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OFFICIAL
Policy Issuance (PI): 18-39

Date: October 12, 2018

To: Michigan Works! Agency (MWA) Directors

From: Joseph Billig, Division Administrator **SIGNED**
Targeted Services Division
Workforce Development Agency

Subject: Refugee and Immigrant Navigator Program for Appropriation Year (AY) 2018

Programs Affected: Refugee Navigator

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

Refugee Settlement Program, Federal Register 45 Code of Federal Regulations, Part 400 and 401

Participant Individual Record Layout 17.11.1 Release, Updated December 11, 2017

PI 17-10 and changes

Background: The recent influx of immigrants (refugees and persons granted asylum, or “asylees”) and other persons granted legal authorization to work in the United States (U.S.) from distressed locations outside of North America creates a unique workforce challenge as many of the impacted individuals cannot document their prior education and employment history. In addition, these individuals may face significant language and cultural barriers and difficulties finding adequate housing and transportation. Providing additional support and access to resources for this population via the workforce system is critical to ensuring their successful transition into Michigan’s workforce.

Policy: The Michigan Talent Investment Agency/Workforce Development Agency (TIA/WDA) identified \$675,000 in AY 2017 WIOA Statewide Activity funds to support Refugee Navigators within Michigan Works! One-Stop Service Centers in Ingham, Kent, Macomb, Oakland, and Wayne counties. These

five counties were chosen as they are currently experiencing the largest influx of refugees in the last five years and large existing immigrant populations.

The intent of this program is to assist all work-authorized immigrants with overcoming language barriers, lack of a documented education and employment history, and other barriers to employment. A representative from the Michigan Office for New Americans (MONA) will serve as the Lead Navigator for this pilot project. The Lead Navigator will assist with the development of navigator job descriptions, as necessary, provide navigator training, facilitate meetings and evaluate the pilot's effectiveness.

Refugee Navigators shall operate with a degree of autonomy within the Michigan Works! One-Stop Service Centers within each of the five designated counties. They shall have specific training in dealing with the refugee and immigrant population. Such training shall be provided by the Lead Navigator and other reliable sources. This position will facilitate access to the services and resources necessary to remove the aforementioned barriers faced by work-authorized immigrants while growing the number of refugees who use the One-Stop Service Centers.

Navigators may be new hires or incumbent staff who possess the expertise to accomplish the mission envisioned by this project **and** who have the training, education, or experience necessary for successful performance. If an incumbent staff person is identified as the Navigator, and less than 100 percent of this staff person's time will be specifically tied to the Navigator duties, a Plan of Work must be submitted to the WDA for approval. The Plan of Work must describe how the Navigator's weekly time commitment will be distributed between the pilot project and the individual's other One-Stop Service Center duties. Two MWAs will be hiring new Navigators. The new Navigators shall receive an "on-boarding" orientation and initial training, at a time, location, and date to be determined, but not later than November 2, 2018. The MONA's Lead Navigator will facilitate the onboarding orientation and training and will provide technical assistance and outreach to the Navigators throughout the life of this project.

Navigators shall be housed in the Michigan Works! One-Stop Service Centers listed below, or at other locations within the same county, subject to negotiation with, and approval by, the WDA. The host MWAs shall provide day-to-day supervision of the navigators. The navigators shall function as dedicated facilitators, problem solvers, systems change agents, and relationship builders in support of work-authorized immigrants when performing work funded by this project.

One-Stop Service Center Locations:

Kent County: 121 Franklin SE, Suite 120, Grand Rapids, Michigan 49507

Ingham County: 2110 South Cedar Street, Lansing, Michigan 48910

Macomb County: 43630 Hayes, Suite 100, Clinton Township, Michigan 48038

Oakland County: 550 Stephenson Highway, Troy, Michigan 48083

Wayne County: 6451 Schaefer, Dearborn, Michigan 48126

Work-authorized immigrants referred for navigator-facilitated career services will be pre-screened to ensure that they have legal authorization to work in the U.S. and that they possess documentation to support their status. Attachment B is a checklist of "How Do I Know If an Immigrant or Refugee is Eligible for WIOA Title I Services." The documentation used to establish legal work authorization shall include one or more of the following items:

- I-94 or I-94 W Form (Arrival/Departure Record or Nonimmigrant Visa Waiver Arrival/Departure Record).
- An Employment Authorization Document.
- I-551 (Permanent Resident Card or Green Card.)
- A valid U.S. Passport.
- Foreign passport that contains a temporary I-551 stamp or temporary printed notation on a machine-readable immigrant visa.
- Employment Authorization Document that contains a photograph (Form I-766).
- A Social Security Card, unless the card includes one of the following restrictions:
 - “NOT VALID FOR EMPLOYMENT.”
 - “VALID FOR WORK ONLY WITH INS AUTHORIZATION.”
 - “VALID FOR WORK ONLY WITH DHS AUTHORIZATION.”
- Other employment authorization document issued by the U.S. Department of Homeland Security

It is **not the intent** of this program to serve undocumented immigrants or anyone who does not have legal authorization to work in the U.S., and no service may be provided to, nor any expense be incurred in, serving any such person.

