

**BARRY/BRANCH/CALHOUN
WORKFORCE DEVELOPMENT BOARD
MISSION STATEMENT AND
STRATEGIC GOALS**

Mission:

The Barry/Branch/Calhoun Workforce Development Board will lead a responsible and integrated customer-driven partnership that delivers comprehensive services for business and job seeking customers and fosters economic growth.

Strategic Goals:

GOAL ONE: Work to improve/raise the skills of the workforce by:

- Increasing the number of WIA and JET customers enrolled in occupational skills training activities
- Increasing the participation in workplace readiness skills by 5% each year
- Designing a system to increase soft skills of job seeker customers
- Engaging Michigan Works! participants in technology training to increase computer/technology literacy
- Expanding customized training options for Incumbent Worker Training to strengthen Incumbent Worker skills
- Adding Learning Lab availability for all Michigan Works! customers to enhance adult education through the use of competency-based instruction

GOAL TWO: Strengthen entrepreneurial/intrapreneurship opportunities by:

- Educating participants in entrepreneurship/intrapreneurship training programs
- Informing dislocated workers who indicate interest in entrepreneurship/intrapreneurship opportunities and connect them with the appropriate resources

**SUMMARY INFORMATION ON
WORKFORCE DEVELOPMENT PROGRAMS
OPERATED BY BARRY/BRANCH/CALHOUN MICHIGAN WORKS!**

Following is summary information on the various programs for job seeker and business customers of our Michigan Works! system. This document will be included for quick reference in each Board packet and will be updated periodically to reflect changes to program operators or other information. Board members may contact staff for additional information about any of these programs.

Workforce Development Boards receive **funding from several different appropriations**, and **subcontract with one or more agencies for service delivery**. **Customer eligibility is distinct to funding** and is determined by the applicable legislation. The *No Worker Left Behind (NWLB) initiative* was launched in August 2007 with the intent to enable workers to acquire the skills they need to succeed in a fast changing global economy. This initiative provides training for job seekers or workers who have the drive to upgrade their skills in an in-demand occupation.

Services to Employers

Many services are available to employers including basic resume searches, writing effective job postings, providing online job advertisements, recruitment, resume sorting, and on-the-job training. In the event of employee downsizing or company closure, rapid response services may be provided. These early intervention services, including meeting with company and employee representatives and establishing service needs, are provided immediately following notice of a company's impending layoff or closure.

Services are also available to employers seeking to upgrade the skills of their current workforce. This is called incumbent worker training. The philosophy is to train people who are currently employed for new occupations or job functions to ensure people have the skills necessary to retain employment.

Following is more information about some specific employer services.

BUSINESS SERVICE TEAM

The Business Services Team brings all Barry/Branch/Calhoun workforce development tools and resources in partnership with educators and economic developers to provide a demand-driven, collaborative approach to assisting businesses to develop the best trained workforce, to retain current workers and business, attract new business, and operate competitively in the global market.

The following list, which is not all-inclusive, reflects the employer and business services the Business Services Team can provide:

Employer Services

- Accepting & listing job orders with immediate response
 - Posting jobs on Michigan's Job Bank
 - Accepting applications at Service Centers or per company request & preference
 - Job Fairs
 - Advertising job openings
 - Testing and screening: pre-interview and/or pre-employment
 - Developing and completing interview schedules
 - Providing interview rooms for employers
 - Single or multiple hiring initiatives
 - On-the-Job Training reimbursement for employers
 - Customized training to meet the employer's identified needs
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- Incumbent worker training
 - EO Tracking

Business Services

- Labor statistics information resource for economic development
- Liaison between economic development and employers
- New business & plant start-up services
- Pre / post-hire contact with employers
- Business-wide projects
- Partner with employers and economic development to create training programs needed to develop a global workforce for the 21st century
- IWT projects (Incumbent Worker Training)
- Lay-off aversion projects
- Holistic Services (Fact Finding)
- CDBG (Community Development Block Grants)
- Proposals and grants –Team will assist the business by identifying potential grant opportunities. Will also assist in identifying grant writers for projects.

In order to coordinate and consolidate business outreach, this region has purchased and implemented **Executive Pulse**, which is a web-based, business retention and enhancement program. This program relates to the goals of the Business Services Collaboration by increasing the frequency and value of information shared among the Business Service Teams (BST), expanding participation in the BST to include regional economic development and education partners, and increasing our region's overall competitiveness by improving the effectiveness of our BST's activities. The Executive Pulse program provides a user-friendly format to facilitate intense, collaborative communication that is required in order to stimulate increased economic growth.

INCUMBENT WORKER TRAINING

Incumbent Worker training is a type of work-to-work service that **assists workers who are currently employed** and show aptitudes for successive employment by helping them attain skills and training while working for the employer.

