



STATE OF MICHIGAN

DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH
LANSING

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Advisory Administration Unit (AAU)

Policy Issuance (PI): 09- 02

Emailed to MWAs on May 1, 2009tr

Date: May 1, 2009

To: Michigan Works! Agency (MWA) Directors

From: Alisande E. Henry, Manager, AAU (**SIGNED**)
Department of Energy, Labor & Economic Growth (DELEG)

Subject: Certification Criteria for Michigan Works! Service Centers (MWSCs)

Rescissions: AAU PI 09-01

References: The Workforce Investment Act (WIA) of 1998
WIA Final Rules and Regulations

Programs Affected: N/A

Background: Michigan's Workforce Investment System integrates workforce development, economic development, and education in order to meet the needs of both employers and job seekers. The MWSCs comprise a comprehensive subsystem within the state's Workforce Investment System of publicly and privately funded programs and services that address employers' needs for skilled workers and helps jobseekers and other individuals find new jobs, retain employment, and advance their skills.

The MWSCs, or One-Stop Service Centers, are envisioned in the Workforce Investment Act (WIA) as the primary vehicle for creating a workforce investment system that is organized around customer needs and demands, rather than around programs and funding sources. This philosophy requires integration of services across agencies and programs, to reduce redundancy, improve customer access, and to improve quality.

MWSCs provide the one-stop access to key workforce investment programs and partners, promoting seamless service delivery to employers, students, persons with disabilities, veterans, welfare recipients, migrant and seasonal farm workers, ex-offenders, unemployed, underemployed, and employed individuals.

MWSCs are certified using a process including self-assessment, a plan narrative, and on-site reviews.

The MWSC certification process and criteria are coordinated with the requirements of the WIA Comprehensive Five-Year Local Plans for Adults, Dislocated Workers, and Youth and Michigan Works! System Plan for each MWA.

Policy: **Service Center Criteria**

Effective May 1, 2009, MWSCs will be recertified based on criteria outlined in this policy for Calendar Years (CYs) 2010 and 2011. Changes in this policy from the previous issuance are as follows:

Section I, B – WIA Core Services to Individuals has been updated to include citations from the WIA and the WIA Final Rules and Regulations, and the provision of grievance procedures.

Section I, C – WIA Intensive Services and Section 1, D – Training and Career Education Services to Jobseekers has been updated to include citations from the WIA and WIA Final Rules and Regulations.

Section II, B - System Program and Partners incorporates the requirement that all local services and programs be integrated with current State priorities and initiatives.

Section III, B – Satellite Offices provides satellite office exceptions and requires MWAs to list criteria which prevent each satellite office in their local area from being certified as a full service center.

Section VI, A – System Identity has been updated to include that in addition to certified service centers, satellite offices must be approved to incorporate the Michigan Works! Service Center name and logo as a common statewide identifier.

Section IX, C – On-Site Review states that satellite offices will be visited for approval of use of the Michigan Works! Service Center name and logo.

Action: MWA officials shall prepare and submit a Service Center System Narrative and Michigan Works! Service Center Self-Assessment Checklist within 30 business days from the date of this policy issuance to the attention of:

Ms. Sue Ann Searles, Workforce Specialist
AAU/DELEG
P.O. Box 30004
Lansing, Michigan 48909

Inquiries: Questions regarding this PI should be directed to Ms. Sue Ann Searles, Workforce Specialist at 517-335-5928.

The information contained in this PI will be made available in alternative format (large type, audio tape, etc.) upon special request received by this office.

Expiration

Date: December 31, 2011

AEH:SS:tr
Attachments

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I. Customer Services

A. Core Services for Employers

A broad range of integrated services are provided free of charge to all employers to support economic and workforce development efforts. These services must include:

- Assistance in finding qualified workers;
- Labor exchange using the Michigan Talent Bank;
- Interview facilities at Service Centers;
- Access to labor market and related information through the Michigan Career Portal website;
- State and/or federally generated information on the Americans With Disabilities Act (ADA);
- Information regarding consultations on workplace accommodations for persons with disabilities;
- Information on and referral to business start-up, retention and expansion services;
- Information on and referral to sources for developing customized training programs;
- Information on and referral to career preparation activities;
- Information on Trade Adjustment Assistance (TAA) and certification;
- Rapid response to mass layoffs and plant closings;
- Information about incentives such as on-the-job training (OJT) programs, based on worker eligibility; and
- State and/or federally generated information on tax credits for new hires.

