

**MICHIGAN DEPARTMENT OF HUMAN SERVICES WAYNE COUNTY
DISTRICTS OF
FOREST/ELLERY, GLENDALE/TRUMBULL, GRATIOT/ SEVEN MILE,
HAMTRAMCK, GREENFIELD/JOY, INKSTER, TAYLOR, GRAND
RIVER/WARREN, GREYDALE/GRAND RIVER/
MCNICHOLS/GODDARD, FORT WAYNE AND MEDBURY
AND MONROE COUNTY**

AND

SOUTHEAST MICHIGAN COMMUNITY ALLIANCE

AND

MICHIGAN REHABILITATION SERVICES

**JOBS, EDUCATION, AND TRAINING
PROGRAM PLAN
POLICY ISSUANCE 08-11**

**FY 2008
(OCTOBER 1, 2008 - SEPTEMBER 30, 2009)**

SECTION I. PLAN APPROVAL/MODIFICATION REQUEST

PLAN APPROVAL/MODIFICATION REQUEST

1. Michigan Works! Agency (MWA): Southeast Michigan Community Alliance (SEMCA)	2. MWA Number: 31
3. Plan Title(s): JET Program	
4. Policy Issuance Number: 08-11	5. Plan Period: 10-01-08 through 9-30-08

The Chief Elected Official(s) and Workforce Development Board (WDB) Hereby Request Approval of this Document.

AUTHORIZED CHIEF ELECTED OFFICIAL AL HAIDOUS	DATE
AUTHORIZED CHIEF ELECTED OFFICIAL	DATE
AUTHORIZED CHIEF ELECTED OFFICIAL	DATE
WDB CHAIRPERSON CHARLIE MAHONEY	DATE

(02/06)

The Michigan Departments of Human Services and Labor & Economic Growth do not discriminate in employment or in the provision of services based on race, religion, color, national origin, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship and participation in grant initiatives, as provided by state and federal law.

**MICHIGAN WORKS! AGENCY/ DEPARTMENT OF HUMAN SERVICES/MICHIGAN
REHABILITATION SERVICES
PLAN DEVELOPMENT/MODIFICATION REQUEST**

1. Michigan Works! Agency (MWA) Southeast Michigan Community Alliance (SEMCA)	2. MWA Number: 31
3. Department of Human Services (DHS) Local Office Wayne (Glendale/Trumbull, Hamtramck, Greenfield/Joy, Inkster, Taylor, Grand River/Warren, Gratiot/Seven Mile, Greydale/Grand River, McNichols/Goddard, Medbury/Concord, Fort Wayne) Monroe	4. County and DHS District Number: Wayne. 43, 55, 17, 19, 18, 49, 76, 15, 59, 57 and 41 Monroe
5. Michigan Rehabilitation Services (MRS) District Office: Wayne County MRS Offices	6. MRS Division Wayne County
7. Program Title: Jobs, Education, and Training (JET) Program	
8. Policy Issuance Number 08-11	9. Plan Period: 10-01-08 through 09-30-09

The MWA, DHS Local Office and MRS District Office Have Together Developed the Jet Program Plan and are in Agreement With the Contents of This Document.

MWA DIRECTOR Gregory Pitoniak	DATE
DHS LOCAL OFFICE DIRECTOR DeWayne Haywood	DATE
MONROE COUNTY DHS DIRECTOR Terrance Beurer,	DATE
MRS DISTRICT OFFICE DIRECTOR William McKenzie, District Manager	DATE
MRS DISTRICT OFFICE DIRECTOR Donald S. Hill	DATE

(10/06)The Michigan Department of Labor & Economic Growth does not discriminate in employment or in the provision of services based on race, religion, color, national origin, sex, age disability, political affiliation or belief, and for beneficiaries only, citizenship and participation in grant initiatives, as provided by state and federal law.

SECTION II. PLAN NARRATIVE

SECTION II

PLAN NARRATIVE:

1) MWA/DHS Identification Information

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2) Description of Joint Planning and Service Delivery Coordination

Through the JET Program, the Michigan Department of Human Services (DHS) Wayne County Forest/Ellery, Glendale/Trumbull, Gratiot/ Seven Mile, Hamtramck, Medbury/Concord, Greenfield/Joy, Inkster, Taylor, Grand River/Warren, Greendale/Grand River, McNichols/Goddard, Fort Wayne, and Monroe County, Michigan Rehabilitation Services (MRS), and the Southeast Michigan Community Alliance (SEMCA) MWA, will provide a blended approach to helping welfare recipients become self-sufficient and permanently attached to the labor force. This approach is based on the workforce needs of Michigan's current emerging economy. The goal of the JET program is to increase the number of families who are self-supporting and decrease the number of families requiring public assistance, by helping welfare recipients obtain and sustain good paying jobs. This will also be balanced by incorporating the federal participation rates and requirements.

