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A Private-Public Partnership serving Branch, Calhoun, Kalamazoo and St. Joseph Counties

## PATH Program Plan Narrative-FY2015

### A. MWA Identification Information

#### *PATH Plan Contact*

In purposes of responding to the contents of this Plan, the contact person is:

#### **Dawn Roberts**

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### Description of PATH Services to be Provided

#### **1. Provision of Orientation and Client Assessment**

- a. *Describe the orientation component. Include a description of the respective responsibilities of DHS and the MWA in this process and the frequency of providing orientation.*

The purpose of orientation, held weekly for referrals (bi-weekly in Kalamazoo County) made from DHS, is to increase the employability of applicants/participants, identify barriers, and fully prepare them for successful job search, job retention, and to meet their required Work Participation hours, while also ensuring that all necessary program information and documentation is reviewed and obtained. Upon OSMIS referral and review, the MWA PATH staff conducts two orientations in Kalamazoo and St. Joseph Counties, held simultaneously, one for individuals who are FIP Active and one for AEP individuals. In Branch and Calhoun County, PATH & AEP orientation sessions are held together.

Both orientations cover various program related topics including: an overview of the structure and policies of the PATH program, participation requirements, consequences of noncompliance/triage, available supportive services, grievance procedures, equal opportunity information, and services available to participants at MWA One Stop Service Center. The AEP orientation also covers the application eligibility period in its entirety.

A DHS representative (in Kalamazoo County) is also present at all AEP Orientation/FIP Active Orientations to answer any participant questions regarding their cash case.

If the participant is FIP Active, at this time, PATH Staff places applicants into Job Search and Job Readiness activities (or other applicable activity if participant is employed, enrolled in education, completing community service, or other activities) and will immediately begin receiving Actual Hours for time participating in activities and is scheduled to meet one on one with their assigned Employment Specialist.



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On the same date of program enrollment, applicants/participants complete an Individualized Service Strategy (ISS) in which they will self-disclose their career objectives, qualifications (such as education level, work history, skills, and certifications) and barriers to employment (such as criminal background, lack of childcare or transportation, unstable housing, domestic violence situations, absence of High School Diploma/GED, mental or physical health issues, etc.). The ISS is then reviewed by PATH staff and the applicant/participant in a one-on-one meeting and appropriate referrals to local agencies and/or information on PATH or DHS provided services may be given to participant. The barriers identified by PATH staff are then be entered on MIS so that they may be tracked throughout the participant's referral and closed if met by PATH services, participant, or another agency's action.

After the first day of orientation to AEP and the PATH program, applicants complete a comprehensive soft skills training and focus on barrier removal during their 21 day AEP. Those coming to orientation already active FIP are enrolled directly in PATH activities (discussed below).

In addition to a priority on barrier removal, during their AEP, applicants have the opportunity to engage in resume building and leave with an active Pure Michigan Talent Connect Profile, a cover letter, template reference lists, and a thank you letter to utilize for job search. Online and in person job search techniques, interview skills, and job retention and professionalism are also covered. Employment Specialists work closely with PATH Business Services and Work Experience/Training staff to furnish participants with information regarding current job leads, community service/work experience placement, along with PATH trainings and workshops. Participants are given either a resource guide or an overview of community resources and view presentations by community agencies about available services.

In an effort to identify any basic skills deficiencies or other barriers to employment as quickly as possible, participants take NCRC WorkKeys pre-assessment (KeyTrain) during AEP, which allows PATH staff to identify any deficiencies or literacy issues that may require a referral to MRS or another agency. KeyTrain scores will be entered by PATH staff in the Assessment area of the ISS on the MIS system. Note: If a participant has previously completed AEP Orientation/FIP Active Orientation process and Key Train assessment, they may be fast tracked into job search activity (and may not be required to repeat specific portions of AEP Orientation/FIP Active Orientation). If a participant is not able to attend a scheduled assessment due to a verifiable conflict with employment, school/vocational training, or other circumstances a special orientation will be scheduled for the participant and assessment may be administered at that time. If a participant is FIP active at the time of scheduled orientation and immediately begins PATH activities, they too are referred to an assessment time to complete KeyTrain.