B. WIA Core Services for Individuals

Core services are information and resources that are available to everyone free of charge. Core services provide job seekers and other individuals with information and tools to further their job-finding efforts, including the use of electronic systems, printed, and audio-visual materials. As authorized in WIA Section 134 (d) (2) and 20 Code of Federal Regulations (CFR) 662.240, these services consist of:

- Outreach, intake and orientation to the information and services available through the MWSCs;
- Information about program eligibility requirements, application and grievance procedures;
- Eligibility determinations regarding Workforce Investment Act (WIA) Title I Adult and Dislocated Worker funding assistance;
- Information regarding filing claims for unemployment compensation;
- Information relating to supportive services available in the local area, including child care and transportation, and referral to such services, as appropriate;
- Referrals for all programs identified in Section II: System Program and Partners. This includes screening to determine possible eligibility for various programs and financial assistance sources.
- Referral to assistance in establishing eligibility for financial aid for training and education programs available in the local area that are not funded under the WIA;
- Oral interpretation and written translation services for persons with limited English speaking proficiency to ensure meaningful access to programs and services;
- Labor exchange using the Michigan Talent Bank;
- Job, career, and skill self-assessment tools;
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- Employer directories for job search: e.g., America's Labor Market Information System resources, Internet-based directories, and commercial products;
- Resume writing software and support materials;
- The Michigan Career Portal website and other state provided systems;
- Local human services directories;
- Occupational training information;
- Financial aid information;

- Job search, job placement, and career counseling information, as appropriate;
- Workplace and other reasonable accommodations information;
- Regional and national labor market information, including job vacancy listings, and information on the job skills necessary to obtain the jobs described in the job vacancy listings, information relating to local high-demand occupations and the skills required and earnings potential for such occupations;
- The Career Education Consumer Report, which provides performance information and program cost information on eligible training services providers, as described in WIA Title I Section 122;
- Performance information and program cost information on providers of adult education described in WIA Title II, providers of postsecondary career and technical education activities and career and technical education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
- Information regarding how the local area is performing on the local performance measures and any additional performance information regarding the local workforce investment system; and
- Follow up services, including counseling regarding the workplace, for not less than 12 months after the first day of the employment, as appropriate for customers in WIA Title I activities who are placed in unsubsidized employment.

C. WIA Intensive Services for Jobseekers

In accordance with the WIA, Section 134 (d) (3) (C) and 20 CFR 663.200, intensive services are available, based on program eligibility and other criteria determined locally, to targeted populations to support workforce investment efforts. These intensive services do not constitute an entitlement. As funding permits, the following customer groups will be afforded access to intensive services, based on eligibility:

- Adults, dislocated workers, and older youth (18-21 as appropriate) who are unemployed, who have been unable to obtain employment through core services, and who have been determined by a Service Center operator to be in need of more intensive services in order to obtain employment;
- Adults, dislocated workers, and older youth (18-21 as appropriate) who are employed, but who have been determined by a Service Center operator to be in need of intensive services in order to obtain or retain employment that allows for self-sufficiency;

- People with disabilities;
- Public assistance recipients;
- People who are eligible for adult education;
- Veterans;
- Ex-offenders;
- People referred from Friend of the Court (FOC); and
- Migrant and seasonal farm workers.

The following intensive services will be available, as funding permits, to customers who are included in one of the above-mentioned customer groups. Some individuals may not be eligible to receive all intensive services.

- Comprehensive and specialized assessments, which may include diagnostic testing, in-depth interviewing, and other assessment tools to evaluate skill levels and service needs and to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify employment goals, appropriate achievement objectives, and the necessary combination of services to facilitate achievement of the employment goals;
- Group counseling;
- Individual counseling and career planning;
- Case management for participants seeking training and career education services; and
- 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 or training.

D. Training and Career Education Services for Jobseekers

As authorized under the WIA, Section (d) (4) (D) and 20 CFR 663.300, training and career education services are available to targeted populations, based on program eligibility and other locally determined criteria, to support workforce investment efforts. These services do not constitute an entitlement. As funding permits, the

following customer groups will be afforded access to training and career education services based on eligibility:

- Adults, dislocated workers, and older youth (18-21 as appropriate) who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;
- Adults, dislocated workers, and older youth (18-21 as appropriate) who, after an interview, evaluation or assessment and case management, have been determined by a Service Center operator or Service Center partner to be in need of training and career education services and to have the skills and qualifications necessary to successfully participate in the selected training;
- Adults, dislocated workers, and older youth (18-21 as appropriate) who select training programs and career education services directly linked to employment opportunities in the local area or in another area to which the adults or dislocated workers are willing to relocate;
- Adults, dislocated workers, and older youth (18-21 as appropriate) who are unable to obtain assistance made available under grant programs such as federal Pell Grants;
- Adults, dislocated workers, and older youth (18-21 as appropriate) deemed eligible under the state's priority system, if such a system is established by the Governor;
- People with disabilities;
- Public assistance recipients;
- People who are eligible for adult education;
- Veterans;
- Ex-offenders;
- People referred from FOC; and
- Migrant and seasonal farm workers.

The following training and career education services may be available, as funding permits, to customers included in the above-mentioned customer groups. Some customers may not be eligible to receive all training and career education services.

