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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY  
LANSING

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ACTING DIRECTOR

**OFFICIAL**  
**Policy Issuance (PI): 19-03, Change 1**

**Date:** May 11, 2021

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

**From:** Krista Johnson, Division Administrator **SIGNED**  
Talent Development Division  
Workforce Development

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

**Rescissions:** None

**References:** The Workforce Innovation and Opportunity Act (WIOA) of 2014, Public Law 113-128 (29 United States Code (U.S.C.) Section 3101, *et. seq.*)  
  
The WIOA Final Regulations as Published in the Federal Register on August 19, 2016 (20 Code of Federal Regulation [CFR] Part 675 et al.)  
  
U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) 4-15, "Vision for the One-Stop Delivery System Under the WIOA," issued August 13, 2015  
  
USDOL TEGL 16-16, "One-Stop Operations Guidance for the American Job Center Network," issued January 18, 2017  
  
WIOA Manual, issued January 29, 2018, and subsequent issuances

**Programs Affected:** All programs operated by the MWSCs

**Background:** The Michigan Department of Labor and Economic Opportunity, Workforce Development (LEO-WD), in partnership with the MWAs, assists job seekers in obtaining and advancing in employment, education, training, and supportive services to foster individual success in the labor market. WD's state and federally funded job seeker and business services are designed to strengthen and improve our public workforce system, help equip our citizens to enter high-quality jobs and careers, and help employers hire and retain skilled workers.

The WIOA maintains the nationwide system of One-Stop centers, which directly provide an array of employment services and connect customers to work-related training and education. The WIOA furthers a high-quality One-Stop center system by continuing to align investments in workforce, education, and economic development with regional, in-demand jobs. The WIOA places a greater emphasis on One-Stop centers achieving results for job seekers, workers, and businesses. The WIOA reinforces the partnerships and strategies necessary for One-Stop centers to provide job seekers and workers with the high-quality career services, training and education, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including training and education for their current workforce.

**Policy:**

While WD views certification of MWSCs by State of Michigan staff as a best practice, the WIOA does not prohibit local staff or a third-party from conducting the MWSC certification if the One-Stop operator is not the local area's Workforce Development Board (WDB) (20 CFR 678.800). In light of health and safety concerns potentially limiting travel for the remainder of Calendar Year 2021, this policy change identifies MWAs required to conduct an evaluation and submit supporting documentation to WD to confirm all requirements have been met and the Service Centers in their local area have been certified. The following MWAs are required to conduct the certification process for each of their respective MWSCs and submit documentation to WD for review and acknowledgment:

- DESC
- Northeast
- Southeast
- Region 7B
- West Michigan
- SEMCA
- Oakland
- Kinexus
- GST
- Macomb/St. Clair
- Southwest

PI 19-03 details the criteria required for the MWSC certification for Calendar Years 2019, 2020, and 2021, for the time period of January 1, 2019 through December 31, 2021.

The MWAs must provide, through the completion of the Pre-Visit Questionnaire (Attachment C), verification of access to the services from the following programs, which must be made available through the MWSCs, or through referral, including intake and registration, eligibility determination (if applicable), enrollment in the program, and referral to program activity:

- Programs authorized under Title I of the WIOA.
- Programs authorized under the Wagner-Peyser Act, as amended.
- Adult education and literacy activities authorized under Title II of the WIOA.
- Programs authorized under Title I of the Rehabilitation Act of 1973 (Other than Section 112 or Part C).

- Activities authorized under Title V of the Older Americans Act of 1965.
- Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.
- Activities authorized under Chapter 2 of Title II of the Trade Act of 1974.
- Activities authorized under Chapter 41 of Title 38, U.S.C.
- Employment and training activities carried out under the Community Services Block Grant Act.
- Employment and training activities carried out by the Department of Housing and Urban Development.
- Programs authorized under state unemployment compensation laws (in accordance with applicable federal law).
- Programs authorized under Section 212 of the Second Chance Act of 2007.
- Programs authorized under Part A of Title IV of the Social Security Act.
- Programs authorized under Section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)) and work programs authorized under Section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015[o]).

### **Resource Rooms**

The MWSCs must provide, through completion of the Self-Certification Review Guide (Attachment D), verification that the self-serve resource area or “resource room” offers the following services to customers, at a minimum:

- Labor exchange tools.
- Computer applications software.
- Résumé 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.
- Periodicals.

Specific requirements include:

- Career exploration computer applications to benefit job seekers, including access to the [Pure Michigan Talent Connect website](#), as required for career services.