**Special Orientations:** To be eligible for a special orientation a participant must currently be engaged in employment or education activity that directly interferes with their ability to attend regularly scheduled AEP/AEP Orientation/FIP Active Orientation. The PATH Program identifies participants who require special orientations in two ways:

- 1) During DHS Intake a need for special orientation is identified and the participant is directed to contact appropriate PATH staff.

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- a. PATH office contact information is also included on the 4785 (Participant Orientation Letter) the participant receives from DHS if intake is not conducted in person.
- 2) Upon participant attending normal orientation they are asked if they are currently participating in education or employment that will prevent them from attending program activities.

During a special orientation, staff review and complete all intake paperwork, describe program requirements and expectations, collect documentation of participant activities, and provide the participant with the appropriate paperwork to document work or school activities. Participants may be asked to view the formal presentation provided prior to reviewing the program expectations. Each participant is then assigned to a PATH staff member and must contact them within the time periods established in the Individual Orientation Agreement which they will sign as part of special orientation.

- b. *Describe the client assessment process and the development of the ISS.*

**Initial Assessment:** The foundation of this process is two initial assessment mechanisms: the Individual Service Strategy (ISS) and the NCRC/Work Keys pre-assessment (KeyTrain). PATH Staff work with the Branch, Calhoun, Kalamazoo and St. Joseph County Employment Services provider to set up accounts for KeyTrain assessments. KeyTrain is used to assess applicant and participant abilities in the following categories: Locating Information, Reading for Information, and Applied Mathematics. If a participant is not able to take KeyTrain at the scheduled time and is unable to reschedule, they may be provided the WRAT Mathematics and Gates-McGinitie Vocabulary and Comprehension paper assessments. KeyTrain or paper assessment scores will be entered by PATH staff in the Assessment area of the ISS on the MIS system. These test scores identify the basic skill and employability level of applicants and participants and are also used to identify participants who may require a referral for adult basic skill or literacy instruction.

If the applicant's or participant's initial KeyTrain scores are three or above in all categories and is in need of obtaining the WorkKeys certificate for employment or training purposes, the individual may be scheduled for a NCRC/WorkKeys assessment. If a participant or applicant doesn't initially pass the KeyTrain assessment, the individual will have the option to begin the ongoing process of remediation in which he/she may attend weekly remediation sessions and work with PATH staff until he/she is able to raise their scores. Once the participant has improved scores as necessary, the individual may be scheduled by PATH staff for a WorkKeys assessment, if needed for employment or training opportunity, for the next open testing date.

Upon testing successfully, the participant is issued an ACT National Career Readiness Certification which identifies his/her career readiness level along with instructions on how to present NCRC/ WorkKeys results to employers and include in resumes. PATH Staff also enters NCRC/WorkKeys scores into the assessment section of the participant's MIS ISS.

**Ongoing Assessment:** The PATH staff conducts ongoing assessment for all PATH and AEP activities on a weekly basis through attendance sign-in sheets, job search contact logs,



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education logs, and/or activity logs to ensure participant's commitment and progress. These assessments are tracked on MIS through case notes and the entry of Actual Hours/ONCH. A participant who is not meeting monthly participation requirements or has missed assignments will be issued Noncompliance Warning Notice and/or Triage Meeting Notice following Noncompliance Process and Policy as outlined in the Case Management Policy Issuance 12-10, change 2 released August 11, 2014. ISS barriers are also reassessed during the Reengagement Appointment held after each Noncompliance Warning Notice is issued.

As participants or PATH staffs identify a new barrier to employment or an existing barrier is resolved, the MIS ISS as well as the case notes of the participant are updated. ISS updates are made a minimum of monthly.

