



**REGION 7B CONSORTIUM**

**EMPLOYMENT SERVICE PLAN**

**PY 2013**  
**Per PY 12 - 36**

**July 1, 2013 – June 30, 2014**

Michigan Works! is an equal opportunity program/employer. In accordance with the American with Disabilities Act (ADA), the information contained in this plan will be made available in alternative format (large type, audiotape, etc) upon special request. Michigan Relay Center 1-800-649-3777 (voice & TDD)

## **NARRATIVE**

### **Michigan Works! Agency Contact Person**

Michigan Works! Region 7B Consortium

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### **Provision of Services**

The following will be provided at no cost to Job Seekers and Employers: 1) self-service use of the Pure Michigan Talent Connect and resource rooms, 2) staff-assisted self-service to help job seekers and employers who cannot use Pure Michigan Talent Connect or resource rooms unaided, and 3) mediated services for those who need more intensive staff assistance to obtain jobs or employees such as resume assistance, labor market information, job search workshops, and job finding clubs.

Each of our Service Centers is handicap accessible and in compliance with the ADA.

Each of our Service Centers has at least eight computers available to customers for access to the Pure Michigan Talent Connect. In addition to the machines available to customers each staff person has a computer. There are approximately 250 computers connected to our network capable of accessing the Pure Michigan Talent Connect. An average of 300 people will use the computers daily with ES registration being give priority during peak times.

Labor Exchange Services will be provided using the three tiers of services. If staffing levels will vary, describe the planned staffing schedule.

The three tiers of service are described as follows:

- Self-service using the Pure Michigan Talent Connect internet-based system and Resource Rooms.
- Facilitated services are staff-assisted self-service that help job seekers and employers who cannot use the Talent Connect or Resource Rooms unaided, due to lack of computer familiarity, literacy, a disability, lack of access to the system, or some other barrier.

- Mediated services are services for those who need more intensive staff assistance to obtain jobs or employees.

All mediated services must be reported in the One-Stop Management Information System (OSMIS). There is at least one person at each of our offices to provide services.

### **Unemployment Insurance (UI) Work Test**

#### **ES Registration of UI Claimants:**

Completion and activation of a resume in the Talent Connect meets the registration requirement. Claimants may enter the registration at any location where they have Internet access and can access the Talent Connect. If a claimant chooses to enter the ES registration at a location other than an MWSC, the claimant must still come to a location designated in an MWA's approved ES Plan and have the registration verified. UIA will provide claimants with forms instructing them to register for work and listing all of the MWSC; as well as verification that the claimant's resume is in the Talent Connect before certification of the claimant's registration.

Staff will report claimant non-compliance with the "available and seeking work requirement by informing UA of any claimants who refuse a job offer, using WDASOM 303 form.

If the claimant(s) did not create a resume in the MWSC and/or have not yet completed the Talent Connect Confidential Information page, they are required to fill in the required confidential information to access their resume on the Talent Connect. When the Talent Connect Confidential Information page is completed, a mediated services registration will be created for the claimants in the OSMIS. This will ensure that any subsequent services that the claimants receive can be reported correctly in the OSMIS. MWAs are responsible for verifying that the resume is in the Talent Connect.

After verifying the ES registration, the MWA applies a unique stamp and initial each claimant's verification card and electronically log the name and social security number of each claimant after ES registration has been verified. The WDASOM will ensure that WDASOM/UIA receives a timely certification that the claimant has completed the required ES registration. WDASOM/UIA will then authorize payment of the claim, if all other requirements are met. Registration verification of UI claimants is further discussed in ES manual section 201.

Orientation sessions will be conducted every other week. Participants will receive information regarding the program UI eligibility and other services that are available such as WIA, Veteran and Rehabilitation programs. The orientation will be approximately one hour.

Upon completion of the orientation, participants will be referred to the assessment phase for preparation of a customized Individual Service Strategy (ISS), which will outline the services to be delivered and an assessment will be conducted.

The services will be customized to meet the individual needs of participants. It is expected that the majority of participants will attend the Job Search Workshops. This activity will cover resume/cover letter writing, interviewing skills, budgeting, completion of employment applications and job search techniques. The orientations and workshops will be delivered every other week and last an average of six hours.

#### **UI Claimant Services/Memorandum of Understanding between the UI Agency and Workforce Development Agency, State of Michigan**

Michigan Works! Region 7B Consortium MOU with UI Agency mandates collaboration between the UIA and the WDASOM concerning the types of assistance that MWAs may provide to UI claimants. The MWA will provide individuals who visit a One-Stop Service Center seeking assistance with an unemployment claim with printed materials describing unemployment compensation matters. Allowing claimants to use office equipment, such as telephones, fax machines, computers, and photocopying equipment to make contact with the UIA is also appropriate. Claimants may use office equipment for other purposes at the discretion of the MWA director. The MOU further states that the MWA will not give any verbal or written advice to UI claimants regarding their benefits or claims. The MWA will restrict their activities to those that refer claimants to UIA by giving out phone numbers and official UIA brochures, pamphlets, and allowing individuals to use MWA equipment to contact UIA.

