and Literacy Activities. Coordination at this center has been and will be easily achieved.
- A member of the MWA's administrative staff serves on the Oakland Literacy Council's Board of Directors. Through the MOU executed by the MWA, the Council provides the Troy and other One-Stop centers with CASAS web-based test units.
- The MWA's director actively contributes to the Oakland County Community & Adult Educators (OCCAE) workgroup. OCCAE brings together partners and resources to provide post-secondary education and training services to adult students.
- In accordance with LEO-WD Policy Issuance (PI): 23-29, the MWA's CEAC advises the Oakland County Workforce Development Board on WIOA Title II Adult Education and Literacy Activities. The Oakland80 Steering Committee operates as the MWA's CEAC, whose members include the Troy Continuing Education's director.
- Section 107(d)(11)(A) of the WIOA stipulates that Workforce Development Boards "shall coordinate activities with education and training providers in the local area, including... providers of adult education and literacy activities under Title II [of the WIOA]". Sections 107(d)(11)(B)(i)(I) and (II) of the WIOA further stipulate that this coordination "shall include a.) reviewing ... [Adult Education and Literacy] applications ... to determine whether [they] are consistent with [the Board's WIOA Four-Year] Local Plan" and b.) "making recommendations [about these applications] to promote alignment with [the local] plan". In June 2024, the Oakland County Workforce Development Board reviewed and commented on Adult Education and Literacy Activities proposals for the period that covers this Plan's effective dates. The MWA has submitted to the LEO-WD documentation of these reviews and comments. This documentation is also maintained in the MWA's files.

Section 20: Copies of Executed Cooperative Agreements or Memorandums of Understanding (MOUs)

As Sections 1, 2, and 6 of this Plan explain, the Oakland County Workforce Development Board has negotiated and executed MOUs that define how local core partners (e.g., Michigan Rehabilitation Services) and service providers integrate and make accessible their services at the MWA's Michigan Works! (WIOA One-Stop) Centers. These and other sections of the Plan describe the services specific partners provide and how these services are accessed, shared, and integrated. Copies of MOUs have been submitted under separate cover to LEO-WD, and the original documents are maintained in the MWA's administrative office.

Section 21: A Description of the MWA's Grant Recipient

The County of Oakland, a Michigan Constitutional Corporation is a.) the Grant Recipient for funds under this Plan and b.) responsible for the disbursement of grant funds. Oakland County is organized under the authority of Michigan Public Act 139 of 1973 (as amended by Public Act 4793 of 2000), the optional Unified Form of County Government Act.

Section 22: A Description of the Competitive Process the MWA will use to Award Subgrants and Contracts for WIOA Title I Activities

To award subgrants and contracts for WIOA Title I activities, the Oakland County Workforce Development Board and the County Executive follow the open and competitive procurement procedures in the MWA's written procurement policies. These procedures a.) apply to the selection of service providers and vendors that use WIOA Title I funds; b.) follow the guidelines in LEO-WD Policy Issuance (PI): 19-30, Change 1, ("Procurement"); and c.) provide open and free competition.

Section 23: Local Levels of Performance

Local levels of performance that are negotiated with the Governor and the MWA's Chief Elected Official measure the performance of a.) the Oakland County MWA; b.) eligible providers under Title I, Subtitle B of the WIOA; c.) the Oakland County MWA's one-stop delivery system; and d.) if appropriate, the MWA's fiscal agent. Local levels of performance for the performance indicators identified in Section 116 of the WIOA were negotiated for Program Years 2022 and 2023 and are delineated in Section 1 of this Plan. Performance levels for Program Year 2024 and 2025 have not yet been negotiated.

Section 24: A Description of the Local Board's Actions to Remain a High-Performance Board

A. The effectiveness and continuous improvement criteria the Board will implement to assess its one-stop centers

The Oakland County Workforce Development Board uses the following criteria to assess its One-Stop centers:

- WIOA Performance Indicators: The Board uses performance indicators in Section 116 of the WIOA to evaluate its Michigan Works! (WIOA One-Stop) Centers. These Centers are contractually obligated to achieve and/or exceed the numerical goals the MWA negotiates with the LEO-WD. The Board also reviews the centers' planned vs. actual enrollment, exit, and outcome levels. Centers that consistently fail to achieve and/or exceed these indicator goals a.) receive technical assistance, b.) receive funding reductions, or c.) are eliminated.
- LEO-WD Certification Criteria: The Board contractually requires its One-Stop centers to comply with the Michigan Works! Service Center "Certification Criteria" in LEO-WD Policy Issuance (PI): 21-36, Change 1. In accordance with this PI, the LEO-WD conducts certification reviews of each center. If a center has not complied with the criteria, it will be asked to submit a corrective action plan that describes a.) how and by when the criteria will be met and b.) how the center will assure and demonstrate that corrective actions were taken.
- Oakland County Strategic Framework and Key Performance Indicators: As mentioned in Section 1 of this Plan, Oakland County has developed a Strategic Framework to define priorities, guide work, and measure impact. The Board uses the County's key performance indicators related to the Skilled & Educated Workforce pillar to inform and enhance the MWA's workforce development system. The key performance indicators include a collection of relevant measures that relate to Youth Career Training, Business Services, Job Seeker Training, Clean Slate Expungement, and Career Pathways.
- Customer Satisfaction Surveys
The MWA is implementing a satisfaction survey to gauge job seeker and business experience at each center. Customer responses help the MWA improve overall customer experience, increase customer retention, and inform decisions.

B. A description of how the local board will allocate one stop center infrastructure funds

With the County Executive's concurrence, the MWA's Workforce Development Board designated and certified the MWA's Michigan Works! (WIOA One-Stop) Centers through an open and competitive selection process. These centers, and the dates on which and the time periods for which, they were selected and certified appear below. These Centers have been and will be allocated one-stop infrastructure funds.

Name	Fiduciary	Selection/ Certification Date	Selection/Certification Time Period
Oakland County Michigan Works! Novi	Goodwill Industries of Greater Detroit	7/19/22	7/1/22 – 9/30/26

Name	Fiduciary	Selection/ Certification Date	Selection/Certification Time Period
Oakland County Michigan Works! Oak Park	Oak Park School District	7/19/22	7/1/22 – 9/30/26
Oakland County Michigan Works! Pontiac	Goodwill Industries of Greater Detroit	7/19/22	7/1/22 – 9/30/26
Oakland County Michigan Works! Southfield	City of Southfield	7/19/22	7/1/22 – 9/30/26
Oakland County Michigan Works! Troy	Troy School District	7/19/22	7/1/22 – 9/30/26
Oakland County Michigan Works! Waterford	Gesher Human Services	7/19/22	7/1/22 – 9/30/26

C. A description of the roles and contributions of the one-stop partners, including cost allocation

The MWA has negotiated and executed MOUs with one-stop partners, whose names and roles are identified in Sections 2 and 6 of this Plan. Infrastructure Funding Agreements (IFAs) attached to the MOUs delineate partner contributions and cost allocation methodologies and contributions. IFAs are described in Section 6.

Section 25: A Description of How Training Services will be provided through Individual Training Accounts (ITAs)

A. Contracts for training services and the coordination between training service contracts and individual training accounts.



The Oakland County MWA uses only Individual Training Accounts (ITAs) to provide occupational classroom training services. If the MWA chooses to execute occupational classroom training contracts, a description of their use will be submitted, via a modification to this Plan. Because the MWA does not use occupational classroom training contracts, coordination between them and ITAs is unnecessary.

B. 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.

By adopting the following ITA procedures, the Oakland County Workforce Development Board ensures informed choice:

- The Oakland County MWA establishes ITAs to finance occupational classroom training programs for adults, dislocated workers, and eligible out-of-school youth, who are ages 16 through 24. In consultation with their career advisors, these individuals purchase and select training services from eligible providers.
- Payments from ITAs may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments also may be made incrementally, at different points in the training course.
- The MWA may impose the following limits on the dollar amounts and/or duration of ITAs:

- The MWA’s service providers may impose limits for participants, based on the needs identified in their Individual Employment Plans or Individual Service Strategies; and
 - the MWA may establish a range of amounts and/or a maximum amount that applies to all ITAs.
- ITAs maximize consumer choice. Accordingly, the MWA’s Michigan Works! (WIOA One-Stop) Centers make available to customers the Statewide Eligible Training Provider List (i.e., Michigan Training Connect (MiTC)). This list includes a.) a description of programs through which providers may offer training services; b.) information that identifies eligible apprenticeship and customized training providers; and c.) performance and cost information about eligible providers.
 - An individual who has been determined eligible for, and able to benefit from, training services may select a provider from MiTC after they have consulted with their career advisor. Unless it has exhausted its training funds for the program year, the One-Stop center refers the individual to the selected provider and establishes an ITA to pay for the training.
 - The MWA’s One-Stop centers will review, with the customer, all training options available on the MiTC, and, together, they will choose the training institution that is best suited to the customer’s individual needs. The MWA is under no obligation to enroll an individual in a training program that a training provider referred to the MWA.

Section 26: A Description of the Local Board’s Process to Provide a 30-Day Period for Public Comment on the WIOA Local Plan

The Oakland County MWA posted on Oakland County’s website, oaklandcountymiworks.com, and various social media outlets, a public notice that explained how, during a 30-day period, the MWA’s Four-Year WIOA Local Plan could be obtained for the public’s review, comment, and input. The notice stated:

- that the 30-day period for review, comment, and input occurred before the MWA’s Four-Year WIOA Local Plan was submitted to the Governor;
- the date on which the Oakland County Workforce Development Board approved the proposed Plan;
- the date on which the proposed Plan was posted on the County’s website for review, comments, and input by the public, including representatives of business, labor organizations, and education;
- the date and time by which comments about and input on the proposed Plan were to be received;
- the name, address, and e-mail address of the individual to whom comments about and input on the proposed Plan were to be submitted; and
- after the 30-day period for public review, comments, and input ended, any comments that expressed disagreement with the Plan would be compiled and submitted to the Governor. These comments would be submitted with the Plan.

The MWA maintains documentation of the process that the MWA followed to provide a 30-day period for public comment on this WIOA Four-Year Local Plan.

Section 27: A Description of How One-Stop Centers are Implementing and Transitioning to an Integrated, Technology-Enabled Intake and Case Management Information System for WIOA and One-Stop Partner Programs

The MWA ensures service integration among WIOA and One-Stop partner programs through the Michigan One-Stop Management Information System (OSMIS), an electronic database system with numerous key features and components. Each component uses a single applicant record that contains all relevant information about an applicant.

Service providers enter a customer's services in the OSMIS as these services are provided. Data can be entered only by, and data is displayed only to, users who have permission to see and use the information. Data entered on the OSMIS is available and accessible immediately thereafter.

The OSMIS tracks all services the provider has given the customer, regardless of the provider's identity or where it is located. The LEO-WD continuously implements enhancements to include the USDOL's reporting modifications, and to simplify program data entry and tracking.

To supplement the OSMIS, the Oakland County MWA competitively procured, purchased, and launched AGS Prime, a web-based system that provides a standardized platform for collaborative program management, documentation, and reporting across workforce development programs.

Section 28: A Description of the Local Priority of Service Requirements



Local Priority of Service for Adults: Section 134(c)(E) of the WIOA states that, with respect to a local area's funds for WIOA adult employment and training activities, "priority shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient". A description of the Oakland County MWA's "Local Priority of Service for Adults" follows:

- As it provides the individualized career services in Section 134(c)(A)(2) xii of the WIOA and the training services in Section 134(c)(3)(D), the Oakland County MWA prioritizes adults who are one or more of the following:
 - public assistance recipients;
 - other low-income individuals; and
 - basic skills deficient.
- The WIOA provides the following definitions for the foregoing individuals:
 - Public Assistance Recipients – "the term 'public assistance' means Federal, State, or local government cash payments for which eligibility is determined by a needs or income test".
 - A Low-Income Individual means an individual who:

- “receives, or in the past 6 months has received, or is a member of a family that is receiving, or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.); the program of block grants to States for Temporary Assistance for Needy Families Program under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.); the supplemental security income program established under Title XVI of the Social Security Act (42 U.S.C. 1381 et seq.); or State or local income-based public assistance;
 - is in a family with a total family income that does not exceed the higher of, 1) the poverty line; or 2) 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 (42 U.S.C. 14043e-2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));
 - receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
 - 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 foregoing income requirements, but who is a member of a family whose income does not meet these requirements”.
- A Basic Skills Deficient individual is an adult 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”. The Oakland County MWA defines an adult 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, as an individual who:
 - computes, reads, writes, or speaks English at a grade level of 10.9 or below, as determined by a standardized assessment, including the Comprehensive Adult Student Assessment System (CASAS); or
 - lacks the short-term pre-vocational skills (i.e., learning skills, communication skills, or computer literacy skills) an individual needs to prepare for unsubsidized employment or training, as documented by and in their comprehensive assessment; or
 - is, as verified by and in their comprehensive assessment, an English language learner (i.e., an individual who has limited ability in reading, writing, speaking or comprehending the English language), and
 - whose native language is a language other than English; or
 - who lives in a family or community environment in which a language other than English is the dominant language); or

- requires additional assistance to enter or complete an education program in order to secure or hold employment, as documented by and in their comprehensive assessment. This individual:
 - has a core grade point average of less than 2.0 in any school, as verified by a school record; or
 - dropped out of any school for academic reasons, as verified by a school record; or
 - is deemed at risk of dropping out of any school for academic reasons, as verified by a school record.

The MWA recognizes that a grade level of 10.9 and below is relatively high, if it is considered within the context of some labor market areas and their in-demand occupations. The MWA has concluded, however, that an individual who reads and/or writes and/or computes at a grade level of 10.9 and below should be considered basic skills deficient, given Oakland County's labor market and in-demand jobs and the skill levels job seekers need to obtain and retain these jobs. To reach this conclusion, the MWA considered the following points, which, unless otherwise noted, are excerpted from Section 1. of this Plan:

- Occupations with the greatest demand in WIOA Planning Region 10, which includes Oakland County, overwhelmingly require a bachelor's degree. Only eleven (or twenty-two percent) of the Region's top fifty occupations require less than a four-year degree.
- WIOA Planning Region 10's most in-demand occupations require a solid foundation in basic skills, including reading, communications, math, and cognitive abilities, that influence the acquisition and application of knowledge in problem-solving.
- The greatest wage gains among Oakland County's jobs will occur in higher education service industries, and the smallest wage increases will occur in lower-education service industries.
- Most skilled trades apprenticeships described in Oakland County's Apprenticeship Book require algebra and/or strong math skills.

