

UP Special Delivery, Inc. Uses Michigan Works!



Editor's Note: Based out of Iron Mountain, UPSDI's focus is overnight delivery to their regional market, including Michigan, Wisconsin, Minnesota, Illinois and Ontario, Canada.



UPSDI utilizes up-to-date computer technology and has consistently updated their fleet of equipment. They build their company around each customer's particular needs, providing dispatching 24 hours a day, 365 days a year. UPSDI's workforce is committed to providing quality service and continuously strives to increase profitability for all parties involved.

By: Thomas J. Griggs, VP – Human Resources: As Vice President of Human Resources for UP Special Delivery, Inc., my initial contact with Michigan Works occurred when we met to establish an account to facilitate the posting of open positions at the company on the Michigan Works Website. At this point in time only the MIS Manager at UP Special Delivery, Inc. had internet access, therefore I ended up calling the staff at the Iron Mountain office for their assistance in posting new positions. The staff was extremely helpful and was completely patient in my experience with them.

Job Profile and spent many hours on the project, including breaking the department into two study groups.

The end result was that we discovered exactly why the position had become so difficult, learned what skills and skill levels were required to function in the position and developed both a detailed job description and a training program for the position. Most of these items were provided courtesy of Michigan Works! Work Keys Profiling.



UP Special Delivery's Office in Iron Mountain

Now Jerry, Jeff and the staff at Michigan Works! conduct all our pre-employment testing for this position and no candidate is hired without achieving the minimum skill requirements as established by their Job Profile. This process has created a better applicant/job match and has resulted in 100 percent Data Entry staff retention, less training time and has greatly increased data entry accuracy.

This contact led to the staff at the Iron Mountain office of Michigan Works assuming the duties of performing the typing and ten key testing of our clerical candidates. Shortly after this process was established as a prerequisite to a new clerical employee being hired at UP Special Delivery, I was contacted by Mr. Jerry White of Michigan Works! He explained to me the new process being used by Michigan Works! called "ACT Work Keys Job Profiling".

Since this initial Job Profile, a Job Profile of an additional position within our operational department that has proven to be just as fruitful as the clerical position originally done. Michigan Works! has proven to be a valuable assets to our company and it is this man's opinion that the Work Keys Profile would certainly be a benefit to any organization.

Mr. White and Mr. Jeff Pecotte, certified ACT Work Keys Job Profilers, met with myself and members of my staff to discuss the process and the intended results of profile. We established immediately that we had an entry-level position in our corporate office that was a perfect fit. This position on the surface seemed to be a relatively easy position to learn and not too difficult to master, yet it was turning over at a 50 to 70 percent rate and those that lasted took six months to a year to become proficient.

To make matters worse several employees on my staff, who had served in the department in years past had differing opinions on the reasons why. Mr. White and Mr. Pecotte agreed to conduct the



From back to front: Tom Griggs, Linda Hupp, Sloma Brayall and Barbara Blazier

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President's Corner: Charter Communications

Those of us from Michigan Works! The Job Force Board would like to take this opportunity to thank Charter Communications for their commitment to our community.

Charter Communications, in conjunction with Michigan Works! The Job Force Board, is providing free Internet access to Ronn Hall in Negaunee. Michigan Works!, seeing the need for additional reemployment services in Marquette County, has set up a Satellite Service Center at Ronn Hall for use by the displaced mine workers and their families.



Will Carne

Todd Myrick and Jason Bordeaux of Charter Communications were instrumental in setting up this Satellite Service Center and in ensuring that individuals will be able to access all of Michigan Works! services, right from Ronn Hall. The always on connections and high-speed access provided by Charter allow individuals to access the Michigan Works! website, www.jobforce.org, as well as a myriad of other reemployment resources and job search engines.

Charter Pipeline also provides the backbone for Michigan Works! The Job Force Board's six county network between their service centers in the Central Upper Peninsula.

If you would like to know more about Charter Communications Commercial Business Services, call (906) 786-2244. Or for more information on Michigan Works! call your local Michigan Works! Service Center, the contact information is listed on the back page of this issue

Michigan Works! System Profile of the Month: Dr. Patrick Smith

Dr. Patrick Smith, the Superintendent of The Marquette Area Public Schools, is one of the newest additions to The Job Force Board's Career Connection Group, having just been appointed by the Job Force Board on December 19th.



Patrick B. Smith, Ed.D

Dr. Smith has been contracted by the Marquette Area Public Schools Board of Education as Superintendent since July 2000, and is seen as a significant player in the School Board's plan to meet the challenges of state budget cuts and declining enrollment which the district continues to face.