- Occupational skills training, including training for nontraditional employment;

- On-the-job training (OJT);
- Programs that combine workplace training with related instruction, which may include cooperative education programs and apprenticeships;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Adult education and literacy activities; and
- Customized training conducted by an employer or group of employers with a commitment to employ an individual upon successful completion of the training.

II. System Programs and Partners

- A.** Access to the services from the following programs will be included in the local Service Center location or through referral.
- WIA Title I Adult, Dislocated Worker, and Youth;
 - Jobs, Education, and Training (JET), JET Plus (Work First);
 - Food Assistance Employment and Training;
 - Employment Service;
 - TAA;
 - Vocational Rehabilitation (Michigan Rehabilitation Services [MRS]);
 - Career and Technical Education;
 - WIA Title II Adult Education and Literacy and State Adult Education;
 - Unemployment Insurance;
 - Veterans Employment Service;
 - WIA Title I funded Migrant and Seasonal Farm Workers, where available;
 - Senior Community Service Employment Program;
 - Vocational Rehabilitation (Michigan Commission for the Blind [MCB]);
 - WIA Title I Job Corps;
 - WIA Title I Veterans;
 - WIA Title I Native Americans;
 - Community Services Block Grant Employment and Training; and
 - Housing and Urban Development Employment and Training, where available.
- B.** All local services and programs must be integrated with current State priorities and initiatives. In addition, local WDBs/LEOs are encouraged to incorporate into their

local system the following services and programs, as well as others based on local conditions and available resources:

- Community college, secondary career and technical education placement services, job search classes, financial aid, and related services;
- Government procurement services;
- Community mental health programs, particularly those related to job training and placement;
- Substance abuse services;
- Economic development services;
- AmeriCorps program;
- Homeless programs;
- Transportation systems and service providers; and
- All locally funded employment and training programs.

III. Local Service Center System

Under Title I of the WIA, each Michigan Works! area must have at least one MWSC that meets the following criteria:

- Provides at least the core services identified in this document; and
- Has all of the following programs physically located at the site, if the program is funded and available in the local area. For the program to be considered physically located at the site, the services described in the following matrix must be offered.

PROGRAM	SERVICES REQUIRED AT SERVICE CENTERS			
	Provide Information on and Referral to Program	Intake/Registration	Eligibility Determination (If applicable)	Enrollment in Program and Referral to Program Activity
PROGRAM SERVICES DELIVERED AT THE SERVICE CENTER				
WIA Title I Adult	X	X	X	X
WIA Title I Dislocated Worker	X	X	X	X
Employment Service (funded by Wagner-Peyser)	X	X	X	X
Veterans Employment Service	X	X	X	X
Vocational Rehabilitation (MRS)	X	X	X	X
Trade Adjustment Assistance (TAA)	X	X	X	X
PROGRAM SERVICES AVAILABLE THROUGH REFERRAL				
WIA Title I Youth	X			
JET, JET Plus, (Work First)	X			
Food Assistance Employment and Training	X			
Unemployment Insurance	X			
Senior Community Service Employment Program	X			
Secondary and/or Postsecondary Career and Technical Education	X			
Vocational Rehabilitation (MCB)	X			
WIA Title II Adult Education and Literacy and State Adult Education	X			
WIA Title I Funded Migrant and Seasonal Farm Workers	X			
WIA Title I Job Corps	X			
WIA Title I Veterans	X			
WIA Title I Native Americans	X			
Community Services Block Grant Employment and Training	X			
Housing and Urban Development Employment and Training	X			

A. Service Delivery Options

The local service area must have an integrated system of customer access and awareness, including a common system telephone number, common publicity, a World Wide Web site, and other tools, as necessary, to ensure that the MWSC is highly visible and easy to locate and access.

MWSC locations must be based on convenient access for customers. It is expected that MWSCs will be located in any area with sufficient population density. Other factors to consider when planning center locations include:

- Accessibility for people with disabilities,
- Public transit routes,
- Commuting patterns for jobs,
- Conventional wisdom in the region regarding acceptable travel distance for services,
- Proximity of ancillary services,
- Parking,
- Unemployment level,
- Poverty level, and
- Cost.

There are two options available for local service center delivery system design:

- Service Center(s) Model - agencies are physically located in the same building, integrated and/or linked electronically.
- Service Center(s) and Satellite Office(s) Model - main Service Center locations(s) plus other points of entry that link with the main center.

Regardless of which service delivery model is implemented in an area, each system must adhere to the criteria outlined in this policy.

Systems incorporating satellite offices must be designed so that regardless of where the customer enters the system, he or she will not have to go to more than two locations to access all of the core services.

B. Satellite Offices

Satellite Offices deliver program services but do not satisfy all of the criteria to be certified as a MWSC. Satellite office exceptions can include but are not limited to:

- Rotating and/or reduced levels of staff;
- Reduced hours; and
- Absence of one or more required partners/programs.

At a minimum, locations designated as satellite offices must:

- Comply with applicable federal accessibility standards.