Thus, to obtain and function in Oakland County's most in-demand jobs, individuals must read, write, and compute at and above an 11th grade level.

- The MWA's definition of "priority" follows: Each program year (i.e., July 1 through June 30), at least fifty-one percent of the MWA's new WIOA adult enrollees (excluding adult enrollees who are carried forward from previous program years) will be public assistance recipients and/or other low-income individuals and/or individuals who are, as the MWA defines it, basic skills deficient.
- The MWA believes, however, that many Oakland County adults who do not qualify for public assistance, or whose income exceeds low income guidelines, or who do not meet the MWA's definition of basic skill deficient also need WIOA services. Examples of these individuals follow:
 - individuals who read, write, and compute at a level that exceeds grade 10.9, but that falls below a post-secondary level;

- older workers;
 - veterans;
 - individuals who have substance abuse issues;
 - domestic abuse victims,
 - individuals whose basic workplace and/or occupational skills are (or are about to become) obsolete;
 - returning citizens;
 - individuals who have an inconsistent work history; and
 - individuals whose income falls below a self-sufficient wage, which the MWA defines as “an individual income that is more than the U.S. Department of Housing and Urban Development’s (HUD’s) Median Family Low (80 percent) Income Limit for a family of one to qualify for housing assistance. At present, this level is \$53,700 for the Detroit-Warren-Livonia (HUD) Metro Fair Market Rent (FMR) area, which includes Oakland County.”
- The definitions of individuals for whom the MWA will give priority for WIOA Title I adult career and training services are not eligibility criteria for enrollment in the WIOA Title I Adult Program. Thus, the costs the Oakland County MWA incurs for serving individuals who are eligible for the WIOA Title I Adult Program, but who are not public assistance recipients, other low-income individuals, or individuals who are basic skills deficient, will not be disallowed. In addition, the MWA will not incur disallowed costs if, in any given program year, less than fifty-one percent of its new WIOA Title I adult individualized career service and training enrollments are public assistance recipients and/or other low income individuals, and/or individuals who are basic skills deficient.
 - During the program year, the MWA periodically reviews its new WIOA Title I adult individualized career service and training enrollments. If, as a result of these reviews, the MWA determines that less than fifty-one percent of these enrollments are public assistance recipients and/or other low income individuals and/or individuals who are basic skills deficient, the MWA and its service providers take appropriate corrective actions. The MWA may, for example, more vigorously recruit these individuals, or the MWA may direct its service providers to serve only, or a higher percentage of, these individuals.

Local Priority of Service for Dislocated Workers: A description of the Oakland County MWA’s “Local Priority of Service for Dislocated Workers” follows:

- As it provides the individualized career services in Section 134(c)(A)(2)xii of the WIOA and the training services in Section 134(c)(3)(D), the Oakland County MWA will prioritize unemployed dislocated workers. Section (3)[61] of the WIOA states that “an unemployed individual is without a job and wants and is available for work”. The MWA’s definition for this “priority” follows: Each program year (i.e., July 1 through June 30), at least fifty-one percent of the MWA’s new WIOA dislocated worker enrollees (excluding dislocated workers who are carried forward from previous program years) will be unemployed individuals.

- While unemployed dislocated workers must and will be served, Section 2.8 of the LEO-WD's updated WIOA Manual asserts that "there remains a significant population of job seekers who are underemployed". The number of underemployed individuals has increased due to an overall lack of participation in the labor force, with childcare a major contributing factor.
- The MWA continues to support the ALICE - Asset Limited, Income Constrained, Employed – population. These underemployed households earned above the Federal Poverty Level, but not enough to afford basic household necessities and are forced to make tough choices, such as deciding between quality childcare or paying the rent. According to United for Alice, in 2022, twenty-four percent of Oakland County's households had an income level below the ALICE threshold.
- The updated WIOA Manual also states that dislocated workers who are determined eligible, and who are determined by "local policies to be underemployed, may still be eligible for career and training services". Accordingly, the Manual encourages MWAs "to develop policies and procedures for determining (and defining) underemployment for dislocated workers".
- The MWA has determined that dislocated workers are underemployed if they meet at least one of the following two conditions:
 - The dislocated worker has less than – and is seeking -- full-time employment. According to the Internal Revenue Service (IRS), a full-time employee is, for a calendar month, an employee who is employed on average at least 30 hours of service per week, or 130 hours of service per month". Thus, if an individual is employed on average less than 30 hours of service per week, or less than 130 hours of service per month, they will be considered "underemployed".
 - The dislocated worker is not self-sufficient. Section 2.8 of the updated WIOA Manual states that dislocated workers may receive individualized career services and, if appropriate, training services "to obtain or retain employment that allows for self-sufficiency". The Manual also states that local areas can "define self-sufficiency at a higher` income level than the state minimum [i.e., employment that pays at least the lower living standard income level], if "supporting documentation is provided".

The Oakland County MWA defines self-sufficiency as having "an individual income that is more than the U.S. Department of Housing and Urban Development's (HUD's) Median Family Low (80 percent) Income Limit for a family of one to qualify for housing assistance. At present, this level is \$53,700 for the Detroit-Warren-Livonia (HUD) Fair Market Rent (FMR) area, which includes Oakland County".

The MWA believes that an individual who qualifies for federal financial assistance to secure housing for themselves is not yet self-sufficient. Thus, a dislocated worker whose individual income is \$53,700 or less will be considered "underemployed".
- The MWA will not incur disallowed costs if, in any given year, less than fifty-one percent of its new WIOA Title I dislocated worker individualized career service and training enrollments are unemployed.

- During the program year, the MWA periodically reviews its new WIOA Title I dislocated worker individualized career service and training enrollments. If, as a result of these reviews, the MWA determines that less than fifty-one percent of these enrollments are unemployed dislocated workers, the MWA and its service providers take appropriate corrective actions. The MWA may, for example, more vigorously recruit these individuals, or the MWA may direct its service providers to serve only, or a higher percentage of, these individuals.

Section 29: A Description of How the Local Board will Coordinate the Local Area's Workforce Investment Activities with Statewide Rapid Response Activities



The Oakland County Workforce Development Board uses the following strategies to coordinate the MWA's workforce investment activities with the statewide Rapid Response (RR) activities described in Section 30 of this Plan:



- During Rapid Response and worker orientation meetings, the Oakland County MWA's Rapid Response staff person coordinates the MWA's programs and services with Rapid Response services the LEO-WD's staff person provides. The MWA's Rapid Response staff person and local partners also provide information on workforce investment activities and services the Oakland County Michigan Works! (One-Stop) Centers and/or partners provide.
- If the workers' employer needs and seeks the lay-off aversion services described in Section 30 of this Plan, the MWA's Rapid Response staff person refers the employer to the MWA's Business Services Coordinator. They then arrange subsequent meetings, at which appropriate partners (e.g., the Michigan Economic Development Corporation, the Oakland County Economic Development Department, local economic development agencies, and training institutions) can identify appropriate services.
- The MWA's Michigan Works! (One-Stop) Centers provide workshops on such topics as resume writing and interviewing skills. These workshops may be conducted virtually or at the employer's site.
- An affected worker who visits a Michigan Works! (One-Stop) Center will be informed of, and as appropriate, receive one or more of the services described in Section 7 of this Plan. The worker's career advisor coordinates WIOA Title I and one-stop partner services.

Section 30: A Description of the Local Area's Rapid Response Activities

A description of the Oakland County MWA's rapid response activities follows:

Receipt of Notification: If the state receives a Worker Adjustment Retraining Notification (WARN) and/or a notice of a substantial layoff or a smaller event, via the Michigan Unemployment Insurance Agency (UIA), a union official, the company, the Michigan Economic Development Corporation, or an employee, the LEO-WD's Rapid Response staff member contacts the MWA's designated Rapid Response

staff person, making them aware of the notification and the information obtained thus far. This information includes, but is not limited to:

1. the company's name, address, and telephone number;
2. the company's contact name, title, e-mail address, and telephone number;
3. a description of the business, including the North American Industry Classification System (NAICS) Code;
4. the type of dislocation (i.e., mass layoff or plant closure);
5. the number of impacted workers;
6. the total number of workers at the facility;
7. a brief description of the impacted employees' skill sets and corresponding occupations that can be linked to a Standardized Occupational Classification (SOC) code; and
8. potential days and times for a Rapid Response meeting.

Likewise, if the designated MWA Rapid Response staff member has received a dislocation notice, via a union official, the company, the local economic development corporation, a local newspaper, or an employee, the staff member contacts LEO-WD Rapid Response staff members and alerts them to the notification and relevant information, including, but not limited to, items 1. through 8., above.

After they exchange the foregoing information, MWA and LEO-WD Rapid Response staff mutually decide whether the MWA or the state will contact the employer. The lead contact disseminates information to other partners and key stakeholders to ensure that accurate, up-to-date, and timely information is available and communicated.

When a meeting date is determined (whether for Rapid Response or Worker Orientation), LEO-WD remains responsible for securing UIA representation.

Rapid Response and Worker Orientation Meetings



- **Rapid Response Meeting:** The initial Rapid Response meeting for the company, union, if applicable, and leadership will include MWA and LEO-WD Rapid Response staff members and other local partners as necessary. The LEO-WD Rapid Response staff member provides overall information from the state's perspective and gathers demographic information about the impacted workforce. Rapid Response staff members provide information on employment services (including Pure Michigan Talent Connect), dislocated worker activities and services, Trade Act eligibility and services, and other available activities and services at the local One-Stop center(s). MWA representatives provide marketing brochures or other printed materials about participant services.

UIA presentations at Rapid Response meetings include information on filing for unemployment benefits, the MIWAM online system, eligibility requirements, and training waivers. UIA representatives provide appropriate fact sheets and unemployment benefit booklets.

▪ Worker Orientation (WO) Meetings

- If the company agrees to it, a Worker Orientation (WO) meeting(s) will be scheduled to inform impacted employees about available services. The WO will accommodate the specific needs of each unique group of affected workers. The LEO-WD will secure representation from the following state organizations: Michigan Rehabilitation Services (MRS), Veterans Employment Services (VES), and the Bureau of Services for Blind Persons (BSBP), when their populations are impacted. The MWA Rapid Response staff member will:
 - confirm the date(s) and time(s) of the Worker Orientation meeting(s);
 - arrange for partners from the local One-Stop Centers and other community agencies to present information; and
 - provide informational materials on available services at the One-Stop centers.
- If the company does not agree to an on-site Worker Orientation meeting(s), the MWA Rapid Response staff member will attempt to schedule an alternative date and location to meet impacted workers as a group or individually, and/or to provide them with information packets.
- If the parties agree to schedule a Worker Orientation meeting at a later date, the MWA Rapid Response staff member will contact them and organize the meeting(s), as specified above. The LEO-WD's Rapid Response staff member will give the UIA the request, with the meeting date, time, and location. When a UIA representative confirms their attendance, the LEO-WD's Rapid Response staff member will notify the MWA's Rapid Response staff member. When the UIA cannot support a worker orientation with a speaker, in person or via a webinar or conference call, the MWA's staff will direct impacted workers to the UIA's website, including the on-line claim filing kit (UIA Form 1251) and the on-line service Claimant Web Account Manager. MWA staff members will not answer Unemployment Insurance (UI)-related questions; these questions will be referred to the UIA Employee Hotline at (866) 500-0017, or to the Claimant Web Account Manager online services page at www.michigan.gov/uia.

▪ Inability to Schedule a Rapid Response or Worker Orientation Meeting:

- If a Rapid Response or Worker Orientation meeting cannot be scheduled, or if the employer does not agree to on-site meetings, the MWA's Rapid Response staff member will attempt to obtain the information on the Rapid Response Data Form (Attachment 20 to the LEO-WD's updated WIOA Manual) and distribute printed information to the impacted employees. Information can be left at the worksite, with local union officials, or given to the employer for inclusion with paychecks.
- When Worker Orientation meetings are not feasible, or when layoffs have already occurred, the MWA's designated Response staff member will organize meetings at an offsite location. The MWA will provide written notice of the Worker Orientation meeting(s) if the employer provides an employee mailing list. The LEO-WD's Rapid Response staff member will submit the request to the UIA, with the meeting date, time, and location. When a UIA representative confirms their attendance, the LEO-WD's Rapid Response staff member will notify the MWA's Rapid Response

staff member. When the UIA cannot support a worker orientation with a speaker, in person, or via a webinar or conference call, the MWA's staff member will direct impacted workers to the UIA's website, including the online claim filing kit (UIA Form 1251) and the on-line service. MWA staff members will not answer Unemployment Insurance (UI)-related questions; these questions will be referred to the UIA Employee Hotline at (866) 500-0017, or the Claimant Web Account Manager online services page at www.michigan.gov/uia.

▪ Non-WARN Events and Lack of Notification

- At the employer's and MWA's discretion, Rapid Response and Worker Orientation meetings may be held when fewer than 50 employees are involved. The MWA's and LEO-WD's Rapid Response staff members will mutually determine if state staff participation is necessary for meetings that involve non-WARN events.
- When the MWA's Rapid Response staff member learns that a business has closed, or that one or more lay-offs have occurred with or without prior notification, the MWA's Rapid Response staff member will complete the Rapid Response Data Form and e-mail it to the MWA's designated LEO-WD Rapid Response Coordinator. Because lay-offs and closure circumstances evolve, and a minimum number of impacted lay-offs is not required, the Rapid Response Data Form can be submitted to track any event. The Data Form and Dislocated Worker Survey data will be used to:
 - keep the Governor fully informed of dislocation events and their potential impact on local communities;
 - respond to legislative and other inquiries;
 - help the LEO-WD make informed budgetary decisions about State Adjustment Grant (SAG) awards and WIOA discretionary funding;
 - comply with federal reporting requirements for maintenance of layoff information in the LEO-WD's WARN database; and
 - determine lay-off/closure trends and patterns to formulate lay-off aversion strategies and proactive community support.