- Purpose is to avert layoffs by providing training to the existing workforce within a company.
- Promotes employment success among low-wage workers who already demonstrate valuable skills and job retention
- Work and education are combined simultaneously
- Supportive services for qualified customers are available to the worker and employer

Program Year	July 1 to June 30
Funding	Currently is funded through Rapid Response Reserve funds
Carry-over	Funding cannot be carried over to new program year
Current Program Operator	Workforce Solutions/Kellogg Community College for all 3 counties
MW!-CISD WFD Staff	Kristi Rigelman

ON-THE-JOB TRAINING (OJT)

OJT training payments compensate employers for the extraordinary costs associated with **training a new employee participant**, the lower productivity of the participant, and the additional supervision related to the OJT. Employers may be reimbursed up to 50% of the wage rate of an OJT participant for a certain period of time.

Services to Job Seekers and Individuals Seeking Employment or Training

Many services are available to job seekers and individuals seeking employment or training including basic resume assistance, mock interviewing, writing effective cover letters, referral to job postings, workshops to assist with employment searches, as well as on-the-job training and occupational skills training. Depending on the program, the participant may also receive assistance with supportive services such as transportation, work clothing or income support.

Following is more information about specific job seeker services.

WAGNER-PEYSER (Employment Service)

- Purpose is to help job seekers obtain and maintain long-term, self-supporting employment and ensure that employers maintain a steady, qualified workforce.
- Among other services to foster employment, provides labor exchange services through an Internet-based system (Michigan Talent Bank)
- Serves a universal population, meaning there is no eligibility criteria
- Services must be provided by employees of public entities with merit systems
- Services may be accessed at a Michigan Works! Service Center

- Most unemployment insurance claimants are mandatory ES customers.
- In addition, there is funding targeted for veteran populations and migrant and seasonal farm workers.

Program Year	July 1 to June 30
Authorizing Legislation	Wagner Peyser Act of 1933, as amended
Carry-over	Funding can be carried over to new program year
Current Program Operator	Barry County – Barry Intermediate School District Branch County – KCC Employment Services Calhoun County – KCC Employment Services
MW!-CISD WFD Staff	Kristi Rigelman

WORKFORCE INVESTMENT ACT (WIA)

The Workforce Investment Act (WIA) of 1998 is comprehensive reform legislation that supersedes the Job Training Partnership Act (JTPA). One key principle exemplified with the WIA legislation is **universal access**. While individuals have access to a Workforce Development System and core employment-related services, the Adult, Dislocated Worker and Youth programs have eligibility requirements.

A summary of WIA Core, Adult, Dislocated Worker and Youth Services is detailed below. The intent of these programs is to place participants into employment that can lead to long-term self-sufficiency. Michigan Works! Agencies have established **partnerships with a variety of entities** that assist in this process. Community colleges, adult education and service contractors, and other training providers have been invaluable in helping customers to move from school-to-career.

WIA - CORE SERVICES

- “Up-front”, basic services are similar to Employment Services and include orientation, job search assistance, information and referral, and self-serve resources
- Eligibility: Serves the universal population
 - Based on customer desire for services, not an income test or other criteria
- Services may be accessed at a Michigan Works! Service Center
- Enhances services provided in coordination with Wagner-Peyser funding

Program Year	July 1 to June 30
Authorizing Legislation	Workforce Investment Act of 1998
Carry-over	Funding can be carried over to new program year
Current Program Operator	Barry County – Barry Intermediate School District Branch County – KCC Employment Services Calhoun County – KCC Employment Services
MW!-CISD WFD Staff	Kristi Rigelman

WIA - ADULT & WIA – DISLOCATED WORKER

- Provides workforce development services so that adults & dislocated workers may obtain employment and/or training to meet the demands of local employers for a steady, qualified workforce.
- Provides two levels of service: intensive services, and training services
- Services include assessment, employment and career counseling, case management, job search assistance, and No Worker Left Behind training, including customized training, on-the-job training, and occupational skills training
- Adult Eligibility: Serves adults age 18 and older and when funding is limited, “high priority” customer criteria is used
- Dislocated Worker Eligibility: employment termination or layoff as a result of any permanent closure or any layoff at a plant, facility, or enterprise
- Services may be accessed at a Michigan Works! Service Center

Program Year	July 1 to June 30
Authorizing Legislation	Workforce Investment Act of 1998
Carry-over	Funding can be carried over to new program year
Current Program Operator	Barry County – Barry Intermediate School District Branch County – Human Resources Development, Inc. Calhoun County – Human Resources Development, Inc.
MW!-CISD WFD Staff	Kristi Rigelman

WIA - YOUTH

- Provides services for youth that are linked to the labor market needs and have a strong connection between academics and occupational learning
- Services are year-round and include academic support, career exploration, occupational training, supportive services, leadership development and summer employment opportunities
- Eligibility: 16 – 21 years of age, low income with one or more prescribed barriers to employment
- At a minimum, 50% of the funding must be spent on out-of-school youth (local MWA level)

