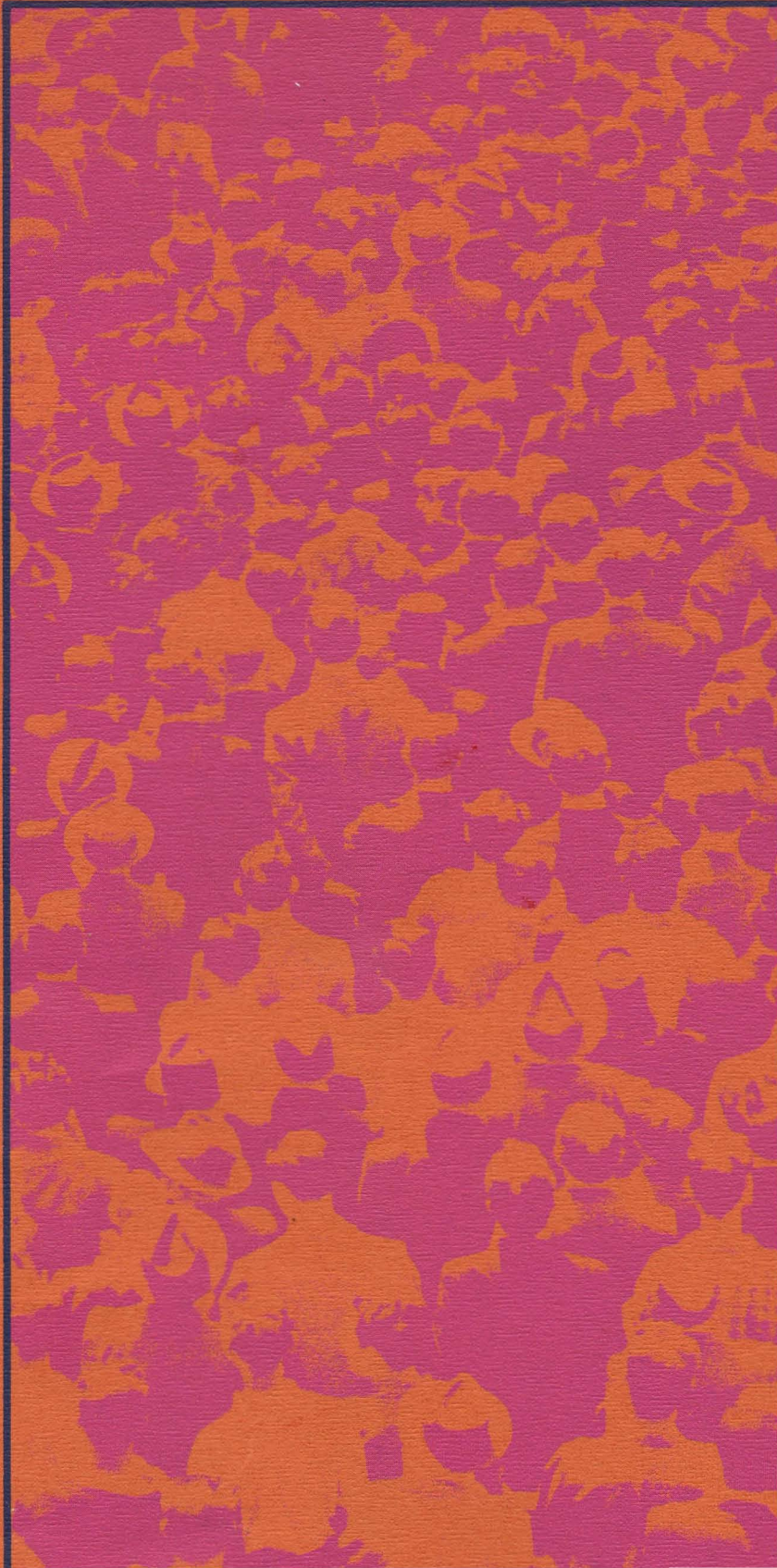


**Minnesota Department of Manpower Services**

1971

ANNUAL  
REPORT





# Directory of Programs

## Employability Development

Concentrated Employment Program  
Counseling  
Job Corps  
JOBS Optional Program  
Manpower Development and Training  
Military Experience Directed into Health Careers  
Model Cities Program  
Neighborhood Youth Corps  
Pilot Center Project  
Reservation Representatives  
Work Incentive Program

