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**Workforce Development Agency, State of Michigan (WDASOM)**  
**Policy Issuance (PI): 11-32**

**Date:** April 5, 2012

**To:** Michigan Works! Agency (MWA) Directors

**From:** Gary Clark, Director, Office of Talent Development Services (OTDS)  
Workforce Development Agency, State of Michigan  
**SIGNED**

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

**Rescissions:** Advisory Administration Unit, Policy Issuances 09-02, and 09-02, Change 1

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

**Programs Affected:** All programs operated through a MWSC

**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 job seekers and other individuals find new jobs, retain employment, and advance their skills.

The MWSCs, or One-Stop Service Centers, are envisioned in the 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.



**Workforce Development Agency, State of Michigan**

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The 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.

The MWSCs are certified using a process including self-assessment, a plan narrative, and on-site reviews. New or relocating MWSCs will be certified on an as needed basis.

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 the Michigan Works! System Plan for each MWA.

**Policy:** **Service Center Criteria**

This policy issuance extends the current MWSC certifications through Calendar Year 2012, the period January 1, 2012 through December 31, 2012.

In addition, agency and program references have been updated and new contact and document submission information has been provided.

**Action:** No action is required for currently certified MWSCs. Relocating or new MWSCs must comply with the certification process as detailed in this policy. The MWA officials shall follow the policies contained in this issuance, effective immediately.

**Inquiries:** Mr. Ryan Doll, Section Manager, OTDS, WDASOM, at 517.335.0302 or by e-mail at [DollR@michigan.gov](mailto:DollR@michigan.gov).

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

**Expiration**

**Date:** December 31, 2012

GC:RN:pv  
Attachments

***INDEX***

| <u>Section</u>  | <u>Page</u> |
|---|-------------|
| I. Customer Services .....  | 1           |
| A. Core Services for Employers .....                                | 1           |
| B. WIA Core Services for Individuals .....                          | 1           |
| C. WIA Intensive Services for Job Seekers .....                     | 3           |
| D. WIA Training and Career Education Services for Job Seekers ..... | 5           |
| II. System Programs and Partners.....                               | 6           |
| III. Local Service Center System .....                              | 7           |
| Program Services Delivery Matrix .....                              | 8           |
| A. Service Delivery Options .....                                   | 9           |
| B. Satellite Offices .....  | 9           |
| C. Service Center Configuration.....                                | 10          |
| D. Hours of Operation.....  | 10          |
| E. Resource Rooms .....   | 11          |
| F. Collocation.....   | 12          |
| G. Accessibility and Inclusion .....                                | 12          |
| IV. Resource Integration .....                                      | 13          |
| V. Information Technology Systems .....                             | 13          |
| VI. System Marketing.....   | 14          |
| A. System Identity .....  | 14          |
| B. References .....   | 14          |
| C. Signage .....  | 15          |
| VII. Customer Satisfaction and Service Accountability.....          | 15          |
| VIII. Customer Relations .....                                      | 15          |
| IX. Certification .....   | 16          |
| A. Self-Assessment .....  | 16          |
| B. Service Center Delivery System Narrative .....                   | 16          |
| C. On-Site Review .....   | 16          |
| D. Non-Compliance .....   | 16          |

|  |    |
|--|----|
| E. Certification Certificate and Listing.....  | 17 |
| F. Updates to WDA Directory and Distribution List.....                                       | 17 |
| G. Periodic On-Site Visits.....  | 17 |
| Attachment A: Examples of Resources that Fulfill the Minimum Requirements for Resource Rooms |    |
| Attachment B: Michigan Works! Service Center Self-Assessment Checklist                       |    |
| Attachment C: Michigan Works! Service Center Change Form                                     |    |

## **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 Portal;
- 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 Act programs and certification;
- Rapid response to mass layoffs and plant closings;
- Information about incentives such as on-the-job training programs, based on worker eligibility;
- State and/or federally generated information on tax credits for new hires; and
- Information on the Fidelity Bonding Program

### **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 the 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 the 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 Portal;
- 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., Careeronestop.org, Internet-based directories, and commercial products;
- Resume writing software and support materials;
- The Michigan Talent Portal Web site 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 the WIA Title I Section 122;
- Performance information and program cost information on providers of adult education described in the 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 the WIA Title I activities that are placed in unsubsidized employment.

