



# Capital Area Michigan Works!

## JET PROGRAM

Jobs, Education, and Training Program

### Participant Handbook

*October 2011*

**Eaton County  
Capital Area Michigan Works!  
311 West First Street  
Charlotte, Michigan 48813  
(517) 543-5278 (Local residents)  
(517) 484-2929 ext 8991 (Lansing residents)  
Fax: (517) 543-8016**



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## **Purpose of Jobs, Education, and Training (JET)**

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, established a five-year lifetime limit on receipt of federal TANF assistance for adult lead families. The time limit was central in establishing the temporary nature of aid and communicating the program's goal to move recipients quickly into work and off of welfare. Michigan's Family Independence Program (FIP) is to support a family's movement to self-sufficiency. **Families receiving FIP are to engage in JET activities that will help them gain financial independence.**

Effective October 1, 2011, Michigan begin implementing stricter enforcement of the federal 60-month time limit, as well as executing the state's 48-month lifetime limit. The effective date for the Federal time limit was October 1, 1996, and the State time limit began October 1, 2007.

JET is an employment preparation program to help you obtain or improve employment and work towards self-sufficiency. With the partnership of Department of Human Service, Michigan Works Agency and Michigan Rehabilitation Services the JET program will provide a framework for assisting welfare recipients and low-wage employees in succeeding in the labor market. Your focus is to develop a career plan in order to obtain a good job to provide long-term support for your family and the staff is here to help you succeed.

## **Program Design**

Jobs, Education, and Training is designed to assist you to become more employable. Therefore, the rules and expectations of the program are much like the rules in a workplace. The JET caseworker or Job Coach is here to assist you in identifying your career goals. This training concept will prepare you for rules and conditions you will encounter in the workplace.

Just like a job, JET is not designed for children. **Do not bring them with you.** Childcare should have already been arranged with DHS before your JET assignment starts. You must have primary and secondary childcare in place, just as you would for employment.

## **Supportive Services**

Supportive services are only available to participants who are complying with the rules in the JET program and have provided all necessary documentation. The following are some of the supportive services that may be available to you but please remember eligibility is determined on a case-by-case basis and program funding availability:

- **Interview Clothing**
  - Notify your case manager that the interview is scheduled and get approval for the purchase. Shop for conservative outfits at Meijers, Walmart, or Payless in Charlotte.
  - **WOMEN:** You may choose a combination of clothing, such as, pants and shirt, skirt and shirt, sweater, or dress. One pair of shoes may be chosen. No sandals. You may buy one pair of panty hose and a belt
  - **MEN:** You may choose pants, shirt, a sweater, tie, belt, one pair of dress socks, and one pair of shoes.
  - Jeans, tennis shoes, t-shirts, shorts and other seasonal items are not permitted.
  - Take outfit to the cashier or the service desk and ask to have clothing held. Tell them your name and that you are from Work First.
  - After your clothes are put on hold, call your case manager promptly and notify her as to where they need to be picked up.

- Case manager will pick up the clothes within 24 hours. You may then pick up your clothes at the JET office

- **Work-related Clothing and Tools**

- When you get a job, you may purchase two work outfits. The process of putting them on hold, notifying your case manager, and picking the clothing up at the JET office is the same as for interview clothing.

\*\*JET reserves the right to reject any outfit that does not meet appropriate job search requirements

## **Transportation Assistance**

- **Mileage Reimbursement**

- All mileage requests must have an original signature for processing. No faxes or copies will be accepted.
- Mileage requests must be complete. All location must have a valid street address.
- Due to the high volume of mileage requests received weekly, do not expect your reimbursement check for up to 10 days. If you have not received your check AFTER 10 days, please contact the JET office. Calls before 10 days will be directed to refer to the handbook.
- Mileage submitted that is more than one month old, cannot be paid.
- Please obtain permission from your case manager before driving a distance of more than 30 miles (one-way).
- If you have any questions regarding mileage, please call the JET Office @ 541-8991
- Must have a valid drivers license.

- **Auto Repair**

- JET can pay 80% up to \$900 per year. Client is responsible for paying the remaining 20% plus tax. (JET is a non-profit agency. Therefore, we cannot pay sales tax) Please note: If your car repair is LESS than \$900, JET will still only pay 80%.
- Client must obtain two matching estimates from a licensed auto mechanic.
- If your car is not drivable, one estimate will be accepted.
- Towing will only be covered if the vehicle is not drivable.
- JET does not cover cosmetic repairs such as air-conditioning, dents or bumpers.
- JET does not cover general maintenance such as oil changes, tune-ups or tire rotations.
- Tire replacements are completed on a case-by-case basis.
- Must have a valid drivers license.
- Vehicle must be titled in your name.

