

**Washtenaw County  
Michigan Works! Agency (MWA)/ETCS**

**Workforce Investment Act (WIA)  
Comprehensive Five-Year Local Plan  
for Adults, Dislocated Workers, and Youth**

**Plan Modification**

**Change 1**

**07/01/07 – 06/30/09**

## APPROVAL REQUEST

1. Michigan Works! Agency (MWA):  Washtenaw County MWA/ETCS	2. MWA No.:  30
3. Plan Title(s):  Workforce Investment Act (WIA) Comprehensive Five-Year Local Plan for Adults, Dislocated Workers, and Youth	
4. Plan/Modification Number:  07-16, change 1	5. Program Period:  07/01/07 – 06/30/09

THE CHIEF ELECTED OFFICIAL(S) AND WORKFORCE DEVELOPMENT BOARD (WDB)  
HEREBY REQUEST APPROVAL OF THIS DOCUMENT

Authorized Chief Elected Official (CEO)  Jeff Irwin, Chair, Washtenaw County Board of Commissioners	Date
Authorized CEO	Date
Authorized CEO	Date
Workforce Development Board (WDB) Chairperson  Keith Peters, Chair, Washtenaw County Workforce Development Board	Date

OWD-166 (3/03)

The Michigan Department of Labor & Economic Growth does not discriminate in employment or in the provision of services based on race, religion, color, national origin, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship and participation in grant initiatives, as provided by state and federal law.

## SECTION I: Adults and Dislocated Workers

### I. Labor Market Analysis

Washtenaw County is located in the southeastern part of Michigan's Lower Peninsula. The County is about 43 miles west of Detroit, and approximately 30 miles east of Lansing. The area's 2006 population was 344,047 or 3.4 percent of the State's population.

Washtenaw County's labor force is approximately 188,711. The area's October 2007 unemployment rate was 4.8%, lower than the State's unemployment rate of 7%. 16-19 year old males, particularly black males, experience relatively high unemployment.

Washtenaw County's largest city is Ann Arbor, with a population of 114,024. Ann Arbor is consistently ranked as a great place to live and is found on "best of" lists as varied as "Money Magazine" and "Ladies Home Journal" and "Golf Digest." The County has four (4) other cities and two (2) villages.

The University of Michigan, located in Ann Arbor, ranks among the world's top universities, with nearly \$800 million in research funding in 2006 and a student enrollment in all programs of 37,751. A number of Ann Arbor firms utilize technologies developed at the University of Michigan. Eastern Michigan University, the State's fifth largest University with an enrollment of 23,240 students, is located on the eastern edge of the County in Ypsilanti City. Washtenaw Community College, a technology-focused two-year college, offers degree and non-degree classes.

Currently, the County's main industry sectors are automotive research and development (R&D) and advanced manufacturing; life sciences; print and on-line information; and information technology services. Other sectors include vision/imaging and advanced energy. The County's major employers include the University of Michigan and University of Michigan Medical Center, General Motors Powertrain, headquarters of Borders Books and Domino's Farms, Toyota Technical Center, Creative Solutions (Thomson Group), and General Dynamics. The headquarters of Google's AdWords division recently relocated from Mountain View, California to downtown Ann Arbor.

Washtenaw County continues to suffer many mass layoffs or business/plant closures. Manufacturing, retail and information technology continue to be the hardest hit. The current economy, it is an employers market making securing adequate employment very difficult for the job seeker. Additionally, Washtenaw County continues to have a job seeking labor force at unusually high skill levels which continues to create competition for higher paying positions and thus increasing the length of time it takes to secure employment.

In Washtenaw County, jobs are concentrated in four major areas: government, services, manufacturing and retail. The largest centralized retail facility in the County is the Briarwood Mall, located near Interstate 94 and State Street on the south side of Ann Arbor.

We expect that Washtenaw County's labor force and unemployment patterns will remain stable.

It is projected that there will be some slow growth in the goods producing sector of the economy, while jobs in service producing sector will grow rapidly. With the growth in service producing jobs, there will be strong demand for management and supervisory people, hospital workers, clerical and sales persons, tradespersons, manufacturing assemblers and semi-skilled workers, mechanics and janitors.

