

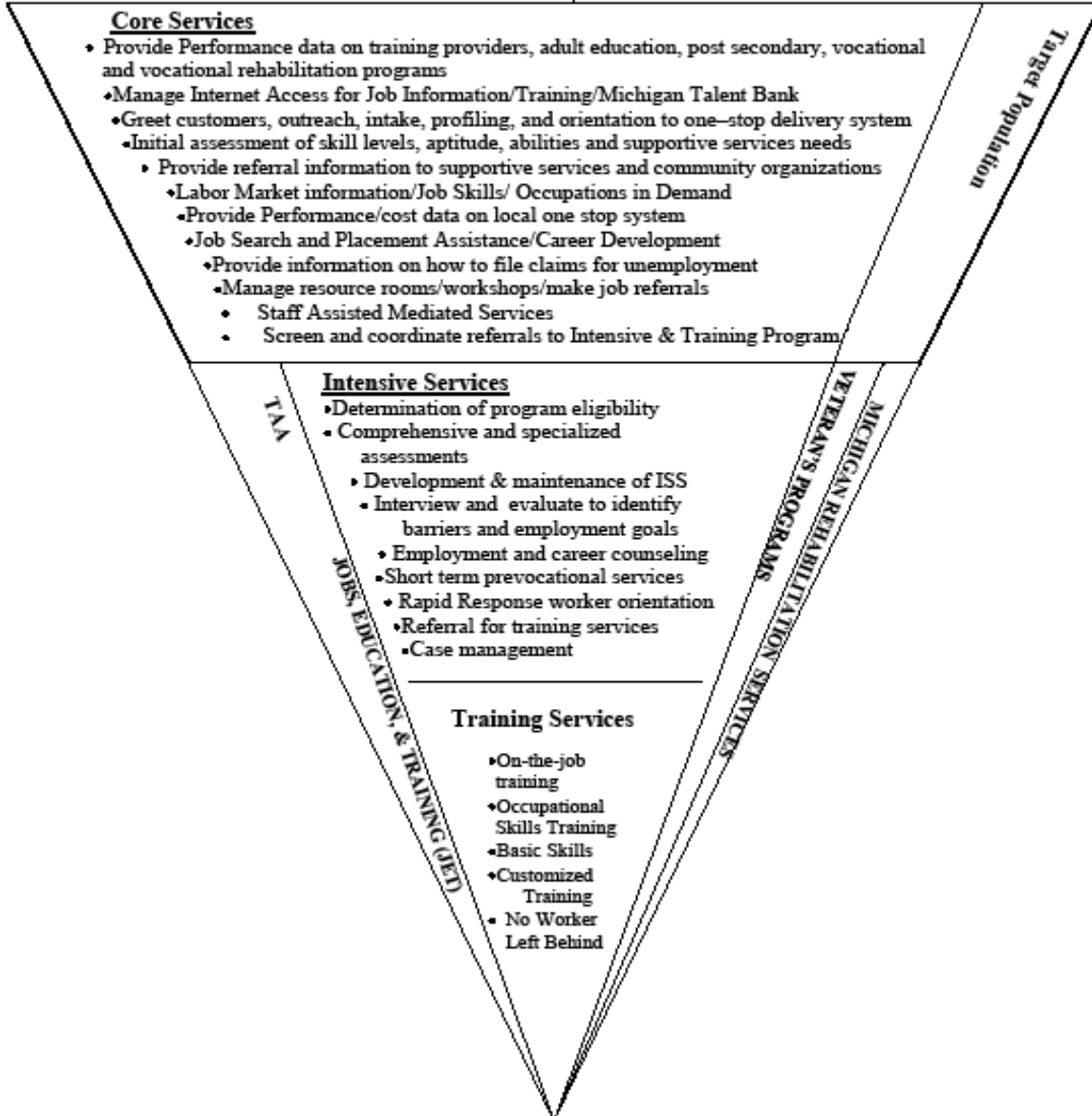
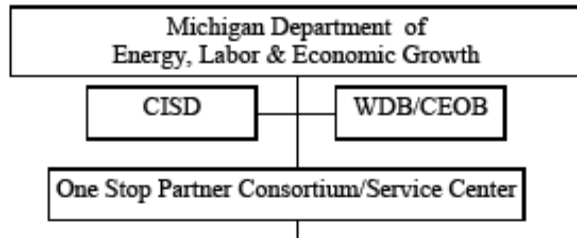
MICHIGAN WORKS! SERVICE CENTER SYSTEM

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.

