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**Michigan Works! The Job Force Board
Comprehensive 5-Year Plan**

July 1, 2000 - June 30, 2005

**Michigan Works! The Job Force Board
2950 College Avenue
Escanaba, MI 49829**

Michigan Works! The Job Force Board Comprehensive 5-Year Local Plan

II. Labor Market Analysis

The Workforce Investment Act envisions an integrated workforce system that coordinates more resources, serves more people and achieves better outcomes for the customers. In order to achieve this outcome, Michigan Works! The Job Force Board, as a result of its strategic planning process, implemented an enhanced labor market information analysis system, which identifies the workforce investment needs of businesses. Coupled with the Michigan Department of Career Development's Labor Market Information annual planning information reports, the Michigan Works! System and its strategic partners are able to identify the overall availability of current and projected employment opportunities by occupation and by the job skills necessary to obtain such opportunities.

Part of the Strategic Planning process included the deployment of an environmental scan (community audit) to determine the strengths, weakness, opportunities and threats to our region's economic viability. This scan indicated a need for the workforce and economic development community to have predictors that could help identify future human resource and training needs of the business community.

Michigan Works! The Job Force Board and its Economic Development Partnership have implemented a strategy to support business retention to increase and maintain the

economic viability of the six county region. In addition, the Job Force Board increased its outreach to its counterparts in the eastern and western Upper Peninsula. During the Fall of 2001, Michigan Works! The Job Force Board entered into a partnership agreement with the Upper Peninsula Economic Development Alliance – to support and help provide tools for a regional business retention program. This partnership has chosen to use a validated business retention strategy developed by Blane, Canada Ltd. This system deploys a combination of professional development training, a validated set of business retention questions to be acquired during an in-person interview, and an Internet based database which is used to aggregate and report responses across 15-counties.

This business retention partnership called, the UP Business Barometer, uses data to determine appropriate economic and workforce development policy and investment. In addition, this system now allows many different programs to aggregate their data in order to identify gazelles, emerging clusters, growing businesses and industries, and businesses and industry at risk. The first measure of success for this project has been the acceptance of many competing economic development organizations, working with two Michigan Works! areas to partner on this project.

The Career Connections (EAG) Group is supporting activities under specific strategies for goals one and two. These two goals have been identified to enhance career employability skills and contextual learning curriculums. The Career and Employability Skills workgroup has been working with regional business and industry to

clarify a common definition of “employability skills.” This common definition will allow business, along with career preparation and workforce preparation systems, to better define progress as it relates to job seekers having the requisite employability skills.

The Michigan Works! Service Center System along with its education partners will continue to enhance career preparation activities that will be integrated and self-sustaining within the curriculums offered by the schools and the Michigan Works! Service Center system. The Job Force Board and the Career Connections Group will benchmark progress through on going surveys of business, teachers, principals, guidance counselors, administrators, students and parents.

When reviewing the employment forecasts, a seamless education system must be in place that provides life-long learning opportunities where students can actively participate in career contextual learning curriculums. The Career Connection’s Committee on Contextual Learning is working with area schools to look at teaching career pathways in context, and to implement “best practices” to educators to assist in the integration of contextual learning. The Michigan Works! Service Centers will partner to provide a menu of workforce and career development activities to support teaching career pathways in context.

LMI Background:

The Job Force Board represents the six counties of the Central Upper Peninsula, (Alger, Delta, Dickinson, Marquette, Menominee, and Schoolcraft), which have a total population of approximately 171,870, or 1.7 percent of the state's population. Since 1990, the population has declined by 5,822 or 3.3% of the population (due in part to KI Sawyer Air Force Base closure in 1995). The current population is primarily white, with Native Americans representing the largest minority, about 1.7 percent of the population.