Through PATH and AEP workshops participants have the opportunity to utilize other self-assessment tools as part of their PATH participation.

**ISS** - As discussed above, on the same date of program enrollment, participants complete an Individual Service Strategy (ISS) in which they self-disclose their career objectives, qualifications (such as education level, work history, skills and certifications), and barriers to employment (such as criminal background, lack of childcare or transportation, unstable housing, domestic violence situations, absence of High School Diploma/GED, mental or physical health issues, etc.). The ISS is then reviewed by PATH staff and the participant in a one-on-one meeting so barriers can be prioritized and the top three barriers to employment identified and addressed during program participation. The participant and a PATH staff have the opportunity at this time to develop goals and objectives to address each barrier in a timely manner. The ultimate goal is to assist the participant in obtaining and retaining employment and achieving self-sufficiency.

At this initial meeting, based on identified barriers, appropriate referrals to local agencies and/or information on PATH or DHS provided services are given to the participant to begin their steps towards goal attainment. In addition, the barriers identified by PATH staff at this time are then entered on MIS so that they may be tracked throughout the participant's referral and closed if met by PATH activities, participant, or other partner agencies. Once a barrier is removed, another barrier being faced by the participant will be addressed. It is crucial that PATH participants and PATH staff work collaboratively to continually address participant barriers to assist in reaching the end goal of employment and self-sufficiency.

The ISS is also an important strategy in identifying appropriate training programs and employment opportunities for the participant. In addition to looking at and addressing identified barriers, utilizing the ISS to discover participants' skills and abilities assists PATH staff in training and employment matching.

The PATH Employment Specialists complete ISS updates a minimum of monthly. With ISS updates, ongoing documentation is included in case notes by the Employment Specialist as well as on the ISS section of MIS. The Employment Specialists will maintain weekly contact with the participant to discuss progress in overcoming barriers. The ISS and participant barriers are also reviewed during the weekly case management team meetings allowing input from other PATH staff, as appropriate or as Management sees fit.

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An important aspect in the development of realistic career goals and expectations is recognition of change that may occur in an individual's life. The participant will make an informed decision regarding employment or job skill training program on the basis of improving his/her life through increased earning potential, improved self-esteem and the identification of a long-term career path, rather than intermittent employment. In addition, each ISS is reviewed during the case file audit conducted by the Program Monitor as well as during internal staff audits ensuring that problems, goals and objectives are clear, and follow-ups are done in accordance with policy.

**FAST** - The Family Automated Screening Tool (FAST) is usually completed prior to the referral of the applicant to the PATH program. Customers may also complete the FAST at any Michigan Works! Service Center or satellite location with the assistance of PATH staff if necessary. A focus on completion of the FAST remains a priority as the automation of the 2444 (Participant Triage Letter) populates a triage for the participation if completion is not successful.

## 2. Provision of Job Search/Job Readiness

Job Search/Job Readiness activities are documented by applicants during their AEP or PATH participation and are submitted during check in with their PATH Employment Specialist each week. Per policy, this activity is time limited.

**Job Search** is "the act of seeking or obtaining employment," which encompasses all reasonable job search initiatives; therefore Job Search is the practical application of skills obtained through training which includes:

- Making contact with potential employers by phone
- Development of personalized job seeking strategies
- Utilizing the classified want ads from the newspapers
- Utilizing the internet and email for job searching and submitting resumes
- Interviewing for jobs
- Making contact with potential employers in person
- Utilizing the temporary employment agencies
- Utilizing the services of the MWA Service Centers and community colleges
- Registration and use of Pure Michigan Talent Connect
- Participating in volunteer groups
- Conducting informational interviews
- Building a networking system
- Submitting resumes and cover letters to potential employers
- Completing and submitting applications to potential employers

**Job Readiness** involves any activity that prepares individuals to obtain and maintain employment. This entails activities that assist participants in becoming familiar with general workplace expectations, and learning behaviors and attitudes necessary to compete in the labor market. Job Readiness activities provided in a group/class format familiarize participants with general workplace expectations and learn behaviors and attitudes necessary to compete



successfully in the labor market. Job readiness activities occur most heavily during an individual's AEP but are also available to all PATH participants at any time during their involvement in the program.