Program Year	July 1 to June 30
Authorizing Legislation	Workforce Investment Act of 1998
Carry-over	Funding can be carried over to new program year
Current Program Operators	Barry County – Barry Intermediate School District Branch County – Foundation for Behavioral Resources Calhoun County – Battle Creek Public Schools
MW!-CISD WFD Staff	Lisa Larson

TRADE & GLOBALIZATION ADJUSTMENT ASSISTANCE ACT (TGAAA) - TRADE ADJUSTMENT ASSISTANCE ACT (TAA) – NORTH AMERICAN FREE TRADE ACT (NAFTA)

These programs are designed to assist workers who are adversely affected by international commerce. The legislation requires the provision of assistance necessary to enable groups of workers to prepare petitions or applications for program benefits. In addition, there is an extensive list of re-employment services to be provided to eligible individuals. The specifics of services vary per legislative policy.

A summary is detailed below:

- Purpose is to assist individuals who become unemployed as a result of foreign trade
- Workers certified as eligible to apply may receive, provided other criteria are met, job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage subsidy to workers 50 years of age and older
- The NAFTA was repealed in November 2002. Individuals who were certified under the NAFTA can still receive service
- With the TGAAA, which was part of the Recovery Act and enacted on 2/19/09, changes to worker benefits and certification criteria, in general, apply only to workers covered by petitions filed on or after 5/18/09. The exception is that the increase in the amount of the HCTC, which provides a tax credit towards health insurance costs, goes into effect beginning with the month of May 2009 and applies to all recipients, regardless of when their petition was filed.
- Secretary of Labor certifies eligibility

Other Information	This program is operated by the Employment Service Program operators.
Program Year	October 1 to September 30
Authorizing Legislation	TGAAA of 2009, Trade Act of 1974, as amended, NAFTA of 1994
Current Program Operator	Barry County – Barry Intermediate School District Branch County – KCC Employment Services Calhoun County – KCC Employment Services
MW!-CISD WFD Staff	Kristi Rigelman

JOBS, EDUCATION AND TRAINING (JET)

- Principal goal is to assist clients with obtaining a career or develop an occupational goal that matches their long-term interests by addressing barriers and supports via comprehensive approach and will prevent the client from returning to public assistance due to chronic unemployment or job loss
- Eligibility: TANF recipients are referred by Department of Human Services (DHS);

- Range of services includes long-term goal-setting, job placement assistance, job readiness services, remedial education, training, high school completion, post secondary education, and ongoing post-employment supports and services

Other Information	Program formerly called Work First
Program Year	October 1 to September 30
Authorizing Legislation	Personal Responsibilities and Work Opportunities Reconciliation Act (PRWORA) of 1996
Funding	Currently, there are a variety of funding sources including Temporary Assistance to Needy Families (TANF), Workforce Investment Act (WIA), and State General Fund/General Purpose (GF/GP) funds.
Carry-over	Funding cannot be carried over to new program year
Current Program Operator	Foundation for Behavioral Resources for all 3 counties
MW!-CISD WFD Staff	Lisa Larson

FOOD ASSISTANCE EMPLOYMENT & TRAINING

- Purpose is to provide work opportunities for food assistance-only recipients who would otherwise lose assistance because of time limits.
 - The long-term goal of the program is to assist individuals in obtaining unsubsidized employment.
- Eligibility: 18 – 49 years of age, Able-Bodied Adults Without Dependents (ABAWD) receiving food assistance. DHS refers customers.
- Participation is VOLUNTARY
- Program design includes work related activities and supportive services payments
- The program emphasizes educational and training opportunities in order to assist participants with long-term goal-setting, employment advancement and self-sufficiency.

Program Year	October 1 to September 30
Funding	Department of Agriculture
Carry-over	Funding cannot be carried over to new program year
Current Program Operator	Foundation for Behavioral Resources for all 3 counties
MW!-CISD WFD Staff	Lisa Larson

MICHIGAN PRISONER REENTRY INITIATIVE (MPRI) WORKFORCE DEVELOPMENT

- Purpose is to provide workforce development services to parolees to assist with their successful community reentry.
- Eligibility: Parolees are certified as MPRI-eligible by the Parole Board prior to their release from prison. Referrals are made for this service by the local parole agents.
- Services include career assessment, program planning, literacy and GED preparation services, volunteer work, job development, case management, supportive services, agency collaboration and intensive follow up.

Program Year	October 1 to September 30
Funding Source	Michigan Department of Corrections
Current Program Operator	KPEP in all three counties
MW!-CISD WFD Staff	Mike DeBoer

MICHIGAN PRISONER REENTRY INITIATIVE (MPRI) LIFE SKILLS & SUPPORTIVE SERVICES

- Purpose is to provide basic life skill training through a series of classes, to employ the Community Resource Advocate who will work under the supervision of the MPRI Community Coordinator, and to provide payments for supportive services for parolees in the program.
- Eligibility: Parolees are certified as MPRI-eligible by the Parole Board prior to their release from prison. Referrals are made for this service by the local parole agents.
- Program consists of basic life skill training for parolees through a series of classes, employment of the Community Resource Advocate, and the provision of payments for supportive services for parolees in the program.