Of the total population, approximately 88,800 are currently in the labor force. The 1999 unemployment rate of 5.9% is a significant decrease from the 10% unemployment rate in 1990. Most recent figures from the Labor Market Analysis Section of the Michigan Department of Career Development/Employment Service Agency indicate the following unemployment rates by county:

Alger	4.5%
Delta	4.5%
Dickinson	4.1%
Marquette	8.8%
Menominee	4.2%
Schoolcraft	5.2%

Between 1998 and 1999, unemployment increased by 300 or 5.8% resulting from short-

term layoffs by the mining industry. The APIR projects that between 1996 and 2006, 11,865 new jobs will be added to the Upper Peninsula economy indicating a growth in executive and managerial positions, professional specialties, marketing and sales and the service industry. The [mining industry in the Central Upper Peninsula has faced layoffs due to steel imports with the resulting mass layoff of over 450 workers from the Empire/Tilden mines in Marquette County.](#) The fastest growing occupation, within this ten-year period, is Computer Numerical Control and physical therapists.

The health care field continues to be among the projected top ten fastest growing occupations. The top growth industry, health services, reflects employment expansion at establishments providing medical, surgical, and other health services to area residents. Hospitals, skilled nursing homes, medial clinics, hospices, and individual practitioners are included among firms providing health services. [In response to implementation of activities to support the strategic goals relating to career awareness and employability skills, the Job Force Board had convened a Health Care Industry Roundtable to address the current and future health worker shortages in the region. This Roundtable consists of representatives across the health care fields and also includes representatives of the Job Force Board and Career Connections Group. This roundtable will support the efforts of the Career Connection's Subcommittees working on the following two goals:](#)

[Goal One: 90% of employers with 50 employees or more will indicate that job seekers' academic and employability skills are at or above those desired by the employer and](#)

[Goal Two: A seamless education system providing life-long learning opportunities](#)

where each public school and institutions of higher learning will actively participate in at least one career contextual learning curriculum.

For further reference, the following charts provide an employment forecast by major occupational categories, as well as a forecast of growth occupation by educational requirements.

**Employment Forecast by Major Occupational Categories:
1996-2006 Upper Peninsula Labor Market Area**

Occupational Category	1996	2006	Employment Growth	
			Number	Percent
Total, All Occupations	141,135	153,020	11,885	8.4
Executive, Administrative, and Managerial	14,620	16,085	1,465	10.0
Professional Specialty	17,795	19,610	1,815	10.2
Technicians and Related Support	4,020	4,405	385	9.6
Marketing and Sales Occupations	13,495	15,325	1,830	13.6
Administrative Support, including Clerical	22,920	23,605	685	3.0
Service	29,740	33,745	4,005	13.5
Agriculture, Forestry, Fishing and Related	4,460	4,430	-30	-0.8
Precision Production, Craft, and Repair	15,625	16,545	920	5.9
Operators, Fabricators, and Laborers	18,460	19,265	805	4.4

Source: Michigan Department of Career Development/Office of Labor Market Information

**Annual Job Openings by Major Occupational Categories:
1996 - 2006 Upper Peninsula Labor Market Area**

Occupations	Total Openings	Growth	Replacement
Total, All Occupations	4,759	1,360	3,399
Executive, Administrative, and Managerial	464	151	313
Professional Specialty	544	180	364

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Technicians and Related Support	117	40	77
Marketing and Sales Occupations	613	186	427
Administrative Support, including Clerical	571	126	445
Service	1,308	407	901
Agriculture, Forestry, Fishing, and Related	118	14	104
Precision Production, Craft, and Repair	454	122	332
Operators, fabricators, and Laborers	570	134	436

Source: Michigan Department of Career Development/Office of Labor Market Information

**Fasting Growing Occupations:
1996 - 2006 Upper Peninsula Labor Market Area**

Occupations	Employment Change	
	Number	Percent
Numerical Control Machine Operators	180	62.8
Physical Therapists	160	57.1
Systems Analysts	90	54.3
Personal/Home Care Aides	155	51.7
Emergency Medical Technicians	75	43.6
Amusement & Recreation Attendants	380	40.8
Medical Assistants	65	37.4
Social Workers, Medical and Psychiatric	105	35.7
Engineer, Math, Natural Science Managers	80	34.8
Teachers, Preschool and Kindergarten	90	33.0

Source: Michigan Department of Career Development/Office of Labor Market Information

**Occupations with Largest Numeric Growth:
1996 - 2006 Upper Peninsula Labor Market Area**

Occupations	Employment Change	
	Number	Percent
Cashiers	775	17.6
Salespersons, Retail	630	14.7

