A Process Analysis of the Worker Profiling and Reemployment Services (WPRS) System in Michigan

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A Process Analysis of Unemployment Insurance Profiling in Michigan

Randall W. Eberts and Christopher J. O'Leary
W. E. Upjohn Institute for Employment Research

1. BACKGROUND

Public Law 103-152 requires state employment security agencies to establish and utilize a system of profiling all new claimants for regular unemployment compensation. The purpose of profiling is to identify unemployment insurance claimants who are most likely to exhaust their regular benefits, so they may be provided reemployment services to make a faster transition to new employment.

Profiling entails a two-stage process. First, unemployment insurance recipients who are expecting recall or who are members of a union hall are dropped from the pool. These groups are excluded because they are not expected to undertake an active independent job search. Second, the remaining unemployment insurance recipients are ranked by their likelihood of exhausting regular unemployment insurance benefits. Beneficiaries are then referred to reemployment services in order of their ranking until the capacity of local agencies to serve them is exhausted.

In late November 1994, the Michigan Employment Security Commission (MESC) began profiling new unemployment benefit claimants to identify those who may face long-term unemployment. To profile claimants, MESC adopted a statistical methodology that ranks dislocated workers according to their likelihood of exhausting unemployment insurance benefits. MESC developed the methodology with technical assistance from the W. E. Upjohn Institute for Employment Research. In January 1995, the first cohort of profiled unemployment insurance recipients were referred to reemployment services. During the first half of 1995 nearly 14,000 workers were served by the profiling system in Michigan.
In addition to helping to design the Michigan model for profiling, the W.E. Upjohn Institute has been retained to evaluate profiling in Michigan. The evaluation is being conducted in two parts: a process analysis and an impact evaluation. The impact evaluation, which is presented in a separate report, is based on activity during the first half of 1995. This report presents a process analysis of UI profiling in Michigan. The main purpose of the process analysis is to document the implementation by local ES and SDA offices and to determine how well the implementation corresponds to the design.

Process analysis is an important tool in assessing the net impact of a social program, such as the WPRS. Evaluation experts Rossi and Freeman consider process analyses "as an adjunct to impact evaluations in order to estimate the extent to which the right treatment was received by the appropriate targets" (Freeman and Rossi, 1989, p. 171). This linkage is intended in the present study. We also hope that the process analysis will provide a basis for understanding cross-site impact differentials. A further aim of the process analysis is to inform the Michigan Employment Security Agency of the range of UI profiling and reemployment services plans used around the state so as to allow the promotion of best practice.

2. DESIGN OF THE MICHIGAN WPRS SYSTEM

The Michigan Employment Security Commission (MESC) adopted the following steps to identify and rank unemployment insurance (UI) claimants according to their probability of exhausting regular UI benefits and to enroll eligible UI recipients in reemployment services.

a. Unemployed workers issued a first payment within 5 weeks of filing a claim are eligible for profiling. However, beneficiaries expecting recall and union hiring hall members are excluded. Personal characteristics of the remaining UI benefit recipients are collected, and these data are used to profile eligible claimants.
b. Selected local labor market information is entered into the computer database and matched to those recipients eligible for profiling who live in the corresponding geographical area.

c. Based on an individual's personal characteristics and local labor market conditions, the probability of exhausting UI benefits is estimated for each UI recipient. Profiling is done weekly and probabilities are generated on a statewide basis.

d. Each local office draws from the statewide ranking profiled UI claimants who live in their jurisdiction. For each local office, the selected individuals are arrayed from highest to lowest probability of UI benefit exhaustion.

e. Each service provider (or coordinating organization) determines the maximum number of claimants who can be served in a given period, based on the funds that office receives to do WPRS.

f. Profiled UI claimants are referred to service providers based on their probability of benefit exhaustion and the referral agreement.

g. After assessing needs of the referred claimants, the service provider offers a set of reemployment services best suited to the individual claimant.

The MESC has adopted a statistical methodology that assigns a probability of exhaustion to each UI recipient who is eligible for profiling. The probability is derived from a statistical model, which is based on recent administrative records of UI recipients statewide. The model includes UI claimants personal characteristics: educational attainment, industry and occupation of last job held, and tenure on their last job. The model also contains variables that reflect local labor market conditions and thus conditions that would affect the likelihood of reemployment in the various local labor markets within the state. This model was designed with assistance from the W.E. Upjohn Institute for Employment Research. Eberts and O'Leary (1996) summarize technical details of the statistical model which are presented in Appendix A to this report. In essence, the probability assigned to each eligible UI recipient is a weighted average of the effects of each of these characteristics on the likelihood an individual exhausts UI benefits.

Service Delivery Areas (SDAs), defined for administering Job Training Partnership Act (JTPA) programs, are used to identify local labor markets in the statistical model. This is
because profiling is an initiative which attempts to coordinate reemployment services of the public employment service and job training agencies within each SDA in the state. The public employment service is operated by the MESC, which also administers UI through its network of 55 offices, and JTPA services are organized for dislocated workers throughout the state by administrative agents in 29 SDAs. Therefore, in Michigan there are 29 separate agreements for coordinating UI profiling activities between MESC and JTPA agents.

For purposes of profiling in Michigan, all individuals who receive first payments within the same week are considered as one group. UI recipients within this group are ranked according to their predicted probability of exhausting their UI entitlement. Those identified as most likely to exhaust are placed at the head of the queue for reemployment services.

Once a week, each local MESC office receives a list of profiled and ranked eligible UI recipients who are beneficiaries through that office. The list includes the name, social security number, and estimated probability of exhausting UI benefits for each profiled beneficiary. The ranking of eligible UI recipients on the list is derived from the statewide estimation of the probability of exhausting UI benefits. The local beneficiary with the highest state ranking is placed first on the list followed by the beneficiary with the next highest state ranking and so forth.

The number of UI recipients actually referred to reemployment services at any specific local office depends upon the amount of resources received by that office to provide reemployment services to profiled and referred beneficiaries. Since funding to local offices is largely based on labor market conditions, one would expect that those local offices with the greatest need should be able to serve a larger proportion of their UI claimants. UI recipients from local offices with tight labor markets or with industries experiencing few layoffs will have state-wide rankings much lower than those from local offices with high unemployment rates, and they will serve a smaller proportion of beneficiaries through the profiling and reemployment services system.
The preceding overview of the design of the Michigan WPRS system provides the frame of reference for our process analysis of how UI beneficiaries are profiled as likely to exhaust benefits and referred to reemployment services in the state.

3. SOURCES OF INFORMATION FOR THE PROCESS ANALYSIS

The process evaluation is based on two sources of information: a survey of local ES office managers throughout the state, and site visits to a strategically selected representative sample of sites.

3.1 A Survey of Local Employment Service Offices

After review of profiling agreements in the 27 Job Training Partnership Act (JTPA) Service Delivery Areas (SDAs) in Michigan, it was determined that the lead role for WPRS in most areas is taken by the employment service (ES) manager. The W. E. Upjohn Institute for Employment Research conducted a mail survey of managers in the 55 ES offices operated throughout the state by the Michigan Employment Security Agency (MESA). Questionnaires were mailed out in April, 1995. By the middle of May, 45 surveys had been returned for a response rate of 82 percent.¹

The questionnaire was divided into seven parts which focused on: (1) the number of claimants served, (2) procedures for notifying claimants, (3) methods for dealing with non-compliant profiled workers, (4) reemployment services provided, (5) the effect of profiling on regular services, (6) local methods for tracking profiled claimants, and (7) general summary

¹Surveys were also mailed to all SDAs. Because the response rate was low and because much of the information that we sought about delivery of services and contractual relationships were revealed through the ES surveys and site visit, we do not report the few responses from the SDA surveys.
comments. Summary statistics for each survey question displayed are displayed within the questionnaire included as Appendix B to this report.

3.2 Site Visits to Local Employment Service Offices

Four criteria were considered for selecting sites to visit for studying the process of implementing UI profiling in Michigan. The criteria focused on the contractual relationship between the SDA and the providers of profiling services (primarily the ES offices) within the SDA, the cost of providing services, and local economic characteristics. Since contractual relationships are important in the selection process, SDAs instead of individual ES offices were selected.

In developing the selection criteria, we found that several factors were highly correlated. As a result, we were able to reduce the number of factors from four to two and still include the broader dimensions of the SDAs in the selection process. SDAs were classified according to these two factors in the two-way table listed below.

The four factors chosen were: (1) urban status, (2) frequency of "not clear/not mentioned" regarding responsibility in the ES-SDA local UI profiling agreement out of 10 possible types of activities which might be specified in the agreement, (3) budget estimates of UI profiling cost per participant, and (4) the local unemployment rate. Data on the four factors were compiled from two sources: the ES-SDA agreement on profiling submitted to the MESC, and Michigan labor market information as reported by the MESC.

The factor "urban status" is a binary variable coded as one if the SDA included a metropolitan statistical area (MSA) and coded zero otherwise. The cost per participant ranged from $121 to $550 across the SDAs with an unweighted average of $228. The local unemployment rate was the 1995 annual average for the principal county in the SDA as reported

Contract characteristics were gleaned from reading the contractual agreements between SDAs and ES offices. Table 3.1 summarizes how the SDA profiling agreement defines responsibility for each of 11 important dimensions of reemployment services and also gives the budgeted "cost per participant." The site selection factor "not clear/not mentioned" related to the explicitness of the contract in defining the various responsibilities for delivering profiling services. The contract was considered to be a "strong agreement" if three or fewer activities were "not clear or not mentioned." The contract was considered to be a weak agreement if responsibility for four or more activities was "not clear or not mentioned." The ten possible activities which might be designated as the responsibility of either the ES or the SDA were: orientation for UI profiling, testing, counseling, job search workshop, referrals to education or training, labor market information, job bank, job club, resource room, and sharing of information between ES and SDA.

Computations revealed a strong negative correlation between unemployment and urban status, and a strong positive correlation between unemployment and budget per participant. In order to maximize the cell sizes for grouping SDAs, we limited site selection to two factors: the unemployment rate and the strength the UI profiling agreement. While the state average unemployment rate was 5.3 percent, a clearer distinction across the SDAs resulted by separating SDAs into groups with unemployment rates above or below 6.0 percent.

The classification of SDAs by the two factors, area unemployment and strength of the UI profiling agreement between ES and SDA, is given in the four cells of Table 3.2. SDAs are listed in random order within each cell. Site visits were made by the W.E. Upjohn Institute project team to the profiling operations in our local SDA of Kalamazoo and to two other SDAs in each of the four cells of Table 3.2 for a total of nine site visits.
Table 3.1
Summary of SDA Profiling Agreements

<table>
<thead>
<tr>
<th>SDA</th>
<th>Orientation</th>
<th>Testing</th>
<th>Counseling</th>
<th>Job Search</th>
<th>Referrals to</th>
<th>Labor Market</th>
<th>Job Bank</th>
<th>Job Club</th>
<th>Hours Required</th>
<th>Resource Room</th>
<th>Provide Feedback to Coordinator</th>
<th>Cost per Participant (in dollars)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegan/Ottawa (1)</td>
<td>MESC</td>
<td>SDA</td>
<td>Not Men</td>
<td>SDA</td>
<td>Not Men</td>
<td>Not Men</td>
<td>Not Men</td>
<td>Not Men</td>
<td>8</td>
<td>Not Men</td>
<td>MESC/SDA</td>
<td>267</td>
</tr>
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<td>Region 7B Consortium (2)</td>
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<td>Not Clear</td>
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<td>Not Men</td>
<td>Not Men</td>
<td>SDA</td>
<td>8</td>
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<td>SDA</td>
<td>244</td>
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<td>MESC/SDA</td>
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<td>MESC</td>
<td>Not Men</td>
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<td>SDA</td>
<td>SDA/Individ</td>
<td>SDA</td>
<td>MESC</td>
<td>SDA/MESC</td>
<td>SDA</td>
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<td>MESC/SDA</td>
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<td>SDA/Individ</td>
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<td>Not Men</td>
<td>8</td>
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<td>Not Men</td>
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<td>Not Men</td>
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<td>SDA</td>
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<td>MESC/SDA</td>
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<td>MESC/SDA</td>
<td>Not Men</td>
<td>SDA</td>
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<td>Not Men</td>
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<td>285</td>
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<td>MESC</td>
<td>MESC</td>
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<td>Not Men</td>
<td>8</td>
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<td>ASCET (15)</td>
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<td>Not Men</td>
<td>MESC</td>
<td>MESC/SDA</td>
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<td>Not Men</td>
<td>8</td>
<td>Not Men</td>
<td>MESC/SDA</td>
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<td>SDA</td>
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<td>MESC</td>
<td>SDA</td>
<td>MESC</td>
<td>SDA</td>
<td>SDA</td>
<td>8</td>
<td>Not Men</td>
<td>MESC/SDA</td>
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<td>SDA Serv</td>
<td>SDA Serv</td>
<td>SDA Serv</td>
<td>SDA Serv</td>
<td>SDA Serv</td>
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<td>SDA</td>
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<td>Not Men</td>
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<td>Counseling</td>
<td>Job Search Workshop</td>
<td>Referrals to Education/Training</td>
<td>Labor Market Information</td>
<td>Job Bank</td>
<td>Job Club</td>
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<td>Resource Room</td>
<td>Provide Feedback to Coordinator</td>
<td>Cost per Participant (in dollars)</td>
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<tr>
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<td>MESC</td>
<td>MESC</td>
<td>SDA</td>
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<td>Not Men</td>
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<td>SDA</td>
<td>SDA</td>
<td>SDA</td>
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<td>SDA</td>
<td>SDA</td>
<td>SDA</td>
<td>Not Men</td>
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<td>MESC/SDA</td>
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<td>MESC</td>
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<td>8.0</td>
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<td>Not Men</td>
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</table>

Note: MESC/SDA indicates joint responsibility. "Not Men" means not mentioned in the agreement. "SDA Serv" is the SDA Service Provider. "Subcon" is SDA Subcontractor.
Table 3.2 SDAs Grouped by Unemployment Rate and Cost per Participant in UI Profiling

<table>
<thead>
<tr>
<th>Low Unemployment Rate</th>
<th>High Unemployment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Rate 6%)</td>
<td>(Rate &gt; 6%)</td>
</tr>
<tr>
<td><strong>Oakland, Balance of (23)</strong></td>
<td>Pontiac (24)</td>
</tr>
<tr>
<td>Berrien/Cass/VB (5)</td>
<td>West Central (16)</td>
</tr>
<tr>
<td><strong>Lansing Tri-County (17)</strong></td>
<td>Muskegon/Oceana (20)</td>
</tr>
<tr>
<td>Mid Counties E&amp;T Consortium (3)</td>
<td>Western UP (26)</td>
</tr>
<tr>
<td>Livingston (29)</td>
<td>Six-County (6)</td>
</tr>
<tr>
<td>Wayne, Balance of (25)</td>
<td>CAPC (11)</td>
</tr>
<tr>
<td>DCC/Monroe (8)</td>
<td>Region 7B Consortium (2)</td>
</tr>
<tr>
<td>Allegan/Ottawa (1)</td>
<td>Northeast (21)</td>
</tr>
<tr>
<td>Macomb/St. Clair (19)</td>
<td>Jobs Central (10)</td>
</tr>
<tr>
<td>ASCET (15)</td>
<td>Eastern UP (9)</td>
</tr>
<tr>
<td>Washtenaw (30)</td>
<td><strong>Northwest (22)</strong></td>
</tr>
<tr>
<td><strong>Region II (12)</strong></td>
<td>City of Detroit (7)</td>
</tr>
<tr>
<td>Saginaw/Midland Bay (4)</td>
<td><strong>Thumb Area (13)</strong></td>
</tr>
<tr>
<td>Kalamazoo/St. Joseph (14)</td>
<td></td>
</tr>
</tbody>
</table>

Note: The numbers in parentheses refer to the SDAs shown on the map on the next page. Some SDAs are currently being restructured, so the map may not be entirely accurate. The most current SDA definitions will be used in the site selection. Places in **bold and underlined** were visited for the process analysis.
Table 3.3 lists the locations, dates and main activities of the site visits. Due to the schedules for profiling activities and the similar practice in Manistee, Luddington, and Fremont, we visited Manistee which is formally in the Northwest SDA as a representative of the West Central SDA. Since the bulk of profiling activity usually takes place in MESC offices, site visits took place mainly at MESC offices. Table 3.3 shows the activities for each site visit. These included: interviewing the MESC office manager, interviewing the profiling orientation leader, observing a profiling orientation session, interviewing a profiling job search workshop leader, and observing a profiling job search workshop. The format used for site visits to ES offices is given in Appendix D.

4. IMPLEMENTATION OF WPRS BY LOCAL ES OFFICES

4.1 Determining Service Capacity

Information about the cost of delivering services and administering the WPRS program was collected through the state wide survey of employment service (ES) offices. While the state of Michigan has allocated a specific amount of funds for the fiscal years, we wanted to clarify how offices used these funds to support their services.

More than half of the ES managers indicated that funding for profiling and reemployment services came from a combination of the Penalty and Interest Fund and the JTPA III (EDWAA) funds. The other offices reported that all their funds came from the Penalty and Interest Fund. For those reporting a combination of funding sources, about one third of the funds came from the Penalty and Interest Fund and the rest from the EDWAA funds.

We also asked ES managers about the number of profiled claimants they planned to serve and how this was determined. Most offices reported that the number was determined jointly with the SDA planner. Ten offices indicated that either the SDA planner or the ES planner decided on
<table>
<thead>
<tr>
<th>Service Delivery Area</th>
<th>MESC Office</th>
<th>Date of Visit</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saginaw/Midland/Bay City (4)</td>
<td>Saginaw</td>
<td>September 6, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Region II (12)</td>
<td>Jackson</td>
<td>August 29, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thumb Area (13)</td>
<td>Port Huron</td>
<td>September 13, 1996</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Kalamazoo/St. Joseph (14)</td>
<td>Kalamazoo</td>
<td>August 26, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>West Central (16)</td>
<td>Manistee</td>
<td>September 5, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Lansing Tri-County (17)</td>
<td>Lansing</td>
<td>September 12, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muskegon/Oceana (20)</td>
<td>Muskegon</td>
<td>August 20, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Northwest (22)</td>
<td>Traverse City</td>
<td>September 4, 1996</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Balance of Oakland (23)</td>
<td>Madison Heights</td>
<td>March 27, 1997</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

1. X - Interviewed ES manager.
2. X - Interviewed profiling orientation leader.
3. X - Observed profiling orientation.
4. X - Interviewed profiling job search workshop leader.
5. X - Observed profiling job search workshop leader.