Certified as a superintendent, chief business official, central office administrator, secondary administrator, teacher and counselor, Dr. Smith served the Boyne Falls Public Schools as Superintendent from 1994 to 2000. From 1990 to 1994 he served as High School Principal and Director of Curriculum and Instruction at Climax/Scotts Community School. Dr. Smith's prior administrative experience includes serving as President of Nazareth College, Associate Dean of Student Programs and International Programs at California State University, and Associate Professor of Education at the University of Maine.

Dr. Smith received his bachelor's degree in history in 1961, master's degree in Guidance and Counseling in 1964, and doctoral degree in Guidance and Personal Services in 1968 from Michigan State University. He also received a master's degree in Education Administration from Western Michigan University in 1992.

Smith's major accomplishments during his employ with MAPS include leadership in negotiating four multi-year bargaining unit contracts; and leading the district's strategic planning process, which culminated in the *Superintendent's Report on Focus 2005 Balanced Budget Plan*, adopted by the school board in June 2001, and a multi-year District Technology Plan, adopted by the board in July 2001.

Michigan Works! The Job Force Board would like to welcome Dr. Smith to the Career Connections Group.



For your future safety training needs,
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Jayne Bernard
Director of Safety Training

Safety Training

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Six-County Employment Review – 2001

Nationally 2001 was a year of turmoil in the job market. Hit initially by what turned out to be a fairly strong recession, things took a turn for the worse with the uncertainty following the events of September 11. Layoffs became the watchword of the day, with manufacturing employment taking large hits.

How did the Central U.P. fair in all this turmoil? Not too badly, as it turned out. Excluding the obvious serious impact the mine layoffs that occurred at year-end will have in the coming months, we seem to have managed the situation better than the country as a whole, at least through 2001. Some feel we are usually behind the national curve, and will feel the recessionary effects in 2002. Whether we have ridden it out fairly unscathed or will have some unsettling times ahead, time will tell, with the mine effect to be factored in.

The period of 1995 – 2000 was a period of continued year-to-year growth in average monthly employment in the Central U.P. This timeframe also saw a like growth in work force totals. The growth in work force totals is the reason that, despite continued employment growth, the unemployment rate, while declining, did not fall as rapidly. This period witnessed an increase in average monthly employment of 5,500, and a corresponding increase in average monthly work force of 3,775. This represents a significant growth in jobs considering the population levels. In 2001 the steady growth each year came to an end. With exceptions, 2001 mirrored 2000

in employment counts. Within the Six-Counties, Alger, Delta and Dickinson exhibited minor increases, and Schoolcraft was unchanged. The reductions in employment levels came in Marquette and Menominee Counties.

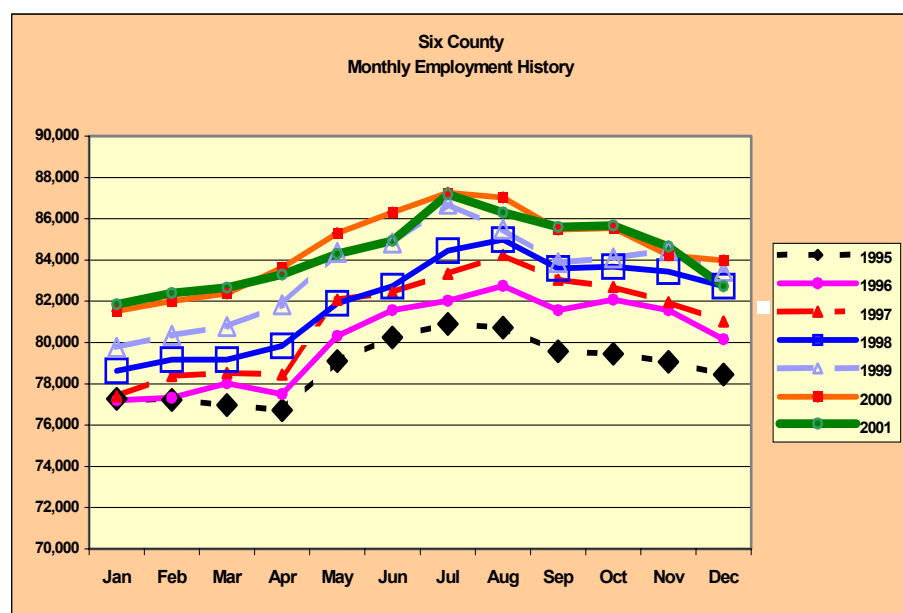
Marquette County began the year with 1st quarter levels the same as the previous year, dipped until the 3rd quarter when a recovery took place, then was hit in December with the first of the mine layoffs. Trade and services industries continued to do well in Marquette for the year.

Menominee County average monthly employ-

ment fell by 250 from 2000 to 2001. Manufacturing, which is the largest group in the County, shows a decline, a trend that started in 1996.

Overall, the Six-county area experienced a modest 250 reduction in average monthly employment during 2001. In view of economic events in the rest of the country, the figures may be viewed as fairly positive.