## Employer Services, Placement

Apprenticeship Information Centers  
Community Employment Development  
Foster Grandparents  
Green Thumb, Green Light  
Interarea Recruitment Service  
Immigration Services  
Job Bank System  
Job Opportunities in the Business Sector  
Job Placement  
Mandatory Job Listing  
Manpower Matching  
National Alliance of Businessmen  
Occupational Analysis — Industrial Services  
Older Worker Specialist Training  
Operation Mainstream  
President's Program for Veterans  
Professional Office Network  
Rural Manpower Services  
Senior AIDES Program  
Services to Employers  
Services to Handicapped  
Services to Minority Groups  
Services to Older Workers  
Services to Veterans  
Services to Youth  
Smaller Communities Program  
Starting a Generation Alliance  
Testing  
Work Study  
Work Study — Vocational

## Administrative, Technical Support

Career Information Program  
Community Action Programs  
Cooperative Area Manpower Planning System  
Current Employment Statistics Program  
Defense Manpower Policy No. 4  
Emergency Manpower Mobilization  
Employment Security Automated Reporting System  
Job Openings Labor Turnover Statistics Program  
Public Works and Economic Development Act  
Test Research Program  
Trade Union Relations

## Income Maintenance

Unemployment Compensation  
Unemployment Compensation for Federal Employees  
Unemployment Compensation for Ex-Servicemen  
Unemployment Compensation for State Employees  
Unemployment Compensation Interstate Agreements  
Interstate Claims  
Basic and Extended Combined-Wage Claims  
Automotive Products Tariff Act  
Disaster Unemployment Assistance  
Manpower Development and Training Allowances  
Special Employability Assistance to Claimants  
Trade Expansion Act  
Work Incentive Program Allowances





**Minnesota Department of Manpower Services** 1971  
ANNUAL  
REPORT



"It is particularly imperative that we have good people on the (Manpower Advisory) Council during the coming months in light of the important revenue sharing, manpower and like problems that will have to be faced and resolved. I expect the Council to contribute in a substantial way to the resolution of these problems. . . ."

Governor Wendell R. Anderson  
July 30, 1971

### Representing the Public

## Advisory Council



DR. SELTZER



DR. HENEMAN



MRS. JOHNSON

Dr. George Seltzer, *Minneapolis School of Business University of Minnesota (Advisory Council Chairman)*

Dr. Herbert G. Heneman, Jr., *Minneapolis Chairman, Industrial Relations Department University of Minnesota*

Mrs. Nellie Stone Johnson, *Minneapolis*



DR. TURNBULL



MRS. ROCKNE



MR. MAROTZKE

Dr. John Turnbull, *Minneapolis Associate Dean College of Liberal Arts University of Minnesota*

Mrs. Sue Rockne, *Zumbrota*

Mr. Emil Marotzke, *Detroit Lakes Director, Rural Minne-CEP, Inc.*

### Representing Labor



MR. ROE



MR. CAVEN



MR. CARLSON



MR. SHERBURNE

Mr. David Roe, *St. Paul President*

*Minnesota AFL-CIO Federation of Labor*

Mr. Lawrence Caven, *Duluth Assistant Business Manager Electrical Workers Union Number 31*

Mr. Harry Carlson, *St. Paul Chairman, Building Trades Council*

Mr. Neil Sherburne, *St. Paul Secretary-Treasurer Minnesota AFL-CIO Federation of Labor*