---

1Manistee is involved with SDAs in both the Northwest and West Central. Profiling practices in Manistee are identical to those practiced in other MESA offices in the West Central SDA.
the number independently. Offices reporting that the SDA planner determined the number of
workers to be served typically were offices where most of the services were provided by the
SDA. These responses are consistent with the administration of the program in that each SDA, if
they choose to do so, subcontracts with ES offices. Those that do not subcontract would have no
reason to bring the ES office into the decision.

Roughly half of the offices indicated that the number of clients they planned to serve was
determined by the size of the budget. A quarter of the offices indicated that the size of the
population was the determining factor, and the rest of the responses cited other factors, such as
the capacity of the facility or the area's unemployment rate.

Table 3.1 (shown in the previous section) lists the cost per participant as estimated in the
original SDA profiling agreements. This figure is based on the announced level of state funding
and the estimated cost of providing the planned reemployment services. The cost per participant
depends upon operating costs in the area and extent of services planned. The state requirement
was for a minimum of 8 hours of services. Fourteen of the 27 SDAs planned exactly 8 hours of
services and only one area explicitly planned significantly more than 8 hours of reemployment
services.

The site visits provided insights into the issue of funding and capacity by examining the
degree of coordination in providing profiling services between the ES and the SDA. Cooperation
differs greatly across areas. In some areas funding is pooled. One agency may provide services
and then refer participants to other agencies for additional services. In other areas,
responsibilities are shared more completely. For example, in one area all public employment
and job training services are co-located under one roof. A two-hour orientation is conducted by
the MESC/ES staff, while a six-hour job-search workshop is led by SDA staff.

When asked, "what is the most important thing we should know about profiling?" ES
managers all said that profiling and referral to job search assistance was an excellent program
and that they wished more beneficiaries were involved. Some managers emphasized that the
volume of profiling services provided is not limited by a budget, they try to serve as many people
as possible.

4.2 Application and Referral Process

The questionnaire sent to ES offices was designed to provide information about the
profiling process, including the length of time between initial claim, notification and provision
of services, the type of notification, and compliance. All ES offices responding to the survey
notify UI claimants about the requirement to participate in reemployment services. As shown
in table 4.1, an average of 4.3 weeks elapses between the time a person files an initial UI claim
and ES offices receive the list from the state with that person’s ranking. The shortest reported
length of time between a person filing an initial claim and the ES office receiving the
probability list was one week; the longest reported length of time was seven weeks. Since the
time lag occurs because UI claimants are not eligible for the program until they receive their
first payment, which takes between 4 to 5 weeks from the time of filing, it is difficult to
explain the short time interval reported by one office. Nevertheless, 37 of the 45 ES offices
responding reported the time interval to be between 4 and 6 weeks.

Table 4.1 Profiling and Referral Process

| Time between filing initial claim and ES office receives list | 4.3 weeks |
| Time between receiving list and notifying participants | 4.3 days |
| Time from notification to reporting for orientation | 7.5 days |
| Time given to correct compliance problem | 1.5 weeks |

Once the ES office receives the list of estimated probabilities, profiled workers are
notified within an average of 4.3 days that they must participate in the program. Responses
ranged from immediately to 14 days\(^2\). Virtually all notifications are sent as a separate letter through the mail. Two offices indicated that they followed up with a telephone call after they notified people by mail. Most offices give notified beneficiaries a week, from the time the letter is mailed, to report for reemployment services. However, the range is between 4 days and 21 days. Therefore, in total an average of 6 weeks passes between the time a participant files for UI benefits and reports for reemployment assistance.

ES managers were asked which of five possible criteria were used to excuse claimants from mandatory participation in reemployment services. All five options should exempt someone from mandatory participation in reemployment services. This question was asked in order to ascertain whether local offices were applying consistent procedures in administering the profiling. The survey responses, shown in table 4.2, revealed that the offices were following consistent administrative procedures, with minor variations. The criteria that was least cited, although 80 percent responded affirmatively, was whether a profiled worker "found a new job and was waiting for it to begin." The issue here appears to be related more to the vagueness of the question than the actual procedure. Several offices which did not check this criteria wrote in the margin of the questionnaire that they would exempt an individual waiting for a job if they had an actual start date.

\(^2\)One ES office reported a lapse of 30 days between receiving the list and mailing notifications. This office was one of our site visits, and upon further inquiry, we found that the average length of time was much shorter.
Table 4.2 Criteria Used to Excuse Claimants from Mandatory Participation in WPRS

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received a recall date after initial UI application</td>
<td>1%</td>
</tr>
<tr>
<td>Currently employed</td>
<td>100%</td>
</tr>
<tr>
<td>Found a new job and waiting for it to begin</td>
<td>80%</td>
</tr>
<tr>
<td>Already participating in reemployment services</td>
<td>98%</td>
</tr>
<tr>
<td>Already completed reemployment services in benefit year</td>
<td>93%</td>
</tr>
</tbody>
</table>

All but one ES office, which responded to the survey, reported that they determine noncompliance of eligible claimants. On average, ES offices reported that sixty percent of their noncompliance cases involved situations in which a person who was notified to report to reemployment services did not show. Thirty percent of noncompliance cases related to issues concerning their availability for work. Two-thirds of the offices gave those who failed to comply an average of a week and a half to correct the problem.

Successful administration of the profiling program depends upon the efficient and accurate collection of information at the initial intake, swift transmission of information between local ES offices and the Detroit MESC office (where the statewide identification is performed), timely referral of claimants to reemployment services, and development of effective programs that can help the claimant overcome barriers to reemployment.

Site visits indicated that ES managers would first and foremost revise the letter informing claimants about being selected for profiling. They said the original was too negative. A copy of the letter prepared by the state appears in Appendix C. They believed the letter should emphasize the positive value of services to profiled claimants, not the threat of a benefit denial. The letter should also explain exclusions, which might then be handled over the phone before the profiling orientation, and thereby reduce the resentment expressed by some participants, which could affect the whole group. Also, ES managers questioned whether it was appropriate to
include seasonal workers and construction workers in the pool for profiling since most of these workers already know when and where they will return to work. Since the start of profiling, all the offices in the site visits have changed the content of the notification letter, and according to the survey responses, other offices have done the same.

Some ES managers have changed other aspects of the WPRS operations. When asked, "what changes have been made in profiling practice since the start of profiling in January 1995?" some managers reported making few changes in their operations. Others made significant changes. Probably the biggest change was reported by one manager who was concerned that waiting upwards of six weeks to get claimants into services was too long. She no longer waits for the profiling ranking to come back from the state after the fifth week to schedule claimants for services. Now, she schedules claimants for profiling orientation at the time they file for benefits if they are not job attached nor are union hiring hall members. The manager claimed that the time from initial intake to the profiling orientation was reduced to about 2 weeks instead of more than 6 weeks under the old procedure. The office had sufficient excess capacity to accommodate additional participants, and the manager considered profiling to provide too valuable a package of services to wait the usual 4 to 6 weeks to provide services. This manager reported that this new approach to scheduling profiling orientation has also been adopted by managers in other nearby areas.

Responses to question V-2 of the survey, which asks managers to list changes in their program since the inception of WPRS, reveal several other ways in which the program has evolved. Most of the managers who answered this question mentioned that they have added more resources to the program and have tailored the program to meet the needs of clients. Additional resources include materials for the resource room and increasing staff for counseling and job placement. A few managers indicated that they have emphasized more self-help activities. One manager reported that they have added resources for job development and referral to unsubsidized employment.
4.3 Reemployment Services

Nearly 90 percent of the ES offices reported that they provide reemployment services themselves. For the other offices, services were performed by the SDA. Beneficiaries participating in the profiling reemployment services received an average of 8 hours of services, with one ES office reporting a minimum of two hours and another office reporting a maximum of 16 hours (Table 4.3). The sequence of services typically entailed a brief orientation followed by a job search workshop. After the workshop, participants pursue several activities, including assessment, drawing up an individual service plan, and becoming acquainted with various resources that can be used in the job search process. Thirty-three of the 47 ES offices that responded to the survey reported that they referred profiled claimants for retraining or additional skill development.

ES offices reported that they assess clients, either formally or informally, according to: (1) basic skills and literacy (64% of the offices make this assessment); occupational skills (78%); transferability of existing skills (91%); and occupational interest (91%). The majority of offices indicated that assessments were done on an informal basis. However, for those offices using a formal assessment test, the GATB was the most often used (78%), followed by the USES interest inventory (40%) (table 4.3).

---

3 These reported hours appear to be shorter than expected, particularly for those who report 2 hours. One possibility is that the delivery of the full range of services under the profiling program is shared by the ES office and the SDA, and the ES manager who filled out the form only included the time spent in the ES office. Responses to another survey indicate that the SDA does provide a wide range of services similar to the ES offices.
Table 4.3 Assessment and Reemployment Services

<table>
<thead>
<tr>
<th><strong>Client Assessment</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Skills</td>
<td>64%</td>
</tr>
<tr>
<td>Occupational Skills</td>
<td>78%</td>
</tr>
<tr>
<td>Transferability of existing skills</td>
<td>91%</td>
</tr>
<tr>
<td>Occupational Interest</td>
<td>91%</td>
</tr>
</tbody>
</table>

**Assessment tests (% of those who assess participants)**

<table>
<thead>
<tr>
<th>Test</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Michigan Appraisal Test (MAT)</td>
<td>3%</td>
</tr>
<tr>
<td>System 2000</td>
<td>0%</td>
</tr>
<tr>
<td>GATB</td>
<td>78%</td>
</tr>
<tr>
<td>USES Interest Inventory</td>
<td>40%</td>
</tr>
<tr>
<td>VIP</td>
<td>0%</td>
</tr>
<tr>
<td>Test of Adult Basic Education (TABE)</td>
<td>43%</td>
</tr>
</tbody>
</table>

**Reemployment Services**

<table>
<thead>
<tr>
<th>Service</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum required number of hours of participation</td>
<td>8.5 hours</td>
</tr>
<tr>
<td>Number of hours of services offered by ES office</td>
<td>6.8 hours</td>
</tr>
</tbody>
</table>

**Job Development and Placement Services**

<table>
<thead>
<tr>
<th>Service</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Offices offering service</td>
<td>50%</td>
</tr>
<tr>
<td>Number of job openings generated per participant</td>
<td>2</td>
</tr>
</tbody>
</table>

ES offices provide a wide range of services. According to the survey, all ES offices provide job referral, but only 40 percent reported that they provided job clubs. Table 4.4 lists the frequency with which other programs are provided. Other services that are typically
provided include individual service plans, labor market information, job development and placement, and self-help job seeking resources.

In considering the effectiveness of the profiling program as compared to the traditional ES services, an important consideration is the difference in services offered by the two programs. We asked ES managers to indicate the services that were offered to three different groups of UI beneficiaries: those profiled and referred to services, those profiled but not referred, and those not profiled. Results from the survey, shown in table 4.4, suggest that the most significant difference in the services received by those referred and those not referred are individual service plans and career exploration workshops. On the other hand, both groups

Table 4.4  Services Provided to WPRS Participants and Other ES Clients

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Profiled and referred to services</th>
<th>Profiled but not referred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>83%</td>
<td>68%</td>
</tr>
<tr>
<td>Individual service plans</td>
<td>88</td>
<td>43</td>
</tr>
<tr>
<td>Career exploration workshop</td>
<td>63</td>
<td>30</td>
</tr>
<tr>
<td>Job counseling</td>
<td>73</td>
<td>58</td>
</tr>
<tr>
<td>Labor market information</td>
<td>98</td>
<td>93</td>
</tr>
<tr>
<td>Job search training</td>
<td>80</td>
<td>55</td>
</tr>
<tr>
<td>Job development and placement</td>
<td>88</td>
<td>78</td>
</tr>
<tr>
<td>Job referral</td>
<td>100</td>
<td>88</td>
</tr>
<tr>
<td>Job clubs</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>Job bank</td>
<td>70</td>
<td>60</td>
</tr>
<tr>
<td>Group stress counseling</td>
<td>48</td>
<td>23</td>
</tr>
<tr>
<td>Self-help job seeking resources</td>
<td>95</td>
<td>93</td>
</tr>
</tbody>
</table>
receive, with similar frequency, labor market information, job development and placement services, and job referral, and self-help seeking resources.

Reemployment services are provided to WPRS participants by both ES and SDA offices. As shown in table 4.5, ES offices provide services more often than SDA offices, with the exception of job clubs. Nevertheless, the SDA offers comparable range of services, with relatively high frequency. In some cases, the services are provided jointly by the two agencies.

Table 4.5 Who provides reemployment services to WPRS participants?

<table>
<thead>
<tr>
<th>Category</th>
<th>ES</th>
<th>SDA</th>
<th>Joint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>60%</td>
<td>40%</td>
<td>28%</td>
</tr>
<tr>
<td>Individual service plans</td>
<td>68</td>
<td>43</td>
<td>30</td>
</tr>
<tr>
<td>Career exploration workshop</td>
<td>38</td>
<td>33</td>
<td>23</td>
</tr>
<tr>
<td>Job counseling</td>
<td>53</td>
<td>40</td>
<td>18</td>
</tr>
<tr>
<td>Labor market information</td>
<td>78</td>
<td>23</td>
<td>28</td>
</tr>
<tr>
<td>Training in job search methods</td>
<td>50</td>
<td>40</td>
<td>28</td>
</tr>
<tr>
<td>Job development and placement</td>
<td>68</td>
<td>23</td>
<td>33</td>
</tr>
<tr>
<td>Job referral</td>
<td>75</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Job clubs</td>
<td>20</td>
<td>35</td>
<td>15</td>
</tr>
<tr>
<td>Job bank</td>
<td>68</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Group counseling about stress</td>
<td>35</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Self help job seeking resources</td>
<td>63</td>
<td>30</td>
<td>33</td>
</tr>
</tbody>
</table>

In addition to the reemployment services provided by the ES offices, a majority of the offices referred profiled claimants for retraining or additional skill development. These offices referred on average 43 percent of their profiled claimants to these services. Most referrals (93
percent) were to EDWAA programs. Inquiries during site visits revealed that many of these referrals to EDWAA were for reemployment assistance services offered through career centers.

Twenty ES offices responded that they provide job development and placement services to profiled workers participating in reemployment services. Of these offices, most reported that they generate one or two job openings per participant. Three offices indicated that they generated between three and five job openings per participant.

Table 4.6 summarizes site visit interviews done with profiling orientation leaders. Of the offices visited, the leader is usually an ES employee; in only one case is the leader an SDA employee. About half of the time the same person conducts the job search workshop. Orientation is usually done weekly, but in some areas is done only twice per month. Many areas plan for a 2 hour orientation and a 6 hour job search workshop, but in most places the orientation lasts about an hour. The extra time is generally used for self-directed job search activities using resources in the local ES office. Table 4.6 also lists twenty specific items which may be covered in orientation. Nearly all offices visited covered at least half of the items.

The percentage of claimants participating voluntarily in the profiling orientation is usually very small. Several areas reported that nobody attends voluntarily. Other areas noted that many people use the services of the ES including profiling without even being UI claimants. It was estimated for one area that among those excused during orientation, only about 15% stay for the full orientation session and an even smaller percentage stay for the full job search workshop.

During site visits, profiling orientation leaders said that the usual reaction of participants in orientation is favorable, and there are rarely problems. The attitude may be skepticism at first but usually becomes more positive as the session progresses and the wide array of available
### Table 4.6
**Summary of Site Visits**
**Interviews with Profiling Orientation Leaders**

<table>
<thead>
<tr>
<th>Questions</th>
<th>Saginaw</th>
<th>Jackson</th>
<th>Port Huron</th>
<th>Kalamazoo</th>
<th>Manistee</th>
<th>Lansing</th>
<th>Muskegon</th>
<th>Traverse City</th>
<th>Madison Heights</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Are you mainly an employee of the ES, SDA, or a private contractor?</td>
<td>ES</td>
<td>ES</td>
<td>ES</td>
<td>SDA</td>
<td>ES</td>
<td>ES</td>
<td>ES</td>
<td>ES</td>
<td>ES</td>
</tr>
<tr>
<td>2. Do you lead the profiling job search workshop as well as the profiling orientation?</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>3. How many times per month do you conduct a profiling orientation session?</td>
<td>4-5</td>
<td>4</td>
<td>weekly</td>
<td>weekly</td>
<td>2</td>
<td>2-3</td>
<td>4-5</td>
<td>4-5</td>
<td>4-5</td>
</tr>
<tr>
<td>4. About how many participants do you usually have in a profiling orientation session?</td>
<td>15-20</td>
<td>Varies</td>
<td>9-24</td>
<td>12-20</td>
<td>20 max</td>
<td>25-30</td>
<td>15</td>
<td>15-20</td>
<td>15-20</td>
</tr>
<tr>
<td>5. About how long is the profiling orientation session?</td>
<td>2 hrs.</td>
<td>20-30 mins.</td>
<td>1-2 hrs.</td>
<td>1 hr.</td>
<td>45 min.</td>
<td>1.5 hrs.</td>
<td>20-30 min.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Which of the following topics do you cover in the profiling orientation session?</td>
<td>x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Questions</td>
<td>Saginaw</td>
<td>Jackson</td>
<td>Port Huron</td>
<td>Kalamazoo</td>
<td>Manistee</td>
<td>Lansing</td>
<td>Muskegon</td>
<td>Traverse City</td>
<td>Madison Heights</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>------------</td>
<td>-----------</td>
<td>----------</td>
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<td>---------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>j. Mention job search workshop (JSW) will cover Job Information System (JIS).</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>k. Mention JSW will cover resume preparation.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>l. Mention JSW will cover interest testing (MOIS).</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Mention JSW will cover interviewing skills.</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>n. Mention JSW will cover multiple DOT codes for search.</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Mention JSA will cover some mental health issues.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p. Mention JSA will cover use of job search resource room.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>q. Offer handouts on resume preparation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>r. Offer handouts on planning job search strategy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>s. Offer handout on how to take a job interview.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>t. Offer information on wages for various occupations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
services is revealed. In one area, the leader indicated that participants consider profiling to be a special privileged treatment.

When asked, "what was your best experience during a profiling orientation?" one leader said the best thing is when a light goes on within the unemployed person, another said the thanks people offer at the end of the session. Another leader reported a women who came back days later saying it was a wonderful experience. Others said several people also visit, call, or send a letter to say what a useful set of services was provided or to inform the office after they've started a new job.