MWAs will provide, through the MWSC Narrative, a list of criteria not satisfied for certification for each satellite office in their local area.

C. Service Center Configuration

MWSC physical layout must be consumer – driven with services by function rather than by program. For example:

- Signs at the MWSC direct customers by function, not program or agency;
- A common reception area, information services, and waiting area are provided; and
- Staffs from various agencies and program areas sit together based on related functions, not agency affiliation or program funding, as practical.

It is the expectation that MWSCs not meeting this physical layout criteria will develop a plan for compliance to occur within a feasible period of time but no later than relocation or lease negotiation. Technical assistance with physical design and layout of MWSCs will be made available upon request.

MWSCs must have facilities sufficient to accommodate the following:

- Both individual and group consultations with customers,
- A common reception area,
- A self-serve resource area or “resource room”,
- Space for itinerant staff, and
- Employer interview facilities.

A cafeteria, childcare facilities, clothes closet, and other special features are encouraged to support a customer friendly system.

D. Hours of Operation

MWSCs are required to operate consistent with State of Michigan workdays and holidays. The department will provide a list of State holidays for each calendar year by October 1 of the preceding year.

E. Resource Rooms

Service Centers must have a self-serve resource area or “resource room” which offers the following services to customers:

- Labor exchange tools

- Computer applications software
- Resume writing software
- Career exploration software
- Job, career, and skill self-assessment tools
- Career, job, and labor market information
- Career planning information
- Job search information
- Interviewing information
- Information on resumes, cover letters, etc.
- Information on job retention
- Directories
- Periodicals

Specific requirements include:

- Career exploration computer applications to benefit job seekers, including the Career Portal;
- Access to the Michigan Talent Bank, as required for core services;

Specific materials are not required for the other mandated services; however, some suggestions on materials to fulfill the requirements are provided in “Attachment A”. Resource room materials are to be offered in multiple formats to accommodate different learning styles. Examples include having resource materials available online and also in hard copy.

Resource rooms should be readily accessible (near front entrance) and in close proximity of the receptionist, greeter, and/or disability navigator.

To ensure that individuals can easily access needed services, MWSCs must have staff available at all times to help customers navigate the Service Center system.

F. Collocation

Collocation focuses on the physical presence of multiple key programs and partners within one convenient location promoting readily available, seamless services to employers and jobseekers. The chart on page eight depicts the required services that must be delivered at MWSCs either at the Service Center location or through referral. WDBs/LEOs are encouraged to consider, dependent on local conditions, defining collocation of programs as having the MWSC as the sole location for the delivery of program services. The MWSC will be the publicly recognized location for customers to access services from the program. Administrative functions of the program may be at a different location.

Employment Services Funded by Wagner-Peyser

Staff that deliver Wagner-Peyser funded employment services to the universal population must be exclusively located at MWSCs and locations designated as satellite offices. Other locations require the approval of the BWT.

Michigan Rehabilitation Service (MRS)

MRS staff must be located at each MWSC, either on a full-time or part-time basis.

G. Accessibility and Inclusion

MWSCs need to be inclusive of all customers to be effective. Inclusion honors and accommodates diversity. A universally accessible system requires meeting the diverse customer needs that exist within the local service delivery area, which includes the needs of individuals with disabilities, people of different cultures, and persons with barriers to employment. Where inclusion abounds, centers are welcoming, inviting, accommodating, and accessible to everyone.

As recipients of federal funds, Michigan Works! Agencies (MWAs) are required to comply with various regulations relating to non-discrimination, equal opportunity, and inclusion. The most critical of these regulations are:

- Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998
- Section 504 of the Rehabilitation Act of 1998, as amended;
- Titles I and II of the ADA;
- The Americans with Disabilities Act Accessibility Guidelines (ADAAG) or the Uniform Federal Accessibility Standards (UFAS)

In addition, priority will be given to assuring that throughout the system persons with physical, mental, cognitive and sensory disabilities will have programmatic and physical access to all MWSC services and activities. The commitment to adequately serving persons with disabilities extends beyond the specialized services of vocational rehabilitation.

To ensure a universally accessible and inclusive system, each local service area is encouraged to embrace the overall philosophy of Michigan's One-Stop Inclusion Workgroup Final Report.

IV. Resource Integration

Integrated service delivery is a key component of a demand-driven workforce investment system. True integration goes beyond collocation of system partners. Service integration ensures that program and community resources are utilized effectively to create human capital solutions for businesses, industry, and individual customers. MWSCs must allocate

resources for system operation. However, these resources go beyond program funding. WDBs must ensure that the local delivery system also addresses:

- The contributions of appropriate staff positions by required programs and other locally determined partners to an integrated service delivery system, often requiring changes in the way work is performed.
- The contribution by required programs and other locally determined partners of buildings, equipment, and other assets to the larger picture of integrated programming.