### Representing Employers



MR. PETERSON



MR. MORSE



MR. BINGER



MR. OHMAN

Mr. Harry D. Peterson, *St. Paul Director of Employee Relations Minnesota Association of Commerce and Industry*

Mr. Gerry E. Morse, *Minneapolis Vice President, Honeywell, Inc.*

Mr. Lawrence Binger, *St. Paul Director, Personnel Services Minnesota Mining and Manufacturing Company*

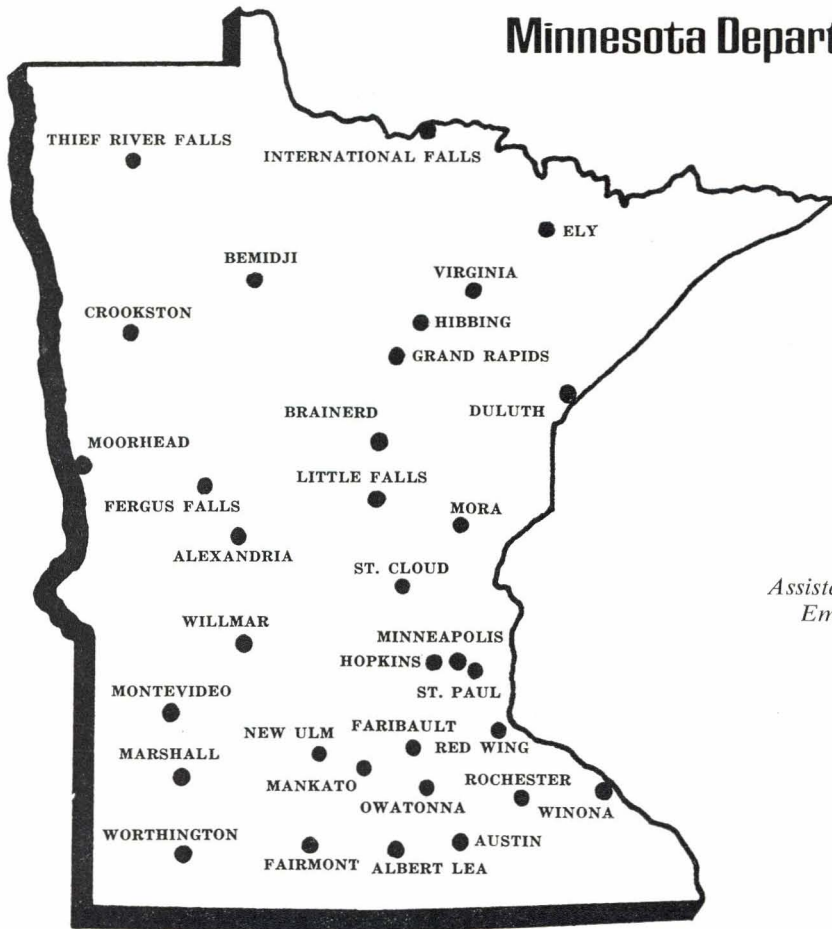
Mr. Wesley Ohman, *St. Paul Chapter Manager National Electrical Contractors Association*

Members of the Manpower Advisory Council are appointed by the Governor to represent employers, employees and the public. The Council meets with the Commissioner and his staff to study proposals to amend

the Minnesota Manpower Services Law and to make recommendations to the Commissioner with respect to the administration of the Department.



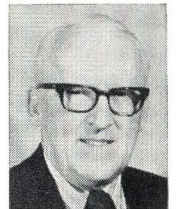
# Minnesota Department of Manpower Services



Emmet J. Cushing  
*Commissioner*



Donald M. Anderson  
*Assistant Commissioner  
Unemployment Compensation*



A. P. Caligiuri  
*Assistant Commissioner  
Employment Service*



M. K. Westerdahl  
*Assistant Commissioner  
Administrative Services*

The Minnesota Department of Manpower Services (MDMS) administers the State laws relating to unemployment compensation and operates a statewide, free employment service. The Department is unique among the State departments in that its activities are financed entirely from federal funds.

