

**THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) LOCAL PLAN FOR  
THE SOUTHEAST MICHIGAN CONSORTIUM**

**JULY 1, 2016 - JUNE 30, 2020**

**SUBMITTED BY:**

**THE SOUTHEAST MICHIGAN CONSORTIUM**

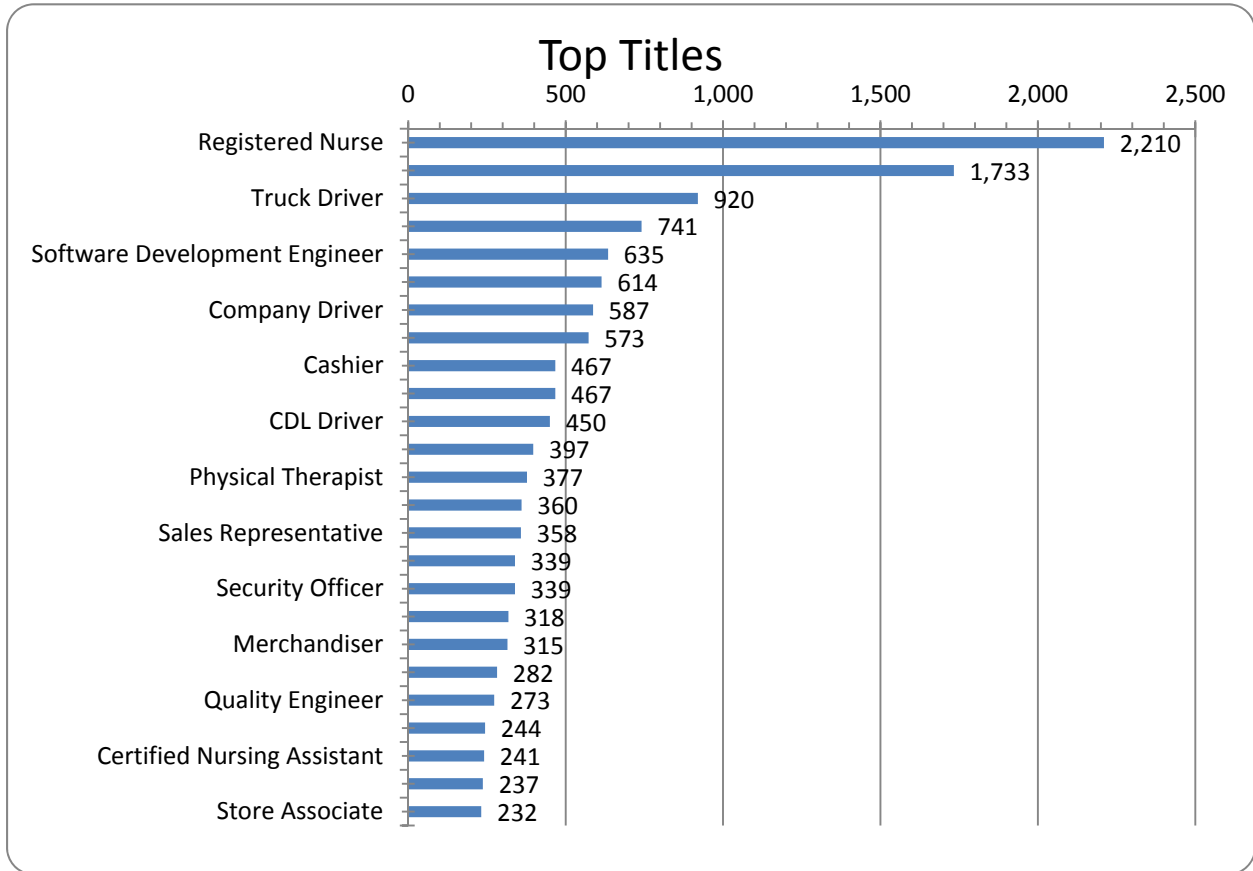
The Southeast Michigan Consortium (SEMC) is pleased to submit the Workforce Innovation and Opportunity Act (WIOA) Local Plan for Fiscal Years 2016-2019 (7/1/16 through 6/30/2020). Covering the counties of Washtenaw, Livingston, Jackson, Lenawee and Hillsdale, the SEMC has a diverse demographic, economic and business make-up. The WIOA Local Plan aims to support this diversity and provide job seeker services and business services with as the programs and flexibility to meet their needs.

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

Working with several partner organizations, the SEMC has a thorough and detailed look at regional labor market data and economic conditions assembled in the Prosperity Region #9 WIOA Regional Plan. Looking deeper into the labor market of the five counties of Michigan Works! Southeast, the following conclusions are reached:

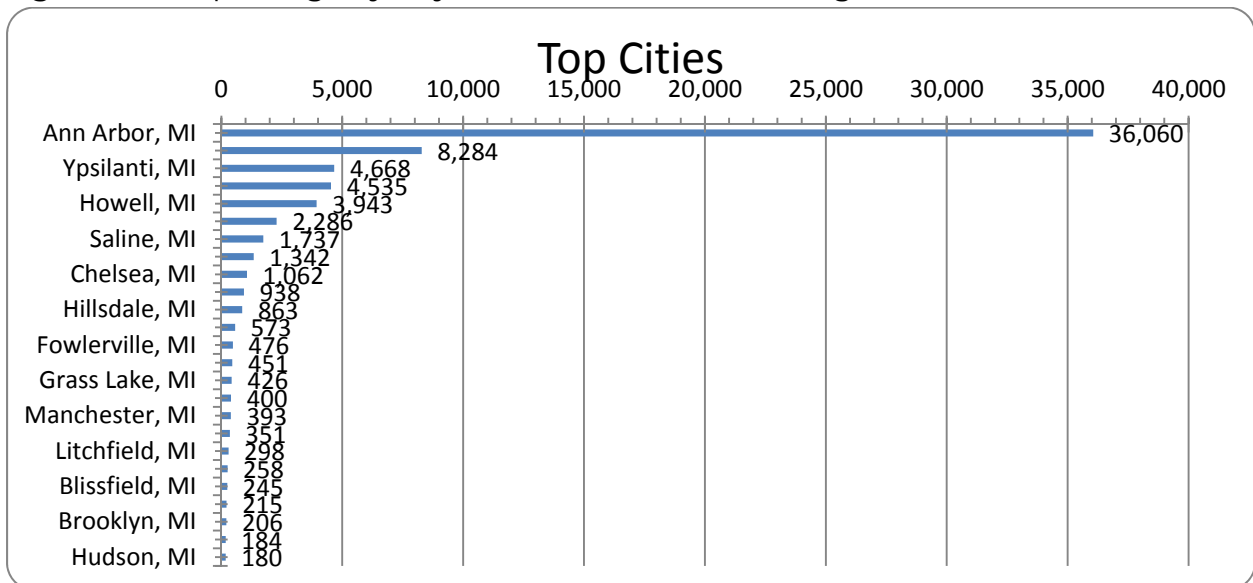
- There are a variety of in-demand jobs and occupations in the five counties of the Consortium. However, they seem to be at the “extremes” of high salary positions that require an enormous amount of education and relatively low salary positions that require little training. (See Figure #1)
- Health Care and hospitality/service sector jobs seem to dominate the most common “job titles” in job postings
- Discussion with Business Services show those many employers in manufacturing are having difficulty finding an adequate number of employees. Many have turned away from “public postings” and are using temporary employment agencies.
- Training will continue to be a major part of getting program participants “job ready.” While classroom and vocational training is not projected to be as common, work-based training will continue to be a main focus.
- Employers seem to be more open to job applicants such as those with offender backgrounds or those with little applicable experience.
- The five counties of Michigan Works! Southeast have a diverse employer and job seeker applicant pool. Allowing local flexibility will be key to serving local employers and job seekers adequately.