Program Year	October 1 to September 30
Funding Source	Michigan Department of Corrections
Current Program Operator	KPEP in all three counties.
MW!-CISD WFD Staff	Mike DeBoer

**WORKFORCE DEVELOPMENT
TERMS AND ACRONYMS – January 2010**

ABAWDs	Able-Bodied Adults Without Dependents - Target population for the Food Assistance Employment & Training Program.
ARRA	American Recovery & Reinvestment Act of 2009
BIP	Batterer Intervention Program, a counseling program designed to identify the causes of domestic violence and modify the behaviors of those involved in domestic assaults.
BWT	Bureau of Workforce Transformation– Unit within DELEG responsible for policy and oversight of JET, WIA and other workforce development programs..
CBO	Community-Based Organization – Private nonprofit organization that is representative of a community or a significant segment of a community.
CC	Community Coordinator, Community Coordinators are employees of the Administrative Agencies and act as staff for the local MPRI Steering Teams. They are responsible for coordinating the logistics involved in the re-entry process of parolees.
CEO	Chief Elected Official - Chair of the local elected official (county commissioner) board, sometimes referred to as the Administrative Board or Consortium Board. Individuals who sign the annual comprehensive plan for the elected officials.
CFA	The Correctional Facilities Administration is responsible for the state's prisons and camps, including the Special Alternative Incarceration (boot camp).
CFJ-140	CFJ-140, a form completed by the parole agent referring the parolee for services or treatment.
CFR	Code of Federal Regulations – Federal department rulemaking. Establishes rules for the implementation of federal legislation.
CLEG	Council for Labor and Economic Growth –Mandatory body, appointed by the Governor. Advises the Governor on workforce development concerns for the state.
COMPAS	COMPAS is an assessment tool administered to prisoners as a measurement of offenders' risks, needs and strengths. This will assist with the development of a Transition Accountability Plan to address the offender’s needs and risks.
CRA	Community Resource Advocate, A paid staff member, either contractor or employee, who coordinates the delivery of services to MPRI parolees.
CSC	Criminal Sexual Conduct, a collective phrase designating illegal behaviors commonly described as sexual assaults.
CY	Calendar year. Refers to a January 1 to December 31 timeframe.
DHS	Michigan Department of Human Services – State department that works in partnership with DELEG on workforce development concerns.
DELEG	Michigan Department of Energy, Labor and Economic Growth– State department with the primary responsibilities for workforce development policy and oversight. Works in partnership with other state departments on workforce development concerns.
DVOP	Disabled Veterans Outreach Program – Targeted program for disabled veterans. Service provided in the Michigan Works! Service Center by DELEG-BWT state employees.

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EAG	Education Advisory Group – Advisory committee to the local board on a broad range of youth and educational issues.
ES	Employment Service – Labor Market services funded by Wagner-Peyser. Services include the Michigan Talent Bank, an internet-based resume and job bank.
ESL	English as a Second Language – Training for language proficiency in the workplace.
ETA	Employment and Training Administration – Unit within U.S. Department of Labor. Responsible for policy development and oversight of Wagner-Peyser, Workforce Investment Act, and TAA programs.
FAE&T	Food Assistance Employment & Training – A program that helps individuals maintain or regain their food assistance eligibility by participating in a qualifying work program or activity with a long term goal of obtaining unsubsidized employment.
FBR	Foundation for Behavioral Resources – one of our program operators.
FIP	Family Independence Program – The name given for the cash assistance that qualified families receive from DHS.
FOA	The Field Operations Administration is responsible for state probation and parole supervision and operations of the Parole Board, Community Residential Programs and other programs.
FOC	Friend of the Court – Separate entity that works in partnership with the MWAs to identify Non-Custodial Parents for workforce development services.
FY	Fiscal Year – Related to both appropriation cycles and program operation cycles. Typically refers to an October 1 to September 30 funding cycle.
HHS	Health and Human Services – Federal Department that is responsible for TANF-funded programs.
HRDI	Michigan Human Resources Development, Inc. – one of our program operators.
IEP/ISS/EDP	Individual Employment Plan, Individual Service Strategy/Employability Development Plan/Educational Development Plan – A plan of action developed in agreement between the customer and the case manager/counselor. The plan details the barriers to employment and the sequence of services to overcome the barriers. An educational development plan identifies career goals, lists interests and skills in line with meeting those goals, and documents the experiences, education and accomplishment the student wants to pursue to attain them.
ITA	Individual Training Account – Training voucher provided to the customer for the purchase of training services.
JD	Job Development – A workforce development service. The service is usually centered on the needs of an individual client.
JEHT	The JEHT Foundation's name stands for the core values that underlie the Foundation's mission: Justice, Equality, Human dignity and Tolerance. It is a core partner in the MPRI and a partial funder of the program.
JET	Jobs, Education and Training – Formerly called Work First, this is a program piloted in Michigan in 2006, which provides an intensive career and educational-based approach to serving individuals receiving public assistance.
JS	Job Search – A workforce development service focusing on the principles of finding employment: resumes, interviewing techniques, etc.