2002 should prove to be the one to watch. The possibility of a delayed effect from the recession plus the mine layoffs and its ancillary impact on support jobs will be closely monitored.



Stabenow Calls for Assistance for Empire Mine Employees

Washington-- U.S. Senator Debbie Stabenow (D-MI) announced that she has urged U.S. Secretary of Labor Elaine Chao to provide immediate Trade Adjustment Assistance (TAA) to displaced workers from the recently idled Empire Mine in Marquette, Michigan.

The TAA program assists workers who are unemployed due to increased imports. Hundreds of Empire Mine workers lost their jobs through no fault of their own when the mine closed its doors late last year because of subsidized and below-cost steel products imported from other countries.

“It is my hope that the Department of Labor will approve trade adjustment assistance for

these workers and do it quickly,” said Stabenow. “These workers need immediate assistance. Too many people have suffered from the effects of unfair foreign steel dumping for us to do nothing.”

Since coming to the U.S. Senate, Stabenow has become one of the Senate’s leading voices on the issue of foreign steel products being unfairly dumped in U.S. markets, and the effects this policy has had on U.S. workers. In December of last year, she urged President Bush to impose strict guidelines on foreign steel imports. In September, she joined a number of her Senate Colleagues in cosponsoring legislation to extend and expand the TAA program. The legislation,

which is expected to be considered by the Senate later this year, addresses shortcomings of the current programs and opens up assistance to more Americans.

“We need immediate action to help the Empire Mine workers get back to work and to get America’s iron ore and steel industries back on their feet again. These industries and their workers are too important to our nation’s economic health and security to do otherwise. I am hopeful that the Department of Labor and others in the Administration will recognize the need to support them and do so expeditiously,” said Stabenow.

An introduction to Career Pathways

Michigan's Career Preparation System has identified Career Pathways as a strategy to help students navigate their way among the myriad of occupations available to them. Recently, Bonnie Nelson of the Michigan Works! Service Center in Delta County, has done presentations on the Career Pathways to students in seven of our area schools.

Career Pathways are broad groups of careers that share similar characteristics and whose employment requirements call for many common interests, strengths, and competencies. These groupings help students see the relevance between their selected school course, interests, abilities and their future goals. One example of shared characteristics is between the careers of Law, and Cosmetology. These two career categories, though seemingly unrelated, are grouped under the pathway of Human Services because these career paths both require a person to be friendly, open, have good problem solving skills, and be willing to work with people.

The Six Career Pathways are:

1. *Arts & Communications*: careers related to the humanities and the performing, visual, literary and media arts.
1. *Business, Management, Marketing and Technology*: careers in business including accounting, business administration, finance, information processing and marketing.
2. *Engineering/Manufacturing and Industrial Technology*: careers related to technologies necessary to design, develop, install or maintain physical systems.
3. *Health Science*: careers related to the promotion of health as well as the treatment of injuries and disease.
4. *Human Services*: careers related to child-care, civil service, education, hospitality and the social services.
5. *Natural Resources and Agriscience*: careers related to natural resources, agriculture and the environment.

To get the students thinking of what personal characteristics are needed for a career, Nelson uses an activity based on a survey done by the Smell and Taste Treatment and Research Foundation. This survey links personal characteristics to what snack-food an individual eats. Nelson states, "This activity gets the kids to think about what their characteristics are, and works to grab their attention." Nelson then furthers the presentation by naming skills and characteristics required for certain careers, and inviting the students to guess which career is being described. "They rarely guess the career because they're not used of thinking of what careers truly require."



The overall goal of these presentations is to help students begin to identify what skills are required for each career, which ultimately will make it easier for them to prepare themselves for the workforce by giving them an idea, early on, of what will be required in the career of their choice. Once the skills are identified, the student has the opportunity to decide which career is truly the right match to their personal characteristics, and to then expand on their skills in that area of study.

For more information on Career Pathways, contact your local Intermediate School District or Michigan Works Service Center.



Bonnie Nelson, of the Michigan Works! Service Center in Delta County, recently did presentation on Career Pathways at Mid Pen, Rapid River, Gladstone, Escanaba, Manistique, Big Bay, Nah Tah Wahsh, and Holy Name Schools. She was able to speak to over 650 students, of which, one class is pictured above.

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- ✓ Save your Business Time and Money
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- ✓ Employment Career Resources
- ✓ Soft Skills Training

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Sponsor a page in the Michigan Works! Business is UP-Date

The Michigan Works! Business is UP-Date is a respected area newsletter providing local business, economic, and educational information to over 3,500 business professionals throughout the Central Upper Peninsula.

There are various sponsorship opportunities for the Michigan Works Business is UP-Date Newsletter insuring that all businesses can find the publicity that they are looking for within our pages.

For sponsorship information contact Rob Carviou at:

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