When asked, "what was your worst experience during a profiling orientation?" several leaders reported some anger about being selected by profiling and being required to attend the orientation and workshop. Usually nobody is disruptive. In one case a women who did not want to be in profiling riled the whole group. Finally, the office manager calmed her down and she later rejoined the group.

Another leader said the biggest problem is trying to explain the codes for the ranking of the probability of exhaustion which appears on the persons UI eligibility statement. The number which appears is not a probability between zero and one, it is a rank from 1 to maybe 50 with 1 being the person in the group for the week who is most likely to exhaust benefits. Some people find this offensive.

Leaders of profiling orientation also said that, while people are sometimes resentful about being selected and reluctant to whole heartedly participate, claimants are rarely disruptive and usually develop a positive attitude toward the services as the session progresses. A serious problem was noted with the letter of invitation for the session, in that they felt that it was too heavy handed. They believed that the invitation could be presented more positively as the services are highly valued.
During the site visits, it became clear that there was not a good understanding in some local ES offices about what is really meant by profiling? In fact, during some orientation sessions it was explained more than once as a random selection. This explanation of profiling may have been done to diminish the sensitivity of claimants. Problems arose when trying to explain the meaning of the local office exhaustion ranking which appears on the UI eligibility statement. A common perception in offices was that the wrong people were getting referred to profiling reemployment services. Many would say, "the people invited for profiling don't want to be here." Essentially this indicates that profiling is working properly.

Table 4.7 summarizes observations gathered during visits to profiling orientation sessions. All those visited were conducted in MESC offices and usually started around 9:00 a.m. and lasted about an hour. They were usually conducted in a classroom style arrangement with seats for about 30 participants, and the room was usually less than half full. Most participants were there on time, and usually only one person was excused as being exempt. There was usually moderate to high interest among participants with 4 or 5 questions being asked during the session.

Table 4.8 summarizes interviews conducted with job search workshop (JSW) leaders during site visits. As mentioned above, about half the time the same person who does orientation runs the JSW. As for orientation, the majority of JSW leaders are ES employees with the remainder on the payroll of the SDA or a private contractor. Since the entire profiling treatment is usually 8 hours, it is usually broken into two half days with the first day including orientation and the start of the JSW. The JSW typically involves 15 people with a maximum of about 20. Table 4.3 lists 20 different activities or services which may be done in the JSW. All offices offered the great majority of these services with the main emphasis on resume preparation and interviewing skills.

During site visits, job search workshop leaders said the reaction of participants in the job search workshop is usually quite positive. First there may be skepticism, but later often comes an
## Table 4.7
### Summary of Site Visits
#### Observation of Profiling Orientation Sessions

<table>
<thead>
<tr>
<th>Questions</th>
<th>MESC Office</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Saginaw</td>
</tr>
<tr>
<td>1. Location of session.</td>
<td>MESC</td>
</tr>
<tr>
<td>2. Date</td>
<td>9/6/96</td>
</tr>
<tr>
<td>Session start time</td>
<td>9:00 am</td>
</tr>
<tr>
<td>3. Number of seats in session room.</td>
<td>60</td>
</tr>
<tr>
<td>4. Style of room:</td>
<td></td>
</tr>
<tr>
<td>a. classroom (all face front)</td>
<td>x</td>
</tr>
<tr>
<td>b. conference room (single table)</td>
<td></td>
</tr>
<tr>
<td>c. support group (sit in circle)</td>
<td></td>
</tr>
<tr>
<td>d. cafeteria style</td>
<td>x</td>
</tr>
<tr>
<td>e. auditorium</td>
<td></td>
</tr>
<tr>
<td>5. Number of participants at start of session.</td>
<td>16</td>
</tr>
<tr>
<td>6. Number of late arrivals.</td>
<td>0</td>
</tr>
<tr>
<td>7. Number leaving after exclusions reviewed.</td>
<td>1</td>
</tr>
<tr>
<td>8. Apparent interest of participants:</td>
<td></td>
</tr>
<tr>
<td>a. extremely high</td>
<td>x</td>
</tr>
<tr>
<td>b. moderate</td>
<td>x</td>
</tr>
<tr>
<td>c. low</td>
<td></td>
</tr>
<tr>
<td>9. Number of questions asked by participants</td>
<td>4</td>
</tr>
<tr>
<td>during the orientation session.</td>
<td></td>
</tr>
<tr>
<td>10. Session end time.</td>
<td>11:30am</td>
</tr>
</tbody>
</table>
Table 4.8
Summary of Site Visits
Interviews with Profiling Job Search Workshop Leaders

<table>
<thead>
<tr>
<th>Questions</th>
<th>Saginaw</th>
<th>Jackson</th>
<th>Port Huron</th>
<th>Kalamazoo</th>
<th>Manistee</th>
<th>Lansing</th>
<th>Muskegon</th>
<th>Traverse City</th>
<th>Madison Heights</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Are you mainly an employee of the ES, SDA, or a private contractor?</td>
<td>ES</td>
<td>ES</td>
<td>ES</td>
<td>ES</td>
<td>SDA</td>
<td></td>
<td>Private contractor</td>
<td>ES/SDA</td>
<td></td>
</tr>
<tr>
<td>2. Is the job search workshop (JSW) for UI profiling conducted on the same day as profiling orientation?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Partly</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>3. For about how many UI profiling groups per month is a JSW provided?</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>2-3</td>
<td>4-5</td>
<td></td>
</tr>
<tr>
<td>4. About how many participants do you usually have in a JSW group?</td>
<td>20 max.</td>
<td>16</td>
<td>5</td>
<td>8</td>
<td></td>
<td>20-25</td>
<td>4-10</td>
<td>15-20</td>
<td></td>
</tr>
<tr>
<td>5. About how many hours is the JSW?</td>
<td>6</td>
<td>3</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>9</td>
<td>3</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>6. Which of the following things do you do in the JSW?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Take attendance.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>b. Teach how to use Job Information System (JIS).</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>c. Teach resume preparation.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>d. Do interest testing (MOIS).</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>option</td>
</tr>
<tr>
<td>e. Offer aptitude testing.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>f. Discuss interviewing skills.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>g. Discuss the importance of DOT codes in ES file.</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>h. Discuss the importance of attitude in job search.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Questions</td>
<td>MESC Office</td>
<td></td>
<td></td>
<td></td>
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<td>--------------------------------------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Saginaw</td>
<td>Jackson</td>
<td>Port Huron</td>
<td>Kalamazoo</td>
<td>Manistee</td>
<td>Lansing</td>
<td>Muskegon</td>
<td>Traverse City</td>
<td>Madison Heights</td>
</tr>
<tr>
<td>i. Explain how to use the job search resource room in ES.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>j. Review handouts on resume preparation.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>k. Develop individual job search strategies.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>l. Discuss how to take a job interview.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>m. Discuss information on wages for various occupations.</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>n. Offer to form a job club among participants.</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>o. Offer group counseling for stress management.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>p. Offer individual counseling for job related problems.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>q. Explain how to obtain referrals to job openings.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>r. Explain how to access the job bank.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>s. Offer the option of skill training.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>t. Offer the possibility of free remedial training in reading and arithmetic.</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
appreciation of the valuable services made available. People who were originally reticent offer a handshake of thanks by the end of the workshop. Often people feel that the information is more than they need. Mostly they want to know where there are good jobs that pay well. The workshop activity is an educational process to show participants all that is involved in answering that question.

Participants are frequently amazed at the array of services available to them to prepare resumes, search for jobs and so forth. When they first walk into the orientation room, they are unenthused about the program and frequently do not want to be there. But after the orientation, they usually become more enthused. Some participants have even asked for more than two days of services after they found out what was available.

One job search workshop leader did cite as a problem the fact that the screening for profiling does not exclude seasonal workers. Many of these people were forced to travel a long distance for inappropriate services.

Another popular feature of MESC offices revealed during the site visits was the job search resource room. This facility was usually new, much appreciated, and widely used. The resource room was the center for JSW activity, particularly in offices that emphasized individual counseling in developing a job search plan.

It appears that very few UI claimants enter the profiling job search workshop voluntarily. One workshop leader estimated that only about 15 percent of those who are exempted during the orientation stay for the workshop, but many of those exempted come back to use the resource room. Managers in several offices expressed an interest in adding more volunteer participants to the group.

Table 4.9 summarizes observations made during site visits to job search workshops. The sessions usually started about 9:00 a.m. and lasted a half day. They were either held in a
### Table 4.9
**Summary of Site Visits**
**Observation of Profiling Job Search Workshops**

<table>
<thead>
<tr>
<th>Questions</th>
<th>Saginaw</th>
<th>Jackson</th>
<th>Port Huron</th>
<th>Kalamazoo</th>
<th>Manistee</th>
<th>Lansing</th>
<th>Muskegon</th>
<th>Traverse City</th>
<th>Madison Heights</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Location of session.</td>
<td>MESC</td>
<td>Kalamazoo</td>
<td>Manistee</td>
<td>MESC</td>
<td>Job Net Office</td>
<td>MESA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Date</td>
<td>9/04/96</td>
<td>9/05/96</td>
<td>8/22/96</td>
<td>9/19/96</td>
<td>3/27/97</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Session start time</td>
<td>9:00 am</td>
<td>8:30 am</td>
<td>10:30 am</td>
<td>9:15 am</td>
<td>9:00 am</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Number of seats in session room.</td>
<td>60</td>
<td>20</td>
<td>15</td>
<td>30</td>
<td>22</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Style of room:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. classroom (all face front)</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. conference room (single table)</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. support group (sit in circle)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. cafeteria style</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. auditorium</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Number of participants at start of session.</td>
<td>20</td>
<td>15</td>
<td>4</td>
<td>20</td>
<td>20</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Number of late arrivals.</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Number leaving after exclusions reviewed.</td>
<td>0</td>
<td>n/a</td>
<td>0</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Apparent interest of participants:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. extremely high</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. moderate</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. low</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Number of questions asked by participants during the orientation session</td>
<td>4-5</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Session end time.</td>
<td>12:00N</td>
<td>12:00N</td>
<td>4:00 pm</td>
<td>12:15 pm</td>
<td>12:10 pm</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
classroom or conference room setting and included 15 to 20 participants. Attendees usually arrived on time and appeared quite interested in the topics covered.

When asked, "what was your best experience during a job search workshop?" one leader reported a participant who got a new job in the time between the orientation and the start of the JSW. Several leaders reported that people sometimes want to repeat the JSW. When people complete the services, they often say that they will report back. Sometimes successful people offer to speak as role models at future JSW sessions.

In one area, an exempted profiled person came back voluntarily several times, along with his four-year old daughter, to use the resource room. After he returned to work at a very good job, he called the ES office and wrote a glowing letter of thanks.

People often improve their attitude or get jobs because of the services provided. A common bond frequently develops among participants in the group, and participants end up supporting each other in the job hunt. The dynamic works somewhat like in a job club.

When asked, "what was your worst experience during a profiling orientation?" several JSW leaders mentioned that groups occasionally include individuals with negative attitudes toward the profiling process. Having just one vocally negative person can disrupt a whole group, and this has happened in several places. Usually a superior is called to restore order or remove the offender. A different problem occurs when there is simply too much apathy in the group, and no excitement develops for the program.

One JSW leader asserted that some problems may be due to including seasonal layoffs in profiling. There was a complaint petition signed by about 16 laid-off GM workers, who complained that they were expecting recall even though they had no definite recall date. The problem with including seasonal workers was mentioned in several areas. Even skilled workers,
who are permanently separated from their job, often feel that the information given is superfluous.

Another office cited a problem associated with explaining to people how they were ranked according to their likelihood of exhausting UI benefits and what it means. Since the report of their eligibility for UI benefits includes their rank in the group indicating who is most likely to exhaust benefits. Many beneficiaries find this information offensive.

4.4 Process for Follow-up of Clients

Thirty-five, or 78 percent, of the offices indicated that they collected information on profiled workers during or after their participation in the profiling program. Many ES offices that collected information on worker participation also collected follow-up information from workers who have completed reemployment services (80%). As shown in table 4.10, the follow-up information was collected primarily through a mail survey (80%). Several ES offices collected information on work status via the telephone. Follow-up contacts were initiated 8 weeks after the participant exits the program, although the timing varied from 2 weeks to 16 weeks after leaving the program.

Table 4.10 Follow-up Information on WPRS Clients

<table>
<thead>
<tr>
<th>ES offices collecting follow-up information</th>
<th>83%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Means of collecting information</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>23%</td>
</tr>
<tr>
<td>Mail response</td>
<td>80%</td>
</tr>
<tr>
<td>Time information is collected after client exits program</td>
<td>8.2 weeks</td>
</tr>
</tbody>
</table>
ES offices collected and reported three categories of client information: (1) worker characteristics, (2) services provided, and (3) employment outcomes. Much of this information was collected to fulfill state and federal reporting requirements. Seventy-five percent of the ES offices collected information on worker characteristics, 94 percent collected information about services provided to clients, and 86 percent recorded information about employment outcomes, such as employment status. Most of the offices kept this information for their own purposes. However, a lower percentage indicated they used it for purposes of administration and evaluation.

4.5 Perceived Effects of WPRS on Regular ES and SDA Operations

We were interested in whether the WPRS altered the operation of the ES office. First, we asked whether the method of assigning staff under WPRS was different from assigning staff to serve clients who are not in the profiling program. Sixty percent of the responding ES offices indicated that they did assign staff differently for reasons related primarily to staff qualifications. Explanations included the need for someone who could conduct group presentations and who was knowledgeable of both UI and ES programs. Some ES managers who responded that WPRS did not affect staffing operated small offices and indicated that they had limited staff options.

We also inquired whether the WPRS affected services provided by the SDA dislocated workers program. Forty-five percent of the responding ES managers reported that WPRS did affect the dislocated worker program. Thirty-two percent said it did not, and the rest did not know. Of those who responded that it did affect the program, most of the impact resulted from an increase in referrals to the dislocated worker program. Eighty-eight percent indicated that the additional referrals affect the allocation of staff time, 53 percent cited an impact on office space, and 60 percent responded that the WPRS had a budgetary impact. The direction of the budgetary impact was mixed. Some responded that profiling impinged on the budget of the dislocated worker program because profiling funds did not cover services to the additional
referrals. On the other hand, a few offices reported that additional referrals have brought additional funds. On a separate issue, one office mentioned that the WPRS delayed the provision of dislocated worker services to those dislocated workers who were first required to go through the WPRS program.

Second, we asked ES managers their opinion as to whether WPRS imposed restrictions, other than funding, that hampered their ability to deliver services effectively. Twenty-two of the 38 ES managers who responded to this question did not perceive any restrictions. Several who did cite restrictions indicated the excessive time lag between profiling clients and beginning reemployment services. Others cited the lack of physical space and clerical resources needed to provide services to the profiling participants. A few managers commented that the WPRS staff were required to be knowledgeable about both UI and ES matters. Others answered the question with comments on technical issues of administering the program. Included among these comments were concerns with problems downloading lists of profiled workers, problems with a high "no-show" rate, and too many seasonal workers being referred to services.

We asked ES managers if they or their staff noticed any difference in the characteristics of profiled clients compared with non-profiled clients who use ES services. Attributes listed in the questionnaire included age, education, work experience, race/ethnicity, employment history, and gender. Ten of the 40 ES managers responding to this question cited a difference in at least one of the attributes listed in the questionnaire. One manager indicated differences in all six attributes. Work experience, employment history, and education were cited most often, but with relatively low frequencies. Those who did observe differences in these attributes reported that profiled workers had higher levels of education and more work experience than non-profiled workers. A few offices mentioned that they saw more clients with professional and managerial backgrounds in the profiling program than they typically saw outside the profiling program. Several other managers indicated that the percentage of seasonal workers was higher in the profiling programs than in the other ES programs. Both the higher,
percentage of professional/managerial clients and seasonal workers has prompted some ES managers to tailor their services to meet the needs of these clients.

We were also interested in how ES managers would use additional resources if they became available. They responded with suggestions such as, provide additional staff and more time for case management and follow-up, increase the number of participants, and expand the resource room and add computers and books. Some ES managers even offered specific innovations, such as videotaping mock interviews to sharpen clients' interviewing skills.

4.6 Perceived Effectiveness of WPRS

We asked ES managers to give their opinion about the overall effectiveness of the WPRS program. Most of the responses were favorable, with many citing increased enthusiasm among clients for the program and an increased appreciation of the services that ES offices provide. All responses to this question are contained at the end of the survey results in Appendix B. A typical response from ES managers about the new awareness and appreciation for ES services is represented in the following statement:

"The feedback we have received has been very positive. While the customers are reluctant at first, once they get involved in the group dynamics of the job seeking skill workshops, they do not want to leave. Each person brings their own ideas and experiences to the forum and everyone learns from the other. We have yet to find anyone who feels they didn't learn something that can help them find a job a little quicker."

Another respondent stated that the WPRS allowed them to provide the type of services that they believed an ES office should provide:

"One of the best programs to come through the system to allow us to do what we should and want to do: (1) stresses reemployment, (2) improves self-esteem, (3) provides claimants with informed options, (4) provides good PR for MESC--high marks."

35
Another manager observed that:

"The program is very effective. I have seen a big change in the claimants' attitudes. When they are first profiled, they seem depressed and even angry from the loss of their jobs. When they finish the program, they leave with hope and direction for finding new employment."

An ES manager echoed the intended benefits of the WPRS program by saying:

"I think the program is effective in that it seems to motivate some of our applicants to find work sooner than they would otherwise."

The small minority of ES managers (about 5 out of the 45 responses) who did not believe that the program was effective overall still cited positive aspects of the program, but expressed concern about various issues related to the program. Some said that there was insufficient staff to meet the needs of the clients, which hampered the effectiveness of the program. Others were concerned that they were seeing too many job-attached participants and seasonal workers, whom they felt should not be in the program. One cited that the lack of followup and communication with respect to a plan of service rendered their services ineffective. A few others withheld opinions until they had more followup and data. One respondent stated that "even if we were to gather this information, we would need a control group of statistics to compare it to."