#### **Profiling Requirements**

Profiling provides for the early identification of UI claimants considered most likely to exhaust their benefits before finding a job. Early intervention can help claimants find suitable employment before their UI benefits are exhausted. Profiling focuses on those claimants who receive an UI check within five weeks of their filing date.

- Profiling information sessions must be funded with Wagner-Peyser 7(a) ES funds.

- Since the purpose of profiling is early intervention, profiling lists must not be retained for longer than four weeks. If the profiling claimants' list for a given week is not used within a four-week period, the list should be discarded.
- It is solely the responsibility of the WDASOMG/UIA Profiling Coordinators to determine any action that will be taken against an individual's claim in the event of non-compliance with profiling requirements.

Following the information session, staff uses professional judgment to identify claimants who could benefit from employment services and to assist these claimants in creating an ISS. Workshops are also available to those in need.

### **Participate in a System for Clearing Labor Between the States**

The MWA participates in the Michigan component of the national labor exchange system by receiving and researching certain interstate and intrastate job orders. The MWA will research requests from out-of-state companies seeking to solicit Michigan workers for job vacancies by contacting the department of labor from the state in question to verify that the job order is legitimate.

### **Services to Veterans and their Spouses**

The MWA will ensure that ES providers comply with the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the U.S. Code, which states that veterans and spouses of veterans must be given priority of service over non-veterans for the receipt of employment, training, and placement services provided under any covered program, as long as the individual otherwise meets the requirements for participation in the program. The term "qualified job training program" means any workforce preparation, development, or delivery program or service that is directly funded, in whole or in part, by the USDOL. Universal services provided to the general public are also available to veterans and spouses of veterans. As stated in Training and Employment Guidance Letter (TEGL) 5-03, twenty DOL-funded workforce programs are impacted by Section 4215 of the Public Law 107-288, including the following:

- WIA Adult and Dislocated Worker
- Wagner-Peyser Employment Services
- Trade Act programs

- National Emergency Grants
- Senior Community Service Employment Program
- Migrant and Seasonal Farm Worker program
- Indian and Native American program
- H-1B Technical Skills Training Grants
- Job Corps
- WIA Demonstration Projects
- Youth Opportunity Grants
- WIA Youth program
- LMI Formula Grants
- Pilots
- Research and Development
- Career One-Stop Electronic Tools
- Other Internet-based self-service tools

While the exact manner in which the veterans' and spouses of veterans priority is applied will vary depending upon the services offered, the law requires that the individual receiving priority must first meet the program's existing eligibility requirements. For all programs, veterans must meet the program eligibility requirements in order to obtain priority of service.

For programs with existing targeting provisions, veterans' and their spouse's priority will be applied by assessing a person's status in light of both the veterans' priority and the existing provisions. Veterans' priority is a statutory mandate, but one that is not intended to displace the core function of the program. These are mandatory priorities. For these programs, veterans' priority is applied as follows:

- An individual meeting both the veterans' and the mandatory priorities or spending requirement or limitation would obtain the highest preference for the program.
- Non-veterans within the program's mandatory priority would receive a preference over eligible veterans outside the program-specific mandatory priority or spending requirement or limitation.
- Eligible veterans outside the program-specific mandatory priority or spending requirement or limitation would receive priority over non-veterans outside the priority or spending requirement or limitation once the spending requirement or limitation is met.

Other targeting provisions may require the program to focus on a particular group of participants, or to make efforts to provide a certain level of service to such a group, but do not specifically mandate that the favored group be served before other eligible individuals. These are discretionary or optional priorities. In the case of all such discretionary priorities, veterans' priority takes precedence over them. Veterans priority will be implemented in advance of the opportunities and services provided to the population group covered by the optional priority.

In the case of the Worker Profiling and Reemployment Services Program, veterans' priority of service must be applied as follows: Claimants with the highest probabilities of exhaustion, including veterans and their spouses, will still be referred to services first. This means that non-veterans with a higher probability of exhaustion will be referred ahead of veterans with a lower probability of exhaustion. However, in cases where the statistical model produces identical probabilities for a number of claimants, veterans will receive priority in referral to service.

### **Veterans' Priority**

Veterans Representatives maintain a schedule so that each office has a Representative available at least once a week. Veterans Representatives have permanent office space in West Branch and itinerant office space in the other counties. Each Service Center has a sign posted in a conspicuous location (the reception area and/or in the Resource Room) that a Veterans' Representative is available. Also, the Veterans' Representative business card is available for customer to take.

