

Employment Service Plan Narrative

1. Michigan Works! Agency (MWA) Contact Person

Dallas Oberlee
 Administrative Services Manager
 Kalamazoo-St. Joseph Michigan Works! Agency/Upjohn Institute
 300 South Westnedge Avenue
 Kalamazoo, Michigan 49007-4628
 Voice: (269) 385-0442
 FAX: (269) 349-5505
 E-Mail: oberlee@upjohn.org

2. Provision of Labor Exchange Services

All Employment Services described in this plan will be provided through the individual One-Stop Service Centers identified herein. Services and allocations of MWA staff FTE (full time equivalencies) are based on current activity and estimated funding for the year beginning July 1, 2014. Modifications may be necessary if actual funding levels vary significantly. Most MWA Service Center staff are cross-trained to accommodate increased volume of customer demand and periodic absence of staff assigned these functions as a primary task.

a. Employment Services

Employment Services are provided through two Michigan Works! Service Centers (MWSC), one in each county. Additional employment services may be provided at locations other than the MWSCs to facilitate greater customer access. Auxiliary sites may be used to accommodate specific outreach or to establish greater accessibility by customers. All services are available at no cost to the employers or job seekers receiving the services.

b. Labor Exchange

Labor exchange services are available, without cost, to all job seekers and employers. A range of services are available at different levels of intensity provided through staffing arrangements comprised of several partner agencies.

Name of Location	Address of Location	County	Full Service or Satellite	Hours of Operation
Kalamazoo-St. Joseph Michigan Works!	1601 South Burdick Street Kalamazoo, Michigan 49001	KALAMAZOO	Full Service	8:00 AM – 5:00 PM Monday – Friday (Except for State holidays)
Kalamazoo-St. Joseph Michigan Works!	16587 Enterprise Drive Three Rivers, Michigan 49093	ST. JOSEPH	Full Service	

Self-Service

These services are provided primarily at designated MWSCs. One-Stop Customer Service Representatives are positioned at each MWSC to respond as the initial point of contact.

Customer Service Representatives provide both verbal and written assistance. Information on workforce development services is updated on an ongoing basis as new information is received and current information is revised. Staff is provided training in customer service through workshops and other available resources and can access community resource information through both written and electronic formats.

Job Seekers and employers visiting or calling Employment Services for assistance are informed of the most direct means of accessing information and posting information on the Pure Michigan Talent Connect (PMTTC). The PMTC (mitalent.org) is available to individuals and employers to enter resumes or job orders, search the available job openings and resumes, and access other job search resources.

MWSC sites are equipped with a range of hard copy and electronic resources in their Resource Centers, all of which are available at the convenience of the job seeker and employers. Employment Services Representatives monitor the use of the Resource Centers to ensure that adequate resources are available; equipment is in working order and that information is relevant, current, and accessible for individuals with disabilities.

Facilitated Services and Staff Assisted Services

Job Seekers

Facilitated labor exchange services are designed to assist job seekers in finding employment by providing access and direction on how to use Michigan's Internet-based Pure Michigan Talent Connect (PMTTC) labor exchange system. Additional Staff Assisted Services are also available for individuals having a need for more intensive assistance. It is the responsibility of the job seeker to ensure that their profile in the PMTC system is active

The range of "facilitated" labor exchange employment services available to job seekers include:

- Computer access to Internet Instruction on use of Pure Michigan Talent Connect
- Assistance with use of computer,
- Assistance in development of a profile and/or resume on the PMTC,
- Assistance with data entry,
- Accommodations for persons with disabilities,
- Referral of eligible veterans and migrant/seasonal farm workers in need of staff assisted services to a designated WDA staff.
- Information on all workforce development services available through the Kalamazoo-St. Joseph Workforce Development System.

Resource Centers have been maintained to ensure that information and technology is current. While there are variations between sites, the typical Resource Center will have a number of resources available: Television with headsets, job search videos, access to copy machine and fax, resume writing software, typing or keyboard software, Internet access, resume books, job search strategy books, Dictionary of Occupational Titles, O*NET (Occupational Information Network), Occupational Outlook Handbook, Michigan Manufacturers Directory, financial aid information, etc. and PMTC found at <http://www.mitalent.org/>.

