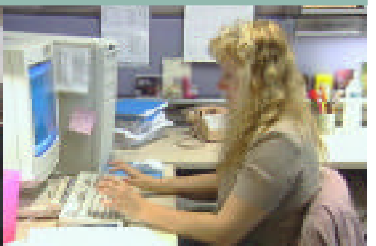
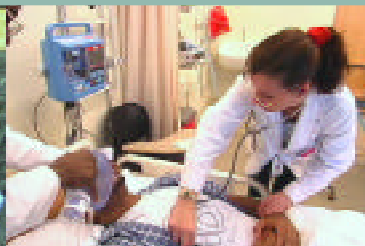


A History of Innovation



MICHIGAN
WORKS![™]



MICHIGAN WORKS! - OUR STORY

A visionary process that spanned several decades covering both Democratic and Republican administrations culminated in 1996 with the creation of the Michigan Works! System. The long-standing, disparate workforce development programs are now in a locally controlled *system* that is better positioned to respond to local needs.

Michigan created the first statewide, unified workforce development system in the country.

From October 2001 to September 2002, over 2.5 million customers were served.

Our customers - every employer, job seeker and worker - can now find everything under one roof at a Michigan Works! Service Center.

Today, the 25 local Michigan Works! agencies oversee a statewide network of over 100 Michigan Works! Service Centers, which are geographically distributed throughout the State. Customers can also call our statewide toll-free number, 1-800-285-WORKS, that automatically routes callers to their closest Michigan Works! Service Center.

Our focus is on providing services to meet our customers' needs - a reversal of the previous philosophy that tried to fit the customer to a program.

Service starts with the customer

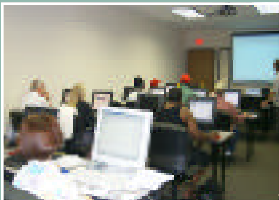


In Michigan, the question is no longer “For what are you eligible?” Now we ask, “How can we help you?” A strength of the Michigan Works! System is our flexibility to meet the needs of our customers.

We are the only state in the country that eases customer access by having one name and one number to call.

Michigan Works!
1-800-285-WORKS

A History of Innovation

<p>1986</p> <p>Workforce Development programs are administered individually and operated out of separate locations.</p>		<p>1987</p> <p>Local agencies formed the Michigan Works! Association in a first step toward uniting into a single statewide workforce development system.</p>
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MICHIGAN WORKS! - A NATIONAL ROLE MODEL

The Michigan Works! System is highly regarded as a workforce development model. Michigan Works! has integrated workforce development programs and successful regional partnerships to deliver services through the hundreds of programs available in the Michigan Works! Service Centers.

Michigan's workforce development system was the model used to craft new federal legislation - the Workforce Investment Act. The framework of our system became the framework for the national system.

The Michigan Works! System serves as a model to other states and countries.

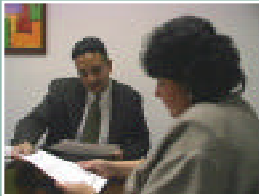

Our emphasis on accessibility to services for our customers has set us apart as a national leader in workforce development.

Recognizing Michigan Works! as one of the most innovative workforce development systems in the country, the National Alliance of Business presented Michigan with the Distinguished Performance Award. Also, the U.S. Department of Labor has long considered Michigan a leader for its seamless workforce development operations.

Professionals from all over the world have toured Michigan Works! Service Centers. Amazed at Michigan's accomplishments, all have left with ideas on how they may restructure their own workforce development systems. Numerous other states continue to strive to replicate our system.



A History of Innovation

<p>1994</p>	 <p>Creation of Work First moves welfare client</p>	<p>1995</p> <p>Introduction of a statewide toll-free phone number for ease of customer access.</p> <p>1-800-285-WORKS</p>	
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MICHIGAN WORKS! - CUSTOMERS' PRAISE

"We have grown about 20 percent each year, so it has been very helpful to have a no cost system where we have consistently found the skilled applicants we need. The Michigan Talent Bank has been an excellent resource for us, for both posting jobs and finding talented job seekers. We are very pleased with the results. Michigan Works! is a valuable system for any employer who may be seeking skilled workers."

Richard Current
Chief Financial Officer
Neogen Corporation

"They are wonderful! The services helped my family get back on their feet. When the paper mill closed, I thought my life was over. Now I know that it was a blessing in disguise."

