

**WAGNER-PEYSER 7(a)
EMPLOYMENT SERVICE PLAN
PROGRAM YEAR (PY) 2008**

July 1, 2009 to June 30, 2010

Southeast Michigan Community Alliance

Employment Service Plan Narrative

1. Michigan Works! Agency (MWA) Identification Information:

MWA 31

MWA Contact Person:

Employment Service Plan Contact Person:

Susan D. Corey, Workforce Development Manager
Southeast Michigan Community Alliance (MWA 31)
25363 Eureka Road
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2. Provision of Services:

- a. ES serves as the front door of the SEMCA system. It is open to all business and job seeking customers at no cost at the following offices:

Designated Offices:

Dearborn One Stop Service Center
6451 Schaefer Road
Dearborn, MI 48126
313-945-8380

Highland Park One Stop Service Center
144 East Manchester Street
Highland Park, MI 48203
313-826-0299

Livonia One Stop Service Center
30200 Plymouth Road
Livonia, MI 48150
734-513-4900

Monroe County One Stop Service Center
1531 N. Telegraph, Suite D
Monroe, MI 48161
734-240-7950

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Southgate One Stop Service Center
15100 Northline Road
Southgate, MI 48195
734-281-0700

Wayne One Stop Service Center
35731 W. Michigan Avenue
Wayne, MI 48184
734-858-4284

Grosse Pointe Career Center (satellite)
17888 Mack Ave.
Grosse Pointe, MI 48230

All Employment Service locations are ADA compliant. SEMCA has a strong collaboration with Michigan Commission for the Blind, Michigan Rehab Services, and TTD Deaf Services, and are continually seeking ways to update our assistive technology.

b. Access to the Michigan Talent Bank (MTB) Internet-Based System:

Any job seeker, whether collecting unemployment insurance or not, may enter his or her resume into America's Talent Bank and/or Michigan's Talent Bank. Employers will be provided with access and direction in how to use Michigan's Talent Bank to find qualified workers. Each ES site will operate with full staffing from 8AM to 5PM excluding weekends and state holidays.

The SEMCA region has multiple access points to The Michigan Talent Bank. There are currently seven Service Center locations operating and one satellite center in Grosse Pointe. Workstation locations and number of stations are outlined below:

- Southgate Service Center 30 workstations plus 14 in the lab.
- Dearborn Service Center 16 workstations
- Highland Park Service Center 14 workstations
- Wayne Service Center 28 workstations
- Monroe Service Center 17 workstations
- Livonia Service Center 20 workstations plus 8 in the lab.
- Grosse Pointe Satellite Center 5 workstations

The Michigan Talent Bank Server is accessed through T1 or fractional T1 lines at all service locations.

In the SEMCA region for year ending June 30, 2009, the Service Centers saw 312,203 customers. When the numbers of customers peak, the following strategies are utilized:

- Additional computers in nearby labs are utilized.

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- If additional lab space is not available priority is given to first time registrants to comply with UI registration requirements.
- If necessary, job search time on the Talent Bank may temporarily be limited to 15-20 minutes at a time in order to allow fair access to all customers seeking work.

3. Labor Exchange:

The SEMCA WDB ES program will not contain any planned services or activities that are different in any way from services described in Policy Issuance No 06-35, 07-41 and any subsequent issuance(s). All ES services are recorded in the State of Michigan's One Stop – Management Information System.

ES System is a basic labor exchange, which assists job seekers in finding employment by providing access and direction in how to use Michigan's Talent Bank/Michigan Job Bank labor exchange system at no cost to an employer or job seeker. There are three levels of ES offered to the general public:

1. Self-service using Michigan's Talent Bank/Job Bank Internet-based system and Resource Rooms;
2. Assisted self-service (facilitated) to help job seekers and employers who cannot use The Michigan Talent Bank or Resource Rooms unaided, due to a lack of computer familiarity, literacy, a disability, lack of access to the system or some other barrier.
3. Mediated services for those who need more intensive staff assistance to obtain jobs or employees.

All ES Centers offer all of the available services.

In the SEMCA Region, each Service Center has a Resource/Lab Room or area that is specifically designated for ES activities. Facilitated and Mediated Services are available at every location in our region.

- Self-service: Customers will self-register their resume on the Michigan Talent Bank or search resumes for qualified candidates. Customers will initially complete a hard copy of the ES resume screens. Resource materials and, eventually, a short videotape will help them understand the process. Facilitators will provide individualized instructions wherever necessary.

Customers will have access to the following services:

Job seeker resume entry
Job Seeker search activity
Employer Job Order entry
Employer search of Talent Bank
Resource Center access

- **Facilitated Access:** If it becomes apparent that the customer is unable to self-register due to poor computer skills, literacy, lack of access to the system, or some other physical or mental barriers, then assistance will be provided.