**\*\*Please remember to consult your case manager BEFORE obtaining estimates or completing repairs.**

- **Auto Insurance**

- You must have a valid drivers license.
- You must obtain two (2) insurance quotes.
- JET does not cover full coverage plans.
- JET will only assist with one monthly auto insurance payment per a 12-month period.
- Vehicle must be insured in your name.

- **Auto Miscellaneous**
  - For automobile tabs and license renewal, proper documentation must be provided.
  - Vehicle purchase will be handled on a case-by-case basis.
- **Tuition for JET approved Training**
- **Non-DHS Employment Related Medical Testing for Employment**

**DO NOT PURSUE ESTIMATES OR SERVICES UNTIL YOU HAVE DISCUSSED YOUR  
NEEDS WITH YOUR JET CASE WORKER**

## SECTION 2 – PARTICIPATION REQUIREMENTS

JET is an employment preparation program to help you obtain or improve employment and work toward self-sufficiency. Your required participation is modeled after an actual work environment.

If you choose not to comply with the rules and regulations, the disciplinary measure for non-compliance are clear, swift and may result in a three-month sanction of your benefits.

### Hours

As stated in the beginning of this handbook, JET is an employment preparation program to help you obtain or improve employment and work toward self-sufficiency; therefore, your required participation is based on what it will take for you to become self-sufficient. There is a federal minimum hour requirement based on your status, however if this minimum does not assist you with becoming self-sufficient then you will be required to participate more hours.

### Attendance and Tardiness Policy

If you decide not to comply with the rules and regulations, disciplinary measures for non-compliance are clear, swift and may result in a sanction of your benefits.

### Absences

- **You must provide prior notice to receive excused absences.**
- Allowed two excused absences with documentation provided. Absences will not be excused unless you provide proper documentation.
- Two tardies equal one unexcused absence.

### Orientation Week Attendance Policy

Your first week of participation will include a minimum of 30 hours of on-site with JET from 9:00 a.m. to 3:30 p.m., Monday through Friday. 10 hours of participation in addition to the on-site schedule, is required. All on-site time will be confirmed with the timecard system.

Absences are not allowed during the first week of participation unless previously approved through your case manager with documentation. If you suspect you will be absent or tardy, it is imperative that you notify JET staff before 9:00 a.m.

The attendance rule applies to orientation, classes, workshops, testing, and appointments with your JET case manager, educational activities, or any other assignment you are required to complete.

Section 2, continued

### **JET Calendar for week one if you are NOT employed:**

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
Orientation 9:00 to 12:00	Assessments 9:00 to 12:00	Skills ID 9:00 to 12:00	Resumes 9:00 to 12:30	Job Retention 9:00 to 12:30
Assessments 12:30 to 3:30	Workkeys 12:30 to 3:30	Interviewing 12:30 to 3:30		

Section 2, continued

**After the completion of Orientation week, your attendance participation is required, as follows:**

1. Clients must arrive at the JET office DAILY before 9:00 a.m. to clock in.
2. Your appearance is to be that of someone on his or her way to a job interview or appropriate for job search.
3. Clients are required to submit a completed job log that is date/time stamped every morning, by 10:00 am.
4. Clients will be required to complete three hours of on-site time, weekly. (time does not have to be completed consecutively)
5. Clients will be required to attend one Job Club meeting per week.
6. Clients must clock out daily.

**Failure to clock in and out daily, as required, will be considered an Act of Non-Compliance.**

The attendance rule applies to orientation, classes, workshops, testing, and appointments with your Case Manager, educational activities, or any other assignment you are required to complete.

**Clients arriving late to class or appointments may not be allowed to participate in those sessions, although job search activities may be conducted. Clients must call their JET case manager if they are going to be late or absent from class or an appointment.**

**Address Change**

You are required to notify your JET Case Manager of an address change. Failure to report change could result in a noncompliance.