The Department is directed by a Commissioner appointed by the Governor with the advice and consent of the Senate for a four-year term coinciding with the term of the Governor. Serving directly under the Commissioner are three Assistant Commissioners who head the State Employment Service, Unemployment Insurance and Administrative Services divisions.

Developing the State's human resources by increasing the employ-

ability of the unemployed and the underemployed has become an important goal, leading to a broader fulfillment of the Department's function of matching qualified applicants with available jobs.

As a participant in federal manpower programs, the Department now offers vocational training programs; special services for the mentally and physically handicapped, minority group members, veterans and persons on welfare; and a variety of programs to bring the chronically unemployed into the labor market.

The Department also provides employment counseling and testing to jobseekers and technical assistance to employers, collects statistics relating to the labor market and publishes data on employment trends.

Unemployment insurance is concerned with the payment of unemployment compensation benefits to eligible persons who become unemployed. Funds to make these payments are accumulated through a tax on the employers.

The Department serves both the worker and the employer. A network of 33 full-time "local" offices, and 29 full-time seasonal and auxiliary offices located in areas of special need, provides the largest single resource for matching jobs and workers in the State.

In addition, the Department provides itinerant service to more than 65 smaller communities, manpower services to 10 Indian reservations and limited service to more than 70 other communities through the Employment Service Representative Program.



# Highlights of 1971

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### Manpower Services

New Jobseekers Registered	187,844
Counseling Interviews	31,597
Jobseekers Tested	34,553
Nonfarm Job Openings Received	117,610
Total Job Openings Filled	106,524
Nonfarm	63,600
Disadvantaged	4,562
Veterans	22,096
Farm	42,924
Nonfarm Employers Served	15,094
Nonfarm Employers Visited	18,357

### Unemployment Compensation

Persons Receiving Payments	124,230
Amount Paid	\$ 70,333,686
Unemployment Compensation Fund	
Balance Dec. 31, 1971	\$ 90,815,418
Balance Dec. 31, 1970	\$117,680,265

### Declaration Of Public Policy

As a guide to the interpretation and application of sections 268.03 to 268.24, the public policy of this state is declared to be as follows: Economic insecurity due to unemployment is a serious menace to the health, morals, and welfare of the people of this state. Involuntary unemployment is therefore a subject of general interest and concern which requires appropriate action by the legislature to prevent its spread and to lighten its burdens. This can be provided by encouraging employers to provide more stable employment and by the systematic accumulation of funds during periods of employment to provide benefits for periods of unemployment, thus maintaining purchasing power and limiting the serious social consequences of poor relief assistance. The legislature, therefore, declares that in its considered judgment the public good and the general welfare of the citizens of this state will be promoted by providing, under the police powers of the state for the compulsory setting aside of unemployment reserves to be used for the benefit of persons unemployed through no fault of their own. — *Minnesota Manpower Services Law*



# Employment Reflects Economic Decline

The extremely high level of business activity from 1965 through 1969 was interrupted by an economic downswing in 1970. The continuation of this trend adversely affected Minnesota's economy in 1971.

The civilian work force edged upward by 6,800 or 0.4 per cent to reach 1,688,100 in 1971. This increase was significantly less than the average increase of 39,500 or 2.6 per cent for the five previous years.

Employment during 1971 averaged 1,595,600 jobs, a decrease of 9,400 or 0.6 per cent. This was the first over-the-year employment decline in Minnesota since 1961. Fewer jobs in the nonagricultural sector were responsible for the decrease. The number of farm jobs, however, was slightly higher in 1971.

Nonagricultural wage and salary employment, totaling 1,302,300, was down by 9,900 or 0.8 per cent from 1970. The decline was attributable to a significant loss of 20,000 jobs in Manufacturing.