V. Information Technology Systems

Integrated service delivery is best supported by making customer information readily accessible to all one-stop partners. Common, open, and linked systems conserve resources and help provide a common statewide identity for the MWSCs. For these reasons, each local system must incorporate the following features:

- Conduct statewide labor exchange via the Michigan Talent Bank; and
- Tracking of information through the use of the state-developed One-Stop Management Information System (OSMIS) or other state-approved centralized, integrated management information system capable of allowing shared access to participant records among service delivery programs and partners.

WDB/LEOs may also decide to implement the following on a local level:

- Use technology and automated systems to support information sharing in an integrated delivery system.
- Institute electronic transfer of program-specific data into individual program reporting systems.

VI. System Marketing

Effective marketing of the Michigan Works! brand will create awareness in the marketplace and establish expectations among Michigan Works! customers concerning the types of services provided in the MWSCs. Good marketing practices help insure MWSCs' continued success and visibility. Exceptions to the following marketing criteria must be approved by the DELEG.

A. System Identity

- Only certified service centers and approved satellite offices may incorporate the Michigan Works! Service Center name and logo as a common statewide identifier.

- The Michigan Works! Logo is black and red. “Michigan” is black and set above the larger word “Works!” The word “Works!” should be displayed in red (Pantone 200).
- The Michigan Works! name and logo must be included on forms, communications, and publicity materials, along with the equal opportunity taglines and other appropriate nondiscrimination/equal access notices.
- All telephone greetings must incorporate the Michigan Works! system identity and required state initiatives.
- Local areas must use the common, statewide toll-free telephone number, 1-800-285-WORKS, in all marketing and public relations materials. Publication of the toll-free number must be accompanied by reference to the TTY, Michigan Relay Center number or other equally effective means by which the MWSC may be reached by individuals with impaired hearing and/or speech.
- Each MWA will send publicity materials deemed as best practices to the Michigan Works! Association. This will allow for coordination of new materials and will also provide the opportunity for information sharing among the 25 workforce areas and at the state level.

B. References

Publications and websites must incorporate the phrase “Supported by the State of Michigan.”

C. Signage

- MWSC signage must be sufficiently prominent to assure customer recognition of the location, and if possible, should be larger in size than the signage of any other programs.
- Although logo dominance is important on the sign, it is equally important not to add other logos or information that detract from the Michigan Works! identity. Additions to the sign should be current, limited, and appealing.

VII. Customer Satisfaction and Service Accountability

The continuous improvement of services to both employers and job seekers is crucial to Michigan’s workforce productivity and competitiveness. Local WDBs/LEOs must address the following:

- Use the data generated through state developed systems of measuring customer satisfaction, such as the Mystery Shopper, for the purposes of monitoring customer service levels and implementing service improvements for employers and job seekers.

- To ensure integrated and effective services, each local system must use the OSMIS; a centralized, integrated management information system that permits sharing participant records among service delivery programs and partners.
- Protect customer confidentiality, as required by state and federal law and regulations, and other considerations as described in interagency agreements for information sharing.
- Each local service area must institute the state defined system of measuring performance.

VIII. Customer Relations

Certified MWSCs must present and promote a professional, businesslike, and accessible service center setting.

- Each office location must have a trained staff person: i.e., a receptionist, a greeter, and/or a disability navigator positioned at the entrance of the Service Center to direct customers upon entry and assist them in accessing various employment, workforce development, and related community services.
- Services are provided in a business-like manner and all individuals are treated with respect as a valued customer.
- A system of management and staff development must be in place that supports service integration and collocation principles, as well as informed, professional, and customer friendly service.

IX. Certification

There is a three-step process for becoming certified:

- Self-assessment,
- Completion of a Service Center Delivery System Narrative, and
- On-site review.

A. Self-Assessment

MWAs will conduct a self-assessment using the Michigan Works! Service Center Self-Assessment Checklist, Attachment B, for each MWSC. This self-assessment is meant as a reflective exercise to assist the MWA in understanding how far it may be from meeting or exceeding the criteria in this policy. A self-assessment signed by the MWA Director must accompany the Service Center Delivery System Narrative for each MWSC.

B. Service Center Delivery System Narrative

Each MWA will complete a Service Center Delivery System Narrative that describes their local delivery system using the format outlined in Attachment C.

C. On-Site Review

A site visit from designated DELEG staff will take place. This on-site review will occur after receipt of the Service Center Delivery System Narrative and corresponding self-assessment checklist. Certification is biennial that will start with the issuance of this policy. Upon receipt of the certification package, DELEG staff will come on-site to certify that the MWSC currently and will continue to meet and exceed the certification criteria over the next year. Satellite offices will be visited to ensure compliance with criteria outlined in this policy, with exceptions taken into consideration, and for approval of use of the Michigan Works! name and logo.

D. Non-Compliance

In instance of non-compliance, a corrective action letter will be sent to the MWA director outlining the criteria that is not being met. The MWA will then notify the DELEG/AAU in writing, within 30 business days of the date of the corrective action letter, the proposed corrective action and resolution date. In some instances, the recommended corrective action may include re-designating the location as a satellite or affiliated office.