In addition, the following must be displayed:

- Grievance procedures.
- Job Service Complaint System Poster (USDOL Training Employment Notice 15-09).
- Michigan Law Prohibits Discrimination (State of MI Form CR-487-E).
- Equal Opportunity is the Law Notice (in appropriate languages).
- If You Have a Complaint About (DLEG-BWP 305 P).
- Your Rights Under the Fair Labor Standards Act (minimum wage poster).
- Veteran's Priority of Service Poster.
- Justice For All Poster (U.S. Department of Agriculture).

Specific materials are not required for the other mandated services. 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 the front entrance) and in close proximity to the receptionist, greeter, and/or navigator. To ensure that individuals can easily access needed services, the MWSCs must have staff available at all times to help customers navigate the MWSC.

For the remainder of the current three-year certification cycle, MWAs will self-certify as part of the MWSC certification process. Self-certification will be utilized as a method of verification and compliance with the MWSC certification criteria.

All other provisions of PI 19-03 not specifically altered by this policy change remain unchanged and in effect.

**Action:**

All MWAs listed in the PI must conduct a self-evaluation and prepare and submit a signed MWSC Certification Criteria Assurance (Attachment A), a completed MWSC Self-Certification Questionnaire (Attachment C), and a completed MWSC Self-Certification Review Guide (Attachment D). All required paperwork shall be submitted electronically to the Talent Development Division at [LEO-TSDIV@michigan.gov](mailto:LEO-TSDIV@michigan.gov) by September 30, 2021. Electronic signatures are allowable.

Please copy your assigned WIOA State Coordinator on your email submission. WD will respond within 45 days of the receipt of all required information.

As necessary, Attachment B to this policy should be completed and submitted to WD at [LEO-TSDIV@michigan.gov](mailto:LEO-TSDIV@michigan.gov) in accordance with the guidelines of this policy.

**Inquiries:** Questions regarding this policy should be directed to your WIOA State Coordinator.

This policy is available for downloading from the [WD's website](#).

WD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Please contact Ms. Paula Hengesbach by telephone at 989-388-3272 or by email at [HengesbachP@michigan.gov](mailto:HengesbachP@michigan.gov) for details.

WD is funded by state and federal funds; more details are available on the Legal Disclaimer page at [www.michigan.gov/workforce](http://www.michigan.gov/workforce).

**Expiration**

**Date:** December 31, 2021

KJ:KJ:ph  
Attachments

**Michigan Works! Service Center (MWSC) Certification Criteria Assurance**

By signing and submitting this form, the undersigned is attesting that all required MWSC certification criteria detailed in Policy Issuance (PI) 19-03, issued February 14, 2019, have been satisfied for Calendar Years 2019, 2020, and 2021. Further, the undersigned understands that this review will be conducted to self-certify by September 30, 2021, to verify compliance with the criteria outlined in PI 19-03.

Further, attached to this assurance is a complete listing of all comprehensive and affiliate MWSCs operated by the MWA, including the physical address, telephone number, days and hours of operation, and, if designated as an affiliate site, a description of the criteria not satisfied for those locations.

Michigan Works! Agency:

Typed Name and Title of Certifying Official:

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Signature

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Date

**Please use this form for changes (Check all that apply):**

- MWSC relocated
- MWSC re-designated to affiliate site or comprehensive MWSC
- New MWSC or MWSC affiliate site
- MWSC 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:	
Days and Hours of Operation:		
Designation: <input type="checkbox"/> Comprehensive MWSC <input type="checkbox"/> MWSC Affiliate Site		

**(New) Current Information**

Street Address:	City:	Zip Code:
Telephone Number:	Fax:	
Days and Hours of Operation:		
Designation: <input type="checkbox"/> Comprehensive MWSC <input type="checkbox"/> MWSC Affiliate Site		

Comments:
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(Revised 12/2018)

This form shall be submitted electronically via email to LEO-TSDIV@michigan.gov.