a) The JET program will create a new multi-agency relationship structure including the following:

i) Community Collaborative

The JET program will engage a community collaborative by continuing the JET Advisory Council composed of representatives from DHS, SEMCA, the Child Care Coordinating Council, Michigan Rehabilitation Services (MRS), Michigan State Housing Development Authority (MSHDA), and an active and a former participant of the Work First or JET Program.

ii) Existing Programs, Regional Skills Alliances and Workforce Development Boards

The JET Advisory Council will convene a Resource Committee that will link efforts among existing programs and the Regional Skills Alliances including the Southeast Michigan Long-Term Health Care Michigan Regional Skills Alliance (MiRSA), Michigan Rehabilitation Services, the Detroit Workforce Development Board (DWDB) and the SEMCA Workforce Development Board. In addition to JET Pilot advisory board members, the Resource Committee will also include a representative from Wings of Faith, the Detroit Workforce Development Department Prisoner Reentry Initiative, The Information Center (TIC), mycareereducation.org, Community Mental Health, the Detroit Department of Health and Wellness Promotion HSTA Program, SEMCA's Substance Abuse Services, and SEMCA's AMS Telephone Referral.

iii) Community- and Faith-Based Partners

The Advisory Council and the Resource Committee will include and involve community- and faith-based partners who will assist in the delivery of services. Members of the Advisory Council that are community- or faith-based members will be included as they are identified.

iv) Teams to Plan and Provide Services

Members of the Advisory Council will continue to meet. Teams include at a minimum the DHS staff, and SEMCA staff, contracted service provider staff, and the participant. Other specialized staff, including Child Welfare, MSHDA, and MRS will be involved as needed.

v) Periodic Team Meetings

The Advisory Council will hold periodic team meetings to conduct coordinated, ongoing assessments of progress, celebrate successes, and identify changes in the plan, services, and the level of partner engagement that may improve or accelerate progress toward plan goals. The meetings will follow a standing agenda which will include the following items: progress reports, progress toward goals, program adjustments, “what’s working” success stories, “what’s not working,” proposed changes, additional resources needed, and participant feedback.

vi) Collocate DHS and MWA Staff

DHS, and SEMCA will be on-site wherever possible to maximize teamwork, efficiency, and communication.

b) Ongoing Planning and Program Management

DHS, MRS, SEMCA and partner staff will provide feedback as an on-going process during the Advisory Council meetings to establish a culture of continuous improvement focused on the customer(s). Strategies for improvement will be developed from this feedback. In addition, SEMCA will require that all contractors develop and maintain records, and follow a plan for continuous quality improvement of internal operations. A plan will be developed to address customer services that will improve employee, employer, and participant satisfaction. All contractors are expected to engage in continuous internal performance management and to take proactive corrective actions if performance falls below target levels.

Internal Control Procedures and Processes-MWA Level Controls

In accordance with Policy Issuance 07-21, SEMCA has designated a monitor to insure that all appropriate hours are documented. Additionally, SEMCA meets with the Welfare Contractor network for Best Practice meetings monthly. At these meetings we issue “report cards” to measure compliance with the reporting procedures.

All files that SEMCA will receive we closely monitor compliance, for reporting purposes.

During the review process the designated staff will complete the Data Verification Checklist included in BWP Policy Issuance 07-21 and its changes, as well as any other verification checklist required by the state.

Any case file reviews completed that involve education and training activity assignments will be carefully scrutinized for alignment with and conformity to the NWLB initiative.

SEMCA's goal will be to have 25 percent or less of the sampled files containing errors because of inadequate or improper documentation. SEMCA will inform DLEG if more than 25 percent of their reviewed case files contain errors or inadequate documentation. It is expected that with such close monitoring that SEMCA will be able to catch challenges early and remediate very quickly.

Following the completion of the quarterly case file reviews, SEMCA will prepare and submit summary reports of their findings to BWP. The reports will include identification of which files were reviewed, whether or not adequate documentation existed for those files, and total error rate for the sample. The Case File review Summary Reports will be submitted within ten business days of the conclusion of the assigned quarter.

c) **Communication Strategies**

The communication strategies will include monthly advisory board meetings, monthly DHS/MWA staff meetings to address issues and concerns, bi-monthly Resource Committee meetings, and the maintenance of an email list through which information on upcoming meetings and announcements will be distributed. The goal of the strategies will be to engage local staff and key stakeholders in the ongoing program change and transformation work.