E. Certification Certificate and Listing

MWSCs will be certified based on the service center requirements outlined in this policy. MWSCs that meet the requirements in this policy will be provided with an official “Certified Michigan Works! Service Center” certificate, which must be displayed in a prominent area at the service center. In addition, certified MWSCs will be listed in Distribution H of the State’s Directory and Distribution List.

F. Updates to DELEG Directory and Distribution List

The department should receive written notification, within 10 business days, of service centers:

- Relocated;
- Re-designated to satellite offices or full service MWSCs;
- Changes in contact information, such as a new telephone number; and
- Changes in days and hours of operation.

Using Attachment D, MWSC Change Form, changes shall be submitted to:

Michigan Department of Labor & Economic Growth (DELEG)
Advisory Administration Unit (AAU)
P.O. Box 30004
Lansing, Michigan 48909

G. Periodic On-Site Visits

In addition to the biennial certification process, DELEG staff may randomly review MWSCs when conducting equal opportunity compliance and/or other field reviews.

Examples of Resources that Fulfill the Minimum Requirements for Resource Rooms

Resource Room Service	Specific Examples Offered
Labor Exchange Tools	<ul style="list-style-type: none"> ▪ Michigan Talent Bank Component of the CareerPortal ▪ Restricted Use Telephones for Local Employer Calls with TTY ▪ Access to Facsimile Machine ▪ Access to Photocopy Machine ▪ Access to Printers ▪ Internet Access to Other Job Hunting Sites with Specific Sites Book Marked for Customers
Computer Applications Software	<ul style="list-style-type: none"> ▪ Word Processing Software <ul style="list-style-type: none"> - Microsoft Word - Corel WordPerfect ▪ Accessible Software for Persons with Disabilities
Resume Writing Software	<ul style="list-style-type: none"> ▪ CHOICES ▪ Easy Resume ▪ Job Works ▪ Military Resume Writer ▪ Resume Maker ▪ Sample Job Applications ▪ Winway Resume
Career Exploration Software	<ul style="list-style-type: none"> ▪ Michigan Occupational Information System (MOIS) ▪ Occupational Information Network (O*NET) ▪ Occupational Outlook Handbook ▪ CareerPortal
Job, Career, and Skill Self-Assessment Tools	<ul style="list-style-type: none"> ▪ APTICOM ▪ Career Ability Placement Survey (CAPS) ▪ Career Exploration Inventory ▪ Career Occupational Preference Survey (COPS) ▪ Career Pathways ▪ Discover ▪ Holland's Self-Directed Search (SDS) ▪ IDEAS Interest Test ▪ Job Search Attitude Inventory (JSAI) ▪ Leisure Work Search Inventory ▪ Mavis Typing Test and Typing Tutor ▪ Skill Stalker ▪ Substance Abuse Self-Assessment Instrument (SASSI) ▪ Skills Identification

Resource Room Service	Specific Examples Offered
Career, Job, and Labor Market Information	<ul style="list-style-type: none"> ▪ A Tough New Labor Market ▪ America's 50 Fastest Growing Jobs ▪ Apprenticeship Information ▪ Are You Better Off Working? ▪ Atlas of the American Economy ▪ Employment Service Agency LMI Web Site (www.michigan.gov/lmi) ▪ Ferguson's Guide to Apprenticeship ▪ Occupational Outlook Handbook ▪ Peterson's Job Opportunities ▪ The Adams Jobs Almanac ▪ The Career Box ▪ U.S. Industry and Trade Outlook ▪ Work in the New Economy
Career Planning Information	<ul style="list-style-type: none"> ▪ Change Your Job, Change Your Life ▪ Discover the Best Jobs for You ▪ Guerilla Tactics in the New Job Market ▪ How to Look for Work ▪ Job Hunting Handbook ▪ Job Search Briefs (50 Briefs by Job Shop, Inc.) ▪ The Best Jobs for the 1990's and Into the 21st Century ▪ Wishcraft ▪ What Color is Your Parachute?
Job Search Information	<ul style="list-style-type: none"> ▪ 50 Ways to Get Hired ▪ Finding a Job on the Internet ▪ Find the Job You've Always Wanted in Half the Time with Half the Effort ▪ Getting the Job you Really Want ▪ How to Locate Jobs and Land Interviews ▪ Knock 'Em Dead ▪ The 110 Biggest Mistakes Job Hunters Make (And How to Avoid Them) ▪ The New Quick Job-Hunting Map ▪ The Job Doctor: Good Advice on Getting a Job ▪ The Very Quick Job Search Book ▪ Job Search Methods That Get Results ▪ Job Search Skills for Tough Times ▪ Paper Job Search Tools
Interviewing Information	<ul style="list-style-type: none"> ▪ 101 Great Answers to the Toughest Interview Questions ▪ Dynamite Answers to Interview Questions ▪ How to Have a Winning Job Interview ▪ Interviewing for Success: A Practical Guide to Increasing Job Interviews, Offers, and Salaries ▪ Knock 'Em Dead (With Great Answers to Tough Interview Questions) ▪ Sweaty Palms: The Neglected Art of Being Interviewed ▪ The Quick Interview and Salary Negotiation Book ▪ Doing Mock Interviews ▪ How Do I Get Started Interviewing? ▪ Interviewing: Answering Problem Questions ▪ Interviewing: Mastering the Job Interview ▪ Succeeding in Your Interview ▪ The Seven Phases of a Job Interview ▪ Tips for Successful Interviewing