Computers with Internet access and current word processing software are available for use at the Kalamazoo and St. Joseph MWSCs. Additional workstations are available in computer labs at the Kalamazoo and St. Joseph Service Centers. Open access wireless internet connectivity allows the general public flexibility in accessing the internet. Designated Employment Service staff is trained and available during all regular hours of operation to provide hands-on assistance to customers.

Job Search Workshops are available for customers desiring to improve their job search skills. While actual schedules for job search workshops may vary depending on customer interest (this service is optional for customers), at least six hours of classroom training/workshops are offered weekly and include training that addresses a number of critical areas, a few of which include:

Job Search Strategies

Recognizing skills and abilities
Determining what type of job you want
Use of Networking and Technology
Making the contact

Resume and Employment Letter

Writing
The structure of a resume
Preparing a resume
Cover, follow-up and /thank you letters

Applications and Interviewing

Being prepared
This is your time to shine
Having the right attitude
Dressing for success

Monthly workshop calendars are available at the service centers, on the Kalamazoo-St. Joseph Michigan Works! website, and are distributed broadly throughout the community. Social Media is also used to promote each of the scheduled workshops. ES staff offer mock interviews and personalized resume review services each week at both of the Service Centers.

Job seekers requiring **assessment/testing, employment counseling, federal bonding assistance, referral to training**, etc., are assisted with general information on the availability of services and, as necessary, referred to appropriate program staff.

An essential component for assisting workers in transition is the participation of the following four partners: MWA Employment Service, Unemployment Insurance Agency, Michigan Works Agency, and Dislocated Worker staff in Rapid Response efforts.

The four partners noted above, and depending on their availability, a representative of the, Workforce Development Agency (WDA), Rapid-Response Section, will respond immediately to situations where notification is received of business closures or substantial layoffs. Following an initial meeting between the employer and the MWA, UIA and, WDA, subsequent informational exchanges are considered with participation of the four primary partners and with business management, union and employee representatives, and group meetings with employees. As appropriate, staff responsible for Trade Act Assistance is available to assist.

(1) Employer Services

There are **no preconditions** for employers requesting Wagner-Peyser Employment Services. Basic labor exchange employment services are available to all employers: This includes providing assistance for initial registrations and for updating and/or revising resume and job order information as well as using the technology for searching and matching appropriate job orders and resumes.

- Employers are provided access and direction in how to use PMTC. This may be conducted at the Service Centers or at the employer’s work site.
- Pull resumes of qualified candidates based on employer criteria
- Assistance with use of computer, if necessary
- Assistance in development, updating and removal of job orders for PMTC, including direct entry of data for employers, if necessary.
- Assistance with data entry and updates including entering searches for employers and download, print, and fax searches of qualified applicants.
- Distribution and collection of job applications,
- Posting of job openings including state, county, local civil service job openings,
- Assess employer eligibility for tax credit resources (e.g. Worker Opportunity Tax Credit Program, if available, etc.)
- Information on all workforce development services available through the Kalamazoo-St. Joseph Workforce Development System.
- Employer of the Day, On-the Job Training, etc.

Due to funding constraints and the introduction of additional state wide initiatives, the range of employment services requiring a more intensive interaction of MWA Employment Services staff, are limited.

(a) **Worker Recruitment Assistance**

Employment Service staff identified as representatives of the Business Services Team are assigned the responsibility for working with employers and other workforce development organizations for situations where employers are in need of a significant recruiting effort.

Depending on the nature and scope of the employers' needs and available funding, recruitment efforts will vary in intensity. Based on current activity, worker recruitment assistance may take the form of: specialized searches on PMTC or other resources; conducting specialized Career Fairs; and, the solicitation and coordination of assistance from local and regional MWA's, Workforce Development Boards, partners of the local Michigan Works! Systems, WDA, and other workforce development agencies including secondary and post-secondary education and training resources.

