



OUR ANNUAL REPORT

A look back to prepare for the future

2019 - 2020

WWW.MWSE.ORG

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GREETINGS & FAREWELL

Our directors have a special message

Click here to to watch!

or visit www.mwse.org/annualreport2020



I am honored and excited to continue moving workforce development forward in a way that sheds the spotlight onto the value our organization brings to the communities we serve. We are facing unique times in our region, state and nation. It's time to roll up our sleeves, accept the challenges we are facing together, and craft creative solutions!

**- Shamar Herron,
Executive Director**



I am truly honored to accept this opportunity as we take a look at workforce and the impact of the pandemic on our region as a whole. We have a great chance to redefine workforce and our role in the communities we serve. I am excited to accept this challenge and look forward to working alongside Shamar as we continue to grow our organization, by creating connections to a better future!

**- Misty Shulters,
Deputy Director**



It has been one of the greatest honors of my professional career in workforce development to serve as the first director of Michigan Works! Southeast. Throughout my tenure I have been fortunate to enjoy the support of dedicated board members and staff. Under the leadership of Shamar Herron, and with the continued support of our boards and the community, Michigan Works! Southeast will continue to create connections to a better future for our customers and for the communities it serves.

- William Sleight, Former Executive Director

WHO WE ARE

Our purpose is to **create connections to a better future.**

Our mission is to **develop today's workforce and tomorrow's economy** by engaging employers, jobseekers, and partners.

Our vision is a community which fosters and sustains **a strong, diverse economy** where people can live, work, and prosper.

OUR VALUES:



Innovative Leadership

We foster innovation to maximize the economic impact of workforce funding and resources.



Service with Respect

We serve jobseekers with integrity and dignity by delivering services with respect for cultural diversity, fairness, and differences of opinion.



Responsiveness to Employer Needs

We promote a demand-driven system that anticipates and responds to employer needs.



Partnership

We convene partners strategically to better meet needs, leverage resources, and more efficiently deliver workforce services to the community.



Education

We value the importance of the education continuum of K-12, postsecondary, and lifelong learning, leading to the development of sustainable workforce.



Continuous Improvement & Accountability

We evaluate services and programs based on meeting or exceeding customer satisfaction, tracking performance to core metrics, and implementing continuous improvement processes to ensure a sound return-on-investment of taxpayer dollars.

MEET OUR DEDICATED BOARD MEMBERS



Marcus James
Chair,
Workforce
Development
Board



Sharon Miller
Vice Chair,
Workforce
Development
Board

WORKFORCE DEVELOPMENT BOARD

Marcus James, Chairperson
StableInc, LLC

Sharon Miller, Vice Chair

Consumers Energy

Ambrose Wilbanks

Destination Ann Arbor

Anne Rennie

Livingston County United Way

Bill Rayl

Jackson Area Manufacturers Assoc.

Craig Hatch

Jackson County Chamber of
Commerce

Curtis Hatch

Jackson County Chamber of
Commerce

Deb Polich

The Arts Alliance

Donald Germann

County National Bank

Grace Trudell

IBEW Local 58

James Hogan

Thai Summit America Corp.

James Van Doren

Lenawee NOW

Jeremiah Hodshire

Hillsdale Hospital

Jeremy Frew

Jackson College

Kevin Oxley

Jackson County ISD

Lee Graham

Operational Engineers 324

Leslie Alexander

Inmatech, Inc.

Maria Birkett

Wacker Chemical Corp.

Molly Coy

DTE Energy

Philip Santer

Ann Arbor SPARK

Rich Chang

NewFoundry

Richard Currie

Hitachi Automotive Systems

Ron Rose

Huron Valley Area Labor Federation

Dr. Rose Bellanca

Washtenaw Community College

Sean Duval

Golden Limousine, Inc.