**Figure 1:** Southeast Michigan Consortium's Top job titles for FY 2015 (7/1/15 through 6/30/16)



**Source:** Burning Glass Technologies

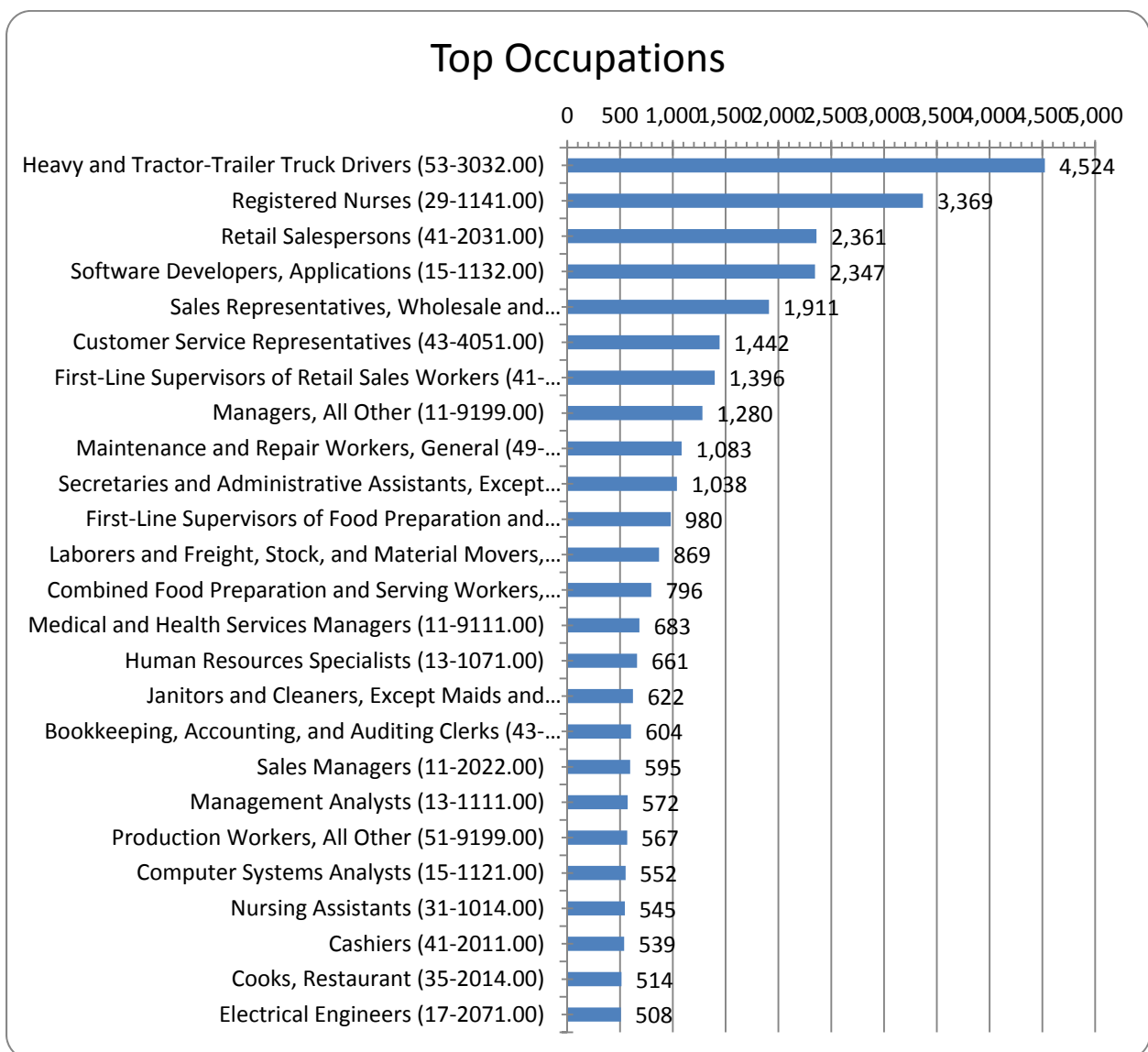
**Figure 2:** Job postings by city for FY 2015 (7/1/15 through 6/30/16)



**Source:** Burning Glass Technologies

As expected, the bulk of the job postings for FY 2015 were in Ann Arbor and Ypsilanti. Ann Arbor is the largest city in the counties of Michigan Works! Southeast and Ypsilanti has many employers (hospitality, small commercial stores, etc...) that have high turnover and seasonal employment. Ann Arbor has many large employers such as St. Joseph Mercy Hospital and the University of Michigan Medical Center. Consumer's Energy in Jackson is another large employer but they work with temporary employment agencies, as do many of the manufacturers in the five counties, so their data does not directly show through in this analysis.

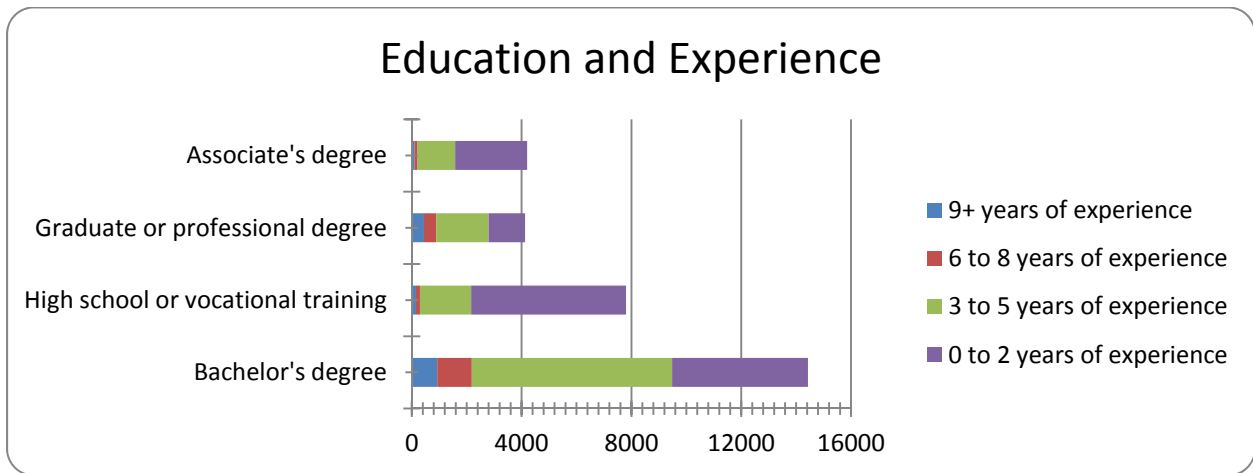
**Figure 3:** Top occupations for FY 2015 (7/1/15 through 6/30/16)



**Source:** Burning Glass Technologies

Similar to Figure 1, when we analyze the top occupations, Figure 3 shows begins to clarify that our main job posting occupations begin clustering around the three clusters of health care, information technology and manufacturing. We generally do not plan to train participants for “truck driver” training is the number of job postings is traditionally due to high turnover. Service sector job are well-represented, but we generally aim to place program participants in higher-paying, year-round jobs.

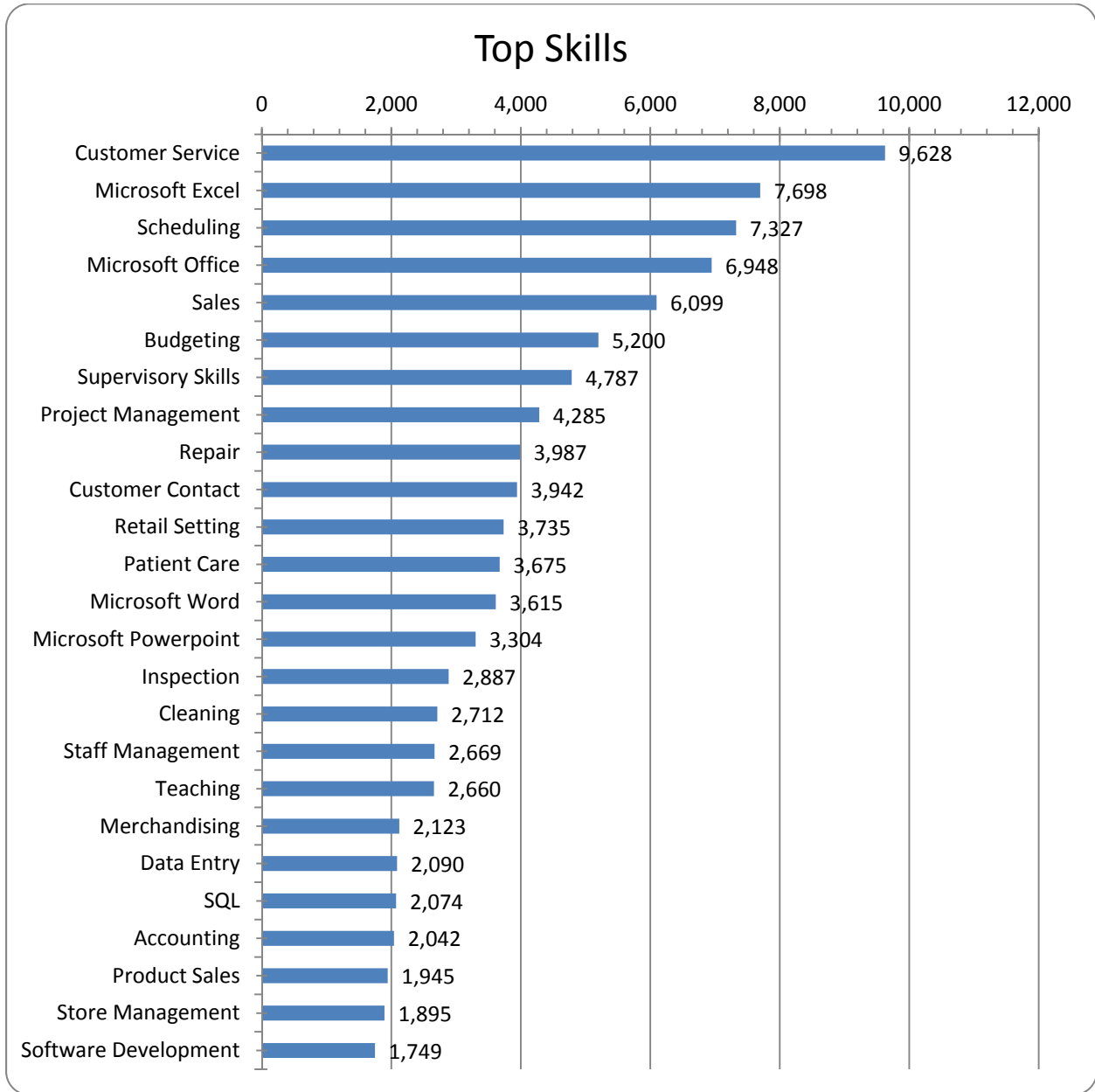
**Figure 4:** Education/Experience for Job postings for FY 2015 (7/1/15 through 6/30/16)



**Source:** Burning Glass Technologies

Analysis of the required educational attainment and experience for the job postings for FY 2015 show an interesting dilemma: most jobs posted require either a Bachelor's degree or just high school/vocational training. Because of the direction Michigan Works! Agencies and the Talent Investment Agency have taken in recent years, the focus of our training and job placement assistance will be on supporting and assisting the jobs that require vocational training. Work-based training will be a major part of this. Classroom training is still an option but generally, we will shy away from long-term training that goes for more than one year.