The Washtenaw County MWA/ETCS ties the issues addressed through the *Report Card 2005 & Beyond* to the needs of both employers and job seekers. Through a unique partnership called the MEGA-P, the Washtenaw County MWA/ETCS works closely with local universities, colleges and private sector organizations to work on workforce and economic development issues that are critical to the mission of all partners and the Washtenaw County economy. This partnership allows the Washtenaw County MWA/ETCS and its partners to conduct joint workforce and economic development projects, for more effective use of all partners' resources and ensure that these development projects have greater scope than any partner could achieve separately. The partnership presents a chance to succeed by maximizing the use of existing workforce and economic services to develop innovating ways to increase service outcomes. One direct result of the MEGA-P is the release of an RFP for a Labor Market Assessment of Washtenaw County, Michigan in March 2007. The RFP is targeted for use as an integral part of the area's response to mass layoffs and business/plant closures, including the closing of Pfizer in Ann Arbor. The purpose of the RFP is to obtain a labor market of Washtenaw County that will be utilized for at least three purposes:

1. *Economic Development*

A quality labor market assessment is essential in today's competitive economic development environment. High-growth technology firms consider the availability of talent as a critical location factor when weighing various communities.

2. *Workforce Development*

The local workforce development agency, Washtenaw County MWA/ETCS, will use the labor force assessment to guide the development of training programs under the federal Workforce Investment Act, thus ensuring that unemployed workers will be retrained for in-demand jobs.

3. *Education*

Local colleges and universities will utilize the labor force data as they plan and prepare continuing education curriculum.

The availability of talent is critical to the success of area firms, particularly those utilizing today's cutting edge technologies. A thorough analysis and understanding of the area's labor force will solve the variable that balances the economic development and workforce development equation. By fusing the expertise of the employer side of the equation—Ann Arbor SPARK (one of the MEGA-P Partners)—with the talent side of the equation—MWA/ETCS—we help ensure that job creation (labor demand) more closely matches employee skills (talent supply).

Each year, Ann Arbor SPARK updates its industry clusters analysis, an in-depth study of

industry sectors in the Ann Arbor MSA. It identifies fast growing, declining, and emerging industries in the Ann Arbor area. Metrics include company growth rate, wages, and growth or decline or wages. If we combine the clusters analyses with a labor market assessment, we have the tools to design a comprehensive plan that includes the components of economic development, workforce development, workforce training, and talent recruitment. If successful, Washtenaw County will become one of the few communities that have successfully addressed talent needs for both the employer and the job seeker.

The Washtenaw County Michigan Works! Agency (MWA), through its MEGA-P, will work to identify skills gaps and develop specific training opportunities to bridge identified gaps.

## II. Michigan Works! System

- A. The Washtenaw County MWA currently has one full service Michigan Works! Service Center operating. It is located in the 300 block of Harriet Street in Ypsilanti. Currently operating out of this center is the Workforce Investment Act (WIA) program, Jobs, Education and Training (JET) program, Employment Services, Veterans Employment, Trade Act and Michigan Rehabilitation Services (MRS).

The Washtenaw County MWA also has two satellite One-Stops that offer workforce development services. They are located at Washtenaw County Community Corrections, 4010 Washtenaw Avenue, Ann Arbor and the Delonis Center (Shelter Association of Washtenaw County) 312 West Huron Street, Ann Arbor.

- B. Memorandum of Understanding (MOU)

Copies of Memorandums of Understandings (MOUs) executed between the local Workforce Development Board (WDB) and each of the required One-stop partners will be provided.

## III. Local Performance Measures

The MWA will strive to meet or exceed the performance measures as described by the MDLEG in Policy Issuance (PI) 07-16 and included in this plan as Attachment A of this document.

## IV. Adult and Dislocated Worker Employment and Training Activities

All residents and employers will have access to Workforce Investment Act (WIA) Core Services. These services are available to the general public at no charge, creating a universal access system. There will be no registration required for these services. Some of the highlights of these local services include, bi-weekly Face-to-Face Job Fairs, where employers interview applicants on site and a weekly seminar on Job Readiness and Retention. These services are both self-service and/or informational.