Correction Officers	495	24.1
General Managers and Top Executives	410	11.6
Amusement and Recreation Attendants	380	40.8
Food Preparation Workers	345	17.7
Waiters and Waitresses	335	10.8
Home Health Aides	320	27.8
Maintenance Repairers, General Utility	320	13.2
General Office Clerks	215	7.0

Source: Michigan Department of Career Development/Office of Labor Market Information

High Growth, High Openings, High Wage Occupations, Requiring at Least a Bachelor's Degree - Upper Peninsula Labor Market Area

Occupation	Growth Rate	Annual Openings	Wages
General Managers & Top Execs	11.6	117	\$25.92 (N)
Financial Managers	11.5	32	\$23.12 (N)
Accountants and Auditors	12.1	27	\$18.35 (N)
Social Workers, Med. & Psyc..	35.7	16	\$16.38 (N)
Construction Managers	13.3	13	\$20.82 (N)

Note: (U) U.S. Wage, (M) Michigan Wage, (N) Non-Metropolitan Area Michigan Wage
Source: Michigan Department of Career Development/Office of Labor Market Information

High Growth, High Openings, High Wage Occupations, Requiring an Associate's Degree - Upper Peninsula Labor Market Area

Occupation	Growth Rate	Annual Openings	Wages
Dental Hygienists	21.2	10	\$18.58 (N)
Registered Nurses	9.8	48	\$18.73 (N)
Respiratory Therapists	39.6	5	\$15.37 (N)
Medical Records Tech.	30.4	5	\$ 9.68 (N)
Health Prof/Paraprof/Tech, NEC	25.6	11	\$12.56 (N)

Note: (U) U.S. Wage, (M) Michigan Wage, (N) Non-Metropolitan Area Michigan Wage
Source: Michigan Department of Career Development/Office of Labor Market Information

**High Growth, High Openings, High Wage Occupations,
Requiring Post-Secondary Vocational or Technical Training
- Upper Peninsula Labor Market Area**

Occupations	Growth Rate	Annual Openings	Wages
Automotive Mechanics	6.1	32	\$12.96(N)
Welders and Cutters	6.8	18	\$12.53(N)
Emergency Medical Tech.	43.6	11	\$10.74 (N)
Licensed Practical Nurse	3.2	24	\$16.07 (M)
Medical Secretaries	6.2	7	\$ 9.16 (N)

Note: (U) U.S. Wage, (M) Michigan Wage, (N) Non-Metropolitan Area Michigan Wage
Source: Michigan Department of Career Development/Office of Labor Market Information

**High Growth, High Openings, High Wage Occupations, Requiring Moderate
On-the-Job Training - Upper Peninsula Labor Market Area**

Occupations	Growth Rate	Annual Openings	Wages
Numerical Control Mach. Oprs.	62.8	23	\$13.10 (N)
Painters and Paperhangers	14.4	12	\$11.96 (N)
Operating Engineers	10.8	9	\$16.29 (M)
Bus Drivers, exc. School	14.7	12	\$ 9.43 (N)
Salespersons, Parts	14.4	16	\$13.45 (N)

Note: (U) U.S. Wage, (M) Michigan Wage, (N) Non-Metropolitan Area Michigan Wage
Source: Michigan Department of Career Development/Office of Labor Market Information

Further Supporting documentation:

In 1998, in support of the region's M-TEC, the Job Force Board and Bay College procured the services of a local firm to survey approximately 134 regional business and industry to collect data on high demand occupations, growth rates and training the needs. The following are the results of that survey.

Significant results concerning high demand occupations:

- Computer related fields of NC/CNC programmers and operators, computer programmers, and computer-aided drafters are expected to show the greatest

growth over the next four years.

- Better than one third of companies using electrical technicians, machinists, and machine maintenance positions also expect those occupations to increase.

Significant results concerning high skill occupations.

- Occupations that have the greatest problems filling positions are machinists and machine maintenance.
- Plumbers, registered nurses, NC/CNC Programmers, wastewater system operators and diesel mechanics have the highest amount of dollars spent on outside training.
- Companies are projecting an increased need over the next five years for workers holding technical, college, and associate degrees.
- Companies are projecting a decline in demand for workers with only a high school diploma.

Significant results concerning training availability.