The program provides several options for this activity including:

- Self-esteem building
- Decision making and goal setting techniques
- Conflict resolution skills
- Teamwork skills
- Attitude and values clarification
- Life management (i.e. budget basics) skills
- Following directions, etc.
- Workforce skills enhancement.
- Computer, internet and Microsoft skill building training
- Roles and responsibilities in the work place
- Problem solving skills
- Awareness to the expectations of the world-of-work
- Positive work habits
- Attitude and motivation
- Communication skill enhancement
- Certification trainings (i.e. Red Cross/CPR/AED, ServSafe, TIPS)
- Resume Writing
- Mock Interviewing

In addition, PATH participants are referred to and encouraged to utilize the services of the PATH Business Services staff who provide additional one on one job searching and job readiness skills to participants and match them with appropriate employers based on their skill set.

### **3. Provision of Other PATH Allowable Activities as Defined in State Policy**

#### **a. Unsubsidized Employment**

- i. Participants will have obtained full or part-time employment. To assist participants in maintaining employment, PATH participants will be supplied support services as needed and the assistance of Business Services staff.
- ii. Gaining or maintaining stable employment will allow the FIP recipient to receive steady income and eventually be able to reach self-sufficiency.

#### **b. Subsidized Employment**

- i. This activity will be used to reflect when a PATH participant's employment is partially reimbursed (during the training period as identified by the employer) for the employer. Transitional Employment funding is a tool aimed at easing the financial burden of a company that is offering employment opportunities to PATH participants. This opportunity will allow the PATH program to reimburse a newly hired individual's earnings, exclusive of fringe benefits (FICA, Workers Compensation, Unemployment Insurance, etc.) for the identified training period. The PATH program will fully cover the employer's standard rate of pay for this period of time. After the period has expired, the employer will be solely responsible for all employee compensation. Participants newly employed may have many needs and barriers that could prevent them from being successful in their employment. During subsidized employment both the assigned PATH Employment Specialist and PATH Business Services staff work closely with the participant and employer to resolve barriers to ensure success.



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- ii. The goal is to continue long term employment with that employer and also develop skills for any future employment.
- c. **On-the-Job Training**
  - i. This activity applies to participants who are employees of public or private employers providing on-the-job training. The PATH program will work with partner programs to dually enroll participants into programs that already have established OJT contacts. Those individuals dually enrolled will be eligible for supportive services from the PATH program to assist in maintaining employment.
  - ii. By obtaining skills and being trained by the employer, the goal is to continue long term employment with that employer and also develop skills for any future employment.
- d. **Job Search/Job Readiness (JS/JR)**
  - i. Participants who are not employed full time upon entry into the program will be enrolled in the Job Search activity to meet their participation requirements. While participating in this activity, participants will actively search for employment, utilizing PATH job leads, the assistance of Business Services staff, PATH workshops and meetings with their Employment Specialists to build employability skills and attend PATH certification training programs to build their skill set to assist in their job search and ultimately gain employment. Work to address the barriers of lack of soft and employability skills is of the utmost importance when a participant is active in the job search activity. Participants will be required to submit job search logs documenting their job applications and interviews at least once per week.
  - ii. Employment is expected as a result of a participant's participation in the job search activity.
- e. **Work Experience**
  - i. The PATH staff will work with local organizations as well as Michigan Works! partners in arranging work experience opportunities for PATH participants. Participants will be required to turn in weekly time sheets tracking and verifying their hours of participation. Participants enrolled in work experience often face the barriers of lacking a solid work history and employability skills, tools they need to be successful in future employment. Working to match a participant with the appropriate work experience opportunity will help build an individual's resume and make them more employable.
  - ii. Obtaining skills and life experiences by volunteering in this setting, the goal is for a participant to network, build their resume, build confidence in themselves and their abilities and finally to develop skills for any future employment which will ultimately lead to long term employment.
- f. **Community Service Programs**
  - i. Community service is used to build the participants' employability skills. Participants are expected to have gained a community service placement when they transition from AEP to PATH or within two weeks of PATH participation. The PATH staff will work with various local agencies seeking community service opportunities for PATH participants. Participants will be required to turn in weekly time sheets to PATH staff tracking and verifying participation. Participants enrolled in community service often lack work

