

**MICHIGAN WORKS SERVICE CENTER COMMITTEE MINUTES**  
**June 17, 2008**

**I. CALL TO ORDER**

**Members Present**

Jennie Tunnell  
Patricia Anger  
Phil Papes

**Members Absent**

Lester Gilbert

**Others Present:**

John Bierbusse  
Bob Apczynski  
Colin Miller

Jennie Tunnell called the meeting to order at 8:35 am.

**II. APPROVAL OF MAY 20, 2008 MINUTES**

**PAT ANGER MOVED TO APPROVE THE MINUTES OF MAY 20, 2008 AS PRESENTED; SUPPORT BY JENNIE TUNNELL. MOTION CARRIED UNANIMOUSLY.**

**III. RECOMMENDATION TO APPROVE PY'08 MICHIGAN WORKS SERVICE CENTER OPERATIONS PLAN**

The Service Center Operations plan was reviewed. This plan is funded with statewide activities dollars that are derived from federal Workforce Investment Act allocations which are withheld by Michigan to fund various projects. The State retains 15% of youth and adult dollars and 40% of dislocated worker dollars.

The local allocation to assist with center operations is \$390,103, a slight increase from last year. Obviously, the centers require a higher budget to keep them functional. Mr. Bierbusse reminded members that additional support for the centers are included in other budgets, i.e, WIA, JET, employment service, MPRI and the Older American Employment programs where cost allocation plans are based on square footage used for each.

A spending plan was reviewed. This grant supports the salary and fringe benefits of one staff, and supports rent, utilities, maintenance, internet, supplies and marketing for the various centers.

After review and discussion, **PATRICIA ANGER MOVED TO APPROVE THE PY'08 MICHIGAN SERVICE CENTER OPERATIONS PLAN AS PRESENTED AND TO FORWARD TO THE BOARD OF DIRECTORS FOR FINAL APPROVAL; SUPPORT BY JENNIE TUNNELL. MOTION CARRIED UNANIMOUSLY.**

**IV. RECOMMENDATION TO APPROVE CUSTOMER ORIENTATION SERVICE PROVIDERS**

Past experience identified a need to explain the myriad of services to those customers who visit the Michigan Works centers for the purpose of registering on the Talent Bank as a requirement of receiving unemployment benefits. Four years ago customer orientation was implemented to inform registrants of the available services beyond the Talent Bank. The current service provider is St. Clair Shores Adult & Community Education. The contract is due to expire.

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Therefore, a Request for Proposal was issued for continuation of the service. St. Clair Shores Adult & Community Education was the sole responder for the Roseville, Clinton Township, Port Huron and Warren offices. They and the ARC Services of Macomb County both responded to provide services at the Mt. Clemens office.

Discussion ensued. Staff informed the committee that while ARC Services is the current provider at the Mt. Clemens facility, their performance has been substandard for the previous two years. They pay their staff a much lower rate causing significant turnover, which greatly affects the quality of service. Each center is expected to reach a percentage of the number of customers who enter training. Customers of the Mt Clemens office who have been placed on a wait list for training (196 people) when funds are renewed in July have not yet been contacted regarding enrollment in a training program.

After discussion, **PAT ANGER MOVED TO APPROVE ST CLAIR SHORES ADULT & COMMUNITY EDUCATION AS THE CUSTOMER ORIENTATION SERVICE PROVIDER FOR ALL FIVE MICHIGAN WORKS SERVICE CENTERS AND TO FORWARD TO THE BOARD OF DIRECTORS FOR FINAL APPROVAL; SUPPORT BY PHIL PAPES. MOTION CARRIED UNANIMOUSLY.**

**V. OTHER BUSINESS**

Ms. Tunnell brought to attention the current condition of the Roseville office noting its need to have carpets cleaned, walls washed and parking lines repainted. Mr. Bierbusse allowed that the landlord is unhelpful and experiencing problems and when the lease expires in 2010, he will seek to relocate within the same area.

**VI. ADJOURNMENT**

**PHIL PAPES MOVED TO ADJOURN; SUPPORT BY PAT ANGER. MOTION CARRIED.** The meeting adjourned at 9:10 am.

Respectfully submitted,

Laura Carne  
Recording Secretary