**Figure 5:** Top Skills demanded for Job postings for FY 2015 (7/1/15 through 6/30/16)



**Source:** Burning Glass Technologies

Looking at the top skills demanded for job postings in FY 2015, a lot of “soft skills” seem to be in high demand. This confirms what many of our Business Services staff communicate: employers are becoming more lax on applicants have the hard, technical skills; they are more interested in getting an employee with the ability to be organized, on time, work in a team, etc... Other common skills our Business Services team communicates include “Customer Services”, “Leadership” and basic computer skills. Expanding the interaction of Career

Advisors with job applicants and trainings with workshops on job skills will be established by Michigan Works! Southeast.

Taken in totality, research on the labor market and economic conditions of the counties of Michigan Works! Southeast tells us that a dichotomy is being created: most jobs seem to either be high salary jobs that require much education/training or they require little training but often start at lower wages. There don't seem to be many "mid-level" wage and training jobs being made in great numbers at this time. Michigan Works! Southeast plans to address these by allowing Business Service staff and Career Advisors in each of the five counties to have as much flexibility as allowed by their respective program. Large employers seeking degreed job applicants in Washtenaw will need to be assisted differently than small, blue-collar employers in Jackson and Lenawee counties. Meeting the needs of this diversity of employers and job seekers will be our top priority.

The Michigan Works! Southeast Workforce Development Board (WDB) understands the diversity in both employers and job seekers in the five counties. The policies they have approved allow for much "Career Advisor discretion" and "Business Service Coordinator" discretion as allowed under State and Federal law and regulations. Administrative staff of Michigan Works! Southeast will monitor and review employer contracts and job seeker files to make sure all actions are within allowable limits.

The WDB is in the process of developing a new, strategic vision and plan for the new organization. The previous strategic visions and plans for the three previous Michigan Works! Agencies were too focused to simply be expanded and adopted. The new strategic plan and vision is scheduled to be in place by July 1, 2017.

The Talent Investment Agency has proposed the Performance Standard below. Michigan Works! Southeast expects to surpass all of these measures for FY 2016:

<b>SE Michigan Consortium</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Wagner-Peyser *</b>
<b>Employment Rate 2nd Quarter After Exit</b>	87%	87%	78%	70%
<b>Employment Rate 4th Quarter After Exit</b>	73%	77%	65%	64%
<b>Median Earnings 2nd Quarter After Exit</b>	\$7,900	\$7,600	Baseline	\$7,243
<b>Credential Attainment within 4 Quarters After Exit</b>	70%	75%	70%	N/A

Meeting Performance Standards and supporting Title II and Title IV partners will be a major task for Michigan Works! Southeast. Job seekers with barriers will be assisted with partner-aided, targeted services. As the number of visitors to the Service Centers decrease, staff are able to work more closely with job seekers. Partner agencies such as adult education organizations or Michigan Rehabilitation Services (MRS) will be utilized whenever their expertise is needed to assist job seekers. Services to youth, especially at-risk youth, will continue to be specialized like they were under the Workforce Investment Act (WIA). For in-school youth, high school completion will continue to be the main goal along with career exploration and encouragement for post-secondary training. With WIOA shifting the focus of youth programs to the out-of-school population, the Consortium plans to be more aggressive and innovative with this population. Program such as *Mi Bright Future* and College/Career Access networks will become major components of the WIOA Youth program. The Out-of-School youth population will receive many of the same services that Adult/Dislocated Workers do, but with additional options as allowed by law.

The counties of the Consortium have strong partnerships with the required partners in areas such as Economic Development (Ann Arbor SPARK, the Small Business Development Center and Robert Tebo and Assoc.) and Adult Education (Livingston Educational Service Agency, Jackson College and Community Action Agency). A clear communication and referral system has been established and will look to be expanded. Using our partner's expertise is a major component of the strategy to keep costs down and provide the best services to job seekers and employers. Memorandums of Understanding (MOUs) will be completed with local partners to describe the expectations of the partnership while also confirming the referral process and cost sharing, if applicable.

## 2. Description of the workforce development system in the local area

The workforce development system must be flexible and varied, as the job seekers we serve vary from rural to urban settings and the employers vary from very small businesses to multi-billion dollar organizations. With this in mind, the various Service Centers of the Consortium specialize in the populations and employers they serve and tailor their services to meet the local needs.

The SEMC currently has five One-Stop Service Centers, one in each County of the Consortium:

Washtenaw County- Ypsilanti  
Jackson County- Jackson  
Livingston County- Howell  
Hillsdale County- Hillsdale



Lenawee County- Adrian

The five Service Centers are strategically located in each County with considerations for overall population, eligible population for services, employer location and access. The five service centers have been at their current locations for many years and are well-established in the communities where they reside. All five Service Centers lease space for their current location.

The Consortium offers the following programs at each of the Service Centers:

WIOA Adult, Dislocated Worker and Youth  
Wagner-Peyser Employment Services  
Partnership, Accountability Training and Hope (PATH)  
Trade Adjustment Assistance (TAA)  
Food Assistance Employment & Training (FAE&T)

Other programs that are offered in the Consortium are TANF Refugee Program (TANF-TRP) and Reemployment Services and Eligibility Assessment (RESEA). Currently, service providers are contracted for Wagner-Peyser and TAA eligibility determination.

The Workforce Development Board (WDB) of the SEMC aims to use existing partnerships as a way to refer and augment services available to job seekers. Each Service Center has local relationships with non-profits, schools, community service agencies and employer organizations that will be further developed to keep expanding services. Close partnerships with organizations such as Veteran's Services, Michigan Rehabilitation Services (MRS) and local Adult Education organizations will continue to be fostered through promotion, information sharing and convenient referral systems. Partnerships with organization such as the United Way, Community Action Agency, OCED in Washtenaw and the local intermediate school districts form a strong referral network. Potential participants are sent to the Consortium's offices while meeting space and specific training workshops (such as soft skills and adult education) are available through these other community agencies.

The local workforce development system also has strong relationships with local employers and employer-support organizations such as Chamber of Commerce and economic development organizations. As the Consortium continues the demand-driven approach to workforce development, support of employers and employer organizations will become a larger part of the organization's focus. The Ann Arbor Ypsilanti Regional Chamber of Commerce as well as the Howell and Brighton Area Chambers of Commerce often refer employers to Michigan Works! for everything from job fairs to Incumbent Worker training.

### 3. Carrying out Core Programs

The four core programs of the Workforce Innovation and Opportunity Act law must work well-together in order to form a well-rounded and effective workforce system. Some of these core programs are handled directly by Michigan Works! Agencies and others are available from partner agencies. In the past, core programs such as Adult Education and Vocational Rehabilitation have been handled through our partnership with local adult education programs and organizations such as MRS and the Bureau of Services for Blind Persons while Wagner-Peyser have been provided through the One-stops, often on service provider agreements. The Consortium plans to continue expanding the work with core programs by partnering on initiatives (such as *Mi Bright Future*) and close collaboration on workforce boards and Talent Development Career Councils (TDCC).

WIOA emphasizes services that lead to career pathways and stackable credentials as well as specialized services to those with substantial barriers to employment. The One-Stop Service Centers in the SEMC have already embraced many of these concepts and look to continue expanding their usage in the coming years. When staff meet with job seekers, a longer-term job plan is explored that may include several steps such as a "starter" credential, job placement to gain experience and eventually an additional credential. While training funds will often only cover the initial credential, helping place job seekers on the career pathways that have potential for growth will lead to better success for them and for employers in their industry/occupation. Co-enrollment in programs (such as TAA and WIOA DW) is a practice that will be utilized as much as possible in the Consortium. Providing flexibility for funding streams allows for better use of organizational funds and program planning.

By working with employers and developing strong, work-based training relationships, the SEMC expects to have greater employment placement and retention. Traditional classroom training will continue to be widely used in high demand fields such as Information Technology, health care and manufacturing. Support Services, when need is demonstrated, will be available for items such as mileage reimbursement to and from school, uniforms/work clothing and books. Training in fields and occupations that have clear and attainable pathways will be the focus of classroom training as well as work-based training. Case management and career advising will be geared towards long-term career growth and not focus solely on placing job seekers into immediate jobs with limited wage and advancement potential.