(b) **Monitoring of Employer Job Orders**

The monitoring of job orders from employers who are federal contractors or are involved in labor disputes and other employer compliance issues are controlled and, where appropriate, action is taken to ensure referrals are not made which would be in violation of Employment Services protocol. Monitoring includes a monthly review of the Federal Contract Job Listing provided monthly through the WDA.

Because of the currently limited capacity of the PMTC system to capture and report ongoing employer activity, situations described are monitored through more informal methods such as public announcements, dialogue with Unemployment Insurance Agency representatives, labor organizations, WDA representatives, and the MWA.

ii. **Staff Resource Allocation: MWA and WDAS**

Employment Services personnel provide functional coordination through the co-location of WDA representatives in the Service Centers.

Employment Service Staff Allocation by FTE			
Employment Service Function	Kalamazoo	St. Joseph	MWA
MWA Staff			
Facilitated/Mediated Services	1.67	.56	2.23
WDA Staff			
Veterans Representative(s) (DVOP)	1	By appointment	1
Rehabilitation	Itinerate	Itinerate	0
Migrant and Seasonal Farm Worker	By appointment	By appointment	0
Unemployment Insurance Agency (UIA)	2.0	0	2.0
Total State FTE	3.0	0	3.0
Total MWA and State FTE	4.9	.76	5.66

*Allocations of MWA staff FTE (full time equivalencies) are based on current activity and estimates for the year beginning July 1. Actual deployment of staff FTE's between activities fluctuates based on customer demand and available funding.

3. **Unemployment Insurance (UI) Work Test**

Unemployment Insurance (UI) claimants are provided written instruction forms by the Unemployment Insurance Agency (UIA) upon filing a claim for Unemployment Insurance. These instructions require the

claimant to register for employment through PMTC. While this stage may be accomplished from any computer with access to the Internet, claimants are required to “verify” this registration at a MWSC. The MWA Employment Service staff will view the claimants’ on-line registration before providing verification.

The UIA referral card, provided by the UIA, is stamped and certified by designated Employment Services staff at the Service Center.

Following validation Employment Service personnel provide certified registration and referral card(s) to the designated UIA office contact in accordance with schedules and procedures established by the UIA. The verification of work-test is electronically logged, providing the date of verification and the claimant’s identification number.

Also, UIA claimants who visit Employment Service sites to update their resumes` may have this activity confirmed with the UIA to ensure eligibility for unemployment insurance is maintained.

A component of the UIA work-test activity is the monitoring of job seeker activity to ensure compliance with the “available and seeking work” requirement. While the PMTC system is currently limited in the manner in which job seeker job search activity may be monitored, a number of ancillary procedures are available to conduct a minimum level of oversight, including letters from employers indicating a job seeker’s refusal of employment. Upon identification of a situation of non-compliance Employment Services staff completes the required WDA Claimant Advice Slip and transmits the information to the designated UIA contact.

A UIA Problem Resolution Office is located within the Kalamazoo Service Center, with two UIA staff on site.

4. **Memorandum of Understanding (MOU) between the One Stop Operator and Employment Services Provider (s):**

The Kalamazoo-St. Joseph Michigan Works! Area has established MOUs with all One Stop partners. MOUs are continuing and are updated with addendums as new information is needed. Information included within the MOU include, how the One Stop partners collaborate to create a seamless system of service delivery that will enhance access to the programs services and improve long term employment outcomes for individuals receiving assistance.

5. **Profiling Requirement**

The Kalamazoo-St. Joseph Michigan Works! Area is fully aware of the UI Profiling requirements established by the WDA. Services to profiled UI claimants under this grant will be provided through Wagner-Peyser 7a funds to the extent that funds are available.

In addition to the basic employment services, unemployment claimants who are identified as part of the Federal UI Profiling project on the list with an asterisk (mandatory profiled claimants) are referred to attend a re-employment services information sessions within 7-10 days. The MWA Employment Service staff provides the orientation session schedule to the State. UI claimants identified on the profile list are contacted by the State in priority order. The number required to attend an orientation workshop is dependent upon the space available for the next scheduled workshop.