Navigators will provide work-authorized immigrants with referrals to services including, but not limited to:

- Language Acquisition/English as a Second Language.
- Housing.
- Healthcare.
- Childcare.
- Transportation.
- High School Diploma/Equivalency.

- Public Assistance.
- Training.
- Employment.
- Financial.
- Legal.
- Civil Rights.
- Professional Licensure.

Each navigator will be required to maintain a robust network of federal, state, local, philanthropic, and faith-based organizations, and resources that will provide services to work-authorized immigrants. The Lead Navigator will assist with this task.

The navigators will be responsible for the following deliverables:

- Individualized referral services for work-authorized immigrants.
- Active recruitment of non-referred, work-authorized immigrants in the community.
- Acquiring necessary translation/interpretation services for work-authorized immigrants.
- Outreach/engagement with refugee service agencies and other key community partners.
- Engagement with MWA Business Services Teams for potential employment opportunities.
- Maintaining a comprehensive, current catalog of work-authorized immigrant resources.
- Reporting of participant services.
- Participation in all relevant meetings.

The MWAs involved in this pilot project will be required to submit a narrative report to the WDA on a quarterly basis outlining how the aforementioned deliverables are being met. In addition, the required quarterly narrative report should include the following outcome-based information:

- Number of work-authorized immigrants served via career services, by type.
- Number of work-authorized immigrants receiving training services, by type.

Funding

Funding to support this pilot project will be AY 17 WIOA Statewide Activity funds and must be spent by June 30, 2019. No more than ten percent of the funds allocated shall be used for administrative costs. Remaining funds

should be used as appropriate to hire the Navigator and support the Navigator's required functions.

Michigan Works! Agency	WIOA AY17 Statewide Activities Funds
Macomb/St. Clair	\$135,000
Oakland	\$135,000
SEMCA	\$135,000
CAMW!	\$135,000
West Michigan Works!	\$135,000
TOTAL	\$675,000

Tracking

The WDA created a "Navigator Referred" indicator for MWA use in tracking participants in the One-Stop Management Information System (OSMIS). The use of this indicator for every Refugee Navigator referred participant is **mandatory**, whether by *direct referral* via the MWA's Refugee Navigator, or by *indirect referral* from community partners or other sources cultivated by the Refugee Navigator with the intent that such activity would help to drive traffic to the MWA's service centers. The Navigator Referred indicator shall be used for all participants who are directly or indirectly referred by participating MWA Refugee Navigators.

It is understood that the Refugee Navigator is not a case manager; however, the WDA's expectation is that participant traffic driven to the MWA service centers will be evaluated and that those persons in need of and able to benefit from MWA assistance shall receive services. Persons directly referred by the Refugee Navigator and indirectly referred (i.e., via a referral source or community partner) constitute the population from which data should be extracted for use in completing the quarterly reporting form.

The MWAs shall use the OSMIS Navigator Referred indicator to identify all customers referred, directly or indirectly, for services. This information will **be included** in the quarterly narrative reports produced by each participating MWA to document program activity.

The following is taken from the November 29, 2017, OSMIS Update Notice #17.11.1, concerning updates to the Participant Individual Record Layout, effective December 2017, which announced the creation and deployment of the Navigator Referred indicator:

7. Navigator Referred

A yes/no indicator has been added to all program registration screens (under the special tab) that will identify participants as being "Navigator Referred." Only the following MWAs will have

permission to insert and update the new optional indicator: 17, 19, 23, 31, 33. All other MWA's will have a display only view.

The screenshot shows a web application interface with a navigation bar at the top containing tabs for Contact, Personal, Disability, Econ. Status, Veteran, Assistance, Barriers, Education, Special (highlighted), and Comments. Below the navigation bar is a section titled 'Special Initiatives' containing several dropdown menus: Skilled Trades Training Fund Participant, Foster Youth Summer Employment, Jobs for America's Graduates (JAG), Talent Tour(s) (with a Date field), Earn and Learn Participant, Community Venture Participant, and Navigator Referred. The 'Navigator Referred' dropdown is highlighted with a red rectangular box.

EX: WIA_REG.NAVIGATOR_REFERRED_IND

Additionally, when Southeast Michigan Community Alliance's Refugee Navigator is serving participants residing in the City of Detroit, use of the MWA identifier "07" is permissible.