5. SUMMARY AND ASSESSMENT

As stated at the outset, the purpose of this process analysis is to document the implementation of the WPRS by local ES offices in Michigan and to determine how well the implementation corresponds to the original design. This inventory and assessment also provides an opportunity to gain insight into issues concerning the effective administration of the program and ideas about how the WPRS program might be improved.
So far, this report has mainly provided documentation about how WPRS was implemented. Through the responses to the questionnaire and the site visit interviews with ES office staff, we have described the operations of the program and the perceptions of the ES managers and their staff. We have documented the following key aspects of the WPRS: determination of the number of participants in the program, the length of time from initial claim to referral to reemployment services, the method of notification and exemption, the type of services provided and by which agencies, and the coordination of activities.

In general, the WPRS program appears to be running smoothly and according to MESC design, with very few problems detected in the administration of the profiling procedure and the delivery of services. The ES offices and their respective SDAs, the primary local administrative agencies for the WPRS, appear to have established good working relationships with respect to budgeting, coordination of services, and in some cases, the sharing of staff.

Three essential factors for an effective WPRS program were observed during our interviews at the ES offices and from the survey responses of ES managers.

1) **Understanding and Appreciation for the Goals and Merits of the WPRS** Nearly all of the ES office staff that we interviewed had a good grasp of the essential elements of the WPRS. Furthermore, their impression of the benefits of the program ranged from favorable to enthusiastic. Enthusiasm for the program was shared by most of the staff that we interviewed and by most of the ES managers as revealed in their survey responses.

2) **Competence of Staff in Conducting Workshops** During the site visits, we observed that the orientation and job search workshop leaders were organized and related well to the participants. The leaders exhibited a good understanding of the job search process and convincingly conveyed the importance of preparing for interviews and the persistence needed to line up interviews. Group leaders generally prepared written material for the participants. Some leaders introduced, what appeared to us, to be innovative and effective methods of presenting the
material and concepts. Other group leaders shared with us their ideas about improving the effectiveness of their workshops if additional funds were available. Staff also provided assistance to participants in using the resource rooms. The dedication of the staff to the goals of the program and to the needs of the clients was apparent from our observations and conversations.

3) **Efficient Administration of the WPRS** Our interviews with the ES office staff revealed that they had a good understanding of the administrative procedure required in transmitting information taken at the initial claims filing, receiving and processing the list of ranked claimants, notifying claimants to report to the workshops, and referring claimants to reemployment services. This process appeared to be operating efficiently. A few offices mentioned problems with the inability to change information on the clients' records if their status changed and the desire to receive the lists of ranked claimants in a slightly more usable form. Most offices expressed little difficulty in integrating the WPRS into existing programs. Some exceptions were the problem of meeting the needs of people in other programs because of capacity constraints and in expeditiously placing some people into skill training programs because of the separate eligibility requirements. While addressing these situations offer the potential for process improvement, these problems did not appear to significantly hamper the administration of the program.

The process analysis did reveal several actions that could significantly improve the administration and implementation of the program, and could significantly increase program effectiveness.

1) **Length of time from filing an initial claim to receiving reemployment services.** The corner piece of the WPRS is to get displaced workers into reemployment services as quickly as possible so that they can have the resources to actively search and find a reemployment as soon as possible. In Michigan, the average length of time from filing an initial claim to receiving services is 6 weeks. The length of time is even longer in some areas, primarily because their
small size permits them to hold workshops less frequently than once a week. Many ES managers commented that they believed that the goal of the program could be better met if this time lag was reduced. One manager has even taken measures to shorten the gap for participants at his office. The crucial factor in the length of time before services are provided is the requirement that claimants must receive their first payment in order to establish their eligibility for UI benefits and thus their eligibility for WPRS. It is possible to shorten the length of time from initial claim to referral to services once the system is converted to rely on wage records rather than wage requests.

2) Notification Letter A common complaint among ES managers was the tone of the initial notification letter used to inform UI claimants that they were required to participate in the WPRS. ES managers claimed that the letter set a negative tone for the program, when it should be informing claimants of the special nature of their involvement in the program and the array of useful services available to them. Managers noted that many participants enter the program with scepticism toward the program but soon agree that the reemployment services available and the enticement to use these services are beneficial. Sending a letter to participants with a more positive view of the program would help each new cohort of participants start with a better attitude toward the program. The flier prepared by the state conveys the positive attributes of the program, more so than the initial letter. Several ES offices have changed their letter to reflect these concerns. A complete review of local versions could yield a model for state wide adoption.

3) Explanation of WPRS and the Profiling Process In attending the orientation sessions during site visits, we observed that orientation leaders at times had difficulty describing the profiling process and how the participants were selected for the program. Most orientation leaders stressed the need to obtain job search skills and to quickly and actively search for reemployment. However, some orientation leaders had difficulty explaining why these claimants were selected for the program. While most orientation leaders were correct in saying something to the effect that the participants were chosen because plants in certain industries were susceptible to closings or that individuals in specific occupations were having increasing
difficulty finding reemployment, others were far from the truth. One even described profiling selection as a random process. It appears that an effort should be made again to educate orientation and job search workshop staff on the process by which participants were selected for their program. It is possible that instead of being misinformed, part of the erroneous information given by workshop leaders may have been offered to salve the egos of discouraged job seekers who were offended by the letter of invitation. A more cordial invitation to services with emphasis on the positive value rather than the penalty for non-participation may reduce sensitivity. A related problem is the appearance on the benefit eligibility statement of the local exhaustion probability ranking. This information could be suppressed or coded only for office use.

4) **Seasonal or Job-attached Workers** Many ES office managers complained that seasonal workers and job-attached workers, such as construction workers or manufacturing workers with specific layoff cycles and recall dates, were asked to participate in the WPRS. These individuals, for the most part, resented being in the program and attending the workshops, and their needs did not fit the programs designed by workshop leaders. When asked in the survey what criteria were used to excuse claimants from mandatory participation, 98 percent of the ES managers said that claimants were excused if they received a recall date after initial UI application and 80 percent said that claimants were exempted if they found a new job and were waiting to begin work. Although these questions do not address seasonal workers per se, it is likely that seasonal workers probably fall within these two categories, and it is clear from the survey that ES managers are not following the same procedure in excusing claimants with specific attributes from participation in the program. New state rules for benefit eligibility by seasonal workers should be coordinated with the profiling referral rules.

5) **Follow-up Information** Whereas the collection and processing of information related to benefit claims, profiling, and participation in profiling services appeared with few exceptions to be complete, the consistent collection of follow-up information was less widespread. Only 30 of the 45 ES managers who responded to the survey indicated that they collect follow-up
information from workers who have completed reemployment services. Most managers relied on a mail questionnaire to canvass former participants, and they typically experienced poor response rates. Therefore, ES offices have little information to determine the effectiveness of the program on an ongoing basis. Such information would be useful to periodically explore ways to improve the program.

While the process analysis does not inform us about the net effectiveness of the program, it does suggest that the important factors are in place for the program to help displaced workers find reemployment more quickly and thus reduce UI benefit costs. The program is being administered consistently and staff are delivering a wide range of practical and relevant services competently. Services are often tailored to meet the specific needs of clients. Profiling staff are dedicated and usually enthusiastic about the program and its possible benefits to clients. We suggest that possible remedies for the few problem areas cited be explored, so that the potential effectiveness of the program can be improved throughout the state.
References


The Michigan UI Profiling Model: Technical Details

To predict the probability that a new beneficiary will exhaust his or her unemployment insurance (UI) entitlement, Michigan has implemented a logit statistical model which ensures that the predicted probability of benefit exhaustion for any particular UI claimant will be in the reasonable range of zero to one. In the Michigan model the probability of benefit exhaustion depends on claimant characteristics and local labor market conditions. The parameters of the model were estimated using state-level administrative data on 13,000 recent UI beneficiaries and binary indicator variables for local labor market conditions.

The UI profiling model includes variables for the following personal characteristics: the level of educational attainment, years of employment, and the occupation and industry of employment prior to filing for UI benefits. Sample means of these variables are listed in Table A-1. Previous studies have found these variables to be strongly correlated with the duration of unemployment. A significant correlation has also been found between the duration of unemployment and age, sex, and race. However, the U.S. Department of Labor directive on profiling prohibits the use of these variables. Measures of the complexity of the previous job were also included in the model. These measures, based on categories listed in the Dictionary of Occupational Titles (DOT), rank job characteristics related to people and things from simplest (1) to most complex (9).

In Michigan the Worker Profiling and Reemployment Services (WPRS) system is administered at the level of the Job Training Partnership Act (JTPA) Service Delivery Area (SDA). Therefore, a useful model for estimating the probability of UI benefit exhaustion should allow for differentiation between individuals within an SDA, while taking into account important factors, such as local labor market conditions, which are common to beneficiaries served by the
same SDA. To account for differences among local labor markets, binary indicator variables for each Michigan SDA were used in the profiling model.

The SDA indicator variables provide a simple, indirect method of modeling local labor market conditions. This approach was chosen over the alternative of entering variables that directly measure local labor market conditions, such as the local unemployment rate, for two main reasons. First, it eliminates the need to collect additional data which may be difficult to obtain or inaccurate; and second, other factors particular to the region may affect exhaustions in ways which are difficult to measure or even recognize. By including a full set of SDA indicator variables, two individuals with the same observed personal characteristics will each have a different predicted probability of exhaustion if they reside in different SDAs.

The parameters of the UI profiling model used in Michigan are given in Table A-2 together with sampling errors. From the model parameters we see that Michigan UI recipients are more likely to exhaust regular benefits if they have more education, more job experience, work at less complex tasks, work in clerical and sales occupations, and work in the industries of retail trade, wholesale trade, financial services, insurance, or real estate. Also, the likelihood of exhausting benefits varies substantially across SDAs, reflecting diverse local labor market conditions.

It should be noted that the probability of UI benefit exhaustion and the probability of losing a job are influenced differently by several factors. Characteristics like education and job tenure, which are positively correlated with UI benefit exhaustion, are typically negatively related to the condition of being unemployed. It should also be noted that the estimated parameters of the model may depend on the particular phase of the business cycle. Workers from cyclical industries, such as automobiles, are likely to have greater difficulty gaining reemployment during an economic downturn than an expansion. Therefore, UI profiling models should be reestimated periodically to account for cyclical factors.
For individuals in a second sample of 13,000 used to validate the Michigan UI profiling model, predicted probabilities of UI benefit exhaustion ranged from 8 percent to 79 percent. Given that 28 percent of beneficiaries in the sample actually exhausted UI, the probability that an individual randomly drawn from the sample would exhaust benefits is 28 percent. Therefore, use of the logit model in Michigan improves the efficiency of targeting reemployment services more than three fold over simple random assignment.

Applying the estimated coefficients from the UI profiling model given in Table A-2 to the characteristics associated with each UI recipient yields predicted probabilities of exhausting benefits for each individual. Consequently, each UI recipient can be ranked according to this estimated probability. Table A-3 illustrates how the estimated coefficients are combined with an individual's specific characteristics to generate a predicted probability of exhaustion. Note that most of the explanatory variables are binary, that is, the value of one is recorded when the characteristic describes the recipient and zero other wise.

Three examples applying the Michigan UI profiling model are given in Table A-3. The example, described in column 2, considers a high school graduate, who held the previous job for five years, worked in machine trades and in the manufacturing industry (the omitted industry variable), and resides in SDA6. Multiplying the values in column 2 with the coefficients in column 3 and summing the products results in a 6.88 percent probability of exhausting benefits. The second example assumes the same characteristics as the first except that residence is in SDA10 instead of SDA6. This difference increases the probability of exhausting benefits to 18.19 percent. The third example assumes that residence is in SDA6, but that the hypothetical beneficiary is a college graduate, has eight years of job tenure in a professional or managerial occupation (omitted occupation category) with the highest level of people and things complexity, and works in the finance, insurance, and real estate industry. The predicted probability of exhaustion for this case is 75.35 percent.
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**SDA**

(0,1) variable for each SDA.

Note: The two SDAs in Wayne County, City of Detroit and Balance of Wayne were combined; and the two SDAs in Oakland County, GPAC and Balance of Oakland were combined.
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</tbody>
</table>

* Statistically significant at the 90% confidence level.
** Statistically significant at the 95% confidence level.

Note: For estimation one variable from each group of binary categorical variables must be excluded from the profiling model. The variables excluded from the logit UI profiling model were:
  - LTHS - Less than high school--from the education group.
  - PROFTECH - Professional, technical, or managerial--from the occupation group.
  - PEOPLE0 - Low--from the previous job people skills requirement group.
  - THINGS0 - Low--from the previous job things skills requirement group
  - MANU - Manufacturing--from the industry group.
  - SDA725 - Wayne county--from the SDA group.
Table A-3: Examples of the Michigan UI Profiling Model

<table>
<thead>
<tr>
<th>Variable</th>
<th>Estimated Parameter</th>
<th>Example 1 (1)* (2)</th>
<th>Example 2 (1)* (4)</th>
<th>Example 3 (1)* (6)</th>
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<td>-2.498 1</td>
<td>-2.498 1</td>
<td>-2.498 1</td>
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<td>0.006 1</td>
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<td>0.377 5</td>
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<td>-0.044 25</td>
<td>-0.044 64</td>
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<td>0.000</td>
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<td>0.000 0</td>
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</tr>
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<td>0.000</td>
</tr>
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<td>0.000 1</td>
<td>0.083 1</td>
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</table>

Sum -2.606 -1.503 1.117
Predicted Exhaustion Probability 6.880 18.190 75.350
Appendix B: Questionnaire and Summary Statistics
MESC has contracted with the W.E. Upjohn Institute for Employment Research to conduct an evaluation of the state's Worker Profiling and Reemployment Services System. An essential part of the evaluation is an assessment of the operations of the local ES and SDA offices in administering the program and in providing reemployment services. We appreciate your time and effort in filling out this questionnaire as completely and accurately as possible.

Two terms are used in this questionnaire that may need clarification. We refer to a **profiled claimant** as a UI claimant who is eligible for UI profiling, according to the state's criteria, and who appears on the list of profiled workers sent each week to the ES office. A **referred claimant** is a profiled claimant who is selected and notified to participate in the services offered under the profiling program.

**Before responding to the questionnaire, would you please provide the following information.**

If there are changes in the above address, please indicate those changes in the space above.

If the addressee did not fill out the questionnaire, please give name and position of person responsible for completing the survey:

________________________________________

________________________________________

Please give the date the questionnaire was completed: ______________
I) First, we would like to ask some basic questions about the number of profiled claimants you serve:

1) For the following time periods, how many profiled UI claimants did you plan to serve each quarter?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Profiled</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 1995 - March 31, 1995</td>
<td>113</td>
</tr>
<tr>
<td>April 1, 1995 - June 30, 1995</td>
<td>111</td>
</tr>
<tr>
<td>July 31, 1995 - September 30, 1995</td>
<td>110</td>
</tr>
<tr>
<td>October 1, 1995 - December 31, 1995</td>
<td>99</td>
</tr>
</tbody>
</table>

2) Who determined that number?

1) SDA Planner 9.1%
2) ES Planner 13.6%
3) Combination 72.7%
4) Other (please specify 4.5%)

3) How was that number determined?

1) Size of budget 51.2%
2) Size of population 24.4%
3) Other (please specify 39.0%)

4) In your office, how many UI claimants were profiled, referred to reemployment services, and participated in services during the following time periods?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Profiled</th>
<th>Referred (Notified)</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/95 - 09/30/95.............</td>
<td>611</td>
<td>409</td>
<td>201</td>
</tr>
<tr>
<td>10/01/95 - 12/31/95.............</td>
<td>232</td>
<td>192</td>
<td>79</td>
</tr>
</tbody>
</table>

5) What was the most you could have served (monthly)?

January 1, 1995 - September 30, 1995: 51 per month
October 1, 1995 - December 31, 1995: 64 per month
II) Next, we would like to ask some questions about the procedures for notifying claimants about the requirement to participate in reemployment services:

1) Does your office notify profiled UI claimants that they are required to participate in the profiling program?

   1) Yes  100%
   2) No

*If no, please proceed to section IV on page 5.*

2) How long (in weeks) does it take from the time an eligible claimant files an initial UI claim until you receive the list with that person's profiling ranking?

*Typical number of weeks* 4.4

3) About how many days after you receive the list of profiled workers are selected claimants notified of their obligation to participate in reemployment services?

*Typical number of days after profiling that selected claimants are notified* 4.3

4) How do you notify referred claimants about the requirement to participate in reemployment services?

<table>
<thead>
<tr>
<th>Method</th>
<th>Please check</th>
<th>Used for coding</th>
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<tbody>
<tr>
<td>Separate letter</td>
<td>98%</td>
<td>1</td>
</tr>
<tr>
<td>Telephone</td>
<td>4%</td>
<td>2</td>
</tr>
<tr>
<td>Office visit</td>
<td>9%</td>
<td>3</td>
</tr>
<tr>
<td>Other (e.g, e-mail...)</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
</table>

5) About how many days notice are selected claimants usually given before they must report for reemployment services?

*Typical number of days of notice given to report for reemployment services* 7.6
6) Which of the following criteria may be used to excuse claimants from mandatory participation in reemployment services? (check all that apply)

<table>
<thead>
<tr>
<th>Criteria</th>
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<tbody>
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<td>Received a recall date after initial UI application</td>
<td>98%</td>
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</tr>
<tr>
<td>Currently employed</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Found a new job and waiting for it to begin</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>Already participating in reemployment services</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Already completed reemployment services in benefit year</td>
<td>93</td>
<td></td>
</tr>
</tbody>
</table>

7) What percentage of profiled claimants are referred for retraining or additional skill development? _42_%

8) To what programs are they referred?

<table>
<thead>
<tr>
<th>Agency</th>
<th>Please check</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDA EDWAA</td>
<td>93%</td>
<td>1</td>
</tr>
<tr>
<td>Other EDWAA</td>
<td>39</td>
<td>2</td>
</tr>
<tr>
<td>Veteran Programs</td>
<td>31</td>
<td>3</td>
</tr>
<tr>
<td>Older Worker Programs</td>
<td>36</td>
<td>4</td>
</tr>
<tr>
<td>Other programs</td>
<td>46</td>
<td>5</td>
</tr>
</tbody>
</table>

III) We would now like to ask some questions of how your office deals with non-compliant profiled workers:

1) Does your office determine whether UI claimants comply with the requirements to participate in the profiling program?

   1) Yes  _97.8_%
   2) No    _2.2_%

   If no, please proceed to section IV on page 5.

2) When claimants fail to comply with a mandatory requirement, are they given an opportunity to correct the problem before a determination process is initiated?

   1) Yes  _67.4_%
   2) No    _32.6_%

   If yes, how many days are they given? _7.8_
3) About what percentage of benefit denials to profiled and referred claimants were made for the following reasons?