- Almost all companies utilize some in-house training. The most common out-of-house training resources are consultants and community colleges.
- Over half of the companies who use outside training did so for improved workforce technical skills.
- Other important outside training areas include supervisory skills and upper management skills.
- Companies feel that there needs to be an increase in the availability of training resources in their area. College and universities were seen as key training sources for computer related occupations.

- Community colleges/tech schools are the only source of training that are mentioned for all occupations and are especially strong within the occupations of welders, electrical technicians, NC/CNC programmers, machine maintenance, and machinists.

As The Job Force Board's Strategic Plan indicates a need to track business training needs and workforce needs, surveys such as the one used for the development of this region's M-TEC have provided statistical data that has provided the regional business community with access to a facility focused purely on the workforce development needs of the business community.

The Annual Planning Information Report, generated by the Department of Career Development's Labor Market Analysis Section, suggests that a review of the labor supply indicates a declining trend from the normal sources. A sufficient supply of skilled labor is necessary for continued economic development. The shortage of labor supply is exacerbated with a declining number of graduates from area high schools, community colleges, and universities. The Strategic Plan has identified a need to provide the population (K-through adult learning) with information about local business and industry and the identification of skills needed for regional jobs. In order to sustain the vision of the Job Force Board as identified in the Strategic Plan, the regional workforce must know present and future needs of the business community. Youth need to know that jobs are available in this region and what those jobs are. Adults need to know what skills are

needed not just for entry-level positions, but for advancement as well. [Activities to support Goals 3 and 5 will provide solutions regarding the collection of significant labor market data that will assist the workforce and career preparation systems in supplying the workers to meet the needs of our regional business and industry.](#)

2. **The Changing Role of Labor Market Information**

Many important labor force questions have been answered using data from the 2000 Census. We need to build tools to better monitor labor force trends throughout the next decade, between the 2000 and 2010 Censuses. The Job Force Board is faced with the challenge of recruiting skilled workers for local employment in an increasingly competitive and global marketplace. The Job Force Board must bring regional resources together to create employer driven workforce and economic development strategies through accurate labor market information. To this end, The Job Force Board completed an environmental scan to provide fully functional labor market information. The Labor Market Information Committee of The Job Force Board will continue to establish a private/public partnership among community-wide stakeholders to implement the identified goals of the Strategic Plan through the strategies developed by the partnerships.

[In July of 2001, Michigan Works! The Job Force Board placed into service a membership program, for its' service centers. This membership system is supported by a proprietary SQL Internet database. Since being placed in service, this database has logged: a.\) over 13,000 job candidates, incumbent workers, and underemployed persons seeking new and](#)

enhanced opportunities; b.) skills and work experience for these customers; c.) assessment test scores; d.) service center activity levels; e.) customer satisfaction data; and job placement outcomes due to services received at a Michigan Works! Service Center operated by the Job Force Board.

In addition to assisting with the labor exchange process and monitoring Michigan Works! Service Center activity, this system has also been instrumental in developing real-time labor market information. This data has proven to be meaningful for economic development partners. In late summer of 2001, a request came from the Delta County Economic Development Alliance for labor market data to provide to a call-center prospect.

Through the use of this database, The Job Force Board was able to present an abstract of individuals actively seeking employment, including demographics, and wage rates to demonstrate to the prospect that an adequate labor pool existed to support the proposed call center. In November 2001, the Delta County Economic Development Alliance, with Issues and Answers of West Virginia, announced the opening (spring 2002) of a call-center in Escanaba, Michigan employing approximately 110 persons. Among the reasons cited for deciding on Escanaba, was data about the local labor market supplied by Michigan Works! The Job Force Board.

The continued implementation of this activity will support and strengthen the Strategic Goals established by the Job Force Board.

The Job Force Board, with an aggressive focus on building collaborative partnerships, will seek to address these new strategic opportunities that will advance both business and individual career development in our region.