Core services are as follows:

- Determinations of whether the individuals are eligible to receive assistance under

- WIA Title I adult and dislocated worker employment and training services.
- Outreach, intake and orientation to the information and other services available through the one-stop delivery system.
  - Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.
  - Job search and placement assistance, and where appropriate, career counseling.
  - Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
    - i. Job vacancy listings by labor market area,
    - ii. Information on job skills necessary to obtain those jobs, and
    - iii. Information related to local occupations in demand and the earnings and skill requirements for such occupations.
  - Provision of performance information and program cost information on eligible providers of training services, provided by program, and eligible providers of youth employment and training activities, providers of adult education, providers of postsecondary vocational education activities and vocational education activities available to school dropouts, and providers of vocational rehabilitation program activities.
  - Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area.
  - Provision of accurate information relating to the availability of supportive services, including childcare and transportation, available in the local area, and referral to such services, as appropriate.
  - Provision of information regarding filing claims for unemployment compensation.
  - Assistance in establishing eligibility for:
    - i. Welfare-to-work activities available in the local area and
    - ii. Programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the local area.
  - Resource room usage.
  - “How to” group sessions (e.g., writing a resume).
  - Job referrals.
  - Internet browsing for job information and training searches.
  - Internet accounts (e.g., Career Kit, Personnel Kit).
  - Talent referrals.
  - Individual job development when accomplished through the use of self-service and informational activities.
  - Job clubs when accomplished through the use of self-service and informational activities.
  - Screened referrals when accomplished through the use of self-service and informational activities.

The following core services are still available and free to the general public, but do require registration of the individual under WIA:

- Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities under Title I who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as

appropriate.

- Individual job development when accomplished through the use of services beyond self-service and informational activities (e.g. staff-assisted customized services).
- Job clubs when accomplished through the use of services beyond self-service and informational activities (e.g. staff-assisted customized services).
- Screened referrals when accomplished through the use of services beyond self-service and informational activities (e.g. staff-assisted customized services). Intensive services and, if appropriate, training services, under WIA will be provided to adults and dislocated workers who are unemployed or who are employed and need intensive services in order to obtain and/or retain a job that will allow them to achieve self-sufficiency.

Intensive Services are as follows:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers including
  - i. Diagnostic testing and use of other assessment tools and
  - ii. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.
- Group counseling.
- Individual counseling and career planning.
- Case management for participants seeking training services.
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment.

Training Services include the following:

- Occupational skills training
- On-the-job training
- Entrepreneurial training
- Skill upgrading
- Job readiness training
- Adult education and literacy activities in conjunction with other training

The Washtenaw County MWA/ETCS will deliver the following Wagner-Peyser activities at the Washtenaw Michigan Works! Service Center at no cost to job seekers and employers:

1. Basic Labor Exchange:

The MWA will deliver the following services to the general public:

- Self-service using Michigan's Talent Bank/Job Bank Internet based system and Resource Room,
- Staff-assisted self-service to help job seekers and employers who cannot use the Talent Bank/Job Bank or Resource Rooms unaided, and
- Mediated services for those who need more intensive staff assistance to obtain jobs or employees.

Veterans will receive priority for labor exchange services in the one-stop delivery system. All job orders listed in the Michigan Talent Bank will be suppressed for 24 hours until the veteran's representative has an opportunity to refer veterans first.

2. Michigan's Unemployment Insurance (UI) Work Test:

The MWA will perform the following requirements:

- ES Registration of UI Claimants: Register Unemployment Agency Claimant's for work through the use of the Michigan Talent Bank (MTB). The Washtenaw County MWA/ETCS will apply a unique stamp, initial each claimant's verification card, and electronically log the name and Social Security Number of each claimant after they have completed the ES registration process.
- Reporting Claimant non-Compliance with the "Available and Seeking Work" Requirement. The MWA will complete a form and report to the UIA any specific evidence of a claimant's unavailability for, or lack of, seeking work which may come to the attention of an individual assigned to deliver employment services.

