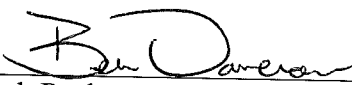



**MICHIGAN WORKS! AGENCY - DEPARTMENT OF HUMAN SERVICES-
VISION 100 PLAN DEVELOPMENT**

1. Michigan Works! Agency (MWA) Upjohn Institute of Employment Research Kalamazoo – St. Joseph County Michigan Works!	2. MWA Number: 14
3. Department of Human Services (DHS) Local Office Kalamazoo County DHS	4. County and District No.: 39 Kalamazoo County
5. Plan Title(s): Partnership. Accountability. Training. Hope. (PATH) “Vision 100”	
6. Policy Issuance Number: 12-27	7. Plan Period: 2-28-13 – 9-30-2013

THE MWA AND DHS LOCAL OFFICE HAVE TOGETHER DEVELOPED THE PATH PROGRAM PLAN AND ARE IN AGREEMENT WITH THE CONTENTS OF THIS DOCUMENT.

Ben Damerow MWA DIRECTOR 	DATE 2/8/13
Rob Peck DHS LOCAL OFFICE DIRECTOR 	DATE 2/8/13

(02/13)

PATH "VISION 100" PLAN NARRATIVE:

1. MWA / DHS / Identification Information

MWA- Director Name: Ben Damerow
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2. Description of Joint Planning and Service Delivery Coordination

a) *CORE Mission*

The core mission of Vision 100 is to assist families with achieving self-sufficiency and to improve the quality of life for the children and adults whom we serve. Recipients of the Family Independence Program (FIP) benefits often face significant challenges and need supportive case management services to remove barriers to employment and focus on gaining self-sufficiency.

Supportive case management is a key component of the Partnership, Accountability, Training, Hope (PATH) program. The focused services and activities will aid families in achieving self-sufficiency, allow DHS to meet federal work participation program goals and avoid federal TANF block grant penalties.

Vision 100 will serve as a mechanism for demonstrating PATH program performance for DHS local offices and their MWA partners. It will also empower DHS and MWA offices in proactively engaging families, enhancing local partnerships and leveraging innovation.

The Kalamazoo County PATH Program will include the Kalamazoo County Department of Human Services (DHS), Kalamazoo/St. Joseph Michigan Works!(MWA), and other identified profit and nonprofit agencies that 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.

Ongoing partnership and collaboration between Kalamazoo DHS and MWA will be the driving force behind carrying out the intentions of Vision 100 and the local Kalamazoo County Vision 100 plan. Regular communication at all staffing levels across both agencies, partner meetings, consistent goals, ongoing data analysis and joint staff training and information sharing are the critical components to maintaining a 50% work participation rate.

MWA

To meet the goals of the Vision 100 policy and the Kalamazoo County Vision 100 Plan, at a minimum, the MWA will ensure the following:

- Through case management and hours management, the MWA will ensure that participants who are referred to PATH are actively participating in allowable activities and meeting core hourly requirements.
 - If participants fail to participate in assigned activities, noncompliance warning notices and triage notices will be issued in a timely manner, per policy.
- In their first day within the program (AEP or FIP ACTIVE) the MWA will provide work eligible clients, who have been referred from DHS with PATH program expectations and requirements through an orientation process. Applicants/ participants will be given copies of all documentation and copies will be kept by MWA to populate participant files.
- Ensure timely data entry into the OSMIS system of all relevant information within 48 hours. This includes but is not limited to activity updates, case notes, barriers and barrier removal information
- Proactively engage clients with development of an individualized work participation plan through weekly check-ins and meetings with MWA case management staff.
- Provide access and assistance to the state's labor exchange system.
- Ensure participants' identified barriers are addressed and refer to MW partner programs as appropriate.
- Provide connection to job and work experience opportunities, through weekly job/community service/work experience leads, access to MWA Work Experience Specialist and Business Services Liaison and referrals to job and work experience leads within the community.
- Respond promptly to client (and DHS partner requests) for assistance and information.
- Provide supportive services to participants, as funding sources allow.
- Provide job readiness activities, such as resume preparation and interviewing skill development.
- Provide ongoing case management services to PATH participants to facilitate meeting work participation rate goals and working towards the participant becoming self sufficient.
- Utilize data and reports to monitor and take corrective action when appropriate for clients with insufficient hours.
- Ensure all staff has a comprehensive understanding of policy, especially in regard to allowable activities, participation hours, noncompliances, and triages.