3) Description of Comprehensive Intake Process and Orientation

- a) DHS staff will determine the readiness of FIP recipients to be referred to the MWAs for JET participation after the initial screening and assessment using the assessment tools required by the JET program. All individuals will be referred to SEMCA's JET Program. Using the required standardized screening tool and interview techniques, the DHS will identify potential barriers to self-sufficiency, including the risk of child abuse and neglect, and, as needed, refer applicants and recipients to appropriate resources for such issues as substance abuse, mental illness, domestic violence, learning disabilities, etc. Some JET participants may be required to participate in the program while removing barriers that prevent them from full participation. Professional assessments will be used to determine the severity of the problem(s) as well as recommended treatment options.
- b) JET sites will use the screening tools developed by DHS and MDLEG including the following:
 - i) JET Readiness Survey (DHS, MWA),
 - ii) Family Automated Screening Tool (DHS, MWA),
 - iii) Shared Family-Self Sufficiency Plan (FSSP) (electronic – all partners),
 - iv) Screening and assessment tools developed/identified by the WAN workgroup for SEMCA, including Work Keys, Copes & Cops, and Pesco. The tools used will focus on entry-level occupations and jobs in high growth/high demand occupations. Additional tools that may be used include the Test of Adult Basic Education and the Comprehensive Adult Student Assessment System (CASAS).

- c) Additional professional assessments and local resources will be used to address identified barriers. The Advisory Council's Resource Committee will be the initial source for determining available resources. Other resources will be accessed as needed. Feedback on the effectiveness and the accessibility of the resources identified will be provided at the advisory board resource committee meetings in order to inform ongoing planning efforts.
- d) DHS offices and MWA service centers can refer persons with disabilities to MRS that they feel would be eligible for MRS services. Any person referred to MRS in the JET program will be included in a data match with DHS and/or the local MWA. Customers that do not have a referral form on file with MRS will require contact with the referring agent for information prior to processing the referral (See Attachment B).

MWA or DHS partners will identify a FIP recipient with an alleged disability who may require MRS services for employment.

Referral: MWA partners, utilizing their assessment and screening tools, will identify a FIP recipient with a disability who may require MRS services for employment. The process must include:

- MWA will refer customer to MRS by providing a completed referral form (See Attachment B).
 - MRS/JET counselor will respond back to MWA if customer should be re-considered for recoding to "IN" status.
 - MRS will complete and return the MWA JET Referral (See Attachment B) within 45 days of receipt.
- e) The orientation for employment, training, and education-related services will be completed individually by DHS. A multi-agency family self-sufficiency plan will be provided to the client during the application interview and personal orientation.

All adult members of the household and youth ages 16-18 who are not attending school will sign this form. A work readiness orientation will be held at the appropriate MWA. The group orientation will include SEMCA and other partners as determined by the Advisory Council.

4) Description of Family Self-Sufficiency Plan (FSSP) Development Process

As part of the intake process, a plan will be developed for each family. This plan will specifically outline services to be provided, explicit action steps for the family and the case manager(s), and expected time frames for completion of these and other self-sufficiency-related actions. Development of this plan will result from team review of existing files/information, team interview(s) with applicants and recipients, and screening and assessment results. This FSSP will be shared electronically between DHS and SEMCA, MSHDA, MRS, and contracted service provider staff, and updated as needed by the involved partners.

- a) The local process for monitoring the joint development and maintenance of the FSSP using the automated (web-based) tool will be as follows. The DHS will initiate the process of developing the FSSP. SEMCA will work in cooperation with DHS and other team members in order to ensure completion of the plan.
- b) The DHS will initiate the individualization of each FSSP. Upon completion of the initial team meeting, and through the evolution of the FSSP, the plan will be further individualized.

5) Description of the Family, Employment, and Training Service Delivery Process

The FSSP will serve as the basic tool for coordinating all family, employment and training services to be provided.

It is expected that at a minimum the established federal weekly participation activities will be met: 20 hours for single parents with a child(ren) under age six, 30 hours for single parent whose youngest child is age six or older, 35 hours for two-parent families not receiving federal daycare assistance, and 55 hours for two-parent families receiving federal daycare assistance.

