

3rd Quarter 2021

# CEO REPORT

Regional Perspective \* Current Projects \* Regional Spotlight \* GLBMW!  
in the News



**MICHIGAN**  
**WORKS!**  
Great Lakes Bay Region

# Letter from the CEO

The Third Quarter of 2021 has been another unprecedented series of events for our region and for the nation. At first, there seemed to be a light at the end of the tunnel as COVID restrictions began lifting across the region and some normalcy returned to daily life. In late May, GLBMW! service centers began accepting walk up customers and our participation numbers began increasing from just over several hundred in June to over 800 in July. Unfortunately that did not last long as the Delta (COVID B.1.617.2) began spreading across the region. GLBMW! staff quickly responded, establishing COVID protocols to provide outstanding customer service while protecting staff and participants.

This past summer also saw some outstanding innovations that were implemented with the sole purpose of increasing efficiency and customer service in our centers. Our antiquated phone system was upgraded to a system that will provide a platform for efficiently serving customers and minimizing downtime. Career Navigators will be able to serve customers uninterrupted while incoming phone calls are handled by a team dedicated to routing callers quickly and efficiently. For the first time, every one of our 5 service centers are interconnected to ensure a streamlined communications experience. Also employed during this period was a new customer management system that will automate customer check in, track traffic volume, and notify team members all at a 50% savings over our previous traffic management suite.

Also executed during the past few months was our Clean Slate Program. This program, designed to help expunge certain convictions from an individual's record, removing barriers to employment. Our first of 6 planned events was held in Saginaw. Our region received over 1,000 communications from interested individuals from across Michigan. Just over 350 applied and 124 were found to be eligible and were served at the August 5th event. Follow on events are being planned for the remainder of our member counties with a second fair in the works for Saginaw. Feedback was fantastic with partner staff admitting "it was the best executed event seen to date..."

This past week, GLBMW! was recognized during the Regional Chamber Summit for outstanding contribution to the Quality of Life of the region. Our agency was chosen for the impact made over the past year to the region's employers and workforce. Also of note, Mr John Kaczynski was elected as the Chair of the Michigan Works Association Board of Directors. John's election aligns with the appointment of the new MWA CEO Mr Ryan Hundt.

As we move into the final quarter of this year, many changes are set to be realized for the region over the upcoming months. At the federal level, the talent shortage being experienced across the country is putting workforce in the spotlight for upcoming budgetary initiatives. Proposed federal legislation will dedicate \$100B for Workforce programs. In Michigan, Governor Whitmer is proposing to expand the investment in the Going Pro Talent Fund to \$100M, MiReconnect and Future for Frontliners programs to over \$200M leveraging ARP funds for each.

Respectfully,

Chris Rishko



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# regional PERSPECTIVE

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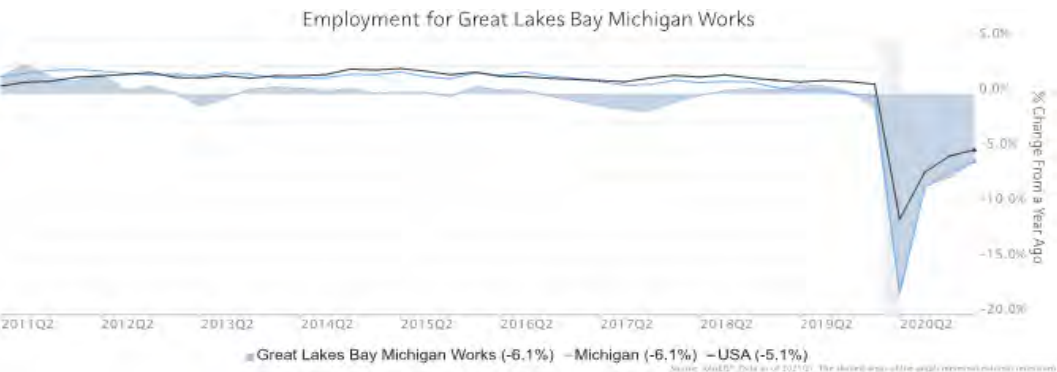
Labor Force Snapshot, Industry Snapshot, Occupation Snapshot,  
2020 Census



# Labor Force Snap Shot

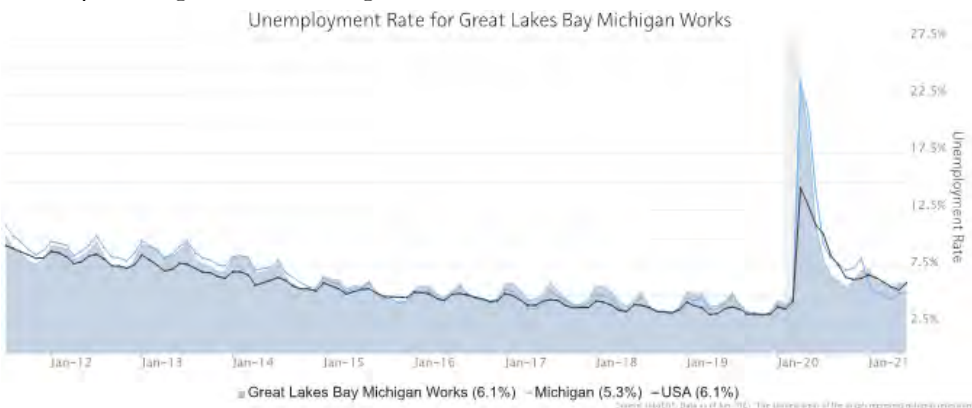
## Employment Trends

As of 2021Q1, total employment for the Great Lakes Bay Michigan Works! Region was 187,260 (based on a four-quarter moving average). Over the year ending 2021Q1, employment declined 6.1% across the region.



## Unemployment Rate

The unemployment rate for the Great Lakes Bay Michigan Works! Region was 6.1% as of June 2021. The regional unemployment rate was the same as the national rate of 6.1%. One year earlier, in June 2020, the unemployment rate in the Great Lakes Bay Michigan Works! Region was 11.1%.



## Wage Trends

The average worker in the Great Lakes Bay Michigan Works! region earned annual wages of \$51,827 as of 2021Q1. Average annual wages per worker increased 10.7% in the region over the preceding four quarters. For comparison purposes, annual average wages were \$63,393 in the nation as of 2021Q1.





# Industry Snap Shot

The largest sector in the Great Lakes Bay Michigan Works! region is Health Care and Social Assistance, employing 35,493 workers. The next-largest sectors in the region are Manufacturing (23,723 workers) and Retail Trade (23,033). High location quotients (LQs) indicate sectors in which a region has high concentrations of employment compared to the national average. The sectors with the largest LQs in the region are Management of Companies and Enterprises (LQ = 1.60), Manufacturing (1.53), and Health Care and Social Assistance (1.27).