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- history and employability skills, barriers that prevent them from maintaining successful employment.
- ii. By obtaining skills and life experiences through volunteering at nonprofits, the goal is for a participant to network, build their resume, build confidence in themselves and their abilities and finally to develop skills for future employment which will ultimately lead to long term employment.
- g. **Child Care Services for Community Service Participants** – This is not a planned activity for FY15. Child care services will be arranged by DHS.
- h. **Vocational Educational Training**
- i. The PATH staff will work with participants in developing plans to receive additional training/education through this activity as identified in the ISS. The 12-month lifetime limit will be verified through information on MIS by the Employment Specialist/Case Manager prior to approval. Participants enrolled in this activity face barriers of a lack of education, training or certification.  
**Vocational Occupational Training** – The PATH staff will work with the local community colleges and other training institutions, along with the Business Services Staff, to seek and develop occupational training. The PATH staff will match participants to specific training opportunities based on the goals in a participant’s ISS.  
**Condensed Vocational Training** – The PATH staff will work with the local community colleges and other training institutions, along with the Business Services Staff, to seek and develop short-term occupational training. The Training Coordinator will match participants to specific training opportunities based on the goals in a participant’s ISS.  
**Internships, Practicums and Clinicals** – Participants will receive an overview of this training opportunity by the PATH staff. This activity will be available for dual enrollees in the WIA Adult or Youth programs or as identified by the educational program that the participant was previously enrolled in.
  - ii. The goal is for participants to be certified/accredited if they are in a training program and/or to obtain experience that will lead to more opportunities for the individual and ultimately to employment.
- i. **Job Skills Training Directly Related to Employment (Non-Core Activity)**
- i. PATH participants will engage in employability skill building using PATH offered workshops where their activity will be tracked for participation. This activity will also be utilized for participants who are over their lifetime limit of VOT but still enrolled in school. PATH participants in these activities often had the barrier of lack of opportunity to receive the training and soft skill/employability skill building they need to succeed in the workplace.
  - ii. Job Skills are intended to increase the employability skills as well as the education level of PATH participants. The goal is for participants to be certified/accredited if they are in a certificate program that will lead to employment if it is used to track enrollment in school but a participant is over their lifetime VOT limit. With workshops/internal trainings, similar to the job readiness component of the job search job readiness activity, the goal is to build the skill set and increase the employability skills subsequently leading to long term employment and self-sufficiency.





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- j. **Education Directly Related to Employment (Non-Core Activity)** - This is not a planned activity for FY15. This activity will be used in Calhoun county.
- k. **Satisfactory Attendance at Secondary School or in a Course of Study Leading to a Certificate of General Equivalence (Non-Core Activity)**
  - i. Participants will be placed in this activity if attending the PATH GED prep courses, a secondary school or are enrolled in a course leading to a certificate or general equivalence online course. Participants will be required to participate in job search, community service or work experience in addition to pursuing. Obtaining of a GED addresses many participant barriers, including lack of an education and relevant skill set.
  - ii. The goal is for a participant to obtain his or her GED or high school diploma. Earning a GED or Diploma will increase their opportunities for employment and ultimately gain long term employment.
- l. **18 & 19-year-old grantees may be deemed to be meeting their federal minimum work participation requirement solely through satisfactory attendance in high school, a high school completion program, or a GED program.** - Satisfactory attendance is determined by the educational institution. Homeschooling is not allowed. Participants who meet this criteria will be entered into this activity on MIS. These individuals are tracked through the QG163 and are reported as meeting work participation rate requirements per deeming.

