Dear Colleagues,

As we look forward, I would like to acknowledge the conclusion of a year of profound change and growth. Locally, the W.E. Upjohn Institute for Employment Research, the administrative and fiscal agent for Michigan Works! Southwest, created the Center for Workforce Innovation and Solutions to enhance and cultivate the work already being done to meet the workforce development and talent needs of our communities. As a department in the Center for Workforce Innovation and Solutions, Michigan Works! Southwest drives efforts to prepare a qualified workforce to meet the current and emerging needs of business and industry.

Michigan Works! Southwest continues to exist to create meaningful transformation for the people, businesses, and communities we serve; and while the job market and talent environment are everchanging, the core values of Michigan Works! Southwest remain steadfast. The demand driven Michigan Works! Southwest network is committed to customer-centered, solution-oriented service delivery for job seekers and employers.

Michigan Works! Southwest values integrity driven action, resulting in excellence and impact. As we prepare for a new year, innovative and inclusive workforce strategies will be a critical focus, ensuring that work is done to build an inclusive culture through all our services.

Michigan Works! Southwest is committed to building new and strengthening existing partnerships in the year ahead but must also acknowledge the critical work that was done this past year. It is with immense gratitude that I acknowledge the work of all Michigan Works! Southwest staff who tirelessly ensure all customers receive high quality service with every interaction; the Michigan Works! Southwest Workforce Development Board for their time, engagement, and leadership in the achievement of our goals; and our partners, whom without, we could not have created an environment of collaboration that is in place today.

Sincerely,

Jakki Bungart-Bibb, Director
Michigan Works! Southwest
Workforce Development Board (WDB)
July 1, 2021 through September 30, 2022

REPRESENTING THE PRIVATE SECTOR
Mr. Frank Tecumseh, (Chair), Vice President of Human Resources, FireKeepers Casino Hotel
Mr. Dan Dunn, (Vice-Chair), Vice President Human Resources, Comerica Bank
Jessica Eyster, Corporate HR Manager, B & B Trucking, Inc.
Ms. Lisa Godfrey, Owner, Lisa A. Godfrey Attorney at Law
Mr. Randall Hazelbaker, Owner, Hazelbaker Antiques
Mr. Jared Hoffmaster, Assistant Vice President and Investment Officer, Century Bank and Trust
Mr. Derek King, Owner, King Jewelers
Mr. David Maurer, President of Operations, Humphrey Products, Inc.
Ms. Karla Meeks, Human Resource Manager, Stewart Sutherland
Ms. Jacqueline Murray, Director of HR, Marshall Excelsior Company
Mr. Brian O’Donnell, Service Manager, Martell Electric, LLC
Ms. Chantal Paxton, Owner, Pax Run Seeds and Maytag Laundry
Mr. Mike Quinn, Owner, Shamrock Montessori Preschool
Ms. Sabrina Radenovic, HR Business Partner, Stryker
Mr. David Sutherland, Manager, Human Resources, Asama Coldwater Manufacturing, Inc.
Ms. Brianna Underwood, Employee Relations Specialist, Grace Health
Ms. Elizabeth Van Dussen, HR Manager, Duncan Aviation
Ms. Angila Wilson, Engagement Manager, GT Independence

REPRESENTING ECONOMIC DEVELOPMENT
Ms. Jill Bland, CEeD, Managing Partner, Southwest Michigan First
Ms. Cathy Knapp (Alternate for Bland), Partner, Southwest Michigan First

REPRESENTING COMMUNITY BASED ORGANIZATIONS
Mr. Charles Rose (Alternate for Orozco), Capacity Builder, Voces
Mr. Jose Luis Orozco, Jr., Executive Director, Voces
Mr. Michael Wilson, Veterans Engagement Team Region 8

REPRESENTING EDUCATION
Dr. Adrien Bennings, President, Kellogg Community College
Dr. Paul Watson II, Interim President, Kellogg Community College
Ms. Monteze Morales (Alternate), Promise Coach, Kalamazoo Valley Community College
Ms. Kris Jenkins, Superintendent, Branch ISD Educational Service Agency
Mr. Randy Sowles (Alternate for Jenkins), Branch County CTE Director
Mr. Dustin Scharer (Alternate for Jenkins), Assistant Superintendent of CTE, Branch Intermediate School District

REPRESENTING ORGANIZED LABOR
Mr. Richard Anderson, Representative, United Auto Workers (UAW) Local 2903
Mr. Morris Applebey, Business Manager & Financial Secretary, IBEW / Kalamazoo Joint Apprenticeships & Training Committee (JATC)
Mr. Trevor Bidelman, President / Business Agent, BCTGM Local 3Q
Ms. Kathi Cain-Babbitt (Alternate for Willcutt), Steward, AFSCME Local 1668
Mr. Ken Willcutt, Business Rep, Plumbers, Pipefitters and HVACR Local Union No. 357

REPRESENTING PUBLIC ASSISTANCE AGENCIES
Ms. Karen Doubleday, Assistance Payments Program Manager, Michigan Department of Health & Human Services, Calhoun County Office

