

AUTHORITY: The Michigan Works! Southwest Workforce Development Board is established under the Workforce Innovation and Opportunity Act of 2014, and subsequent changes. The Board is assigned the responsibility to set policy for the workforce investment system within the local area.

ORDER OF PRECEDENCE: Where any part of this policy shall be determined to conflict with any federal, state or local policy, the federal, state, and then local policy shall take precedence without affecting any other part or parts of this policy.

Program Design for Workforce Innovation and Opportunity Act (WIOA) and Employment Services (ES)

BACKGROUND

The Wagner-Peyser Act provided for the establishment of the United States Employment Services, a nationwide labor exchange system, to provide employment services to the universal population and bring together individuals seeking work and employers seeking workers.

The Wagner-Peyser Act and related regulations require the Employment Services (ES) labor exchange to provide levels of services to employer and job seeker customers. The levels of service to employers and job seekers include: (1) self-service, (2) staff-assisted service, and (3) individualized – staff-assisted service.

The Workforce Innovation and Opportunity Act (WIOA) of 2014 stipulates that the labor exchange system shall be part of the One Stop customer service system in each state. The agency in Michigan that oversees workforce development administers the labor exchange system through local Michigan Works! Agencies who represent local Workforce Development Boards throughout the state.

WIOA is focused on improving job and career options for workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses through continuous improvement, supported evaluation, accountability, identification of best practices, and data driven decision making. The WIOA provides four levels of service to job seekers: (1) basic career services, (2) individualized career services/case management, (3) training services and (4) follow-up services.

SCOPE

Workforce Innovation and Opportunity Act funded programs, services and activities and Employment Services activities funded through Wagner-Peyser that are under the auspices of the Michigan Works! Southwest Workforce Development Board.

REFERENCES

Workforce Innovation and Opportunity Act of 2014

Wagner-Peyser Act of 1933 for Employment Services and subsequent changes

The State of Michigan workforce development department's WIOA Manual, November 8, 2019 and subsequent changes

The State of Michigan workforce development department's Employment Services (ES) Manual, September 11, 2019 and subsequent changes

The State of Michigan workforce development department's WIOA Electronic Participant Management Information Guide (WIOA E P-MIG) and subsequent changes

The State of Michigan workforce development department's WIOA Youth Electronic Participant Management Information Guide (WIOA YOUTH E P-MIG) and subsequent changes

The State of Michigan workforce development department's Employment Service (ES) Electronic Participant Management Information Guide (ES E P-MIG) and subsequent changes

WDB Policy 07 and subsequent revisions - Workforce Innovation and Opportunity Act Priority of Service

WDB Policy 17 and subsequent revisions - WIOA Program Eligibility

WDB Policy 28 and subsequent revisions - Priority of Services for Veterans, Eligible Spouses and Family Caregivers

DEFINITIONS

Wagner-Peyser (W-P)

The Wagner-Peyser Act and related regulations require the Employment Services (ES) labor exchange to provide three levels of services to employer and job seeker customers. These services are further defined in the Employment Services Manual.

1. **Self-Services** - Access to information and services available through an electronic resource or at a physical location such as in a Service Center, including the Pure Michigan Talent Connect (PMTTC), the labor exchange tool used by employers and job seekers to match open positions with qualified individuals, that can be utilized independently or with little to no staff involvement.
2. **Staff-Assisted Services** – Assisting the employer in using any of the self-service tools. Services may include assistance with navigating the PMTC and distributing and collecting job applications.

Basic Career – Staff-Assisted Services – Services include providing some staff assistance and/or guidance to the job seeker in using any of the self-service tools to achieve the desired outcome. Services may include navigating the PMTC, inputting information on the PMTC for job seekers, printing and making copies of resumes and job search assistance.

3. **Individualized - Staff-Assisted Services** – A service for employers that requires a significant amount of staff-time such as job orders, job order/resume searches, and contacting job seekers on behalf of the employers.

Individualized - Staff-Assisted Services – A service for job seekers that requires a significant staff time for assistance or intervention to achieve the desired outcome and can be reported under one of the Wagner-Peyser (W-P) service categories in the One-Stop Management Information System (OSMIS). The use of the available resources and services, such as, but not limited to, the PMTC with significant staff assistance, job search planning, job development/placement assistance, job search workshops and provision of local labor market information are included in this category of services.

Workforce Innovation and Opportunity Act (WIOA)

All persons have access to employment-related information and self-service tools, without restrictions. Services that are not primarily informational and self-service require WIOA registration. Eligibility for career services and training also requires the WIOA registration. These services are further defined in the WIOA Manual.