#### 4. Supportive Services

Supportive services are intended to help a participant address barriers, gain and maintain employment, and ultimately achieve self-sufficiency. Examples of appropriate supportive service requests to assist participants in their employment goals include:

##### **Transportation**

**Automobile Purchases** of up to \$2,000 may be made available when the vehicle will be used as the participant's primary source of transportation to employment-related activities. This is a one-time service for individual participants. Payment for licensed mechanic inspection may also be provided as allowable per State policy.

**Automobile Repairs** may be made available to participants for their vehicles when they will be using it as their primary source of transportation to employment-related activities. Costs for automobile repair may not exceed \$900 for any one participant over a twelve-month period. Payment for licensed mechanic inspection may also be provided as allowable per State policy.

**Transportation Allowances** such as public transportation, bus tokens, bus passes and private vehicle mileage reimbursement, may be available for participants to participate in employment/training activities or to engage in work activities, for up to 180 days following verified employment.

**Auto other expenses** such as auto insurance, licensing, title, registration, etc. may be provided for participants to participate in employment/training activities or to engage in work activities.

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**Clothing** required by participants for employment or an interview is not to exceed \$500 for any one participant over a twelve-month period.

**Moving Expense Allowances** may be provided for participants who have obtained verified employment at a location outside of commuting distance from their home. A maximum of \$1,500 per participant is available only once during his/her FIP eligibility period.

**One-time Work Related Expenses** are considered on a case-by-case basis. These may include one-time working expenses such as occupational licensing fees, road tests for a driver's license, certifications necessary to obtain employment (e.g., CDL), trade certifications, purchase of professional tools, birth certificates, driver's licenses, state IDs, etc.

Supportive services are critical in aiding participants in overcoming barriers to obtaining and retaining employment. During the orientation, the process for supportive services is explained in detail to all PATH participants as well as applicants during AEP. The need for supportive services is initially identified on the participant's ISS and on an ongoing basis during one-on-one weekly meetings with Employment Specialists.

At this time, PATH staff explains supportive services policies and procedures and the steps that need to be taken by a participant to receive these services. In addition to identification during orientation, support service needs of participants are also identified throughout their AEP and PATH participation with their Employment Specialist/Case Manager or any additional staff they are working with.

Participants seeking supportive services to address identified barriers must demonstrate they are actively engaged in the program, in compliance and taking steps to become self-sufficient. Prior to any expenditure, the participant's assigned Employment Specialist/Case Manager verifies appropriateness, ensures all of the required paperwork is received and proper documentation is completed on MIS and in the participant file as required by policy.

## 5. Case Management

Upon entrance into the PATH Program and upon successful completion of AEP each participant will be assigned to a respective PATH staff member. Two parent families are assigned to the same Employment Specialist/Case Manager for ease of service. An assigned PATH staff member is the primary source of contact regarding their PATH participation and they coordinate the delivery of services required for participant success in the program. The PATH staff personnel meet with participants on a minimum of a weekly basis to collect participation documents, or more often is needed or requested. All participants will have individual weekly appointments with a PATH staff member to submit timesheets, paystubs, or other documentation.

In addition to allowing the PATH staff to assess individual participation, these contacts are also an opportunity for PATH staff to conduct ISS updates, address barriers to employment, inform participants of available supportive services or internal vocational trainings, make referrals to PATH workshops, update resumes to submit to Business Services staff and provide current job leads.



The assigned PATH staff members are responsible for maintaining the paper and electronic files and the timely entry of all case notes, ISS updates, activities, and MIS entries for all of their assigned PATH participants in accordance with policy.