- Information sessions/workshops and re-employment services are provided by Employment Services personnel funded through Wagner-Peyser 7(a) funds in accordance with Employment Services Plan requirements.

- The MWA UI Profiling activities comply with the process established by the Unemployment Insurance Agency (UIA) and the Employment Services.

6. **Participating in a System for Clearing Labor between the States**

Interstate and Intrastate Clearance Orders are processed by MWA Employment Services staff in accordance with the procedures identified in the Employment Services Manual. Designated MWA Employment Services staff is assigned responsibility for this function to ensure prompt and accurate processing. This procedure would include:

- Contacting the Labor Exchange Services Division staff in the respective region/state that the job order is being generated to verify employer legitimacy.
- Encourage the employer to use the PMTC
- Notify the Labor Exchange Services Division to arrange special recruitment, if appropriate.

7. **Services to Veterans**

Veterans are provided access to all of the One-Stop services and resources. Additionally, one (1) WDA Veterans Representative (DVOP) is assigned part time (.80 FTE) in the MWA serving both Kalamazoo and St. Joseph Counties. General procedures include the following:

- Information is posted in conspicuous places within the Service Center of the additional services available to veterans, including priority in vocational guidance, training, and job placement services in accordance with the order of priority established by law and the availability of a Veterans Employment Representative.
- Each individual entering the Service Center for employment services is asked of their veteran status in the context that additional services and priorities are available for veterans and they are asked to complete the DVOP Application Form.
- Each individual indicating a veteran status are provided with written information about the services available to veterans (in addition to those available to the general public) and the name of the Employment Services Veteran's Representative at the Service Center site.
- If desired by the veteran, and if they are eligible based upon the DVOP application form, a direct referral is made to the Employment Services Veterans Representative in accordance with the procedures provided by the Employment Services Veterans Representative.
- The Employment Services representatives, in consultation with the Veteran's Representative, would coordinate the provision of additional facilitated and staff assisted services.

8. **Veterans' Priority**

In accordance with the priority established by the Jobs for Veterans Act, Public Law 107-288, all individuals registering for employment services are asked to indicate their veteran status. Registrants that have indicated a veteran status are immediately "flagged." Veterans are assisted with initial registration service and advised orally and in written form of additional services available to them, including preference in referral to training and employment opportunities.

Veterans and eligible spouses are provided preference in the access to services offered through the One-Stop Service Center. That is, when all other variables are constant, the veterans and eligible spouses will have priority over all non-veterans (Workforce Development Board Policy 28 Rev 01, "Priority of Service for Veterans and Eligible Spouses").

The One-Stop Centers display signage that clearly describes and promotes priority of service. In addition, this information is available on our website, at our access points, and on informational brochures available at our service centers.

9. **Services to Migrant and Seasonal Farm Workers (MSFWs)**

Migrant and Seasonal Farm Workers have access to all of the Employment Services offered. As requested or as needed, Migrant and Seasonal Farm Workers who request staff assisted services beyond the basic employment services offered are referred to the WDA Migrant and Seasonal Farm Worker staff. A WDA Agriculture Employment Specialist is assigned to the Kalamazoo Service Center on an as needed basis and receives referrals of migrant and seasonal farm workers. ES staff consults with the Agriculture Employment Specialist to help migrant and seasonal farm workers get connected to additional available resources.

10. **Additional Services:**

a. **Business Services Team**

The Kalamazoo-St. Joseph MWA has implemented a service delivery strategy for addressing the needs of employers. The Business Services Team (BST) is essential in implementing the demand-driven model. The BST concept has three key features;

- A focus on business as the driver and primary customer,
- Development of a team of workforce development professionals specifically trained for and committed to developing relationships with businesses, and
- Understanding the value and role in strategic collaborations with regional economic development and education partners to provide business solutions.

The BST concept calls for a coordinated, systematic, team approach to business outreach and engagement. Employment Services representatives participate as one of a number of partner representatives on the BST. Participation of all partners in this strategy is critical to its success. The Partner's participation includes, but is not limited to:

- Participation in a Business Solutions Training and Certification process,
- Working closely with business to identify current and emerging needs, and
- Addressing situations of layoff aversion, business enhancement and rapid response.

b. **Employability Skills Training**

Employability skills are transferable skills often referred to as "soft skills" which represent essential functional, attitudinal, and knowledge based skills such as communicating effectively, teamwork, computer literacy, and critical thinking skills.