Each MWA Service Center requires that clients sign in for services. This sheet has an area where individuals can identify if they are a Veteran or spouse of a veteran. Additionally, each office has an informational sheet that a Veteran customer can complete that gathers some basic information. Staff questions each customer to determine if they are a Veteran or spouse of a veteran. If the customer is a Veteran, they are informed that a Veterans Representative is available to assist them. If the Veterans' Representative is not in the office that day, the customer is offered the opportunity to call the Veterans' Representative from the Service Center. These sign-in sheet and informational forms are provided to the Veterans' Representative when they are in the office. The Veteran's Representative is responsible for reviewing these forms and contacting Veterans.



After entering a Job Posting on the Talent Bank, Veterans are given 24 hours availability prior to the general public.

The MWA will comply with Title 38 of the U.S. Code, which requires that all U.S. Veterans and eligible persons must receive preference in the counseling, training, and job placement services provided to the public, in accordance with the order defined by Title 38. Also, in accordance with Section 410 of Public Act 354 of 2004, MWAs must post in a conspicuous place within each designated ES office a notice advising veterans that a DVOW specialist or an LVER is available to assist him or her.

The Talent Connect assures veterans' preference in the listing of employer search results through the priority listing of resumes. The Talent Connect also suppresses posted job orders from access by the general public for 24 hours to allow staff to refer only qualified veterans during this time period. Within this time frame, no non-veterans may be referred.

Veterans who require additional intensive services, or request to see a veterans' representative, must be referred to the LVER or the DVOW. If the DVOW or LVER is unavailable, contact information for the DVOW or LVER must be provided. DVOW and LVER staff are DELEG/BWT employees assigned on full or part-time basis to an ES office to provide specific workforce development services in addition to those available from ES providers. Universal services provided to the general public are also available to veterans.

### **Services Provided to Migrant and Seasonal Farm Workers**

The MWA will ensure delivery of employment and supportive services to migrant and seasonal farm workers on a basis, which is qualitatively equivalent and quantitatively proportionate to services provided to non-migrant and seasonal farm workers, without discrimination or preference, except as may be required by law or regulations. If the customer is in one of our MWA offices, staff will call Agricultural Employment Specialist Kevin Benson for Iosco, Ogemaw and Roscommon County in Traverse City; Rosa Ortiz-Coucke for Clare County in Freemont; and Benita Rendon-Murray in Lapeer for Arenac and Gladwin Counties so the customer can talk directly to BWT.

### **Additional Services**

N/A

**EMPLOYMENT SERVICES  
BUDGET INFORMATION SUMMARY**

**EMPLOYMENT SERVICES – WAGNER-PEYSER 7(a)  
BUDGET INFORMATION SUMMARY**

**SECTION I – IDENTIFICATION INFORMATION**

1. Michigan Works! Agency (MWA): Region 7B Consortium	2. MWA Number: 02
3. Program Title:  Employment Services – Wagner-Peyser 7(a)	
4. Policy Issuance Number:  12 - 36	5. Plan Period:  07-01-13 through 06-30-15
6. Grant Name:  AY13 Wagner-Peyser 7(A)	7. Project Name:  AY13 Wagner-Peyser 7(A)

**SECTION II – TOTAL FUNDS AVAILABLE**

Funding Source: Employment Services – Wagner-Peyser 7(a)	Amount
1. Initial (PY) 2013 Allocation	\$191,869.00

**SECTION III – PLANNED EXPENDITURES BY COST CATEGORY**

Cost Categories	Amounts
1. Program Expenses (Direct Customer Services)	\$153,495.00
2. Administration Expenses	\$ 38,374.00
3. Total Planned Expenditures	\$191,869.00

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**EMPLOYMENT SERVICE  
APPROVAL/MODIFICATION REQUEST**

## Employment Services Plan Approval/Modification Request

1. Michigan Works! Agency (MWA): Michigan Works! Region 7B Consortium	2. MWA Number: 02
3. Plan Title: Employment Services – Wagner-Peyser 7(a)	
4. Policy Issuance Number: 12 - 36	5. Plan Period: 07-01-13 through 06-30-15
6. Grant Name: AY13 Wagner-Peyser 7(A)	7. Project Name: AY13 Wagner-Peyser 7(A)

**The Chief Elected Official(s) (CEO[s]) and Workforce Development Board (WDB) hereby request approval of this document.**

Authorized CEO	Date 6/28/13
Authorized CEO	Date
Authorized CEO	Date
WDB Chairperson	Date 6/20/13

DELEG-BWT 1001-01 (Revised 06-09)

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