▪ The MWA's Designated Rapid Response Partner: The Oakland County MWA's designated Rapid Response partner is Deborah Lake, whose contact information follows:

Ms. Deborah Lake
Oakland County
Oakland County Workforce Development
Executive Office Building 41W
2100 Pontiac Lake Road
Waterford, MI 48328-2762
laked@oakgov.com
(248) 452-2253



- The Coordination of Business Services, including Lay-off Aversion Services: The Oakland County MWA will take the following steps to include lay-off aversion as a Rapid Response activity:
 - During Rapid Response meetings with the company, leadership, and the union (if applicable), the MWA's Rapid Response staff member will pose the following questions to determine if additional lay-offs are possible or likely:
 - What is the reason for the closing or downsizing?
 - Can specific resources be provided to prevent the closure or reduce downsizing?
 - What other departments or divisions within the business may be impacted by the closing or downsizing? What other companies may be impacted by the closing or downsizing?
 - Are layoffs occurring at the company's other locations within or outside of Michigan?
 - When will the information be made public? When will impacted employees be notified? (Confidentiality is key.)

These lay-off aversion services are described more fully in Attachment 18 to the LEO-WD's updated WIOA Manual.

- If the MWA's Rapid Response staff member and the company determine that the company needs and wants one or more of the foregoing services, the staff person will refer the company to the MWA's business services coordinator. They will then arrange subsequent meetings, at which appropriate partners (e.g., state, county, and local economic developers and training institutions) can establish a menu of appropriate services.



- Incumbent Worker Training: As noted above, the MWA will include incumbent worker training (IWT) among its lay-off aversion services. The MWA may use employer and worker assessments to determine if IWT will avert a company's lay-offs, and if the proposed training is appropriate. Such assessments will ascertain, for example, if the conditions on page 9 of Attachment 18 to the LEO-WD's updated WIOA Manual, are met.

The MWA will also document whether employers are "at risk" of downsizing or closing, or whether its workers are "at risk" of dislocation, before IWT is provided. "At risk" means that the possibility or potential of downsizing or closing exists within an industry or company. To document "at risk", the MWA will consult the charts on pages 10, 11, and 12 of Attachment 18 to the updated WIOA Manual. These charts provide a comprehensive list of "at risk" indicators in the following four key areas: "regional community", "industry", "company/organization", and "facility/infrastructure". IWT is an appropriate use of workforce funds to avert lay-offs, mitigate their impacts, and maintain jobs, if the MWA identifies and documents at least one indicator from any of these four categories.

Before IWT is provided, the MWA will also determine if IWT is a skill attainment activity, which is defined as "skills that directly benefit the worker(s) receiving the training by making them more qualified in their field of employment and/or by providing them new skills for new product lines or processes that avert layoffs." To make this determination, the MWA will consult the criteria on pages 12 and 13 of Attachment 18 to the updated WIOA Manual.

- Joint Action Committees: Joint Action Committees (JACs) may devise and oversee an implementation strategy that responds to affected workers' reemployment needs and interests. Specific assistance for JACs includes:
 - funding the JAC's operating costs, including the costs of a neutral chair, so the JAC can advise and help design and implement Rapid Response activities and WIOA-authorized services to affected workers;
 - providing a list of potential candidates to be the JAC's neutral chairperson; and
 - training and overseeing the JAC, once it is established.

A JAC may be established with the LEO-WD's support, when the following conditions are met: the company and, if applicable, the union, mutually consent to the JAC; at least 50 full-time workers are being laid off; and at least 60 days remain before lay-off activity commences. Pertinent information about JACs follows:

- The MWA will be the JAC's fiduciary.
- The JAC is composed of the employer-selected (and, when applicable, union) members (typically three each from affected hourly and salaried staff) who will be trained by a WD Rapid Response representative. After the LEO-WD's Rapid Response staff member trains them, these JAC members will interview and select a "neutral chair" from a roster of candidates the LEO-WD maintains. The selection should be competitive. If a JAC asks that a neutral chairperson be selected as quickly as possible, however, LEO-WD Rapid Response staff and the MWA can survey available candidates and select one.
- By definition, a "neutral chair" will not be affiliated with either a union or management. The neutral chair is the JAC's facilitator, secretary, and record-keeper. They draft meeting agendas and minutes; create and maintain mailing/emailing lists for internal communications; and write monthly progress reports and a final narrative report that summarizes the JAC's activities.
- The JAC will be a consensus-driven, ad hoc group that speaks with a single voice. Accordingly, the JAC will designate one individual as a public relations contact, who will develop a communication strategy for workers and the media.
- The JAC's neutral chairperson will maintain a worker roster to communicate the JAC's activities, and to identify workers who have departed and/or declined services.
- The LEO-WD and the MWA will execute a JAC grant that specifies the activities the neutral chairperson will perform and the amounts for which they will be compensated. This compensation rate is negotiated per meeting day, plus any other days specified in the JAC contract. Compensation is paid for conducting meetings and all related activities, including planning agendas; drafting minutes; and preparing inter-meeting communications with JAC members, the employer, labor organization(s) (if applicable); MWA staff; and any participating non-government organizations.

- Neutral chairs can also be reimbursed for mileage and applicable meals at the “state rate” in effect during the JAC’s operation. If inclement weather or other unplanned circumstances prevent the neutral chairperson from traveling home after a meeting, they may be reimbursed for an overnight stay in lodging at the “state rate” in effect at the time. (State travel and expense rates will be specified in the JAC contract.)
- When the JAC’s mission is accomplished, or when any JAC member requests the JAC to cease, it will dissolve. The neutral chair will then write a final narrative report that summarizes the JAC’s formation, mission, goals, activities, and results. No later than 45 days after the JAC’s final meeting, the chair will electronically submit copies of the report to the MWA at llewellynj@oakgov.com, and the LEO-WD at TED-TSDIV@michigan.gov.
- An MWA staff person will a.) attend all JAC meetings; b.) provide the JAC and its neutral chairperson training, technical assistance, and information about programs and services; c.) be a liaison between the JAC and other service providers; and d.) assist with other allowable JAC tasks (e.g., using Dislocated Worker Survey data as a baseline for JAC services).
- Community Transition Teams (CTTs): Rapid Response may provide guidance and/or financial assistance to establish CTTs, which help the impacted community organize support for dislocated workers. Support may include assisting dislocated workers in meeting their families’ basic needs, including heat, shelter, food, clothing, and other necessities the MWA cannot provide. CTT funds will be allocated through a grant the MWA may request through the LEO-WD’s Rapid Response staff.
- State Adjustment Assistance Grants (SAGs): SAGs may provide the MWA additional assistance to address mass layoffs, plant closings, or other events that increase the number of dislocated workers. Activities these grants fund must be consistent with the WIOA’s Dislocated Worker guidelines. As appropriate, the MWA will complete the application form (Attachment 21 to the LEO-WD’s updated WIOA Manual). The LEO-WD will use criteria in Chapter 8 (“Rapid Response”) to award SAGs.

Circumstances that would activate the MWA’s SAG request follow:

- a specific level or percentage of the MWA’s WIOA dislocated worker funding has been expended;
- a specific level or percentage of either local and/or regional unemployment;
- the number and size of actual or potential dislocation events;
- the time period between local dislocation events; and
- specific projects (e.g., comprehensive out-placement services) associated with a specific dislocation event.
- National Dislocated Worker Grants (NDWGs): The U.S. Secretary of Labor awards NDWGs to serve dislocated workers and other eligible individuals who are affected by major economic dislocations, emergencies or disasters. The LEO-WD will consult the MWA to determine when and if a NDWG is an appropriate fund source.

- Contact Person: The Oakland County MWA designates the following person to be responsible for Rapid Response and Worker Orientation meetings, Joint Action Committees (JACs), Community Transition Teams (CTTs), State Adjustment Grants (SAGs), and National Dislocated Worker Grants (NDWGs):


Jennifer Llewellyn, Director
Oakland County Michigan Works!
Oakland County Workforce Development Division
Executive Office Building 41W
2100 Pontiac Lake Road
Waterford, MI 48328-2762
llewellynj@oakgov.com
(248) 452-2256

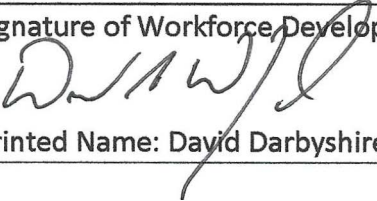
*An Equal Opportunity Employer/Program
A Proud Partner of the American Job Center Network
Auxiliary Aids and Services are Available Upon Request to Individuals with Disabilities
Oakland County's Telephone Number for individuals who are deaf is (248) 858-5511*

Attachment A: Approval Request Form

1.	MWA Name and Number: Oakland County #23
2.	Plan Title(s): WIOA Local Plan for Program Years 2024 – 2027
3.	Policy Issuance Number: 24-13
4.	Plan Period: 09/01/24 – 08/31/28

The Chief Elected Official (CEO[s]) and Workforce Development Board hereby request approval of this document.

Signature of Authorized Chief Elected Official	
	7/30/2024
Printed Name: David Coulter, Oakland County Executive	Date:

Signature of Workforce Development Board Chairperson	
	7-31-2024
Printed Name: David Darbyshire	Date:

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

Attachment B: An Analysis of Regional Labor Market Data and Economic Conditions

As excerpted from the WIOA Regional Plan for WIOA Planning Region 10 for Program Years 2024-2027

Employment Needs

Existing In-Demand Occupations

Occupations in Figure 1 include those that require a high school diploma or more, experienced high demand through calendar year 2023, and are expected to grow, in the short-term, over the next two years (through 2025). Additionally, these occupations offer an hourly wage above the statewide median wage of \$21.88 per hour, and occupations with lower wages have been filtered out. Region 10's MWAs support career pathway opportunities for occupations that require high levels of education, including those in Figure 1. Figure 3 displays high-demand jobs available with shorter-term training.

Figure 1: WIOA Region 10's Top 50 Existing/Current In-Demand Occupations

SOC	Job Title	2023 Jobs	2025 Jobs	2023 - 2025 % Change	Annual Openings	Job Postings	Median Hourly Earnings	Typical Entry Level Education
13-1081	Accountants and Auditors	18,704	18,948	1.3%	1,551	4,127	\$37.95	Bachelor's degree
15-1243	Aerospace Engineers	184	206	11.8%	21	264	\$43.54	Bachelor's degree
11-9021	Architectural and Engineering Managers	7,876	7,998	1.5%	552	1,727	\$67.12	Bachelor's degree
15-1253	Civil Engineers	4,309	4,579	6.3%	390	2,279	\$38.08	Bachelor's degree
17-3022	Clinical and Counseling Psychologists	824	864	4.8%	61	422	\$35.95	Doctoral or professional degree
11-3013	Computer and Information Systems Managers	7,495	7,628	1.8%	550	229	\$67.23	Bachelor's degree
13-2099	Computer Occupations, All Other	3,942	4,003	1.5%	279	9,060	\$46.32	Bachelor's degree
11-3131	Construction Managers	2,984	3,125	4.7%	282	1,940	\$50.64	Bachelor's degree
15-1231	Data Scientists	2,178	2,308	6.0%	196	4,023	\$43.66	Bachelor's degree
19-4092	Dentists, General	1,614	1,644	1.8%	62	579	\$93.51	Doctoral or professional degree
15-1255	Electrical Engineers	5,605	5,697	1.6%	347	2,877	\$49.12	Bachelor's degree
29-1217	Electrical Power-Line Installers and Repairers	1,182	1,240	4.9%	124	179	\$48.82	High school diploma or equivalent
11-3021	Financial Managers	10,252	10,551	2.9%	842	4,882	\$63.98	Bachelor's degree
27-4021	First-Line Supervisors of Construction	6,947	7,188	3.5%	674	593	\$35.62	High school diploma or equivalent

SOC	Job Title	2023 Jobs	2025 Jobs	2023 - 2025 % Change	Annual Openings	Job Postings	Median Hourly Earnings	Typical Entry Level Education
	Trades and Extraction Workers							
29-1125	First-Line Supervisors of Mechanics, Installers, and Repairers	5,777	5,903	2.2%	540	2,747	\$37.53	High school diploma or equivalent
29-2036	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	7,168	7,458	4.0%	863	1,119	\$28.17	High school diploma or equivalent
11-1021	General and Operations Managers	38,642	39,477	2.2%	3,491	7,288	\$49.18	Bachelor's degree
29-2053	Heavy and Tractor-Trailer Truck Drivers	23,116	24,438	5.7%	3,103	10,568	\$25.74	Postsecondary nondegree award
11-3111	Human Resources Managers	2,529	2,563	1.3%	205	1,795	\$58.99	Bachelor's degree
15-2021	Industrial Engineers	14,853	15,105	1.7%	947	5,253	\$46.69	Bachelor's degree
13-2041	Information Security Analysts	1,836	1,916	4.4%	150	642	\$49.34	Bachelor's degree
27-2032	Insurance Sales Agents	6,561	6,828	4.1%	659	1,546	\$24.47	High school diploma or equivalent
19-3094	Interior Designers	734	803	9.4%	102	537	\$29.31	Bachelor's degree
19-2021	Lawyers	9,772	9,856	0.9%	414	1,484	\$51.62	Doctoral or professional degree
13-1011	Logisticians	5,008	5,207	4.0%	500	2973	\$39.75	Bachelor's degree
13-1031	Management Analysts	7,978	8,225	3.1%	768	2,674	\$45.71	Bachelor's degree
11-9121	Managers, All Other	5,134	5,247	2.2%	429	2,418	\$60.24	Bachelor's degree
13-1074	Market Research Analysts and Marketing Specialists	10,274	10,639	3.6%	1,117	3,056	\$36.74	Bachelor's degree
11-2011	Marketing Managers	2,878	2,953	2.6%	265	2,936	\$62.69	Bachelor's degree
15-2051	Mechanical Engineers	20,162	20,403	1.2%	1,214	4,898	\$48.03	Bachelor's degree
11-9039	Medical and Health Services Managers	6,328	6,679	5.5%	618	4,787	\$49.14	Bachelor's degree
21-2021	Nurse Practitioners	3,460	3,741	8.1%	296	1,679	\$53.78	Master's degree