Resource Room Service	Specific Examples Offered
Information on Resumes, Cover Letters, etc.	<ul style="list-style-type: none"> ▪ Cover Letters They Don't Forget ▪ Damn Good Resume Guide ▪ Does Your Resume Wear Blue Jeans ▪ Dynamic Cover Letters ▪ Dynamite Resumes: 101 Great Examples and Tips for Success ▪ Gallery of Best Resumes ▪ How to Write a Winning Resume ▪ The Perfect Resume ▪ The Quick Resume and Cover Letter Book ▪ Writing Resumes
Information on Job Retention	<ul style="list-style-type: none"> ▪ Job Survival Skills ▪ Keeping Your Job ▪ Negotiate for Whatever You Want ▪ Positive Work Habits
Directories	<ul style="list-style-type: none"> ▪ Touch-Screen Kiosk and General Information and Services Offered in the Service Center ▪ Chamber of Commerce Directories ▪ Local Human Services Directory ▪ Michigan Business Directory ▪ Michigan Manufacturers Directory ▪ Telephone Directories
Periodicals	<ul style="list-style-type: none"> ▪ Local Newspapers ▪ Business Periodicals ▪ Crain's Detroit Business ▪ The Wall Street Journal
General Information	<ul style="list-style-type: none"> ▪ Adult Education Information ▪ Child Day Care Information ▪ Financial Aid Information ▪ High School Equivalency (G.E.D. Testing) Information ▪ Job Training Information ▪ Local Transportation Information ▪ Medicaid Information ▪ Workplace Accommodation Information ▪ Americans With Disabilities Act (ADA) and Job Site Accommodations Information ▪ Information on ADA Consultation ▪ Information on Ergonomic Assessments ▪ Information on Retention Services for the Troubled Employee ▪ Information on Disability Sensitivity Awareness Training ▪ Information on Return to Work Services ▪ Unemployment Insurance Handbook ▪ Grievance Procedures
Assistive Technology/and Alternative Formats	<ul style="list-style-type: none"> ▪ Braille Printers With Appropriate Braille Translation Software ▪ Closed Captioned Videotapes ▪ TTY or equally effective communication system ▪ TextHELP Read and Write ▪ Zoom Text – Screen Magnifier ▪ WiVik – Onscreen Keyboard Used in Conjunction With The Trackball ▪ Large Computer Monitor (19”) Trackball, and a Switch (large button that works like the left click button on a mouse) ▪ Height Adjustable Work Stations that can be raised or lowered to accommodate wheelchairs.

**MICHIGAN WORKS! SERVICE CENTER
SELF-ASSESSMENT CHECKLIST**

Michigan Works! Agency:	Contact Name:
Service Center Name:	Telephone Number:
Service Center Address:	Reviewer:
	Date of Review:

Criteria

Compliance

Customer Services

Does the Service Center offer all of the following **services** to both employers and job seekers, as required by state policy:

- Core Service for Employers? Yes No
- Core Services for Individuals? Yes No
- Intensive Services for Job Seekers, as funding permits? Yes No
- Training and career education services, as funding permits? Yes No

System Programs and Partners

- Does the Service Center, either at the location or through referral, provide access to all programs, services, and available partners, as required by state policy? Yes No
- Are all local services and programs integrated with current State priorities and initiatives? Yes No

Service Delivery Options

Is the Service Center location convenient for customers to access, including:

- Accessibility for people with disabilities? Yes No
- Public transit routes in close proximity? Yes No

Conventional wisdom in the region regarding acceptable travel distance for services? Yes No

Proximity of ancillary services? Yes No

Available parking? Yes No

Service Center Configuration

Is the layout of the Service Center by services offered rather than by program? Yes No

Does the Service Center have a common reception area? Yes No

Does the Service Center have space to accommodate both individual and group consultation with customers? Yes No

Does the Service Center have space to accommodate itinerant staff? Yes No

Is space available in the facility for employer interviews? Yes No

Are the Service Center hours of operation consistent with State workdays holidays? Yes No

Resource Rooms

Does the Service Center have a resource room that contains the following:

Labor exchange tools? Yes No

Career exploration computer applications to benefit jobseekers, including the Career Portal? Yes No