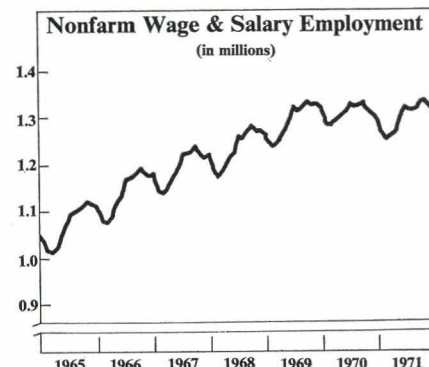
Most of the loss occurred in the Durable Goods sector as employment fell by 17,000 to 165,200. Employment decreases of 6,500 jobs in Nonelectrical Machinery and 5,000 in Electrical Machinery accounted for most of the decline.

Employment in the Nondurable Goods sector declined slightly to 134,200 in 1971. Largest decreases took place in the Apparel and Printing and Publishing industries, both of which declined by about 700.

Partially offsetting these declines was an increase of 10,000 jobs in the Nonmanufacturing sector. Most

of the increase was in Government employment, which rose by 7,200, and in Wholesale and Retail Trade employment, up 4,000. The increase in Government employment was concentrated in local governmental activity.

Unemployment rose sharply by 20,400 or 28.9 per cent from 1970 to reach an annual average of 91,000 for 1971. This was the



## Minnesota Work Force

	1971 (000)	1970 (000)	Per Cent Change
Civilian Work Force .....	1688.1	1681.3	0.4
Employed .....	1595.6	1605.0	-0.6
Nonagricultural .....	1453.4	1463.5	-0.7
Wage and Salary .....	1302.3	1312.2	-0.8
Self-Employed and Domestics ..	151.1	151.3	-0.1
Agricultural .....	142.2	141.5	0.5
Hired Workers .....	19.3	18.7	3.2
Self-Employed and Family ....	122.8	122.8	0.0
Persons in Labor Disputes .....	1.5	5.8	
Unemployed .....	91.0	70.6	28.9
Unemployment Rate .....	5.4%	4.2%	

## Average Hours and Earnings (Factory Workers)

	Weekly Earnings	Weekly Hours	Hourly Earnings
1966 .....	\$116.20	41.5	\$2.80
1967 .....	122.36	41.2	2.97
1968 .....	128.96	41.2	3.13
1969 .....	136.78	41.2	3.32
1970 .....	141.60	40.0	3.54
1971 .....	151.24	39.8	3.80





Virginia and Ely were on the alert May 15 through May 19 as a crown fire raged through Superior National Forest. Early Saturday morning, an urgent call came from the Forest Service for fire fighters. Local office staff at Virginia and Ely were on the telephone early Saturday, calling and recruiting fire fighters. By Wednesday they were recruiting fire control workers. More than 100 workers were placed through these efforts.  
TIM WILEY

highest annual average of unemployment since 1958.