- Failure to report to provider                      61.0%
- Failure to make satisfactory progress              1.2%
- Availability for work issues                       35.0%
- Other (please specify)                              3.2%

4) Since January 1, 1995, were there any specific periods when profiling was not done in your ES office? (please circle)

1) Yes   56.8%
2) No    43.2%

If yes, during what periods was profiling suspended?

IV) Now some questions about the reemployment services for profiled and referred claimants:

1) Does your office provide reemployment services to profiled claimants?

1) Yes   88.9%
2) No    11.1%

If no, proceed to section VI on page 11.

2) What is the minimum required number of hours of participation in reemployment services for profiled and referred claimants? 8.5 hours.

3) How many hours do referred workers participate in reemployment services offered by your office? 6.8 hours.
4) Who provides reemployment services to referred UI claimants in your SDA? (check all that apply)

<table>
<thead>
<tr>
<th>Category</th>
<th>ES Office</th>
<th>SDA</th>
<th>Joint</th>
<th>Used for coding</th>
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<td>Assessment</td>
<td>60%</td>
<td>40%</td>
<td>28%</td>
<td>1</td>
</tr>
<tr>
<td>Individual service plans</td>
<td>68</td>
<td>43</td>
<td>30</td>
<td>2</td>
</tr>
<tr>
<td>Career exploration workshops</td>
<td>38</td>
<td>33</td>
<td>23</td>
<td>3</td>
</tr>
<tr>
<td>Job counseling</td>
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<td>40</td>
<td>18</td>
<td>4</td>
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<td>Labor market information</td>
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<td>Training in job search methods</td>
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<td>10</td>
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<td>20</td>
<td>11</td>
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<tr>
<td>Self help job seeking resources</td>
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<td>30</td>
<td>33</td>
<td>12</td>
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<tr>
<td>Other:</td>
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<td>18</td>
<td>5</td>
<td>13</td>
</tr>
</tbody>
</table>

5) If your SDA provides job development and placement services to profiled workers enrolled in the profiling program, on average, how many job openings does your staff generate per participant in the profiling program? (please circle)

1) 1-2 87.0%
2) 3-5 13.0%
3) more than 5

6) Do you assess clients, either through formal tests or informal methods, in any of the following areas: (please check all that apply)

<table>
<thead>
<tr>
<th>Area</th>
<th>Yes Formal</th>
<th>Yes Informal</th>
<th>No</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic literacy and arithmetic skills</td>
<td>38%</td>
<td>28%</td>
<td>36%</td>
<td>1</td>
</tr>
<tr>
<td>Occupational skills</td>
<td>30</td>
<td>48</td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td>Transferability of existing skills</td>
<td>23</td>
<td>68</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>Occupational interest</td>
<td>33</td>
<td>58</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Other (Specify: )</td>
<td>13</td>
<td>5</td>
<td>72</td>
<td>5</td>
</tr>
</tbody>
</table>

55
7) Do you use any of the following assessment tests? *(answer each item)*

<table>
<thead>
<tr>
<th>Test</th>
<th>Yes</th>
<th>No</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michigan Appraisal Test (MAT)...........</td>
<td>3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System 2000......................................</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GATB...............................................</td>
<td>78</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USES Interest inventory............................</td>
<td>40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VIP..................................................</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test of Adult Basic Education (TABE).</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other:___________________________________________</td>
<td>43</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8) Which of the following types of reemployment services do you provide to each of the three groups of workers? *(check all that apply)*

<table>
<thead>
<tr>
<th>Service</th>
<th>Referred</th>
<th>Profiled Not Referred</th>
<th>Not Profiled</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment...........................................</td>
<td>83</td>
<td>68</td>
<td>60</td>
<td>1</td>
</tr>
<tr>
<td>Individual service plans.........................</td>
<td>88</td>
<td>43</td>
<td>33</td>
<td>2</td>
</tr>
<tr>
<td>Career exploration workshops......................</td>
<td>63</td>
<td>30</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>Job counseling......................................</td>
<td>73</td>
<td>58</td>
<td>58</td>
<td>4</td>
</tr>
<tr>
<td>Labor market information..........................</td>
<td>98</td>
<td>93</td>
<td>98</td>
<td>5</td>
</tr>
<tr>
<td>Training in job search methods....................</td>
<td>80</td>
<td>55</td>
<td>50</td>
<td>6</td>
</tr>
<tr>
<td>Job development and placement.....................</td>
<td>88</td>
<td>78</td>
<td>88</td>
<td>7</td>
</tr>
<tr>
<td>Job referral........................................</td>
<td>100</td>
<td>88</td>
<td>100</td>
<td>8</td>
</tr>
<tr>
<td>Job clubs...........................................</td>
<td>40</td>
<td>20</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Job bank............................................</td>
<td>70</td>
<td>60</td>
<td>63</td>
<td>10</td>
</tr>
<tr>
<td>Group counseling about stress.....................</td>
<td>48</td>
<td>23</td>
<td>13</td>
<td>11</td>
</tr>
<tr>
<td>Self help job seeking resources...................</td>
<td>95</td>
<td>93</td>
<td>93</td>
<td>12</td>
</tr>
<tr>
<td>Other:_________________________________________</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>13</td>
</tr>
</tbody>
</table>
9) Do any of the preceding services differ for referred workers from those outside the profiling program? (please circle)

1) Yes 55.3%
2) No 44.7

If so, which of the above differ?

10) How are staff assigned to the delivery of reemployment services to claimants referred to the profiling program? (check most appropriate response)

<table>
<thead>
<tr>
<th>Please check</th>
<th>Comments (if any)</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>One person</td>
<td>50%</td>
<td>1</td>
</tr>
<tr>
<td>Team</td>
<td>48</td>
<td>2</td>
</tr>
<tr>
<td>Everyone</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

11) Is your method of assigning staff for the profiling programs different from assigning staff to serve clients who are not in the profiling program? (please circle)

1) Yes 59.0%
2) No 41.0

If yes, How?

12) What proportion of your UI profiling budget comes from the following services? (please fill in percentages)

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>1/1/95-9/30/95</th>
<th>10/1/95-6/30/96</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Penalty &amp; Interest Fund..................</td>
<td>66%</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>JTPA Title III (EDWAA)...................</td>
<td>33</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Private sources..........................</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>ES Funds.................................</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other....................................</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Specify:______________________________</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
13) How much funding did your office receive from the Penalty and Interest fund and JTPA Title III funding for the following time periods?

<table>
<thead>
<tr>
<th></th>
<th>Penalty &amp; Interest</th>
<th>JTPA Title III</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/95 - 09/30/95:</td>
<td>$22836</td>
<td>$48408</td>
</tr>
<tr>
<td>10/01/95 - 06/30/96:</td>
<td>$22177</td>
<td>$50340</td>
</tr>
</tbody>
</table>

14) If more money were available, would you change the design of your program? If so, how?

(See listing of comments at the end of questionnaire)

15) Do you believe there are restrictions, other than funding, imposed by the profiling program that inhibit your ability to deliver services effectively? (please circle)

1) Yes 42.1%
2) No 57.9%

If yes, please specify:

V) Next, we would like to ask some questions of how profiling has affected the design and operation of your overall dislocated worker program:

1) Have services to your SDA Dislocated Worker Program been affected by the profiling program? (please circle)

1) Yes 45.9%
2) No 32.4%
3) Don't know 21.6%

If yes, how? (please check all that apply)
2) Has your program changed since the early phases of implementing the profiling program?

   1) Yes      59.5%
   2) No       40.5

   If yes, how and why has your program changed?

   (See listing of comments at the end of questionnaire)

3) Have you noticed any difference in clients in the profiling program versus those in your SDA Dislocated Worker Program with respect to the following attributes? (please answer each item)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>If yes, how...</th>
<th>Used for coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>5%</td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Education</td>
<td>10%</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Work Experience</td>
<td>20%</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Race/Ethnicity</td>
<td>3%</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Employment history</td>
<td>15%</td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Gender</td>
<td>5%</td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Other:</td>
<td>5%</td>
<td></td>
<td></td>
<td>7</td>
</tr>
</tbody>
</table>

4) If so, how have these differences changed your way of delivering services?

   (See listing of comments at the end of questionnaire)
VI) Now some questions about feedback and the evaluation of outcomes of referred claimants:

1) Do you collect any information on profiled clients while they are participating in the profiling program or after they leave the program?

   1) Yes   77.8%
   2) No    22.2

   *If no, then please proceed to section VII.*

2) Please check all that apply in terms of information about profiled and referred claimants.

<table>
<thead>
<tr>
<th>Information Provided</th>
<th>Worker Characteristics</th>
<th>Services Provided</th>
<th>Employment Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>We collect............</td>
<td>75</td>
<td>94</td>
<td>86</td>
</tr>
<tr>
<td>We keep................</td>
<td>22</td>
<td>89</td>
<td>77</td>
</tr>
<tr>
<td>We use..................</td>
<td>67</td>
<td>69</td>
<td>55</td>
</tr>
<tr>
<td>We send on to state...</td>
<td>53</td>
<td>86</td>
<td>72</td>
</tr>
<tr>
<td>We can get the information back...............</td>
<td>53</td>
<td>83</td>
<td>69</td>
</tr>
<tr>
<td>We can't get the information back...............</td>
<td>3</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

3) Do you collect follow-up information from workers who have completed reemployment services? *(please circle)*

   1) Yes   83.3%
   2) No    16.7

   *If yes, how?*
Telephone calls to check on their work status................. yes  no  23%
Mail response, such as returning a post card, etc. .............. yes  no  80%
Other (please specify: ________________________________) 26%

4) How many weeks after a claimant exits the profiling program do you collect follow-up information?  8.2 weeks

5) What questions do you ask of workers in the follow-up (e.g. hourly wage, hours worked per week)?

6) What type of data collection that does not currently exist would you find helpful to administer the profiling program?

VII. Finally, please provide some general summary comments.

1) What is your overall impression of the effectiveness of the profiling program?

2) Please share any comments that you think would help us to understand better the profiling system as it operates in your office?

Thank you for your time and effort in filling out this questionnaire.
Responses to Various Questions:

**QUESTION IV-14:** If more money were available, would you change the design of your program? If so, How?

1. Our program design is good. The only change would be streamlining for increased efficiency.
2. Blank
3. No.
4. More time for case management and follow up.
5. Blank
6. 1) Increase number of participants. 2) Expand reemployment services. 3) More job development and follow up.
7. Yes, enlarge resource room, hire additional employees to provide workshops, not just orientation.
8. We would videotape mock interviews. We would purchase more materials/software for resource room, i.e., books, computers. We would provide more staff to furnish additional services.
9. Enlarge resource room, hire extra full-time to provide full workshops.
10. Blank
11. Computer lab for assessment and testing.
12. Blank
13. Blank
14. Blank
15. Provide a wider range of assessment options. Design workshops to accommodate the needs of a diverse group of people. Provide electronic access to job search for customers in self-help centers.
16. Yes--assessment, job club/job seeking skills workshops.
17. More equipment and supplies.

18. Blank

19. Have more hours for job search workshops for job clubs. More hours for each profiled claimant for services and job referral. Profile more claimants and give more intensive services. Give all profiled claimants all the services they need whereas now it is just in and out and they don't usually get all the services they need unless they take the initiative and come in for more services. Utilize services such as MOIS, GATB, ICL, OPEN OPTIONS and resume assistance for more claimants who are profiled.

20. Same as 19 (#83--Houghton) only for #81--L’Anse (same person filled out both questionnaires and the response identical)

21. Same as 19 only for #83--Ironwood.

22. Blank

23. More testing could be provided. Individual attention could be given to each applicant.

24. Blank

25. Yes--1) Hire another counselor to service more applicants, give more individual time, create more job club capability. 2) Locate larger space. 3) Buy more resource material.

26. Yes. Enlarge resource area and hire additional full time employees to provide full workshops (reemployment services).

27. If enough funding for a full ES Interviewer was available, we could conduct the whole profiling program. We would then also be able to conduct quality follow-up programs.

28. Yes, we would do job counseling and job search workshops.

29. Yes--expand number served.

30. No.

31. Blank

32. No.

33. No.
34. A job club program may be offered if the funding was provided. Right now staffing is a problem to offer additional services.

35. Yes. More workshops and a full-time interviewer specifically for profiled claimants. More workshops would include follow up workshops for longer unemployed and other topics of use to unemployed profilers.

37. For training. More one-two or three-week training classes. All-day session--coffee & donuts--not lunch.

38. Yes, we would add a component to give applicants on the job skills--1) team work, 2) troubleshooting, and 3) dealing with workplace problems and co-workers.


40. Expand our job placement and development services. Purchase more material resources--reference guide, videos, overheads, etc.

41. Blank

42. Increase time in workshop and provide more job seeking skills resources.

43. Serve more applicants. Increase one on one time available. Create additional group time (for those interested) i.e., job clubs, additional stress management, networking.

44. Yes, more staff to directly serve this needy population.

45. Blank
QUESTION V-2: Has your program changed since the early phases of implementing the profiling program? If yes, how and why has your program changed?

1. No.
2. No.
3. No.
4. No.
5. No.
6. Yes, We have bid on and received the grant to provide all profiling and reemployment services for the entire SDA.
7. No.
8. Yes, we offer more services and have gained more expertise. The Resource Room is being better utilized.
9. No.
10. Yes, we have become more streamlined—presentation gets better and we now have resume computer.
11. Yes, greater ES staff involvement and improved workshop materials.
12. No.
13. Blank
14. Blank
15. Yes, more emphasis on job development and referral to unsubsidized employment. More emphasis on self-help. Changes were made to take advantage of the skill level possessed by profile customers.
16. No.
17. No.
18. Blank
19. Yes, staffing patterns have changed restricting amount of time spent on profiling because of TRA/TAA Plant closing and need to service this new group of claimants with CRT, OJT, Relocations, job search, etc.
20. Yes, less time because need to serve TRA/TAA claimants with CRT, OJT, Relocation, job search, etc.
21. same as 20 (BO Manager for 19, 20 and 21)

22. Blank

23. Yes. We used what worked and discarded parts that did not work or were not effective. We became more streamlined and efficient in our delivery and our record keeping.

24. Blank

25. Yes. Reaching more people. Additional resources. Altered orientation format by: 1) including other agencies, 2) including placement services, 3) stopped testing (not enough time).


27. No.

28. Yes. Decrease in funding caused us to drop counseling and job search workshops.

29. Yes. Two of the three days are now held at the Workforce Development Center where MESC/SDA/MRS staff are co-located.

30. No.

31. No.

32. Yes. Profiling services are customized to the individual needs.

33. Yes. Material is continually reviewed to adapt to the needs of participants.

34. No.

35. Yes. Better definition and better record-keeping, more resources available for claimants’ use (Resource Center), better staff morale.

37. Yes. We were first doing it with the SDA until 9/30/95. Now we are doing it by ourselves.

38. Yes. Since 10/1/95, all reemployment services are provided by MESC staff. Services have been improved and continue to improve with feedback from customers and innovation on the part of counselor and ES Interviewers.

39. Yes. Timing--cut down number of sessions from four two-hour to two half-day sessions. Minor adjustments within the program. Change in program (speakers, new partnerships formed).

40. N/A
41. Yes. For PY 95-96 (7-95 to 6-96) current funds were exhausted in November of 1995. More funds were allocated 3-96.

42. Explanation of service providers have been increased, especially to older workers. self-help extensively explained to use Resource Room. Internet and library.

43. Yes. Workshop materials added after monies became available. ES Resource Room equipment (computers/software) now available for resumes, etc--not related to above monies. Inter-office referrals facilitated by change in majic system--not related to above monies.

44. Yes. More people served.

45. No.
QUESTION V-4: If you have noticed any difference in attributes among clients in the profiling program compared to those in your SDA dislocated worker program, how have these differences changed your way of delivering services?

1. Blank
2. Blank
3. No change as yet.
4. Blank
5. Blank
6. Blank
7. Blank
8. Blank
9. N/A
10. Blank
11. N/A
12. Blank
13. Blank
14. Blank
15. Redesign job seeking skills workshop to correspond to needs of customer being served. Assign staff person to concentrate on providing placement for profiled customers.
16. Blank
17. Blank
18. Blank
19, 20 and 21: Yes, try to get workers into jobs that are not seasonal and to take training for jobs that are not seasonal.
22. Blank
23. Blank
24. Blank
25. Blank
26. Blank
27. Blank
28. N/A
29. Profiling services workshop is geared toward more participatory learning. This group of customers is more apt to be vocal. They also initially feel more uncomfortable about filing for benefits or requiring assistance.

30. Blank
31. Blank
32. Blank

33. Job development has been more focused on professionals and their needs in profiling—employability skills with focus on networking and specialized resume development.

34. Blank

35. We serve the entire population coming in the door. Profilers just get more intense attention.

37. Blank
38. Blank

39. Education—speak at higher level to those with higher education. Must present higher wage expectations to those with higher education. Must convince highly educated people that more than one page resumes are usually unacceptable to employers; must change mind set.

40. N/A
41. Blank
42. Blank
43. N/A
44. Blank
45. No change.
QUESTION VII-1: What Is Your Overall Impression of the Effectiveness of the Profiling Program?

1. Overall it is effective. Claimants are somewhat reluctant in the beginning but see the value by workshop's end. Claimants do however, need to be profiled in the office they are drawing from. The crossing of SDA boundaries can present a problem.

2. Profiled people seem to return to work faster than non-profiled. Thus the program appears to be successful.

3. Class evaluations have been positive. Customers state they have benefited by program.

4. Very effective, I have seen a big change in the claimant's attitudes. When they are first profiled, they seem depressed and even angry from the loss of their jobs. When they finish the program they leave with hope and direction for finding new employment.

5. Generally positive. We have not seen alot of results.

6. Most of the feedback from participants has been very positive. Several have indicated that the program was instrumental in helping them secure new employment.

7. At our level of participation (orientation) satisfactory. However, if the names were in alphabetical order when the list is generated, it would help considerably.

8. We get a lot of positive feedback. However, without follow up reports, it is difficult to assess. It helps the people most in need.

9. Our level (orientation) satisfactory.

10. Profiling seems to give applicant direction on how to look for work. The resources that we have available, the help with resumes, etc. all play a major role in their success.

11. --Level of services offered, and energy and enthusiasm of staff is very high.
    --Participants’ appreciation is high.
    --"No-show" rate (over 40%) is also very high.