Access to the Michigan Talent Bank? Yes No

Computer applications software? Yes No

Resume writing software? Yes No

Job, career, and skill self-assessment tools? Yes No

Career, job, and labor market information? Yes No

Career planning information? Yes No

- | | | |
|--|------------------------------|-----------------------------|
| Job Search information? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Interviewing information? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Information on resumes, cover letters, etc.? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Information on job retention? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Directories? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Periodicals? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Assistive technology and alternative formats? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Staff available at all times to help customers navigate the Service Center system? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Collocation

Does the Service Center have all the programs collocated and fully integrated in one facility, as required by state policy:

- | | | |
|--|------------------------------|-----------------------------|
| WIA Title I Adult? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| WIA Title I Dislocated Worker? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Veterans Employment Service? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Trade Adjustment Assistance (TAA)? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Employment Services funded by Wagner-Peyser? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Michigan Rehabilitation Services? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Accessibility and Inclusion

Has the Service Center met its obligation to ensure that throughout the system persons with physical, mental, cognitive and sensory disabilities will have programmatic and physical access to all Service Center services and activities, as evidenced by EO Compliance Review?

- | | |
|------------------------------|-----------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|------------------------------|-----------------------------|

Resource Integration

Are the following resources allocated for system operation:

Contributions of appropriate staff positions by required programs and other locally determined partners to an integrated service delivery system? Yes No

The contribution by required programs and other locally determined partners of buildings, equipment and other assets? Yes No

Information Technology Systems

Does the local system incorporate the following features:

State-wide labor exchange is conducted via the Michigan Talent Bank. Yes No

The state-developed One-Stop Management Information System (OSMIS) or other state-approved centralized, integrated management information system is utilized for record management and the sharing of participant records amongst service delivery programs and partners. Yes No

System Marketing

Does the facility have outdoor signage with the Michigan Works! name and logo (“Michigan” in black, set above the larger word, “Works!” in red) which is sufficiently prominent in size and position to assure customer recognition of the location? Yes No

Is the Michigan Works! name, logo, and statewide toll-free telephone number included on various forms, communications, and all marketing and public relations materials? Yes No

Does the service center staff incorporate the Michigan Works! identity and required initiatives in all telephone greetings? Yes No

Do publications and websites include a reference to the State of Michigan? Yes No

Customer Satisfaction and Service Accountability

Does the Service Center use the data generated through state developed systems of measuring customer satisfaction, such as the Mystery Shopper, for the purposes of monitoring customer service levels and implementing service improvements for employers and job seekers? Yes No

Is customer confidentiality protected, as required by state and federal law and regulations, and other considerations as described in interagency agreements for information sharing?

Yes

No

Has the local service area instituted the state defined system of measuring performance?

Yes

No

Customer Relations

Does the office location have a trained staff person, i.e., a receptionist, a greeter and/or a disability navigator positioned at the entrance of the Service Center to direct customers upon entry and assist them in accessing various employment, workforce development, and related community services?

Yes

No

Is a system of management and staff development in place that supports service integration and collocation principles, as well as informed, professional, and customer friendly service?

Yes

No

I, _____, Michigan Works! Agency Director, certify that the Michigan Works! Service Center name above meets the requirements outlined in the Certification Criteria for Michigan Works! Service Centers Policy Issuance effective July 1, 2006.

**Service Center Delivery System
Narrative**

A. Michigan Works! Agency (MWA) Identification Information

Service Center Delivery System Contact Person: Identify the MWA contact person, including phone number and email address, for purposes of discussing the plan narrative.

B. Description of Local Service Center Delivery System

1. Identify the locations of service centers meeting certification criteria in your area including address, phone number, and hours of operation.
2. Identify the locations meeting satellite office criteria in your area including address, phone number, hours of operation, and the criteria which prevent the office from being certified as a full service center.
3. Describe the services provided and partners represented in each service center meeting certification criteria and satellite office criteria.
4. Identify the locations not meeting certification criteria or satellite office criteria but deliver services.
5. Describe any services delivered and/or partnerships that are considered a best practice in any service center or satellite office.

MICHIGAN WORKS! SERVICE CENTER (MWSC) CHANGE FORM

Please use this form for changes (check all that apply):

- MWSC relocated
 MWSC re-designated to satellite office or full service MWSC
 Changes in contact information
 Changes in days and hours of operation

Michigan Works! Agency:	Effective date of change:
MWSC Name:	

(Old) Former Address

Street address:	City:	Zip code:
Telephone number:	Fax:	
Hours of operation:		

(New) Current Address

Street address:	City:	Zip code:
Telephone number:	Fax:	
Hours of operation:		

Re-designated to:

- Satellite office
 Full service MWSC

Please provide explanation for re-designation:

Changes shall be submitted to:

Michigan Department of Labor & Economic Growth (DELEG)
 Advisory Administration Unit (AAU)
 P.O. Box 30004
 Lansing, MI 48909
 Fax: 517-241-8493
cleg@michigan.gov

Questions? Please call 517-241-8408