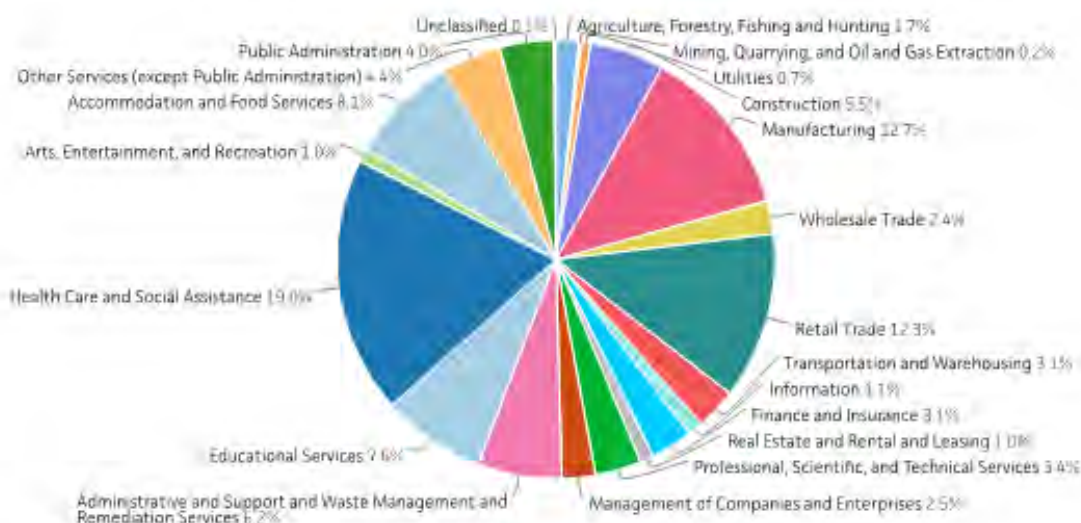
Sectors in the Great Lakes Bay Michigan Works! region with the highest average wages per worker are Management of Companies and Enterprises (\$137,963), Utilities (\$90,308), and Manufacturing (\$72,975). Regional sectors with the best job growth (or most moderate job losses) over the last 5 years are Management of Companies and Enterprises (+750 jobs), Transportation and Warehousing (+428), and Utilities (+240).

Over the next 3 years, employment in the Great Lakes Bay Michigan Works! region is projected to contract by 4,533 jobs. The fastest growing sector in the region is expected to be Health Care and Social Assistance with a +0.2% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Health Care and Social Assistance (+240 jobs), Mining, Quarrying, and Oil and Gas Extraction (+3), and Arts, Entertainment, and Recreation (-2).

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Total Workers for Great Lakes Bay Michigan Works by Industry



Industry	Current			5-Year History		3-Year Forecast				
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
Health Care and Social Assistance	35,493	\$51,625	1.27	-587	-0.3%	10,284	4,939	5,106	240	0.2%
Manufacturing	23,723	\$72,975	1.53	-4,439	-3.4%	6,287	2,680	4,589	-982	-1.4%
Retail Trade	23,033	\$32,611	1.18	-3,012	-2.4%	7,982	3,990	5,039	-1,046	-1.5%
Accommodation and Food Services	15,114	\$20,129	1.11	-5,611	-6.1%	7,099	3,222	4,059	-182	-0.4%
Educational Services	14,316	\$51,136	0.94	-1,794	-2.3%	3,549	1,886	2,034	-371	-0.9%
Administrative and Support and Waste Management and Remediation Services	11,629	\$46,921	0.99	-2,549	-3.9%	3,533	1,672	2,279	-419	-1.2%
Construction	10,254	\$56,714	0.92	174	0.3%	2,729	1,069	1,911	-251	-0.8%
Other Services (except Public Administration)	8,260	\$27,038	1.03	-2,333	-4.9%	2,609	1,273	1,519	-184	-0.7%
Public Administration	7,472	\$54,017	0.79	-541	-1.4%	1,836	860	1,169	-193	-0.9%
Professional, Scientific, and Technical Services	6,375	\$68,912	0.47	-739	-2.2%	1,528	603	1,019	-93	-0.5%
Transportation and Warehousing	5,742	\$54,774	0.62	428	1.6%	1,629	767	1,039	-177	-1.0%
Finance and Insurance	5,738	\$70,576	0.72	147	0.5%	1,364	597	979	-213	-1.3%
Management of Companies and Enterprises	4,649	\$137,963	1.60	750	3.6%	1,176	461	786	-72	-0.5%
Wholesale Trade	4,539	\$59,350	0.63	-469	-1.9%	1,198	529	876	-207	-1.5%
Agriculture, Forestry, Fishing and Hunting	3,145	\$37,460	1.18	-177	-1.1%	847	425	573	-151	-1.6%
Information	2,104	\$53,724	0.57	-1,086	-8.0%	473	214	379	-119	-1.9%
Real Estate and Rental and Leasing	1,902	\$44,808	0.58	-368	-3.5%	488	257	308	-78	-1.4%
Arts, Entertainment, and Recreation	1,855	\$21,133	0.66	-1,048	-8.6%	779	349	431	-2	0.0%
Utilities	1,282	\$90,308	1.26	240	4.2%	217	120	212	-115	-3.1%
Mining, Quarrying, and Oil and Gas Extraction	364	\$65,490	0.54	-63	-3.1%	114	36	75	3	0.2%
Unclassified	250	\$41,858	1.29	63	5.9%	78	35	48	-6	-0.8%
Total - All Industries	187,260	\$51,827	1.00	-23,012	-2.3%	55,942	25,853	34,623	-4,533	-0.8%





# Occupation Snapshot

The largest major occupation group in the Great Lakes Bay Michigan Works! region is Office and Administrative Support Occupations, employing 22,057 workers. The next-largest occupation groups in the region are Sales and Related Occupations (19,406 workers) and Production Occupations (15,790). High location quotients (LQs) indicate occupation groups in which a region has high concentrations of employment compared to the national average. The major groups with the largest LQs in the region are Production Occupations (LQ 1.45), Healthcare Practitioners and Technical Occupations (1.28), and Healthcare Support Occupations (1.21).

Occupation groups in the Great Lakes Bay Michigan Works! region with the highest average wages per worker are Management Occupations (\$102,700), Architecture and Engineering Occupations (\$84,100), and Legal Occupations (\$83,700). The unemployment rate in the region varied among the major groups from 2.5% among Legal Occupations to 20.3% among Food Preparation and Serving Related Occupations.

Over the next 3 years, the fastest growing occupation group in the Great Lakes Bay Michigan Works! region is expected to be Healthcare Support Occupations with a 1.0% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Healthcare Support Occupations (+313 jobs) and Community and Social Service Occupations (+35). Over the same period, the highest separation demand (occupation demand due to retirements and workers moving from one occupation to another) is expected in Sales and Related Occupations (7,684 jobs) and Food Preparation and Serving Related Occupations (7,398).