12. Some impact on the truly serious. However, does seem to discover some vacationers, & there seems to be a fairly regular number of people that find work between the time a profiling letter is sent and the scheduled meeting.

13. It's a good system and helps the customer.
14. Helpful to those who need assistance with resume preparation, job search, and labor market information.

15. Effective vehicle to provide intense job assistance during a critical time in customers life. Provides forum for interaction between people with a common problem.

16. Overall it is a much needed program and helps give direction to those who participate. It appears there has been an effort to keep the paperwork to a minimum and this is much appreciated.

17. We should be able to eliminate people who are off work for the winter and are going back to work for the same employer in the spring.

18. I think the program is effective in that it seems to motivate some of our applicants to find work sooner than they would otherwise. Also, there have been a few applicants who simply dropped their claims for benefits, rather than participate in the program.

19. Good--need more staff to extend more services and follow-up.

20. Do our best but just not enough staff. Only one ES Interviewer to perform all services to all applicant groups. Extra work from TRA/TA Plant closing overwhelming.

21. Provides services that the unemployed are not aware of, prepares individuals to find employment before benefits exhaust.

22. I think the overall effectiveness is good on the people who participate. I also think the program has to be refined to weed out the "job attached people."

23. Comments from profiled applicants have indicated the program was helpful and gave them direction in the labor market.

24. I've gotten some very positive comments from participants.

25. One of the best programs to come through the system to allow us to do what we should and want to do: 1) stresses reemployment; 2) improves self-esteem; 3) provides claimants with informed options; 4) provides good PR for MESC -- high marks.

26. Satisfactory, at our level of participation (orientation). We should have a better way of tracking those profiled workers who found employment as a result of the reemployment services provided.

27. We are in the process of setting up targeted groups. So we can do follow-up. The profiled people would be better served if we had done all the training.
28. Program is effective.

29. Most participants are initially reluctant but based on feedback, profiling is very well received after they realize what it’s all about. Most say it should be offered to all claimants.

30. Very effective. Have some problems with the model, calls in seasonal workers. Seems to lack number of Veterans like to serve. Also reporting is not flexible to items reported after end of quarter, do not appear on next quarters report.

31. Not effective in this area because of: lack of followup, no communication re plan of service.

32. Provides information and services needed by unemployed workers just separated.

33. Profiling is most effective the earlier in the unemployment process it is initiated.

34. Some applicants seem to hesitate in completing their service plans. Some applicants appreciate the assistance they receive in developing a resume.

35. Program is helpful, quite effective and well-received by the population served.

37. Evaluation sheets that are gathered at the end state that all the information is very good. They are better able to look for jobs.

38. Selection process could be better defined. Why job attached? Highly educated (14-16 yrs.). Older workers?--

39. After about 1-1/2 years, it is becoming more effective, but due to staffing and budget constraints profiling will not reach its most effective state. The feedback we have received has been very positive while the customers are reluctant at first, once they get involved in the group dynamics of the job seeking skill workshops, they do not want to leave. Each person brings their own ideas and experiences to the forum and everyone learns from each other. We have yet to find anyone who feels they didn’t learn something that can help them find a job a little quicker.

41. Uncertain of effectiveness. In general, profiled individuals seem more comfortable and better prepared for their job search than those who do not receive services. Workshop attendees say they have learned from the information provided, but do they use the information, use it consistently, and does it shorten the number of weeks they draw unemployment? Even if we were to gather this information we would need a control group of statistics to compare it to.

42. The customers who are truly not job attached provides them extra assistance and information to become reemployed. Those who are attached and expect to return to some employer but cannot be exempted are angry.
43. Improves self esteem (i.e., increasing individual’s awareness of their own ability, increasing individual’s awareness of not being ‘alone’ by being unemployed). Improves networking via group setting and instruction. Increases awareness of individual’s options re training, services available withing ES and SDA, other agencies existence and services. Allows individuals to ‘vent’ frustration to someone other than family or friends.

44. Good, need more time (staff) to truly be effective, i.e., more workshops, more persons included, more follow-up and data entry.

45. I feel it is helpful to most profile participants.
Appendix C: MESC Profiling Letter of Invitation and Informational Pamphlet
Dear

The Michigan Employment Security Commission (MESC) has a special "Profiling" Program to help unemployed workers get back to work as quickly as possible. Only a few claimants are chosen each week as part of this program. Participation is required in order to receive unemployment benefits.

Workers are chosen based on their background, or "profile," of training and prior work experience. Your "profile" indicates it may be harder for you to return to work without this special help.

You have been selected to receive this special reemployment assistance. You first "Profiling" meeting is scheduled for ______ at ______ at:

At that time, we will tell you and other unemployed workers about the reemployment services available. Together, we will come up with a plan specially tailored to your needs in finding a job.

Services offered through this Profiling Program may include the following.

* TESTING
* INFORMATION ABOUT THE LABOR MARKET IN YOUR AREA
* JOB SEARCH WORKSHOPS
* RESOURCE ROOM WITH COMPUTERS AND HELPFUL BOOKS AND PAMPHLETS
* VOCATIONAL COUNSELING
* HELP IN WRITING A RESUME
* JOB CLUBS
* JOB SEARCH ASSISTANCE

Michigan law requires MESC to withhold a week of unemployment benefits every week in which you fail, without good cause to participate in either this "Profiling Meeting" or any of the other profiling services.

Reasonable accommodations are available upon request to individuals with disabilities. Telephone number TDD (313) 876-5540, Voice (313) 876-541, or Michigan Relay 1-800-649-3777.

Sincerely,
What is Profiling?

It's a way to help you move from unemployment to reemployment with customized services that meet your individual needs and take you where you want to go – back to work!

Profiling is a way of identifying claimants who are likely to exhaust their unemployment benefits before finding employment. This is done in the early stages of your claim by looking at certain factors such as previous occupation, previous industry, education, duration of employment, wages, etc.

Depending on the availability of services, some people identified by MESC during this profiling process will be offered the opportunity to benefit from additional reemployment services.

Why should you be interested in Profiling?

Through Profiling, and the available reemployment services, you can do something now that may help you get a paycheck instead of an unemployment check.

Recent studies done by the Federal Department of Labor found that people who received reemployment services returned to work earlier than people who did not receive services.
What happens if you fit the Profile?
You will receive a letter from MESC referring you to a one-time orientation session where you will learn about the reemployment services available to you. Claimants most likely to benefit from reemployment services will be referred to a service provider to develop a Service Plan.

What is a Service Plan?
It's a personal plan you help develop that determines which reemployment services will be best for you. It is an outline of how you will move from unemployment to reemployment in a job that is right for you. The Service Plan is an agreement signed by you and the service provider.

What are reemployment services?
They are the building blocks of your Service Plan. Reemployment services are the kinds of activities which will move you from where you are now to where you want to be. The services may vary in some areas of the state. Some examples of reemployment services are:
• Job search assistance
• Job placement services
• Counseling
• Skills or aptitude testing
• Individualized assessment
• Job search workshops
• Job clubs
• Resume writing assistance

What if you don't want to take advantage of Profiling?
Your participation is mandatory since it is a condition of eligibility for unemployment benefits. We hope you will realize how beneficial participation can be in your search for work. However, if you have any questions about the impact on your unemployment benefits, please contact the Profiling Coordinator at your local branch office.

How do you find out more about Profiling and Reemployment services?
Ask to speak to the Profiling Coordinator in the office where you filed your claim for unemployment benefits.
Appendix D: Format for Site Visits to ES Offices and Profiling Overview Materials Gathered During Site Visits
FORMAT FOR SITE VISITS TO ES OFFICES

Surveys about UI profiling were mailed to the manager in all 55 ES offices in the state. Results of these surveys should allow complete and uniform information for the UI profiling process analysis report.

To round out the process analysis, site visits were made to 9 ES offices in Michigan. Each site visit lasted one day. We aimed to include the following five separate activities during each site visit.

I. Interview ES manager and profiling project leader.
II. Interview the profiling orientation leader.
III. Observe a profiling orientation session.
IV. Interview the profiling job search workshop leader.
V. Observe a job search workshop.

Naturally, local areas may determine the order and location of meetings as they see best.

Attached are materials to aid in gathering consistent data during site visits.
I. Interview with ES manager and ES profiling project leader.

1. Please describe how the responsibilities for UI profiling are shared between the ES manager and ES profiling project leader in your office.

2. We mailed you a survey about UI profiling, have you completed it?

2a. If no, may we work together now to complete the survey?

3. Would you like to comment on any particular questions in the survey?

   Question number: _____ Comment: __________________________________________
   ________________________________________________________________
   ________________________________________________________________

   Question number: _____ Comment: __________________________________________
   ________________________________________________________________
   ________________________________________________________________

   Question number: _____ Comment: __________________________________________
   ________________________________________________________________
   ________________________________________________________________

4. In the last question on the survey we asked: "Please share any comments that you think would help us to better understand the profiling system as it operates in your office?" Do you have anything to add to your written response to this question?

5. Finally, what is the most important thing you would like us to know about UI profiling in your ES office?
II. Interview with profiling orientation leader.

1. Are you mainly an employee of the ES or the SDA?

2. Do you lead the profiling job search workshop as well as the profiling orientation?

3. How many times per month do you conduct a profiling orientation session?

4. About how many participants do you usually have in a profiling orientation session?

5. About how long is the profiling orientation session?

6. Which of the following topics do you cover in the profiling orientation session:
   
a. Welcome.
b. What is UI profiling?
c. How selection for profiling is done.
d. How notification for profiling is done.
e. Take attendance.
f. Who is exempt from UI profiling?
g. Consequences of ignoring profiling.
h. How to report earnings while receiving UI benefits.
i. Effect of earnings on UI benefits.
j. Mention job search workshop (JSW) will cover MAJIC.
k. Mention JSW will cover resume preparation.
l. Mention JSW will cover interest testing (MOIS).
m. Mention JSW will cover interviewing skills.
n. Mention JSW will cover multiple DOT codes for search.
o. Mention JSA will cover some mental health issues.
p. Mention JSA will cover use of job search resource room.
q. Offer handouts on resume preparation.
r. Offer handouts on planning job search strategy.
s. Offer handout on how to take a job interview.
t. Offer information on wages for various occupations.

7. What is the usual reaction of participants in your session?

8. Usually, about what percentage of participants in your session are there voluntarily?

9. What was your best experience during a profiling orientation?

10. What was your worst experience during a profiling orientation?
III. Observation of profiling orientation.

1. Location of session:

2. Date:_______, Session start time:_______

3. Number of seats in session room:

4. Style of room:
   a. classroom (all face front)
   b. conference room (single table)
   c. support group (sit in circle)

5. Number of participants at start of session:

6. Number of late arrivals:

7. Number leaving after exclusions reviewed:

8. Apparent interest of participants:
   a. extremely high
   b. moderate
   c. low

9. Number of questions asked by participants during the orientation session?

10. Session end time:_______
IV. Interview with job search workshop leader.

1. Are you mainly an employee of the ES or the SDA?

2. Is the job search workshop (JSW) for UI profiling conducted on the same day as profiling orientation? Yes No Partly

3. For about how many UI profiling groups per month is a JSW provided?

4. About how many participants do you usually have in a JSW group?

5. About how many hours is the JSW?

6. Which of the following things do you do in the JSW?
   a. Take attendance.
   b. Teach how to use MAJIC.
   c. Teach resume preparation.
   d. Do interest testing (MOIS).
   e. Offer aptitude testing.
   f. Discuss interviewing skills.
   g. Discuss the importance of DOT codes in ES file.
   h. Discuss the importance of attitude in job search.
   i. Explain how to use the job search resource room in ES.
   j. Review handouts on resume preparation.
   k. Develop individual job search strategies.
   l. Discuss how to take a job interview.
   m. Discuss information on wages for various occupations.
   n. Offer to form a job club among participants.
   o. Offer group counseling for stress management.
   p. Explain how to obtain referrals to job openings.
   q. Explain how to access the job bank.
   r. Offer the option of skill training.
   s. Offer the possibility of free remedial training in reading and arithmetic.

7. What is the usual reaction of participants in your JSW?

8. Usually, about what percentage of participants in your session are there voluntarily?

9. What was your best experience during a JSW for profiling?

10. What was your worst experience during a JSW for profiling?
V. Observation of job search workshop.

1. Location of ISW:

2. Date:______, Session start time:______

3. Number of seats in session room:

4. Style of room:
   a. classroom (all face front)
   b. conference room (single table)
   c. support group (sit in circle)

5. Number of participants at start of session:

6. Number of late arrivals:

7. Number leaving after exclusions reviewed:

8. Apparent interest of participants:
   a. extremely high
   b. moderate
   c. low

9. Number of questions asked by participants during the orientation session?

10. Likely session end time:______
Profiling Overview Materials Gathered During Site Visits

SDA: Saginaw/Midland/Bay City (4)

MESC Office: Saginaw
NAME: ___________________________ SOCIAL SECURITY NO: ___________________________

PHONE: ___________________________ DATE: ___________________________

I am interested in the following services; (check all that apply)

____ JOB SEARCH CLASS: How to be a better job seeker, resume writing, how to interview, etc.

____ CAREER GUIDANCE: Testing and assistance in deciding what to do next, what kind of job to look for, where to go to school, etc.

____ VOCATIONAL TRAINING:

____ I know what I want to study. It is ___________________________.

____ I need help deciding what to study.

____ ON THE JOB TRAINING (Specify type of work interested in.) ___________________________.

____ JOB PLACEMENT ASSISTANCE: Help in finding a job for which you already have skills and interest.

____ WHAT PROBLEMS DO YOU FEEL YOU HAVE FINDING ANOTHER JOB?

____ LACK OF SKILL

____ Lack of Transportation

____ Lack of an Education (indicate highest grade level completed) ___________________________.

____ Unwillingness to Relocate

____ High Wage Expectation

____ Other (Please explain in detail) ___________________________.

REEMPLOYMENT SERVICES

I am interested in the following services;

____ MESC Resource Center Information Hunt.

____ Job Search Workshop (date(s) ___________________________.

Counseling appointment PLUS MESC Resource Center Information Hunt.
### JOB REFERRAL
A bulletin board in the lobby lists jobs that are available. If you choose any one of these, we will give you a referral card and directions to the employer. The computers in the Resource Room list jobs that are open across the state. If you are eligible for one of these jobs, we will call to arrange an appointment. We also do a computer search on all jobs that are place with our office. If your name comes up, you will be contacted by MESC to call for details.

### AUTOMATED RESUME SYSTEM
Available to those individuals seeking work in professional, technical and managerial occupations. Must be willing to relocate.

### RESOURCE ROOM
A self-help center that contains job orders, newspapers, and employer directories to help you in your job search. Computers with our Applicant Information System (AIS), Michigan Occupational Information System (MOIS), a typing tutor, word processing, and a resume program are available for public use at no charge. Federal, State, and local Civil Service information and out-of-state job listings are also available.

### NON-TESTED CIVIL SERVICE
Upon request, an application can be taken for Michigan Civil Service Jobs which do not require an examination.

### FIDELITY BONDING
Fidelity bond coverage is available to qualified job applicants who are otherwise ineligible for commercial bonding.

### NAFTA TRAINING
Training is available to workers designated by the Department of Labor displaced by foreign competition including those individuals displaced by the North American Free Trade Agreement.

### CAREER COUNSELING
Counseling is available for help in choosing a career, choosing a type of training, in changing careers, or in adjusting to a work problem.

### APPTITUDE TESTING
Testing to help select a career or training is available by scheduled appointment.

### CLERICAL TESTS
Testing in keyboarding, spelling, word processing and spreadsheet skills are available.

### JOB SEEKING SKILLS
These classes are designed to help you in your job search. Topics include: Resumes, job interviews, job search techniques, discovering what you have to offer employers, what employers want in a worker, etc.

### FREE BOOKLETS
Upon request, you can get the following publications at no charge: "Coping with Unemployment", "Sources of Job Leads", "How to complete a job application", "Guide to writing winning resumes", "Finding a job with the skills you already have", "Interviews that get the job", "Getting experience: Job tips for teens", and "How to Find a Job".

**Inquire at the reception counter regarding the above services.**

**Report to MESC at 614 Johnson at least every 60 days to keep your application active.**
RESOURCE ROOM MATERIALS AVAILABLE

THOMAS REGISTER OF CORPORATIONS
MICHIGAN MANUFACTURER'S DIRECTORY
MICHIGAN INDUSTRIAL DIRECTORY
STANDARD AND POOR'S REGISTER
CHANNELS: a directory of community services
DUN & BRADSTREET REFERENCE BOOKS
DICTIONARY OF OCCUPATIONAL TITLES
OCCUPATIONAL OUTLOOK HANDBOOK
INDUSTRIAL YELLOW PAGES
"MICHIGAN OCCUPATIONAL INFORMATION SYSTEM (MOIS)"
"JOBS BY INDUSTRIES"
"SIC-YELLOW PAGE CROSSWALK"
"SAGINAW CHAMBER OF COMMERCE DIRECTORY"
MANUFACTURERS DIRECTORY, SAGINAW & BAY COUNTIES
NEWS PAPERS
INTEREST INVENTORY COMPUTER
"CPC ANNUALS"
"OUTLOOK 2000"
"MICHIGAN OCCUPATIONAL WAGE INFORMATION"
NATIONAL DIRECTORY OF LAW ENFORCEMENT ADMINISTRATORS
JOBS '92
DETOIT JOB HANDBOOK
"JOB HUNTING HANDBOOK"
CIVIL SERVICE INFORMATION
SAGINAW/MICHIGAN/OUT-OF-STATE JOB ORDERS
SAGINAW CITY DIRECTORY
LOCAL EMPLOYER INFORMATION
LOCAL COLLEGE INFORMATION
REV. 1/5/94
Metropolitan Saginaw's

O.I.C.

Made The Difference For Me!

Since 1969, more than 38,723 People have benefited from free training and Job Placement Services at OIC/MS.

Helping people help Themselves . . . in Saginaw, Bay and Midland counties.

Martin H. Stark Chairman

Reverend Roosevelt Austin Honorary Chairman

Frederick D. Ford Executive Director

Opportunities Industrialization Center of Metropolitan Saginaw
1000 Tuscola Street
Saginaw, Michigan 48607
(517) 752-4158
Profiling Overview Materials Gathered During Site Visits

SDA: Region II (12)

MESC Office: Jackson
Department of Labor
Employment Security Commission
Profiling Service Plan Agreement

(Completion of this form may be required as a condition for eligibility for unemployment benefits.)
This Profiling Service Plan is designed to help the claimant return to work more quickly.