Shantalita Bailey

MRS/LEO

Shawn Planko

Duo Security

Steven Gulick

Huron Valley Labor Federation

Troy Reehl

Hillsdale County ISD

BOARD ALTERNATES

Kurtis Condon, Hillsdale Terminal; **Marcia Gebarowski** Ann Arbor SPARK; **Marie Harrell**, Michigan Rehabilitation Services;
Tina Matz, Jackson College; **Ron Rose**, HVALF; **John Saylor**, Ann Arbor Electrical JATC; **Gina Spadafora**, F&M Enterprises;
Brandon Tucker, Washtenaw Community College; **Monique Vann**, McDonald's

RETIRING BOARD MEMBERS

Leann Wilt, Lynn Matzen, Mindy Bradish-Orta, Scott Menzel, Steven Girardin

MEET OUR DEDICATED BOARD MEMBERS



Karol "KZ" Bolton
Chair,
Consortium
Board



Daniel Mahoney
Vice Chair,
Consortium
Board

CONSORTIUM BOARD

Karol KZ Bolton, Chair
Lenawee County Commissioner
Brent Leninger
Hillsdale County Commissioner
Doug Ingles
Hillsdale County Commissioner
Darius Williams
Jackson County Commissioner
Chris Wittenbach
Lenawee County Commissioner

Daniel Mahoney, Vice Chair
Jackson County Commissioner
Dennis Helzerman
Livingston County Commissioner
Mitchell Zajac
Livingston County Commissioner
Sue Shinks
Washtenaw County Commissioner
Shannon Beeman
Washtenaw County Commissioner

CAREER & EDUCATION ADVISORY COUNCIL

Kevin Oxley, Chair

Bill Rayl

Cari Bushinkski

Grace Trudell

Heather Robidoux

Jack Townsly

Jamie Lopresto

Jamie Mueller

Jenny Heath

Jeremy Frew

John Patry

Karen Eisley

Kevin Beaufait Upton

Kim Svacha

Linda Blakey

Lee Graham

Matthew Shane

Michelle Radcliffe

Naomi Norman

Patty Knapp

Ryan Rowe

Scott Heister

Sharon Miller

Shawn Vondra

Ted Kroll

Tim Rogers

Troy Reehl

Valerie Jamerson



Remembering Dennis Dolan

We'd like to remember Commissioner Dennis Dolan, who passed away in April 2020. Mr. Dolan served as a Livingston County Commissioner since 2003 and Vice Chair to the Consortium Board since 2016. We offer our condolences to Mr. Dolan's family.

A YEAR LIKE NO OTHER

It's been said that adversity often brings out the best in us. Amidst a transition to in-house fiscal and human resources functions and a global pandemic – Michigan Works! Southeast found itself on the front lines of the worst economic crisis since the Great Depression. Despite these challenges, our team stepped up to meet the needs of our region and connect our community to a better future!

In merely weeks, our unemployment rate soared from about 3% to 23.42% as entire industries temporarily closed down due to the pandemic. More people applied for unemployment insurance in one month than in the entirety of the Great Recession of 2009-2010! Our team stepped up** to help the Unemployment Insurance Agency work through their backlog, receiving over 40,000+ calls and resolving over 1,000+ claims between March and December.

Our team rapidly transformed the way we work with most staff working from home and altering our centers to ensure the safety of our team and customers. Nevertheless, our team continued to provide top tier customer service and found new ways to connect our community to a better future! Our centers adopted an appointment-based model to serve people safely. Meanwhile, a live chat feature was implemented on our website, allowing customers to speak to a knowledgeable team member from the safety of their home. Workshops and job fairs were made virtual, with the State of Michigan's Brazen Platform used to connect employers to the qualified talent they need.

These are challenging times, but we believe in helping those in need and will always be creating connections to a better future!