John Boss
2003 Outstanding Alumni
Award Recipient

Outstanding graduates of Michigan Works!
and their employers are honored at the
Annual Alumni Celebration held at the
State Capitol.

"The training program worked out very well for us from the employer's point of view. We'd definitely participate in a Michigan Works! program again."

Nate Koetje
Feyen-Zylstra

"I wouldn't have gotten hired at Zanner's if I hadn't received On-the-Job training...Michigan Works! could not have placed me in a better position. I still have a lot to learn, but I couldn't have gotten where I am without the assistance of Michigan Works! programs."

Kathryn Morrison
2003 Outstanding Alumni
Award Recipient

"I am thankful to Orchard View Workforce Development Center (OVWDC). They made me feel comfortable and attended to my needs. You can't help but notice how the staff gives attention to everyone entering their office. They scheduled me to meet the Veteran's representative and told me how to make my resume better. OVWDC and the WIA program are responsible for me not only securing employment, but a future."

Alvin Holland
2002 Outstanding Alumni
Award Recipient

1996

Business-led workforce development boards are certified to govern and implement the newly designed Michigan Works! System.



1997

Over 100 Michigan Works! Service Centers are up and operational.



MICHIGAN WORKS! - THE SYSTEM'S SCOPE

Although Michigan Works! serves low-income individuals and welfare recipients, they are just a portion of our customer base. Employers seeking qualified workers, individuals needing employment, and workers looking for a career change can all find services to meet their needs at a Michigan Works! Service Center.

Whether our customers require access to self-serve services, education and training, or intensive job search and job development assistance, Michigan Works! has what they need. Through funding provided by the Workforce Investment Act, Temporary Assistance for Needy Families,

Over 100 Michigan Works! Service Centers are located throughout the state.

Wagner-Peyser and others, the Michigan Works! System can respond to the myriad of individual needs of its customers.

As our business services continue to evolve, more employers are using our system. The type of job postings on the Michigan Job Bank continues to diversify and expand.

Our customer base also continues to grow. More individuals with advanced degrees are using the Michigan Works! System, and in some Service Centers, about half of the job seekers are already employed and using the system to look for better jobs.

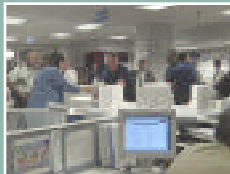
To assure consistent quality, all Michigan Works! Service Centers offer a core set of services to employers and job seekers. Many Service Centers provide additional on-site services that can be mixed and matched with core services to form a plan for each individual's success.



Michigan Works! is a statewide, totally integrated workforce development system that is a respected resource for all employers and job seekers.

Employers seeking qualified workers, individuals needing employment and workers looking for a career change can all find services at the Michigan Works! Service Centers.

A History of Innovation

<p>1997</p>	<p>Michigan Works! receives National Alliance of Business Award for Most Innovative Workforce Development System.</p>	<p>1998</p> <p>Michigan's Labor Exchange system is moved to Michigan Works! to allow for immediate, self-serve access to job openings and resumes.</p> 
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MICHIGAN WORKS! - THE SYSTEM'S SCOPE

The following core services are available at each Michigan Works! Service Center to assure quality and consistency.

Local areas have opted to incorporate supplemental services to meet the needs of our customers and communities.

CORE EMPLOYER SERVICES

- Assistance in finding qualified workers
- Access to interview facilities at the Service Centers
- Information on business start-up, retention, and expansion services
- Information on customized training programs
- Information on labor markets, workplace accommodations, and tax credit opportunities
- Training incentives, such as On-the-Job Training programs
- Access to the Michigan Job Bank and Michigan Talent Bank

CORE JOB SEEKER SERVICES

- Assistance in finding employment
- Job, career, and skill self-assessment tools
- Job, career, and labor market information
- Resume writing software and support materials
- Directories of human service agencies and employers
- Information on financial aid, occupational training, and workplace accommodations
- Access to the Michigan Job Bank and Michigan Talent Bank

SUPPLEMENTAL SERVICES

- Classes to learn basic computer skills; compose cover letters/resumes; practice interview techniques
- Career counseling
- General Education Development (GED) preparation
- Assistance with procurement of government contracts
- Ex-offender services
- Substance abuse counseling
- Legal services
- Health services
- Emergency housing assistance
- Assistance with day care
- Successful parenting
- Financial literacy training and development
- Free job-related faxing, photocopying, phone banks & notary public services
- Postage available for resumes and employment applications
- Job Leads Board that displays current job opportunities
- Resource area that provides educational, training & community outreach materials
- Employer assistance with recruitment and assessment

1998

Michigan transitions from the Job Training Partnership Act to the Workforce Investment Act, changing our focus of service to the universal population.