3. Participate in a System for Clearing Labor Between the States:

The MWA will participate in the Michigan component of the national labor exchange system by providing access to Michigan's Talent Bank and receiving and forwarding certain interstate and intrastate job orders to designated ES staff for processing.

4. Administer the Trade Adjustment Assistance (TAA) program:

Services provided will include the full range of reemployment services to workers adversely affected by foreign competition in accordance with the Trade Reform Act of 2002. These reemployment services include:

- Employment Registration,
- Employment Counseling,
- Vocational Testing,
- Job Development,
- Supportive Services,
- On-the-Job Training,
- Classroom Training,
- Self-Directed Job Search,
- Job Search Allowances, and
- Relocation Allowances.

5. Operate the Local Component of the ES Complaint System:

The MWA has established and maintains a complaint system, as mandated by federal ES regulations. This system offers a formal mechanism for processing complaints from a customer who believes that his or her employment-related rights have been denied, or that he or she has been unjustly treated in an employment-related instance.

6. Operate the Local Component of the Federal Bonding Program:  
The MWA will assist Job Seekers and Employers in instances where employment is conditioned on the job applicant maintaining a fidelity bond and job seekers need assistance in obtaining the fidelity bond.

In accordance with BWP PI 04-04, issued September 7, 2004, a copy of the Washtenaw County MWA/ETCS local adult and dislocated worker supportive services policy is provided as Attachment B of this document.

## V. Rapid Response Activities

The Washtenaw County MWA/ETCS will continue to have a major and proactive role in assisting workers in the case of layoff or a plant shutdown. The MWA will work with its local service provider and the Rapid Response Section (RRS) within the Department of Labor & Economic Growth (DLEG)/Bureau of Workforce Programs (BWP) to deliver quality services in response to a Worker Adjustment Retraining Notification (WARN) notice.

In the case of mass layoff or plant closing the MWA will go on-site and provide worker orientation covering the services available to workers. Once the workers access the system, service provider staff will assess individual skills experience and together with the customer develop an Individual Service Strategy (ISS) to chart out a plan of action for employment or retraining opportunities.

## VI. Funding

- A. It is the intent of the Washtenaw County MWA/ETCS to ensure that all county residents receive basic core services. However, since eligibility for adult services is not contingent on income, there may not be sufficient funding available to provide intensive and training services to all adults who could benefit from such services. In the event of limited funding, priority will be given to recipients of public assistance, low-income individuals, and other NWLB-eligible individuals for intensive and training services in occupations that are considered in demand, as determined by the local MWA. This established priority will comply with the Jobs for Veterans Act of 2002 and will not be applied if funding in the local MWA is determined not to be limited.
- B. It is the intent of the Washtenaw County Board of Commissioners to ensure that the County purchase quality goods and services (including workforce development) at competitive prices in a cost efficient manner while still providing a fair opportunity to all vendors, including small, minority, woman and disabled owned businesses.

The Washtenaw County MWA/ETCS will release a Request For Proposal (RFP) for all WIA activities. Potential Bidders are made aware of funding opportunities through the use of public notices. The MWA, through its Workforce Development Board, will select providers utilizing criteria that may include, but is not limited to, cost of program, cost per participant, cost per placement, past performance, and program design.

C. Wagner-Peyser ES Service Providers will be funded according to the following allocation:

1. Wagner-Peyser will be appropriated to Washtenaw County according to the following allocation formula:
  - o Fifty percent (50%) based on the local area's share of the state's average civilian labor force during the previous year; and
  - o Fifty percent (50%) of the local area's share of the state's average number of unemployed persons during the previous year.

Washtenaw County will limit administrative costs connected to Wagner-Peyser funds to twenty percent (20%) of the total allocation.