Successful Work First and JET recipients will be encouraged to participate in orientations and trainings as presenters. Representatives of current and former Work First and JET participants who will sit on the JET Advisory Committee will be asked to assist in facilitating this process.

Long-term recipients and others will receive a JET assessment. Enhanced plans may be developed to assist long-term recipients in attaining their employment goals.

Enhanced family support and employment and training related services will be provided and will include the following:

- ◆ Treatment services - Job Search and Job Readiness – Core Activity
 - Upon completion of the FSSP, and/or at any time while the participant's case remains open, DHS, SEMCA, or any of the participating partner agencies, will make referrals to treatment services when appropriate.
 - Referrals will be made for treatment in the area of substance abuse, mental health, and disabilities. Michigan Rehabilitation Services (MRS), the SEMCA Coordinating Agency, and the Detroit Department of Health and Wellness Promotion, Health Services Technical Assistance-Addiction Treatment Services (HSTA-ATS) will be the primary referral agencies. Referrals will be made to additional resources and agencies as appropriate.
 - The DHS will make available for JET participants the services of two DHS Clinical Social Workers located in Wayne County DHS. The primary duties of the Clinical social Workers are to provide general clinical social work practice in the area of mental health services for the diagnosis, treatment, and prevention of mental, behavioral, and emotional disorders in individuals and families. Clinical Social Workers (CSW) possess a Master's in Social Work.

The clinical social Work Unit will provide supportive services when appropriate to clients so as to stabilize their living situation and strengthen the family's ability to fulfill parental responsibility for children.

- ◆ Supportive services – Core Activity
 - The JET collaborative acknowledges that supportive service procedures are in place for DHS and the MWAs for providing services including automobile purchase, automobile repair, housing, utility, emergency food, clothing, and other services to FIP participants. The DHS and SEMCA will develop procedures that will include the provision of supportive services.
 - Case management procedures will be developed by DHS and SEMCA that will allow agencies to share referral information and services provided in order to coordinate the distribution of supportive services.
 - The DHS, SEMCA and partner agencies will develop and maintain a data base of resources that are available for participants from JET partners and other agencies and resources.

- ◆ Timely SSI assessments – Non-Core Activity
 - Upon completion of the FSSP, and/or at any time while the participant's case remains open, DHS, SEMCA, or any of the participating partner agencies, will make referrals to the Social Security Agency for SSI when appropriate.
 - DHS will conduct ongoing monitoring of the SSI applicant's status.
 - The MWA will refer appropriate customers to SSI advocates.

- ◆ Family stability services (including marriage and fatherhood services) – Non-Core Activity
 - The DHS and SEMCA will provide supportive services when appropriate to assist in promoting family stability.
 - The DHS and SEMCA will assess and make referrals for participants with issues relating to family stability to determine the need for referrals to agencies and resources that provide services in spousal abuse, parenting, conflict resolution, family literacy, child care, nutrition, fatherhood, and early childhood education.

- ◆ Life skills education and support – Non-Core Activity
 - The DHS and SEMCA will assess participants for the need for life skills education and support including dietetics and nutrition, consumer education, housing and environment, and apparel, textiles and other related services.

- The DHS and SEMCA will make referrals to participants as appropriate for services related to life skills education and support including dietetics and nutrition, consumer education, housing and environment, and apparel, textiles, and other related services.
- ◆ Asset-building and financial support – Non-Core Activity
 - The DHS and SEMCA will assess participants for the need for asset-building and financial support services including money management, homeownership, Individual Development Accounts and other related services.
 - The DHS and SEMCA will make appropriate referrals to agencies and resources that provide programs that support money management, homeownership, Individual Development Accounts and other related asset-building and financial support services.
- ◆ Remedial education – Non-Core Activity when combined with a minimum of 20 hours of Core Activity
 - The DHS and SEMCA will assess participants for the need for remedial education including Adult Basic Education, English as a Second Language and General Education Development (GED).
 - Upon assessment and consultation with participant, appropriate referrals will be made for Adult Basic Education, English as a Second Language and GED attainment.
 - Remedial Education will include **Secondary Education** which will be defined as enrollment and satisfactory attendance in high school or a GED program for participants that have not completed secondary school or received such a certificate. Participants enrolled in secondary education will be required to meet minimum federal participation requirements. Participants must also demonstrate sufficient progress in the program as determined by the MWAs. The time limit for participation in secondary education programs is 15 to 18 months. This time period does not count toward the 15 to 24 month Vocational/Occupational Training or Condensed Vocational Training limitation.
 - Remedial education will also include **Job Skills Training** which is classroom activities for recipients who have received a high school diploma or GED, and have a specific barrier to employment opportunities, e.g., English as a Second Language, basic math, and remedial education. Participants enrolled in job skills training will be required to meet minimum federal participation requirements.
- ◆ Skill training and post-secondary education – Vocational Educational Training – Core Activity