1999

Michigan Works! expands to offer Career Preparation to aid in the transition of students from school to work.



MICHIGAN WORKS! - OUR PARTNERSHIPS

Regional partnerships are the foundation of the Michigan Works! System. Our functions drive our partnerships. Throughout our structure, we have the wide-ranging collaborations in place to realize success in our communities.

Michigan Works! is a valued partner in the economic development of the State. Employer involvement in the Michigan Works! System is vital. Business leaders on the local boards help define our strategic vision, focusing on all of the elements needed for regional economic strength. They provide an avenue for community-wide involvement and relay the value of our services broadly.

As our functions continue to expand, we broaden our partnership base to respond.

We also provide an opportunity for business to affect educational reform at all levels – K-12 through post-secondary. All

businesses have a vested interest in the skills of our population; through our Educational Advisory Groups and Boards, business and education have extensive discussions on actions needed to assure a skilled workforce.

State and local units of government, as well as community agencies, enhance our circle of partnerships and supplement our ability to meet the needs of job seekers, workers and employers.

Each region, with its partners, has developed a long-term strategic plan to tackle local barriers to employment - from child-care, transportation and substance abuse to education and training.



In order to provide the best possible service to their customers, many local areas have greatly expanded the partner agencies housed at the Service Centers to include partners such as:

- Community college and secondary career and technical education placement services
- Adult education
- Government procurement services
- Community mental health programs
- Substance abuse programs
- Economic development services
- Homeless programs
- Transportation systems and service providers
- Training organizations
- Staffing and placement resource agencies
- Credit unions
- Day-care
- Family health services
- Legal services

The collective experience and wisdom of our partners is what has made Michigan a role model in workforce development.

A History of Innovation



2000

Partnership for Adult Learning program incorporates Adult Education services into Michigan Works!

2001

Michigan Works! adds Incumbent Worker Program to assist businesses with the upgrading of skills of current workers.

MICHIGAN WORKS! - PRINCIPLES OF GOVERNANCE

The Workforce Development Boards (WDBs) are the heart of Michigan Works!. Local Chambers of Commerce nominate prominent business leaders to be board members. All board members are appointed by local elected officials to oversee the administration of Michigan Works!.

Education Advisory Groups (EAGs), appointed by the WDBs, provide counsel on the educational portions of local strategic plans and programs. The EAGs also offer private sector members a voice on educational reform efforts. EAGs are composed of WDB members, employers, organized labor representatives, and people from all areas of education.

Through this private-public partnership, Michigan's workforce development system — Michigan Works! — delivers services to meet the unique needs of each community. These services include assistance in transitioning from school to career; welfare to work; unemployment to work; and work to work.

With open competition and strong conflict of interest provisions, we maximize our financial resources.

Employees of the agencies that provide staff support to WDBs may not provide direct services to program applicants and participants. We undertake a fair and open competitive bid process which results in the best services being offered at the most reasonable cost. We maximize our financial resources.



Our Michigan Works! System also prides itself on having a stringent conflict of interest policy. It is not permissible to even have the appearance of a conflict of interest on the part of Board members. This ensures that our decision-makers have no vested interest when awarding our limited dollars. We strive to assure that we are receiving the maximum customer benefit for the public investment that is being made.

The Governor provides administration and oversight of programs at the state level. The Michigan Workforce Investment Board, composed of representatives of the private sector, education, human services, organized labor, community-based organizations and state agencies, advises the Governor on general goals and overall workforce development policies for the state.



2001

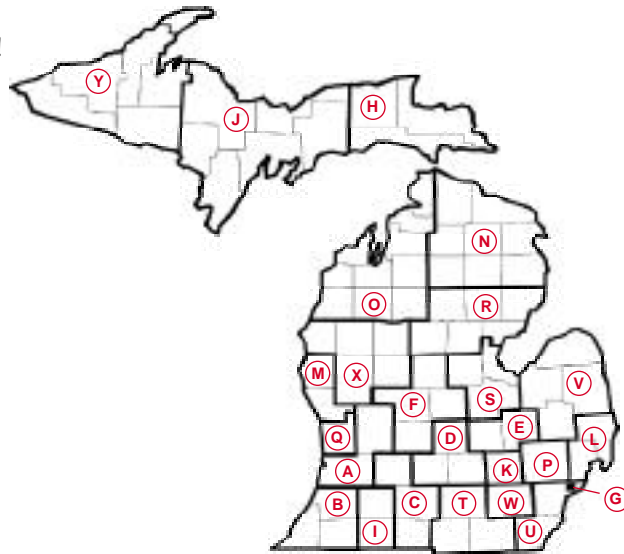
The tragedy of September 11 changed the landscape of our country's economy.