SOC	Job Title	2023 Jobs	2025 Jobs	2023 - 2025 % Change	Annual Openings	Job Postings	Median Hourly Earnings	Typical Entry Level Education
19-1023	Occupational Health and Safety Specialists	1,080	1,134	5.0%	142	799	\$36.99	Bachelor's degree
21-1018	Occupational Therapists	1,892	1,963	3.7%	139	811	\$40.52	Master's degree
29-1021	Operating Engineers and Other Construction Equipment Operators	3,393	3,568	5.2%	376	369	\$32.02	High school diploma or equivalent
15-1212	Operations Research Analysts	749	789	5.3%	65	740	\$40.55	Bachelor's degree
19-5012	Optometrists	625	645	3.2%	43	300	\$65.76	Doctoral or professional degree
25-9044	Physical Therapist Assistants	1,443	1,548	7.3%	253	895	\$27.26	Associate's degree
21-1019	Physical Therapists	3,212	3,366	4.8%	201	1,590	\$44.92	Doctoral or professional degree
21-1013	Physician Assistants	2,200	2,310	5.0%	164	733	\$55.78	Master's degree
13-1028	Project Management Specialists	11,914	12,192	2.3%	968	5,710	\$48.50	Bachelor's degree
11-9051	Property, Real Estate, and Community Association Managers	3,184	3,308	3.9%	306	1,461	\$30.24	High school diploma or equivalent
27-3011	Real Estate Sales Agents	1,129	1,201	6.4%	132	1,483	\$24.77	High school diploma or equivalent
11-2021	Sales Managers	6,879	6,936	0.8%	525	4,928	\$65.21	Bachelor's degree
13-2071	Software Developers	23,200	23,747	2.4%	1,515	12,922	\$50.39	Bachelor's degree
13-2072	Software Quality Assurance Analysts and Testers	1,428	1,467	2.7%	108	788	\$41.17	Bachelor's degree
21-1029	Speech-Language Pathologists	1,702	1,796	5.5%	139	1,825	\$39.92	Master's degree
11-3061	Transportation, Storage, and Distribution Managers	3,635	3,769	3.7%	354	2,827	\$44.66	High school diploma or equivalent
21-1093	Veterinarians	839	877	4.5%	47	683	\$57.40	Doctoral or professional degree
13-2082	Web and Digital Interface Designers	605	629	3.9%	55	810	\$39.13	Bachelor's degree

Source: Bureau of Labor Statistics (2023) and Lightcast (2024)

Emerging In-Demand Occupations

Occupations in Figure 2 include those that require a high school diploma or more, that are projected to record solid job expansion over the long-term (through 2033), and that have high annual job openings and median wages above the state median of \$21.88 per hour. Selection criteria included a combination of projected growth, both numeric and percent, that showcased growth as constant or positive for all occupations, sizable annual openings, and occupations that require more than a high school diploma.

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

SOC	Description	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education
13-1081	Accountants and Auditors	18,704	19,280	3.1%	1,508	\$37.95	Bachelor's degree
11-3012	Administrative Services Managers	2,666	2,800	5.0%	222	\$51.15	Bachelor's degree
11-9041	Architectural and Engineering Managers	7,876	8,098	2.8%	527	\$67.12	Bachelor's degree
13-1199	Business Operations Specialists, All Other	12,186	12,888	5.8%	1,140	\$37.34	Bachelor's degree
17-2051	Civil Engineers	4,309	5,090	18.1%	354	\$38.08	Bachelor's degree
11-3021	Computer and Information Systems Managers	7,495	7,954	6.1%	542	\$67.23	Bachelor's degree
15-1299	Computer Occupations, All Other	3,942	4,135	4.9%	273	\$46.32	Bachelor's degree
11-9021	Construction Managers	2,984	3,404	14.1%	267	\$50.64	Bachelor's degree
15-2051	Data Scientists	2,178	2,671	22.7%	193	\$43.66	Bachelor's degree
29-1021	Dentists, General	1,614	1,726	6.9%	59	\$93.51	Doctoral or professional degree
49-9051	Electrical Power-Line Installers and Repairers	1,182	1,334	12.8%	115	\$48.82	High school diploma or equivalent
11-3031	Financial Managers	10,252	11,346	10.7%	834	\$63.98	Bachelor's degree
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	6,947	7,608	9.5%	645	\$35.62	High school diploma or equivalent
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	5,777	6,126	6.0%	525	\$37.53	High school diploma or equivalent
53-1047	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	7,168	7,971	11.2%	836	\$28.17	High school diploma or equivalent
11-1021	General and Operations Managers	38,642	40,999	6.1%	3,397	\$49.18	Bachelor's degree
53-3032	Heavy and Tractor-Trailer Truck Drivers	23,116	26,985	16.7%	3,017	\$25.74	Postsecondary nondegree award
17-2112	Industrial Engineers	14,853	15,255	2.7%	884	\$46.69	Bachelor's degree

SOC	Description	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education
15-1212	Information Security Analysts	1,836	2,137	16.4%	148	\$49.34	Bachelor's degree
41-3021	Insurance Sales Agents	6,561	7,448	13.5%	645	\$24.47	High school diploma or equivalent
27-1025	Interior Designers	734	938	27.7%	96	\$29.31	Bachelor's degree
23-1011	Lawyers	9,772	10,205	4.4%	422	\$51.62	Doctoral or professional degree
13-1081	Logisticians	5,008	5,654	12.9%	488	\$39.75	Bachelor's degree
13-1111	Management Analysts	7,978	8,726	9.4%	747	\$45.71	Bachelor's degree
11-9199	Managers, All Other	5,134	5,491	7.0%	419	\$60.24	Bachelor's degree
13-1161	Market Research Analysts and Marketing Specialists	10,274	11,486	11.8%	1,104	\$36.74	Bachelor's degree
11-2021	Marketing Managers	2,878	3,106	7.9%	258	\$62.69	Bachelor's degree
31-9011	Massage Therapists	869	1,086	25.0%	152	\$25.83	Postsecondary nondegree award
17-2141	Mechanical Engineers	20,162	20,536	1.9%	1,155	\$48.03	Bachelor's degree
11-9111	Medical and Health Services Managers	6,328	7,743	22.4%	626	\$49.14	Bachelor's degree
29-1171	Nurse Practitioners	3,460	4,592	32.7%	290	\$53.78	Master's degree
19-5011	Occupational Health and Safety Specialists	1,080	1,260	16.6%	141	\$36.99	Bachelor's degree
29-1122	Occupational Therapists	1,892	2,156	13.9%	136	\$40.52	Master's degree
31-2011	Occupational Therapy Assistants	751	939	25.0%	134	\$28.45	Associate's degree
47-2073	Operating Engineers and Other Construction Equipment Operators	3,393	3,899	14.9%	360	\$32.02	High school diploma or equivalent
15-2031	Operations Research Analysts	749	891	18.9%	64	\$40.55	Bachelor's degree
29-1041	Optometrists	625	692	10.8%	35	\$65.76	Doctoral or professional degree
31-2021	Physical Therapist Assistants	1,443	1,848	28.1%	264	\$27.26	Associate's degree
29-1123	Physical Therapists	3,212	3,783	17.8%	190	\$44.92	Doctoral or professional degree
29-1071	Physician Assistants	2,200	2,643	20.1%	163	\$55.78	Master's degree
13-1082	Project Management Specialists	11,914	12,640	6.1%	925	\$48.50	Bachelor's degree

SOC	Description	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education
11-9141	Property, Real Estate, and Community Association Managers	3,184	3,571	12.2%	297	\$30.24	High school diploma or equivalent
29-1141	Registered Nurses	44,225	45,566	3.0%	2,561	\$38.86	Bachelor's degree
15-1252	Software Developers	23,200	25,239	8.8%	1,493	\$50.39	Bachelor's degree
15-1253	Software Quality Assurance Analysts and Testers	1,428	1,568	9.8%	106	\$41.17	Bachelor's degree
29-1127	Speech-Language Pathologists	1,702	2,073	21.8%	137	\$39.92	Master's degree
15-2041	Statisticians	205	260	26.9%	19	\$50.85	Master's degree
11-3071	Transportation, Storage, and Distribution Managers	3,635	3,995	9.9%	336	\$44.66	High school diploma or equivalent
29-1131	Veterinarians	839	979	16.7%	44	\$57.40	Doctoral or professional degree
15-1255	Web and Digital Interface Designers	605	699	15.4%	55	\$39.13	Bachelor's degree

Source: Bureau of Labor Statistics (2023) and Lightcast (2024)

In-Demand Middle Skills Occupations

Occupations in Figure 3 show high real-time demand, provide relatively high wages, and require training or education beyond high school, but less than a bachelor's degree. Wages are above the state median wage of \$21.88 per hour for each occupation, and most are also above the MWA-defined threshold for economic self-sufficiency in the City of Detroit, defined as about \$24.00 per hour. While the top current in-demand occupations generally require a bachelor's degree or higher education, many Region 10 MWA customers seek shorter-term education or training to find work. Figure 3 provides a snapshot of Region 10's middle skills occupations.

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

SOC	Job Title	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education	Typical On-The-Job Training
17-3021	Aerospace Engineering and Operations Technologists and Technicians	152	185	21.8%	18	\$31.37	Associate's degree	None
53-2021	Air Traffic Controllers	278	300	8.0%	27	\$72.97	Associate's degree	Long-term on-the-job training
49-3011	Aircraft Mechanics and Service Technicians	1,999	2,194	9.8%	173	\$28.82	Postsecondary nondegree award	None
53-2022	Airfield Operations Specialists	215	240	11.8%	22	\$36.28	High school diploma or equivalent	Long-term on-the-job training
17-3011	Architectural and Civil Drafters	999	1,144	14.5%	115	\$27.56	Associate's degree	None

SOC	Job Title	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education	Typical On-The-Job Training
49-3023	Automotive Service Technicians and Mechanics	9,506	10,033	5.5%	877	\$23.95	Postsecondary nondegree award	Short-term on-the-job training
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	3,710	4,079	10.0%	359	\$25.60	High school diploma or equivalent	Long-term on-the-job training
43-5011	Cargo and Freight Agents	1,411	1,631	15.6%	178	\$22.45	High school diploma or equivalent	Short-term on-the-job training
47-2031	Carpenters	6,900	7,389	7.1%	639	\$28.30	High school diploma or equivalent	Apprenticeship
17-3022	Civil Engineering Technologists and Technicians	989	1,078	9.0%	104	\$28.10	Associate's degree	None
47-4011	Construction and Building Inspectors	2,008	2,140	6.5%	249	\$28.40	High school diploma or equivalent	Moderate-term on-the-job training
29-1292	Dental Hygienists	3,174	3,389	6.8%	237	\$34.92	Associate's degree	None
33-3021	Detectives and Criminal Investigators	1,123	1,172	4.4%	89	\$45.31	High school diploma or equivalent	Moderate-term on-the-job training
29-2032	Diagnostic Medical Sonographers	1,373	1,493	8.7%	85	\$36.08	Associate's degree	None
17-3023	Electrical and Electronic Engineering Technologists and Technicians	1,188	1,263	6.3%	126	\$31.01	Associate's degree	None
49-9051	Electrical Power-Line Installers and Repairers	1,182	1,334	12.8%	115	\$48.82	High school diploma or equivalent	Long-term on-the-job training
47-2111	Electricians	12,274	12,526	2.0%	1,124	\$31.77	High school diploma or equivalent	Apprenticeship
33-2011	Firefighters	3,144	3,375	7.3%	264	\$28.07	Postsecondary nondegree award	Long-term on-the-job training
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	6,947	7,608	9.5%	645	\$35.62	High school diploma or equivalent	None
33-1021	First-Line Supervisors of Firefighting and Prevention Workers	818	868	6.0%	55	\$39.13	Postsecondary nondegree award	Moderate-term on-the-job training
39-1013	First-Line Supervisors of Gambling Services Workers	677	752	11.1%	84	\$30.62	High school diploma or equivalent	None
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	5,777	6,126	6.0%	525	\$37.53	High school diploma or equivalent	None
33-1012	First-Line Supervisors of Police and Detectives	1,174	1,223	4.2%	84	\$44.61	High school diploma or equivalent	Moderate-term on-the-job training
53-1047	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	7,168	7,971	11.2%	836	\$28.17	High school diploma or equivalent	None

SOC	Job Title	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education	Typical On-The-Job Training
53-2031	Flight Attendants	2,679	2,761	3.0%	366	\$31.07	High school diploma or equivalent	Moderate-term on-the-job training
11-9051	Food Service Managers	3,695	3,889	5.3%	439	\$31.32	High school diploma or equivalent	None
29-9021	Health Information Technologists and Medical Registrars	311	359	15.4%	25	\$31.71	Postsecondary nondegree award	None
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	3,842	4,094	6.5%	358	\$25.35	Postsecondary nondegree award	Long-term on-the-job training
53-3032	Heavy and Tractor-Trailer Truck Drivers	23,116	26,985	16.7%	3,017	\$25.74	Postsecondary nondegree award	Short-term on-the-job training
49-9041	Industrial Machinery Mechanics	8,390	9,006	7.3%	736	\$29.61	High school diploma or equivalent	Long-term on-the-job training
41-3021	Insurance Sales Agents	6,561	7,448	13.5%	645	\$24.47	High school diploma or equivalent	Moderate-term on-the-job training
29-2061	Licensed Practical and Licensed Vocational Nurses	4,339	4,739	9.2%	385	\$29.11	Postsecondary nondegree award	None
31-9011	Massage Therapists	869	1,086	25.0%	152	\$25.83	Postsecondary nondegree award	None
49-9062	Medical Equipment Repairers	682	759	11.2%	73	\$27.54	Associate's degree	Moderate-term on-the-job training
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	1,604	1,789	11.6%	159	\$28.44	High school diploma or equivalent	Long-term on-the-job training
31-2011	Occupational Therapy Assistants	751	939	25.0%	134	\$28.45	Associate's degree	None
47-2073	Operating Engineers and Other Construction Equipment Operators	3,393	3,899	14.9%	360	\$32.02	High school diploma or equivalent	Moderate-term on-the-job training
51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	73	97	32.7%	10	\$38.45	High school diploma or equivalent	Moderate-term on-the-job training
31-2021	Physical Therapist Assistants	1,443	1,848	28.1%	264	\$27.26	Associate's degree	None
47-2152	Plumbers, Pipefitters, and Steamfitters	5,901	6,043	2.4%	532	\$35.86	High school diploma or equivalent	Apprenticeship
33-3051	Police and Sheriff's Patrol Officers	8,604	8,886	3.3%	702	\$31.43	High school diploma or equivalent	Moderate-term on-the-job training
43-5061	Production, Planning, and Expediting Clerks	3,531	3,795	7.5%	399	\$25.43	High school diploma or equivalent	Moderate-term on-the-job training

SOC	Job Title	2023 Jobs	2033 Jobs	2023 - 2033 % Change	Annual Openings	Median Hourly Earnings	Typical Entry Level Education	Typical On-The-Job Training
11-9141	Property, Real Estate, and Community Association Managers	3,184	3,571	12.2%	297	\$30.24	High school diploma or equivalent	None
41-9021	Real Estate Brokers	726	820	12.9%	74	\$26.53	High school diploma or equivalent	None
41-9022	Real Estate Sales Agents	1,129	1,346	19.2%	125	\$24.77	High school diploma or equivalent	Moderate-term on-the-job training
29-1126	Respiratory Therapists	1,956	2,114	8.1%	115	\$31.67	Associate's degree	None
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	13,228	13,332	0.8%	1,267	\$33.00	High school diploma or equivalent	Moderate-term on-the-job training
25-3021	Self-Enrichment Teachers	2,910	3,253	11.8%	407	\$23.25	High school diploma or equivalent	None
53-6051	Transportation Inspectors	254	278	9.2%	26	\$44.00	High school diploma or equivalent	Moderate-term on-the-job training
11-3071	Transportation, Storage, and Distribution Managers	3,635	3,995	9.9%	336	\$44.66	High school diploma or equivalent	None

Source: Economic Modeling Specialists, Intl (EMSI)

The next section presents an analysis of the knowledge, skills, and abilities these occupations require. The tools and technologies as well as the required certifications are presented, where available.

