Michigan Works! Albion Service Center Customer Flow Chart

Information Desk

Representative answers general questions and directs job seeker customers to JET Program or Employment Services and employer customers to Business Services.

Business Services

A partnership between business, workforce development, educators, and economic developers to help businesses to be successful and to meet their demands for skilled workers.

- **Refer businesses to Business Services Team members in Battle Creek Michigan Works! Service Center**

Employment Services

- Intake Questionnaire
- Register for Unemployment if required
- Michigan Talent Bank
- Career Exploration
- Job search materials and use of equipment
- Computer literacy classes
- Employability skills workshops
- Community Resource information
- **Refer to one or more of the appropriate services below. Services are based on eligibility**.

Jobs, Education & Training (JET)

JET assists participants referred from DHS. JET offers job search assistance, employment related supportive services and/or training and educational opportunities.

- Attend orientation or meet with case manager
- Access to Food Assistance Program

Michigan Prisoner Re-Entry Program (MPRI)

Parolees who are able to participate in the MPRI Program are determined by the MDOC Parole Board prior to their release. MPRI staff assists these individuals in making the transition from prison back into the community by providing them with:

- Workforce development services
- Life skills training
- Supportive services

For questions about MPRI, contact MPRI Community Coordinator, Mike DeBoer, at 269-565-0188

Trade Adjustment Assistance Program (TAA)

TAA staff assists individuals who have become unemployed as a result of increased imports from or shifts in production to foreign countries. Individuals may receive occupational retraining if approval criteria is met.

- **Refer individual to TAA Case Manager in Battle Creek MI Works! Service Center.**

Intensive Training Services/No Worker Left Behind

W.I.A. Adult and Dislocated Worker Program staff assists eligible customers with job search assistance and training opportunities.

Veterans Services

Veterans Employment Specialist meets with customers to discuss services available to veterans.

Michigan Rehabilitation Services

MRS Counselor meets with individuals with disabilities to discuss job search and/or training.

W.I.A. Youth Program

Serves youth between the ages of 16-21 who meet eligibility requirements Refer youth to Goodwill Industries, 4820 Wayne Rd., Battle Creek, 269-964-9455, ext. 229.

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