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STATE OF MICHIGAN
DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
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OFFICIAL
Policy Issuance (PI): 18-06

Date: February 22, 2018

To: Michigan Works! Agency Directors

From: Stephanie Beckhorn **SIGNED**
Senior Deputy Director

Subject: Statewide Rapid Response Allocations for Customer Relationship Management (CRM) for Program Year (PY) 2017, the Period of July 1, 2017 through June 30, 2018

Programs Affected: The Workforce Innovation and Opportunity Act (WIOA) Title I Programs

References: The WIOA of 2014, Public Law 113-128 (29 United States Code Section 3101, *et. seq.*)

The WIOA Final Regulations as Published in the Federal Register on August 19, 2016

U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) 26-14, "WIOA Transition Authority for Flexible Use of State Rapid Response Funds," issued April 14, 2015

Rescissions: None

Background: The WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers 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, jobseekers, 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.

The USDOL awards state annual Dislocated Worker formula allocations and allow states to set aside up to 25 percent of these allocations to support required and allowable State Rapid Response activities. The USDOL TEGL 26-14 allows additional flexibility with respect to the use of these funds.

Policy:

For PY 2017, the Michigan Talent Investment Agency (TIA) has identified \$85,000 of Appropriation Year 2016 WIOA Statewide Rapid Response Reserve 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 on a one-time basis as the TIA 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 these 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, 2018. Unexpended funding as of June 30, 2018, may be recaptured by the TIA. Use of the funds allocated in this policy for costs associated with local administration is not allowed.

Action:

The local areas shall prepare and submit a signed Approval Request form and a Budget Information Summary to the TIA within 30 days from the issue date of this policy. These documents must be submitted electronically to WDA-WR-WP@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 USDOL 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 TIA on a quarterly basis. A final close-out report is also required. All quarterly financial expenditure reports are due to the TIA no later than the 20th calendar day after the end of the calendar quarter. The final close-out report is due to the TIA 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 Ms. Marilyn Carey at 517-241-6742.

Inquiries: Questions regarding this policy should be directed to your Dislocated Services state coordinator.

This policy is available on the [Michigan Talent Investment Agency's Website](#). Please contact Ms. Pam Vance at 517-373-6234 or via email if you require assistance.

The information contained in this policy will be made available in alternative format (large type, audio tape, etc.) upon special request to this office. Please contact Ms. Vance for details.

**Expiration
Date:**

June 30, 2018

SB:TB:pv
Attachments

Approval Request Form Instructions

1. Michigan Works! Agency (MWA) Name and Number: Enter the name of the MWA submitting the form.
2. Plan Title(s): Enter the appropriate title for the plan being submitted “AY16 WIOA Rapid Response CRM” has been pre-printed.
3. Policy Issuance (PI) Number: Enter the policy number. “18-06” has been pre-printed
4. Plan Period: Identify the time period covered by the plan. “07/01/17 through 06/30/18” has been pre-printed

The required signatories are designated in accordance with PI 07-13, issued August 29, 2007. 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): AY16 WIOA Rapid Response Customer Relationship Management
3. Policy Issuance Number: 18-06
4. Plan Period: 07/01/2017 through 06/30/2018

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:	

The Talent Investment Agency, in compliance with applicable federal and state laws, does not discriminate in employment or in the provision of services based on race, color, religion, sex, national origin, age, disability, height, weight, genetic information, marital status, arrest without conviction, political affiliation or belief, and for beneficiaries only, citizenship or participation in any federally assisted program or activity.

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

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 "18-06" has been pre-printed.

Grant Name: Enter the name of the grant associated with the funding being awarded. "AY16 WIOA Rapid Response" has been pre-printed.

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

Plan Period: Enter the start and end dates of the plan period. "07/01/17 to 06/30/18" has been pre-printed.

Catalog of Federal Domestic Assistance (CFDA) Number: Enter the CFDA number(s) associated with this grant. CFDA numbers 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.

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