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

A close look at Region 10's existing and emerging high-demand, high-wage occupations reveals that these positions are concentrated in a handful of categories, including the Healthcare Practitioners and Technicians, Information Technology, Architecture and Engineering, Businesses and Financial, and Management occupations. It is critical to understand what knowledge, skills, and abilities, and what tools, technologies, and certifications (if available) are expected, of successful job candidates in these occupations.

These occupations all require a solid foundation in such basic skills as reading, communication, math, and cognitive abilities that influence the acquisition and application of knowledge in problem solving. Most occupations require active learning and critical thinking skills, and all require workers to possess technical skills and knowledge related to their specific occupational discipline, and to master certain tools and technologies and even achieve specific certifications.

Healthcare Practitioner and Technical Occupations

Knowledge, Skills, and Abilities

Knowledge of the information and techniques one needs to diagnose and treat human injuries and diseases is important in all critical healthcare occupations. This includes knowledge of symptoms, treatment alternatives, drug properties and interactions, and preventive healthcare measures.

Knowledge

Medicine and Dentistry
 Biology
 Customer and Personal Service
 Therapy and Counseling
 Psychology

Skills

Active Listening
 Reading Comprehension
 Speaking
 Critical Thinking
 Monitoring

Abilities

Problem Sensitivity
 Near Vision
 Oral Expression
 Deductive Reasoning
 Information Ordering

Tools, Technologies, and Certifications

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

Many certifications are required in healthcare occupations because most careers involve licensure. Beyond occupational-specific requirements, important certifications are concentrated in specific areas of patient care.

Tools and Technologies

Medical Software
 Microsoft Office
 Scheduling Software
 Information Retrieval
 Categorization Software

Certifications

Basic Life Support (BLS)
 Cardiopulmonary Resuscitation (CPR)
 Advanced Cardiovascular Life Support (ACLS)
 Licensed Practical Nurse (LPN)
 American Registry of Radiologic Technologists (ARRT)

Information Technology Occupations*Knowledge, Skills, and Abilities*

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

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

Knowledge

Computer and Electronics
 Engineering and Technology
 Customer and Personal Service
 Mathematics
 Communications and Media

Skills

Critical Thinking
 Active Listening
 Complex Problem-Solving
 Systems Analysis
 Time Management

Abilities

Information Ordering
 Deductive Reasoning
 Mathematical Reasoning
 Problem Sensitivity
 Oral Expression

Tools, Technologies, and Certifications

Computer occupations require a diverse set of technologies. Depending on the occupation, individuals employed in these occupations will need to know everything from traditional software packages to such advanced computer programming languages as Structured Query Language, Java, and Linux.

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

Tools and Technologies

Data Base User Interface and Query Software
Development Environment Software
Enterprise Resource Planning
Project Management
Web Platform Development

Certifications

Certified Information Systems Security Professional
Project Management Professional Certification
CompTIA A+
Cisco Certified Network
Certified Information System

Architecture and Engineering Occupations

Knowledge, Skills, and Abilities

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

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

Knowledge

Engineering and Technology
Design
Mechanical
Building and Construction
Physics

Skills

Complex Problem Solving
Critical Thinking
Quality Control Analysis
Judgment and Decision-Making
Systems Analysis

Abilities

Information Ordering
Mathematical Reasoning
Written Expression
Deductive Reasoning
Visualization

Tools, Technologies, and Certifications

Many Architecture and Engineering occupations are expected to use tools and technologies targeted at improving quality and reducing defects or inefficiencies (e.g., Quality Assurance and Six Sigma).

Similarly, certification for Engineers and other occupations in this category are also concentrated in quality improvement. High demand certifications include Six Sigma Green Belt, LEED Accredited Professional, and Project Management Professional.

Tools and Technologies

Project Management

Certifications

Professional Engineer License

Quality Assurance
Scientific Software
Computer Aided Design
Photo Imaging Software

Six Sigma Green Belt
Engineer in Training
LEED Accredited Professional
Project Management Professional Certification

Business and Financial Occupations

Knowledge, Skills, and Abilities

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

Knowledge

Customer and Personal Service
Administration and Management
Economics and Accounting
Administrative
Mathematics

Skills

Active Listening
Critical Thinking
Reading Comprehension
Speaking
Monitoring

Abilities

Oral Comprehension
Written Comprehension
Deductive Reasoning
Problem Sensitivity
Information Ordering

Tools, Technologies, and Certifications

Most of the occupations in this category require office productivity software, including Microsoft Office for documents, spreadsheets, publications, and database administration.

In addition to productivity software, tools and technologies for business and financial occupations may involve risk management and such technical proficiencies as Generally Accepted Accounting Principles.

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

Tools and Technologies

Accounting Software
Business Intelligence and Data Analysis Software
Human Resource Software
Financial Analysis Software
Microsoft Office

Certifications

Certified Public Accountant
Project Management Professional Certification
Enrolled Agent
Certified Internal Auditor
Chartered Financial Analyst

Management and Supervisory Occupations

Knowledge, Skills, and Abilities

Occupations in this category require workers to possess such skills as judgment and decision making, complex problem solving, and critical thinking. Workers must also have knowledge of administration,

management, personnel, and human resources. These workers shall also have the ability to express and comprehend oral and written communication.

<u>Knowledge</u>	<u>Skills</u>	<u>Abilities</u>
Administration and Management	Judgment and Decision Making	Deductive Reasoning
Customer and Personal Service	Complex Problem Solving	Oral Expression
Sales and Marketing	Critical Thinking	Problem Sensitivity
Personnel and Human Resources	Coordination	Information Ordering
Economics and Accounting	Management of Resources	Written Expression

Tools and Technologies

Most of the occupations in this category need to use management software, including Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) programs.

Tools and Technologies

Office Suite Software
Enterprise Resource Planning
Customer Relationship Management
Document Management Software
Project Management Software

Workforce Development Activities

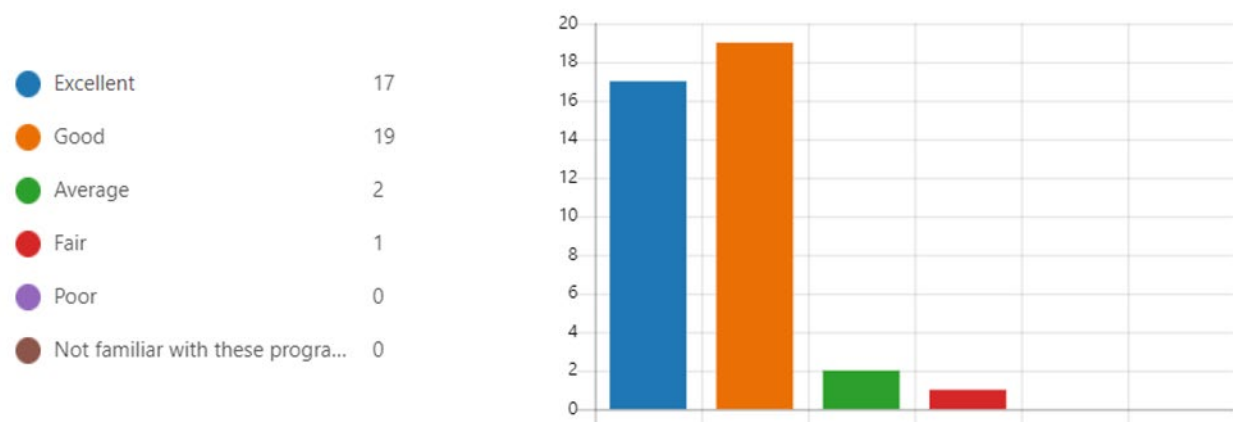
An analysis of the workforce development activities in Region 10 indicate that gaps exist and currently range from a lack of talent to fill jobs related to new technology, and the increasing numbers of skilled workers leaving the workforce for retirement. The following gaps are top priorities for the MWAs:

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

Strengths and Weaknesses

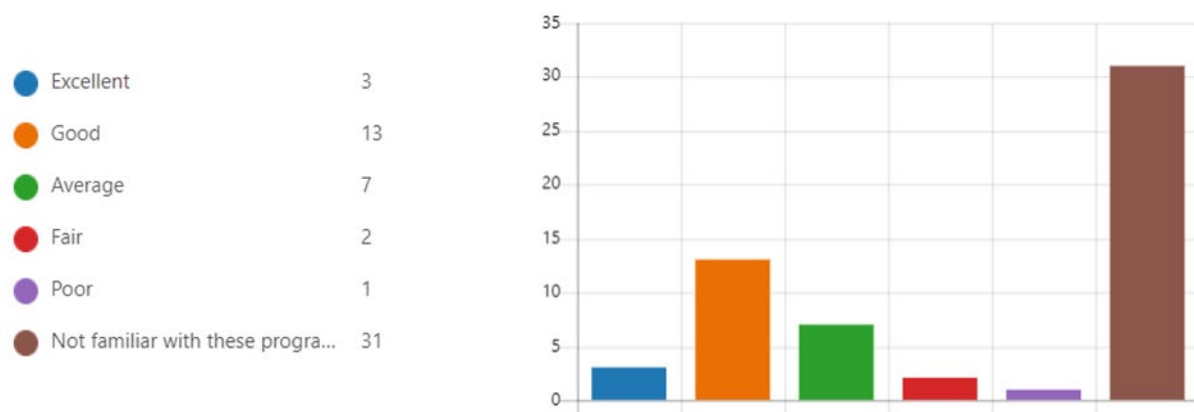
To help inform this plan, core partners from Region 10 were sent a questionnaire for input on workforce system strengths, weaknesses, and the region's capacity to provide the needed workforce development activities. Once these comments were received, a team of MWA directors and lead staff met to review the feedback and identify other strengths and weaknesses in the system. What follows are the questions asked and a summary of the types of comments received.

Question 1: How would you rate the strength of the Michigan Works! Agency's WIOA programs and services in your region? This includes services to unemployed and underemployed adults, laid-off workers, and youth programs.



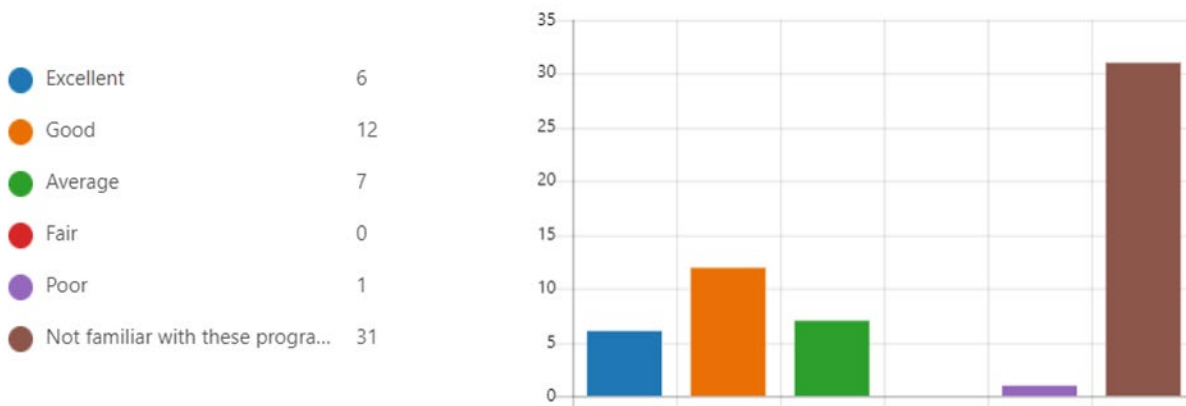
The general sentiment toward Michigan Works! Agency WIOA Title I – IV programs were very positive. Most respondents provided a rating of either “Excellent” or “Good” for these programs, although three respondents provided a rating of “Average” or worse.

Question 2: How would you rate the strength of the Job Corps program (Title I) in your region? This includes the program and services delivered by the Job Corps Center in Detroit.



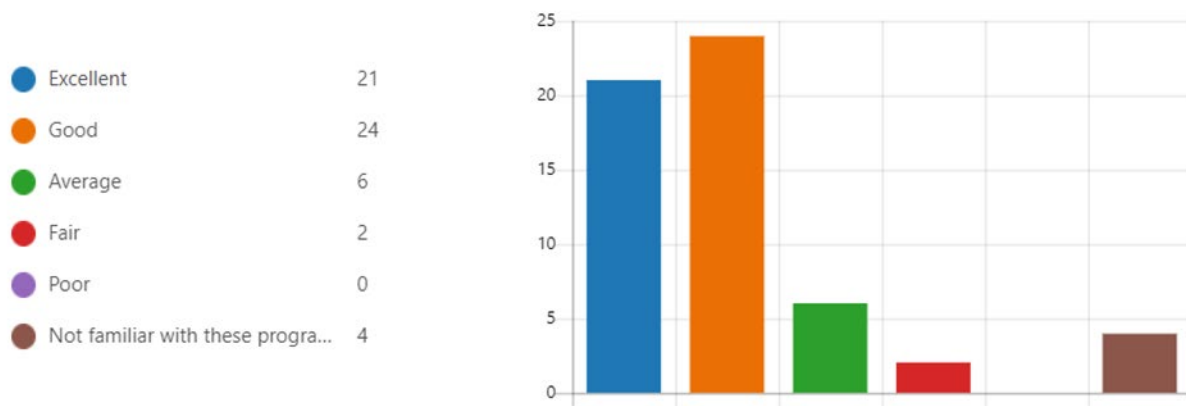
Respondents were less optimistic, in general, about the strength of the Job Corps program compared to WIOA programs and services. Most of those respondents were either not familiar with these programs, or rated them Good-to-Average, in aggregate.