PROFILING SERVICE PLAN
Specially prepared for:

(Name of Person Receiving Services)

(Social Security Number)

<table>
<thead>
<tr>
<th>SERVICE STARTS</th>
<th>SERVICE CODE</th>
<th>DESCRIPTION OF SERVICE</th>
<th>SERVICE ENDS</th>
<th>HRS</th>
</tr>
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<td>1 HR</td>
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<tr>
<td>41/04</td>
<td></td>
<td>Individual Counseling/Assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td></td>
<td>HRDI Presentation</td>
<td></td>
<td>1 HR</td>
</tr>
<tr>
<td>81/42/28</td>
<td></td>
<td>Jobs Seeking Skills Workshop/Group Counseling/Resume Assistance</td>
<td></td>
<td>3 HR</td>
</tr>
<tr>
<td>35/22</td>
<td></td>
<td>Region II Presentation/Intake</td>
<td></td>
<td>1 HR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Follow-up/Assessment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I agree to participate in, and complete, all services listed in the PROFILING SERVICE PLAN by the "Service Ends" date shown above.
I understand I may be ineligible for unemployment benefits for failing to participate in the PROFILING SERVICE PLAN.

Person Receiving The Service ____________________________ Date ______________

We agree to provide services listed in the PROFILING SERVICE PLAN by the "Service Ends" date shown above.

Signature ____________________________ Date ______________

For: MESC, Jackson The Organization Providing The Service
I hereby verify that I am a male between the ages of 18 and 26, born after January 1, 1960 and I have registered in Selective Service.

Claimants Signature ____________________________
HEADER:
Give name, full address, and telephone number

OBJECTIVE:
In one line, tell what job or position you want.

QUALIFICATIONS:
Explain how past jobs helped prepare you for this line of work.

List accomplishments that show you can handle this job.

WORK EXPERIENCE:
Give the years, job title, employer's name, and city state location.

EDUCATION:
Give the year of completion, award, school's name, and city state location.

SKILLS & ABILITIES:
List the things you can operate or the procedures you know which will help you in your new job.
NAME: ________________________________________________________________

ADDRESS: _______________________________________________________________________

CITY, STATE & ZIP CODE: ________________________________________________________

TELEPHONE NUMBER: ( ) _______________________________________________________

EMPLOYMENT EXPERIENCE

REASON FOR LEAVING: (Begin with the most recent job)

______________________________________________________________________________

PLACE OF EMPLOYMENT

______________________________________________________________________________

Job Title

Name: _________________________________________________________________________

Address: _____________________________________________________________________

From: _________________________________________________________________________

City/State/Zip __________________________________________________________________

To: __________________________________________________________________________

Telephone No.: __________________________________________________________________

LIST YOUR DUTIES ON THE JOB

1. ____________________________________________________________________________

2. ____________________________________________________________________________

3. ____________________________________________________________________________

4. ____________________________________________________________________________

5. ____________________________________________________________________________

6. ____________________________________________________________________________

7. ____________________________________________________________________________

8. ____________________________________________________________________________

9. ____________________________________________________________________________

******************************************************************************************

REASON FOR LEAVING:

______________________________________________________________________________

PLACE OF EMPLOYMENT

______________________________________________________________________________

Job Title

Name: _________________________________________________________________________

Address: _____________________________________________________________________

From: _________________________________________________________________________

City/State/Zip __________________________________________________________________

To: __________________________________________________________________________

Telephone No.: __________________________________________________________________

LIST YOUR DUTIES ON THE JOB

1. ____________________________________________________________________________

2. ____________________________________________________________________________

3. ____________________________________________________________________________

4. ____________________________________________________________________________

5. ____________________________________________________________________________

6. ____________________________________________________________________________

7. ____________________________________________________________________________

8. ____________________________________________________________________________

9. ____________________________________________________________________________
NAME: ____________________________________________

REASON FOR LEAVING: ____________________________________________

PLACE OF EMPLOYMENT

Name: ________________________________

Address: ________________________________

City/State/Zip ________________________________

Telephone No.: ________________________________

From: ________________________________

To: ________________________________

LIST YOUR DUTIES ON THE JOB

1. ________________________________

2. ________________________________

3. ________________________________

4. ________________________________

5. ________________________________

6. ________________________________

7. ________________________________

8. ________________________________

9. ________________________________

**************************************************

REASON FOR LEAVING: ____________________________________________

PLACE OF EMPLOYMENT

Name: ________________________________

Address: ________________________________

City/State/Zip ________________________________

Telephone No.: ________________________________

From: ________________________________

To: ________________________________

LIST YOUR DUTIES ON THE JOB

1. ________________________________

2. ________________________________

3. ________________________________

4. ________________________________

5. ________________________________

6. ________________________________

7. ________________________________

8. ________________________________

9. ________________________________
EDUCATIONAL BACKGROUND

List education in chronological order beginning with the most current date of completion.

DATES:

FROM: ___________________________ NAME: ___________________________
TO: _____________________________ ADDRESS: ___________________________
CITY/STATE/ZIP: ___________________________
GRADUATED: YES ____ NO ____
DEGREE: ___________________________

DATES:

FROM: ___________________________ NAME: ___________________________
TO: _____________________________ ADDRESS: ___________________________
CITY/STATE/ZIP: ___________________________
GRADUATED: YES ____ NO ____
DEGREE: ___________________________

DATES:

FROM: ___________________________ NAME: ___________________________
TO: _____________________________ ADDRESS: ___________________________
CITY/STATE/ZIP: ___________________________
GRADUATED: YES ____ NO ____
DEGREE: ___________________________

SPECIAL SKILLS:

HOBBIES/INTERESTS:

REFERENCES:

1. ____________________________ Name ____________________________ Address
   ________________________________________________________________
   City/State/Zip ____________________________ Telephone Number

2. ____________________________ Name ____________________________ Address
   ________________________________________________________________
   City/State/Zip ____________________________ Telephone Number
Profiling Overview Materials Gathered During Site Visits

SDA: Thumb Area (13)

MESC Office: Port Huron
# PORT HURON MESC REEMPLOYMENT PROJECT

## LIST OF OPTIONS FOR PROFILING SERVICE AGREEMENT

<table>
<thead>
<tr>
<th>hours credited</th>
<th>select check mark</th>
<th>scheduled date/time</th>
<th>completed Job Service date/initial</th>
</tr>
</thead>
</table>

### WORKSHOP OPTION

- **Job Seeking Skills Workshop** ... 8

### STRATEGIES OPTION

- **Job Search Strategy** ........ 4
- **Resume Assistance** ........... 2
- **Career Counseling (per visit)** ... 1
- **Resource Room (per visit)** .... 1
- **Labor Market Information (each)** ... 1
- **Job Development** ............. 2

### CAREER CHANGE OPTION

- **Aptitude Test (GATS)** ........ 4
- **Assessments Package** ........ 4
- **Open Options** ................. 1
- **Career Counseling (per visit)** ... 1

*You must choose a total of 8 hours.*

Signature of applicant ____________________________ date ______

E. S. representative signature ________________________

---

(At orientation, your option to do Michigan Works! service through MESC.)
Profiling Overview Materials Gathered During Site Visits

SDA: Kalamazoo/St. Joseph (14)

MESO Office: Kalamazoo
Profiling Service Plan Agreement

(Completion of this form may be required as a condition for eligibility for unemployment benefits.)

This Profiling Service Plan is designed to help the claimant return to work more quickly.

PROFILING SERVICE PLAN

Specially prepared for:

(Name of Person Receiving Services)

(Social Security Number)

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<td>ORIENTATION</td>
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</tr>
<tr>
<td></td>
<td>JOB SEEKING SKILLS I</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>JOB SEEKING SKILLS II</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I agree to participate in, and complete, all services listed in the PROFILING SERVICE PLAN by the “Service Ends” date shown above.

I understand I may be ineligible for unemployment benefits for failing to participate in the PROFILING SERVICE PLAN.

Person Receiving The Service

Date

We agree to provide services listed in the PROFILING SERVICE PLAN by the “Service Ends” date shown above.

Signature

Date

MESC

FOR: Organization Providing The Service
Open New Doors to Job Opportunities

Available Programs in Kalamazoo for Adults

Economically Disadvantaged Adults – Occupational skills training and job placement services are available to individuals who live in Kalamazoo or St. Joseph County, have had low family income for the last 6 months, and are not already employed over 30 hours per week.

Dislocated Workers – Skill training and/or job placement is available for individuals who have been laid off due to plant closure or reduction of work force.

Older Workers – Individuals who are 55 or older and have had low family income in the last 6 months can receive services through the Older Worker Program. Employment opportunities are available for part-time and full-time job seekers.

These Programs Offer:

Skill Training

A variety of training options (2 weeks to 20 months of study at area schools) are currently available to develop new occupational skills or upgrade current skills (see reverse side).

Employability Skills Training

Learn the latest techniques of job hunting, including: resumes, references, hidden job leads, and successful interviewing.

Job Placement and On-The-Job Training

Participants’ skills and experience are matched with hundreds of area employers. Some employers receive a cash incentive to hire and train participants on the job.

Call the UPJOHN INSTITUTE/MICHIGAN WORKS!

385-0470

Monday – Friday.
Skill Training Options

Upgrade your job skills or develop a new career. Occupational training opportunities range from 2 weeks to 20 months of study and include:

Goodwill Industries
- Custodial

Grand Rapids Educational Center
- Dental Assistant*
- Health Care Administrative Assistant*
- Health Insurance Specialist*
- Medical Assistant*

Davenport College
- Accounting Assistant
- Business Information Assistant
- Computer Applications Training
- Legal Administrative Assistant
- Medical Assistant
- Medical Transcriptionist
- Receptionist-Typist

Comstock Adult Education
- Nursing Assistant

Other
- Various courses at local schools are available to upgrade skills in areas of occupational demand.*

Kalamazoo Valley Community College
- Administrative Office Assistant
- Automotive Technology
- Computerized Office
- Heating, Air Conditioning and Refrigeration
- Legal Office Assistant
- Machine Tooling/CNC
- Medical Office Assistant
- Medical Transcription
- Office Automation Specialist
- Office Management
- Plastics Technology
- Truck Driving (Basic)*
- Truck Driving (Advanced)
- Welding, Cutting, and Fabrication

Kellogg Community College (in Battle Creek)
- Industrial CNC Machine Tooling
- Industrial Electricity/Electronics*
- Industrial Pipefitter
- Industrial Welding

* Up to $5,000 of total cost is covered.

Skill Training Orientation Dates

Call for Weekly Dates and Times

Upjohn Institute/Michigan Works! 385-0470 Monday - Friday

The Job Training Partnership Act Employment and Training Programs described here are overseen by the Kalamazoo-St. Joseph PRIVATE INDUSTRY COUNCIL and administered by the Upjohn Institute. These programs ensure that all persons will receive equitable treatment in the opportunity for employment as well as access to, receipt of, and outcomes from programs, activities, and services. Auxiliary aids and services are available upon request to individuals with disabilities. Michigan Relay Center 1-800-649-3777 (Voice and TDD), Accessible location.

W.E. UPJOHN INSTITUTE
for Employment Research
Profiling Overview Materials Gathered During Site Visits

SDA: West Central (16)

MESC Office: Manistee

Manistee is involved with SDAs in both the Northwest and West Central SDAs. Officially Manistee is in the Northwest SDA. However, profiling practices in Manistee are identical to those practices in other MESA offices in the West Central SDA.
PROFILING WORKSHOP

You have been scheduled to attend a job seeking skills workshop on: ____________________, DATE ____________________, 19 ______.

(day of week) (month/day) (yr)

LOCATION:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

The workshop will start promptly at 9:00 A.M. and will end at approximately 4:00 P.M. There will be a one hour break for lunch, and you are on your own for lunch. Please arrange appropriate child care, if needed, as no children will be allowed.

Failure to report could affect your eligibility for unemployment benefits.
Job Readiness Class Evaluation

Please be as honest as you can here. Your comments will help us with future classes. Thank you.

What did you find the most helpful about the class?

Learning interview skills, and sending thank you letters after learning what employers want & expect.

What did you find the least helpful?

Cash register worksheet, problem solving

Check the answer you feel applies the most.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. I found the handouts helpful</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. I learned through the class discussions</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. The lectures were informative</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. I felt free to ask questions</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. Overall, I found this class helpful</td>
<td></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>F. I have reached a career/education decision</td>
<td></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>G. I felt free to participate in group discussions</td>
<td></td>
<td>✔️</td>
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Something I wish we would have covered and didn't is:

Dress, in an interview what to wear, make-up, nails, hair, what's okay?

What suggestions would you give for improving the class?

More

Additional comments:

Thank you for the juice and rolls!!
WORKSHOP PARTICIPATION

WHAT TO DO:

Ask a question if you have one.

Feel free to share your ideas.

Request an example if a point is not clear.

Search for ways in which you can apply a general principle to your work.

Be skeptical- don’t buy everything you hear, there are always exceptions.

WHAT NOT TO DO:

Try to develop an extreme problem just to prove the trainers don’t have all the answers- they don’t.

Close your mind by thinking "This is all fine in theory but.."

Assume that all topics covered will be equally relevant to your needs.

Take extensive notes-the handouts will satisfy most of your needs.
Dear

The Michigan Employment Security Commission (MESC) has a special "Profiling" Program to help unemployed workers get back to work as quickly as possible. Only a few claimants are chosen each week as part of this program. Participation is required in order to receive unemployment benefits.

Workers are chosen based on their background, or "profile," of training and prior work experience. Your---"profile"---indicates it may be harder for you to return to work without this special help.

You have been selected to receive this special reemployment assistance. Your first "Profiling" meeting is scheduled for _____ at _____.

At that time, we will tell you and other unemployed workers about the reemployment services available. Together, we will come up with a plan specially tailored to your needs in finding a job. Services offered through this Profiling Program may include the following:

* TESTING
* INFORMATION ABOUT THE LABOR MARKET IN YOUR AREA
* JOB SEARCH WORKSHOPS
* RESOURCE ROOM WITH COMPUTERS AND HELPFUL BOOKS AND PAMPHLETS
* VOCATIONAL COUNSELING
* HELP IN WRITING A RESUME
* JOB CLUBS
* JOB SEARCH ASSISTANCE

Michigan law requires MESC to withhold a week of unemployment benefits every week in which you fail, without good cause to participate in either this "Profiling Meeting" or any of the other profiling services.

Reasonable accommodations are available upon request to individuals with disabilities. Telephone number TDD-(313)-876-5540, Voice-(313)-876-5541, or Michigan Relay 1-800-649-3777.

Sincerely,

MS JAN REFFITT
Profiling Coordinator
Profiling Overview Materials Gathered During Site Visits

SDA: Lansing Tri-County (17)

MESC Office: Lansing
Department of Labor
MICHIGAN EMPLOYMENT SECURITY COMMISSION

PROFILING SERVICE PLAN AGREEMENT

This PROFILING SERVICE PLAN is designed to help the claimant return to work more quickly.

<table>
<thead>
<tr>
<th>SERVICE STARTS</th>
<th>SERVICE CODE</th>
<th>DESCRIPTION OF SERVICE</th>
<th>SERVICE ENDS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>81</td>
<td>Job Search Workshop</td>
<td></td>
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</tbody>
</table>

I agree to participate in, and complete, all services listed in the PROFILING SERVICE PLAN by the Service Ends date shown above.

I understand I may be ineligible for unemployment benefits for failing to participate in the PROFILING SERVICE PLAN.

Person receiving the service ___________________________ Date ___________________________

We agree to provide services listed in the PROFILING SERVICE PLAN by the "Service Ends" date shown above.

Antoinette Skinner ___________________________ Date ___________________________

Professional Job Club Development, Inc.
FOR: Organization Providing the Service

LANSING
DATE:

DEAR

The Michigan Employment Security Commission (MESC) has a special "Profiling" program to help unemployed workers get back to work as quickly as possible. Only a few claimants are chosen each week as part of this program. Participation is required in order to receive unemployment benefits.

You have been selected to receive this special re-employment assistance. Job search workshops are available through MESC, but because you are age 55 or over, you do have an additional option for employment assistance. The Senior Employment & Training Service (SETS) at the Tri-County Office on Aging is available for residents of Clinton, Eaton, and Ingham counties.

In addition to job search training, SETS offers assessment of skills, job referrals, help with resumes and cover letters, tuition for classroom training to upgrade skills, and other support services.

You can choose to attend the job search workshop sponsored by MESC or the SETS. Participation in either an MESC or SETS job search program is mandatory. Non-participation could jeopardize continued receipt of unemployment benefits.

Please call Ms. Jeanne Domke at MESC at (517) 334-6729, ext. 351, to indicate your choice for participation.

Reasonable accommodations are available upon request to individuals with disabilities. Telephone number TDD (313) 876-5540, Voice (313) 876-5541, or Michigan Relay 1-800-649-3777. Use these phone numbers only if you are requesting reasonable accommodations for a disability.

Sincerely,

Jeanne Domke, Profiling Coordinator, MESC

Rosalind Bullen, Program Director, SETS
APPLICANT SERVICES

IN ADDITION TO REFERRAL AND PLACEMENT THERE ARE MANY OTHER SERVICES AVAILABLE THROUGH THE MESC JOB SERVICE. SEVERAL OF THOSE ARE LISTED BELOW.

JOB BANK - A computerized listing of local and statewide job openings.

INTERSTATE JOB BANK - A computerized listing of nationwide job openings.

JOB SERVICE RESUME SYSTEM - A State-wide computerized system that matches resumes submitted by applicants with employer openings requiring professional, technical, managerial, or sales abilities.

JOB SEEKING SKILLS WORKSHOPS - To give information on preparing resumes, interviewing techniques, how to find job openings, labor market info, etc.

COUNSELING - An Employment Counselor is available, by appointment, to work with applicants who need help with job adjustment or making vocational plans to become more employable.

VETERANS REPRESENTATIVE - For information on veteran's benefits and services.

TESTING - Aptitude Tests - to measure general skills that are important for job success in various occupations. Clerical Skills Tests - To measure proficiency in typing, dictation, and spelling (when requested by the Employer).

OCCUPATIONAL INFORMATION - MOIS (Michigan Occupational Information System) - up to date career information designed to help job seekers prepare a profile of their career interests and preferences.

REFERENCE BOOKS AND BROCHURES - containing job search tips.