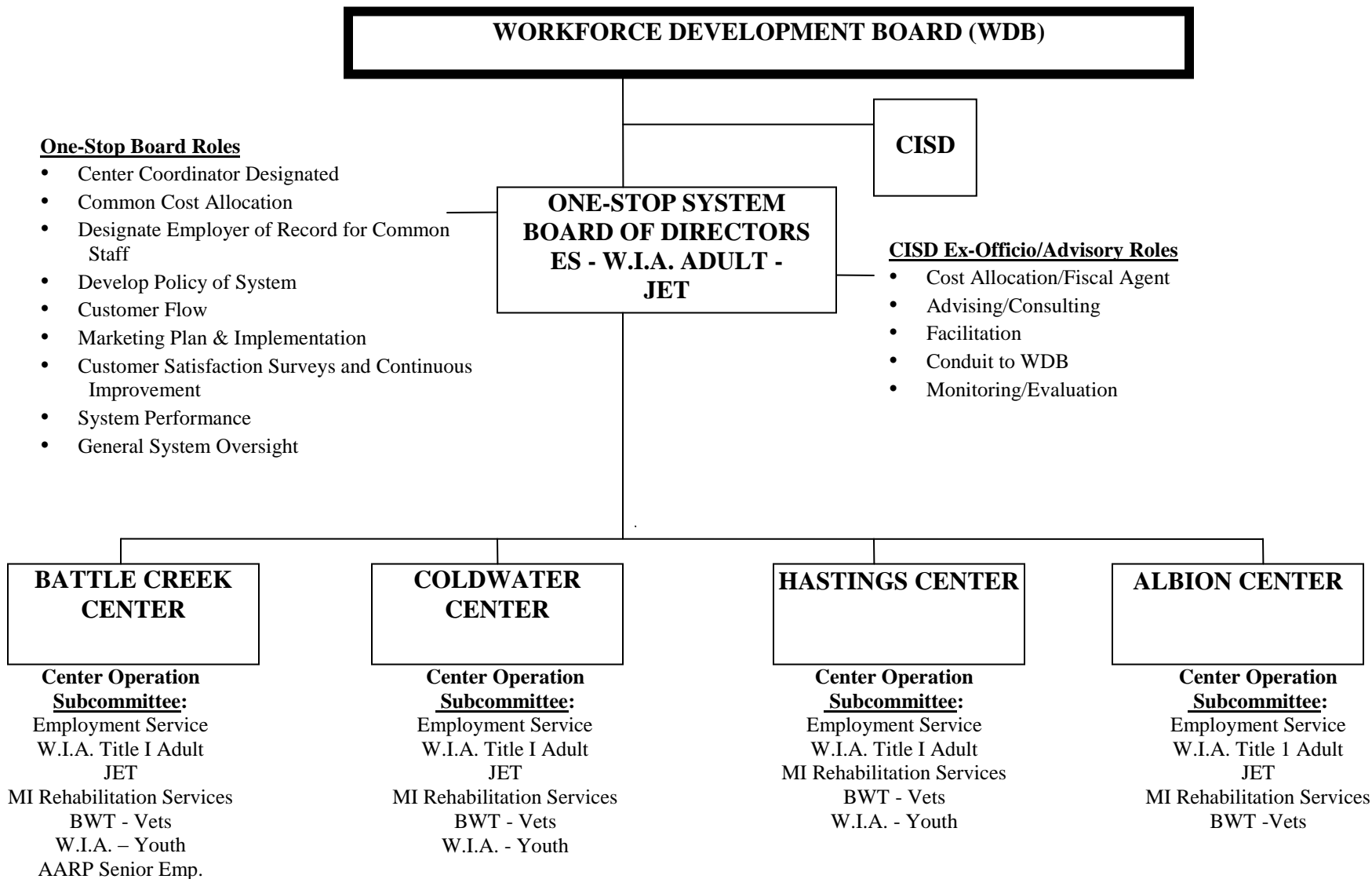
Customers who are not successful in obtaining employment through core services will be referred to “intensive services” by the core service staff. At this point the intensive service provider will make an eligibility determination, as W.I.A. funds can only provide intensive services to customers who 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



7/10