Question 3: How would you rate the strength of the YouthBuild program (Title I) in your region? This includes the YouthBuild program delivered by Detroit at Work.



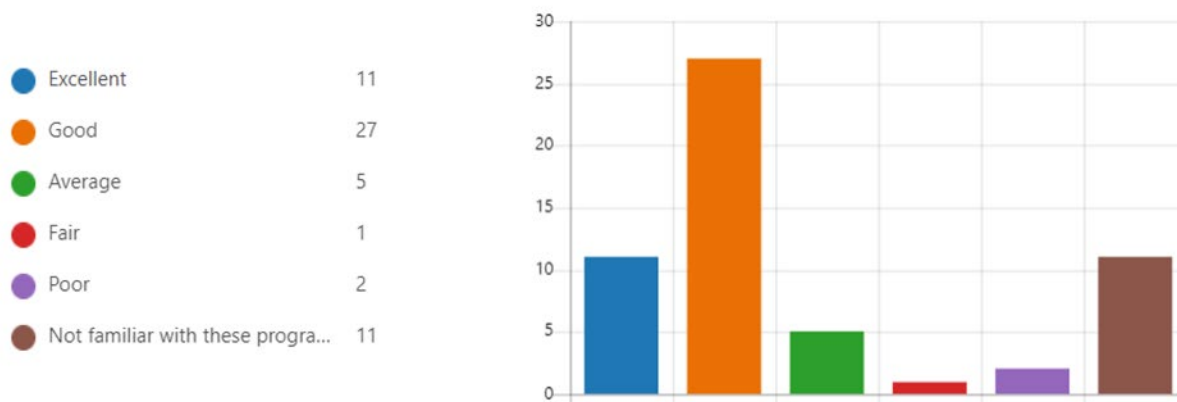
Similar to responses for the Job Corps program, respondents were either unfamiliar with these programs, or rated them anywhere between “average” and “excellent”.

Question 4: How would you rate the strength of the adult education (Title II) programs in your region? This includes adult education programs delivered at local school districts and non-profit organizations in your community, including English as a Second Language (ESL), General Education Development (GED), and high school completion programs.



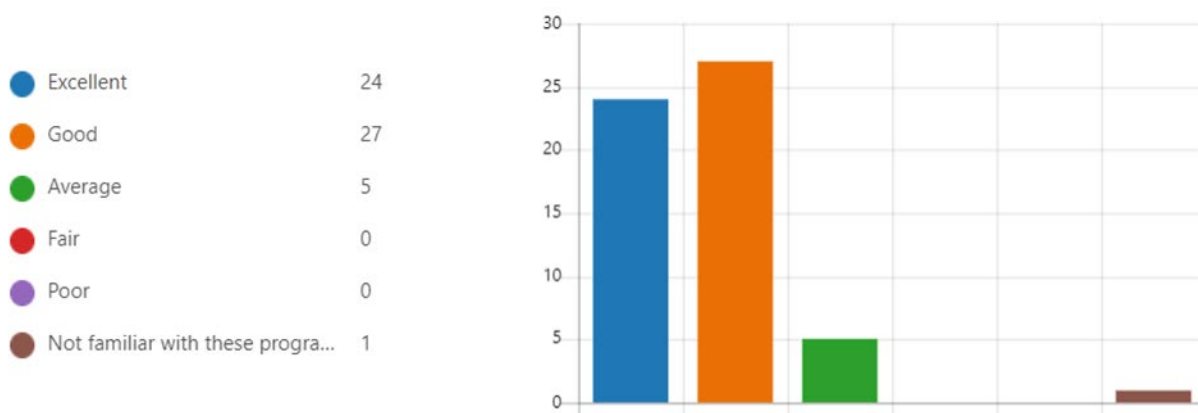
Adult education programs, including ESL and GED programs, were highly rated across the region. Among all the respondents, most rated the strength of programs as “Excellent” or “Good” overall.

Question 5: How would you rate the strength of adult literacy (Title II) programs in your region? This includes literacy providers, non-profit organizations, etc.



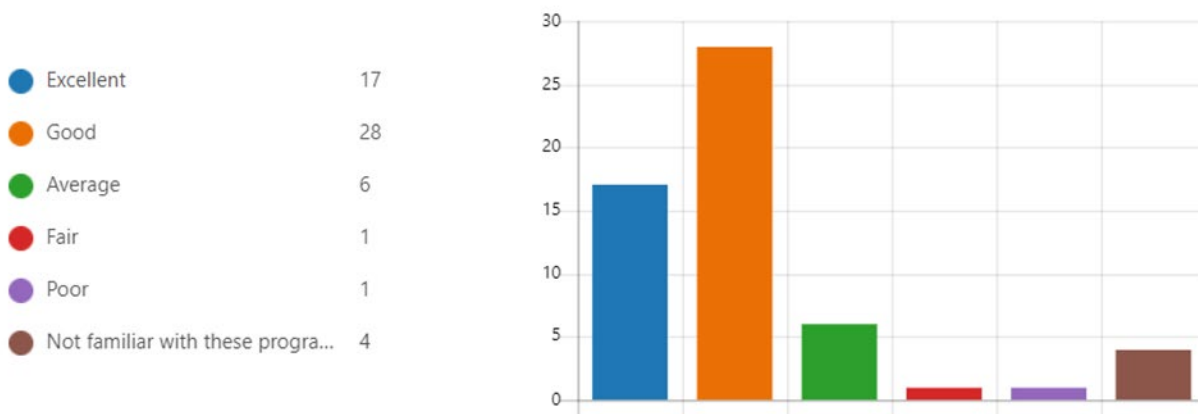
Results for adult literacy were mixed compared with previous responses. Although a significant majority still rated programs “Good” overall, the responses were even, including eight responses in the Poor-to-Average range. Compared to ratings of other services, the data suggests that adult literacy programs have the most room for improvement.

Question 6: How would you rate the strength of the Michigan Works! Agencies’ services to the general public and employers, as funded through Wagner-Peyser Employment Services (Title III)? This includes workshops, computer labs, job fairs, general job search assistance, resource navigation, referrals, and more.



Michigan Works! Agencies’ services were very highly rated in this survey. There were no responses for “Fair” or “Poor” and only five that selected the next lowest option of “Average”.

Question 7: How would you rate the strength of the vocational rehabilitation services (Title IV) in the region? This includes programs and services delivered by Michigan Rehabilitation Services (MRS) and the Bureau of Services for Blind Persons (BSBP).



Vocational rehabilitation services, including Michigan Rehabilitation Services and Bureau of Services for Blind Persons, were rated quite high by respondents. On average, most of those answering the survey selected a rating of “Good”, although several responses were also collected with a rating of “Excellent” or “Average”.

Question 8: Of the programs previously mentioned, identify any regional strengths. This may include the ability to address the workforce needs of individuals and employers, including individuals with barriers to employment. Be program specific.

- **Innovative training** for youth, persons with different abilities, and adults
- **Equitable wages** for staff to increase retention and facilitate success for program participants.
- **Connectivity** with various organizations and services provided.
- **Supportive services** eliminate barriers to employment like childcare and transportation.
- **Adaptability, timeliness, teamwork, and adequate staffing** of programs.
- **Collaboration** between Michigan Works! Agencies (MWA) and Community Colleges.
- **Employer-driven training** through the Going Pro Talent Fund (GPTF).
- **Knowledge and support** of clients’ needs in the region, especially Detroit.
- **Coordination** with other programs/organizations.
- **Apprenticeship opportunities**, including youth apprenticeships.
- **Partnerships** in adult education and Michigan Works!
- **Professional services** to help clients meet their employment and training goals.
- **Employment and Resource Fairs** on a continuing basis.
- **Vocational rehabilitation services** are easy to navigate.

- **Commitment to learning** for students whose first language is not English.
- **Paid work experience** programs.
- **Funding** across many sources to support jobseekers and employers.
- **Well-informed WIOA partners** of community needs.
- **High-quality services** to clients, especially with the increase of refugee numbers.
- **Veterans' Services** onsite at the American Job Centers.
- **The Young Professionals Program** has consistently produced great candidates who are well-prepared for the workforce.
- **Alignment** of training programs with industry needs.

Question 9: Of the programs previously mentioned, identify any regional weaknesses. This may include the ability to address the workforce needs of individuals and employers, including individuals with barriers to employment. Be program specific.

- **Communication issues** with Michigan Works offices, including unclear communication and changing rules.
- **Limited information and collaboration** among WIOA partners.
- **Staffing shortages** in some offices.
- **Lack of ESL and adult literacy programming** in some regions.
- **Lack of flexibility with funding** for training.
- **Need for more outreach and engagement** with agencies, partners, and potential clients.
- **Challenges with regional transportation** and limited **childcare options**.
- **Limited workforce-ready skills** often prevent students' entry into the workforce.
- **Minimum education requirements** for training and pre-apprenticeship programs.
- **Difficulty in making contact** with agencies.
- **Limited community awareness** of available programs.
- **Challenges in assisting justice-involved individuals**.
- **Delays in program start, signing up, and assessment**.
- **Need for better communication** between all stakeholders and opportunities for collaboration.
- **Not enough multilingual staff** to assist individuals who do not speak English.

Education and Training Alignment with Industries and Occupations

A close look at the Region 10 existing and emerging high-demand, high-wage occupations reveals that these positions are concentrated in a handful of categories, including the Healthcare Practitioners and Technicians, Information Technology, Architecture and Engineering, Businesses and Financial, and Management occupations. Moreover, 12 of the region's top 15 existing in-demand, high-wage occupations require a bachelor's degree for entry-level openings. Figure 4 shows the number of programs available in Region 10 for each of the top 15 existing in-demand occupations. The education and training availability was found via the Michigan Training Connect (MITC) portal on the Pure Michigan Talent Connect (PMTCTC) website.

In addition to the programs available in the following table, several large four-year universities and other educational providers are in the region. In 2023, 36,002 postsecondary completions were awarded in the five-county region according to Integrated Postsecondary Education Data System (IPEDS) data. Some top jobs have ample training available beyond the MITC-available data: just over 9.3 percent of these completions were in Engineering and Engineering Technology programs, and 19.3 percent were for Health Professions. Among all degrees conferred, a total of 20.6 percent of healthcare completions were for a credential beyond a bachelor's degree, a requirement for certain top jobs, including Physical Therapists, Speech-Language Pathologists, and Physician Assistants, all of which typically require at least a master's degree.

Note: The data in Figure 4 provides a snapshot of education and training opportunities based on the data available within the MITC portal and does not necessarily encompass all the education and training opportunities for each occupation in Region 10.

Figure 4: Education Opportunities for the Top 15 Existing In-Demand Occupations in Region 10

SOC	Job Title	2023 Jobs	2023 - 2025 % Change	Annual Openings	Job Postings	Median Hourly Earnings	Typical Entry Level Education	Programs Available
15-1253	Civil Engineers	4,309	6.3%	390	2,279	\$38.08	Bachelor's degree	4 Associate 1 Bachelor's 3 Certificates
11-3131	Construction Managers	2,984	4.7%	282	1,940	\$50.64	Bachelor's degree	8 Associate 9 Bachelor 12 Certificates
15-1231	Data Scientists	2,178	6.0%	196	4,023	\$43.66	Bachelor's degree	1 Associate 3 Bachelor's 16 Certificates
11-3021	Financial Managers	10,252	2.9%	842	4,882	\$63.98	Bachelor's degree	1 Associate 3 Bachelor's 2 Certificates
11-1021	General and Operations Managers	38,642	2.2%	3491	7,288	\$49.18	Bachelor's degree	7 Associate 13 Bachelor's 11 Certificates
13-1011	Logisticians	5,008	4.0%	500	2,973	\$39.75	Bachelor's degree	3 Associate 7 Bachelor's 7 Certificates
13-1031	Management Analysts	7,978	3.1%	768	2,674	\$45.71	Bachelor's degree	5 Associate 9 Bachelor's 9 Certificates
11-9039	Medical and Health Services Managers	6,328	5.5%	618	4,787	\$49.14	Bachelor's degree	1 Associate 5 Bachelor's 6 Certificates

SOC	Job Title	2023 Jobs	2023 - 2025 % Change	Annual Openings	Job Postings	Median Hourly Earnings	Typical Entry Level Education	Programs Available
21-2021	Nurse Practitioners	3,460	8.1%	296	1,679	\$53.78	Master's degree	4 Master's 4 Doctoral or Professional Degrees
21-1019	Physical Therapists	3,212	4.8%	201	1,590	\$44.92	Doctoral or professional degree	2 Doctoral or Professional Degrees
21-1013	Physician Assistants	2,200	5.0%	164	733	\$55.78	Master's degree	4 Associate 1 Bachelor's 32 Certificates
13-1028	Project Management Specialists	11,914	2.3%	968	5,710	\$48.50	Bachelor's degree	5 Associate 8 Bachelor's 16 Certificates
13-2071	Software Developers	23,200	2.4%	1515	12,922	\$50.39	Bachelor's degree	8 Associate 5 Bachelor's 36 Certificates
21-1029	Speech-Language Pathologists	1,702	5.5%	139	1,825	\$39.92	Master's degree	1 Master's 1 Doctoral or Professional Degree
11-3061	Transportation, Storage, and Distribution Managers	3,635	3.7%	354	2,827	\$44.66	High school diploma or equivalent	6 Associate 8 Bachelor's 7 Certificates

Source: Bureau of Labor Statistics (2023), Lightcast (2024), MITC (2024)

Overall, Region 10's education and training program availability is strong, with a number of colleges and universities located in the area. Data in Figure 4 shows that the Software Developers for Applications job have gained at least two available bachelor's degree programs in Region 10 since 2018, according to the PMTC portal. This, however, is not enough to satisfy the needs of Region 10's employers, particularly in the growing tech hub of Detroit. Because of training deficiencies, such non-degree programs as Experience IT and Grand Circus have been created in the Detroit area to generate a pipeline of qualified IT workers.