REPRESENTING REHABILITATION AGENCIES
Mr. John Fiore, District Manager, Southwest District, Michigan Rehabilitation Services
Ms. Rebecca Hill (Alternate for Fiore), Site Manager, Michigan Rehabilitation Services
Ms. Jill Murphy (Alternate for Fiore), Site Manager, Michigan Rehabilitation Services

REPRESENTING MI DEPARTMENT OF CORRECTIONS / OTHER
Ms. Lisa Johansen, Parole / Probation Supervisor, Michigan Department of Corrections, Kalamazoo Office

REPRESENTING AT-LARGE / OTHER
Ms. Windy Rea, Admissions Counselor for Michigan Job Corps, Human Learning Systems
Going PRO Talent Fund (GPTF)
Fiscal Year 2022

$2,867,086 awarded to companies

1,138 anticipated new hires

1,886 individuals to be trained

243 planned apprentices

58 companies awarded GPTF

2 GPTF Industry-Led Collaborative (ILC) Grants Awarded
Southwest Michigan Employer Resource Network (ERN)

- **Total Employee Requests: 1,765**
  Includes return users. Multiple interactions of a service in the same month excluded.

- **Total Services to Employees: 2,942**
  A request can have multiple needs (services).

- **Distinct Employees Served: 1,132**
  Plus their families.

- **ROI: 767%**
  Based on retention, turnover costs = $5,200 per employee.
Awards

Impact Award Winner: Jazmine Carpenter

The Impact Awards, hosted by the Michigan Works! Association, honor those who have contributed to strengthening Michigan’s economy by actively creating jobs and developing fresh talent in their communities. Michigan Works! Southwest was proud to honor Jazmine Carpenter, the YWCA of Kalamazoo, and Southwest Childcare Resources at the Impact Awards in March of 2022.

Carpenter enrolled in WIOA Youth Services in Kalamazoo County in late 2020 with the goal to obtain employment in early childhood education. Her Michigan Works! Southwest Career Coach helped to identify her challenges and overcome them. Carpenter has since participated in a seven-week, virtual, paid internship through Young Professionals programming to gain work experience. Carpenter also engaged in a local initiative targeted at developing a pipeline into early childhood education. She was hired by the YWCA in April 2021, where she was quickly promoted to a Lead Teacher position.

Upon completion of her apprenticeship, Carpenter will hold the nationally recognized Child Development Associate (CDA) Certificate, the U.S. Department of Labor Early Childhood Education Certificate, and will also have nine experiential college credits through the Early Childhood Education Program at Kalamazoo Valley Community College. Jazmine’s next goal is to earn an Associate degree in the career pathway.

Champion of Workforce Development Award Winner: Ben Damerow

Ben Damerow, former Director of Michigan Works! Southwest, was recently recognized with the Champions of Workforce Development award by the Michigan Works! Association. This award celebrates and honors directors and other workforce professionals who exemplify the highest standards of leadership and who have made significant contributions to workforce development in Michigan.

During his time as a Michigan Works! Director, Ben contributed to the statewide effort of a regional approach for the delivery of Michigan Works! services and played a critical role in the restructuring of the governance of the Michigan Works! Association.

As a result of his expertise and passion for workforce development, Damerow was recently promoted to Senior Director of the W.E. Upjohn Institute for Employment Research’s Center for Workforce Innovation and Solutions.
The Shining Star Award celebrates Michigan Works! Southwest frontline staff who, through dedication and outstanding contributions to workforce development, personify the Michigan Works! mission.

Stefanie Peters, manager of Michigan Works! Southwest’s Trade Adjustment Assistance (TAA) team, was recognized as Michigan Works! Southwest’s 2022 Shining Star. Stefanie loves to share her knowledge with her team to help them reach their utmost potential. In addition to completing the financial tracking and student waivers for TAA participants, she stays abreast of local businesses that have filed for TAA eligibility. As a result, Stefanie’s case load has the potential to increase by hundreds of participants overnight.

Stefanie is consistent, encouraging, and supportive of her customers. She has a vast knowledge of TAA, unparalleled time management and impeccable organizational skills. There is no one more qualified to lend their expertise than Stefanie, and Michigan Works! Southwest is proud to have her as the Annual Shining Star Award recipient.
Career Awareness Events  
MiCareerQuest Southwest

- Over 40 local employers hosted more than 75 career exploration booths
- Approximately 37 schools participated
- 5,000 eighth graders from Kalamazoo and Calhoun Counties attended

Michigan Works! Southwest takes pride in preparing the future workforce for local careers. One way this is done is through career exploratory events, such as MiCareerQuest Southwest, which drew upwards of 5,000 eighth graders from Kalamazoo and Calhoun Counties to the Kalamazoo County Expo Center over a 2-day period. At MiCareerQuest Southwest, students were able to experience an interactive, informational, inspiring, and hands-on career and college readiness event unlike any other. During this unique experience, students explored careers directly from the professionals who perform these jobs every day.