1. **Basic Career Services** – Services that are universally accessible and must be made available to all individuals seeking employment and training services.
2. **Individualized Career Services / Case Management** – A service based on the employment needs of the individual as determined jointly by the individual and career planner (case manager) and may be identified through an individual employment plan.
3. **Training Services** – Services to equip individuals to obtain or retain employment. Training may be made available to individuals who after an interview, assessment, or evaluation, it is determined that they require training to obtain employment or remain employed. Training must be directly linked to local occupations in demand and the individual must be unable to obtain assistance from other sources to pay for training.
4. **Follow-up Services** - including case management must be provided to WIOA participants for a minimum of twelve months following program exit.

Reportable Individual

An individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program; that is, when an individual is engaged with the workforce development system but does not complete the requirements to become a participant.

Participant

For the WIOA Title I Adult and Dislocated Worker programs, a participant is a reportable individual who has received services after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

For the WIOA Title I Youth program, a participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received one of the fourteen WIOA youth program elements in Section 129(c)(2) of the WIOA.

POLICY

- I. Wagner-Peyser (W-P) Employment Services (ES)
 - A. The three levels of Employment Services will be funded through the Wagner-Peyser allocation and provided at the One Stop Service Centers in the Michigan Works! Southwest area. These services are available to the general public, employers and job seekers, at no cost. The three levels of service are:
 1. Self-Services (employer) / Basic Career – Self-Service (job seeker),
 2. Staff-Assisted Services (employer) / Basic Career – Staff-Assisted Service (job seeker), and
 3. Individualized – Staff-Assisted Services (employers and job seekers).
 - B. Workforce Innovation and Opportunity Act (WIOA) Basic Career Services will be provided concurrently with the three levels of Employment Services.

1. WIOA Basic Career Services will be funded using WIOA Adult and Dislocated Worker program funds as well as Wagner Peysner employment services funds.
 2. A portion of the available **WIOA program** funds will be designated for Basic Career Services.
 3. Individuals who are unable to validate their authorization to work in the United States may only access basic labor exchange services and workforce information through Basic Career services.
- II. Workforce Innovation and Opportunity Act (WIOA) Services
- A. WIOA Individualized Career Services will be available for customers who are interested in, **and** where applicable, eligible for this level of services. WIOA Individualized Career Services will be funded and available through the applicable WIOA Adult and Dislocated Worker Programs.
 - B. WIOA Training Services will be available for customers who are interested in this service, meet applicable eligibility requirements, **and** following an interview, assessment or evaluation, are determined to need training services to find or retain employment in a locally in-demand occupation.
 1. WIOA Training Services will be funded and available through the WIOA Adult and Dislocated Worker programs as well as the Out-of-School component of the WIOA Youth program.
 2. A minimum of 25% of available **WIOA Adult and Dislocated Worker Program** funds will be designated for these services for Adult and Dislocated Worker programs.
 - C. WIOA Follow-up Services will be provided to all participants for a minimum of twelve months following their program exit. These follow-up services will be funded through the WIOA program that provided services to the participant.
 1. The intensity of appropriate follow-up services may vary among participants.
 2. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market.
 3. Other participants may identify an area of weakness in the training provided by the WIOA prior to placement that will affect their ability to progress further in their occupation or in retaining employment.
 - D. WIOA Registration - The WIOA addresses an important distinction between registration and participation. Individuals who are primarily seeking information are not treated as participants, and their self-service or information search requires no registration. When an individual seeks more than minimal assistance from staff in taking the next step towards self-sufficient employment, the person must be registered, and eligibility must be determined. Further detail is provided in the WIOA Manual.
 1. Registration is defined as the point at which information that is used in performance begins to be collected.
 2. Participation is the point at which the individual has been determined eligible for program services and has received or is receiving a WIOA service, such as career services other than self-service or informational

service and is the point at which an individual is to be included in performance calculations for the primary indicators of performance.

- a. Adult and Dislocated Worker programs - a participant is a reportable individual who has received services after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.
- b. Youth program - a participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received one of the fourteen WIOA youth program elements in Section 129(c)(2) of the WIOA.

**INITIAL EFFECTIVE
DATE**

7/1/2007

APPROVED

Initial Policy:	WDB Executive Committee	6/7/2007
Revision 01	WDB Executive Committee	7/7/2011
Revision 02	WDB Executive Committee	10/6/2011
Revision 02	WDB	10/15/2014 <i>(All WDB policies accepted to apply to all four counties.)</i>
Revision 03	WDB Executive Committee	8/19/2015
Revision 04	WDB Executive Committee	01/10/2020

EXPIRATION

Ongoing