II Michigan Works! System

1. Michigan Works! Service Centers

The Job Force Board has been a charter member of The Enterprise, USDOL, since 1995 and as a result has been an avid supporter of continuous improvement. In April of 1999, the MWA expanded its continuous improvement efforts to the Michigan Works! Service Center system by introducing the Simply Better Self Assessment System (SAS). Service Center staff from all participating partner agencies were included in the initial survey. Based on the results of the survey, two areas were identified as areas for concentration, (1) staff capacity building, and (2) business services. Total Quality Management teams, representing all participating partners meet on a regular basis to continue work in these two areas. In the spring of 2001, the SAS was administered again, identifying customer service as an area for improvement. Again, teams worked to review processes that would focus on improving customer service to our business community and to our job candidates. This on-going quality initiative has just begun its third annual assessment and will analyze the data to determine the next phase in our continuous improvement efforts.

Goal Four of the Strategic plan is to “Recruit and provide an adequate supply of job seekers to at least 90% of employers utilizing the Michigan Works! MDCD Michigan Talent Bank/Job Bank Labor Exchange System. The implementation of the Membership Application database system is continuing to identify a wide cross section of the job applicant pool, including the incumbent worker and underemployed population. As part of its continuous quality improvement process, the implementation of the customer relationship management software system will allow the Michigan Works! Service Centers to implement just in time delivery of a pool of qualified applicants to fill employment openings in support of the Michigan Talent Bank/Job Bank and will serve to document service after the sale to business to promote customer satisfaction.

Michigan Works! Service Centers:

The Michigan Works! Service Centers view businesses as its priority customers and have implemented career and workforce preparation systems to build a quality applicant pool for its business customers. Workforce Development Professionals are represented by the Workforce Investment Act, Work First, Employment Service, Employment Service Veteran Workers, Michigan Rehabilitation, Veterans Administration and Partnership for Adult Learning services.

There are two full service Michigan Works! Service Centers located in Delta and Marquette County. Employment Service is represented at these two locations. Four other Michigan Works! Service Centers are located in Alger, Dickinson, Menominee and Schoolcraft counties. The workforce development services in each of these service centers are provided in a seamless

fashion to the business and job seeker customer, as all services are known as “Michigan Works!”

Equitable access to Employment Services is provided to any individual without regard to his or her place of residence, current employment status, or occupational qualifications. No preference in referral will be extended to any job seeker or group of job seekers except in accordance with legal requirements. The Job Force Board will insure that the ES service provider will not make any referral which will aid directly or indirectly in filling a job which would give services to an employer known to discriminate. The delivery of employment and supportive services to migrant seasonal farm workers will be on a basis that is qualitatively equivalent and quantitatively proportionate to services provided to non-migrant seasonal farm workers.

[Overview of Michigan Works! Service Centers:](#)

Alger County

114 W. Superior

Munising, MI 49862

Availability of Parking:	Public parking on the street
Public Transportation:	Regular, public transportation
Square Footage:	660 square feet
Customer Computer Stations:	4

There are two (2) Business Professionals located in the Alger County office. As the occasion merits, additional staff support is provided through one of the other Michigan Works! Service Center staff.

Delta County—Full Service

2831 North Lincoln Road

Escanaba, MI 49829

Availability of Parking:	Direct access parking
Public Transportation:	Regular, public transportation
Square Footage:	5,000 square feet
Customer Computer Stations:	11
Computer Lab Stations:	6

There are seven (7) full time Business Professionals at the Michigan Works! Service Center in Delta County.

In addition, there is a Local Veterans Employment Representative, Disabled Veterans Outreach Representative, the Delta County Veterans Trust Fund Manager, and the Veterans Outreach Counselor (funded through the Veterans Administration). There is one (1) full time and one (1) part time Michigan Rehabilitation Services counselor on site.

The CIS Unemployment Agency is located in this building complex.

Marquette County- full service

1498 O'Dovero Drive

Marquette, MI 59855

Availability of Parking:	Direct access parking lot
Public Transportation:	Regular, public transportation

Square Footage: 14,160 square feet
Customer Computer Stations: 12
Computer Lab Stations: 10

Staffing includes eight (8) full time Business Professionals, and three (3) Local Veterans Employment Representatives. Michigan Rehabilitation Services staff includes counselors and support staff for the district office.