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JTPA	Job Training Partnership Act – Federal workforce development legislation passed in 1982. Established the private-public partnerships evident in workforce development programs today. The legislation was repealed July 1, 2000 and replaced with WIA.
KPEP	Kalamazoo Probation Enhancement Program. KPEP operates residential and non-residential programs for adult offenders as a community-based alternative to incarceration. It is a vendor for MPRI services.
LEO	Local Elected Official – County Commission representative that provides policy and oversight at the local level. Sits on a Chief Elected Officials Board that works in partnership with the WDB.
LMI	Labor Market Information – Factors that impact a labor market area. Such factors may include industry-base, demographics, education availability, etc. A labor market area is an economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence.
LVER	Local Veterans’ Employment Representative Program – Provides for targeted services for veterans. Services are provided through the Michigan Works! Service Center by DELEG staff.
MCCD	Michigan Council on Crime and Delinquency is a statewide citizen’s organization. Its services are focused on advancing research-based, prevention-focused systems and programs. MCCD is a core partner in MPRI.
MRS	Michigan Rehabilitation Services – Unit within DELEG. Provides services targeted to individuals with disabilities. MRS staff has a presence in the Michigan Works! Service Center.
MDE	Michigan Department of Education – State department that works in partnership with DELEG on workforce development concerns.
MDOC	Michigan Department of Corrections – State department that works in partnership with DELEG on workforce development concerns.
MDOT	Michigan Department of Transportation – State department that works in partnership with DELEG on workforce development concerns.
MIS	Management Information System – Electronic record keeping system providing information for program management, evaluation, and reporting.
MPRI	Michigan Prisoner Re-entry Initiative is a program of the Michigan Department of Corrections designed to reduce crime and recidivism among moderate to high-risk parolees. At the local level, parolees meet with a Transition Team to identify their needs to reintegrate into the community. Support is provided in a certain areas (including housing, job placement, health care, transportation, etc.) through state, federal and local resources to meet the parolee’s needs and thus, reduce the potential for failure. State funding for this program comes through the WDB which is the fiscal agent for the program.
MTB	Michigan Talent Bank – Michigan’s internet-based resume and job bank. Individuals looking for work can enter their resumes and employers can post their job openings. Both customers of the system can then search for available jobs or employment candidates.
MWA	Michigan Works! Agency – Refers to either a local geographic region or more appropriately the local administrative agency.

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NAFTA	North American Free Trade Act – Federal legislation. Targeted program to assist workers affected by imports from Mexico or Canada or by shift of U.S. production to those countries.
NCP	Non-Custodial Parent – Target population to be served with JET funding.
NCR	Non-Cash Recipient – An individual who is receiving non-cash government assistance such as day care, Medicaid or food stamps, and is not receiving TANF cash payments.
NWLB	No Worker Left Behind – The program initiated by Governor Granholm in 2007 to provide free tuition to eligible workers so they can be trained in occupations that are in demand by Michigan employers.
OJT	On-the-Job Training – Workforce development service. Employer would be reimbursed a percentage of the employee’s wage for a specified training period.
PHA	Public Housing Authority, a generic term referring to governmental agencies providing or supporting public housing.
PMIG	Participant Management Information Guide – Program Guide for WIA programs. Provides definitions, enrollment, exit and service codes.
PRWORA	Personal Responsibilities and Work Opportunities Reconciliation Act of 1996 – Federal legislation. Replaced AFDC with TANF and established work responsibilities for welfare recipients.
PY	Program Year - Typically refers to a July 1 to June 30 funding cycle.
RFP	Request for Proposal – Generally at the local level between the MWA and potential bidders. Describes the programs and services that the MWA is seeking a service provider to deliver in that area. MWAs are prohibited from direct service delivery; therefore, the money is subcontracted through a competitive RFP process.
SAI	The Special Alternative Incarceration program (Boot Camp) is an alternative to prison for male and female prisoners and probationers convicted of certain crimes and selected by courts. The goal of the program is to keep selected lower-risk probationers from going to prison and to take qualified prisoners out of the traditional prison setting and place them into a more cost-effective management setting.
TAA	Trade Adjustment Assistance (Act) – Federal legislation. Program targeted to assist workers who lose their jobs because of foreign imports.
TANF	Temporary Assistance for Needy Families – Public assistance, formerly known as AFDC.
TAP	Transition Accountability Plan, a treatment plan prepared for each inmate during the corrections process. The plan identifies the inmate’s strengths upon entry into the corrections system and builds on those strengths throughout incarceration and continuing until the offender’s parole, re-entry into the community and discharge. The results of the COMPAS assessment are an integral component to the development of the Transition Accountability Plan.
TEGL	Training and Employment Guidance Letter – A letter issued by the U.S. Department of Labor Employment and Training Administration that provides guidance on federal programs or policies.
TEIN	Training and Employment Information Notice – A notice issued by the U.S. Department of Labor Employment and Training Administration that provides information about federal programs or policies.
UIA	Unemployment Insurance Agency– Unit within DELEG, responsible for unemployment matters throughout the state. Can also be referred to as UI.