COVID BY THE NUMBERS

March - December 2020

41,558

**Calls to our
Centers**

1,315

**UIA Tickets
Resolved**

110

**Attended
Virtual Workshops**

AN UNPRECEDENTED YEAR IN REVIEW

17,636

People
Served

4,250

Jobs
Found

50,017

Total
Visitors

930

Employers
Engaged

STATEWIDE UNEMPLOYMENT
21.20%

REGION 9 UNEMPLOYMENT
19.70%

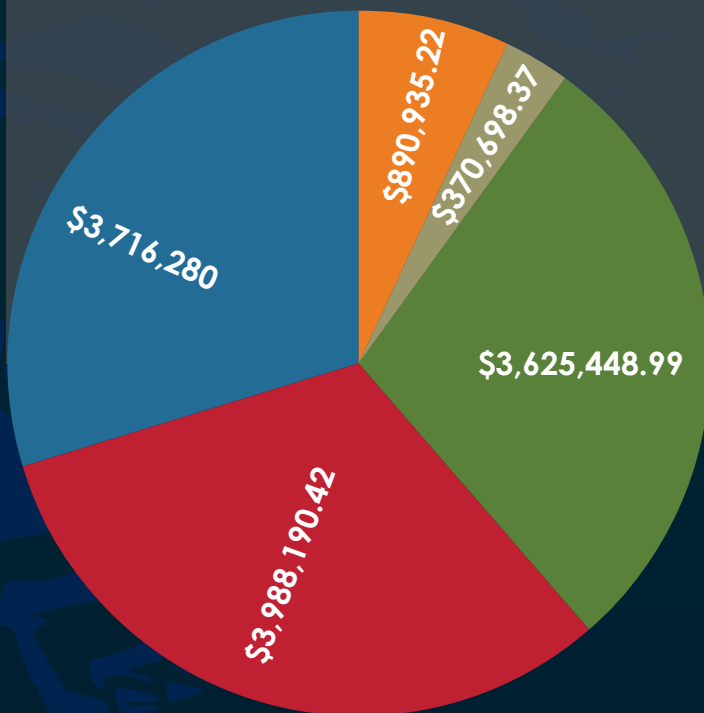
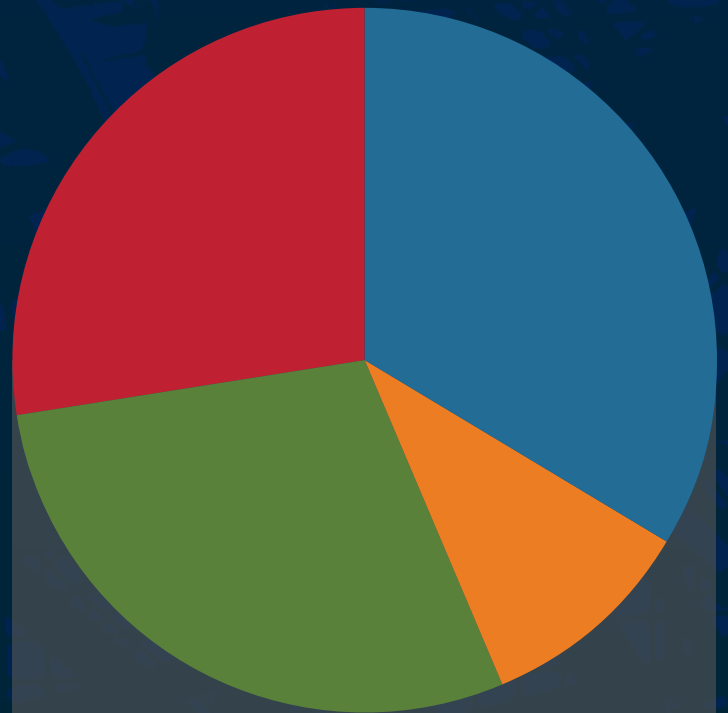
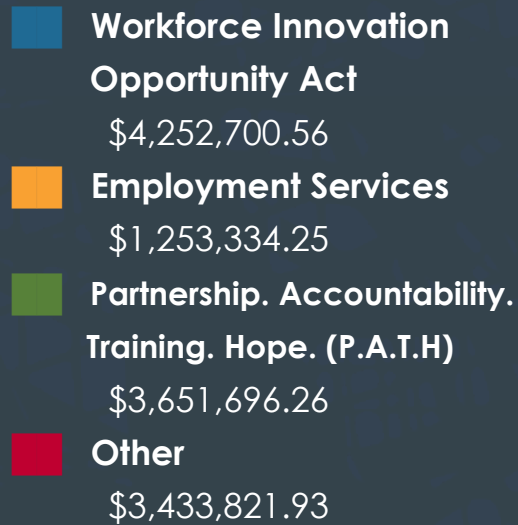
OVER 1,315 UNEMPLOYMENT CLAIMS WERE PROCESSED
BETWEEN MARCH AND DECEMBER!