**C. WIA Intensive Services for Job seekers**

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 pre-vocational 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 Job seekers**

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;
- 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);
  - Food Assistance Employment and Training;
  - Employment Service;
  - Trade Act programs;
  - 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 Workforce Development Boards (WDBs)/Local Elected Officials (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 policy; 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 |
| <b>PROGRAM SERVICES DELIVERED AT THE SERVICE CENTER</b>             |  |                     |   |  |
| 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 Service (MRS)                             | X  | X                   | X   | X  |
| Trade Act Programs  | X  | X                   | X   | X  |
| <b>PROGRAM SERVICES AVAILABLE THROUGH REFERRAL</b>                  |  |                     |   |  |
| WIA Title I Youth   | X  |                     |   |  |
| Jobs, Education & Training (JET)                                    | X  |                     |   |  |
| Food Assistance Employment & 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.

The MWSC locations must be based on convenient access for customers. It is expected that the 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.

The 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**

The 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 the 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 the MWSCs will be made available upon request.

The 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**

The 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. Hours of operation will be at a minimum, 8:00 a.m. until 5:00 p.m., without interruptions to service.

In the event of a temporary MWSC closure, MWAs must notify the WDA of the closure as soon as possible, via e-mail to [WDB@michigan.gov](mailto:WDB@michigan.gov) and include the reason for the closure such as MWSC relocation, flood, fire, or power outages. In instances

of unforeseeable closures, the MWAs shall utilize media sources, such as online newspapers and local television stations that broadcast school and local event closures to alert the general public. Notices to the general public should include an address to the nearest operational MWSC.

In addition to the above reasons for the MWSC closure, all MWAs are allowed up to one day per calendar year to close the MWSCs in their service delivery area for the purpose of all day staff training/professional development. The MWAs shall take into consideration days of the week with historically low customer flow when scheduling these closures. Notification to the general public will begin at minimum, two weeks prior to the date of closure, and should include an address to the nearest operational MWSC. MWAs must notify the WDA at [WDB@michigan.gov](mailto:WDB@michigan.gov) of these closures as soon as scheduled.

#### **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; and
- Periodicals.

Specific requirements include:

- Career exploration computer applications to benefit job seekers, including the Job Portal;
- Access to the Michigan Talent Portal, 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, the MWSCs must have staff available at all times to help customers navigate the Service Center.

## **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 job seekers. The chart on page eight depicts the required services that must be delivered at the 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 the MWSCs and locations designated as satellite offices. Other locations require the approval of the WDA.

### **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**

The 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, 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 WIA of 1998;
- Section 504 of the Rehabilitation Act of 1998, as amended;

- Titles I and II of the ADA; and
- 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 of the 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. The 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 Portal; 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.

WDBs/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 the MWSCs' continued success and visibility. Exceptions to the following marketing criteria must be approved by the WDA.

### **A. System Identity**

- Only certified Service Centers and approved satellite offices may incorporate the MWSC 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 Web sites must incorporate the phrase “Supported by the State of Michigan.”

## **C. Signage**

- The 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 a 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**

The 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. Completion of the Service Center Delivery System Narrative is only required during the biennial certification process.

### **C. On-Site Review**

For new or relocating MWSCs a site visit from designated WDA 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, WDA staff will come on-site to certify that the MWSC is in compliance and demonstrates the ability to meet and exceed the certification criteria throughout the calendar year. Satellite offices will be visited to ensure compliance with criteria outlined in this policy, with exceptions taken into consideration, and for approval to use the Michigan Works! name and logo. System-wide site reviews will take place on a biennial basis.

### **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 must then notify the WDA 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. The 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 the WDA Directory and Distribution List**

The department should receive written notification, within 10 business days, in the event that a MWSC is:

- Relocated;
- Re-designated to satellite office or full service MWSC;
- Closed;
- Changes its contact information, such as a new telephone number; and
- Changes its days and hours of operation.

Use Attachment C, MWSC Change Form, submitted electronically or via written notice to [WDB@michigan.gov](mailto:WDB@michigan.gov).