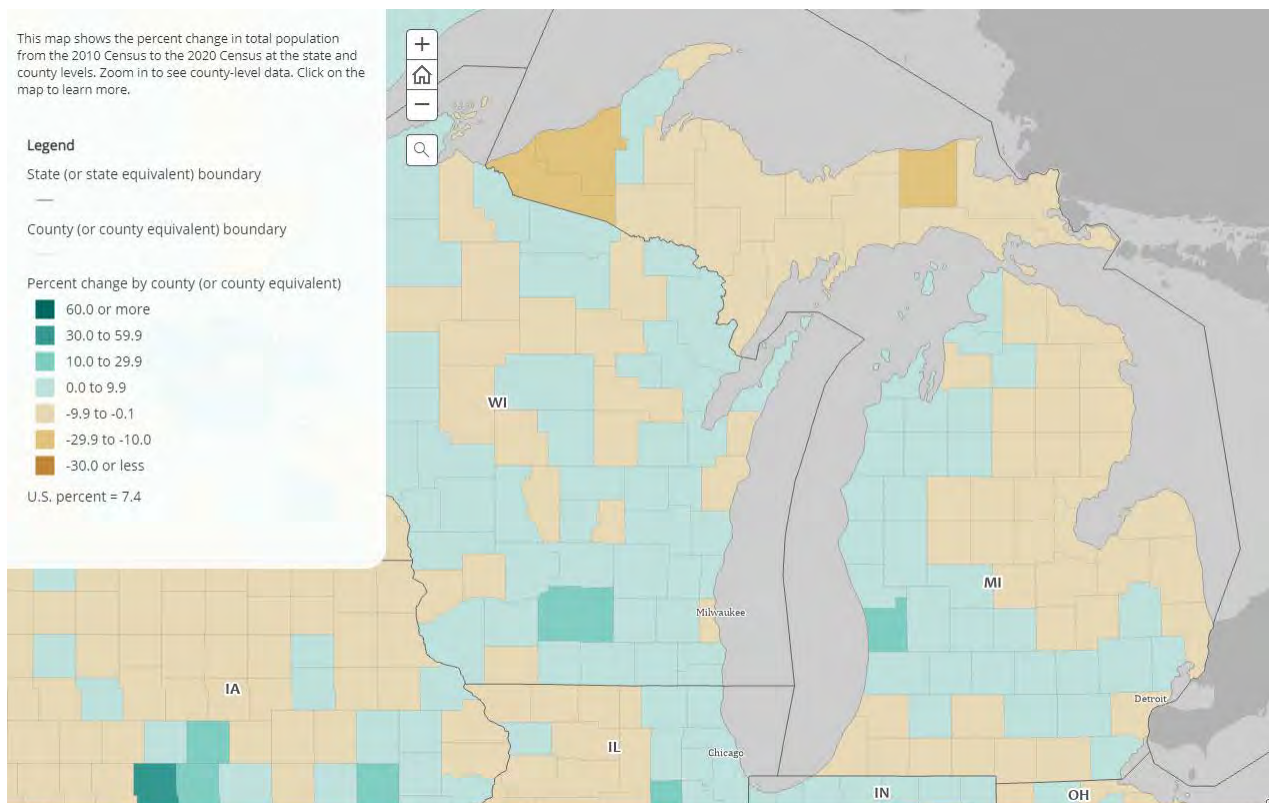
Occupation	Current			5-Year History					3-Year Forecast				
	Empl	Mean Ann Wages <sup>1</sup>	LQ	Unempl	Unempl Rate	Online Job Ads <sup>2</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
Office and Administrative Support	22,057	\$39,400	0.92	1,809	7.8%	1,116	+2,775	+2.3%	6,028	2,996	4,122	+1,089	+1.7%
Sales and Related	19,406	\$39,600	1.09	2,452	12.0%	2,061	+2,919	+2.8%	6,779	3,044	4,640	+905	+1.6%
Production	15,790	\$42,400	1.45	1,820	10.8%	544	+3,359	+3.8%	4,253	1,648	3,367	+762	+1.6%
Food Preparation and Serving Related	14,594	\$26,300	1.08	3,461	20.3%	1,473	+5,212	+5.9%	7,251	3,004	4,394	+147	+0.3%
Healthcare Practitioners and Technical	14,323	\$76,300	1.28	470	3.3%	1,677	+163	+0.2%	2,223	1,093	1,268	+138	+0.3%
Transportation and Material Moving	13,964	\$35,800	0.87	1,771	11.7%	1,054	+1,338	+1.8%	4,677	1,851	3,222	+396	+1.0%
Management	11,663	\$102,700	0.92	461	3.9%	651	+429	+0.7%	2,554	955	1,876	+277	+0.8%
Healthcare Support	10,353	\$29,700	1.21	766	7.4%	806	+6	0.0%	4,260	1,886	2,060	+313	1.0%
Educational Instruction and Library	9,483	\$53,000	0.91	829	8.2%	398	+1,070	+2.1%	2,244	1,124	1,324	+204	+0.7%
Business and Financial Operations	9,039	\$73,500	0.82	393	4.3%	641	+193	0.4%	2,286	713	1,776	+203	+0.8%
Construction and Extraction	8,200	\$48,400	0.94	1,001	11.5%	231	+217	+0.5%	2,435	758	1,859	+182	+0.7%
Installation, Maintenance, and Repair	7,293	\$47,700	1.01	573	7.7%	511	+875	+2.2%	1,838	652	1,381	+195	+0.9%
Building and Grounds Cleaning and Maintenance	6,943	\$30,800	1.14	893	12.3%	485	+1,907	+4.7%	2,563	1,132	1,524	+94	+0.5%

# 2020 Census

The 202 U.S. Census data for the Great Lakes Bay region supported previous forecast models for population change between 2010 and 2020. Actual Census totals ranged between 0% (Midland Co) and 11.9% (Isabella Co) variance from the latest LMI population forecasts.

Overall the region's population decreased by 20,727, with net losses in every county in the region. Midland Co experienced the smallest overall loss of 135 individuals while Saginaw experienced the largest loss of 10,045 individuals). Percentage wise, Isabella County's loss was the greatest experiencing a 9.2% decrease in population.

The graphic below was derived from the [www.census.gov](http://www.census.gov) and displays the overall population change for each county in Michigan. Green tinted counteies experineined a overall increase in population while the tan/orange shades represent a net loss in population.