The in-demand management positions in Figure 4 have a strong number of education and training opportunities available in Region 10. Despite the high number of programs, employers struggle to find workers with the appropriate credentials for high-wage management positions, according to anecdotal feedback from employers and MWAs across the State.

Workforce Analysis

The City of Detroit's population is currently well below the regional average educational attainment, according to the 2022 Census Bureau data displayed in Figure 5. In the City of Detroit, 16.9 percent of individuals hold a bachelor's degree or higher, compared to 31.1 percent in the state as a whole. In addition, the educational attainment rate (bachelor's or higher) in Oakland County is 49.5 percent, one of the highest rates in the State of Michigan, while the rates in Wayne, Monroe, St. Clair and Macomb counties are 26.5 percent, 22.6 percent, 19.9 percent and 26.8 percent, respectively. The current educational attainment levels in the City of Detroit, Region 10, and the state of Michigan do not align with increasing employer needs. Too few individuals are prepared for in-demand jobs as more employers require higher skills for employment.

Figure 5: Educational Attainment

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Population 25 years and over	6,938,439	623,718	109,932	906,930	114,600	1,205,390	417,331	2,960,570
High school graduate or higher, number of persons, age 25+, 2018-2022	6,366,037	565,282	100,775	859,267	105,342	1,058,102	345,689	2,688,768
High school graduate or higher, percent of persons, age 25+, 2018-2022	91.8%	90.6%	91.7%	94.7%	91.9%	87.8%	82.8%	90.8%
Bachelor's degree or higher, number of persons, age 25+, 2018-2022	2,160,351	167,161	24,842	449,241	22,800	319,402	70,464	983,446
Bachelor's degree or higher, percent of persons, age 25+, 2018-2022	31.1%	26.8%	22.6%	49.5%	19.9%	26.5%	16.9%	33.2%

Source: 2018-2022 ACS Five-Year Estimates

The most recent labor force participation rates show Macomb and Oakland counties well above the state average of 61.5 percent, and the City of Detroit well below. These rates have been steadily increasing, with more individuals of working age participating in the labor force over the last several years. This achievement for Michigan occurred despite an aging workforce and slow population growth. Figure 6 highlights these values.

Figure 6: Labor Force Participation Rates

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total Population 16+	8,166,427	719,240	126,258	1,044,318	131,970	1,408,500	496,762	3,430,286
In civilian labor force, count of population age 16+, 2018-2022	5,022,353	460,314	75,376	693,427	79,446	836,649	272,226	2,145,212
In civilian labor force, percent of population age 16+, 2018-2022	61.5%	64.0%	59.7%	66.4%	60.2%	59.4%	54.8%	62.5%

Source: 2018-2022 ACS Five-Year Estimates

At approximately 17.0 percent, Region 10's youth unemployment rate is significantly larger than the overall unemployment rate of 6.7 percent. To a lesser degree, the same is true for African American individuals.

Figure 7: Civilian Labor Force by Demographic Group – 2023 WIOA Region 10

Demographic Group	Civilian Labor Force	Total Employment	Total Unemployment	Unemployment Rate
Total Population 16+	2,142,938	1,998,911	144,027	6.7%
Sex				
Male 16+	1,131,548	1,053,856	77,692	6.9%
16-19	43,580	35,391	8,189	18.8%
20-24	104,437	91,017	13,420	12.8%
25-54	717,678	674,556	43,122	6.0%
55-64	199,903	190,448	9,455	4.7%
65 Plus	65,950	62,444	3,506	5.3%
Female 16+	1,011,390	945,055	66,335	6.6%
16-19	44,871	38,260	6,611	14.7%
20-24	99,869	87,978	11,891	11.9%
25-54	634,023	596,769	37,254	5.9%
55-64	177,120	169,247	7,873	4.4%
65 Plus	55,507	52,801	2,706	4.9%
Race				
White	1,455,589	1,381,158	73,322	5.0%
Black/African American	444,632	389,070	55,484	12.5%
Native American	4,808	4,481	329	6.8%
Asian	111,430	107,218	4,217	3.8%
Native Hawaiian / Pacific Islander	390	*	*	*
Some Other Race	31,295	28,387	2,895	9.3%
Two or More Races	97,315	89,025	8,188	8.4%
Ethnicity				
Hispanic	100,050	92,415	7,519	7.5%

Source: 2018-2022 ACS Five-Year Estimates

Figure 8: Labor Market Trends – 2017 – 2023 WIOA Region 10

Figure 8a: Labor Force, Persons

Geography	2017	2019	2021	2023	2017–2023 Numeric Change	2017–2023 Percent Change
WIOA Region 10	2,073,966	2,118,121	2,042,888	2,111,979	38,013	1.8%
Macomb	447,838	457,368	439,919	455,508	7,670	1.7%
Monroe	76,087	75,885	72,122	77,534	1,447	1.9%
Oakland	673,030	689,483	660,789	687,933	14,903	2.2%
St. Clair	76,071	77,287	74,301	77,012	941	1.2%
Wayne	800,940	818,098	795,757	813,992	13,052	1.6%
Michigan	4,911,000	4,980,000	4,775,000	5,008,000	97,000	2.0%
United States	160,320,000	163,539,000	161,204,000	167,116,000	6,796,000	4.2%

Figure 8b: Employment, Persons

Geography	2017	2019	2021	2023	2017–2023 Numeric Change	2017–2023 Percent Change
WIOA Region 10	1,978,724	2,028,345	1,915,403	2,034,326	55,602	2.8%
Macomb	428,149	438,286	414,146	439,505	11,356	2.7%
Monroe	72,521	72,902	67,771	74,284	1,763	2.4%
Oakland	649,306	666,319	630,128	667,877	18,571	2.9%
St. Clair	72,179	73,566	69,936	74,088	1,909	2.6%
Wayne	756,569	777,272	733,422	778,572	22,003	2.9%
Michigan	4,686,000	4,777,000	4,501,000	4,812,000	126,000	2.7%
United States	153,337,000	157,538,000	152,581,000	161,037,000	7,700,000	5.0%

Figure 8c: Unemployment, Persons

Geography	2017	2019	2021	2023	2017–2023 Numeric Change	2017–2023 Percent Change
WIOA Region 10	95,242	89,776	127,485	77,653	-17,589	-18.5%
Macomb	19,689	19,082	25,773	16,003	-3,686	-18.7%
Monroe	3,566	2,983	4,351	3,250	-316	-8.9%
Oakland	23,724	23,164	30,661	20,056	-3,668	-15.5%
St. Clair	3,892	3,721	4,365	2,924	-968	-24.9%
Wayne	44,371	40,826	62,335	35,420	-8,951	-20.2%
Michigan	225,000	203,000	274,000	195,000	-30,000	-13.3%
United States	6,982,000	6,001,000	8,623,000	6,080,000	-902,000	-12.9%

Figure 8d: Unemployment Rate, Percent

Geography	2017	2019	2021	2023	2017–2023 Rate Change
WIOA Region 10	4.6%	4.2%	6.2%	3.7%	-0.9%
Macomb	4.4%	4.2%	5.9%	3.5%	-0.9%
Monroe	4.7%	3.9%	6.0%	4.2%	-0.5%
Oakland	3.5%	3.4%	4.6%	2.9%	-0.6%
St. Clair	5.1%	4.8%	5.9%	3.8%	-1.3%
Wayne	5.5%	5.0%	7.8%	4.4%	-1.2%
Michigan	4.6%	4.1%	5.7%	3.9%	-0.7%
United States	4.4%	3.7%	5.3%	3.6%	-0.7%

Source: DTMB, Bureau of Labor Market Information and Strategic Initiatives,
Local Area Unemployment Statistics (LAUS)

Important Industry Sectors in WIOA Region 10

Figure 9 highlights the top 15 most in-demand industry sectors (2-digit NAICS level) in Region 10. In-demand is defined as those industries with the highest number of job postings during the past two years and growing with an average annual wage over \$35,000. This average wage aligns with that used in the regional in-demand and emerging industries in the Michigan WIOA Unified State Plan. Various occupations exist within the local industries, which offer wages dependent on tenure and other factors. While the industry average is an important wage factor, the wages paid to workers in each occupation are a more relevant metric for workforce development. Figures 1 and 2 provide more detail on occupations. The 2023 employment levels for the highlighted industries are also shown in Figure 9.

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

NAICS	Description	2023 Job Postings	2023 Jobs	2025 Jobs	2023-2025 Change	2023-2025 % Change	Avg. Earnings Per Job
72	Accommodation and Food Services	37,960	151,234	154,246	3,013	2.0%	\$29,923
71	Arts, Entertainment, and Recreation	5,128	24,496	25,580	1,084	4.4%	\$69,610
23	Construction	10,274	76,726	79,123	2,397	3.1%	\$98,748
61	Educational Services	13,376	26,700	26,929	229	0.9%	\$57,021
52	Finance and Insurance	18,179	80,486	80,529	43	0.1%	\$123,418
62	Health Care and Social Assistance	87,874	269,665	275,408	5,743	2.1%	\$77,310
55	Management of Companies and Enterprises	2,059	48,655	50,131	1,476	3.0%	\$171,141
21	Mining, Quarrying, and Oil and Gas Extraction	999	921	956	35	3.8%	\$123,181
81	Other Services (except Public Administration)	14,349	74,148	75,105	957	1.3%	\$48,350
54	Professional, Scientific, and Technical Services	55,779	189,987	192,652	2,664	1.4%	\$130,594
53	Real Estate and Rental and Leasing	7,262	31,262	32,407	1,145	3.7%	\$80,276
48	Transportation and Warehousing	56,231	90,142	96,524	6,382	7.1%	\$80,672
99	Unclassified Industry	13,090	6,563	8,106	1,543	23.5%	\$63,407
22	Utilities	2,147	8,444	8,477	33	0.4%	\$194,350
42	Wholesale Trade	22,342	75,990	76,103	114	0.1%	\$119,345

Source: Lightcast (2024); DTMB (2023)

Figure 10 highlights Region 10's top emerging industries. Emerging industries are those with high growth (numeric and percent) expected over the next ten years, through 2033, and a high number of annual openings through 2033.

Figure 10: WIOA Region 10 Top 15 Emerging Industries

NAICS	Description	2023 Jobs	2033 Jobs	2023-2033 Change	2023-2033 % Change	Avg. Earnings Per Job
72	Accommodation and Food Services	151,234	157,992	6,758	4.5%	\$29,923
11	Agriculture, Forestry, Fishing and Hunting	3,806	5,317	1,511	39.7%	\$49,129
71	Arts, Entertainment, and Recreation	24,496	27,284	2,788	11.4%	\$69,610
23	Construction	76,726	82,757	6,030	7.9%	\$98,748
52	Finance and Insurance	80,486	81,057	571	0.7%	\$123,418
62	Health Care and Social Assistance	269,665	291,949	22,285	8.3%	\$77,310
51	Information	22,817	22,507	(310)	(1.4%)	\$121,255
55	Management of Companies and Enterprises	48,655	53,318	4,663	9.6%	\$171,141
21	Mining, Quarrying, and Oil and Gas Extraction	921	1,006	85	9.2%	\$123,181
81	Other Services (except Public Administration)	74,148	78,070	3,922	5.3%	\$48,350
54	Professional, Scientific, and Technical Services	189,987	196,246	6,259	3.3%	\$130,594
53	Real Estate and Rental and Leasing	31,262	34,480	3,218	10.3%	\$80,276
48	Transportation and Warehousing	90,142	107,326	17,185	19.1%	\$80,672
99	Unclassified Industry	6,563	11,667	5,105	77.8%	\$63,407
22	Utilities	8,444	8,276	(168)	(2.0%)	\$194,350

Source: Lightcast (2024); DTMB (2023)

Geographic Factors

Region 10 is a relatively small geographic area, representing about 3,230 square miles. The most recent Census estimate puts the region's population at 4.21 million, 42.0 percent of the state's population. Region 10 is also home to 43.1 percent of the state's business establishments and 44.4 percent of the state's employed population. The region is dense compared to the state. Region 10 has an average of 2,042 individuals per square mile, compared to the state's average of 178 individuals per square mile.

Most workers in the region commute to some degree. Nearly 60.0 percent travel more than 10 miles to their jobs each direction, and 21.7 percent travel more than 25 miles each direction, according to data from the LEHD Origin-Destination Employment Statistics (LODES) survey and Census OnTheMap. The region's average travel time to work was about 26.9 minutes each direction. This is just above the state's average of 24.5 minutes each direction. While the travel time across Region 10 does not vary much from the City of Detroit to the outer counties, the means of travel does differ. The typical Detroit household has only one, if any, vehicles available for travel to and from work, while the typical Region 10 household outside of Detroit has two vehicles available, according to American Community Survey data. The housing ownership and vacancy rates in Region 10 communities are also notable. 2022 Census data indicates that nearly 23.0 percent of housing units in the City of Detroit are vacant, but city estimates suggest that the

actual rate is much higher. In contrast, Region 10's vacancy rate averages 8.6 percent. Wayne County's vacancy rate is 13.3 percent but drops to 6.4 percent when the City of Detroit is excluded. The disparity between the City of Detroit and the region's other communities cannot be overemphasized.

The region is heavily concentrated and well connected by highways. However, for workers without regular access to a vehicle, traveling to employment may be difficult because the region lacks a comprehensive transit system. Most available jobs for individuals with lower-than-average education (typical of job seekers in the City of Detroit) are located beyond city limits in the outlying counties, which are not effectively connected by public transit. According to OnTheMap data, only 30.6 percent of Detroiters live and work in the city. Almost 70.0 percent commute outside of the city for their primary job, and 9.2 percent commute more than 50 miles each direction for work. Oakland County is vastly different, however; 55.7 percent of the population lives and works in the county, and only 7.1 percent of those who travel commute more than 50 miles each direction for work.

Demographic Characteristics

Region 10's geographic make-up is unique in Michigan. It is home to not only the largest city (which is also one of the most impoverished), but it is also home to some of the wealthiest and most populated communities in the state. The City of Detroit presents exceptional challenges for the region, though recent years have demonstrated significant progress.