**G. Periodic On-Site Visits**

In addition to the biennial certification process, the WDA 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**

*Except when noted as “required,” items in the lists below are being provided as examples of possible resources for each category. Suggestions for other sites or resources to be included in future policy issuances are welcomed, and should be sent to: [WDB@michigan.gov](mailto:WDB@michigan.gov).*

| <b>Resource Room Service</b>          | <b>Specific Examples Offered</b>  |
|---------------------------------------|---|
| <b>Labor Exchange Tools</b>           | <ul style="list-style-type: none"> <li>▪ Michigan Talent Portal* - <a href="http://michworks.org">http://michworks.org</a></li> <li>▪ Restricted Use Telephones for Local Employer Calls with TTY</li> <li>▪ Access to Facsimile Machine</li> <li>▪ Access to Photocopy Machine</li> <li>▪ Access to Printers</li> <li>▪ Internet Access to Other Job Hunting Sites with Specific Sites Book Marked for Customers:               <ul style="list-style-type: none"> <li>- <a href="http://www.monster.com">http://www.monster.com</a></li> <li>- <a href="http://www.careerbuilder.com">http://www.careerbuilder.com</a></li> <li>- <a href="http://www.indeed.com">http://www.indeed.com</a></li> <li>- <a href="http://www.hotjobs.yahoo.com">http://www.hotjobs.yahoo.com</a></li> <li>- <a href="http://www.job.com">http://www.job.com</a></li> <li>- <a href="http://www.jobhunt.com">http://www.jobhunt.com</a></li> <li>- <a href="http://www.bestjobsus.com">http://www.bestjobsus.com</a></li> <li>- <a href="http://www.myskillsmyfuture.org/">http://www.myskillsmyfuture.org/</a></li> </ul> </li> </ul> |
| <b>Computer Applications Software</b> | <ul style="list-style-type: none"> <li>▪ Word Processing Software               <ul style="list-style-type: none"> <li>- Microsoft Word</li> <li>- Corel WordPerfect</li> </ul> </li> <li>▪ Accessible Software for Persons with Disabilities</li> </ul>  |
| <b>Resume Writing Software</b>        | <ul style="list-style-type: none"> <li>▪ CHOICES</li> <li>▪ Easy Resume</li> <li>▪ Job Works</li> <li>▪ Military Resume Writer</li> <li>▪ Resume Maker</li> <li>▪ Sample Job Applications</li> <li>▪ Winway Resume</li> </ul>   |
| <b>Career Exploration Software</b>    | <ul style="list-style-type: none"> <li>▪ Michigan Occupational Information System (MOIS)</li> <li>▪ Occupational Information Network (O*NET)</li> <li>▪ Occupational Outlook Handbook</li> <li>▪ Career Portal* - <a href="http://michigan.gov/careers">http://michigan.gov/careers</a></li> </ul>  |

\*Required by policy

| Resource Room Service                               | Specific Examples Offered  |
|---|--|
| <b>Job, Career, and Skill Self-Assessment Tools</b> | <ul style="list-style-type: none"> <li>▪ APTICOM</li> <li>▪ Career Ability Placement Survey (CAPS)</li> <li>▪ Career Exploration Inventory</li> <li>▪ Career Occupational Preference Survey (COPS)</li> <li>▪ Career Pathways</li> <li>▪ Discover</li> <li>▪ Holland's Self-Directed Search (SDS)</li> <li>▪ IDEAS Interest Test</li> <li>▪ Job Search Attitude Inventory (JSAI)</li> <li>▪ Leisure Work Search Inventory</li> <li>▪ Mavis Typing Test and Typing Tutor</li> <li>▪ Skill Stalker</li> <li>▪ Substance Abuse Self-Assessment Instrument (SASSI)</li> <li>▪ Skills Identification</li> </ul>   |
| <b>Career, Job, and Labor Market Information</b>    | <ul style="list-style-type: none"> <li>▪ A Tough New Labor Market</li> <li>▪ America's 50 Fastest Growing Jobs</li> <li>▪ Apprenticeship Information</li> <li>▪ Are You Better Off Working?</li> <li>▪ Atlas of the American Economy</li> <li>▪ Employment Service Agency LMI Web Site<br/><a href="http://www.michigan.gov/lmi">http://www.michigan.gov/lmi</a></li> <li>▪ Ferguson's Guide to Apprenticeship</li> <li>▪ Occupational Outlook Handbook</li> <li>▪ Peterson's Job Opportunities</li> <li>▪ The Adams Jobs Almanac</li> <li>▪ The Career Box</li> <li>▪ U.S. Industry and Trade Outlook</li> <li>▪ Work in the New Economy</li> </ul> |
| <b>Career Planning Information</b>                  | <ul style="list-style-type: none"> <li>▪ Change Your Job, Change Your Life</li> <li>▪ Discover the Best Jobs for You</li> <li>▪ Guerilla Tactics in the New Job Market</li> <li>▪ How to Look for Work</li> <li>▪ Job Hunting Handbook</li> <li>▪ Job Search Briefs (50 Briefs by Job Shop, Inc.)</li> <li>▪ The Best Jobs for the 1990's and Into the 21<sup>st</sup> Century</li> <li>▪ Wishcraft</li> <li>▪ What Color is Your Parachute?</li> </ul>  |