2020 Census				
	2010	2020	Change	Change (%)
Michigan	9,883,640	10,077,331	193,691	1.9%
Bay	107,771	103,856	(3,915)	-3.8%
Gratiot	42,476	41,761	(715)	-1.7%
Isabella	70,311	64,394	(5,917)	-9.2%
Midland	83,629	83,494	(135)	-0.2%
Saginaw	200,169	190,124	(10,045)	-5.3%
Total	504,356	483,629	(20,727)	-4.3%



Participant

# SPOTLIGHT



SUCCESS STORIES FOR EMPLOYERS & JOB SEEKERS



# A Promise to her Son

Denise came into the TAA program originally in 2013 after she was laid off from Hemlock Semi-Conductor. Shortly after beginning the TAA program, she spoke with a case manager about her interest in Business Administration as she was a business owner. Case Management provided her with the information she would need to research along with WorkKeys practice tests. It would be a year later when Denise contacted us again, this time inquiring about the OJT/Suniva letter she received in the mail. Again, case management discussed the requirements of the program. Denise was also interested in the Fast Start programs and truck driving as well. She was provided with the flyers and upcoming Fast Start information sessions. Shortly after that meeting, Denise had some personal and family issues occur, which affected her focus on training at that time. About a month later, Denise and I met to discuss her interest in Truck Driving. Discussed training providers and scheduled her for WorkKeys. A year later, Denise met with me again to discuss truck driving. She completed her WorkKeys a couple months later, but decided she no longer wanted to pursue truck driving. She wanted to pursue training through a traditional training institution and planned on speaking with an advisor at Delta College. She decided on LPN training and would gather the required information for her case manager. She wanted to begin training in Spring 2017. It was approximately a year later before I heard from Denise again. She was still very interested in pursuing her certification as an LPN at Delta. However, due to some course requirements, she decided to pursue the program at Dorsey. After several years of research, changing her mind a few times, Denise began her Practical Nurse program at Dorsey in October 2018. Her passion to help others and drive to make a difference in people's lives makes the medical field a perfect fit for Denise.

During the prior year of Denise beginning the PN program at Dorsey, she became divorced and also lost her son to a tragic accident. Her only son was killed innocently. Not only was she now the sole source of income for herself and daughter, but also had to watch her grandson grow up without his father. She made herself and her daughter a promise that she was going to complete school for her son.



Denise stayed strong and dedicated throughout her full time training while also working part time as a bus driver for the school district. Also during this time, she was working with the police, her attorney, and attending court for the prosecution of the man who killed her son. The amount of focus that Denise kept while dealing with such painful and personal stress while attending classes is remarkable. Throughout her training, Denise stayed in regular contact with her case manager, submitting all her paperwork when required, and maintaining good grades regardless of everything else she was dealing at the time. She took a brief break in training during the actual court sessions, but then jumped back in and successfully completed the Practical Nurse training program at Dorsey in December 2019 and passed the NCLEX exam in January 2021.

In January 2021, Denise gained employment as a licensed Practical Nurse working full time with Binson's Nursing and Staffing. She travels to Flint each day to perform Covid-19 testing. Denise's dedication, focus, and strong desire to fulfill her promise makes her a true success in the TAA program.



## May have opportunities for advancement



Ainslee Brandt applied for cash assistance and was referred to Great Lakes Bay Michigan Works! to help overcome barriers to employment. Ainslee was a stay-at-home mom for 7 years and lost her income when her living situation changed. Ainslee struggled to participate at the beginning and was dealing with a lot of change and the loss of her father. Ainslee was reengaged in the PATH program on January 20, 2021. After reengagement she attended a Resume Workshop and also an Interviewing Workshop.

Ainslee maintained communication with her Career Manager and alerting her when she was able to participate in assignments and when she was struggling to participate with sick children. Ainslee participated in Job Search Job Readiness activities and informed her Career Manager of interviewing opportunities that she had.

On February 23, 2021, Ainslee called her Career Manager and informed her that she had been offered a job with ArrowTech staffing with PNC Bank and the job begins on March 1, 2021. Currently Ainslee is working as a Loan Service Specialist working 39 hours per week and earning \$15.00 per hour; while homeschooling her children throughout the Covid epidemic. Recently Ainslee was approved for mileage reimbursement as a support service in the amount of \$187.99 and will stay in contact during her 180 day retention period for supportive services. In a recent conversation Ainslee let her Career Manager know that she plans to make house improvement to her home and states that there may be opportunities for advancement in the future with PNC and said that she really enjoys her job.

# MidMichigan Health Awarded GPTF Begins Apprenticeship Process

MidMichigan Health is a non-profit health system that covers a 23 county region. Headquartered in Midland, MidMichigan Health is affiliated with the University of Michigan Health System. MidMichigan has more than 8,800 employees, volunteers and physicians and provided \$91 million in community benefits in fiscal year 2020.



MidMichigan Health is pioneering solutions to fulfill their health care industry needs. In September 2020, MidMichigan Health reached out to Great Lake Bay Michigan Works! (GLBMW) to talk about additional recruitment ideas and resources available to improve their struggling EMS programs.

GLBMW Business Services Team (BST) presented the benefits of the Going PRO Talent Fund (GPTF) grant and the potential to be reimbursed \$3000 per trainee in an apprenticeship program. GLBMW BST helped MidMichigan Health apply for a FY21 GPTF grant, and they were successfully awarded \$30,000 for training. As a result, 10 EMTs trainees will be accepted into a newly created Paramedic Apprenticeship Program.

Colleen Markel, Director of Talent Acquisition & Workforce Development for MidMichigan Health, says, *"It is vital for MidMichigan Health to pursue all resources necessary to resolve the critical need for Emergency Medical Services. We appreciate the opportunity to use Going PRO Talent Funds and anticipate the creation of a new Paramedic Apprenticeship program will increase employee retention and job satisfaction. We appreciate the direction from our Great Lakes Bay Michigan Works! partners."*



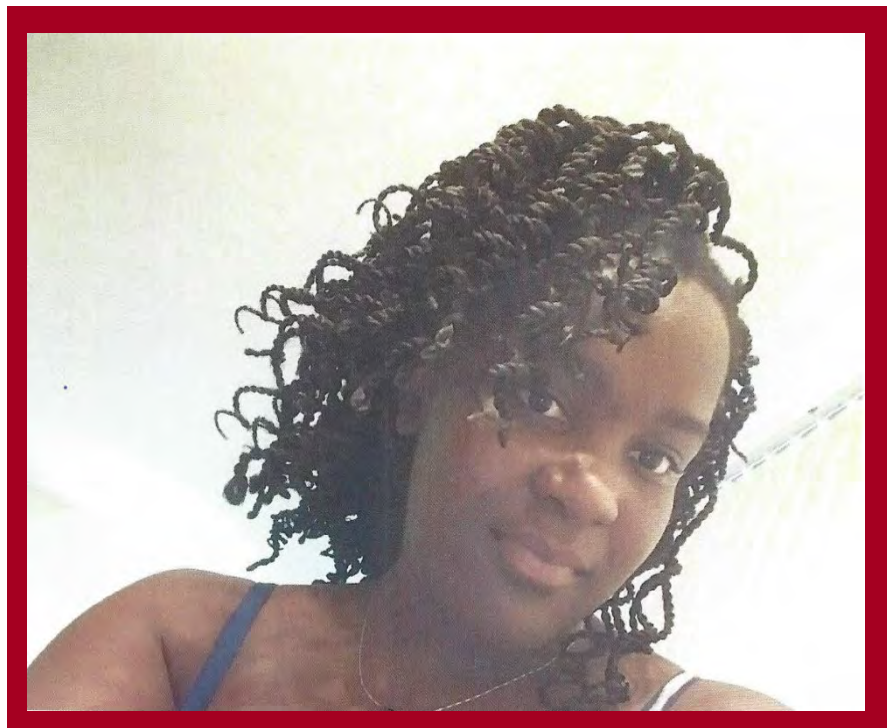
# Quanisha Morris

Quanisha came to Great Lakes Bay Michigan Works! as a single parent working part-time during a Pandemic. Quanisha told her Career Manager she needed full-time work so that she is able to take care of her family. Quanisha completed her PATH Pre-Screen on 12/01/2020 and her orientation on 12/04/2020. Her FIP case was open at the time of her orientation, therefore did not need to complete a 10-Day AEP Assignment Plan.