Most job opportunities available within close geographic proximity to Detroiters, and those in the region without reliable transportation, are inaccessible for various reasons. The fastest-growing jobs and those with the most hiring in the region are in occupations that require post-secondary training and often a bachelor's degree. A strong mismatch exists between the available jobs, particularly the highest demand jobs as shown in Figures 1 through 3, which consistently require at least a college degree, and the current talent pool's skill and education level, where about 30.0 percent of Region 10's workers possess a college degree. Figure 5 provides education attainment information.

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

Figure 11: Population Demographics

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total Population	10,057,921	878,453	154,823	1,272,264	160,257	1,781,641	636,787	4,247,438
White	7,617,085	680,537	142,046	913,135	147,655	905,956	77,788	2,789,329
White Percent of Total	75.7%	77.5%	91.7%	71.8%	92.1%	50.8%	12.2%	65.7%
Black or African American	1,363,539	108,151	3,322	167,691	3,753	670,722	495,533	953,639
Black or African American Percent of Total	13.6%	12.3%	2.1%	13.2%	2.3%	37.6%	77.8%	22.5%
American Indian and Alaska Native	45,662	1,799	157	2,236	284	5,497	2,274	9,973
American Indian and Alaska Native Percent of Total	0.5%	0.2%	0.1%	0.2%	0.2%	0.3%	0.4%	0.2%
Asian	327,551	39,992	569	102,915	759	61,624	10,252	205,859
Asian Percent of Total	3.3%	4.6%	0.4%	8.1%	0.5%	3.5%	1.6%	4.8%
Native Hawaiian and Other Pacific Islander	2,780	462	12	405	22	350	94	1,251
Native Hawaiian and Other Pacific Islander, Percent of Total	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Two or more races	543,305	40,084	7,250	70,819	6,531	91,998	23,902	216,682
Two or more races, Percent of Total	5.4%	4.6%	4.7%	5.6%	4.1%	5.2%	3.8%	5.1%
Hispanic or Latino	550,427	25,208	6,134	57,851	5,832	112,699	48,054	207,724
Hispanic or Latino Percent of Total	5.5%	2.9%	4.0%	4.5%	3.6%	6.3%	7.5%	4.9%
White alone, not Hispanic or Latino	7,394,140	669,918	139,170	889,221	144,743	866,868	64,186	2,709,920
White alone, not Hispanic or Latino Percent of Total	73.5%	76.3%	89.9%	69.9%	90.3%	48.7%	10.1%	63.8%

Source: 2018-2022 ACS Five-Year Estimates

Figure 12 shows that Region 10 is home to a large veteran population. As of 2022, 36.0 percent of the state's veterans lived in the region, including 4.6 percent in the City of Detroit.

Figure 12: Veteran Population

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Civilian Population 18+	7,903,494	695,215	122,132	1,011,234	127,257	1,361,166	479,926	3,317,004
Veterans, 2018-2022	498,788	39,559	9,318	48,275	9,628	72,681	22,765	179,461
Share of Veterans in the State	100.0%	7.9%	1.9%	9.7%	1.9%	14.6%	4.6%	36.0%

Source: 2018-2022 ACS Five-Year Estimates

Figure 13 highlights the region's age distribution. The population across Michigan is aging, and Region 10's age distribution generally reflects the state averages.

Figure 13: Age Distribution

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total Population	10,057,921	878,453	154,823	1,272,264	160,257	1,781,641	636,787	4,247,438
Persons under 5 years, 2022	552,803	46,844	7,919	66,132	7,885	113,837	43,814	242,617
Persons under 5 years, 2022 percent	5.50%	5.33%	5.11%	5.20%	4.92%	6.39%	6.88%	5.71%
Persons under 5 years, 2018	572,374	47,677	7,960	68,288	8,098	115,396	49,366	247,419
Persons under 5 years, 2018 percent	5.69%	5.43%	5.14%	5.37%	5.05%	6.48%	7.75%	5.83%
Persons under 18 years, 2022	2,149,464	182,534	32,602	260,597	32,905	420,181	156,754	928,819
Persons under 18 years, 2022 percent	21.37%	20.78%	21.06%	20.48%	20.53%	23.58%	24.62%	21.87%
Persons under 18 years, 2018	2,196,098	186,502	32,824	269,153	34,121	420,346	169,766	942,946
Persons under 18 years, 2018 percent	21.83%	21.23%	21.20%	21.16%	21.29%	23.59%	26.66%	22.20%
Persons 65 years and over, 2022	1,786,825	153,699	29,207	222,540	31,019	281,455	91,780	717,920
Persons 65 years and over, 2022 percent	17.77%	17.50%	18.86%	17.49%	19.36%	15.80%	14.41%	16.90%
Persons 65 years and over, 2018	1,522,156	131,194	20,371	181,557	23,641	251,248	81,925	608,011
Persons 65 years and over, 2018 percent	15.13%	14.93%	13.16%	14.27%	14.75%	14.10%	12.87%	14.31%

Source: 2018-2022 ACS Five-Year Estimates

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

Figure 14: Foreign Born and Primary Language Spoken at Home

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total Population, 2018-2022	10,057,921	878,453	154,823	1,272,264	160,257	1,781,641	636,787	4,247,438
Foreign-born persons, 2018-2022	694,860	99,284	3,512	166,176	3,081	168,249	35,917	440,302
Foreign-born persons, percent, 2018-2022	6.9%	11.3%	2.3%	13.1%	1.9%	9.4%	5.6%	10.4%
Population 5 years and over	9,505,118	831,609	146,904	1,206,132	152,372	1,667,804	592,973	4,004,821
Language other than English spoken at home, number of persons age 5 years+, 2018-2022	943,593	123,078	5,088	189,384	3,656	255,583	63,878	576,789
Language other than English spoken at home, percent of persons age 5 years+, 2018-2022	9.9%	14.8%	3.5%	15.7%	2.4%	15.3%	10.8%	14.4%

Source: 2018-2022 ACS Five-Year Estimates

A "limited English-speaking household", as shown in Figure 15, is one in which all members, 14 years and over, have at least some difficulty with the English language.

Figure 15: Limited English-Speaking Households by County

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total Households	4,009,253	354,251	62,240	524,762	65,989	688,461	249,518	1,695,703
Limited English-speaking households, 2018-2022	67,271	11,095	189	13,514	270	18,831	5,803	43,899
Limited English-speaking households, percent of total, 2018-2022	1.7%	3.1%	0.3%	2.6%	0.4%	2.7%	2.3%	2.6%

Source: 2018-2022 ACS Five-Year Estimates

Figure 16 highlights Region 10's disabled population. Monroe, St. Clair, and Wayne counties, and the City of Detroit, have a higher share of disabled individuals under the age of 65 than the state on average.

Figure 16: Percent of Population Under 65 with a Disability

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total civilian noninstitutionalized population	9,949,793	871,490	153,758	1,265,417	158,988	1,770,251	631,434	4,219,904
Persons with a disability, under age 65 years, 2018-2022	831,675	68,592	13,933	78,104	16,148	172,704	83,270	349,481
With a disability, under age 65 years, percent of total, 2018-2022	8.4%	7.9%	9.1%	6.2%	10.2%	9.8%	13.2%	8.3%

Source: 2018-2022 ACS Five-Year Estimates

Figure 17 indicates that 41.9 percent of the state's disabled population resides in Region 10. The region is home to 42.2 percent of the state's overall population. This indicates that the region has a slightly, but not significantly, lesser share of the state's disabled population.

Figure 17: Individuals with Disabilities in Michigan by County –2022

Geography	2018 – 2022 Estimate	2018 – 2022 Share of State
Macomb County	121,934	8.7%
Monroe County	22,691	1.6%
Oakland County	144,565	10.3%
St. Clair County	26,582	1.9%
Wayne County	273,385	19.5%
State of Michigan	1,403,198	100.0%

Source: 2018-2022 ACS Five-Year Estimates

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

Figure 18: Individuals with Disabilities by Demographic Group

Demographic Group	2022 Estimate	Percent Distribution
Total Population	589,157	100.0%
Sex		
Male	276,255	46.9%
Female	312,902	53.1%
Age		
17 and Under	40,935	6.9%
18-64	308,546	52.4%

Demographic Group	2022 Estimate	Percent Distribution
65 +	239,676	40.7%
Race		
White	377,162	64.0%
Black / African American	162,624	27.6%
Native American	2,132	0.4%
Asian	13,081	2.2%
Hawaiian / Pacific Islander	259	0.0%
Some Other Race	9,022	1.5%
Two or More Races	24,877	4.2%
Ethnicity		
Hispanic	21,348	3.6%

Source: 2018-2022 ACS Five-Year Estimates

Region 10's income distribution differs widely from the state and within the region. Just under one-fourth of Detroit's households live on less than \$14,999 annually. The federal poverty guideline for a family of four in 2024 is \$31,200. In the City of Detroit, 46.9 percent of families live near or below this income level, compared to 24.8 percent in the state of Michigan and 17.6 percent in Oakland County. Figure 19 details the income bracket of households within the region.

Figure 19: Households by Income Bracket

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Total Households	4,009,253	354,251	62,240	524,762	65,989	688,461	249,518	1,695,703
Households with Income of \$0 - \$9,999	202,166	14,210	2,264	19,033	2,749	54,749	32,472	93,005
Households with Income of \$0 - \$9,999, Percent	5.0%	4.0%	3.6%	3.6%	4.2%	8.0%	13.0%	5.5%
Households with Income of \$10,000 - \$14,999	165,381	11,058	2,167	14,230	2,749	41,807	26,240	72,011
Households with Income of \$10,000 - \$14,999, Percent	4.1%	3.1%	3.5%	2.7%	4.2%	6.1%	10.5%	4.2%
Households with Income of \$15,000 - \$24,999	301,401	24,667	4,411	26,586	4,829	62,082	30,935	122,575
Households with Income of \$15,000 - \$24,999, Percent	7.5%	7.0%	7.1%	5.1%	7.3%	9.0%	12.4%	7.2%
Households with Income of \$25,000 - \$34,999	327,120	27,164	5,096	32,436	5,573	60,593	27,371	130,862
Households with Income of \$25,000 - \$34,999, Percent	8.2%	7.7%	8.2%	6.2%	8.4%	8.8%	11.0%	7.7%
Households with Income of \$35,000 - \$49,999	484,737	41,540	6,787	47,896	8,704	89,208	38,264	194,135
Households with Income of \$35,000 - \$49,999, Percent	12.1%	11.7%	10.9%	9.1%	13.2%	13.0%	15.3%	11.4%
Households with Income of \$50,000 - \$74,999	689,069	60,757	11,326	73,471	11,580	112,968	37,811	270,102
Households with Income of \$50,000 - \$74,999, Percent	17.2%	17.2%	18.2%	14.0%	17.5%	16.4%	15.2%	15.9%

	Michigan	Macomb County	Monroe County	Oakland County	St. Clair County	Wayne County	Detroit City	Region 10 Counties
Households with Income of \$75,000 - \$99,999	539,098	50,375	8,506	66,840	9,807	81,293	23,035	216,821
Households with Income of \$75,000 - \$99,999, Percent	13.4%	14.2%	13.7%	12.7%	14.9%	11.8%	9.2%	12.8%
Households with Income of \$100,000 - \$149,999	660,499	65,060	11,321	99,062	10,961	96,000	20,859	282,404
Households with Income of \$100,000 - \$149,999, Percent	16.5%	18.4%	18.2%	18.9%	16.6%	13.9%	8.4%	16.7%
Households with Income of \$150,000 - \$199,999	312,858	33,127	5,734	58,814	5,109	43,596	6,555	146,380
Households with Income of \$150,000 - \$199,999, Percent	7.8%	9.4%	9.2%	11.2%	7.7%	6.3%	2.6%	8.6%
Households with Income of \$200,000+	326,924	26,293	4,628	86,394	3,928	46,165	5,976	167,408
Households with Income of \$200,000+, Percentage	8.2%	7.4%	7.4%	16.5%	6.0%	6.7%	2.4%	9.9%
Average Household Income	\$92,835	\$93,292	\$92,489	\$126,488	\$85,544	\$81,036	\$54,054	\$98,258
Median Household Income	\$68,505	\$73,876	\$72,573	\$92,620	\$66,887	\$57,223	\$37,761	\$72,595
Per Capita Income	\$37,929	\$38,015	\$37,704	\$53,157	\$35,483	\$32,643	\$22,861	\$40,410

Source: 2018-2022 ACS Five-Year Estimates

Region 10's income disparities are a problem, with many residents living in poverty. In 2023, 49.1 percent of the state's public assistance registrants lived in the region. Compared to the region's overall share of the state's population, this is a significant number and share of those living on public assistance. The numbers are increasing, possibly due to policy changes and the COVID-19 pandemic. Many individuals are either approaching their limit or have already maxed out their benefits. The public assistance population disproportionately uses Region 10's workforce system, creating a strain on resources. Figure 20 highlights the number of individuals who are registered to receive state assistance, and who also have a work requirement.

Figure 20: Public Assistance Registrants in Michigan by County: 2021 – 2023

Geography	2021	2023	2021 - 2023 Percent Change	2023 Share of the State
Macomb County	31,180	34,476	10.6%	8.2%
Monroe County	4,305	4,621	7.3%	1.1%
Oakland County	25,598	26,279	2.7%	6.2%
St. Clair County	6,145	6,857	11.6%	1.6%
Wayne County	128,314	134,553	4.9%	32.0%
Michigan	393,338	420,873	7.0%	100.0%

Source: Michigan Department of Health and Human Services

Figure 21 indicates that Region 10's 2023 public assistance population is 61.7 percent of individuals aged 22 to 44, and 49.3 percent African American. Compared to the general population demographics in the region, these groups are over-represented.

Figure 21: Public Assistance Registrants: December 2023

Demographic Group	Assistance Program Registrants	Percent of Total
Total	206,786	100.0%
Sex		
Male	92,665	44.8%
Female	114,118	55.2%
Age		
14-15	981	0.5%
16-19	15,020	7.3%
20-21	9,565	4.6%
22-44	127,526	61.7%
45-54	39,132	18.9%
55-64	14,535	7.0%
65+	27	0.0%
Race		
White	71,390	34.5%
Black / African American	101,923	49.3%
Native American	1,179	0.6%
Other	10,316	5.0%
Hispanic	7,730	3.7%

Source: Michigan Department of Health and Human Services