**Holidays**

The JET offices will be closed on:

New Years Eve and New Years Day (December/January)  
Martin Luther King's Birthday (January)  
Presidents' Day (February)  
Memorial Day (May)  
Independence Day (July)  
Labor Day (September)  
Veterans' Day (November)  
Thanksgiving Day and day after (November)  
Christmas Eve and Christmas Day (December)

**Snow Days**

**YOU ARE STILL REQUIRED TO ATTEND JET EVEN THOUGH YOUR CHILDREN SCHOOL MAY BE CLOSED.**

## **Dress Code**

Consider JET to be your employer until you can find a better job. Like other employers, JET has requirements and rules, including a dress code. It is important to dress appropriately when you are at the workplace, whether as an employee of JET or elsewhere. While job descriptions vary greatly and therefore call for different attire, there are a few common sense guidelines to follow. These include but are not limited to:

1. No inappropriate T-shirts.
2. No halter tops, spaghetti strap tank tops, or undershirt tanks.
3. No bare midriffs.
4. No sweat pants.
5. No pajama-style pants or slippers.
6. No shorts.
7. No beach-style flip-flops.
8. No undergarments should be showing.
9. No hats or bandanas.
10. Skirts must be an acceptable length.
11. Pants should be worn at the waist and not sagged.
12. Jeans should fit properly, with no holes, and not frayed.

**All clothing should be clean. Clothing should not be stained or frayed.**

**Hair, teeth, and nails should be clean and groomed.**

**Arriving to JET dressed inappropriately may be considered non-compliant behavior.**



## SECTION 3 – ALLOWABLE ACTIVITIES

### **Job Search Activities**

Your Case Manager will discuss acceptable activities with you and assign job search activities that best suit your career goals.

**\*All Internet, newspaper, and phone leads must be documented in detail.**

### **Time Sheets/Contact Logs**

Timesheets/Contact Logs will be used to monitor your activities in the JET program every day. You will be given blank forms and instruction to complete each week as you progress through the program. Job Search Logs are to be turned in to your Case Manager every day. All JET participants are required to use the time clock to document time spent on site. **Do not leave the MWA site with your time card. Taking your time card off the MWA site will result in a noncompliance.**

You must have your Case Manager sign off on your timesheets/contact logs every time your hours are reviewed and accepted as being appropriate JET Job Search activities. MWA Case Managers will not sign off on activities that are not accepted as appropriate for JET. *Doctor's appointments, court appointments, housing search time are not counted as JET activities.* Please do not include them on the log.

### **Allowable Activities**

JET was created to provide participants with learning opportunities that enable them to achieve their goals and prepare for a rapidly changing world and workplace, through education and training you will be equipped with the skills to learn and develop in order to achieve your lifelong goals. **In order to be considered for training you must seek an occupation that is in-demand in the Capital Area Michigan Works! region.**

### **Vocational opportunities are available:**

- **Condensed Vocational Program**  
Program lasts 6 months or less
- **Vocational Occupational Training-**  
Training may last no longer than 12 months
- **Secondary Education-**  
High School Completion or GED

### **Steps to obtain Vocational Training:**

- 1) Make an appointment with your MWA Case Manager to explore your interests in education.
- 2) Provide all documentation required to enter into an educational program to MWA Case Manager.
- 3) Be on time for all appointments.
- 4) MWA caseworker determines if you fit the criteria for vocational training.

If approved, training hours can count toward your JET requirements. Supportive services are available only when you are in full compliance with the program.

**Eligibility is determined on a case-by-case basis and program funding availability.**

**DO NOT PURSUE TRAINING UNTIL YOU HAVE DISCUSSED YOUR INTEREST WITH YOUR MWA CASE WORKER**

### **Work Experience**

The purpose of Work Experience activities are to provide resume enhancing skills and to prevent clients from exhausting their job search hours. During orientation week it is suggested that clients research their potential work experience sites.

In order to continue receiving cash assistance, after 4 weeks of unsuccessful job searching, work experience is required. **Work experience is NOT optional.**

As with all program activities, each participant's requirements are tailored to fit their individual case. The work experience hours and approval forms can be obtained from the JET Case Manager.

### **Employment**

The purpose of JET is to assist you in finding steady employment and becoming self-sufficient. Once you secure employment, your participation is **NOT** complete. You are required to provide verification of employment **within 10 days of hire**. You are also required to continue participation with JET until proper verification is received.

Upon successful verification, your participation will be adjusted and you may still be eligible for supportive services up to 180 days.

- ❖ If your job status changes, i.e. layoff, fired, quit, decrease/increase hours and/or pay, **YOU MUST REPORT THOSE CHANGES TO YOUR JET WORKER WITHIN 3 DAYS. Failure to do so will result in immediate triage.**

## SECTION 4 – NONCOMPLIANCE

### Definition

To review the purpose of JET, remember that this is an employment and training program operated by standard business principles. If you decide not to comply with the rules and regulations disciplinary measure for non-compliance are clear, swift and may result in a sanction of your benefits.