2003

The Michigan Works! System continues to adapt to the state's changing economic climate - demonstrating our flexibility to respond to local economic and workforce development needs.

MICHIGAN WORKS! - ADMINISTRATIVE OFFICES

- A. Area Community Services Employment and Training Council
- B. Michigan Works! Berrien-Cass-Van Buren
- C. Calhoun Intermediate School District
- D. Capital Area Michigan Works!
- E. Career Alliance, Inc.
- F. Central Area Michigan Works! Consortium
- G. City of Detroit Employment and Training Department
- H. Eastern Upper Peninsula Michigan Works!
- I. Kalamazoo-St. Joseph Michigan Works!
- J. Michigan Works! The Job Force Board/Six County Employment Alliance
- K. Livingston County Michigan Works!
- L. Macomb-St. Clair Workforce Development Board, Inc.
- M. Muskegon/Oceana Consortium
- N. Northeast Michigan Consortium
- O. Northwest Michigan Council of Governments
- P. Oakland County Michigan Works! Workforce Development Division
- Q. Ottawa County Michigan Works!/Community Action Agency
- R. Michigan Works! Region 7B Employment and Training Consortium
- S. Saginaw-Midland-Bay Michigan Works!
- T. South Central Michigan Works!
- U. Southeast Michigan Community Alliance (SEMCA) Michigan Works!
- V. Thumb Area Michigan Works! Employment Training Consortium
- W. Washtenaw County Workforce Development Board/Employment Training and Community Services Group
- X. Michigan Works! West Central
- Y. Western Upper Peninsula Michigan Works!



For contact information on
our local administrative offices call the
Michigan Works! Association at 517-371-1100
or go to www.michiganworks.org.

MICHIGAN WORKS!

THE FUTURE OF WORKFORCE DEVELOPMENT

National funding of workforce development programs has decreased by \$2.722 billion since 1984, as reported by the Michigan Department of Career Development. As worries increase about the rising unemployment rate and the widening gap between the upper and lower class, we need a strong commitment to invest in our state's future. The time is now to reinvest in workforce development!

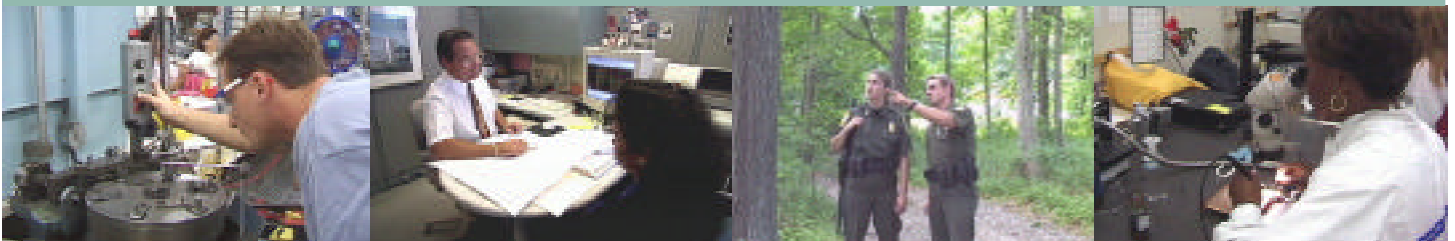
The Michigan Works! System has always implemented cutting edge initiatives to deliver high-quality workforce development programs to our customers. We connect employers and workers, which is critical to the state's economic success.

We provide the education and training opportunities necessary for job seekers to enter the labor force, as well as workers looking to advance their careers. Employers will continue to rely on us to meet their needs for a skilled and ready workforce.

Despite declines in funding, Michigan Works! remains a strong partner in developing Michigan's economic and educational future. This strength springs from massive local community leadership and an established infrastructure. With over 100 physical locations, we are positioned to continue to be the lead system in Michigan's efforts.

Michigan's excellent workforce development system, as we know it today, is a culmination of vision, commitment, innovation and partnership.

Michigan Works! stands ready to serve.





MICHIGAN
WORKS!

For more information contact the Michigan Works! Association at:
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