2. TAA Reform Act of 2002:

Funding will be maintained by the WDB regarding the TAA Reform Act of 2002 in accordance with BWP PI 05-22, issued December 15, 2005, and subsequent changes. The BWP will allocate TAA funding to local MWAs on a fiscal year basis. The TAA funding will be redistributed, as necessary, on a monthly basis in accordance with BWP PI 06-09, issued August 29, 2006.
3. Direct State Agency Payroll for State Employees and Their Support:

Locally based State employees will remain on the state payroll, unless they are under contract with the MWA to provide services. The cost of their direct support will be reimbursed by the state in accordance with the local MOU. Relocation of locally based ES employees to newly designated office locations is subject to prior BWP approval.

VII. Review, Comment, and Publication Documentation

The proposed plan will be published in accordance with Section 118© of the Act. In lieu of submitting documentation, MWAs will maintain documentation on file for monitoring by the DLEG.

The proposed plan will be published; and

1. Such plans will be made available for review and comment to:
  - Members of the local board and members of the public, including representatives of business and labor organizations; and
  - The public through such means as public hearings and local news media.
2. The local board will submit any comments that express disagreement with the plan to the DLEG along with the plan.

The local board will make information about the plan available to the public on a regular basis through open meetings. The local plan should include a reference as to where and how copies of the complete plan can be obtained.

In accordance with the Americans with Disabilities Act (ADA), availability of the

final Local Five-Year Plan for Adults and Dislocated Workers must include reference to accommodations or special requests of the plan in alternate formats, such as large print, audiotape, etc. In addition, public meetings concerning the plan will comply with physical access requirements of the ADA.

## **SECTION II: Youth**

### **I. Local Vision and Goals**

- A. To build a system, through partnerships with businesses and educators that will prepare youth both academically and occupationally to meet the needs of the individual as well as the local labor force.
- B. It is anticipated that over the five (5) years, that most of the youth services will be operated out of the Washtenaw County Michigan Works! Service Center. Activities that are linked to educational institutions will occur throughout the year. These activities will include:
  - Post secondary education opportunities,
  - Leadership development activities,
  - Mentoring,
  - Training,
  - Community service, and
  - Other community resources.

Additionally, youth will have access to the other services provided at the service center, including, posting their resume on the talent bank, job search, resume assistance, labor market information, and other employment/career related information.

- C. Youth who are to be served through the workforce investment system are between 14-21 years of age, and are low income, as defined in the WIA 101(25) and/or youth with significant barriers to employment within one of the following:
  - Deficient in basic literacy skills;
  - School dropout;
  - Homeless, runaway, or foster child;
  - Pregnant or parenting;
  - Offender; or
  - Is an individual who requires additional assistance to complete an educational program, or to secure and hold employment.
- D. It is the intent of the Washtenaw County Board of Commissioners to ensure that the county purchase quality goods and services (including workforce Development) at competitive prices in a cost efficient manner while still providing a fair opportunity to all vendors, including small, minority, woman and disabled owned businesses.

The Washtenaw County MWA/ETCS will release a Request For Proposal (RFP) for all WIA activities. Potential Bidders are made aware of funding opportunities through the use of public notices. The MWA, through its Workforce Development

Board, will select youth providers utilizing criteria that may include, but is not limited to, cost of program, cost per participant, cost per placement, past performance, and program design.

The state has delegated responsibility to local boards to provide the definition regarding the sixth youth eligibility criterion at Section 101(13)(C)(vi). The local sixth youth eligibility criterion would allow a youth to be eligible if they are a survivor or the family of a survivor of domestic abuse victim.

- E. The Washtenaw County MWA/ETCS currently has one (1) Michigan Works! One-Stop Service Center operating. The center is located in the 300 block of Harriet Street in Ypsilanti. Washtenaw County now has a lease for the entire 15,000 square foot building, of which Washtenaw Community College will occupy 3,000 square feet. The center will be the main site for all out-of-school youth activities. The co-location of the community college will make this ideal in the area of basic skills and occupational training opportunities. Additionally, it will be required for all in-school youth contractors to arrange for their students to come to the center and learn more about the Michigan Works! Services that are offered there.