Menominee County

2604 10th Street

Menominee, MI 49858

Availability of Parking: Direct access parking lot
Public Transportation: Regular, public transportation
Square Footage: 1,900 square feet
Customer Computer Stations : 6
Customer Lab Stations: 2

In addition to two (3) full time and one (1) part time Business Professionals, there is one (1) Veterans Representative(Part time) and one (1) Michigan Rehabilitation counselor co-located at the Michigan Works! Service Center in Menominee County. The Unemployment Agency is represented on an itinerant basis.

Dickinson County

200 Fairbanks

Iron Mountain, MI 49801

Availability of Parking: Direct access parking lot and street parking

Public Transportation: Regular, public transportation

Square Footage: 3,000 square feet

Customer Computer Stations: 9

Computer Lab Stations: 5

There are three (3) full time Business Professionals and (1) part time Business Professional at this location, along with one(1) part time ES Veteran representative. The Unemployment Agency is represented on an itinerant basis.

Schoolcraft County

321 Deer

Manistique, MI 49854

Availability of Parking: Public parking

Public Transportation: Limited to the elderly. Limited to welfare customers

Square Footage: 500 square feet

Customer Computer Stations: 5

There is one (1) full time and one (1) part time Business Professional at this location. In addition, the Schoolcraft County Economic Development Corporation is also located at this site.

Michigan Works! The Job Force Board has identified its Michigan Works! Service Center System to provide increased assistance to the unemployed and underemployed and to be instrumental in the maintenance of a system that monitors the make-up of the regional workforce and tracks the present and future needs of the employers. This charge is in direct alignment with the Strategic Plan that has identified these charges as goals. This will facilitate the on-going need for improved customer service. To better serve the customers of the Michigan Works! System, the partners at each service center meet on a weekly basis to review common customers, both employers and job seekers, and to plan a seamless delivery of services that insures non-duplication.

2. Memorandum of Understanding (MOU)

Copies of the Job Force Board's MOUs are on file with the Michigan Department of Career Development.

III Local Performance Measures

Local performance measures are identified in each of this MWA's annual plans.

IV Adult and Dislocated Worker Employment and Training Activities

1. Training Activities and Training Providers

The Workforce Investment Act of 1998 (WIA) emphasizes informed customer choice, system performance and continuous improvement. WIA mandates The Job Force Board, in partnership with the State, to identify training service providers at the local level,

whose performance qualifies them to receive WIA funds to train job seekers, based on minimum criteria established by the Governor. This basis builds on the following three guiding principles:

- Empower individuals by allowing them to choose the program of training or education they needs and giving them the information to make good choices;
- Increase accountability and quality among providers; and
- Establish strong state and local partnerships to ensure quality training options and accuracy of information for the job seeker.

Consequently, these principles set the framework for a competitive market designed to give customers the best choices for training and receive premium services and information that will lead to a strong provider marketplace.

Training services will be made available to adults and dislocated workers who have met the eligibility requirements for intensive services and are unable to obtain or retain employment through such services; who, after an interview, evaluation, or assessment and case management, have been determined to be in need of training services and to have the skills and qualification to successfully participate in the training service; and who selects training services that are directly linked to employment opportunities. These training services will be limited to individuals who are unable to obtain other grant assistance beyond the assistance made available by other grant assistance services, including Pell Grants.

The training services will include occupational skills training (including training for non-traditional employment), on-the-job training, workplace learning with related instruction, skill upgrading and retraining, entrepreneurial training, job readiness, training, adult education and literacy training, and customized training. A provider that has been approved by The Job Force Board in accordance to the eligibility requirements will provide the training,

This training component is imperative to the design of The Job Force Board's Strategic Plan. As labor market surveys are used to project business workforce development needs, they are also used to project training needs. As we work to provide business with skilled workers, proposed training plans for job candidates will align with the occupations and skills in demand by the business community.

2. Individual Training Accounts (ITA)

The Individual Training Account (ITA) is established on behalf of an adult or dislocated worker participant, who has been determined eligible for training, so that they can purchase training from an approved provider locally, or statewide. Training services will be provided in a manner that assures maximum consumer choice on behalf of the participant. Choices will be made based upon assessment, occupational opportunities, and in consultation with a Workforce Development Professional. The Job Force Board currently implements an ITA voucher system.

