



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR & ECONOMIC GROWTH
LANSING

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Bureau of Workforce Programs (BWP)
Policy Issuance (PI): 06-10

Date: September 8, 2006

To: Michigan Works! Agency (MWA) Directors and Field Services Regional Managers

From: Brenda C. Njiwaji, Director, Bureau of Workforce Programs (**SIGNED**)

Subject: Individual Service Strategies (ISS)

Programs Affected: All Programs funded through the Michigan Department of Labor & Economic Growth's (DLEG) BWP, excluding Wagner-Peyser 7(a), 7(b) and Trade Adjustment Act of 1974, as amended

References: Personal Responsibility and Work Opportunity Reconciliation Act of 1996 Section 408(b)(1) and Section 408(b)(2)

Reauthorization of the Temporary Assistance for Needy Families Program, Interim Final Rule, 45 CFR Part 261, et al.

Workforce Investment Act (WIA) of 1998, Sections 129(c)(1)(A)(B), and Section 134(d)(3)(C)

WIA of 1998, Title I, Part 664 (Youth Activities)

WIA, Final Rules 20CFR, Part 652, et al.

WIA Participant Management Information Guide

The Jobs for Veterans Act, PL 107-288

Rescissions: Office of Workforce Development PI 01-31, issued August 6, 2001

Background: BWP regulations require the preparation of an ISS for all affected programs administered through the bureau. This PI introduces the requirement of an electronic ISS to be completed for all affected program participants on the One-Stop Management Information System (OSMIS).

Policy: In consultation with a participant, the MWA must develop an ISS. It is recommended the consultations be held in-person with the participant, however, they may take place over the telephone or use other alternative communication methods. The ISS must be completed within 30 days following enrollment into a DLEG/BWP administered program. If the participant is a veteran, the DLEG/BWP Field Services Division Local Veteran's Employment Representative (LVER) or Disabled Veteran's Outreach Worker (DVOW) should also be consulted. LVERs and DVOWs are required to develop and/or maintain an ISS for veteran job seekers identified as receiving case management.

The ISS is now required to be completed electronically for all participants in non-excluded programs and be maintained on the OSMIS. Please note participants of excluded programs do not require an ISS unless dually enrolled in a non-excluded program. All new participant files/documents should be on the OSMIS by April 1, 2007. The MWA offices will have until October 1, 2007, to convert all active and/or existing ISS files/documents to an electronic version. There is no requirement to maintain a hard copy formatted ISS in a participant file. However, if a hardcopy is maintained, it is recommended the ISS contain signatures of both a service center staff member (e.g., caseworker) and the participant. The ISS must be continuously updated via electronic case notes reflecting all changes in services received and records/documents kept. Additionally, the OSMIS must accurately reflect when participants meet goals and objectives of the plan(s) or as changes occur to stated goals and objectives. In addition, the procedures/techniques that have been in place to complete an ISS will not change. However, the ISS must now be completed electronically and maintained on the OSMIS.

The ISS sets forth a mutually developed plan between a participant and the caseworker. The purpose of the ISS is to address barriers and assist the participant in achieving employment/training goals. This will verify a participant is aware of and understands the details of the mutually developed ISS. Final approval of the ISS rests with the MWA worker. An acknowledgement copy of the ISS must be provided to the participant.

Action: MWA officials shall take the appropriate actions necessary to implement the directives of this PI.

Inquiries: Questions regarding this PI should be directed to Ms. Dell Alston at (517) 241-4224.

The information contained in this PI will be made available in alternative format (large type, audio tape, etc.) upon request to this office.

Expiration

Date: Continuing

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