- Skill training and post-secondary education will include **Vocational/Occupational Training** which is an occupationally relevant training component directly related to a specific occupational field or specific job, which may combine classroom, laboratory, and other related activities. Participants enrolled in vocational/occupational training will be required to meet minimum federal participation requirements. Participants are allowed 15-24 months of Vocational/Occupational Training.
- Skill training and post-secondary education will include **Condensed Vocational Training (CVT)** which is an intensive training program (not to exceed 6 months) that requires a minimum of 30 hours of classroom seat time per week. The program must be occupationally relevant and in demand as determined by the MWAs. Participants must also demonstrate sufficient progress in the program as determined by the MWAs. JET participants enrolled in CVT Program will only be required to participate a minimum of 30 hours per week.
- ◆ Employment readiness training – Education Directly Related to Employment – Non-Core Activity
 - Employment readiness training will include **Education Directly Related to Employment** which is classroom activities for recipients who have not received a high school diploma or GED and have a specific barrier to employment opportunities, e.g., English as a Second Language, basic math, and remedial education. JET participants with a child under the age of 6 will only be required to participate 20 hours a week. JET participants will be required to participate 30 hours per week.
 - Employment readiness training (**Vocational Education Training**) will include Internships, Practicums and Clinicals which are full-time internships, practicums, or clinicals required by an academic or training institution for licensure, professional certification, or degree completion. The program must be occupationally relevant and in demand as determined by the MWA. Participants must also demonstrate sufficient progress as determined by the MWA.
- ◆ Job Search/Job Readiness Assistance – Core Activity
 - Structured employment assistance will include activities that help participants become familiar with the general workplace expectations and learn behavior and attitudes necessary to compete successfully in the labor market. Job search includes Job Clubs, counseling, and job seeking skills training.
 - For participants who are pregnant, job readiness may include activities that help them prepare for employment after the birth of their child.
- ◆ Subsidized Private and Public Sector Employment – Core Activity
 - The individual is an employee of a private or public-sector employer. The wages are supported by TANF funds.
 - The MWA will provide the necessary supportive services to ensure that the participants are able to successfully participate in subsidized employment.

◆ Work Experience – Core Activity

- The **Work Experience Program** (WEP) is an unpaid training assignment for individuals who lack previous employment experience and/or job readiness and who are, therefore, difficult to place in unsubsidized employment. The goal of WEP is to improve skills, attitudes, and the general employability for these individuals.
- The WEP training assignments are not intended to create employee-employer relationships. The program is intended to benefit participants by providing them with short-term, on-site work experience, which will add to their appeal as potential employees and help them maintain employment once job placement has occurred.

◆ On-the-Job Training – Core Activity

- **On-The-Job Training** (OJT) must conform to the Workforce Investment Act Final Rules for OJT and meet the following requirements. The participant must be an employee of the employer and training must be conducted on the job. Reimbursement of training cost is provided to the employer. It is not required that the reimbursements be made with TANF funds. The employee is expected to retain employment with the employer following completion of OJT.

◆ Unsubsidized Employment – Core Activity

- **Unsubsidized Employment** is defined as employment not supported by TANF funds. It is used as the definition of employed.

6) Description of Post-Employment Services and Support

Enhanced post-employment services will be offered for a minimum of 180 days after the initial placement. Participants will receive services to increase job-retention and long-term compliance with the self-sufficiency plan.

a) The JET program will provide the following services:

◆ Employment Retention

- Enhanced post-employment services will be offered for a minimum of 180 days after the initial placement. Participants will receive services to increase job-retention and long-term compliance with the self-sufficiency plan.

◆ Employer-based Case Management

- SEMCA will expand its employer-based case management model (as employer funding/support is available). SEMCA will work with the Business Services Divisions to assist JET contractor job developers in providing employer-based case management.