## II. Strategies for Improvement

- A. It has been decided that the Washtenaw County Workforce Development Board (WDB) will be the Youth Council. The local Educational Advisory Group (EAG) will play a role in providing input to the board regarding educational needs of youth and the educational system. The local WDB will utilize the EAG to their full extent and have the EAG take the lead roles in youth planning for the local area. The WDB and EAG will ensure it connects youth with the full range of services and community resources that will lead to academic and employment success.
- B. An objective assessment will be performed for each youth participant. This assessment will include a review of the youths academic and occupational skill level and barriers. From this assessment an Individual Service Strategy (ISS) will be developed for each youth. Additional services will be provided to youth with special needs or barriers. If the MWA is unable to address these needs, appropriate referrals to other local youth programs will occur. There is not a Job Corp Center located in Washtenaw County and there is no Youth Opportunity Grant for Washtenaw County.

The WIA lists ten program elements (Section 664.410) that must be available to youth in the local area. The local WIA Youth program will include each of the ten program elements as options available to youth participants. The local program design includes each element as described below:

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
2. Alternative secondary school offerings;

3. Summer employment opportunities directly linked to academic and occupational learning;
4. Paid and unpaid work experiences, including internships and job shadowing;
5. Occupational skills training;
6. Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;
7. Supportive services;
8. Adult mentoring for the duration of at least 12 months that may occur both during and after program participation;
9. Follow-up services; and
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

### III. Review, Comment, and Publication Documentation

The proposed plan will be published in accordance with Section 118© of the Act. In lieu of submitting documentation, MWAs will maintain documentation on file for monitoring by the DLEG.

The proposed plan will be published, and such plans will be made available for review and comment to:

- A. Members of the local board and members of the public, including representatives of business and labor organizations; and
- B. The public through such means as public hearings and local news media.

The local board will submit any comments that express disagreement with the plan to the DLEG along with the plan.

The local board will make information about the plan available to the public on a regular basis through open meetings. The local plan will include reference as to where and how copies of the complete plan can be obtained.

In accordance with the ADA, availability of the final Local Five-Year Plan for Youth will include reference to accommodations or special requests of the plan in alternate formats, such as large print, audiotape, etc. In addition, public meetings concerning the plan will comply with physical access requirements of the ADA.

Performance Measures  
MDLEG Policy Issuance (PI) 07-16

Program Year 2007 (July 1, 2007 through June 30, 2008)

WIA Title I – Adult Performance Levels			
Entered Employment Rate	Employment Retention Rate	Average Earnings (\$)	Employment and Credential Rate
88.0%	85.0%	\$10,000	83.0%

WIA Title I – Dislocated Worker Performance Levels			
Entered Employment Rate	Employment Retention Rate	Average Earnings (\$)	Employment and Credential Rate
90.0%	90.0%	\$13,200	82.0%

WIA Title I – Older Youth (19 – 21) Performance Levels			
Entered Employment Rate	Employment Retention Rate	Average Earnings (\$)	Employment and Credential Rate
83.0%	83.0%	\$2,500	79.0%

WIA Title I – Younger Youth (14 – 18) Performance Levels		
Skill Attainment Rate	Diploma or Equivalent Attainment Rate	Retention Rate
94.0%	88.0%	79.0%

Customer Satisfaction Performance Levels	
Participant Score	Employer Score
91.0%	86.0%

Performance Measures

## MDLEG Policy Issuance (PI) 07-16

Program Year 2008 (July 1, 2008 through June 30, 2009)

WIA Title I – Adult Performance Levels			
Entered Employment Rate	Employment Retention Rate	Average Earnings (\$)	Employment and Credential Rate
89.0%	86.0%	\$10,200	84.0%

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WIA Title I – Dislocated Worker Performance Levels			
Entered Employment Rate	Employment Retention Rate	Average Earnings (\$)	Employment and Credential Rate
92.0%	92.0%	\$13,400	83.0%

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WIA Title I – Older Youth (19 – 21) Performance Levels			
Entered Employment Rate	Employment Retention Rate	Average Earnings (\$)	Employment and Credential Rate
84.0%	85.0%	\$3,000	80.0%