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USC	United States Code – Enacted federal legislation.
USDA	United States Department of Agriculture – Federal department responsible for Food Stamps and Food Assistance Employment & Training Program.
USDOE	United States Department of Education – Federal department responsible for programs connecting education and workforce development.
USDOL	United States Department of Labor – Federal department responsible for WIA, Wagner-Peyser, and TAA-NAFTA program policy and oversight.
USHHS	United States Health and Human Services – Federal department responsible for TANF program policy and oversight.
VA	Veterans Affairs – Responsible for providing federal benefits to veterans and their families.
WDB	Workforce Development Board – Local boards charged with workforce development responsibilities. Boards provide the vision for local workforce development services. Works in partnership with LEOs.
WF	Work First – Now called JET, this is Michigan’s program design in response to PRWORA, which is targeted to TANF recipients and NCPs of children connected to a TANF case. This program was renamed in 2006 to Jobs, Education & Training (JET).
WFD	Workforce Development – Promoting economic self-sufficiency and providing qualified workers to local employers through the delivery of employment and training services in partnership with businesses, educators, and economic developers.
WIA	Workforce Investment Act of 1999 – Federal legislation, with three streams of funding: Youth, Adult, and Dislocated Worker.
WRMIG/S	Welfare Reform Management Information Guide (System) – Program guide for JET Programs. Provides operational definitions, forms, codes, etc.

**CONTACT INFORMATION – Revised June 2009
MICHIGAN WORKS!/CISD WORKFORCE DEVELOPMENT TEAM**

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MICHIGAN WORKS SERVICE CENTER LOCATIONS

Albion: Michigan Works! Service Center 101 N. Albion Street Albion, MI 49224 517-629-5852	Battle Creek: Michigan Works! Service Center 135 Hamblin Ave. Battle Creek, MI 49017 269-660-1412	Coldwater: Michigan Works! Service Center 210 Vista Drive Coldwater, MI 49036 517-278-0200	Hastings: Michigan Works! Service Center 535 W. Woodlawn Ave. Hastings, MI 49058 269-945-9545, Ext. 144
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LINKS TO VARIOUS MICHIGAN WORKS! RELATED WEBSITES:

MICHIGAN WORKS!/CISD: www.calhounisd.org/departments/workforcedevelopment

MICHIGAN WORKS! ASSOCIATION: www.michiganworks.org

MICHIGAN WORKS PARTNERS: www.michpartners.org

MICHIGAN JOBS & CAREER PORTAL: www.michigan.gov/careers

MICHIGAN TALENT BANK: www.michworks.org/mtb

LABOR MARKET INFORMATION: www.milmi.org

TOLL-FREE STATEWIDE MICHIGAN WORKS! NUMBER: 1-800-285-9675 (WORKS)