An exception to the use of an ITA would occur for on-the-job training or customized training. At this time, use of the other two exceptions allowed under the Workforce Investment Act (WIA), i.e., an insufficient number of training providers locally or using a community based organization or other private organization are not anticipated by The Job Force Board. ITA vendors must be registered on the Career Education Consumer Report System (CECR).

5. Wagner-Peyser Employment Service Agency (ESA) Services

A. Basic Labor Exchange

All employers and job seekers will have access to the Michigan Talent Bank/Michigan Job Bank (MTB/MJB) and all other self-service resources at each Michigan Works! Service Center during normal business hours, Monday through Friday. Each location also provides for the job seeker, universal access to the core services, information and resources that are available to everyone free of charge. They help people access resources for job-finding efforts, including the use of information and tools, whether on an electronic system, printed or audio-visual in nature and are preparatory to job search.

In addition, in accordance with the Employment Services Agency (ESA) manual, in any case where an employer or a job seeker has difficulty or is unable to participate in the MTB/MJB labor exchange system due to lack of access to the system, due to lack of computer familiarity, literacy, disability or some other barrier, facilitated access will be offered.

The Job Force Board will provide mediated services (job seeker selection and referral) through contracted public merit-based staffed employees. Mediated Services will be provided, delivered, and reported in accordance to the ESA manual. Before any mediated services are provided and documented, the employer or job seeker will be registered on the labor exchange system.

Each of the locations identified as Michigan Works! Service Centers offers integrated services to all employers, at their request, at no cost through a single point of contact.

Other methods to support economic/workforce development efforts, such as assistance in finding qualified workers; labor exchange using the MTB/MJB; interview facilities; state and federal labor market information on the Americans with Disabilities Act, etc. are also provided. Employers will be provided with worker recruitment assistance in cooperation with MDCD's statewide efforts, such as M-TEC, and Economic Development Job Training grants.

1. Unemployment Insurance (UI) Work Test

The Job Force Board will insure that all UI claimants have access to MTB/MJB to register for work, and will verify for the Unemployment Agency (UA) that UI claimants have registered for work. The Job Force Board's service provider(s) will stamp and initial each claimant's verification card, and electronically log the name and social security number after he or she has completed the ESA registration process. The UA will receive timely notice of such registration. The Job Force Board will report all claimants who are not in compliance with the "available and seeking work" requirement by using

the appropriate MD/ESA form. In addition, any correspondence received from an employer indicating that a claimant refused an offer of work will be forwarded to the UA.

2. Participate in a System for Clearing Labor Between the States

The Job Force Board will provide access to the MTB/MJB at each service center as part of the national labor exchange system. A completed intrastate or interstate clearance order form will be provided to any worker or other interested party upon request.

3. Administer TAA and NAFTA/TAA

The Job Force Board will provide mandated services to workers adversely affected by foreign competition in accordance with Federal laws, rules, and regulations. A full range of re-employment services will be provided to workers displaced by foreign competition, either by the importation of foreign-made goods or by the exportation of the work itself. Recognizing that the primary objective of both TAA and NAFTA/TAA is to assist affected workers to return to suitable employment, every effort will be made to place these workers into jobs prior to expending TAA or NAFTA/TAA funds for training. For those workers needing training or re-training, the full range of the re-employment services will be available:

Employment Registration, Employment Counseling, Vocational Testing, Job Development, Support Services, On-the-Job Training, Classroom Training, Self-Directed Job Search, Job Search Allowance, Relocation Allowances

Re-employment services under TAA and NAFTA/TAA will be provided as an integrated parts The Job Force Board's EDWAAA program to maximize program efficiency and prevent duplication of services. All TAA and NAFTA/TAA and EDWAAA programs will be delivered in accordance to the appropriate policies and guidelines as detailed in the ESA manual and all applicable MDCD policy issuances.

5. Operate the Local Component of the ESA Complaint System

The Job Force Board will establish and maintain a local component of the ESA complaint system following the guidelines identified in the ESA manual. The system will offer a formal mechanism for processing complaints from a customer who believes that his or her employment-related rights have been denied, or that he or she has been treated unjustly in an employment-related issue. This system will be exclusively for complainants, either job seekers or employers, who are customers of ESA. Complaints against UI, WIA, Work First, or Work First (WtW) will be addressed according to the procedures established in those particular regulations.