2019 - 2020 FINANCIALS*

*Preliminary data, audit pending

REVENUE BY CATEGORY

Total: \$12,591,553



EXPENDITURES BY CATEGORY

Total: \$12,591,553



CELEBRATING SUCCESS



Laid off in 2018 & 2019, Brenda took advantage of our services. Attending workshops, resume consultations & interview preparation paid off, literally! “I really appreciate everything they did to help land me back on my feet at a scary time.”

A single working mom attending LPN training, Stephanie connected with us to help her reach her goals. She graduated in April & quickly gained experience in a COVID environment. “MWSE wanted me to succeed & for that I will be forever grateful.”



Looking to upgrade her skills, Ciera committed to partnering with us during her training program. We helped her through training, shared best practices for study habits and job leads. Ciera has been working since last fall as a CNA.

Shelby connected with us hoping to land a career. With our help, she completed welding training at LISD TECH Center. She is employed at Adrian & Blissfield Rail Road Company & earning a great wage. “Thank you for helping find my career!”



CELEBRATING SUCCESS

Life isn't always going to be composed of glitter (sunshine) or gold (rainbows). Life is filled with everyday struggles, hardships, and setbacks. Everyone struggles in life, but it's what you choose to do with your struggles that will define who you are.

Have you ever struggled in life? I know I have.

Everything in my life was going great; I worked two jobs, had money in the bank, a vehicle, and a roof over my head. As some would say, "I was living a good life." What could possibly go wrong? In Feb 2019, I lost one of my jobs which was my main source of income due to downsizing. I was laid off indefinitely.

Once unemployed, I started to fill out applications for every and any job, qualified or not, only to get turned down. I was thinking to myself, with my management experience and BBA/ACC degree this should not be happening! Days turned into weeks; weeks turned into months. This is when my world started to crash right before me.

My money was running low, I was on the verge of losing my vehicle and eviction notices were on my doorstep—how low could I go.... As a single parent I did what no one would want to do: I swallowed my pride and filed for government assistance. The little cash assistance and food stamps that I was receiving helped but it was not enough to survive on. I needed a life line and I needed it now!

Through it all my dad was there for me and mostly for my daughter.



**"I CAN HONESTLY SAY
THAT IF IT WEREN'T FOR
MICHIGAN WORKS!, PAM
RHODES, AND SHANNON
PETTRY, I WOULD NOT
BE WHERE I AM TODAY.
THIS ORGANIZATION HAS
OPENED MANY DOORS
FOR ME AND I AM VERY
THANKFUL TO THEM."
- DARKUS WORTHEY**

He was emotionally and financially supportive. Without his help, I would not have gotten very far in life.

One of the requirements for assistance is that you have to look for a job and register with Michigan Works. In April 2019 I met Pam Rhodes and Shannon Pettry. I told them what I wanted and needed to accomplish my goals and they listened. I signed up for every workshop class that was suggested to be beneficial to me in the long run. After countless resumes having been sent out and still no good news, they too realized I was having difficulties getting a job in the Accounting field because I lacked the experience that was required. So, Pam decided it would be best to set me up with on-the-job training with a local employer: America's Preferred Home Warranty.

On June 3rd, 2019 I was hired as an A/R Clerk in the Accounting Department. I celebrated my one year anniversary on June 3rd, 2020. On Oct 22nd, I was promoted to A/P Clerk. I can honestly say that if it weren't for Michigan Works, Pam Rhodes, and Shannon Pettry, I would not be where I am today. This organization has opened many doors for me and I am very thankful to them.

No matter how much it hurts, struggles only last for a certain period of time. You just have to believe that it'll get better and you're not alone in your struggles. There's someone out there whose struggles are worse than yours. A good life is a life of struggles. What won't kill you will make you stronger.

