



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
LANSING

JEFF DONOFRIO
DIRECTOR

**OFFICIAL
Policy Issuance (PI): 20-06**

Date: March 18, 2020

To: Michigan Works! Agency (MWA) Directors

From: Krista Johnson, Division Administrator **SIGNED**
Talent Development Division
Workforce Development

Subject: Appropriation Year (AY) 2018 Workforce Innovation and Opportunity Act (WIOA) Statewide Activities Allocations for Program Year (PY) 2019 Customer Relationship Management (CRM), the Period of July 1, 2019 through June 30, 2020

Programs Affected: WIOA Title I Programs

References: The WIOA of 2014, Public Law 113-128 (29 United States Code Section 3101, *et. seq.*)
The WIOA Final Rule 20 Code of Federal Regulation Part 682, *et al.*
The WIOA Manual, issued November 8, 2019

Rescissions: None

Background: The WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses. The WIOA supports the development of strong, vibrant regional economies where businesses thrive, and people want to live and work. This revitalized workforce system will be characterized by three critical hallmarks of excellence:

- (1) The needs of business and workers drive workforce solutions.
- (2) One-Stop Centers provide excellent customer service to workers, job seekers, and employers, and focus on continuous improvement.
- (3) The workforce system supports strong regional economies and plays an active role in the community, economic and workforce development.

In accordance with the WIOA Section 134 (a)(2)(B)(i)(I), the Michigan Department of Labor and Economic Opportunity-Workforce Development (LEO-WD) is awarding WIOA Statewide Activities funding to provide assistance to local areas and One-Stop partners to coordinate and align data systems used to carry out the requirements of the Act.

Policy:

For PY 2019, the WD has identified \$85,000 of Appropriation Year 2018 WIOA Statewide Activities funds to be used in support of electronic systems for CRM.

The funding is to be used to support existing CRM systems or for the purchase or renewal of software licenses that will aid in the identification of and information gathering for potential layoffs or opportunities for layoff aversion. This funding is being made available as the WD works on integrating CRM functionality into the state data system. By using data systems to identify and gather information, it allows the local areas to provide assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address those needs. An electronic CRM system will allow for a more proactive approach to assist employers for those companies at risk of having a layoff or to identify where layoffs have already occurred.

Funds allocated in this policy are available for expenditure through June 30, 2020. Unexpended funding as of June 30, 2020, may be recaptured by the WD. Use of the funds allocated in this policy for costs associated with local administration is not allowed.

Action:

The local areas shall submit a Budget Information Summary and Approval Request Form with the appropriate signatures to the WD within 30 days of the issuance of this policy. These documents must be submitted electronically to LEO-TSDIV@michigan.gov.

Fiscal Information

The local area will process all cash requests through the Management of Awards to Recipients System (MARS) in accordance with the MARS Manual. The local area must have on file appropriate documentation to support each cash draw.

The U.S. Department of Labor Employment and Training Administration requires all grantees to report all financial transactions on a full accrual basis. Accrued expenditures mean the charges incurred by the grantee during a given period requiring the provision of funds for (1) goods and other tangible property received; (2) services performed by employees, contractors, sub-grantees, subcontractors, and other payees; and (3) other amounts becoming owed under programs for which no current services or performance is required, such as annuities, insurance claims, and other benefit amounts. In general, total accrued expenditures are costs incurred for goods and services received regardless of whether the payment has been made.

All reporting of fiscal expenditures for the funds provided in this policy must be reported to the WD on a quarterly basis. A final close-out report is also required. All quarterly financial expenditure reports are due to the WD no later than the 20th calendar day after the end of the calendar quarter. The final close-out report is due to the WD no later than 60 days after the end of the grant period. In the event that the due date falls on a weekend or state government holiday, the report is due on the last business day prior to the due date. Local areas must submit reports in the [MARS](#). If there are any questions regarding cash requests or the submission of required expenditure reports, please call Mr. Michael LaCharite at 517-335-6051.

Inquiries:

Questions regarding this policy should be directed to your WIOA state coordinator.

This policy is available for downloading from the [WD's website](#).

WD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Please contact Ms. Paula Hengesbach by telephone at 517-241-3678 or by email at HengesbachP@michigan.gov for details.

WD is funded by State and Federal funds; more details are available on the Legal Disclaimer page at www.michigan.gov/workforce.

**Expiration
Date:**

June 30, 2020

KJ:GT:ph
Attachments

**Budget Information Summary (BIS) Instructions
Workforce Innovation and Opportunity Act
Statewide Activities Allocations for Customer Relationship Management (CRM)**

Section I - Identification Information

Michigan Works! Agency (MWA) Name: Enter the name of the MWA.

Policy Issuance: Enter the policy number applicable to the BIS. "20-06" has been pre-printed.

Grant Name: Enter the name of the grant associated with the funding being awarded. "AY18 WIOA Statewide Activities" has been pre-printed.

Project Name: Enter the name of the project associated with the funding being awarded. "PY19 CRM" has been pre-printed.

Plan Period: Enter the start and end dates of the plan period. "07/01/19 through 06/30/20" has been pre-printed.

Catalog of Federal Domestic Assistance (CFDA) Number: Enter the CFDA number(s) associated with this grant. The numbers "17.258; 17.259; 17.278" have been pre-printed.

Section II - Total Funds Available

Allocation: The total amount of funding being awarded.

Section III - Planned Expenditures by Cost Category

Program: Enter the amount of the grant to be used for program costs.

Note: None of the allocation awarded in this policy may be used for administration.

Approval Request Form Instructions

1. Michigan Works! Agency (MWA): Enter the name of the MWA.
2. Plan Title(s): Enter the appropriate title for the plan being submitted. "PY 2019 Customer Relationship Management" has been pre-printed.
3. Policy Issuance Number: Enter the policy issuance number. "20-06" has been pre-printed.
4. Plan Period: Enter the start and end dates of the plan period. "07/01/19 through 06/30/20" has been pre-printed.

The required signatories are designated in accordance with the Workforce Development Policy Issuance 19-38, issued December 30, 2019. Signatures are required from the Workforce Development Board Chair and the Chief Elected Official(s), or their authorized designee(s).

Approval Request Form

1. Michigan Works! Agency (MWA) Name and Number:
2. Plan Title(s): PY 2019 Customer Relationship Management
3. Policy Issuance Number: 20-06
4. Plan Period: 07-01-19 through 6-30-20

The Chief Elected Official(s) and Workforce Development Board hereby request approval of this document. Please insert the printed name for each signature provided below.

Signature of Authorized Chief Elected Official	Date:
Printed Name:	
Signature of Authorized Chief Elected Official	Date:
Printed Name:	
Signature of Authorized Chief Elected Official	Date:
Printed Name:	
Signature of Workforce Development Board Chairperson	Date:
Printed Name:	

CUSTOMER RELATIONSHIP MANAGEMENT ALLOCATION

MWA	Allocation \$
Berrien/Cass/Van Buren	2,368
Capital Area	3,777
Detroit Employment Solutions Corporation	4,925
GST Michigan Works!	6,041
Great Lakes Bay	6,610
Macomb/St. Clair	4,677
Northeast	1,879
Northwest	2,572
Oakland	12,665
Region 7B	5,948
Southeast Michigan Consortium	6,131
SEMCA	7,062
Southwest	4,173
UPWARD Talent Council	3,901
West Central	4,708
West Michigan Works!	7,563
Total	85,000