**MICHIGAN WORKS! SERVICE CENTER (MWSC)  
Self-Certification Questionnaire**

*(Completed by Michigan Works! Agency (MWA) staff and submitted to the Department of Labor and Economic Opportunity (LEO) by September 30, 2021)*

MWA:

Contact Name and Title:

Contact Telephone Number:

Contact Email:

Attainment of certification provides assurance to the State and the general public that the MWSC has achieved a high standard and consistently maintains and improves upon that standard. Service Center staff are asked to work together with MWA leadership to develop responses to the following:

For each MWSC location, please describe how access (including intake, registration, eligibility determination (if applicable), enrollment and referral to activities) to the following programs is made available. (If by referral, please include the process and additional partners.):

- Programs authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA)
- Programs authorized under the Wagner-Peyser Act, as amended
- Adult education and literacy activities authorized under Title II of the WIOA
- Programs authorized under Title I of the Rehabilitation Act of 1973 (other than Section 112 of Part C)
- Activities authorized under Title V of the Older Americans Act of 1965
- Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2018
- Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
- Activities authorized under Chapter 41 of Title 38, U.S.C. (Veterans Job Training Program)
- Employment and training activities carried out under the Community Services Block Grant Act

- Employment and training activities carried out by the Department of Housing and Urban Development (HUD)
- Programs authorized under State unemployment compensation laws (in accordance with applicable federal law)
- Programs authorized under Section 212 of the Second Chance Act of 2007 (Returning Offenders)
- Programs authorized under Part A of Title IV of the Social Security Act
- Programs authorized under Section 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008

With the approval of the local Workforce Development Board and Local Chief Elected Officials, in addition to the programs and entities described above, other entities that carry out workforce development programs may be incorporated into the local One-Stop delivery system, as well as other programs and services, based on local conditions and available resources. For **each** MWSC location, please list any such entities:

How do business services staff use and share labor market information?

Describe how regional and local sector/industry strategies are developed and implemented, including the use of the Michigan Industry Cluster Approach (MICA) 2.0 Guidelines.

Describe how relationships and networks with large and small employers and their intermediaries are established and developed.

Describe how educational entities are engaged when developing customized and other training programs.

Describe how the MWSC is linked to other partners beyond the site to ensure alignment with the community and regional strategies.

What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

How are the needs of populations with barriers met through staff-assisted and other means?

How are the voices of populations with barriers heard and brought to the table when designing services and facilities?

How are requests for reasonable accommodations reviewed and processed?

How are MWSC staff and leadership trained and cross-trained on an ongoing basis to stay current on programs and services?

How do you actively engage staff of all programs in the design of services, action planning, and analysis of indicators and trends when possible?

How are all staff informed of changes/updates/trends in service design, program policies, and services to customers?

The continuous improvement of services to both job seekers and employers is crucial to Michigan's workforce productivity and competitiveness. In regard to customer satisfaction and feedback, please provide the following information:

- Describe the MWAs methodologies for collecting customer feedback.
- For ***both*** the most recently completed calendar year and the current calendar year to date, provide:
  - The number of individuals who were provided customer satisfaction outreach;
    - Job seekers
    - Employers
  - The response rate;
    - Job seekers
    - Employers
  - The efforts made to improve the response rates;
    - Job seekers
    - Employers
  - The results of the customer satisfaction surveys, and whether the results were generalized to the entire population or isolated to individual instances; and
    - Job seekers
    - Employers
  - A description of any continuous improvement processes for incorporating the customer satisfaction feedback.
    - Job seekers
    - Employers

Describe how this data is shared with staff and stakeholders.

*Please list any best practices you would like to highlight and share.*

**MICHIGAN WORKS! SERVICE CENTER (MWSC)**  
**Self-Certification Review Guide**

*(Completed by an MWA representative for each Comprehensive MWSC location)*

Michigan Works! Agency (MWA):

Service Center Name:

Service Center Address:

Reviewer:

Date of Review:

1. 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

**Notes:**

2. Adequate parking, including designated accessible parking? Yes  No

**Notes:**

3. Public transit routes in close proximity? Yes  No

**Notes:**

4. The proximity of ancillary services? Yes  No

**Provide examples:**

**Notes:**

5. 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

If no, is such assistance provided in a comparable manner via the use of technology? Yes  No

**If yes, explain:**

**Notes:**

6. Is the layout of the Service Center arranged by services offered rather than by program? Yes  No

**Notes:**

7. Does the Service Center have space to accommodate both individual and group consultation with customers? Yes  No

**Notes:**

8. Does the Service Center have a common reception area? Yes  No

**Notes:**

9. Does the Service Center have space to accommodate itinerant staff? Yes  No

**Notes:**

10. Are there additional features to support a customer friendly system (ex. cafeteria, childcare facility, clothes closet, etc.)? Yes  No

**Notes:**

11. Is space available in the facility for employer interviews? Yes  No

**Notes:**

12. Are the Service Center hours consistent with State workdays and holidays? Yes  No

**Notes:**

13. Does the Service Center offer hours outside normal business hours, such as evening or Saturday? Yes  No

**Notes:**

14. 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

**Notes:**

15. Does the service center staff incorporate the Michigan Works! identity and required initiatives in all telephone greetings? Yes  No