Quanisha talked to her Career Manager about being a graduate of John Glenn High School and had taken previous college classes at CMU and SVSU for Pre Physical Therapist training. Due to life circumstances, Quanisha wasn't able to complete her training. She expressed that one day in the future, she may go back and complete her education, but right now her goal is her baby and obtaining enough hours to be a full-time employee. Quanisha knows she isn't able to devote enough time to her studies and be successful, but plans to go back one day when she is ready. Quanisha expressed concerns of finding full-time employment due to Covid-19.

During a pandemic and after a couple weeks in the PATH program, Quanisha was able to earn full-time hours and is now a full-time employee. Currently, Quanisha is a full time employee, as a Security Guard, at Teachout Security Solutions at McLaren Bay Region West Medical Mall earning \$11.00 per hour working 40 hours per week.

Quanisha has been informed about supportive services and 180 day retention services because her employment. She was also provided Michigan-Reconnect information and was informed about additional services through Great Lakes Bay Michigan Works! when she decides her goal is to move forward and to complete her education.



## Better Than Before

In September 2020, Scott Poras lost his job from At BP Manufacturing, where he was making \$30.00 an hour. After becoming unemployed, he sought assistance through Michigan Works! in Saginaw, Michigan. He was connected with Employment Services and they assisted him in filing an unemployment claim. This was an extremely difficult time for Scott as he was recently married and now responsible for five children. His family was beginning to struggle financially as unemployment didn't pay nearly as much as his normal income. Michigan Works! staff provided him with job searching tools and resources. Tiffany helped him in creating a cover letter, resume, and references. She also sent him job leads and coached him for interviews.



After a few interviews, Scott was offered employment at Hutchingsons in December. He was very grateful for this opportunity, however, the compensation was significantly less at \$18.00 an hour. This did not allow him to keep up with bills. We continued with the job search and Scott had several more interviews, trying to find something suitable for his family. He was offered three positions, but didn't feel like they were the right fit. In February 2021, Scott was finally offered a position at LC Manufacturing as Quality Manager, a job which pays \$35.50 an hour with excellent benefits. After many struggles, Scott was grateful to be in a better position than he started. He states "I am thankful for Michigan Works!. They helped me through some of the hardest times of my life."





# Work Experience Gives Direction

When Travis Schneider first came to the Isabella County Great Lakes Bay Michigan Works! Service Center, he struggled to maintain employment as he lacked the soft skills necessary for him to keep employment. Travis had quit several jobs in a row, and had a hard time finding employers willing to give him a chance due to this lack of consistency and poor work history. At the time of enrollment into the WIOA Youth Program, Travis reported that he was looking for a dream job and did not feel that he should “settle” for anything less, despite his lack of experience and training. His last job before enrolling at Michigan Works! was as a Farm Maintenance Hand. Travis worked there for 9 days after realizing that was not a good fit for him.

The Michigan Works! Youth Career Coach worked with Travis to get him set up in paid Work Experiences. The paid Work Experiences at Habitat for Humanity Restore and Mt. Pleasant Housing Commission provided Travis with the opportunity to show consistency on the job, and to develop soft skills like consistent attendance, showing initiative, and customer service. He was able to learn to work with others, take directions from a supervisor and show initiative while on the job. Travis was able to develop several positive references for job applications from his successful work experience opportunities. While working with Michigan Works!, Travis was able to participate in Talent Tours of local industries, and practical skills classes.

After completing several job applications, Travis was offered employment at Little Caesar's. He is making \$9.65 an hour, with opportunities for raises and promotion. Travis has maintained steady employment at Little Caesars, has a good attendance record, and reports that he plans to continue learning on the job while continuing to explore his future career options.

*“The outcome of me working with Michigan Works! is that it helped me get references to get started on my job journey.”*

*-Travis Schneider*

# Stay the Course and You will Earn Your Chance to Shine!

Morgan Wallace came to GLBMW! after being terminated from her factory job where she was employed as a Line Worker for over one year. She had fine credentials of an accomplished student, holding a Bachelor of Arts from SVSU, and three Associate Degrees from Delta College including one in Chemical Processing. Morgan shared many of her strengths, skills, and qualifications, and openly discussed that she had special abilities, which included challenges with social situations in social settings. She made it clear she was aware of this, and was not going to let it hold her back from having a well-deserved and successful career.

Morgan embraced the GLBMW! program services by attending Resume and Interviewing Workshops. She also took Microsoft Word and Excel training in the Michigan Works! Academic Center to brush up on those skills. Morgan worked with her Career Manager to further develop her Resume into a very professional and effective document, all inclusive of her amazing education, rich employment experience, and impressive volunteer history.

With a solid resume she began her job search efforts and applied to many local companies. At one employer Morgan had a positive phone interview and passed several intellectual and technical skills tests, but fell short on a personality test and was not hired. She went on to another employer and was successfully interviewed and hired, only to be met at Security her second day on the job and told she was no longer needed without explanation.