The work and close partnership with employers will lend itself to discussions on the actual skills needed for the industry and/or occupation. All five counties of the Consortium have strong relationships with local community college and

flexible trainers that can and have created curriculums based on feedback from employers. The development of these programs has led to accelerated training that involves both work skills and employment/job skills. All core programs, but especially Title I WIOA Adult, DW and youth, have been instrumental in this partnership with updating and adapting curriculums as needed to best meet employer's needs.

#### 4. Description of strategies and services in the local area

The Southeast Michigan Consortium will utilize any and all necessary strategies to assist the employers in our counties. In the past, all five counties have had great success promoting and implementing the Skilled Trade Training Fund (STTF), Incumbent Worker (IW) and On-the-Job Training (OJT) programs as a way to facilitate employer engagement with the workforce system. The Consortium plans to continue building on this approach and continue close communication with employers to address the training and credentialing needs of demanded occupations. STTF, IW and OJT training has been used with small and large employers and in various industries. Expansion of use of these employer-based training tools is being sought in additional industries and for various occupations.

Through close partnerships with business organizations such as local Chambers of Commerce, the Southeast Michigan Consortium will promote opportunities and employer-based training programs available through Michigan Works! Local economic developers and will continue to work with Business Service staff to address the talent needs of employers they meet. Often times, economic developers will refer business to our services if they find a need for talent enhancement with the employer they see. When visiting larger employers, business service staff will sometimes accompany economic development representatives to assist with the outreach. The more information that can be collected regarding the current and projected needs of employers, the better the workforce development system can be. Business Services reps. in the Consortium have found local trainers to be very open and adaptable to using curriculums that appeal to employers. This practice will be continued and expanded in the coming years.

The overarching goal of the Southeast Michigan Consortium when it comes to training and employer support is to place job seekers in high-demand fields that are on career pathways, allowing for promotion and wage growth. Locally, these fields tend to align with the Michigan Industry Cluster Initiative (MICA) in the industries of Advanced manufacturing, health care and information technology. Most classroom and work-based training is in these fields as most of them provide career advancement opportunities.

When it comes to partnering with unemployment insurance programs, the One-Stop Centers often play a vital role. Since people applying for UI insurance visit One-Stop Centers for registration onto Pure Michigan Talent Connect, MWAs are often asked questions regarding the UI system. Staff are instructed to refer all question to UI employees for proper explanation. From time to time, UI and Michigan Works! will partner on programs such as RESEA or other profiling programs that try to target services to those likely to be unemployed for extended periods of time. These programs have shown promise and it is hoped that they are expanded and made permanent in the future.

To help address a decrease in the number of UI applicants and overall visitors, all UI applicants will be heavily encouraged to attend orientations and have a short discussion with Career Advisors. Assisting job seekers with not just job placement, but identification of career pathways will be held.

#### *5. Work with regional economic development activities*

The WDB of the Consortium works across the region with several partner agencies, including the Southeast Michigan Community Alliance (SEMCA), the Workforce Intelligence Network (WIN) and the Southeast Michigan Works! Agency Council (SEMWAC). SEMCA is the other MWA in Prosperity Region #9 and will serve as the fiscal agent for the Consortium. SEMCA has also served as the fiduciary for several regional grants the areas has received. WIN supports MWAs and Community Colleges in Southeast Michigan with real-time data on careers, educational opportunities and various grant and program support. SEMWAC is a forum for MWAs in southeast Michigan to collaborate on region-wide projects, employer and grant support. These strong partnerships have led to several workforce development and talent enhancement grants being awarded to southeast Michigan. The Consortium plans to expand its role in these grant applications and work on securing more grants for areas such as apprenticeship training, information technology training and long-term unemployed reemployment assistance.

Also among these collaborative efforts, the Southeast Michigan Consortium will look to expand its support for entrepreneurial and microenterprise services. The Consortium looks to the local Chambers of Commerce and economic development organizations to provide referral for employers, both large and small, that need talent services. Additionally, providing resume screening and talent development for small, start-up companies will be pursued as a regular business services. Entrepreneurial and microenterprise services will be available through small, local contracts with economic developers in each county of the Consortium.

#### *6. One-Stop Delivery System*

Service providers, both contracted and directly employed, are expected to be of the highest quality when employed with the SEMC. Contracting/hiring decisions will be based on meeting the needs of the job seekers and employers, as well as cost and quality of service considerations. Oversight and monitoring of service providers will be conducted at least annually with file, fiscal and contract requirement reviews. Continuous improvement will be a two-way street with feedback from service providers on potentially unnecessary paperwork or procedures encouraged to see if administrative and programmatic policies can be updated to become more streamlined.

The use of technology to reach out to job seekers, especially in remote areas, is something that has been difficult to achieve. The software is available, but establishing facilities for job seekers to access has been an issue. The best success has been with the MOC 1 vehicle, which can provide workshops, job search assistance and computer access to job seekers across the Consortium. The Consortium will seek out partner organizations, such as libraries and other public, centralized locations, where workshops, resume reviews and employer recruiting events can be held.

The Southeast Michigan Consortium will comply with the nondiscrimination provisions of the WIOA (Section 188) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities. Reasonable accommodations for individuals with disclosed disabilities will be made unless doing so would result in an undue hardship. Training on nondiscrimination will be provided at minimum once a year to its staff members and contractors as well as ongoing support for addressing the needs of individuals with disabilities. All contracts, agreements and MOUs require partner organizations to adhere to these non-discrimination standards as well. All of the leased spaces have landlords that meet building access requirements. Several of the Service Centers have at least a periodic presence from MRS.

Roles and resource contributions of one-stop partners will be negotiated at the administrative level through the execution MOUs with an estimated implementation date of 6/30/2017.

#### 7. Availability of employment and training activities in the area for adults

The intake/eligibility process begins with the Orientation workshop in which all interested participants will be directed. At this workshop, available services and the purpose/goals of Michigan Works! program will be discussed. Additionally,

the process, paperwork and eligibility requirements for training and case management/career advisor assignment will be revealed.

The next step is the WIOA Intake and Registration Appointment. Eligibility documents are collected and verification of the eligibility items is measured against the available documentation. If an applicant is not eligible for a training program/funding source, they are made aware of the other services still available to them.

A short list of employment and training activities in the Southeast Michigan Consortium:

Employment activities:

- Workshops (including resume writing, interviewing, job search, etc...)
- Resume writing assistance
- Job interview preparation
- Career exploration
- Access to computers, phones, faxes, job search/job posting boards online, etc...

Training activities:

- Classroom training (mostly short term, less than 6 months)
- On-the-Job Training
- Apprenticeship
- Work-experience/Job Shadow

Other services and activities, as allowed by programs and funding sources, are available to job seekers to help them gain the skills they need to find suitable employment.

Research shows that certain, at-risk populations are still struggling despite the upswing in hiring being experienced in the counties of the Consortium. Per the WIOA law and local policy, the following groups will be the focus of training eligible through the WIOA "Adult" program:

Low-Income Individuals  
Public Assistance Recipients  
Those with basic skill deficiencies

Other groups that will be considered for WIOA "Adult" funding if funding is available are:

Participants with disabilities  
Ex-offenders/ recently released prisoners

Homeless or facing foreclosure  
Older individuals (ages 55 or older);  
Applicants who are unemployed  
Applicants who are employed but at wages below \$12/hour

\*\*Please see Attachment A: WIOA and Training Policy

To provide flexibility in serving employers and avoid unnecessary costs, the Educational Functioning Level (EFL) assessment selected by the agency, the Test of Adult Basic Education (TABE), will be optional for the following WIOA Adult/DW/NEG/TAA participants:

- Participants who will be enrolled directly into OJT training
- Participants who have a Bachelor's degree or higher. Participants must submit proof of this degree attainment
- Participants who are only interested in job search assistance and not in training

In all other situations and for other programs including PATH, WIOA Youth and FAE&T, the TABE will be required.

\*\* Please see Attachment B: TABE Test Requirement Instructional Letter

Dislocated Workers will be assisted if meeting the WIOA definition of "dislocated worker."

The Consortium plans to keep close connections with training institutions and employers as these partnerships ultimately help the job seekers as well. Developing the proper curriculums and work-based opportunities to gain the skills needed for job openings is a top priority for our employer and education partners. The Consortium plans to continue fostering these partnerships and providing the proper opportunities to job seekers to get the training needed.

Community members have identified financial literacy and expanding employer-involved mock interviews as a way to further assist job seekers. The financial literacy piece would need to be developed as that is currently not present in the Adult/Dislocated Worker program but involving employers in mock interviews is something that will be worked on and reviewed as an opportunity for expanding the partnerships.

#### *8. Availability of employment and training activities for Youth*

All programs available through the Southeast Michigan Consortium focus on "employment" as the ultimate goal. However, with regards to the Youth services

available, additional focus is placed on educational attainment, career pathway exploration and work-based learning. WIOA requires fourteen different types of activities to be offered to youth participants and through our work with local partner organization, this range of activities are available to youth participants.