DHS

To meet the goals of the State of Michigan Vision 100 Policy and the Kalamazoo County Vision 100 Plan, at a minimum, DHS will ensure the following:

- Refer work eligible applicants to the MWA as early as possible in the application period to assist in meeting the state expected SOP.
- Explain FIP application process, temporary nature and self-sufficiency goals to clients. This introduction to expectations will introduce clients to the PATH program and PATH program expectations.
- Update Bridges within 24 hours of triage completion (identify monitoring/follow up procedures).
- Ensure completion of FSSPs for clients working 40 hours that are not referred to the MWA.
- Proactively engage deferred clients and provide active case management to remove barriers as early as possible (identify monitoring/follow up procedures).
- Update Bridges to ensure timely case closures, circumstance changes and sanction entry.
- Ensure all staff has a comprehensive understanding of policy especially in regards to deferral, non-cooperation and good-cause.
- Respond promptly to client (and MWA partner requests) for assistance and information.
- Ensure participants' identified barriers are addressed.
- Monitor and take appropriate action on non-cooperative clients (i.e. no shows, triages).
 - Share information with MWA, as appropriate.
- Monitor and take appropriate action on newly reported earned income identified on income reports.
 - Share employment information with MWA, as appropriate.

MWA and DHS Collaboration

The key to the success of the Kalamazoo County Vision 100 Plan will be the collaboration of the MWA and DHS along with collaboration of the staff at both organizations at all levels. At a minimum, monthly meetings between MWA and DHS management will be held to evaluate, assess and analyze work participation rate, along with discussion of solutions to identified problems or service delivery issues.

The goals of monthly manager meetings will be the following:

- Conduct coordinated, ongoing assessments of progress and maintenance of the 50% WPR on both the QG160 and QG163 reports;
- Celebrate successes; and identify clients to receive the Governor's Award on a quarterly basis;
- Identify changes in the proposed Vision 100 Plan, upon identification of gaps in service or change in need; and
- Discuss level of DHS and MWA partner engagement that may improve or accelerate progress toward plan goals and/or maintenance of the 50% WPR.

DHS and MWA management team members, along with DHS PATH Coordinator, will co-participate in monthly statewide WDA work participation rate calls and DHS PATH Coordinator calls. This joint attendance will allow for the information that is being disseminated at the state level to be heard simultaneously by both MWA and DHS at the local

level. In addition to being able to hear a consistent message, the opportunity for the two partner agencies to come together provides another outlet for conversation regarding performance measures and implementation of modifications to the plan, as needed.

Joint MWA and DHS full staff meetings will be held, at a minimum of twice a year to discuss goals, progress and any new policy release or implementation of policy. To work collaboratively, it is crucial that staff trainings will be held as needed. Staff trainings could include, but are not limited to:

- Policy review;
- Round table discussion and idea sharing;
- Team/partnership building; and
- Implementation of new procedures locally.

In addition, conversations will be held to make plans to hold Community Forums, as appropriate. This could include but is not limited to collaboration on community resource fairs, community service/work experience fairs and cooperation with any employability skill building or job fairs.

Information sharing amongst staff at all levels will be critical to the success of the Vision 100 plan and each individual PATH participant meeting their work participation rate requirements. This extensive information sharing includes, but is not limited to:

- MWA and DHS case managers communicating on a daily basis regarding individual cases (such as discussing changes in an individual's employment information, noncompliance status of a PATH participant and updated contact information).
- MWA and DHS middle management and DHS PATH Coordinator have regular communication regarding case actions, corrective actions and monitoring of reports.
- MWA and DHS executive management communicate regularly to discuss the progress of the goal and objectives of the Vision 100 Plan.
- MWA MIS Specialist available to assist as appropriate.

In Kalamazoo, co-location of DHS and MWA staff will occur in a manner that will exhibit cooperation and a commitment to the success of the PATH participants and the PATH program as a whole. Co-location efforts include, but are not limited to, the following:

- DHS staff attending MWA PATH orientation each week. This partnership along with the presentation and delivery of a unified message from both DHS and MWA will assist in overall increased PATH program understanding and participation by PATH participants.
- In addition, as part of PATH orientation, participants will have the opportunity to complete their FAST if they have not done so already.
- Both MWA and DHS will dedicate staff to conducting triages in an effort to deliver a clear and consistent message to PATH participants regarding noncompliance, triage, good cause and re-engagements.

- MWA staff will attend all triages at DHS to assist in an effective and efficient triage process.
- As needed, wrap around case management meetings will be held with DHS, PATH, and the PATH participant to assist in their success in the PATH Program and goals to self sufficiency.

Ongoing assessment and data analysis of the work participation rate through use of QG reports (150, 160, 163) and other appropriate MIS and Bridges reports will be the primary sources of data analysis. Staff in both organizations will review these reports in depth and communicate with one another to resolve any case, coding or work participation issues. If problems or case issues arise, creative problem solving techniques will be utilized to address barriers so future months' work participation rate goals can be met. PATH Program Management and DHS PATH Coordinator will spearhead this monitoring process and delegate the corrective actions to the appropriate staff.

This proposed Vision 100 Plan focuses on collaboration, including partner meetings, information sharing, joint data analysis and an overall shared vision to maintain a 50% work participation rate as the critical key to success.