**A progressive discipline policy is normally used unless the policy broken requires immediate termination or an automatic triage.**

1<sup>st</sup> act of noncompliance = verbal warning

2<sup>nd</sup> act of noncompliance = written warning

3<sup>rd</sup> act of noncompliance = triage meeting with JET case manager and FIS

If problems continue, you will be asked to attend a triage meeting for noncompliant behavior. The triage meeting will be held with DHS, MWA, and yourself to determine if there was good cause to your non-compliance in the JET program. You are strongly encouraged to attend your scheduled triage meeting to inform us of your reason for falling into non-compliance. If you do not attend the triage meeting, a decision will be made by your case managers, without your presence.

If no good cause is determined at the triage meeting your cash assistance will be terminated.

**Please Note: If you are a pending client (not yet receiving cash assistance), you are not subject to the non-compliance procedures. Pending clients who fall into non-compliance, face immediate closure.**

### Noncompliant Behavior

Some behavior will create noncompliance issues that could lead to possible sanction. To avoid this, remember that:

#### 1. Absences

- Allowed two excused absences with documentation provided. Absences will not be excused unless you provide proper documentation.
- Two tardies equal one unexcused absence.

#### 2. Children are not allowed. Do not bring them. NO KIDS!

In addition, **DO NOT**:

1. Arrive without the proper materials to work (contact logs, job search materials, resumes, etc.),
2. Failure to submit documentation in a timely manner.
3. Engage in rude or obnoxious behavior.
4. Talk in a loud, disruptive manner.
5. Loiter.

6. Smoke on the premises.
7. Be insubordinate or show disrespectful behavior.
8. Sleep in sessions.
9. Use cell phones, pagers, headphones, and/or electronic devices.
10. No call/no show for any activity.
11. Use profanities.
12. Be under the influence of Alcohol or illegal drugs.

**These behaviors and others listed in the following section may lead to a warning letter and a possible sanction of your FIP grant.**

**In addition,**

13. Excessive tardiness is not allowed. Absences in excess of two may be cause for a triage meeting to be held between DHS and JET case managers.
14. **Children are not allowed.** Do not bring them. NO KIDS!

Any violent act (or threat to do harm) examples listed below that threatens the property, or the people on the property of Eaton Intermediate School District may result in an automatic triage and/or being banned from all services and programs provided at Eaton Intermediate School District Police will be contacted in this, or any other illegal matter that is conducted at Eaton Intermediate School District

- Deliberate destruction of property,
- Theft of property,
- Fighting (physically or verbally),
- Indecent or immoral conduct, ,
- Possession of illegal substances,
- Possession of weapons,
- Sexual harassment,
- Falsification of information.

**JET staff reserves the right to discipline or discharge program participants for other reasons not specified above.**

**If you are banned from one site due to any of the behaviors listed above you will be triage, sanction, and transferred to a different site. Your initial site location was based on the location of your residence so your new site will cause more inconvenience to you. The choice is yours on how you want to behave in this program.**

**Surveillance cameras are in place at the WF sites and at many employer sites.**

## **SECTION 5 – GRIEVANCE PROCEDURE**

### **Grievance Procedure**

Everyone knows that whenever and wherever people get together in groups, differences of opinion and misunderstanding will arise. It is possible that situations may develop in which you feel you have not been treated fairly. Frequently, a talk with your Case Manager will quickly clear up the problem. However, if you are not completely satisfied at this point, you may request that your Case Manager make arrangements for you to meet with the site supervisor.

If your concern is still not resolved to your satisfaction, you have the right to file a written grievance with Capital Area Michigan Works! A copy of the Grievance Procedure is included in Section 6. Attachment “A



## SECTION 6 – ATTACHMENTS

### ATTACHMENT A

#### **Capital Area Michigan Works! Grievance Procedures**

A poster that explains the right to protest is in plain view in the central administrative office and in the Capital Area Michigan Works! Service Centers. Copies of the procedure are also readily available at these locations. Service Center staff will give the procedure to any applicant of a program that requests a copy. A signed receipt of the grievance complaint procedure will be retained in the participant's file.

The grievance officer for Capital Area Michigan Works! is Edythe Hatter-Williams. This individual will keep all complaints, in writing, on file in the central office.

#### **Complaint Procedure**

Everyone has the right to resolve a grievance about any program that the Capital Area Michigan Works! Consortium manages. Grievances must be brought within one year, except as follows. Immediately report when a program participant does the same or similar work of an individual who is on layoff or a reduced work schedule. Immediately report a breach of health or safety standards. Immediately report an unlawful activity to the local law enforcement agency and the Michigan Department of Labor and Economic Growth (MDLEG). Also, report it to the U. S. Department of Labor if it concerns the Workforce Investment Act (WIA).