**Notes:**

16. Do publications and websites include a reference to the State of Michigan? Yes  No

**Notes:**

17. Has the MWSC included the "American Job Center" identifier or "a proud partner of the American Job Center network" on all products, programs, activities, services, facilities and related property, and materials and primary electronic resources used by the MWSC system? Yes  No

**Notes:**

18. Are there notices regarding the availability of oral interpretation services? Yes  No

**How are requests handled:**

19. If a significant portion of the population to be served speaks a language or languages other than English, has the MWSC taken reasonable steps to provide Equal Opportunity (EO) notices and other services/notices in the appropriate language(s)?

Yes No **Notes:**

20. Are the required posters displayed?

Yes No 

- MWA Grievance procedures
- Michigan Law Prohibits Discrimination
- Equal Opportunity is the Law Notice
- If You Have a Complaint About Your Rights Under the Fair Labor Standards Act
- Veterans Priority of Service Poster
- Justice for All Poster

**Notes:**

21. Do employment notices, participant recruitment flyers, and other written materials published by the MWSC contain the required "Equal Opportunity" tagline?

Yes No **Notes:**

22. Are there contributions (both in terms of staff and financial) by required programs and other locally determined partners to an integrated service delivery system and are these contributions documented in MOU's and IFA's?

Yes No **Notes:**

23. Does the service center appear to meet basic ADA requirements to ensure physical and programmatic accessibility?

Yes No **Notes:**

If Yes, has an ADA Self-Certification Checklist been completed?

Yes No 

24. Is the state-developed OSMIS or other state-approved centralized, integrated management information system utilized for record management and the sharing of participant records amongst service delivery programs and partners?

Yes No **Notes:**

25. 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 **Notes:**

Does the Service Center have a resource room that contains the following, available in a variety of formats (ex. large print, Braille, electronic, hard copy, multiple languages, etc.):

26. Labor exchange tools (phone, fax, copier)? Yes  No

**Notes:**

27. Computer applications software? Yes  No

**Examples:**

28. Resume writing software? Yes  No

**Examples:**

29. Job, career, and skill self-assessment tools? Yes  No

**Notes:**

30. Career, job, and labor market information? Yes  No

**Notes:**

31. Career planning information? Yes  No

**Notes:**

32. Job Search information? Yes  No

**Examples:**

33. Interviewing information? Yes  No

**Notes:**

34. Information on resumes, cover letters, etc.? Yes  No

**Notes:**

35. Information on job retention? Yes  No

**Notes:**

36. Directories? Yes  No

**Examples:**

37. Periodicals? Yes  No

**Examples:**

38. Assistive technology and alternative formats? Yes  No

**How are individual requests processed?**

**Notes:**

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

**Staff Schedule:**

40. Information relating to supportive services available in the local area, including child care and transportation, and referral to such services, as appropriate? Yes  No

**Notes:**

41. Financial aid information, including assistance in establishing eligibility for financial aid for training and education programs available in the local area that are not funded under the WIOA? Yes  No

**How is information disseminated?**

42. Labor exchange using Pure Michigan Talent Connect? Yes  No

**Notes:**

43. Information regarding filing claims for unemployment compensation, in appropriate languages? Yes  No

**Notes:**

44. Information regarding how the local area is performing on the local performance measures and any additional performance information regarding the local workforce investment system? Yes  No

**How is an inquiry handled?**

45. Are all local services and programs integrated with current State priorities and initiatives? Yes  No

**Notes:**

Does the Service Center offer all of the following required **Services to Employers** to assist in finding qualified workers?

46. Labor exchange using the Pure Michigan Talent Connect website? Yes  No

**Notes:**

47. Interview facilities at MWSCs? Yes  No

**Notes:**

48. State and/or federally generated information on the ADA? Yes  No

**Notes:**

49. Information regarding consultations on workplace accommodations for persons with disabilities? Yes  No

**Notes:**

50. Information on and referral to business start-up, retention and expansion services? Yes  No

**Notes:**

51. Information on and referral to sources for developing customized training programs? Yes  No

**Notes:**

52. Information on Trade Act programs and certification? Yes  No

**Notes:**

53. Rapid Response to mass layoffs and plant closings? Yes  No

**How is this handled?**

54. Information about incentives such as the Work Opportunity Tax Credit? Yes  No

**Notes:**

55. Information and consultation on the Fidelity Bonding Program? Yes  No

**Notes:**

56. Does the Service Center offer appropriate recruitment and other business services on behalf of employers, including information on and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system? Yes  No