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WIA Title I – Younger Youth (14 – 18) Performance Levels		
Skill Attainment Rate	Diploma or Equivalent Attainment Rate	Retention Rate
95.0%	89.0%	80.0%

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Customer Satisfaction Performance Levels	
Participant Score	Employer Score
91.0%	86.0%

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**POLICY**

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**Date:** 10/01/07  
**To:** Workforce Investment Act (WIA) Contractors  
**From:** Rana Al-Igoe  
**Subject:** Workforce Investment Act (WIA) Supportive Services

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Effective immediately subcontractors will adhere to the following procedure for Supportive Services:

It is the policy of this Michigan Works! Agency (MWA/ETCS) that supportive services may be provided to any eligible participant, based on need, to limit barriers in the transition into employment or to retain employment. Supportive Services for Adults and Dislocated Workers may **only** be provided to individuals participating in intensive and training services. Supportive services include transportation, child care, and miscellaneous employment related expenses approved on a case-by-case basis. Support Services may only be provided to individuals participating in intensive or training services and unable to obtain supportive services through other programs providing such services.

Supportive Services for youth may include linkages to community services, assistance with transportation, assistance with child care and dependent care, assistance with housing, referrals to medical services and assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear. Supportive Services may be provided only while youth is actively participating in Workforce Investment Act (WIA) activities.

An Individual Service Strategy (ISS) must be developed between the customer and his/her case manager and will document need for supportive services.

Criteria used to determine need may include, but is not limited to:

- Source and amount of income
- Number of dependents and the age of each
- Personal resources
- Availability of other existing resources covering the same services
- Extraordinary circumstances
- Type and availability of transportation
- Location of residence in the MWA

The individual must be participating in Intensive or Training services prior to submitting a *Supportive Services Authorization* form. Within 48 hours of determination that support services will be requested, an original *Supportive Services Authorization* form will be forwarded to the MWA/ETCS office and a copy will be maintained in the contractor's participant service file.

Limits and /or amounts to be authorized are as follows:

Child Care:

- \$90.00 per week for one child
- \$30.00 per week for each additional child
- \$150.00 per week maximum

Transportation Allowance and Repair:

- Twenty cents (\$0.20) per mile of actual mileage required to participate in training, this would include transporting children to child care facility.
- Bus tokens for getting to and from training facility and job interviews.
- Maximum of \$900.00 to assist in the repair of a customer's vehicle for the purpose of continuing training, job search and On-The-Job training. Repairs must be pre-approved by Michigan Works! Service Center Supervisor or his/her designee. Appropriate documentation must be obtained.

Needs Related Payments

A stipend of \$20 per day may be provided to customers currently enrolled and attending training for the purpose of enabling individuals to participate in training.

To be eligible to receive Needs Related Payments (NRPs), customers must be:

- Unemployed
- Not qualify for or have ceased qualifying for unemployment benefits

Customers receiving NRPs must have the following documentation maintained in their participant's file:

- Determination of need
- Amount of each payment received, and
- The time period covered by each payment
- NRPs must be documented in the participant's ISS

Case Managers must ensure that NRPs do not extend beyond a participant's training period.

Miscellaneous

Maximum of \$150 per participant to assist customer with other reasonable expenses of participation that is necessary to enable the customer to continue and/or assist in obtaining/retaining employment.

Exceptions to the above limitations may be allowed on a case-by-case basis with prior written authorization from the MWA.

Internal Procedures and Assurances

Supportive Service and Needs Related Payments Authorization forms will be forwarded to the MWA MIS Specialist for approval. A Supportive Services Check List must be included. MIS approval will consist of verification of WIA enrollment and funding source. The MIS Specialist will forward the approved Supportive Service and NRPs Authorization forms to the Senior Fund

Account Specialist for payment. The Senior Fund Account Specialist will ensure that acceptable accounting procedures are maintained as determined by Washtenaw County.

Notes:

- In accordance with the American with Disabilities Act, the information contained in this instruction letter will be made available in alternative format (large type, audiotape, etc.) upon request.
- A copy of this Operating Procedure can be found in the G: drive\ ETCS folder\ MWSC folder\Operating Procedures folder.