- I. Discuss the content and merit of the complaint with the person who has the closest involvement with it. (An employed participant should first bring a work-related grievance to her or his employer.) If this fails to resolve the issue, all grievances shall be in writing and forwarded to the Grievance Officer, Edythe Hatter-Williams. Include the complainant's full name, address, telephone number, signature, and date of writing. Give the dates and particulars of the grievance and name or identify the respondent. Include the provision of the act, regulations, grant, contract, or other agreements under the act believed to have been violated; and specify the relief requested.
  
- II. Forward grievance to:  
Edythe Hatter-Williams  
Capital Area Michigan Works!  
2110 S. Cedar Street  
Lansing, MI 48910
  
- III. Grievance Procedures
  - a. Step 1: MWA Level Grievance Procedures  
The complainant will receive a notice in writing at least ten days before any hearing. Any hearing shall start within thirty days of receiving the grievance. Both the complainant and the respondent can present evidence, including

witnesses. Within sixty days of receiving the grievance, the Administrator will give the complainant a decision in writing. The decision will contain the date, time, and place of any hearing and the names and addresses of the complainant, respondent, and any witnesses. It will identify the evidence presented, list the issues raised and decide the facts. It will include an analysis of the issues as they relate to the facts and give a decision on each issue. In addition, the complainant will receive notice of her or his right to have the decision reviewed by the Michigan Department of Labor and Economic Growth (MDLEG). The Administrator may dismiss the grievance if the complainant fails to state cause of action for which the Administrator can grant relief.

b. Step 2: MDLEG Level Grievance Procedures

Any complainant may have his or her decision reviewed by the Michigan Department of Labor and Economic Growth. Request a review of the decision within ten days. For WIA, Work First or Welfare to Work reviews, send information to:

Director  
MDLEG/Office of Workforce Development  
201 North Washington Square, Fifth Floor  
Lansing, MI 48913

For Employer Service review, send information to:

Director  
MDLEG/Employment Services Agency  
105 West Allegan, Third Floor  
Lansing, MI 48933

In general, a decision by the Michigan Department Labor and Economic Growth is final. However, if a decision is not issued by the due date, a WIA-related appeal may be reviewed by the Secretary of Labor. Send such a request to:

Regional Administrator  
USDOL/ Employment and Training Administration  
230 South Dearborn Street  
Chicago, IL 60604

CAPITAL AREA MICHIGAN WORKS!  
EQUAL OPPORTUNITY POLICY

It is the policy of Capital Area Michigan Works! to assure that equal opportunity be provided under any contract, program, or activity made available by this agency whether carried out by this office directly or through a service provider, contractor, or other entity with whom this agency contracts for the delivery of program services. All recipients are required to actively promote equal opportunity within their respective organizations and to assure the equal treatment of all persons without discrimination on the basis of race, color, national origin, religion, age, sex, disability, political affiliation or belief, and other basis prohibited by state law and/or the regulations implementing workforce programs.

In carrying out this policy, Capital Area Michigan Works! and its providers will not discriminate in the following areas:

- Deciding who will be admitted, or have access, to any federally-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

If you think that you have been subjected to discrimination under a federally-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with:

- Edythe Hatter-Williams, Chief Operating Officer/Equal Opportunity Officer, Capital Area Michigan Works!, 2110 S. Cedar St., Lansing, MI 48910. (517) 492-5504, Michigan Relay Center (800) 649-3777.

If you file your complaint with Capital Area Michigan Works!, Capital Area Michigan Works! has 45 calendar days to resolve complaints in accordance with the State of Michigan's uniform complaint procedures.

Individuals whose complaints are investigated through fact-finding, who either disagree or are dissatisfied with the resolution determined by Capital Area Michigan Works! may request a state level review of the local determination. Requests must:

- Be filed with the Michigan Department of Labor and Economic Growth (MDLEG) within ten (10) calendar days of receipt of CAMW!'s written determination; and
- Include a brief signed statement of the issues which remain in dispute or a discussion of why the complainant is dissatisfied with CAMW!'s resolution and the nature of any alternative remedy that may be proposed.

The request for state level review should be submitted to:

Equal Opportunity Officer, Workforce Programs  
Michigan Department of Labor and Economic Growth  
201 North Washington Square, 5<sup>th</sup> Floor  
Lansing, MI 48913