The information entered on the Talent Bank will be in the form and context presented by the customer without editing or embellishment.

For customers who are unable to write English, the hard copy resume form will be completed in their native language. It will then be translated as literally as possible into English and entered into the Talent Bank.

Employers may be advised how the search operates and the ways in which resumes can be identified by category. Employers may request resumes based upon certain search criteria but all responses will be forwarded without screening or additional selection by ES staff.

At each ES site, the following facilitated services will be provided as needed:

- 1.) *Resume Entry*
 - Demonstration of resume entry process
 - Advisement on selection of password
 - Assistance with Internet navigation
 - Assistance with key entry
 - Data entry of resume
 - Print & copy resume
- 2.) *Job Seeker Search Activities*
 - Demonstrate how search works
 - Assist with navigation
 - Explain different types of search
 - Help select search criteria
 - Enter search based on job seeker's criteria
 - Provide directions to employer locations
 - Fax resume to employers at job seeker's request
 - Distribute Civil Service applications
 - Equipment is accessible for practice in typing and word processing skills
 - Provide access to self-assessment tools
- 3.) *Job Orders*
 - Demonstrate employer registrations and job entry process
 - Assist with navigation or registration
 - Assist with or enter unsuppressed job orders for employers without Internet access
 - Advise employers on local wage rates
 - Accept job orders over the phone or by fax

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Advise employers of labor market characteristics

4.) Employer Search of Talent Bank

Demonstrate search capabilities

Advise employers of search alternatives to refine/expand matches

Enter searches for employers

Download print, mail or fax all resumes that match search criteria

Facilitated services are further described in the ES Manual Section 400.

- Mediated Services: ES staff will provide job seeker selection and referral services. At each ES site the following mediated services will be provided as needed:

1.) Job Seeker Search Assistance

Resume Assistance

Job Search Workshops

Job Finding Clubs

Specific Labor Market Information

Job Search Planning

Employment Counseling

Vocational Counseling

Employability Plan

Job Development Training

Referral and Enrollment in Training

2.) Job Orders

Conduct search, screen resumes and only send the employer selected job seekers

Contact job seekers who have been identified and make referrals to employers

Contact job seekers who have been identified and make interview appointments

Contact job seekers who have been identified and do additional screening

3.) Conduct Reference Checks

Interpret proficiency and aptitude tests

Mediated services are further described in the ES Manual, Section 400.

Staffing of ES: Each ES site has a minimum of three (3) FTE ES specialist staff and a maximum of five (5), depending on the size and utilization of Employment Services. The larger sites also have a part-time assistant. The staffing levels remain constant. Special Talent Bank sessions are scheduled for large company layoffs when needed.

4. Profiling Requirement:

SEMCA is aware and complies with the required activities and coordination for Profiling. Process: The UIA sends SEMCA the Profiling List each week. SEMCA sends the list to our ES Contractors in Southgate and Monroe for service provision. The contractor selects mandatory attendees and sends the list to SEMCA. SEMCA then reports back to UIA. Then contractors report back on attendance for these selected participants. The ES contractors provide Orientation, job search skills; resume review, and the individual plan for implementation. All activities are in compliance with ES Profiling instructions section 203.

5. UI Claimant Services/Memorandum of Understanding between the UI Agency and Department of Labor & Economic Growth/Bureau of Workforce Transformation:

SEMCA complies with the MOU with DELEG and BMP-UIA. SEMCA ES contractors provide basic information and usage of office equipment, such as telephones, fax machines, computers, and photocopying equipment. SEMCA restricts customer conversations regarding how to file claims or potential benefits. Customers are directed to the UIA phone number and written materials. Each Michigan Works! Service Center has supplies of official UIA brochures and pamphlets.

6. UI Work Test:

a. ES Registration of Unemployment Insurance Claimants:

All Unemployment Insurance Claimants must personally complete an ES registration in a timely manner, before their benefit payment will be authorized. ES staff will ensure that UA claimants complete and have their resume activated in The Michigan Talent Bank to meet the registration requirement. ES staff will also assist customers that have registered at a different location than the MWA Service Center and verify their registration.

ES staff provides a unique stamp and initial each claimant's verification card and electronically log the name and social security number after ES registration has been verified. ES staff works cooperatively with the UIA staff to assist customers completing the registration/verification process.

b. Reporting Claimant Non-Compliance with the "Available and Seeking Work" Requirement:

ES staff that have specific evidence of a claimant's unavailability for or lack of seeking work will report them by completing a copy of Form DELEG- ESA 303, Claimant Advice Slip to the UIA.

7. Participate in a System for Clearing Labor between the States:

SEMCA participates in the Michigan component of the national labor exchange system by providing access to Michigan's Talent/Job Bank and receiving and forwarding certain interstate and intrastate job orders to designated ESA staff for processing.

8. Services to Veterans:

SEMCA abides by the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the U.S. Code, which states that veterans 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.