**Notes:**

57. Does the Service Center offer the provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas? Yes  No

**Notes:**

Does the Service Center offer all of the following **Career Services for individuals?**

58. Self-service, including virtual services? Yes  No

**Notes:**

59. Facilitated self-help job listings? Yes  No

**Notes:**

Are the following required **basic career services** available and consistent with allowable program activities:

60. WIOA eligibility determination? Yes  No

**Notes:**

61. Outreach and intake, including worker profiling? Yes  No

**Notes:**

62. Orientation to information and other services available through the MWSC delivery system? Yes  No

**Notes:**

63. Provision of Equal Opportunity, discrimination complaint process, and rights to file a complaint as part of orientation? Yes  No

**Notes:**

64. Initial assessment of skill levels, including literacy, numeracy and English Language proficiency, as well as aptitudes, abilities, including skill gaps, and supportive service needs? Yes  No

**Notes:**

65. Job search and placement assistance, and when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations and the provision of information on nontraditional employment? Yes  No

**Notes:**

66. Appropriate recruitment and other business services on behalf of employers, including information on and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system? Yes  No

**Notes:**

67. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs? Yes  No

**Notes:**

68. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas: information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in-demand and the earnings, skill requirements, and opportunities for advancement for those jobs? Yes  No

**Notes:**

69. Provision of performance information and program cost information on eligible providers of training services by program and type of provider? Yes  No

**Notes:**

70. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's MWSC delivery system? Yes  No

**Notes:**

71. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including child care; child support; medical or child health assistance available through the state's Medicaid program and Children's Health Insurance program benefits under the Supplemental Nutrition Assistance Program, assistance through the state Earned Income Tax Credit, assistance under a state program for Temporary Assistance for Needy Families, other supportive services, and transportation provided through that program? Yes  No

**Notes:**

72. Provision of information and assistance regarding filing claims for unemployment compensation, by which the One-Stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation? Yes  No

**Notes:**

Are the following required **individualized career services** made available, if determined to be appropriate, in order for an individual to obtain or retain employment:

73. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals? Yes  No

**Notes:**

74. Development of an Individual Employment Plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including a list of, and information about, the eligible training providers? Yes  No

**Notes:**

75. Group counseling? Yes  No

**Notes:**

76. Individual counseling and mentoring? Yes  No

**Notes:**

77. Career planning, for example, case management? Yes  No

**Notes:**

78. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training; in some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services? Yes  No

**Notes:**

79. Internships, and paid or unpaid work experiences, that are linked to careers; internships and work experiences may be arranged within the private for-profit sector, the non-profit sector, or the public sector? Yes  No

**Notes:**

80. Workforce preparation activities, including programs or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of post-secondary education, training, or employment? Yes  No

**Notes:**

81. Financial literacy services, as outlined in policy and training manuals? Yes  No

**Notes:**

82. Out of area job search assistance and relocation assistance? Yes  No

**Notes:**

83. English language acquisition and integrated education and training programs? Yes  No

**Notes:**

84. Transitional jobs training, defined as time-limited work experiences that are subsidized and are in the public, private, or non-profit sectors for individuals with barriers to employment who are chronically unemployed and/or have an inconsistent work history? Yes  No

**Notes:**

Are the following **training services** made available (when applicable) to individuals after an interview, assessment or evaluation determines that the individual requires training to obtain employment or remain employed:

85. Registered Apprenticeships? Yes  No

**Notes:**

86. Occupational skills training? Yes  No

**Notes:**

87. Training for non-traditional employment? Yes  No

**Notes:**

88. On-the-Job Training (OJT)? Yes  No

**Notes:**

89. Incumbent Worker Training? Yes  No

**Notes:**

90. Programs that combine workplace training with related instruction, which may include cooperative education programs? Yes  No

**Notes:**

91. Training programs operated by the private sector? Yes  No

**Notes:**

92. Skill upgrading and retraining? Yes  No

**Notes:**

93. Entrepreneurial training programs that assist individuals who are seriously interested in starting a business in Michigan and becoming self-employed? Yes  No

**Notes:**

94. Job readiness training provided in combination with any of the aforementioned training services, with the exception of Registered Apprenticeships? Yes  No

**Notes:**

95. Adult education and literacy activities, including activities of English language acquisition, and integrated education and training programs provided concurrently or in combination with any of the aforementioned training services, with the exception of Registered Apprenticeships and transitional jobs training? Yes  No

**Notes:**

96. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training, such as OJT? Yes  No

**Notes:**