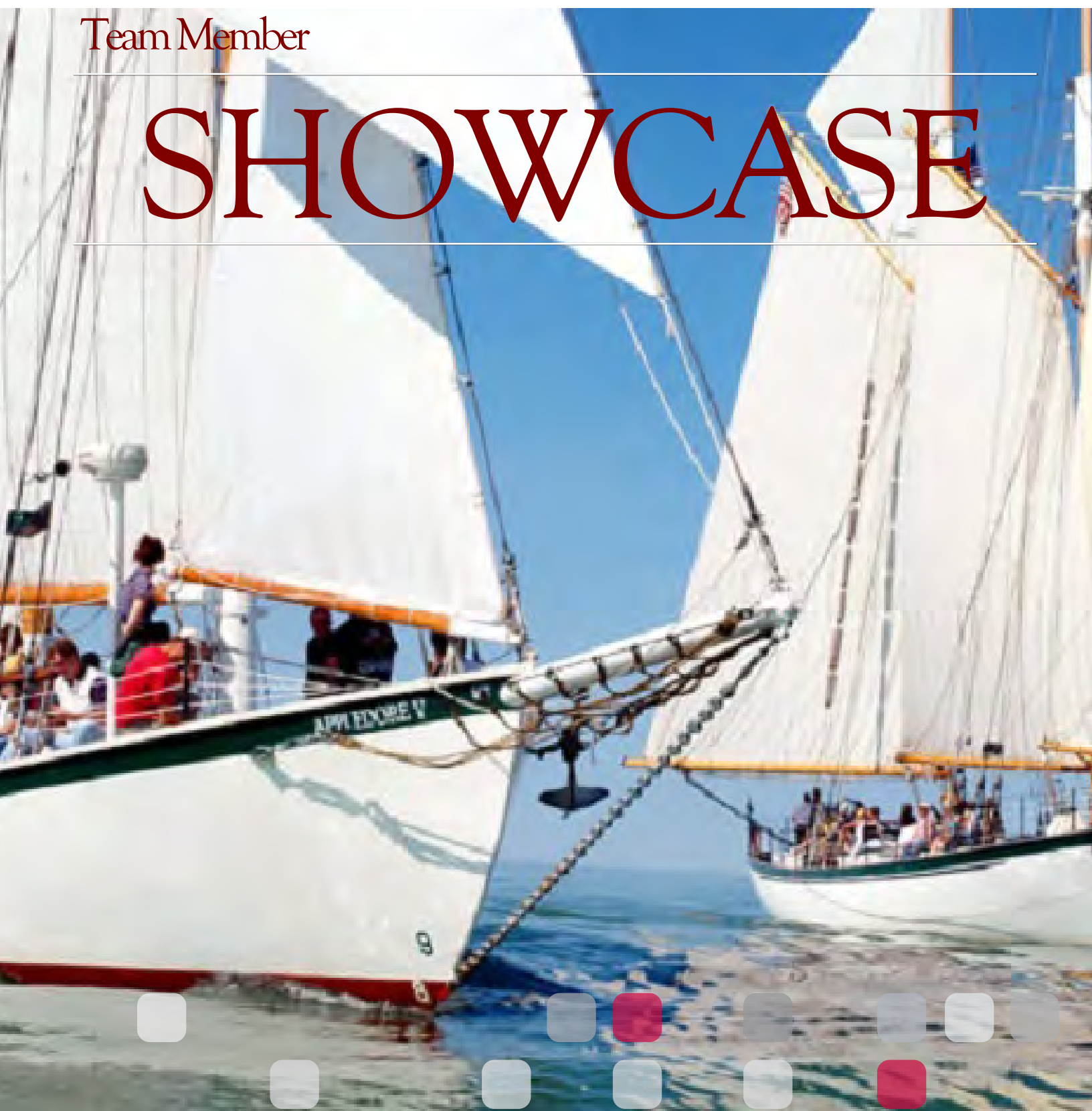


Morgan was not about to let these setbacks stand in her way of achieving solid and gainful employment. With her tool kit full of in-depth knowledge, positive performance, and an amazing, can-do attitude, she kept job searching and putting herself out there. With self-confidence and encouragement from her Career Manager she kept applying for opportunities, and continued to diligently stay the course. Finally, a very fortunate Employer hired her as a Laborer and gave her a chance to shine. Morgan shared she is enjoying her career and plans to stay there. The Company, SVRC Industries, is undoubtedly thankful for hiring her and currently reaping the benefits of her great work and dedication.



Team Member

# SHOWCASE



# Team Member Showcase

To help the GLBMW! Joint Board of Directors to get a feel for the team that is making their strategic vision a reality, I will be including a team member spotlight in each report. These dedicated individuals are the backbone to the success that is GLBMW!

## Kim Onstott - Program Director Gratiot/Isabella

Kim started my career with Michigan Works! over 20 years ago. In 2001, she was hired as a Youth Case Manager in Isabella County. Throughout the years, Kim worked as a Youth Liaison, Adult/Dislocated Worker/Trade Case Manager, Compliance Monitor, Senior Program Manager and now Program Director. Kim also serve on the Cabinet for Gratiot-Isabella RESD and is the Secretary and Marketing Chair for the Mt. Pleasant Optimist Club. Kim is a life-long resident of Isabella County and a graduate of Central Michigan University (Fire up Chips!). Kim and her husband, Patrick have three children; Breanna (17), Madisyn (12) and Cameron (6). Kim's hobbies include photography, camping, golfing, shopping, and traveling. My favorite camping vacation spot is in Ludington, I just love the beautiful beaches of Lake Michigan. I look forward to many more years here at Michigan Works!.



## Heather Dillon- Employment Services Manager Saginaw, Midland, Bay

Heather started as an Employment Services Advisor in February 2015. It was her first job out of college. Heather left GLBMW! briefly in 2020, and returned to Michigan Works! as the Employment Services Manager in 2021. Heather loves that every day is different, and there is always something new and challenging to do but mostly that what we do makes a difference.

"When we help people better themselves, we ultimately help employers, too. I like that what we do has a ripple effect throughout people's lives and in our economy"

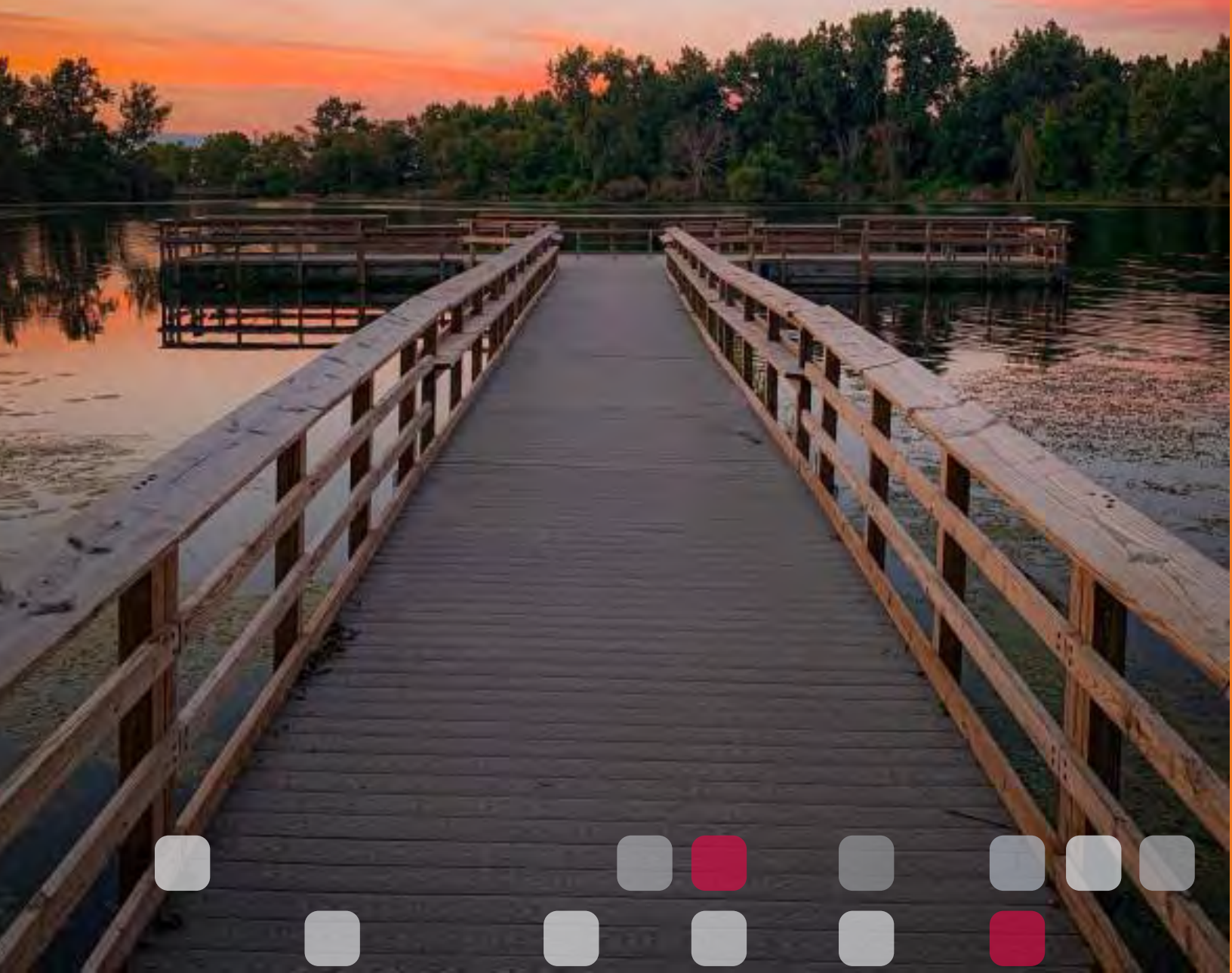
Heather lives in Midland with her husband and son.