SEMCA also abides by Training and Employment Guidance Letter (TEGL) 5-03 for specific program inclusion.

9. Veterans' Priority:

SEMCA ensures that ES providers comply with the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of U.S. Code. The Jobs for Veterans Act Public Law 107-288 requires that all U.S. veterans and eligible persons must receive priority in vocational guidance, training, and job placement services in accordance with the order of priority established by Public Law 107-288, Title 38 of U.S. Code.

SEMCA ensures that an employee is available in each designated ES office to do the following:

- Ask each customer who enters the office if they are a veteran.
- Refer each veteran to the DVOP or a LVER on duty at the time.
- If a LVER or DVOP is not available, the ES provider must supply contact information for the Veterans Employment Representative through a referral process established jointly by the Veterans Employment Representative and the ES provider.

After entering a resume in the Michigan Talent Bank, all veterans must be referred to the available DVOP and LVER staff. DVOP and LVER staff are DELEG-BWP employees assigned on a full-time or part-time basis to each designated ES office by DELEG-BWP to provide specific workforce development services in addition to those services available from ES providers. Also in accordance with Section 410 of Public Act 354 of 2004, MWAs will post in a conspicuous place within each designated ES office a notice advising veterans that a DVOP specialist or an LVER is available to assist him or her.

Veteran's priority/preference and other veterans' issues are further described in ES Manual, Section 405 and Michigan Department of Labor and Economic Growth (MDELEG) Employment Service Agency (ESA) PI 03-01 amended.

SEMCA abides by the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the U.S. Code, which states that veterans 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.

SEMCA also abides by Training and Employment Guidance Letter (TEGL) 5-03 for specific program inclusion.

10. The Fidelity Bonding Program:

Federal bonding Program assistance will be offered to eligible job seekers and employers. ES staff will screen all job applicants and potential employers to assure that bond applications are only submitted for bona fide offers of employment. SEMCA will ensure that the same services will be available to veterans as are available to the universal population.

ES staff will assist a job applicant in requesting a letter from the potential employer stating the terms of employment including the bond requirement. Then ES staff will complete the Fidelity Bond Certification form and notify the job applicant and the potential employer that the application has been processed. The Bonding Program is further described in the ES Manual Section 112.

11. No Worker Left Behind Program:

SEMCA provides each job seeker who enters an ES office to post a resume on the MTB written information regarding the NWLB program. All customers are invited to attend an orientation regarding the service center and help services, as well as the NWLB program. Additionally, one-on-one meetings will be made available as practical.

12. Services Provided to Migrant and Seasonal Farm Workers (MSFWs):

SEMCA provides the same level of services to MSFWs as we do others seeking our assistance. This includes access to employment services, benefits, protections, counseling, testing, and job and training referral services received by the universal population.

13. Additional Services:

The Service Center staff and Employment Service staff work closely together to meet the needs of the customers. Regular referrals are made from ES to WIA programs as needs arise for the customer. This integration in our system has increased our ability to leverage dollars while adequately meeting the needs of the customer. SEMCA assists customers in utilizing Pell Grant dollars and other resources to provide intensive and training plans for customers coming through Employment Service further leverages our resources.

SEMCA has adequate physical facilities including telephone equipment, storage and Internet connections at all ES locations for ES staff. All locations meet ADA requirements. SEMCA also has a Disability Navigator to answer questions and help serve customers with disabilities more quickly

SEMCA accepts the Performance Measures for the Labor Exchange common performance measures for PY 2009.

Entered Employment: 61 percent
Retained Employment: 82 percent
Average Earnings: \$12,500

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BUDGET INFORMATION SUMMARY**

SECTION I – IDENTIFICATION INFORMATION

1. Michigan Works! Agency (MWA): Southeast Michigan Community Alliance		2. MWA Number: 31	
3. Program Title: Employment Services-Wagner-Peyser 7(a)			
4. Policy Issuance Number: 09-02		5. Plan Period: 07-01-09 through 06-30-10	
6. Grant Name: AY09 Wagner-Peyser 7(A)		7. Project Name: AY09 Wagner-Peyser 7(A)	

SECTION II – TOTAL FUNDS AVAILABLE

Funding Source: Employment Services – Wagner-Peyser 7(a)	Amounts
1. Program Year 2009 Allocation	\$1,581,078
2. Carry-in X <input type="checkbox"/> Estimated <input type="checkbox"/> Final Limited to 25% of Total Funds Available for PY 2008. See Table 2.	\$ 46,731
3. Total Funds Available	\$1,627,809

SECTION III – PLANNED EXPENDITURES BY COST CATEGORY

Cost Categories	Amounts
1. Program Expenses (Direct Customer Services)	\$1,469,701
2. Administration Expenses	\$ 158,108
3. Total Planned Expenditures	\$1,627,809

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