Action:

The MWA is required to process all cash requests through the [Management of Awards to Recipients System \(MARS\)](#) in accordance with this policy and the MARS procedures (see MARS Manual). The MWA must retain appropriate documentation to support each cash draw. Grantees are required to report all financial transactions on a full accrual basis. Accrued expenditures are costs incurred for goods and services but not paid during the reporting period.

All reporting of fiscal expenditures of the funds provided through this policy must be reported to the WDA on a quarterly basis. All quarterly financial expenditure reports are due to the WDA no later than the 20th calendar day after the end of the calendar quarter. A final close-out report is also required and is due to the WDA 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, reports are due on the last business day prior to the due date. Submit reports in [MARS](#). If there are any questions regarding cash requests or submission of expenditure reports, please call Marilyn Carey at 517-241-6742.

The MWAs participating in this project must submit a plan narrative outlining the types of career services planned to be offered, the types of training services anticipated to be offered, and the number of work-authorized immigrants the MWA estimates serving as a result of this pilot project. The name and contact information for the person at the MWA responsible for overseeing this pilot should be included in the plan narrative as well. If applicable, the plan narrative must also include a Plan of Work for those navigators whose time is not 100 percent dedicated to the pilot.

The MWA officials shall prepare and submit a Plan Narrative, a signed Plan Approval Request form, and a Budget Information Summary form. Templates are attached, and documents must be submitted within 30 days of the official date of this policy to TED-TSDIV@michigan.gov.

Participating MWAs will utilize the quarterly reporting form (Attachment A) for their quarterly participant reports submitted to the WDA.

Attachments must be sent electronically to the Targeted Services Division mailbox at TED-TSDIV@michigan.gov within 30 days of the end of each quarter.

Inquiries:

Questions regarding this policy should be directed to Ms. Yvette Harris by telephone at 517-241-0092 or by email at HarrisY@michigan.gov.

This policy is available for downloading from the WDA's website.

The information contained in this policy will be made available in alternative formats (large type, audio tape, etc.) upon request to this office. Please contact Ms. Pam Vance by telephone at 517-373-6234 or by email at VanceP1@michigan.gov for details.

Expiration

Date:

June 30, 2019

JB:YH:pv
Attachment

**Refugee Navigator Pilot Program
Approval Request Form Instructions**

1. Michigan Works! Agency: Name and Number.
2. Plan Title(s): AY 18 Refugee and Immigrant Navigator Pilot, has been preprinted
3. Policy Issuance Number: 18-39
4. Plan Period: Identify the time period covered by the plan
"7/1/18 – 6/30/19" has been pre-printed.

Approval Request Form

1. Michigan Works! Agency (MWA) Name and Number:
2. Plan Title(s): AY 2018 Refugee and Immigrant Navigator Pilot
3. Policy Issuance Number: 18-39
4. Plan Period: 7/1/2018 thru 6/30/2019

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.

**Refugee Navigator Pilot Project
Budget Information Summaries (BIS) Instructions
Appropriation Year (AY) 2017 Workforce Innovation and Opportunity Act (WIOA)
Statewide Activities Funds**

Section I - Identification Information

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

Policy Issuance: Enter the Policy Issuance number applicable to the BIS. *18-39 has been pre-entered.*

Grant Name: AY 17 WIOA Statewide Activities has been pre-entered.

Project Name: Refugee and Immigrant Nav has been pre-entered.

Plan Period: 07/01/2018 through 06/30/2019 has been pre-entered.

Catalog of Federal Domestic Assistance (CFDA) Number: 17.258, 17.259, and 17.278 have been pre-entered.

Section II - Total Funds Available

Allocation: The total amount of funds being awarded via this policy.

Section III - Current AY Planned Expenditures by Cost Category

Administration: Enter the amount of the allocation planned for administration. The MWAs may not expend more than ten (10) percent of the total award on administration.

Program: Enter the amount of the allocation planned for program costs.

REFUGEE AND IMMIGRANT NAVIGATOR QUARTERLY REPORT

Michigan Works! Agency (MWA): _____

QUARTER/YEAR: _____

DATE SUBMITTED: _____

Outreach/Engagement Summary

[Insert text here.]

Provide a comprehensive overview, in narrative form, of your Michigan Works! Agency’s activity for the quarter in question. Be specific as to what your Refugee Navigator has been doing, to include successes, challenges, progress in achieving program goals, etc. Reference data provided elsewhere in your quarterly report to tie the narrative to the numbers in question. Please include narrative language explaining anything not apparent in the numbers, such as why referrals are not being converted into program participants, barriers commonly encountered, and the like.