| <b>Resource Room Service</b>                       | <b>Specific Examples Offered</b>   |
|--|--|
| <b>Job Search Information</b>                      | <ul style="list-style-type: none"> <li>▪ 50 Ways to Get Hired</li> <li>▪ Finding a Job on the Internet</li> <li>▪ Find the Job You've Always Wanted in Half the Time with Half the Effort</li> <li>▪ Getting the Job you Really Want</li> <li>▪ How to Locate Jobs and Land Interviews</li> <li>▪ Knock 'Em Dead</li> <li>▪ The 110 Biggest Mistakes Job Hunters Make (And How to Avoid Them)</li> <li>▪ The New Quick Job-Hunting Map</li> <li>▪ The Job Doctor: Good Advice on Getting a Job</li> <li>▪ The Very Quick Job Search Book</li> <li>▪ Job Search Methods That Get Results</li> <li>▪ Job Search Skills for Tough Times</li> <li>▪ Paper Job Search Tools</li> </ul>  |
| <b>Interviewing Information</b>                    | <ul style="list-style-type: none"> <li>▪ 101 Great Answers to the Toughest Interview Questions</li> <li>▪ Dynamite Answers to Interview Questions</li> <li>▪ How to Have a Winning Job Interview</li> <li>▪ Interviewing for Success: A Practical Guide to Increasing Job Interviews, Offers, and Salaries</li> <li>▪ Knock 'Em Dead (With Great Answers to Tough Interview Questions)</li> <li>▪ Sweaty Palms: The Neglected Art of Being Interviewed</li> <li>▪ The Quick Interview and Salary Negotiation Book</li> <li>▪ Doing Mock Interviews</li> <li>▪ How Do I Get Started Interviewing?</li> <li>▪ Interviewing: Answering Problem Questions</li> <li>▪ Interviewing: Mastering the Job Interview</li> <li>▪ Succeeding in Your Interview</li> <li>▪ The Seven Phases of a Job Interview</li> <li>▪ Tips for Successful Interviewing</li> </ul> |
| <b>Information on Resumes, Cover Letters, etc.</b> | <ul style="list-style-type: none"> <li>▪ Cover Letters They Don't Forget</li> <li>▪ Damn Good Resume Guide</li> <li>▪ Does Your Resume Wear Blue Jeans</li> <li>▪ Dynamic Cover Letters</li> <li>▪ Dynamite Resumes: 101 Great Examples and Tips for Success</li> <li>▪ Gallery of Best Resumes</li> <li>▪ How to Write a Winning Resume</li> <li>▪ The Perfect Resume</li> <li>▪ The Quick Resume and Cover Letter Book</li> <li>▪ Writing Resumes</li> </ul>   |

\*Required by policy

| <b>Resource Room Service</b>        | <b>Specific Examples Offered</b>   |
|-------------------------------------|--|
| <b>Information on Job Retention</b> | <ul style="list-style-type: none"> <li>▪ Job Survival Skills</li> <li>▪ Keeping Your Job</li> <li>▪ Negotiate for Whatever You Want</li> <li>▪ Positive Work Habits</li> </ul>   |
| <b>Directories</b>                  | <ul style="list-style-type: none"> <li>▪ Touch-Screen Kiosk and General Information and Services Offered in the Service Center</li> <li>▪ Chamber of Commerce Directories</li> <li>▪ Local Human Services Directory</li> <li>▪ Michigan Business Directory</li> <li>▪ Michigan Manufacturers Directory</li> <li>▪ Telephone Directories</li> </ul> |
| <b>Periodicals</b>                  | <ul style="list-style-type: none"> <li>▪ Local Newspapers</li> <li>▪ Business Periodicals</li> <li>▪ Crain's Detroit Business</li> <li>▪ The Wall Street Journal</li> </ul>  |

