



MICHIGAN DEPARTMENT OF
**LABOR & ECONOMIC
OPPORTUNITY**

**WORKFORCE
DEVELOPMENT**

Employment Services Manual

**Talent Development Division/
Workforce Innovation**

Updated September 8, 2020

ES Manual Update #2 – Revision Date 6/01/20

Section	Subject	Revision Description
1:3	Merit- Based Staff	Language revised to include removing the requirement that states hire state merit staff for ES activities provided under the Wagner-Peyser Act.
1:4	Information Sharing	Revised language regarding the Confidential Agreement for Information with UI allowing MWAs access to wage record data and customer email addresses.
		Updated form attached in the ES Forms section.
1:6	ES Plan Guidance	Language added regarding electronic signatures.
1:9	ES Complaint System	Revision of ES Complaint System
		Forms are now electronic. Flow Charts included in ES Forms section.
3:4	Fidelity Bonding Program	Updates to summarize the program. For details of the program refer to Policy Issuance 19-22, Change 1, issued July 15, 2020.
		Forms removed
4:4	Services for Veterans	Added two references.
4.5	Services to Migrant Seasonal Farm Workers	Minor language change.
4.6	Agricultural Recruitment System	Updated Submittal Information.
4.7	Criteria Clearance Orders	Updated Submittal Information.
4:8	H-2B	Revisions to this section.

Table of Contents

Acronyms.....	1
Chapter 1 – Regulatory Responsibility	1
Section 1:1 – Background.....	1
Section 1:2 – ES Regulations.....	1
Section 1:3 – Merit-Based Staff.....	2
Section 1:4 – Information Sharing	2
Section 1:5 – Freedom of Information Act (FOIA).....	3
Section 1:6 – ES Plan Guidance	4
Section 1:7 – MWA Closures	4
Section 1:8 – Hours of Operation.....	4
Section 1:9 – ES Complaint System	5
Section 1:10 – State Monitor Advocate (SMA).....	13
Chapter 2 – Electronic Systems	1
Section 2:1 – MILogin (Michigan Login)	1
Section 2:2 – Pure Michigan Talent Connect (PMTc).....	1
Section 2:3 – One-Stop Management Information System (OSMIS).....	2
Section 2:4 – System Outage.....	9
Section 2:5 – MILogin Assistance.....	10
Chapter 3 – Employer Services	1
Section 3:1 – Levels of Service Delivery.....	1
Section 3:2 – Job Orders	1
Section 3:3 – Distributing and Collecting Job Applications.....	6
Section 3:4 – Fidelity Bonding Program (FBP).....	7
Section 3:5 – Discontinuance of Employer Services.....	8
Chapter 4 – Job Seeker Services	1
Section 4:1 – Levels of Service Delivery.....	1
Section 4:2 – Assessments.....	1
Section 4:3 – Services for Unemployment Claimants	2
Section 4:4 – Services for Veterans.....	7
Section 4:5 – Services to Migrant Seasonal Farmworkers (MSFW)	13
Section 4:6 – Agricultural Recruitment System (ARS)	16
Section 4:7 – Criteria Clearance Orders	20
Section 4:8 – H2B.....	22

Section 4:9 – Services for People with Disabilities	24
Section 4:10 – Services for English Language Learners.....	25
<u>Chapter 5 – Performance and Accountability</u>.....	1
Section 5:1: – Common Exit for USDOL Administered Programs.....	1
Section 5:2 – Performance Measures	3
Section 5:3 – Negotiating Levels of Performance	4
Section 5:4 – MWA Oversight	9
Section 5:5 – Performance Accountability	10
<u>Glossary of Definitions</u>	1
<u>Employment Service (ES) Forms</u>.....	1

ACRONYMS

Acronym	Meaning
ADA	Americans with Disabilities Act
AEL	Agricultural Employment Liaison
AEWR	Adverse Effect Wage Rate
AHO	Applicant Holding Office
ARS	Agricultural Recruitment System
BFOQ	Bona-Fide Occupational Qualification
BSBP	Bureau of Services for Blind Persons
CI	Confidential Information
CFR	Code of Federal Regulation
DOL	Department of Labor
DVOP	Disabled Veterans Outreach Program
EEO	Equal Employment Opportunity
EEOC	Equal Employment Opportunity Commission
ES	Employment Service
ETA	Employment and Training Administration
FBP	Fidelity Bonding Program
FCJL	Federal Contract Job Listing
FLC	Farm Labor Contractor
FOIA	Freedom of Information Act
HSE	High School Equivalency
ICO	Intra/Interstate Clearance Order
ISS	Individual Service Strategy
JVSG	Jobs for Veterans State Grant
LMI	Labor Market Information
LVER	Local Veterans' Employment Representative
MEDC	Michigan Economic Development Corporation
MESA	Michigan Employment Security Act
MOU	Memorandum of Understanding
MRS	Michigan Rehabilitation Services`
MSFW	Migrant and Seasonal Farmworker
MWA	Michigan Works! Agency
MWSC	Michigan Works! Service Centers
OFCCP	Office of Federal Contract Compliance Programs
OHO	Order Holding Office
OSMIS	One-Stop Management Information System
PMTTC	Pure Michigan Talent Connect
RESEA	Reemployment Service and Eligibility Assessment
SMA	State Monitor Advocate

SSN	Social Security Number
SWA	State Workforce Agency
U.S.	United States
UI	Unemployment Insurance
USDOL	United States Department of Labor
USDOL-ETA	United States Department of Labor - Employment Training Administration
VCA	Veterans Career Advisors
VES	Veterans Employment Services
VER	Veterans Employment Representative
WD	Workforce Development