The SEMC is focused on helping youth participants engage in their own development and progress toward long-term self-sufficiency. All WIOA required activities will be offered and available to youth participants, if deemed necessary by their career advisor. Working with partners such as Michigan Rehabilitative Services (MRS) and other local non-profits, youth with disabilities will have a range of services and training options available to them.

With 75% of funds being reserved for “out of school” youth, the goal with them is employment in a career pathway. Often times, these participants needs to complete post-secondary education. Most of their training over the past year has been in one of the three target industries of the Consortium (Manufacturing, Healthcare and Information Technology) as these areas offer immediate openings and ample opportunities for advancement and career growth. Out-of-School youth will primarily be served by direct staff.

“In-school” youth will mostly focus on high school completion and career exploration, although post-secondary training in a career pathway is highly encouraged. Students eligible for the “in-school” tend to be more high-risk and many need counseling and other social supports to help complete high school and select career pathways. The bulk have IEPs/disabilities and the WIOA Youth program partners with other non-profits to provide training and other support to meet their needs. Procured Service Providers will provide nearly all of the services for “In-School” Youth.

Support services are a key component for the WIOA Youth program and most of these funds are spent on mileage and books/supplies for post-secondary education. The Consortium plans to make mileage reimbursement, to help students get to/from work and school a main priority of the funds available.

The use of *Mi Bright Future*, an online tool connect to *Career Cruising*, is active in some parts of the Consortium and other counties across southeast Michigan. This tool helps to connect students with local employers to explore career opportunities, internships, career guidance and career exploration. The Consortium also hopes to reach students as early as possible, with the help of local partners, to get students to begin thinking about career opportunities. Research shows that students with defined, clear career goals when they graduate high school complete post-secondary education at higher rates than those without clear ideas on what career they would like. By encouraging



internships and career exploration throughout the high school, and perhaps even job shadowing in the middle school years, students can begin formulating long-term career and educational plans.

“Requires additional assistance” is largely left up to the participant’s Career Advisor. Supporting documentation and OSMIS case notes should be used to best describe the applicant’s situation and why additional assistance is needed. Some examples may include (this is not an exhaustive list): Repeating a secondary grade level, emancipated youth, multiple suspensions/expulsions, have never held a job (for older youth only) and no relevant or “in-demand” work history.

#### *9. Coordination of educational activities*

The SEMC, through the Region #9 Talent District Career Council, *Mi Bright Future* initiative and previous partnerships, has an extensive history in working with local secondary and post-secondary partners. Secondary partners have worked with all five One-Stop Centers in the Consortium to develop strong in-school/younger youth programs for both WIA and WIOA. Post-Secondary partnerships have been on-going for years, especially around ways to adopt and create training programs to meet the needs of employers. The local community colleges in each county have proven to be invaluable partners when it comes to the designing of programs that meet the in-demand job needs of employers. Their involvement on the TDCC, WDB and local youth committees will continue to be important to communicating what is needed.

As short term training continues to become a key piece of Michigan Works! services, the work with post-secondary training institutions will continue to grow as programs must be efficient, highly structured and targeted to the needs of employers. Working with the Workforce Intelligence Network, the SEMC will continue its work on industry councils and grant applications to develop these partnerships and continue working with secondary and post-secondary institutions.

#### *10. Support Services*

Support Services, especially in the WIOA Youth program, are an important piece of the support provided by the Consortium. Exact policies and procedures are in place to guide front-line staff on the requirements. Please See Attachment C: Support Service Policy

The SEMC will provide supportive services to participants who are registered in appropriate programs and unable to obtain supportive services through other programs providing such services. Services may be provided to registered

individuals between registration and exit dates (unless programs explicitly allow for support services for a certain amount of time after exit). There is no limitation on the total dollar amount of supportive services per participant nor is there a time limit, but this will be decided on a case-by-case basis regarding the participant's background and specific needs. Career advisors will be required to track and "make the case" for the participant to receive support services.

In general, support services are largely going to be textbooks, mileage reimbursement and uniform/equipment for training and employment. Specific forms and checklists will be used to assist. Needs related payments are allowed, but only after a strong case is made and is deemed vitally necessary for the participant to continue with training or employment readiness/job search.

#### 11. Coordination with transportation and other appropriate support services

Each County has a local bus/transportation system, but it is a local system with no options across the counties. Some counties, such as Washtenaw, have a set bus system that covers much of the heavily trafficked areas in the County while others, like Livingston, have a relatively affordable, on-call system, subject to certain restrictions. Locating other transportation options will be an on-going activity for the Consortium. In Lenawee County, an agreement is in the process of negotiation with Lenawee Transportation to use JARC and MDOT funding to fund a van to transport job seekers to/from the Service Center.

Transportation will be one of the main support services offered in the five counties of the Consortium. After deemed eligible and in need of transportation support services to continue/completion training and or employment, the participant will submit documentation of mileage driven for school/work. Bus tokens or gas cards may also be used if available and if the need is more time sensitive. The need for assistance and efforts to meet will be documented in the participant's ISS.

Overall, transportation is a large barrier in some areas of the Consortium, especially in the more rural parts of the counties. The use of partner-agency locations to provide workshops, resume reviews and even employer events will be explored as a way to help alleviate the barrier of accessing the Consortium's services.

#### 12. Funding cap and coordination with Wagner-Peyser services

Currently, there are no plans for funding caps for participant training. Classroom and work-based training amounts will be dependent on the assessment of the participant by the career advisor. Information on current education level,

desired career, availability of applicable training and employer demand will determine the accepted funding level for each training plan.

The one-stop system in the SEMC promotes the coordination of programs, services and governance structures so that the participant and employers have access to a seamless system of workforce investment services. Services providers are known throughout the SEMC area as part of the Michigan Works! system and not by individual program or contractor names. This is made a requirement as early as the procurement process and reinforced through language in contracts. It is expected that contractors maximize coordination and work together at every level to improve service delivery and avoid duplication of services. Wagner-Peyser staff will work alongside WIOA staff in differing, but coordinated capacities.

### 13. Coordination with adult education

Adult education and literacy activities are coordinated by the Region #9 Talent District Career Council (TDCC). The Washtenaw Intermediate School District is the fiscal agent for Adult Education and a member of the SEMC Workforce Development Board will be leading the program. Currently, adult education activities focus on high school/GED completion. These activities are looking to expand into career exploration and career pathway training in conjunction with WIOA funds and enrollment, if needed. Local applications submitted will be reviewed by the TDCC.

Adult Education in the counties of the Consortium has been rather localized to this point. It is hoped that the TDCC will help create a larger-scale approach that, if funded properly, will adequately reach all areas of the five counties. Moving the Adult Education model from GED preparation to career exploration will also be a goal. It is expected that Adult Education participants, if not already enrolled, will be referred to Michigan Works! for on-going career development.

Currently, there are two small MOUs with Jackson College and Hillsdale Community Schools to provide Adult Education, although these are Section 107 funds.

### 14. Cooperative Agreements and Memorandums of Understanding (MOU)

Service providers, through their contracts, are made aware of their role in the One-Stop system and how they are part of the set of services available. Other partner agencies are also integral to the services of the One-Stop system and MOUs and templates for MOUs are still in the process of being developed and negotiated.

Once procured, the One Stop Operator for the Service Center in the Consortium will be charged with arranging quarterly meetings with partners to discuss on-going activities and find ways to save on costs and cut down on duplication. It is envisioned that MOUs will be executed with all of the required and several "optional partner" agencies due to the need to coordinate services.

#### 15. Description of Grant Recipient

The SEMC has contracted with the Southeast Michigan Community Alliance (SEMCA) to be the fiscal agent/grant recipient (the SEMC still holds the responsibilities of "Administrative Entity") beginning July 1, 2016. SEMCA will serve as the employer of record for the staff of the Consortium. SEMCA has a wide-range of experience receiving, accounting and disbursing funds for various public grants and for many different public agencies. They will also provide human resource services for the Consortium and assist with budget planning and monitoring/auditing.

#### 16. Sub-Grant/contract competitive process

As required by Federal rules and regulations, the SEMC will follow all necessary procurement procedures in order to properly secure service providers/sub-grant recipients. A Request for Proposal (RFP) process will be used. In conjunction with the program, purchasing/procurement and legal staff, a RFP will be created for each necessary service that accurately describes the scope of work, administrative requirements and contractual obligations. As much time as possible will be given to bidders to respond. The RFP will be marketed and distributed widely with free and open competition being main goals of the procurement process.

After staff review bid proposals and confirm that technical bid requirements are present, a review team of Board members and pertinent administrative staff will review and grade the proposals. All aspects from the program design, previous experience and fund request will be considered. The committee, if able, will vote and select bid(s) to recommend to the Workforce Development Board and/or the Consortium Board for approval.

#### 17. Levels of performance

The chart shows the Performance Standards negotiated for the Consortium. It is currently unknown what standards have been set for Adult Education and Vocational Rehab.