Participant Referrals by Origin, Source, and Type

Date	Country of Origin	Status (refugee, asylee or other)	Refugee Navigator: How Referred?	Services Provided/Programs Referred to:	Type of Referral (i.e., training, etc.)	Notes

*Rows may be added as needed.

Refugee Navigators will provide work-authorized immigrants with referrals to (but not limited to) the following: Language acquisition/ESL, housing, healthcare, childcare, transportation, high school diploma/equivalency, public assistance, training, employment, financial, legal, civil rights & professional licensure. These categories, while not exhaustive, should be reflected in the above table, as appropriate, as services provided by the MWA directly or via referral to another agency.

Resources/Services Log

Agency Name	Agency Type	Service(s) Available	# Referrals Made to Agency	# Participants Referred by Agency to MWA	Notes

*Rows may be added as needed.

Each new agency not previously a part of the Refugee Navigator’s network and/or not an existing MWA partner is to be listed in the table above if initial contact with them was made during the reporting quarter.

Submitted By: _____ Title _____

MWA Signature: _____ Date _____



How Do I Know if an Immigrant or Refugee is Eligible for WIOA Title I Services?

All individuals who seek to access Workforce Innovation and Opportunity Act (WIOA) Title I services are covered by Equal Opportunity regulations and related guidance under U.S. law. See WIOA (Pub. L. 113-128) Section 188 Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38).

To receive services under WIOA Title I, individuals must be US citizens or eligible noncitizens. Eligible noncitizens are those who are authorized to work in the United States. **Immigrants or refugees may demonstrate their work authorization using *any of the unexpired documents or combination of documents allowed by the federal Form I-9, such as a valid US driver's license and unrestricted Social Security card.*** Individuals are **not required** to present the specific documents listed below; the below documents are examples only.

Further information on assessing individuals' eligibility for WIOA services can be found in the Michigan Talent Investment Agency [Official WIOA Manual](#), Section 2-8, and in the US Citizenship and Immigration Services [Handbook for Employers M-274](#). Images showing the different types of immigration documents can be found in the US Citizenship and Immigration Services [Guide to Selected US Travel and Identity Documents](#).

PLEASE NOTE: This checklist focuses on eligibility for **WIOA Title I (workforce)** services. In contrast, under federal law, **WIOA Title II (adult education)** services do NOT require individuals to present proof of immigration status or to have employment authorization.

TYPE OF IMMIGRATION STATUS	ARE THEY WIOA TITLE I ELIGIBLE?
Naturalized US citizen	YES. Immigrants who have become US citizens are always employment-authorized. <i>Example of potential documentation:</i> Certificate of Naturalization or a US passport.
Lawful permanent resident (“green card” holder)	YES. Green card holders are always employment-authorized. Even though their card may show a 10-year expiration date, the status is permanent. <i>Example of potential documentation:</i> Lawful permanent resident card.
Immigrant with an I-551 stamp in their foreign passport	YES. Many individuals have this stamp for their first few months in the US, before getting their official green card. <i>Example of potential documentation:</i> Foreign passport with I-551 stamp.
Refugee	YES. Refugee status is permanent, and the person is always employment authorized. Examples of potential documentation: I-766 Employment Authorization Document with a 1-, 2- or 3-year renewable term. Alternatively, refugees who are newly arrived to the U.S. may have a computer-generated I-94 card showing refugee status. This document is valid proof of employment authorization for 90 days. More details are available from US Citizenship and Immigration Services.
LESS COMMON CATEGORIES	
Asylee (person granted asylum because of persecution in their home country)	YES. Asylees typically have an I-766 Employment Authorization Document that has a 1-, 2- or 3-year renewable term. <i>Example of potential documentation:</i> I-766 Employment Authorization Document.
Asylum-seeker (person who is currently in the process of requesting asylum)	SOMETIMES. If an asylum seeker has been granted a work permit, they will have an I-766 document. <i>Example of potential documentation:</i> I-766 Employment Authorization Document.
Student visa holder	NO. People in the United States under an F1 or J1 student visa are not eligible for WIOA Title I services. (In some cases they may have a temporary work permit which allows them to work on-campus or in other special circumstances, but this does not make them eligible for federally funded workforce services.)
Tourist or visitor visa holder	NO. People in the US on a temporary visitor visa such as a B1 or B2 visa are not eligible for WIOA Title I services unless they have separately obtained employment authorization (for example, if they have filed to seek asylum as described above).
Other visa categories	POSSIBLY. Individuals in other, less common visa categories (such as E or L2) may have employment authorization. If an individual can present the document(s) necessary to satisfy the requirements of the federal Form I-9 , he or she is employment authorized.

7/18