

Workforce Development

Services Overview

Workforce Development (WFD) provides an array of services including:

- Hard and soft skills training.
- Customized training to employers and/or internal/external customers.
- Financial coaching, service linkage to community resources, and benefit services.
- Placement assistance & follow-up.
- Center for Working Families.

Service Hours

- Regular office hours are Monday through Friday from 8:30 am to 5:00 pm, but may vary based on customer's needs.

Types of Services Provided

There are two classifications of training services:

- **Established training**- training programs approved by the State of Michigan Department of Education, Department of Licensing and Regulatory Affairs and/or are provided for specific audiences (Examples: Proprietary school courses , Customer Service, Hospitality, Retail, Customer Services & Sales).
- **Customized training** – training designed for general audiences not providing certification or needing state approval for delivery (Examples: Team Building, Computer training, Life Skills, Junior Camp Counselors, Job Club, Youth-To-Work, and Train-The-Trainer).

Services Association

- All reporting is directed to the Workforce Development Manager.
- In the Workforce Development manager's absence, the reporting is directed to the Adult Behavioral Health Director.

Eligibility Requirements

- **Established Training** (*Guidance Center Workforce Training*) requirements are mandated by credentialing organization(s) or employment –related skill sets.
 - Proprietary School (*Guidance Center Workforce Training*)
 - Child Development Associates (CDA)
 - Hospitality
 - Retail
 - Customer Service & Sales

- **Customized Training** regulation may vary depending on program and funding requirements.
 - Specific Audience (*Audience-Based*)
 - Life Skills
 - Junior Camp Counselor
 - Job Club
 - Youth to Work
 - Financial Literacy
 - Customer Service & Sales

Condition of Services

- The WFD manager must approve training requests (Customized and/or Established).

Fee for Service Payment & Insurance Coverage Structure

- Most training services are paid according to specific funding source(s) including:
 - Grant funding
 - Insurance
 - Agency sponsored
 - Contractual