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# current PROJECTS

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Goal4 It!, Unified Communication Upgrade,  
RAP SAE Grant, Clean Slate,



## Goal4 It!

Last year we shared with the Board that we were moving from a case management model to a career coaching model. Over the past year, GLBMW program leadership and staff have been learning the career coaching model called Goal4 It!.

Goal4 It!™ was co-created by researchers and practitioners of human services as an alternative to case management and service delivery practices that are compliance-oriented. A science-informed approach to achieving economic independence by activating motivation and commitment to change. The Goal4 It!™ model draws on evidence from behavioral science, neuropsychology, and social science research. Goal4 It!™ is an intentional process for pursuing goals linked to a broader set of strategies for improving child and family outcomes: (1) reducing external sources of stress, (2) creating responsive and supportive relationships, and (3) building core (self-regulation) skills. Goal4 It!™ was designed specifically for public agencies and contracted service providers, but we have found that it can work in a variety of settings and with different populations.

Program leadership began training first to learn the leadership component. Staff were then introduced to the coaching model. Both groups have spent time each month learning virtually while practicing what they are learning with each other. Focus groups were held this summer to refine our process and move forward with public roll out in October 2021.

Phase II of this project will be forms revision. GLBMW will work with Mathematica and the State of Michigan to reduce the paperwork component of program participation. That phase of the project is expected to take up to 12 months to complete.

## Unified Communications Upgrade

Last year, during the height of the COVID shutdown, GLBMW! was fielding thousands of phone calls per day which quickly illustrated the inadequacies in our current phone system. The previous system has no interoperability between centers and the equipment required substantial vendor support (at a considerable cost). When system failure did occur (which happened fairly routinely) multiple vendors were required to complete costly repairs.

Building upon a \$76,000 grant received from the State of Michigan, the new unified communication system from Charter Spectrum resolves all these legacy issues. Our service centers are now connected via fiber optic cable to a central location that houses our single UC system. Our service centers are seamlessly connected to one another under a single communication environment. Configuration of the UC system can be performed by GLBMW! IT staff. Maintenance of the entire UC system is completely covered by Charter Spectrum at no additional cost, with a guaranteed uptime of 99.99%. Our new UC system also provides us these new capabilities:

- Direct inward dial phone numbers
- Extension dialing to all sites
- Voicemail to email
- Chat
- Desktop screen share
- Video conferencing
- PC phone application
- Mobile device phone application
- Call center capabilities
- Digital voice quality
- Unlimited domestic long-distance calling
- Live training

Additionally, the interoperability of the system is allowing a restructuring of our customer service model. In building upon the Goal4 It! teachings, our front desk and call centers will be separate allowing GLBMW! team members to interact more effectively with walk in customers.



## Registered Apprenticeship Expansion Grant

This spring, GLBMW! and Michigan Works! Region 7B received a \$728,000 apprenticeship expansion grant from the State of Michigan. The grant continues move forward, having held the first of several meetings of the Regional participants as the team moves forward towards developing a universally recognized apprenticeship credential. This grant covers 11 counties and is targeting populations from:

- Youth (ages 16-24)
- Veterans
- Minorities
- Women
- People with Disabilities
- Returning Citizens

in the following areas of focus:

- Automotive,
- IT,
- Agriculture,
- Hospitality,
- Healthcare,
- Teaching,
- CAD,
- Welding

Great Lakes Bay Michigan Works! is also participating in a second Registered Apprenticeship Expansion Grant that was awarded to the Workforce Development Institute. This Access 2 Apprenticeship (A2A) grant is based on the Access for All model and prioritizes youth and underrepresented populations.

Partners in the A2A are:

- Michigan State AFL CIO
- Michigan Building and Construction Trades Council (MBCTC)
- Michigan Apprenticeship Steering Committee, Inc. (MASCI)
- Southeast Michigan Community Agency (SEMCA)
- Detroit Employment Solutions Corporation (DESC)
- Michigan Works Southeast - Pending
- Saginaw ISD
- Jackson Area School District
- Downriver Career Technical Consortium
- Chandler Park Academy
- Delta College
- OA Apprenticeship Training Representatives (TBD)
- Project Accelerate
- Detroit Workforce of the Future
- Helmets to Hard Hats

## \$417,621 Going Pro ILC

On August 27th, 2021 GLBMW! in corporation with Michigan Works Region 7B received 2 Going Pro Industry Led Collaboratives (ILC) totaling \$417,621.

The first ILC was in partnership with Central Michigan Manufacturer's Association in which 186 employees from companies will receive valuable leadership training through the Dale Carnegie Leadership Course.

The second ILC was in partnership with Great Lakes Manufactures Association in which employees from 6 regional employers will receive certifications in Measurements and Management through Delta College.

These two awards bring the Going Pro Talent Fund total for our region to just over \$2.2M.

## Clean Slate

On Aug 5th, the GLBMW! team in cooperation with Legal Services of Eastern Michigan, Saginaw County Sheriff's Office and the Saginaw County Clerk's office held the region's first Clean Slate Expungement Fair. The event was held as part of the State of Michigan's Clean Slate program.



The Clean Slate program was developed to assist removing eligible violations from an individual's permanent record. The event attracted over 300 applications and served 121 eligible individuals.

Additional fairs are being planned in Bay, Midland, Isabella and Gratiot counties as well as an additional fair in Saginaw County.