\*Required by policy

| Resource Room Service                               | Specific Examples Offered  |
|---|--|
| <b>General Information</b>                          | <ul style="list-style-type: none"> <li>▪ Adult Education Information</li> <li>▪ Child Day Care Information</li> <li>▪ Financial Aid Information</li> <li>▪ High School Equivalency (G.E.D. Testing) Information</li> <li>▪ Job Training Information</li> <li>▪ Local Transportation Information</li> <li>▪ Medicaid Information</li> <li>▪ Workplace Accommodation Information</li> <li>▪ Americans With Disabilities Act (ADA) and Job Site Accommodations Information</li> <li>▪ Information on ADA Consultation</li> <li>▪ Information on Ergonomic Assessments</li> <li>▪ Information on Retention Services for the Troubled Employee</li> <li>▪ Information on Disability Sensitivity Awareness Training</li> <li>▪ Information on Return to Work Services</li> <li>▪ Unemployment Insurance Handbook <ul style="list-style-type: none"> <li>- <a href="http://www.michigan.gov/uia">http://www.michigan.gov/uia</a></li> <li>- UIA Online Services Posters for Unemployed Workers and Employers</li> </ul> </li> <li>▪ Grievance Procedures</li> <li>▪ Job Service Complaint System Poster (USDOL TEN 15-09)*</li> <li>▪ Michigan Law Prohibits Discrimination (State of MI form CR-487-E)*</li> <li>▪ Equal Employment Opportunity is the Law (Federal poster EEOC-PIE1)*</li> <li>▪ If You Have a Complaint About (DLEG-BWP 305 P)*</li> <li>▪ Your Rights Under the Fair Labor Standards Act (minimum wage poster)*</li> <li>▪ Veteran’s Priority of Service Poster</li> <li>▪ Fidelity Bonding Poster</li> <li>▪ And Justice For All Poster (USDA)*</li> </ul> |
| <b>Assistive Technology/and Alternative Formats</b> | <ul style="list-style-type: none"> <li>▪ Braille Printers With Appropriate Braille Translation Software</li> <li>▪ Closed Captioned Videotapes</li> <li>▪ TTY or equally effective communication system</li> <li>▪ TextHELP Read and Write</li> <li>▪ Zoom Text – Screen Magnifier</li> <li>▪ WiVik – Onscreen Keyboard Used in Conjunction With The Trackball</li> <li>▪ Large Computer Monitor (19”) Trackball, and a Switch (large button that works like the left click button on a mouse)</li> <li>▪ Height Adjustable Work Stations that can be raised or lowered to accommodate wheelchairs.</li> </ul>   |

\*Required by policy

**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 and holidays? (At a minimum, Monday through  
Friday, 8:00 am – 5:00 pm, without interruption to services) 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  
job seekers, including the Career Portal? Yes  No

Access to the Michigan Talent Portal? 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  No
- Interviewing information? Yes  No
- Information on resumes, cover letters, etc.? Yes  No
- Information on job retention? Yes  No
- Directories? Yes  No
- Periodicals? Yes  No
- Assistive technology and alternative formats? Yes  No

Staff available at all times to help customers navigate the Service Center system? Yes  No

**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  No
- WIA Title I Dislocated Worker? Yes  No
- Veterans Employment Service? Yes  No
- Trade Adjustment Assistance (TAA)? Yes  No
- Employment Services funded by Wagner-Peyser? Yes  No
- Michigan Rehabilitation Services? Yes  No

**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? Yes  No

**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 Portal. 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 a 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, \_\_\_\_\_, the Michigan Works! Agency Director, certify that the Michigan Works! Service Center named above meets the requirements outlined in the Certification Criteria for Michigan Works! Service Centers Policy Issuance. 12-XX*

*Date: \_\_\_\_\_*

**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
- New MWSC or MWSC satellite office
- Closed/Consolidated
- Changes in days/hours of operation/contact information

|                         |                           |        |
|-------------------------|---------------------------|--------|
| Michigan Works! Agency: | Effective Date of Change: |        |
| MWSC Name:              |                           |        |
| Contact Person:         | Phone:                    | Email: |

**(Old) Former Information**

|   |       |           |
|---|-------|-----------|
| Street Address:   | City: | Zip Code: |
| Telephone Number:   | Fax:  |           |
| Hours of Operation:   |       |           |
| Designation:<br><input type="checkbox"/> Full-Service MWSC <input type="checkbox"/> MWSC Satellite Office |       |           |

**(New) Current Information**

|   |       |           |
|---|-------|-----------|
| Street address:   | City: | Zip Code: |
| Telephone Number:   | Fax:  |           |
| Hours of Operation:   |       |           |
| Designation:<br><input type="checkbox"/> Full-Service MWSC <input type="checkbox"/> MWSC Satellite Office |       |           |

|           |
|-----------|
| Comments: |
|-----------|

Changes shall be submitted electronically via e-mail to: [WDB@michigan.gov](mailto:WDB@michigan.gov)