<b>SE Michigan Consortium</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Wagner-Peyser *</b>
<b>Employment Rate 2nd Quarter After Exit</b>	87%	87%	78%	70%
<b>Employment Rate 4th Quarter After Exit</b>	73%	77%	65%	64%
<b>Median Earnings 2nd Quarter After Exit</b>	\$7,900	\$7,600	Baseline	\$7,243
<b>Credential Attainment within 4 Quarters After Exit</b>	70%	75%	70%	N/A

*18. Remaining a high performing Board*

The Michigan Works! Southeast Workforce Development Board (WDB) was created from three previous workforce boards each covering a different MWA. The Southeast Michigan Consortium Board selected the WDB to bring geographic balance and experienced talent in workforce development. The SEMWDB has been working on learning the strengths and weaknesses of its members and developing internal operating processes.

Once firmly established and working in tandem with the Consortium Board, the WDB intends to implement team-building and educational presentations to keep knowledge up-to-date on the Board. At least once every two years, the Board will hold a strategic planning meeting to review and update the direction of the organization and adjust accordingly.

One stop infrastructure funds are still being negotiated and it is uncertain how they will be allocated at this time.

Roles and contributions of one-stop partners are also being negotiated and will be detailed in a cooperative agreement/MOU.

*19. Individual Training Accounts (ITAs)*

The SEMC plans to utilize Individual Training Accounts (ITAs) to pay for training for eligible participants. A comp card process and an authorization process will be used. When time permits, comp cards will be created for trainees to use and this will be the preferred method of payment for training. In time sensitive situations, authorization will be created and given to the training institution specifying the amount, dates, training program and participant that funds will cover.

Training Service contracts are not expected to be used for WIOA, although they are an option.

Although staff will provide guidance to participants on training institutions and programs, participants are free to pursue training at an institution of their choice. Limits on funding amounts and training/credentials considered "in-demand" may form boundaries on training institutions and programs available.

#### 20. Public Notice

A 30-day public comment period was allowed to receive feedback from the community on the aspects, direction and planned activities of the SEMC for the original WIOA Local Plan. The websites currently associated with the counties of the SEMC and local newspapers will post the notice and fulfill any requests for copies of the WIOA Local plan. Partner organizations will receive copies to get their feedback on the plan. All comments will be collected, reviewed and have their concerns further explained or addressed in subsequent versions of the plan.

No comments were received during the comment period provided before the Talent Investment Agency's requested modification to the Local Plan.

The revised Local Plan is currently on the department website for public comment.

#### 21. Technology-based in-take/case management system

For many years, the SEMC counties of Jackson, Lenawee and Hillsdale have been using the G\*Stars system to help track job seekers upon intake. G\*Stars was recently expanded to Washtenaw and Livingston counties. This card swipe and log-in system keeps accurate records of what activities job seekers are using at the Service Centers. In the near future, this system will be expanded for use with employer services. Until recently, Salesforce was used in Livingston and Washtenaw counties to provide case management for employer services, but these functions are in the process of being replaced with G\*Stars.

Case management for job seekers through G\*Stars is also available, but not fully implemented at this time.

#### 22. Local Priority of Service

The Southeast Michigan Consortium is committed to providing Priority of Service to Veteran's and eligible spouses. Please see Attachment D: Vet Preference and DVOP Referral Policy.

### 23. Coordinate workforce activities for Rapid Response

The SEMC has many staff members that are experienced with providing Rapid Response activities. In full cooperation with the Rapid Response Section from the TIA, available workforce development activities, especially WIOA Dislocated Worker (DW) program enrollment, is made available to affected workers as quickly as possible. If need be, special workshops for interested participants to enroll in DW will be scheduled.

SEMC staff will assist companies experiencing Mass layoffs and filing WARN notices. SEMC staff will provide Worker Orientations to laid off workers that provide them with information including services offered at the nearest Service Center. Any necessary activities can be specially scheduled or provided off-site to affected workers if the need arises. Laid-off workers who participated in a Rapid Response Worker Orientations will be given priority into workshops, to see case manager/career advisors and provided assistance as much assistance as possible with UI enrollment and DHHS applications.

An exact policy and procedure is in the process of creation by the Consortium's administrative and business services staff. However, coordination will be arranged by the State of Michigan unless delegated to Consortium staff.

### 24. Description of RR activities

Rapid Response activities will usually begin with a meeting between MWA staff, company representatives and sometimes State of Michigan and union staff. These meetings will focus around confirming the timeline for layoffs, setting up the meeting schedule and discussing any questions or concerns. A full list of affected employees should be provided to the MWA at this time. The Worker Orientation meeting will be an overview of workforce development services available to affected workers as well as a discussion of schedules for workshops, meetings and perhaps assignments to a specific case manager. Documentation for enrollment in Dislocated Worker (or TAA if applicable) will likely be discussed so employees who are interested can begin collecting the documentation.

Depending on the size of the layoff, workshops may take place at a local Service Center, location of the company or another convenient location. Assistance with enrolling in UI insurance is usually provided by the State, but equipment to apply will be available at Service Centers. With smaller layoffs, interested employees will be assigned to and work with a case manager/career advisor. For larger layoffs, larger workshops to complete forms, collect

documentation and answer questions will be held to make more efficient use of time. A checklist will likely be created specifically for these workshops.

Funding such as Incumbent Worker training and State Adjustment Grants will be used when available and when SEMC is notified of the situation at the company. If necessary, staff from other Service Centers in the Consortium will be brought in if specialized expertise in certain industries or with certain occupations is needed to provide an effective service to a Rapid Response.

Exact policies and procedures are being developed by Administrative and Business Service staff.



ATTACHMENT A: WIOA and TRAINING POLICY



**Date:** January 12, 2017

**To:** WIOA staff

**Subject:** WIOA program and Training Policy

**References:** The WIOA of 2014

2 CFR 200 Super Circular

**Original Policy:** July 1, 2016

**Last modification:** January 11, 2017

**Background:** The WIOA of 2014 will have full implementation beginning July 1, 2016. This policy will provide an overview of the WIOA program and how it will be implemented in the Southeast Michigan Consortium's counties. Training will be discussed.

**Policy:** **In General**

The WIOA Adult, Dislocated Worker and Youth program will adhere to the laws, policies and guidelines of the U.S. Department of Labor (USDOL) and the Talent Investment Agency (TIA).

To the greatest extent possible, forms provided by the USDOL or TIA should be used. Internal forms that have been in use at the Service Centers may continue to be used.

In accordance with direction in the WIOA law, training will focus on career pathways and work-based training. Classroom training should lead to a credential and should be on a career pathway allowing for career growth into advancement and higher wages and should be focused in the targeted industries of Advanced Manufacturing, Information Technology, Healthcare or another documented industry that is in demand in the area. Work-based training should also focus in the same targeted industries or another documented industry that is in demand in the area. Any training, classroom or work-based training, will be considered if the participant is deemed to be in need of training for gainful employment and the field/industry is considered in-demand in the area.

Jobs that pay "Self-Sufficiency" wages are the goal of all services provided in the Consortium. For applicants/participants who are employed and making less than \$10/hour, services may be provided, including training, assuming they meet all other requirements for the program/funding source. Participants who are enrolled into program when they are employed should be trained for and/or placed into occupations making considerably more than when first enrolled.

All training and services provided by the Consortium should lead to occupations that either pay or place participants on the pathway to achieve self-sufficiency; in other words, earn a "living wage." Measures of the "living wage" will vary by County and family size and there are many tools available to determine an appropriate "living wage" in each county (for example, <http://livingwage.mit.edu/> and the United Way's ALICE reports are excellent tools to use). Career Advisor discretion will be the main determination if the training being considered will place participants on the career pathway to achieve the local area's living wage.

### **Conditions for approval/denial of applicants for services**

WIOA services are not an “entitlement” and only applicants who have appropriate educational and career goals should be enrolled. Career advisors will be given broad discretion on whom to enroll or not enroll and whom to place into training or not.

The following factors should be considered when deciding whether to enroll someone in WIOA:

- Assessment scores
- Career goals of applicant
- Services needed by applicant (per WIOA or W/P staff interview)
- Previous enrollments in MWA services

For training enrollment, the following factors should be considered:

- Assessment scores
- Likelihood of employment in requested training field
- Cost of training/quality of school
- Previous experience with participant (if applicable)

Decisions to enroll or deny a person in WIOA or training should be documented in detail in OSMS case notes.

If an applicant/participant is denied enrollment in the program and/or training and they would like to appeal, they will have to follow the approved Equal Opportunity/Grievance Procedure for the Agency.

### **Authorization to Work**

In the rare circumstance that in the process of collecting paperwork and enrolling someone into WIOA and a participant is unable/unwilling to provide staff with proper documentation of residency status signifying citizenship or legal resident status, they can only be provided WIOA self-services and access to the resource room. Referrals to pertinent public or non-profit agencies are allowed and encouraged.

Social Security cards/numbers should be requested from customers at the time of documentation collection for

program enrollment. However, note that participant's are **not** to be denied services if they refuse to provide their Social Security number. In these rare cases, a Social Security number should be created for them starting with the following enumeration:

1<sup>st</sup> person: 300-00-0001

2<sup>nd</sup> person: 300-00-0002 and so on.