The Clean Slate Expungement Fair was a hybrid indoor/ outdoor event. Participants were required to pre-apply to ensure a safe and efficient event could be held. Although limited to Saginaw County convictions, interested individuals came from as far as Grand Rapids. Everyone who attended were provided with outstanding service and instructions for applying for future fairs as well as an overview of the services available through GLBMW!.





# GLBMW! In the News...



Digital Literacy Grant, Expungement Clinic,  
Unemployment Update



# These Great Lakes Region entities net grants to aid young professionals

*Midland Daily News article from Aug 4, 2021*

Great Lakes Bay Michigan Works! and Great Lakes Bay Regional Alliance receive grant for work experience program for young professionals The Great Lakes Bay Regional Alliance and Great Lakes Bay Region Michigan Works! are co-recipients of a grant from AT&T in support of equipping young professionals with the tools, knowledge and resources for employment.

The Young Professional Work Experience Program, run by Michigan Works!, provides education and technology training to young adults ranging in age from 16-24 years old. The program covers meaningful work-based learning activities while addressing barriers to employment including social, emotional, economic, technological and digital literacy aspects.

The program includes 10 weeks of instruction and provides participants with opportunity to partake in work experience, tutoring and academic remediation, occupational skills training leadership development and mentoring, digital and financial literacy and much more. The effort will support at least 120 participants over the course of the 2021-2022 program.

“Great Lakes Bay Michigan Works! is excited to partner with the Great Lakes Bay Regional Alliance to expand digital literacy instruction to young adults participating in our Young Professionals Program,” said Christopher Rishko, CEO of Great Lakes Bay Michigan Works! “This program helps prepare individuals entering the workforce for the first time with the fundamental skills employers are looking for when sourcing talent. Digital literacy is an increasingly essential skill in today’s job market.”

The program builds on several other collaborative efforts supported by both the Great Lakes Regional Alliance and Great Lakes Bay Michigan Works!, including preparing youth for the workforce of the future and driving awareness about in-demand careers within the community. A few of those efforts include the launch of MiCareer Quest Middle Michigan’s Virtual Talent Tours and promoting and facilitating access to other talent development opportunities such as the Going Pro Talent Fund, Futures for Frontliners Program and MiReconnect Program.

“Preparing students for future success has been priority for AT&T for many years,” said David Lewis, president of AT&T Michigan. “As technology expands opportunities and changes the nature of the jobs we do, equipping student with the tools they need for success is important work, and we are proud to partner in it.”

The Great Lakes Bay Regional Alliance will act as the fiduciary for the grant and help promote awareness in the region for the additional avenue in career development resources for area youth across a number of different channels.

“Having tools and resources for young adults to explore careers is one of the ways we can support home-grown talent right here in the Great Lakes Bay Region,” said Matt Felan, president and CEO of the Great Lakes Bay Regional Alliance. “This grant provides area youth with an additional outlet to gain experience, knowledge and depth of understanding in today’s technology-forward work environment.”



## Great Lakes Bay Michigan Works! and local organizations host Expungement Clinic in Saginaw

*Mid-Michigan Now Newsroom Thursday, August 5th*

(SAGINAW, Mich.) – Great Lakes Bay Michigan Works! partnered with local organizations to host an Expungement Clinic in Saginaw.

Individuals who attend the clinic may be eligible to get misdemeanors and felonies removed from their criminal records, in accordance with Michigan's Clean Slate Program. Some convictions are not eligible for expungement and waiting periods for eligibility vary.

For this event, Michigan Works! partnered with Legal Services of Eastern Michigan, Saginaw County Clerk Vanessa Guerra, and Saginaw County Sheriff William Federspiel.

"Talent shortages exist across the state. Michigan's Clean Slate Laws provide an opportunity to expand the talent pool to include those who previously might not meet employer hiring criteria," states Christopher Rishko, CEO of Great Lakes Bay Michigan Works!

Changes under the Clean Slate Laws are estimated to expand eligibility from 3,000 to up to one million Michiganders.

"We have been waiting for improvements to the state's expungement laws for decades", said Amy Meilink, Directing Attorney, Legal Services of Eastern Michigan. "With these new laws, we will now be able to ensure people have greater access to jobs, schooling and housing."

The event runs from 2:00 p.m. until 7:00 p.m. on Thursday, August 5th at the Great Lakes Bay Michigan Works! office at 312 E. Genesee, Saginaw, MI 48607.

<https://nbc25news.com/news/local/great-lakes-bay-michigan-works-and-local-organizations-host-expungement-clinic-in-saginaw>

## Michigan Works: Great Lakes Bay region has over 8,000 active jobs available Local company counters labor shortage with sweepstakes incentive

*Tess DeGayner, Midland Daily News July 23, 2021*

Industries across the state are facing what we've been calling a labor shortage. Now, businesses are trying to adapt to the circumstances by finding additional ways to get talent back to work.

In the Great Lakes Bay Region, there are over 8,000 active job advertisements right now. And, 5,000 of those active job opportunities are full-time employment positions, according to an online database, Job EQ.

Christopher Rishko is the chief executive officer for Great Lakes Bay Michigan Works!, which assists employers in finding and retaining employees in Bay, Gratiot, Isabella, Midland and Saginaw counties.

Rishko said talent is one of the biggest issues regional employers are facing – pre pandemic and now, in a more post-pandemic time. During the pandemic, he said health concerns, lack of child care access and increased unemployment benefits have "pulled folks out of the employment realm." But, Rishko said, there's a significant demand on the employer side. "Although the unemployment rate now is higher than it was pre-COVID, there's actually less people actively engaged in the labor force," he said. "So, although it's higher, there's less people looking for work. That makes it even more difficult for area employers to find talent."

One local company is offering a sweepstakes program to encourage talent to find employment. Kathy Weaver is the owner of the Spherion Staffing office in Midland. The company is trying to fill more than 10,000 job opportunities for clients. At the local office, which serves Midland, Gladwin, Clare, Isabella, Saginaw and Bay counties, there are over 55 job opportunities available.

Weaver said the company launched a sweepstakes on July 12 to connect candidates with these opportunities. The sweepstakes offers prizes each week, from a tumbler cup up to a Ford Mustang sports car - the grand prize. "We haven't heard as much from candidates as we would like to. As we're talking to them, we're telling them what a great time it is to apply with us and go to work with us. Because every week that they work with us, they are registered for the sweepstakes," Weaver said. "Our clients (businesses seeking employees) are liking the sweepstakes, they feel it's a positive step forward to try to generate that candidate pool."

Despite early challenges, Weaver said the sweepstakes is generating more candidates as the hiring incentive effort continues. She said the sweepstakes will end Sept. 15, when the grand prize winner is announced.

Rishko said Michigan Works! is offering job fair opportunities with employers in the region to help connect candidates with employers. He said business service teams are making additional efforts to train potential job candidates as well.



A report by  
Great Lakes Bay Michigan Works  
CEO Christopher Rishko

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Great Lakes Bay Region