- ◆ Case Management
 - Case management contact with the participant after employment will occur biweekly or more frequently for 180 days. The FSSP will be updated accordingly.
 - ◆ Family Crisis Intervention
 - Family crisis intervention will occur upon discovery. If the situation is an emergency, case managers will make immediate referrals for treatment options as appropriate.
 - If appropriate, a family crisis will initiate a 3-way meeting. A referral or additional referrals will be made upon completion of the three-way meeting.
 - ◆ Employment Retention Assistance
 - The JET program will provide focus groups and workshops for employed participants to provide support and problem-solving to ensure employment retention.
 - ◆ Career Advancement Planning
 - The DHS and SEMCA will emphasize the importance of long-term career planning over short-term job seeking in their program orientations. The career advancement options provided by JET will be discussed during the orientation and included as part of the FSSP.
 - Career planning will include options available for participants beyond their participation in JET and referrals to appropriate education, training, or employment resources.
 - ◆ Transitional Support Grants
 - SEMCA will work with its contractors to develop appropriate transitional support grants. Allowable grants may include monetary incentives or other incentives allowed by federal regulations.
 - FIP caseworkers will inform participants that they may retain their medical coverage for one-year in the event that they lose their jobs.
- b) Approach for engaging large/small employers in developing strategies to increase employee retention and advancement:
- ◆ The SEMCA MWA, through the Business Services Division, will assist JET business service reps in establishing and maintaining relationships with large/small employers. The MWA will seek to understand and address the needs of employers regarding employee retention and advancement. Strategies will include interaction with local chambers of commerce, trade associations, and other business groups.
 - ◆ The MWA will administer a variety of strategies in engaging employers including promotion of the Work Opportunity and Welfare-to-Work tax credit program and, where feasible, adaptation of the MWA's WIA Incumbent Worker Program, and possibly NWLB, to training needs of JET participants.

7) Description of New and Creative Ways for Making “Work Pay” and for Increasing the Financial Stability of the Family

a) **Short-Term Family Support:**

- The DHS will institute a policy of Short Term Family Support (STFS) for a target population of FIP applicants. FIP caseworkers will screen participants for STFS eligibility upon the initial assessment. Families who are normally self-sufficient and facing temporary obstacles to continued self-sufficiency will receive a one-time, lump sum payment.
- An STFS payment may resolve barriers quickly and prevent families from becoming dependent on public assistance. Key aspects of this program include the following:
 - The STFS amount would be three times the group's monthly FIP grant.
 - The family would agree to repayment in the event on-going FIP is issued before the end of four months.
 - The family agrees to no cash assistance for four months.

b) **Earned Income Tax Credit**

- Upon participant orientation, SEMCA JET contractors will inform participants of the availability of Earned Income Tax Credits and Home Heating Credits as well as resources available for free tax assistance. In addition, tax assistance seminars will be held around tax time in order to remind participants of the free tax services available to them.

8) Description of Sanctioning Process

Under the JET Program, the participant will be required to follow through with treatment and family services as it is that he/she follows through with work participation requirements. Therefore, sanctions will apply for failure to participate in essential parts of the plan, even for those deferred from JET. Good cause for non-compliance must be determined jointly during a triage meeting by the local DHS, the MWAs, MRS and the participant prior to termination from the JET Program and FIP. Reports from and/or participation by other service providers may be used in making the good cause determination. If a participant is not in compliance, does not have good cause, and does not qualify for deferral as a result of the specifically defined exemptions, applicable sanction penalties must be implemented.

JET TRIAGE POLICY

A “triage” meeting will be scheduled by the MWA JET case manager to include the client, the JET case manager, a MRS case manager, and the DHS FIS. This meeting will give the client the opportunity to explain (good cause). Failure of the client to appear for the meeting, and/or failure to contact anyone to reschedule or to ask for a telephone conference within that negative action period can result in establishing lack of good cause.

A “triage” meeting shall be scheduled for all participants who have been recommended for termination or who qualify for a deferral.

- **Medical Deferral Request (PEM 230A)**
 - **It is not necessary to hold a triage for deferrals.**
- **Non-Medical Deferment Request (PEM 230A)**
 - A participant experiencing a temporary critical event, such as homelessness or domestic violence for up to 3-months shall trigger a triage meeting for deferral determination.
 - MRS will be included in the deferral determination.
 - Any activities or events that would hinder required participation in allowable JET Activities shall trigger a triage meeting for deferral determination. (ex. Caretaker, no childcare, substance abuse, court cases, tether restrictions etc.) These are to be determined on a case-by-case basis.

If a deferral is approved, the MWA and/or DHS representatives must modify the Family Self-Sufficiency Plan (FSSP) to specifically outline services to be provided, explicit action steps for the family and the case manager(s), and expected time frames for completion of these and other self-sufficiency-related actions.

In the JET program it is as important that the participant follow through with treatment and family services as it is that he/she follows through with work participation requirements. Therefore, sanctions will apply for failure to participate in any part of the plan, even for those deferred from JET.

