

**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 SERVICES TEAM

The Michigan Works! Business Services Team (BST) works with individual businesses and/or industry sectors to effectively address the competitive challenges that are faced. We work with the business to identify potential issues; such as training needs, issues related to growth or downsizing, human resource needs, etc. and assist the company to design solutions to meet specific demands. The Business Services Team partners with economic developers, workforce development, and educators to bring the needed resources and services to the business in a way that optimizes the value to the business.

The Business Services Team Process

1. **Entry**-Establish relationships with businesses throughout the region before specific needs arise.
2. **Fact Finding**-Our Business Services Team professionals are skilled listeners and trained problem solvers. We can objectively analyze situations, identify challenges, and link the business to the solutions which will best meet their needs.
3. **Solution Design**-The Business Services Team, after identifying a need, proposes possible solutions to the business and then designs a plan of action-including a target launch date and timeline for implementation.
4. **Implementation**-The planned solution is put into action. Coordination of partners is occurring and adjustments will be made as necessary, if needed.
5. **Follow-up**-The Business Services Team will meet with the business to evaluate the results of the solution implemented, gather feedback, and assure the businesses needs continue to be met.

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

Services for Employers

- Recruitment events and assistance
- Accepting and listing job postings on the Michigan Talent Bank
- Interview scheduling and use of facilities
- Employee training
- Business information services
- Computer access
- Organizing local job fairs
- Personalized applicant screening and testing
- Distributing and accepting employer applications
- Pre/post hire contact with employers
- Coordination with local/regional economic and/or training institutions, (or others) as needed
- Assistance in identifying possible grant opportunities for businesses and tax incentives, credits, and/or abatements

Bottom Line Benefits for a Business

- On-the-job training reimbursement funds available for employers
- Customized training to meet the employer's identified needs
- Training options for current workforce
- Collaboration with economic development and employers
- New business and company start-up services
- Assistance with company layoffs and closures

- Lay-off aversion projects
- Business Solutions Professionals are trained and certified in identifying business challenges and finding solutions
- Services provided by Business Solutions Professionals are **at no cost** to your business
- Tremendous potential return on investment

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 – ADAPT, Inc. Calhoun County – Goodwill Industries
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.
- Only petition numbers 70,000 to 79,999 are eligible under this iteration of the law. In February 2011 the TGAAA was not reauthorized by Congress. Therefore, beginning on February 15, 2011 all new petitions certified revert back to the Trade Adjustment Assistance Act of 1974, as amended, rules and regulations.
- 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 Specialist 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 Specialist, 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	Foundation for Behavioral Resources in all three counties.
MW!-CISD WFD Staff	Mike DeBoer

MICHIGAN PRISONER REENTRY INITIATIVE (MPRI) TRANSITIONAL HOUSING

- Purpose is to provide structured and non-structured transitional housing for MPRI Program parolees according to the established program parameters.
- Contractor will also provide housing coordination services to include:
 - community outreach and education under the direction of the MPRI Community Coordinator;
 - ensuring that all facilities are operated in compliance with all applicable statutes and ordinances;
 - working with residents of the program to increase their self-sufficiency, resulting in successful discharge, and monitor participation in other MPRI programmatic elements while in Transitional Housing.
- 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 Year	October 1 to September 30
Funding Source	Michigan Department of Corrections
Current Program Operator	Foundation for Behavioral Resources in all three counties.
MW!-CISD WFD Staff	Mike DeBoer

Essential Work Skills Training

Based on recommendations from the Council for Labor & Economic Growth (CLEG), the State of Michigan adopted a policy which requires Michigan Works! Agencies to make Employability Skills curriculum available to our customers. CLEG's recommendations include the following description of Employability Skills:

Employability skills are transferable core skills, often referred to as "soft skills," which represent essential functional and enabling knowledge and attitudes required in today's workplace. They include skills such as communicating effectively, teamwork, computer literacy, and critical thinking. Such skills are consistently considered during the hiring process.

Our Michigan Works! has secured curriculum and trained sub-contract staff to provide a behaviorally based, interactive week-long training program for job seekers which aligns with the 12 Employability Skills Standards identified by CLEG. These skill standards are as follows:

Critical Thinking/Problem Solving

- ✓ Know who to ask or where to go to solve workplace problems.
- ✓ Follow step by step written instructions.

Oral Communication

- ✓ Know how to communicate appropriately with supervisors and coworkers.
- ✓ Use appropriate language and terminology for the workplace.
- ✓ Articulate thoughts and ideas clearly and effectively.

Written Communication

- ✓ Read and process workplace information.
- ✓ Write basic notes, memos, letters, and reports clearly and effectively.

Teamwork/Collaboration

- ✓ Build collaborative relationships with colleagues and customers.
- ✓ Be able to work with diverse teams.
- ✓ Take personal responsibility for influencing and accomplishing group goals.

Managing Conflict/Negotiation Skills

- ✓ Demonstrate objectivity in assessing other viewpoints by considering all sides of an issue.

- ✓ Show respectful behavior during workplace conflicts.
- ✓ Know how to compromise with others.

Information Technology Applications

- ✓ Demonstrate the use of the Internet as an electronic research tool.
- ✓ Select and use appropriate technology to accomplish a given task (printers, copiers, scanners).

Professionalism/Work Ethic

- ✓ Demonstrate personal accountability, effective work habits, e.g. punctuality, working productively with others, appropriate hygiene and dress, and time and workload management.
- ✓ Demonstrate health and safety practices and drug-free behavior in workplace setting.
- ✓ Obtain a reliable transportation option.

Diversity

- ✓ Learn from and work with individuals from diverse cultures, races, gender, religions, lifestyles, and viewpoints.

Creativity/Innovation

- ✓ Look for continuous improvement in the workplace.
- ✓ Communicate new ideas to others.
- ✓ Integrate knowledge across different disciplines.

Lifelong Learning/Self Direction

- ✓ Be prepared to continuously acquire new knowledge and skills.
- ✓ Know where and how to learn new job skills.
- ✓ Be able to learn from one's mistakes.
- ✓ Take initiative in the workplace.

Ethics/Social Responsibility

- ✓ Demonstrate integrity and ethical behavior.
- ✓ Act responsibly with the interests of the larger community in mind.
- ✓ Possess awareness of the importance of workplace policies and procedures.

Customer Service

- ✓ Provide for customers needs and expectations in a helpful and courteous manner.
- ✓ Demonstrate customer service skills in an appropriate setting by listening, suggesting solutions, and communicating the ideas at hand.

Those individuals who successfully complete this training and who can demonstrate that they have developed these skills receive an Essential Work Skills certificate.