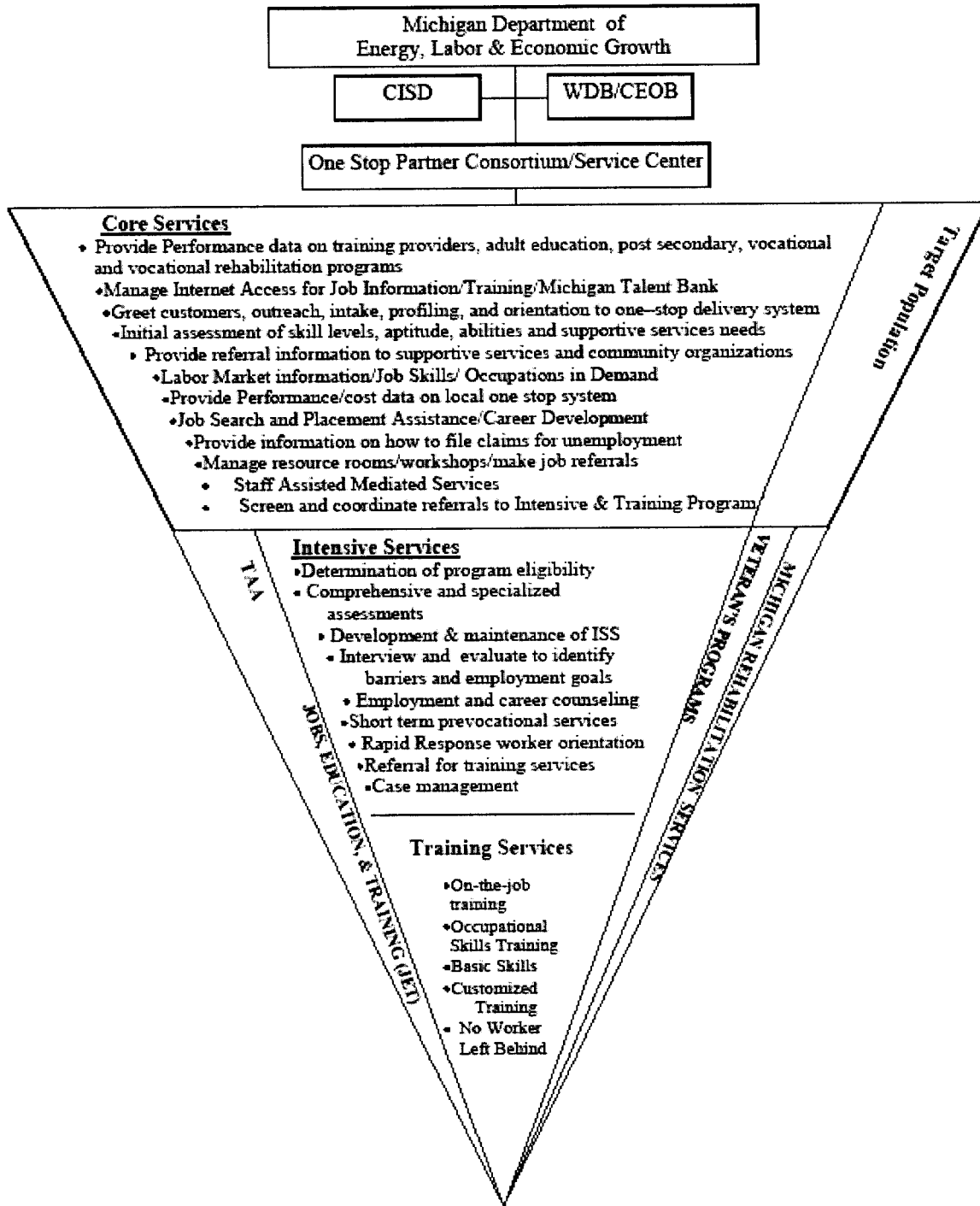
MICHIGAN WORKS! SERVICE CENTER SYSTEM

The success of the workforce investment system is dependent on the development of true partnerships and honest collaboration at all levels and among all stakeholders. The cornerstone of the workforce investment system is One-Stop service delivery that unifies numerous education, training, and employment programs into a single, customer-friendly system in each community. The One-Stop system promotes the coordination of programs, services, and governance structures so that the customer has access to a seamless system of workforce development services.

Every contractor is expected to be a strong partner in the local Michigan Works! One-Stop Service delivery system, regardless of whether or not the contractor is collocated in a Michigan Works! Service Center. As an integrated partner in the Michigan Works! System, the contractor staff will regularly assist job seeker and employer customers to understand the entire “system”, will provide information on available resources and make referrals to other programs and services as appropriate. Additionally, a large degree of coordination will continue to occur through the partners’ use of the Michigan Talent Bank (MTB) system. Job seeking customers of the various partners will be entering their resumes on the system through the Internet connections of those partners, thus enhancing coordination. Business customers will also benefit from the assistance contract staff can provide with use of the MTB and other Michigan Works! resources.

As a partner and integral part in the service delivery system, it is imperative that the contractor be knowledgeable of the entire system and the flow of services, as mandated by the Workforce Investment Act. This service flow is depicted in the diagram on the following page.

WIA SERVICE FLOW CHART



The large triangle is divided into three segments of W.I.A.-mandated services, with some of the other partner agency services shown at the sides of the segments. The first tier of the triangle represents the “core services”, which, if they are self-service, are available to all members of the public. (Staff-assisted core services require that the individual meet minor eligibility factors.) Core services will be coordinated with the Employment Service self-service and facilitated services to avoid any duplication of service and to maximize resources.