6. Operate the Local Component of the Federal Bonding Program

The Job Force Board will operate the local component of the federal bonding program by assisting job applicants and employers in the bonding process in accordance with the ESA manual. The Job Force Board will assure that there is a sincere or bona fide offer of employment by requesting a copy of the letter from the employer to the job applicant stating that the offer is conditional upon receiving a Fidelity Bond. All paperwork and

correspondence will be processed in accordance with the ESA manual.

VI. Rapid Response Activities

Much like the State's Workforce Transition Unit (WTU), The Job Force Board monitors media reports and uses a network of local contacts, including the service centers' Workforce Development Professionals, to identify downsizings and plant closing that warrant a rapid response. The Job Force Board will coordinate rapid response activities with the WTU for any downsizing or facility closing which affects fifty (50) or more workers, as designated under the Worker Adjustment Retraining Notification (WARN) Act notice. Representatives of The Job Force Board, the WTU, and UA will meet with representatives of the affected facility's management and if applicable, its bargaining unit at the earliest date possible upon notification of the pending downsizing or closing. At that time, an assessment will be completed to determine:

- Layoff plans and schedule of employer
- Potential for averting the layoff(s)
- Background and probable needs of the workers
- Re-employment prospects for the workers in the local community
- Available resources to meet the short and long term assistance needs of the affected workers
- The provision of information and access to unemployment compensation benefits and comprehensive Michigan Works! System services

- Employment and training activities, including information of the TAA And NAFTA/TAA programs

The Job Force Board, in cooperation with the WTU, will support a workforce transition committee, if it is voluntarily agreed to by the facility's management and bargaining unit or other workers' group. The workforce transition committee may devise and oversee an implementation strategy that responds to the needs of the workers.

The Job Force Board will respond to facility downsizings and closings that affect fewer than fifty (50) workers with similar assistance and services.

VI. Funding

1. Limitation of Adult Employment and Training Funds and Priorities

Based on previous levels of participant services and related costs, The Job Force Board will determine if a priority system will need to be put in place once the allocation level for adult employment and training services has been established. If a priority system is needed, training and training related expenditures would be limited to those applicants who are receiving public assistance, a person whose family income falls below the minimum self sufficiency level as identified by The Job Force Board, or a person's family income is not more than 125% of the lower living standard income level, and is not receiving employer paid benefits.

2. **Competitive Procurement Process**

The Job Force Board will only award grants and contracts for activities under WIA and other funding sources through a competitive process conducted in a manner that provides open and free competition and that is in compliance with [MDCD/OWD Policy Issuance 99-34, Change 3 “Procurement Policy” issued June 7, 2001](#). Policy is on file with original Comprehensive Plan.

3. **Wagner-Peyser Employment Service and TAA and NAFTA/TAA Service Providers and Funding**

The Job Force Board will only award grants and contracts for activities under Wagner-Peyser Employment Service Section 7(a) through a competitive process conducted in a manner that provides open and free competition. Successful bidders will need to certify that they provide a merit-based employment system.

All TAA and NAFTA/TAA eligible participants will be dually enrolled as dislocated workers under WIA, Title I. Staff costs and other expenses not allowable under TAA and NAFTA/TAA will be charged to WIA. TAA and NAFTA/TAA funds will be reimbursed to The Job Force Board on a cash request basis. Administrative costs will be reimbursed at the end of each quarter based on 10% of expenditures in the quarter.

All Wagner-Peyser employment services will be available at no cost to job seekers and employers. Veterans will receive priority for labor exchange services in the

one-stop delivery system. All job orders listed in the Michigan Talent Bank will be suppressed for 24 hours to allow an opportunity to refer veterans first.

Wagner-Peyser fund will be appropriated to The Job Force Board according to the following allocation:

50% based on the local area's share of the state's average civilian labor force during the previous year and 50% of the local area's share of the state's average number of unemployed persons during the previous year. The Job Force will limit administrative costs associated with Wagner-Peyser funds to 15% of the total allocation.

Should The Job Force Board contract with locally-based ESA employees, the cost of their direct support will be reimbursed through the state in accordance with the MOU. Relocation of these employees will only occur with prior ESA approval.