These participants with assigned numbers should be kept on a confidential list held by program supervisors. Participants that are hesitant to provide their Social Security cards/numbers should be reassured that their numbers are only used for program tracking with state wage records for employment verification. Their number will not be provided to other agencies.

### **Assessments**

All WIOA applicants are required to have an assessment that provides for a grade level equivalent. To start off, the Consortium will use the TABE test to meet this requirement. Either the full, three section test (TABE Battery) or the shorter two section test is available. The shorter two section test can be all that is required to meet the testing requirement. The TABE test must be completed and results entered into OSMIS before training begins.

Case Managers are given discretion for any additional assessment(s) given to program participants. There are several no or low cost assessments available to measure a variety of factors regarding academic preparation, career exploration and soft skills training. Case Managers may select from a menu of options regarding assessments. Please note that not all assessments may be available at all Service Centers at this time. Below is a sample listing of possible assessments surveyed across the Service Centers

#### **Type of Test**

#### **Test name**

#### **Personality**

Job Career Accelerator  
My Next move (Onet)  
Humanmetrics  
123test.com (DISC)

<b>Career</b>	Job Career Accelerator My Next move (Onet) Career Ready 101
<b>Soft Skills</b>	A Game
<b>Work Skills</b>	WorkKeys KeyTrain WK Talent Assessment

Depending on the applicant's academic background and job search situation, the appropriate assessments to assist with their career plan should be assigned. Staff are encouraged to explore potential options for assessments and inform administrative staff of any potential options they see.

### **WIOA Adult**

"Primary eligibility groups"- WIOA Adult enrollment and training will be from the following "Primary" groups:

1. Public Assistance Recipients
2. Job Seekers with basic skills deficiencies
  - o Basic Skills Deficiencies- The individual computes or solves problems, reads, writes, or speaks English at or below the eighth grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. May additionally be defined as participants without an industry recognized credentials and/or low test scores on a pertinent (academic, work readiness or job skills) test. Assigned staff person should explain, in detail, how the participant is basic skills deficient and what metrics were used.
3. Low-income participants (defined at 100% Federal Poverty level or 70% of LLSIL, whichever is higher)  
NOTE: Eligible Veterans who fall into one of the "Primary" priority groups will be provided services and training funds first.

When there are no participants in the "Primary" areas and funds are not limited, enrollment and training in the following "secondary" priority areas will be considered, but will require approval prior to enrollment:

- Participants with disabilities
- Ex-offenders/ recently released prisoners
- Homeless or facing foreclosure
- Older individuals (ages 55 or older);
- Applicants who are unemployed
- Applicants who are employed but at wages below \$12/hour

"Limited" funding determination will be made by the Director.

### **WIOA Dislocated Worker**

Eligibility for Dislocated Worker will follow the USDOL and TIA directed requirements. Dislocated Worker participants must be receiving UI payments in order to qualify for DW. "Monetary Determination" letters are not to be accepted as proof of UI eligibility. Proof of UI payments only, should be accepted for documentation.

Enrolled WIOA Dislocated participants interested in training should have training focus in a targeted industry. Exceptions may be considered in individual cases, with sufficient documentation that gainful employment is the expected outcome, and need to be approved by the Program Supervisor before forwarding to Administrative staff. Classroom training should focus on Career Pathways and stackable, portable credentials when applicable (i.e. for classroom training). National Emergency Grants (NEGs) are often available to supplement the Dislocated Worker population. Depending on the stipulations of the NEG grant, case managers will be required to enroll participants with the option for NEG funding or update participants with completed training and switch them to NEG funding on the OSMIS system.

As part of DW eligibility, the following definitions will be used:

"Unlikely to return to priority industry"- With assistance from assigned case manager if needed, the participant must show that the industry they are laid-off or terminated from is a

declining industry. This can be done by using recent Labor Market Information (LMI) data or showing layoff letter due to lack of work or another related reason. Additionally, if the participant lacks a credential or further training needed to be competitive for employment in this field or occupation, this documentation should be kept in the file. Items such as job postings showing the needed certification or job skills would be optimal.

“Attachment to the workforce” - An individual who is “Attached to the workforce” will have had at least one short term employment where he/she did not earn enough to qualify for unemployment compensation. He/she may also have been performing services for an employer that were not covered under a state unemployment compensation law. Case managers should further document attachment to the workforce showing that the individual has been continuing a job search since their qualifying termination/lay-off.

“Displaced Homemaker” - an individual who has been providing unpaid services to family members in the home and who:

- (A) (i) Has been dependent on the income of another family member but is no longer supported by that income; or
- (ii) Is the dependent spouse of a member of the armed forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member; and

(B) Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Consistent with Federal policy, both genders are included as “homemakers.”

### **WIOA Youth**

Eligibility for Youth will follow the USDOL and TIA directed requirements.

Training requests for Out-of-School Youth will follow the same process and considerations as WIOA Adult and DW.

For in-school youth, work experience will be a primary focus of the program. Please see the "Work Experience Policy" for more details. Work experiences must include occupational and academic training, per the WIOA law. Career advisors will be asked to identify the occupational and applicable academic skills that will be learned through the work experience.

For out-of-school youth, the focus of funding expenditure (75%) must be on these eligible participants. Classroom training and OJT training is highly encouraged, when appropriate.

For the WIOA Youth program, the definition of "Requiring additional assistance to complete an educational program or to secure or hold employment" regarding eligibility will be left up to career advisor discretion. Supporting documentation and OSMIS case notes should be used to best describe the applicant's situation and why additional assistance is needed. Some examples may include (this is not an exhaustive list): Repeating a secondary grade level, emancipated youth, multiple suspensions/expulsions, have never held a job (for older youth only) and no relevant or "in-demand" work history.

### **Training approval**

Program participants are expected to help "make the case" for their training request. Classroom training should be in pursuit of in-demand credentials that are "stackable" and "portable." This means credentials are recognized across the industry and/or occupation and can be part of a basis for future credentials to help with career growth. This will support the concept of "career pathways" and placement in growing, in-demand industries and occupations. The State's Eligible Training Provider List (ETPL) should be used as a guide to help participant's make informed choices regarding training program options. Labor Market Information (LMI) should also be used as part of this guidance and informed choice to the participant. Details regarding the



communication of LMI and ETPL options will be documented on OSMIS case notes.

Eligible WIOA participants may be enrolled directly into training services (with no career services provided) with proper justification. A case note detailing the reason and rationale for direct placement into training is required.

The "Comp Card request form" must be submitted to MWA administration for approval. These request forms will document the full, projected cost of the entire training program. Each semester or training period will require a separate form. Comp cards will be issued by SEMCA, the Consortium's fiscal agent. For participants interested in OJT training, Career Advisors should work with business services to communicate details of the training.

OJT training contracts will be completed on pre-approved templates by Business Services staff. Contracts will be forwarded to Administrative staff for approval.

All training must be approved by central administrative staff before training can begin. Career advisors should allow approximately two weeks before the start of training for comp cards to be fully processed and funded. Career advisors are required to collect all required documents before training requests are submitted to administrative staff. Before training will be approved, participant should be entered in the proper training activity on OSMIS.

Direct service and contractor staff may use internal forms currently in use for Adult, DW and Youth training. During FY 2016, these forms will be reviewed and may be amended during the program year.

Suggestions from staff on possible improvements to the training process, procedures or forms are encouraged.

**Actions:** WIOA Adult, Dislocated Worker and Youth case managers shall adhere to the guidance in this policy.

**Inquiries:** Questions regarding this policy should be directed to Bill Sleight at [wsleight@mwse.org](mailto:wsleight@mwse.org) or Justin Al-lgoe at [jalligoe@mwse.org](mailto:jalligoe@mwse.org)

ATTACHMENT B: TABE TEST Instruction Letter



MICHIGAN WORKS! SOUTHEAST  
TABE TEST INSTRUCTION LETTER

To: Career Advisors

Clarifications: **TABE TEST REQUIREMENTS**

Michigan Works! Southeast has selected the Test for Adult Basic Education (TABE) test to serve as its "Educational Functional Level" assessment, as required by WIOA. Only the "locator" and "survey" are required to meet the testing requirement, although the "full battery" test is available and able to be administered at Career Advisor discretion.

TABE tests are valid for up to six months prior to the participant's enrollment into a workforce program and activity.