- **Noncompliance (PEM 233A), (WRMIG – POL IS NO: 04-16, Chapter 4), (POL – IS: 05-28)**
 - A participant who has been deemed non-compliant based on information obtained from (WRMIG – POL IS NO.: 04-16, Chapter 4) shall be required to attend a triage meeting.
 - A participant who fails to participate in any part of the treatment and family service plan, even for those deferred from JET, shall be required to attend a triage conference, POL – IS 05-28).
 - Good cause for non-compliance must be determined jointly by the local DHS, MWA, and the participant prior to termination from the JET Program and FIP.

JET TRIAGE (3-WAY) Procedure

- Each Michigan Works! Agency (MWA) shall have an assigned day of the week to conduct all needed “triage” meetings.
- All triage meetings shall be held at the DHS office.
- A DHS-2444 letter will be sent to the client with a triage date. If the client fails to show for the triage, then the negative action period will start.

Follow the procedures outlined below for scheduling the 3-way meeting:

- The MWA shall complete the triage schedule (DHS 2444 form) two weeks prior to the assigned day of their triage meeting.
- The triage meeting schedule form shall be emailed to the Community Resource Coordinator (CRC) or designee and scheduled internally at DHS for the triage plan.
- If an assigned DHS or MWA staff is not available to attend, the MWA and/or DHS shall identify a replacement staff member to attend.
- The participant shall have a 30-minute grace period, after 30 minutes the participant is in non-compliance.
 - Failure of the client to appear for meeting, and/or failure to contact anyone to reschedule or to ask for a telephone conference within the negative action period (plus an additional 10 days) can result in establishing lack of good cause.
- If the MWA and the DHS representatives are unable to agree on the decision to terminate or defer the participant, the committee’s recommendation will be that both the DHS and MWA Program Managers or designees intervene and assist in making the final decision.

Michigan Rehabilitation Services JET Program Procedures

Michigan Rehabilitation Services (MRS) and the Bureau of Workforce programs (BWP) have entered into an Interagency Agreement (IA) with the Department of Human Services (DHS) as a partner in the JET sites. The following MRS Agreement Statements appear in the IA.

This JET Pilots Procedures document defines for partners, customers and rehabilitation staff working in this project the MRS role in implementation and operation of the JET initiative. It distinguishes between two sets of JET customers: 1) those coded as Incapacitated (IN) and will be referred only by DHS for consultation; 2) non-IN FIP customers referred from MWA.

Agreement Statement

DLEG/MRS will use grant funds to provide services in support of the Jobs, Education, and Training program (JET).

DLEG/MRS Responsibilities:

A. General Information and Education of DHS and MWA Staff:

1. To provide information to and collaborate with DHS, BWP, and MWA staff pertaining to persons with disabilities, services available to JET customers, and the MRS program.
2. To provide information and technical assistance to DHS, BWP and MWAs pertaining to potential MRS referrals.
3. To assist DHS, BWP and MWA in the identification of barriers to employment due to disabling conditions, explore appropriate referral and provide information as needed.
4. To participate in program-associated training design and execution.

B. Collaboration for Customer Service:

1. **Consultation:** DHS “IN” Consultation, as defined in this process, is only available for FIP applicants/recipients in “IN” coded status. The process must include:
 - a) MRS can provide professional consultation by a qualified rehabilitation counselor on a limited basis. MRS counselors assigned to JET may provide consultation services for the DHS caseworker. Consultation must be requested by the DHS caseworker and can only be requested for persons alleging a disability or where disability is suspected (see Attachment A).
 - b) MRS will complete and return the DHS “IN” Consultation form (See attachment A) within 45 days of receipt of complete medical packet.
 - c) Consultation is done pre-MRS application and persons are not considered applicants or referrals for the MRS program. Consultation is a professional service to DHS “IN” customers as a partner in the JET program.

- d) MRS will not provide vocational assessment services for persons who are not MRS applicants. Persons who do not wish to become employed; are restricted from employment by their physicians, or do not wish to apply for MRS services cannot be considered applicants.
 - e) MRS will not provide medical evaluation or vocational assessment regarding the customer's disability, nor encourage or discourage the customer from applying or reapplying for Social Security Administration (SSA) benefits.
2. **Referral:** MWA partners, utilizing their assessment and screening tools, will identify a FIP recipient with a disability who may require MRS services for employment. The process must include:
- a) MWA will refer customers to MRS by providing a completed referral form. (See Attachment B)
 - b) MRS/JET counselor will respond back to MWA if customer should be re-considered for re-coding to "IN" status.
 - c) MRS will complete and return the MWA JET Referral (See Attachment B) within 45 days of receipt.
3. **Vocational Rehabilitation Services:** Provide appropriate vocational rehabilitation services to customers who are eligible for MRS services. MRS must notify all partners of MRS-JET case closure outcomes.
4. **Triage:** "Triage" is defined as the formal process for DHS and MWA to determine if "good cause" exists regarding customer's non-compliance.