**Critical Contact Points:** In addition to the importance of minimum of weekly contact with PATH participants referenced above, the PATH Program has identified the following as other critical points of contact:

- AEP Orientation/FIP Active Orientation
  - The initial documents and assessments of all barriers to participation and employment collected during Orientation act as the foundation for all future Case Management.
- Three Week Application Eligibility Period
  - Weekly check-ins, as part of AEP, is crucial to barrier removal and overall achievement of self-sufficiency. This time period in general is considered critical to success.
- Transition to Community Service/Work Experience Activity
  - Employment Specialists/Case Managers work with PATH Work Experience Coordinator and participants to facilitate transition into another activity, most commonly community service/work experience. This transition typically occurs at the transition from AEP to PATH or at approximately week two of PATH participation.
- The eleventh month of lifetime VOT activity
  - As participants near their lifetime limit of twelve months of participation in VOT activities, Employment Specialists/Case Managers work with participants to facilitate the transition to an additional activity, such as community service.
- Post major barrier identification
  - If a major barrier, such as homelessness, is identified Employment Specialists are expected to remain in close contact with the participant to ensure proper referrals and delivery of available supportive services, so that barrier to employment may be addressed in a timely manner. Participants are also referred to PATH Community Resource Coordinator to address barriers.
- Start of employment
  - As the first few weeks of employment are critical to long term job retention, Employment Specialists/Case Managers work with newly employed participants to ensure that proper documentation is obtained and that support services (such as work clothing) are offered if available.
- 180 day retention
  - Due to the automation of retention on MIS, 180 day retention remains a priority of PATH staff. At all times, regardless of activities, Employment Specialists are expected to maintain regular contact with participants including but not limited to ISS update at a minimum of 30 day intervals.

**Support Services:** Providing support services to PATH participants to assist in overcoming barriers and gaining and maintaining of their employment is critical. As barriers are identified or as employment is gained by participants PATH Employment Specialists explore supportive service options with participants as appropriate and applicable.

**Partner Communication:** PATH Program Employment Specialists maintain contact with the participants' DHS FIS worker when further information or coordination of services are required.



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This communication serves to expedite services that may have an impact on the participant's success within the PATH program. DHS and PATH both have triage specialists who maintain constant contact in addition to the DHS PATH Coordinators ongoing communication with PATH Operations Managers with the goal to best serve the participant.

If other opportunities arise or the need exists to conduct additional three way meetings, with PATH staff, DHS staff and the PATH participant these meetings will be scheduled. In addition to contact with DHS, as appropriate, PATH staff will have contact with other community partners who are working to address participants' barriers, such as housing or transportation, as it will be crucial to work collaboratively to help participants reach self-sufficiency.

**Triage:** Per WDA Policy Issuance 12-10, change 2, regarding Case Management, PATH participants are placed into triage status if they are non-compliant and not meeting the requirements of the PATH program. The triage meeting will then be scheduled through the MIS/BRIDGES automated 2444 process. The goal of the triage meeting is to address the problem preventing the participant from successful program participation and to develop a remediation plan. The activity update to reflect the entry into triage will be entered on MIS on the date the non-compliance, resulting in the need for triage, occurs. Triage schedule is pulled from MIS TR-120 report, and is utilized by Triage Specialist to plan and prepare for each week's triage meetings. The automation process also ensures that triages are conducted within the twelve day negative action period as established in DHS policy.

If a participant has been re-referred to the PATH program three or more times, the DHS Case Worker will be notified and a three way meeting will be made available if the DHS Case Worker feels it would be appropriate, in order to address any unresolved issues or barriers with the participant

The DHS PATH Coordinator, DHS and MWA triage specialists (Kalamazoo and St. Joseph county only), and PATH and DHS management staff meet regularly to ensure processes and procedures, including the triage process, remain the most effective and efficient way possible to meet work participation rates. The cooperative arrangement between the Department of Human Services and the PATH program will facilitate an effective strategy for resolving issues related to non-compliant participants.