Youth/PATH/FAE&T participants- Per program rules, all Youth, PATH and FAE&T participants will be required to take the TABE test

Adult/DW/NEG/TAA program participants- TABE tests will be required for all of these program participants except in the following situations where it becomes optional, but still encouraged. This decision will be made by the participant's Career Advisor:

- Participant who will be enrolled directly into OJT training

- Participant who has a Bachelor's degree or higher. Participant must submit proof of this degree attainment
- Participant who is only interested in job search assistance and not in training

**Actions:** Career Advisor will implement the directives of this Instructional Letter.

**Inquiries:** Questions regarding this directive should be directed to Justin Al-Igoe at [jaligoe@mwse.org](mailto:jaligoe@mwse.org)

ATTACHMENT C: Support Service Policy



**MICHIGAN WORKS! SOUTHEAST**  
**OFFICIAL POLICY**

**Original Date:** July 1, 2016

**To:** Partnership, Accountability, Training and Hope (PATH),  
Workforce Innovation and Opportunity Act (WIOA) and Trade  
Adjustment Act (TAA) Staff

**Subject:** Supportive Services

**Programs affected:** PATH, TAA and WIOA

**References:** WIOA of 2014

2 CFR 200

Trade Act of 1974, Public Law (PL) 93-618, as amended

Trade Act of 2002, PL 107-210

The Trade and Globalization Adjustment Assistance Act of  
2009 (Division B, Title I, Subtitle I of the American Recovery  
and Reinvestment Act of 2009, Public Law No. 111-5)

TAA Extension Act of 2011

Reauthorization of the Temporary Assistance for Needy Families (TANF) Program; Final Rule, 45 CFR Parts 261, 262, 263, and 265

Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996

**Background:** It is the policy of Michigan Works! Southeast (MWSE) that supportive services may be provided to any eligible participant registered on the One Stop Management Information System (OSMIS), based on need, to eliminate employment and/or training barriers. Supportive services are not an entitlement.

All supportive services must follow State and Federal guidelines and regulations. Considerations for Support Services should be based on documented financial assessment, individual circumstances, the absence of other resources, and funding limits.

**Policy:** Prior to requesting supportive services, client must be in compliance with program requirements and be assessed for support service needs. The Individual Service Strategy (ISS) must be completed and the support service linked to an identified barrier. A detailed case note should be used for Support Services to document the participant's financial assessment, individual circumstance and (if applicable) note the absence of other resources.

The following list may be considered for supportive service if all criteria above has been met:

**Transportation-** Including Public transportation, taxi, mileage reimbursement

**Auto Purchase**

**Auto Insurance (including registration)**

**Clothing**

**Relocation**

**Non Related Payments (NRP)**

**Transitional supportive services**

**Pre-Employment health exams**

**Testing and/or licensing fees**

**Tools/job specific supplies**

## **Any other allowable supportive service with Administrative approval**

Additional Support Services may become available through various programs and some of those listed above may not be available through some programs. Career Advisors are required to keep up with program changes to be aware of the support services available through various programs. All caps and restrictions implemented by the Talent Investment Agency (TIA) or U.S. Department of Labor (USDOL) will be followed.

A handbook will be provided detailing required backup documentation for the various support services and other limitations. Handbooks will be updated as needed to meet programmatic or budgetary changes. Exceptions to any limitations may be allowed on a case by case basis by the Program Services Manager.

Forms provided by the agency must be utilized with any supportive service request. Additional information or documentation may be requested prior to approval. In general, checks will be issued for reimbursement either to the participant or given to the participant to take to the appropriate vendor.

**Actions:** Staff in applicable programs will follow and adhere to the guidance in this policy.

**Inquiries:** Questions regarding this policy should be directed to Bill Sleight at

[wsleight@mwse.org](mailto:wsleight@mwse.org) or Justin Al-Igoe at [jaligoe@mwse.org](mailto:jalignoe@mwse.org)

ATTACHMENT D: Veteran's Preference and DVOP referral Policy



**Date:** July 1, 2016

**To:** All Michigan Works! program providers

**Subject:** **Veterans Preference and DVOP referral**

**References:** The Workforce Innovation and Opportunity Act (WIOA) of 2014  
2 CFR 200 Super Circular  
Chapter 20 Code of Federal Regulations Part 1010  
The Jobs for Veterans Act (JVA), PL 107-288  
USDOL TRAINING AND EMPLOYMENT NOTICE NO. 15-11

**Original Policy:** July 1, 2016

**Last modification:** N/A

**Rescissions:** None

**Policy:** The United States Department of Labor (USDOL) issued regulations implementing priority of service for veterans and eligible spouses, as provided by the Jobs for Veterans Act

(JVA), and as specified by the Veterans' Benefits Health Care, and Information Technology Act of 2006. The JVA calls for priority of service to be implemented by all "qualified job training programs," defined as "any workforce preparation, development or delivery program or service that is directly funded, in whole or in part, by the Department of Labor." The purpose of this policy is to clarify to the Michigan Works! Service Center staff about procedures when applying priority of service appropriate to eligible veterans and covered spouses.

Additionally, recent changes at the State level have prompted a change with the job seeker referral process to the Disabled Veteran's Outreach Program (DVOP) specialist.

Veteran priority is not intended to displace the core function of the Workforce Investment Act. Reference to veterans within this policy applies to any of the "covered persons" as defined by law (see definitions).

**Definitions:**

*Covered person* – **A covered person is defined as:**

- **Veteran –**

1. An individual who served in the active military for at least 181 straight days (outside of training) and who was discharged or released from such service under conditions other than dishonorable. This includes a medical discharge. This may include National Guard or Reserve members who have been discharged from active duty service but not necessarily from other reserve commitments such as training.

- **Eligible Spouse-** Generally, an eligible spouse of a Veteran will have a letter from Veteran's Affairs stating her eligibility

Spouse of:

1. Any veteran who died of a service-connected disability;
2. Any member of the armed forces on active duty who, at the time of the spouse's application, is listed in one or more of the following categories and has been so listed for more than 90 days: a) missing in action, b) captured in the line of duty by a hostile



- force, or c) forcibly detained or interned in the line of duty by a foreign government or power;
3. Any veteran who has a total disability resulting from a service-connected disability; or
  4. Any veteran who died while a disability so evaluated was in existence.

**Policy:**

For programs that have existing statutory priorities that target certain groups, such as Workforce Investment Act (WIA)/Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker and Youth programs and Partnership, Accountability, Training and Hope (PATH), veteran's priority is applied to covered persons that meet program criteria. Thus, an individual meeting both the veteran's priority and the program requirements would receive the highest priority for WIA Youth, Dislocated Worker and PATH services over a non-covered person satisfying the program requirements.

For programs that do not target specific groups (WIA/WIOA Adult program), the veterans priority is given to those that first meet the program's existing eligibility requirements. Thus a covered person would receive priority for services over a non-covered individual only after satisfying the WIA Adult program's eligibility requirements.

Southeast Michigan Consortium staff are to identify Veterans and eligible spouses at the time of initial visit. They should be informed of their Veteran's preference status.

Veteran's Preference:

- Staff are to ask job seekers upon initial visit to the Service Center if they are a veteran or if they are the spouse of a veteran. Responding "yes", will trigger the staff to provide additional information on Veteran's priority.
- Veterans and eligible spouses are to be ensured access to any workshops and appointments with case managers. If a workshop is full, they will be prompted on the website to contact the workshop facilitator, identify themselves as a Veteran or Eligible spouse and then will be provided a seat at the workshop. Any available case manager should be asked to meet with a Veteran, if requested.

- For veterans and eligible spouses for training services, priority of service does apply:
  - If there is a waiting list for training, and the veteran or eligible spouse has been determined suitable and likely to benefit from training, the individual(s) would be moved to the top of the list
  - Priority of service is not intended to bump a “non-covered” person who has been approved for funding, accepted into the training institution and enrolled in training.

DVOP (Disabled Veteran Outreach Program):

- All Veterans (and eligible spouses) will be provided with Career Services like all other job seekers. This includes creation of a Profile and/or Resume on the Pure Michigan Talent Connect System.
- If Michigan Works! staff assess and feel that job seeker may be in need of intensive services to gain employment, the “Veteran’s Services Division Eligibility Assessment Form” will be completed. Michigan Works! staff will review for program eligibility. If determined eligible for DVOP services, a referral will be made to the local DVOP representative. If determined to be ineligible for DVOP services, the job seeker will be provided other Michigan Works! services with Veteran’s preference. The focus of the DVOP’s work is to assist “hard to serve” Veterans.

Note: Disabled Veterans, Homeless Veterans, Vocational Rehabilitation Veterans and Native American Veterans should automatically be referred to DVOP when identified.

- If referred, DVOP Specialists will work with the Veteran to help them address barriers to employment and make them “job ready.” Depending on the barriers, referrals to workshops or for eligibility review for training programs may be coordinated with other contractor organizations. In both workshops and training, Veterans are to receive preference.
- After Veteran is determined to be job ready, DVOP specialist will refer Veteran to Business Services Team at the One-Stop Center. Staff will work with employers to get Veteran placed for employment.

**IF THERE ARE FUNDING LIMITATIONS:**

If funding limitations impede the Michigan Works! Service Centers' ability to serve job seekers, the following priority system will be established:

1. Veterans (and eligible spouses) meeting eligibility
2. Non-veterans meeting income eligibility
3. Veterans not meeting income eligibility

**Actions:** Michigan Works! staff and program supervisors should implement the directives of this policy.

**Inquiries:** Questions regarding this policy should be directed to Bill Sleight at

[wsleight@mwse.org](mailto:wsleight@mwse.org) or Justin Al-Igoe at [jligoe@mwse.org](mailto:jligoe@mwse.org)