Note: DHS and MWA procedures are that customers will not be terminated from a DHS and/or MWA program without first scheduling a "triage" meeting with the customer and partners so noncompliance issues can be discussed. The process includes:

- a) MRS will attend "triage" meetings on an "as needed" basis, in accordance with the JET program and local agreements. The purpose of MRS participation is to identify disability barriers and/or resources impacting employment.
 - b) MRS will not be involved in any portion of the "triage" meeting where customer sanctioning is discussed.
5. **Local JET Plans:** Assure the roles and responsibilities identified in local JET plans are consistent with this agreement. The JET project manager will provide a review and recommendation of all local JET plans.

D. Collaboration for Customer Tracking and Reporting

1. Caseloads will be managed to not exceed 80 persons; DHS and DLEG will be advised if and when MRS approaches its referral funding capacity associated with this population.
2. The bureau will provide customer information for program evaluation and data needs, as permitted by law and regulations.
3. The bureau will provide a caseload report on a quarterly basis in EXCEL or other agreed-upon format that includes the total number of individuals served under the program with Maintenance of Effort Funds. DLEG/MRS will provide a shared unique identifier that may include client name, client ID number and/or client case number for each participant served; DHS will sort by family.

Michigan Rehabilitation Services
JET Program Procedures

JOB, EDUCATION AND TRAINING (JET)
CONSULTATION REQUEST FORM

All information contained in this form must be completed and any available medical/vocational records attached. This form must accompany the customer or be sent to the JET/MRS counselor prior to scheduling an appointment.

IDENTIFYING INFORMATION

NAME _____
DOB _____ SSN _____

REASON FOR CONSULTATION

PROFESSED OR SUSPECTED DISABILITY (include available med/voc records)

OTHER RELATED BARRIERS LIKELY DUE TO DISABILITY (include available med/voc records)

APPLIED FOR SSA BENEFITS? YES NO
IF YES, CURRENT STATUS Pending Denied Appeal Allowed

HAS THIS PERSON INDICATED AN INTEREST IN EMPLOYMENT?

YES NO

DHS CONTACT

DHS OFFICE _____
EMPLOYEE NAME _____ PHONE _____

Consultation RESPONSE -

Person did not appear for scheduled appointment	_____	(Date)
Person was provided information on employment services	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Person does not feel they are employable.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Person wants to apply for MRS services	YES <input type="checkbox"/>	NO <input type="checkbox"/>

(Comments) _____

**JOBS, EDUCATION AND TRAINING (JET)
MRS REFERRAL FORM**

All information contained in this form must be completed and any available medical/vocational records attached. This form must accompany the customer or be sent to the JET/MRS counselor prior to scheduling an appointment.

IDENTIFYING INFORMATION

NAME _____
DOB _____ SSN _____

PARTNER IDENTIFICATION

DHS OFFICE _____
MWA OFFICE _____
EMPLOYEE NAME _____ PHONE _____

REASON FOR REFERRAL

PROFESSED OR SUSPECTED DISABILITY (include available med/voc records)

OTHER RELATED BARRIERS LIKELY DUE TO DISABILITY (include available med/voc records)

APPLIED FOR SSA BENEFITS? YES NO
IF YES, CURRENT STATUS Pending Denied Appeal Allowed

HAS THIS PERSON INDICATED AN INTEREST IN EMPLOYMENT?
YES NO (IF NO, THIS IS NOT AN APPROPRIATE REFERRAL FOR SERVICES)

WHAT CUSTOMER NEEDS HAVE YOU IDENTIFIED THAT REQUIRES A REFERRAL TO MRS?

MRS RESPONSE TO REFERRAL -	
Person did not appear for appointment scheduled	_____ (Date)
Person has been provided information about employment services	YES <input type="checkbox"/> NO <input type="checkbox"/>
Person does not feel they are employable	YES <input type="checkbox"/> NO <input type="checkbox"/>
Person wants to apply for MRS services	YES <input type="checkbox"/> NO <input type="checkbox"/>