Employers from industry areas such as Engineering & Manufacturing, Health Sciences, Natural Sciences, Construction Trades, and Information Technology worked together to brainstorm and produce exciting exhibits within approximately 50,000 square feet of space at the Kalamazoo County Expo Center. Imagine CNC machines, CPR dummies, robots, surgical saws and bricklayers, all up close and personal without a single "Do Not Touch!" sign in sight.

For this year’s event an outdoor space was added called “Touch a Truck,” where students were invited to explore big equipment used in a variety of ways including a food truck, a police cruiser, a tractor, and MDOT’s road repair equipment.

Talent Tours

Talent Tours introduce young adults to available career paths by offering a behind-the-scenes look into in-demand businesses and industries. Talent Tours provide real-time information regarding employer, education, and training requirements necessary to secure employment. The following employers were partnered with this year: Overneath Creative, Stryker, WMU College of Health and Human Services, Sprout BC, and Cheff Therapeutic Riding Center.
Apprenticeships

RACE DAY (Registered Apprenticeship Celebration Event) – July 14, 2022

ST. JOSEPH COUNTY ISD:
Our St. Joseph County ISD Career & Technical Education team is proud to offer Registered Apprenticeships, allowing us to provide our students with a credential in a field of interest. Also, this opportunity helps us to further partner with employers by recommending talented students that can be trained and grow while we handle the USDOL process. It has become such a point of pride to see the committed student connect with the investment of the employer and we look forward to certifying the first student to see the full circle of the credentialing process.

ARCADIA HOME CARE & STAFFING:
Registered Apprenticeships are incredibly advantageous to employers and employees both. They allow us to impart a wealth of knowledge and training onto the apprentices in order to ensure that we are providing the best care possible to our clients. The apprenticeship program that we have developed is creating an opportunity for our staff to get the most comprehensive training available to them, making them more marketable and able to grow in their careers.

KALAMAZOO RESA:
As an employer there are many reasons why we believe our IT apprenticeship is mutually beneficial. We are an educational institution and teaching is at the forefront of what we do. It makes sense for us to educate through apprenticeships. We are able to recruit and retain a pipeline of talent specific to the needs of the IT industry and specialized in the area of school IT. For the apprentice, they are earning while they learn the skills in a high paying, high quality career that sets a foundation for their future.
CUSTOMERS SERVED

152 Workforce Innovation and Opportunity Act (WIOA) Adult Participants
July 1, 2021 – June 30, 2022

75 WIOA Dislocated Worker Participants
July 1, 2021 – June 30, 2022

243 WIOA Youth Participants
July 1, 2021 – June 30, 2022

11,481 Wagner-Peyser Customers
July 1, 2021 – June 30, 2022

51 Trade Adjustment Assistance Participants
October 1, 2021 – September 30, 2022

232 LEAP (Learn, Earn And Provide) Participants
October 1, 2021 – September 30, 2022

604 PATH (Partnership. Accountability. Training. Hope.) Participants
October 1, 2021 – September 30, 2022

191 Jobs for Michigan Graduates Participants
October 1, 2021 – September 30, 2022

431 Neighborhood Employment HUBS Participants
October 1, 2021 – September 30, 2022
Clean Slate

To coordinate with, and in support of, the recently enacted Clean Slate laws in Michigan, the Department of Labor and Economic Opportunity, Workforce Development (LEO-WD) awarded funding to Michigan Works! Southwest for the implementation of the Clean Slate Pilot Program to assist returning citizens in expunging eligible convictions from their criminal record to aid them in their pursuit of full-time, self-sufficient employment. This pilot program strives to expand the pool of potential employees to employers that are restricted on whom they can hire based on criminal record.

Barrier Removal Employment Success (BRES)

Michigan Works! Southwest utilizes Barrier Removal Employment Success (BRES) funding to support the employment and reemployment of at-risk individuals and the removal of their barriers. This is done through the provision of supportive services to customers in the ALICE (Asset Limited Income Constrained Employed) population. This year, 110 individuals received supportive services through BRES funding.

In addition, success coaching services to employees of the Southwest Michigan Employer Resource Network (SWMERN) member companies are supported with BRES funding.

BRES also supports the Clean Slate program in assisting returning citizens with expunging eligible convictions from their criminal record to aid them in obtaining full time employment.

Young Professionals

This year, Young Professionals continued to be offered in a primarily virtual format due to the ongoing challenges of COVID-19. During the seven-week program, participants received weekly virtual assignments to be completed through Google classroom. Michigan Works! Southwest staff continued to ensure that the online experience remain valuable and relevant to the next steps in the participants’ career pathways. The assignments given to students covered topics such as employability skills and career exploration.

Office hours were also a key component where participants met as a group with their designated career coach. These group interactions provided an opportunity to practice key employability skills. Youth Opportunities Unlimited (YOU), a subcontractor of Michigan Works! Southwest, staff continued to ensure that the online experience remains valuable and relevant to the next steps in the participants’ career pathway.

40 Youth Received Services

95% of Youth Completed the Program
Michigan Works! Southwest is an equal opportunity employer / program supported by the State of Michigan. 1-800-285-WORK (9675). Auxiliary aids and services are available upon request. Dial 711 for Relay Center and TTY. Supported in part with state and/or federal funds.