In response to employer requests to further prepare Michigan job seekers for employment, individuals, who complete employability skills' training that complies with state standards, will receive a completion of training certificate from the MWA. The employability skills curriculum is made available to customers through multiple avenues including:

- All customers who participate in WorkKeys testing will receive information regarding registration for curriculum training opportunities along with a menu of available resources for additional skills training.
- Case Managers will have the opportunity to include employability skills training as part of a participant's career development.
- Case Managers may refer potential program participants to employability skills training as part of suitability assessment.
- The general public may participate in Employability Skills Training.
- Partner Agencies may refer participants to Employability Skills Training.

The MWA will deliver these standards in a variety of ways including group workshops, computer based learning, group discussion activities, role- playing, guest speakers, etc. Employability skills training will be offered every other month and will be provided by the trained Employment Services staff or a qualified

professional in the area of instruction. Participants interested in earning the Employability Skills Certificate will be offered a 16 hour training encompassing the following 12 employability standards:

- Critical Thinking/Problem Solving
- Oral Communications
- Written Communications
- Teamwork/Collaboration
- Manage Conflict/Negotiation Skills
- Information Technology Applications
- Professionalism/Work Ethic
- Diversity
- Creativity/Innovation
- Lifelong Learning/Self Direction
- Ethics/Social Responsibility
- Customer Service

c. Fidelity Bonding

Fidelity bonding assistance is provided where employers have identified this as a requisite for employment. The bond can be issued to the employer as soon as the job seeker has a job offer. Fidelity bonding is free for the first six months of coverage. The employer is responsible for bonding after this period.

Designated MWA Employment Services staff is assigned to manage this process to ensure prompt service and full compliance with Employment Services procedures. This includes the following actions:

- Request specific documentation from the employer: Job offer information, job classification/title, conditions of work, documentation that the offer is conditional upon receipt of bonding in the amount of \$5,000, and justification for amounts in excess of \$5,000.
- Completion of a Fidelity Bond Certification and transmission to the WDA Director of Program Development and Services.
- Enter the information into the Bonding Database, affix an “Official Bond Insurance Stamp,” and forward the bond to the WDA designated insurance carrier.
- Notify the employer and the job seeker that the form has been processed and written confirmation would be coming directly from the insurance carrier.

EMPLOYMENT SERVICE FIDELITY BONDING COORDINATORS

Kalamazoo-St. Joseph Michigan Works Area (14)

Name of Fidelity Bonding Coordinator	E-Mail Address	Telephone Number	Location(s) Covered
Eric Stewart	estewart@michiganworks14.org	(269) 383-2536	1601 South Burdick Street Kalamazoo, Michigan 49001
Bronwyn Drost	bdrost@michiganworks14.org	(269) 273-2717	16587 Enterprise Drive Three Rivers, Michigan 49093

Fred Harvey (Alternate)	fharvey@michiganworks14.org	269-488-7613	1601 South Burdick Street Kalamazoo, Michigan 49001 And 16587 Enterprise Drive Three Rivers, Michigan 49093
-------------------------	--	--------------	--

d. Services Provided to Individuals with Disabilities

All Service Center sites are accessible to individuals with disabilities. Individuals with disabilities are assisted with initial registration services; and advised orally and in written form, of additional services available to them including services to accommodate their registration process.

Individuals within this classification may be referred to Michigan Rehabilitation Services (MRS) for additional services as desired by the participant. Procedures for referral of individuals with disabilities to the qualified staff are based on procedures developed with MRS staff. MRS is an itinerate partner at the Kalamazoo and St. Joseph Service Centers.

ES staff is represented on the local Disability Awareness Resource Team (DART). DART meets quarterly to share information and resources on employment related issues for individuals with disabilities. DART is a standing sub-committee of the Kalamazoo-St. Joseph Workforce Development Board.