LOCAL IMPACT

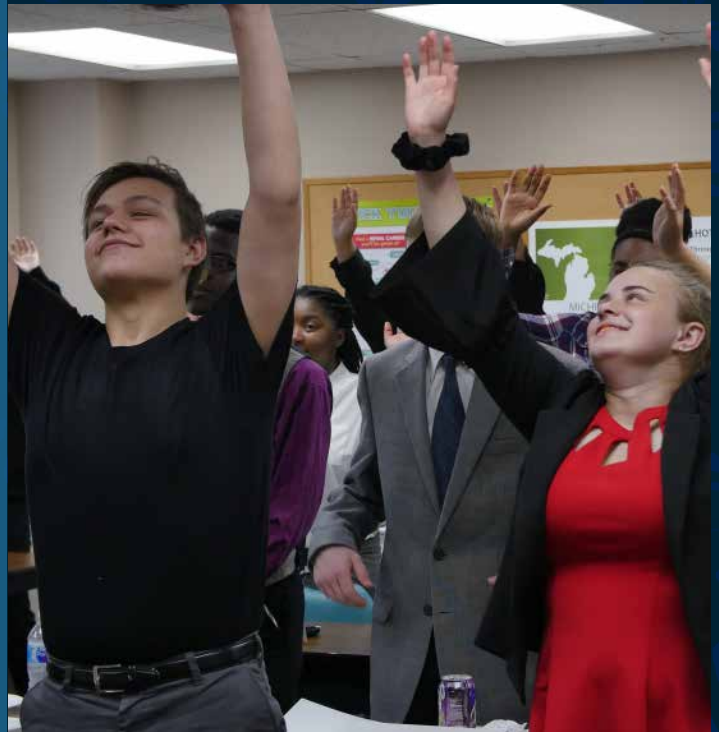
Summer '20 was set to be the biggest year for our Summer Youth Employment Program. The program expanded into all five counties and rebranded as #MISummer Internship (and Summer Works in Washtenaw County). Applications opened in March and saw more employers and students apply than ever before – then the world changed.

The COVID-19 Pandemic forced us to change how we work and learn as we sheltered at home. #MISummerInternship was no longer possible in its original form and it seemed like the program would have to be halted until life could return to normal. This program is too important, however, and our team refused to let COVID prevent our youth from gaining critical employment skills!

Our team partnered with Jobs for Michigan's Graduates to create the "Virtual Internship Prep Course": a three-week professional development course in which youth could learn essential skills and develop their portfolio from the safety of their home. Like #MISummerInternship, participants earned while they learned – receiving up to \$1,000 for successfully completing the program.

The Virtual Internship Prep Course was a resounding success, with 95 Students completing the three-week program!

#MI SUMMER
INTERNSHIP



CLICK HERE TO LEARN MORE

or visit mwse.org/misummerinternship

LOCAL IMPACT

HILLSDALE

Our Hillsdale team equipped county youth for employment by providing training sessions and professional portfolio workshops. In addition, our team provided adult education services to Hillsdale residents, promoting greater business stability throughout the county.

JACKSON

The Summer Youth Employment Program, now called #MISummerInternship, continued in Jackson County with 29 youth and 13 employers. Major local employers such as Power Drive Systems, Jackson County Parks, and the Jackson District Library all hired their interns part time after the season ended.

LENAWEE

Michigan Rehabilitation Services awarded our Lenawee team with the Community Partner Champion Award, recognizing their commitment to serving individuals with disabilities. The team's collaborative approach to offering individualized services to meet employment and training goals – along with a strong and successful partnership between the two agencies – were the standout reasons for our Lenawee team's statewide recognition.

LIVINGSTON

Our Livingston team rose to the recent challenge of COVID-19 and answered non-stop phone calls helping folks with their unemployment. They also successfully transitioned to working from home every other day to lessen the risk of COVID exposure while still giving customers excellent service.

WASHTENAW

The 3rd Annual Expungement Fair in Washtenaw County was held virtually and saw attendance double from the previous year. The free webinar featured Senator Jeff Irwin, who discussed new legislation that could create more opportunities for expungements.



Michigan Works! Southeast is part of a statewide network of 16 organizations that cover the state with efficient, effective tools capable of building jobs, leveraging careers and developing core talent. Through a collaborative public-private partnership, Michigan Works! delivers results that few others can claim.

Michigan Works! Southeast is an Equal Opportunity Employer/Program | Auxiliary aids and other accommodations are available upon request to individuals with disabilities | Supported by the State of Michigan | Paid for with State / Federal Funds | Proud Partner of the American Job Center Network | Toll-free telephone number 1-800-285-WORK (9675) | TTY: 7-1-1