JOB INFORMATION SERVICES (JIS) CENTER - Waiting area designed to allow applicant self-access to certain services including:
* Job Bank microfiche
* Notices of available job openings at counties, schools, agencies, etc.
* Brochures containing job related information
* State and Federal job listings

BONDING - Administer the Federal Bonding Program - processing requests for fidelity bonding to applicants unable to obtain coverage by commercial carriers.

COMPLIMENT/COMPLAINT SYSTEM - The purpose of this system is to help ensure that the public receives courteous and efficient services from MESC staff. This system consists of a poster and postage-paid, preaddressed postcards prominently displayed in the lobby. The public can use these cards to register their compliments (or complaints) about services received in this office.

EMPLOYER-RELATED COMPLAINTS - Job Service staff assist the public in filing two types of work-related complaints against employers, which are then referred to the appropriate investigating agency:
* Equal Employment Opportunity complaints
* Complaints relating to issues such as unsafe employment conditions, improper payment of Wages, and other illegal employment practices.

MICHIGAN EMPLOYMENT SECURITY COMM. - 5016 S CEDAR, LANSING, MI - (617)334-6745
Professional Job Club
Development, Inc.
Is a non-profit, employment development service.
A successful contractor with state & federal funding since 1982, PJCD offers a unique & personalized service, assisting unemployed individuals toward independent lifestyles throughout the Lansing Tri-County area. PJCD concentrates on meeting each participant holistically, incorporating past employment, skills, education, goals, and barriers into a comprehensive and effective job search.
Our office hours are Monday through Friday, from 8:00 am until 5:00 pm.

Private Referrals
PJCD offers an intensive job search program for individuals referred by rehabilitation agencies/insurance companies for a nominal fee. Staff offers expert experience in helping worker's compensation/disability claimants to redirect & re-define career goals, enhancing their potential success. Contact our office for referral procedures.

In-Service Presentations
Staff welcomes the opportunity to offer presentations to interested agencies, community organizations, or businesses to explain in detail the services we provide. Contact us to schedule.

Work First
A unique program funded through the State of Michigan Department of Social Services, serving specifically welfare recipients in Ingham County. This program offers Job Club, On-the-Job Training, and On-Site Work Evaluation. Work First promotes employment and skills development as an obtainable option for our economically disadvantaged citizens.

New Hope Job Club
A subsidiary of PJCD, this progressive, award-winning program offers employment development, placement, and referral services to our community's recovering alcoholics/substance abusers. Additional information on eligibility criteria, referral procedures, and scheduling is available by calling (517) 887-1940.

JTPA Job Club/Work Experience
Employment development training, individual consultation in career planning, supportive needs referral, job leads access for eligible tri-county residents. Participants can gain skills training through paid work experience with local non-profit agencies in a variety of jobs. Contact us for eligibility requirements and scheduling.

Dislocated Worker Profiling
Working in conjunction with MESC, this program assists individuals receiving unemployment benefits, toward re-entering the job market.

Job Development
PJCD offers a diversified employer bank, encouraging area employers to participate free of charge. Resulting from extensive employer contact & development, job leads postings change on a daily & weekly basis. From general labor to management, in sales, human services, health careers, clerical, retail, computer operations, transportation, construction - and the list goes on - PJCD maintains constant visibility for our participants.

Employer Services
PJCD provides applicant screening, video interviews, & interviewing space to all interested employers. On-the-Job Training is offered as an incentive to train competent job club members. Serving a wide variety of participants, PJCD is able to fill any employer's personnel requirements - free of charge.

Intake Process/Orientations
Participants are required to make an appointment prior to Orientation for an Intake. To complete this process, we ask participants to bring all pertinent identification - proof of address, Income, age, referral source, etc. Orientations are scheduled weekly.

In accordance with the Americans with Disabilities Act, information will be made available in alternative format upon request. Michigan Relay Center, 1-800-649-3777 (Voice and TDD)
An Equal Opportunity Employer
Worker Profiling / Job Seeking Skills

The purpose of this questionnaire is to give us a better understanding of what you expect from us and how we can help you to help yourself find the ultimate job. Please include your name and a phone number as well as an alternate number where we can reach you.

1. What do you expect to receive from our program?
   a. Resume
   b. Job Application Procedures
   c. Interviewing Skills Assistance
   d. Job Leads Access
   e. Other: ____________________________

2. What specifically do you need assistance with to do an effective and successful job search?
   a. Interview Role Playing
   b. A New Resume
   c. Objectives Planning
   d. Job Market Targeting
   e. Reading /Math Skills upgrade
   f. Other: ____________________________

3. What kind of job are you currently looking for?

Thank you for taking the time to fill this questionnaire out for us. We hope that it will help this program be more beneficial to you in your job search.

Name ____________________________________________
Phone ____________________________________________
Alternate phone ____________________________________
Profiling Overview Materials Gathered During Site Visits

SDA: Muskegon/Oceana (20)

MESC Office: Muskegon
NOTE FOR YOUR INFORMATION:

THE PROFILE PROGRAM IS A LEGISLATED MANDATORY PROGRAM.

PROFILING INVOLVES AN:

ORIENTATION SESSION ON AUGUST 20, 1996 FROM 9:30 AM TO 10:15 AM

RE-EMPLOYMENT SESSION ON AUGUST 27, 1996 FROM 09:00 AM TO NOON.

AN INDIVIDUALLY SCHEDULED MEETING.

AND THREE JOB CLUB MEETINGS ON SEPTEMBER 12, 19, AND 26, 1996.
FROM 9:15 AM TO 12:15 PM.

PLEASE PLAN ACCORDINGLY FOR THESE DATES.

PLEASE REPORT TO THE MESC OFFICE ON PECK ST AND WAIT IN THE LOBBY
AND I WILL CALL YOU TO THE BACK CONFERENCE ROOM.

IF YOU HAVE A RESUME PLEASE BRING IT IN.

YOU MAY BE EXEMPT FROM PARTICIPATION IN THE PROGRAM IF ONE OF
THE FOLLOWING SITUATION EXIST:

* YOU ARE CURRENTLY ENROLLED AND ATTENDING SCHOOL.

* YOU ARE BACK TO WORK OR HAVE A GUARANTEED RETURN TO WORK DATE

* YOU HAVE A UNION HALL HIRING AGREEMENT.

* YOU HAVE RECEIVED COMPANY SPONSORED "OUTPLACEMENT SERVICES" WITHIN THE PAST SIX MONTHS.

IF ANY OF THESE CONDITIONS PERTAIN TO YOU, PLEASE CALL FRANCES
ARANGURE AT 616-739-8900, EXTENSION 20.

I LOOK FORWARD TO MEETING YOU.

FRANCES ARANGURE
PROFILE COORDINATOR
<table>
<thead>
<tr>
<th>Name of Company</th>
<th>Resume</th>
<th>Application</th>
<th>Interview</th>
<th>Thank You</th>
<th>Follow Up</th>
<th>Research Network</th>
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</table>
CONTACT ROSTER FOR RETRAINING

Muskegon Training and Education Center (M-TEC)
Classroom Training

1183 E. Laketon Avenue  
Muskegon, MI  49442  
Phone:  722-3701  
Contact:  Ms. Lu DeWall

Baker College of Muskegon
Classroom Training

141 Hartford Avenue  
Muskegon, MI  49442  
Phone:  726-4904  
Contact:  Ms. Kathy Jacobson, Director of Admissions

Muskegon Community College
Classroom Training

221 Quarterline Road  
Muskegon, MI  49442  
Phone:  777-0298  
Contact:  Ms. Karen Nelson, Dean of Students

Muskegon Economic Growth Alliance
On-The-Job Training & Voucher Classroom Training
(Any local school or adult education program other than those listed above)

Terrace Plaza, Suite 230  
P.O. Box 1087  
Muskegon, MI  49443  
Phone:  722-3751  
Contact:  Ms. Dee Carlson, Director of Education, Employment, & Training
Profiling Overview Materials Gathered During Site Visits

SDA: Northwest (22)

MESC Office: Traverse City
PROFILING ORIENTATION

1. INTRODUCTION OF JOBNET STAFF
2. WHAT IS PROFILING?
   (5-MINUTE VIDEO)
3. WHO CAN BE EXEMPTED?
4. WHAT ARE REEMPLOYMENT SERVICES?
5. BEGIN YOUR SERVICE PLAN
REEMPLOYMENT SERVICES

PROFILING ORIENTATION - 2 HOURS
JOB SEARCH ASSISTANCE - VARIES
USE OF JOBNET RESOURCE AREA - VARIES
APTITUDE & INTEREST TESTING - VARIES
CAREER COUNSELING - 1+ HOURS
RESUME' WRITING ASSISTANCE - 3 HOURS
JOB SEEKING SKILLS WORKSHOP - 3 HOURS
NETWORK GROUP - 3 HOURS

plus:
.....CLASSROOM TRAINING
.....ON THE JOB TRAINING

Please select a minimum of 6 hours with a case manager to form individual reemployment plan.
JOBNET PARTNERS

MESC - Michigan Employment Security Commission
PIC - Private Industry Council
FIA - Family Independence Agency
NMC - Northwestern Michigan College
TBAISD - Traverse Bay Area Intermediate School District
MRS - Michigan Rehabilitation Services
# JOBNET PERSONAL PLAN OF ACTION for: Name

Social Security # ___________________________  Home Phone ___________________________  Message Phone ___________________________

<table>
<thead>
<tr>
<th>GOAL(S):</th>
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<tbody>
<tr>
<td>SERVICES REQUESTED: (check as appropriate)</td>
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<tr>
<td>1. Career Research/Exploration Services</td>
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<td>2. Job Seeking Skills Services</td>
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<tr>
<td>3. Entry Employment Experience Services</td>
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<td>4. Job Placement Services</td>
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<tr>
<td>5. Employment/Training Support Services (case mng't.)</td>
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</table>

| 6. Basic Education Services | 12. Substance Abuse Services |
| 7. Education Placement Services | 13. Mental Health Counseling Services |
| 9. Transportation Services | 15. Financial Planning Services |
| 10. Child Care Services | 16. Other |

<table>
<thead>
<tr>
<th>PLAN OF ACTION:</th>
<th>Services</th>
<th>Time Frame</th>
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<tbody>
<tr>
<td>Objective</td>
<td>Counseling and Referral</td>
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<td>Task</td>
<td>MESC</td>
<td>Chris</td>
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<tr>
<td>Action to Complete/Action to Take</td>
<td>Orientation</td>
<td>2 hours</td>
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<tr>
<td>Funding Source</td>
<td>Agency/Contact</td>
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</table>

I accept and agree to participate in the plan outlined above. ___________________________ Date ____________

This plan prepared by: ___________________________ of the JobNet. Phone: ___________________________
Profiling Overview Materials Gathered During Site Visits

SDA: Balance of Oakland (23)

MESC Office: Madison Heights
Welcome to your Michigan Employment Security Agency's Profile Project here in Madison Heights.

You have been identified as "potentially eligible" for priority services as a result of your former employer's "industry downsizing", "plant or business closure or relocation" or "other economic indicators that show: "a decline in the demand for your occupation or industry in the geographic area serviced through this office."

You have been selected to receive PRIORITY ACCESS, to selected services AT NO COST TO YOU!

You will have immediately scheduled access to services such as Internet access for job hunting, resume and cover letter writing assistance that can cost hundreds of dollars from private industry employment services!!

You will be participating in a two day session here in the office covering job seeking skills and registration with your local service providers for job search assistance and a variety of other services designed to meet your specific job search needs.

*Please let us know now if you feel that you qualify for the exemptions as outlined in the profile project letter you received and as follows:

1. A recall date to your former employer. (Or you are job attached, such as seasonal grounds keeping, race track worker, golf course etc.)
2. You are currently a full time student.
3. You have received "out placement" services sponsored by your former employer or on your own through your local college, community education or career counseling center.
4. Your employment is totally dependent upon union placement.

Many of our Profile participants have elected to participate in the profile program even though they could have been exempted. Also, we do try to accommodate non profiled participants as space permits. Word of mouth has generated a lot of interest in our profile services from friends and relatives of former participants.

We know from former participants and employers that the video your are about to see has dramatically increased job interview success. Effective job skills identification has tremendous positive impact on employers and naturally leads to success!

The video lasts an hour and fifty four minutes, you are free to leave after the video, however, You must return tomorrow for your second profile meeting and your registration process with the local career center for additional job search assistance.
YOUR PARTICIPATION IS MANDATORY TO MAINTAIN YOUR ELIGIBILITY FOR UNEMPLOYMENT INSURANCE BENEFITS

ORIENTATION
Thursday 9:00 a.m. to 9:30 a.m.

JOB SEEKING SKILLS WORKSHOP 1
Thursday 9:30 a.m. to 12:00 noon

JOB SEEKING SKILLS WORKSHOP 2
Friday 9:00 a.m. to 12:00 noon

SERVICE PLAN DEVELOPMENT
During Job Seeking Skills Workshop 1. (You are responsible for participating in and completing the services outlined on your plan.)

PROFILE PROJECT SERVICES:

VOCATIONAL RESOURCES
During Job Seeking Skills Workshops and scheduled appointments

CAREER COUNSELING
By appointment

LABOR MARKET INFORMATION
Daily updates available along with tips for using Labor Market information for successful employment.

RESUME WRITING ASSISTANCE
By appointment

JOB CLUBS AND OTHER SUPPORTIVE SERVICES
As appropriate, by appointment

The Profiling-Reemployment program is based on Public Law 103-152 of the Social Security Act. Research by the United States Department of Labor has shown that reemployment services participants return to work much sooner than non-participants.

WARNING!
Under Public Law 103-152, as a condition of eligibility for receiving unemployment compensation, any person referred to reemployment services must participate in such services. Failure to participate in reemployment services may result in denial of your unemployment insurance benefits.
BOC PROFILING SERVICE PLAN/ISS AGREEMENT

This Profiling Service Plan (ISS) is designed to help the claimant return to work more quickly. Completion of this form may be required as a condition for eligibility for unemployment benefits.

Participant Information

<table>
<thead>
<tr>
<th>Name:</th>
<th>1st Date of Participation:</th>
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<th>Address:</th>
<th>Service Date:</th>
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Employment Needs Assessment

Previous Work Experience:

Employment Goal:

Wage Required: Medical Benefits Required: Yes ( ) No ( )

Days/Hours Preferred: Miles willing to travel one way:

Special Needs:

Profiling Service Mix

( ) Orientation ( ) Resume Writing Asst.
( ) MESC Workshop ( ) Labor Market Information
( ) Job Search Planning Session ( ) Vocational Resources
( ) Service Plan ( )

Referrals

( ) Education/Training ( ) 2000 Center
( ) Profiling Job Club ( )

Mar95 Page 1 of 2 Service Plan/ISS
### Individual Service Strategy

<table>
<thead>
<tr>
<th>Service Start</th>
<th>Service Code</th>
<th>Description of Service</th>
<th>Service Ends</th>
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<tr>
<td></td>
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<td>Job Seeking Skills Group 1 &amp; 2</td>
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<td>Job Search Planning Session</td>
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<td>Service Plan</td>
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<td>Job Club</td>
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I have attended a Job Search Planning Session and developed this Profiling Service Plan in partnership with the BOC SDA Profiling Project Coordinator. I would like to be referred to the most appropriate agency(s) to receive the mix of services shown above. I agree to participate in and complete all services listed in the PROFILING SERVICE PLAN by the "Service End" dates shown above. I understand I may be ineligible for unemployment benefits for failing to participate in the PROFILING SERVICE PLAN. In addition to this plan, I understand that I must participate in and complete all services arranged for me through the JTPA BOC/SDA service Plan.

<table>
<thead>
<tr>
<th>Date</th>
<th>Signature</th>
<th>Representative</th>
<th>Initial ISS</th>
<th>ISS Update</th>
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<tbody>
<tr>
<td></td>
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<td>BOC Profiling Coordinator</td>
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*Participant signature indicates agreement with and acknowledges receipt of this plan.*

Mar95 Page 2 of 2 Service Plan/ISS
Dear Profile Participant,

Your "Profile Group" is scheduled for , and from 9:00 A.M. to 12:00 P.M. In addition there are JTPA (Job Training Partnership Act) appointments to be scheduled.

If you fall into one of the following categories, please call me before the first meeting on:

A. You have a recall date to return to work or a general date when you expect to be called back to the company that laid you off.

B. You are a full time student.

C. You received "Outplacement" services from your former employer or a private company or agency such as:
   - How to interview for a job
   - How to do a resume
   - How to network for job information, etc.

D. You are totally dependent on your Union for your next job.

Your cooperation in providing the information requested could allow you to be excused from participation in the "Profiling Project."

Thank you,

Walter Pell
Profiling Coordinator

(810) 589-1600 Ext. 109
# PROFILING
## PROJECT REFERRAL

**TO:**

**FROM:** Jeanette Davies  
BOC Profiling Coordinator  
(810) 583-4280

**RE:** Participant Referral

**Date:**

<table>
<thead>
<tr>
<th>Participant Information</th>
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<tbody>
<tr>
<td><strong>Name:</strong></td>
<td><strong>Referral Date:</strong></td>
</tr>
<tr>
<td><strong>Address:</strong></td>
<td><strong>Phone Number:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Social Security Number:</strong></td>
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<th>Referrals</th>
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<tbody>
<tr>
<td>( ) Education/Training</td>
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<td>( ) Profiling Job Club</td>
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<td>( ) 2000 Center</td>
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<th>( ) Appointment</th>
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<td><strong>Date:</strong></td>
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<tr>
<td><strong>Contact:</strong></td>
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<td><strong>Directions:</strong></td>
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</table>

*See participant Service Plan/ISS attached.*
Date

Name
Address
City, State Zip

Dear Participant,

You recently participated in a Profiling Project initiated by the Michigan Employment Security Commission. Our records indicate that you were referred to the Troy Career Center for additional re-employment services. We would appreciate your assistance in updating our files by completing the section below.

Date you returned to work: ______________________ Hrs worked per week

Employer: __________________________________________

Address: __________________________________________

City: ___________________________ State: ______ Zip: ______

Job Title: ___________________________ Wage: ____________

Exhausted Unemployment Benefits: Yes:________ No:________
Currently Attending School: Yes:________ No:________

If you have not returned to work and would be interested in continuing Job Seeking Services through the Oakland County Job Training Partnership Act (JTPA), Please contact me at the number shown below.

Sincerely,

Jeanette Davies
BOC/SDA Profiling Coordinator
(810) 583-4280