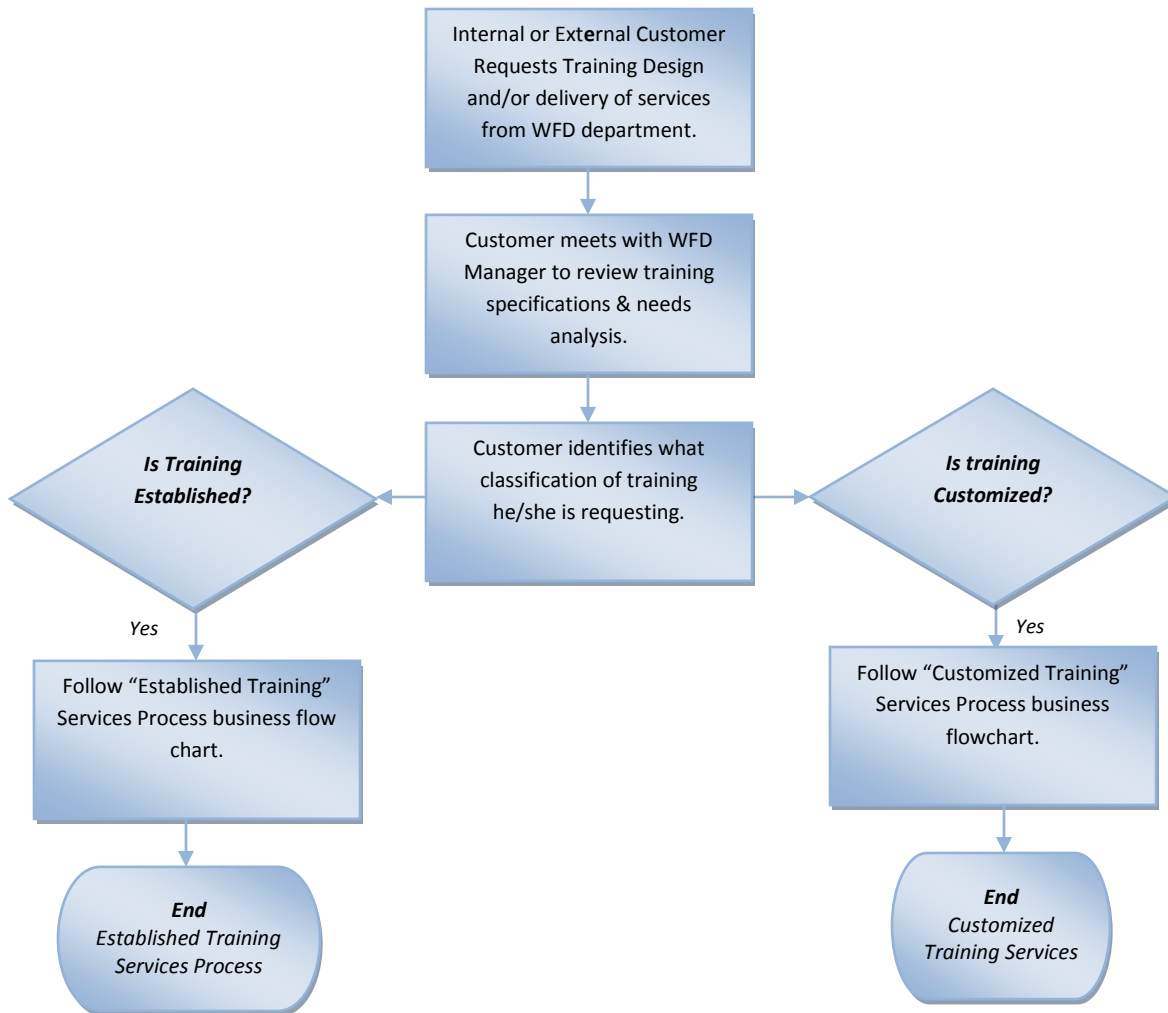
Referral Process & Requirements

- Most referrals for training are presented to the Workforce Development Manager (WFD) and/or designee.
- The WFD Manager assigns the training project to the trainer.
- The WFD Manager provides the trainer the training needs assessment, requirements, date of the onset of training, duration of training, the objectives/goals and outcomes, the Subject Matter Expert(s) (SME) assigned to the training project, funding source for purchasing, training location, training hours, and job search requirements.

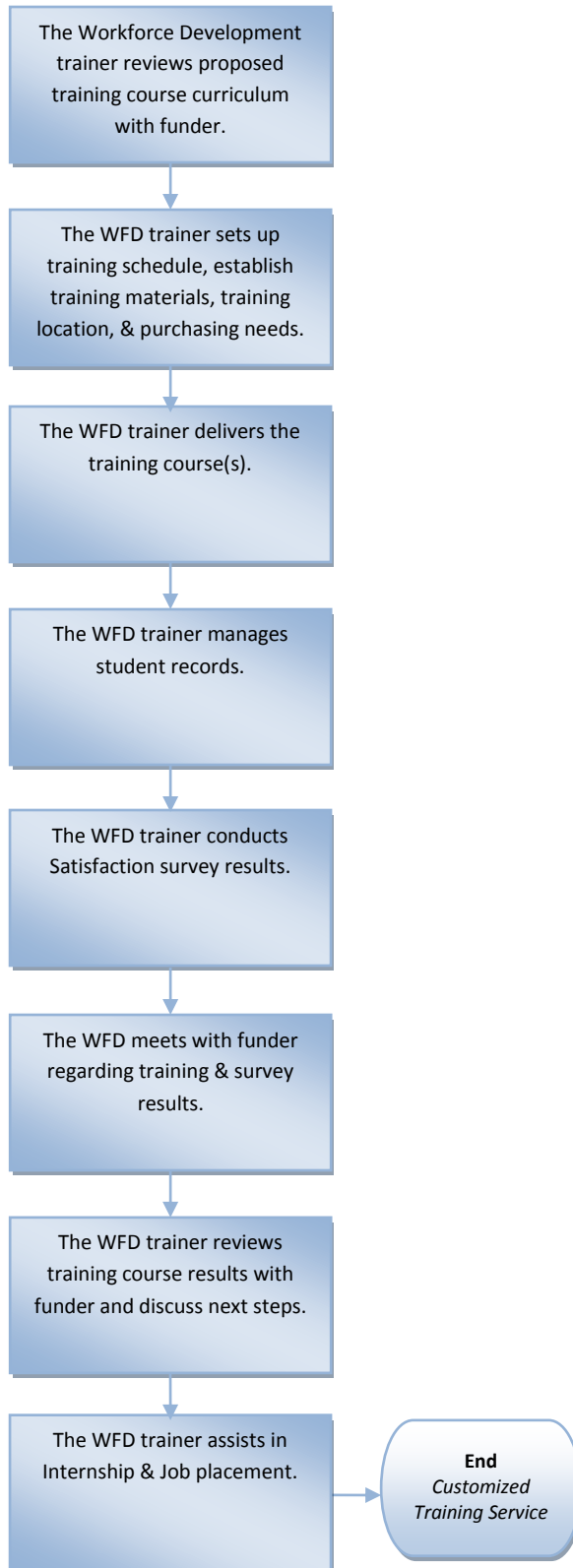
Process after Student Completes Training

- *For Established classes*, the student (client) is assisted with job leads and the job search is supported by personnel within the department. In addition, the student is referred to their funding source for additional support.
- *For Customized classes*, the student (client) is finished once the training program is complete unless additional services are requested in the contract.
- Additional referrals may be made to Michigan Rehabilitation Services (MRS), Guidance Center Services, Michigan Works, or other support services, as appropriate.

Workforce Development Department Training Development/Delivery Request Process



Workforce Development Department
Training Delivery Process– Customized Training Services Process
Instructional Systems Design Process (ISD)



Workforce Development Department

Training Delivery Process – Established Training Services Process