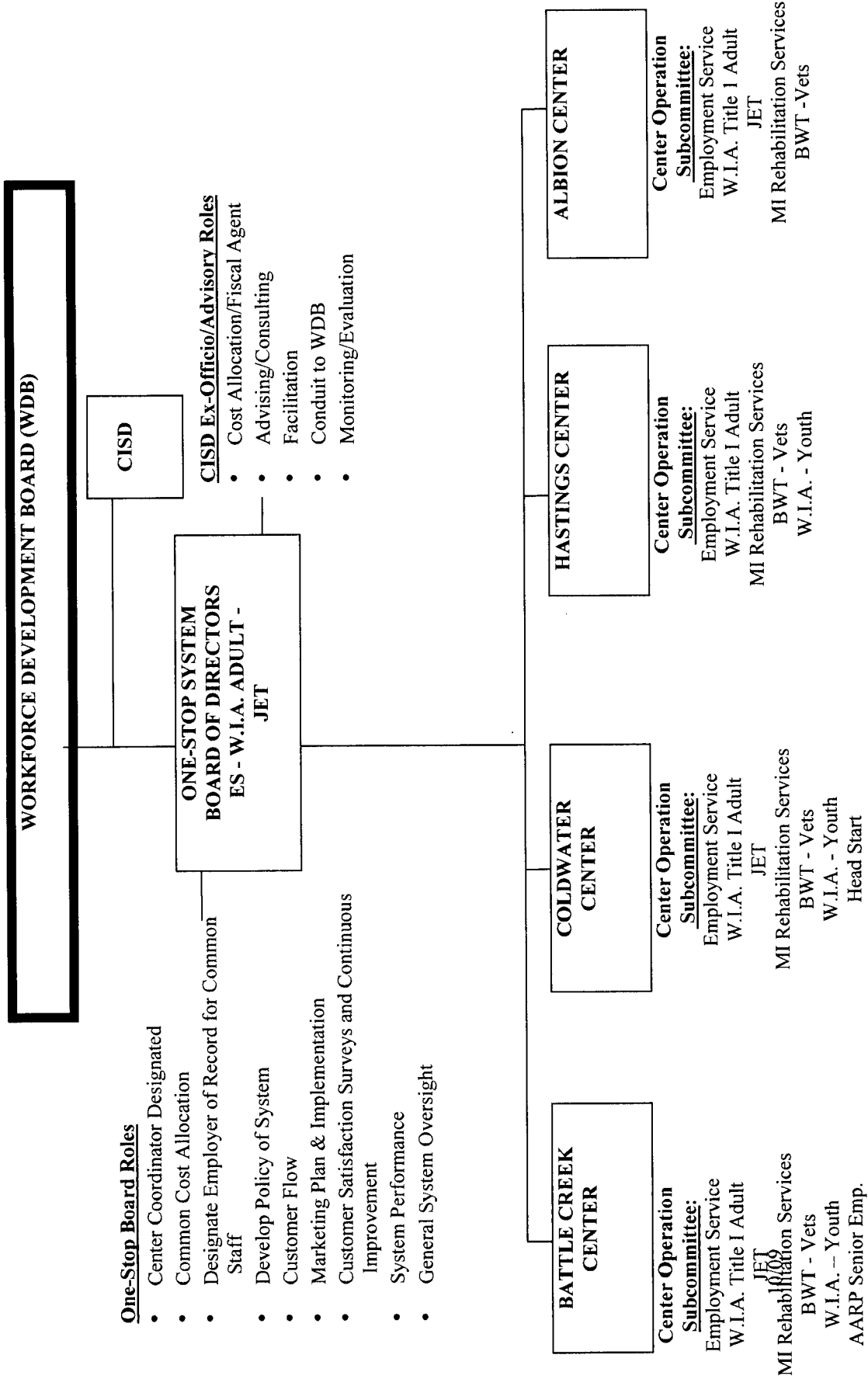
Customers who are not successful in obtaining employment through core services will be referred to “intensive services” by the core service staff. At this point the intensive service provider will make an eligibility determination, as W.I.A. funds can only provide intensive services to customers who are determined to be in need of these services and meet certain eligibility criteria. Several customer groups can obtain intensive services from other partner agencies (if eligible), such as Rehabilitation Services, Employment Service Veterans, TAA, or JET. The intensive service staff will be responsible for screening customers to the appropriate partner for assistance.

If the customer is unable to obtain employment through intensive services and meets the eligibility requirements of W.I.A., TAA, Rehabilitation Services or JET, then the customer moves to the bottom third of the triangle to receive “training services.” Training services include on-the-job training (OJT), individualized training account (ITA), customized training or basic skills training.

Then, in order to further develop and manage the seamless system of workforce development services at the Barry, Branch and Calhoun county Michigan Works! Service Centers, the WIA Core and Intensive & Training, Employment Service and JET contractors will comprise a Consortium of partner agencies that function as the One-Stop Operators. The Michigan Works! One-Stop Service Center Operating System chart that follows shows that this Consortium is under the guidance of the Workforce Development Board and the Michigan Works!-CISD and consists of the partners who agree to use the Michigan Works! One-Stop Service Center as the primary approach to service delivery and will commit to integration of services, staff and funding.

Other partners who agree to contribute to the centers by providing some funding as in-kind services, have part-time staff in the One-Stop Service Centers and agree to coordinate information and services, will participate in the One-Stop Service Center governing system by participating in the Center Operations Subcommittees.

MICHIGAN WORKS! ONE-STOP SERVICE CENTER OPERATING SYSTEM



MICHIGAN WORKS! BARRY, BRANCH & CALHOUN COUNTIES

