

**MICHIGAN WORKS SERVICE CENTER COMMITTEE MINUTES**  
**January 20, 2009**

**I. CALL TO ORDER**

**Members Present**

Jennie Tunnell  
William Morelli

**Members Absent**

Phil Papes  
Patricia Anger

**Others Present:**

John Bierbusse  
Bob Apczynski  
Colin Miller

Jennie Tunnell called the meeting to order at 8:38 am.

**II. APPROVAL OF JUNE 17, 2008 MINUTES**

**JENNIE TUNNELL MOVED TO APPROVE THE MINUTES OF JUNE 17, 2008 AS PRESENTED; SUPPORT BY WILLIAM MORELLI. MOTION CARRIED UNANIMOUSLY.**

**III. RECOMMENDATION TO APPROVE PY'09 MICHIGAN WORKS SYSTEMS PLAN**

Committee reviewed the 2009 Michigan Works Systems plan. Mr. Apczynski explained how this plan transmits applicable assurances, certifications and stipulations for programs funded through the Michigan Department of Energy, Labor and Economic Growth/Office of Workforce Development. This plan is reviewed each year by the State for compliance of One-Stop Operators; in the case of the Macomb/St Clair WDB, the board itself is the one-stop operator for the five service centers located within Macomb and St. Clair counties.

The plan provides assurances to the State regarding accounting; grievance procedures; procurement; Veterans Rights to Employment Services; monitoring; one-stop operator; and the local strategic plan. There is no funding attached to this plan.

After review and discussion, **WILLIAM MORELLI MOVED TO APPROVE THE PY'09 MICHIGAN WORKS SYSTEMS PLAN AS PRESENTED AND TO FORWARD TO THE BOARD OF DIRECTORS FOR FINAL APPROVAL; SUPPORT BY JENNIE TUNNELL. MOTION CARRIED UNANIMOUSLY.**

**IV. REPORT ON CALENDAR YEAR 2008 SERVICE CENTER TRAFFIC**

Staff reported a significant increase in traffic among the service centers in the past year due to the condition of the local economy. It was noted that during the months of July and December, the number of registrants spiked due to extensions in unemployment benefits requiring customers to re-register. Mr. Apczynski reported that 278,209 customers have visited the service centers in 2008.

**V. UPDATE ON EFFORTS TO INCREASE EMPLOYER SERVICES**

As part of the incumbent worker training program, this board has formed a partnership with the MTEC centers at Macomb Community College and St. Clair County Community College by initiating the Employment Builders Alliance (EBA). For a minimal cost of \$10 per employee, local businesses can send their personnel to one of the MTEC centers for more than 50 training programs addressing both *hard* and *soft* skill areas. Training topics include but are not limited

to activity-based costing; ISO 14001; autocad basic and advanced; Microsoft office; and supervisory skills. Letters have been mailed to area employers notifying of this opportunity.

Two of the board's ES staff has recently completed the Business Solutions Professional (BSP) training offered through Michigan State University. Another team will begin this training in February as part of a contingent of Macomb/St. Clair staff and representatives from both Macomb and St. Clair County economic development departments, St. Clair County Community College and the local offices of Michigan Rehabilitation Services. Representatives from agencies in Wayne, Oakland and Washtenaw counties will also participate in the training that has been moved from East Lansing to Novi for convenience in attending.

#### **VI. DISCUSSION REGARDING RELOCATION OF ROSEVILLE SERVICE CENTER**

Due to the high volume of customers visiting the Roseville Center, it has become apparent that the location can no longer comfortably accommodate the traffic indicating a need to relocate the office to a larger building with ample parking facilities. The current location provides 17,000 square feet with no sufficient parking. The current real estate market reflects a number of available buildings and staff felt it an appropriate time to research the viability of a move. Staff will develop an RFP seeking a facility offering 20,000 to 25,000 square feet within the Gratiot/Groesbeck/Ten Mile/Fourteen Mile Road area.

Also housed in the facility is a branch of Michigan Rehabilitation Services. They would also like to vacate the Roseville site as parking is unable to accommodate the disabled, their staff has outgrown the site and they are not pleased with the unclean environment. It is hoped that the State will be able to close their lease.

#### **VII. DISCUSSION OF UNEMPLOYMENT INSURANCE AGENCY**

As reported by the local media, the Unemployment Insurance Agency has not been able to service the high volume of laid off or unemployed individuals in the area. Due to the increased number of claims, phone lines and computer lines have proven inadequate. Customers are returning to the Michigan Works offices with complaints as they see Michigan Works as part of the same system. The UIA had only one "problem resolution center" located in Livonia where people could meet in person with a UIA representative; however, the high volume of customers required individuals to stand in line for hours. As a result of many complaints, the UIA has taken steps to resolve these issues. Additional phone lines and staff are being added to the call-in center and a second problem resolution center has been opened in the Cadillac Building in downtown Detroit.

#### **VIII. SPECIAL COMPUTER ACCESS FOR THE DEAF AND HARD-OF-HEARING**

A new technology to assist the deaf and hard-of-hearing has been received and incorporated into the five local service centers. With this new video technology, customers can more easily access our workshops and communicate via the phone with employers. Each office has both a stationary unit and a mobile unit, which can be set up in the larger meeting rooms. This equipment, the T1 lines, staff training and ongoing technical support is provided at no cost by Communications Access Center (CAC) in Flint, Michigan. The cost absorbed by the board is for the video remote interpreter, which is a lower fee than providing an interpreter who travels to a service center. A staff in-service will be scheduled very soon.

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**IX. OTHER BUSINESS**

Mr. Bierbusse reported that the RFP for employment services will be issued soon as the current 3-year contract expires June 30<sup>th</sup>.

He noted further that there is discussion at the federal level to increase services for youth which may result with a \$1.2 billion nationwide allocation. If this comes to fruition, he predicted that the Macomb/St Clair portion may amount to approximately \$5 million.

**X. ADJOURNMENT**

The meeting adjourned at 9:30 am.

Respectfully submitted,

Laura Carne  
Recording Secretary