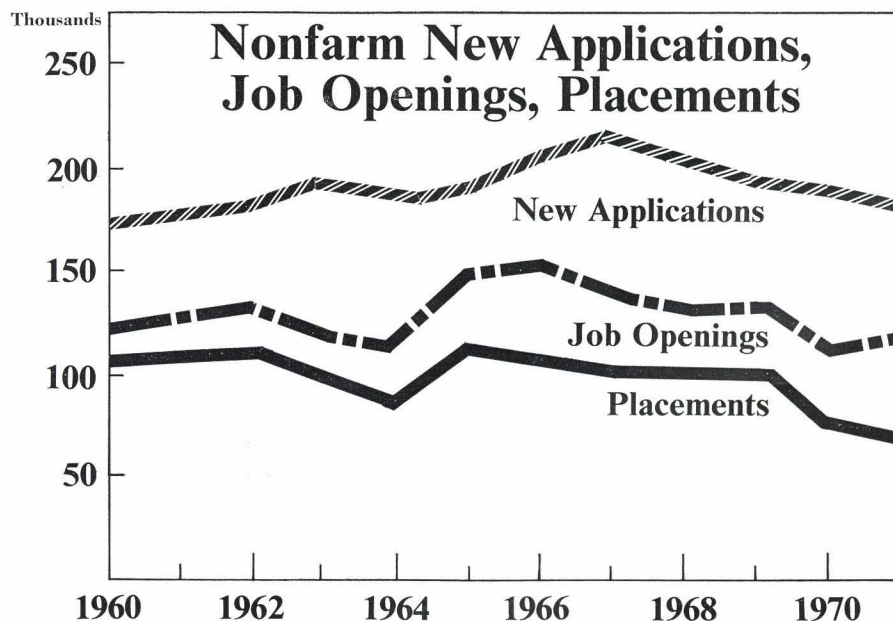
The workweek of factory production workers averaged 39.8 hours in 1971. Although only slightly below a year earlier, average hours were lower than any other year since 1947 when this data was first recorded. The decrease from a year ago, although minimal, indicates a

continuation of the economic downswing which started in 1970.

Despite the impact of the wage freeze and a decline of approximately 12 minutes in the workweek, the earnings of production workers advanced \$9.64 from a year ago to average \$151.24 per week. This upswing is attributable to an increase of 26 cents in hourly earnings.

Wage and salary employment in the five-county metropolitan area decreased from an annual average of 786,954 in 1970 to 769,568 in 1971. Manufacturing employment decreased by 18,054 jobs while Nonmanufacturing employment was up 668. The average rate of unemployment, at 4.5 per cent in 1971, was up 1.1 per cent from 1970.

During 1971 the Minnesota Department of Manpower Services filled 106,524 job openings — 63,600 nonfarm and 42,924 farm. New jobseekers registered totaled 187,844 and nonfarm job openings received totaled 117,610.





# Unemployment Pay Process Speeded

A total of 121,465 unemployed persons who lost their employment in private industry (UC) or in State Civil Service (UCS) filed new claims for unemployment compensation in 1971. Also, 1,302 initial claims were filed by laid-off federal civilian employees (UCFE) and 12,066 by military ex-servicemen (UCX).

In addition to customary seasonal layoffs in the construction trades and fluctuations in mercantile, manufacturing and farm-related industries, Minnesota was affected by major layoffs by firms engaged in the manufacture of computers and in supplying computer services. Unprecedented numbers of claims were filed by professional and technical employees, many of whom had never experienced unemployment. Military cutbacks accounted for the increase in UCX claims.

Benefits for unemployed workers from private industry (UC) are paid from the Unemployment Compensation Fund. Benefits for State employees (UCS) are paid from administrative funds of the respective Departments of the State of Minnesota.

Payments to federal civilian employees (UCFE) and ex-servicemen (UCX) are administered under agreements with the U.S. Department of Labor. The Minnesota Unemployment Compensation Fund is reimbursed by the federal government for actual benefits paid to UCFE and UCX claimants and for additional costs of administering the programs.

Each new claim requires a review of the claimant's employment record during the preceding year; wage

and separation information from employers; computation of weekly and total benefit amounts; and a determination of eligibility.

During 1971, MDMS offices accepted 1,138,814 continued claims for UC payments alone, a slight decrease from 1,150,887 in 1970. By contrast the Department accepted 1,654,250 continued claims in 1958 and 1,616,196 in 1961.

In 1971 the maximum weekly benefit amount was increased from \$57 to \$64 weekly. Payments of \$70,333,686 were issued for 1,406,023 weeks of unemployment compared with \$53,059,456 for 1,085,000 weeks in 1970.

All new and continued claims are reviewed to ensure eligibility before payment is made. Some require investigations of job separations; work refusals; or claimants' failures to meet eligibility conditions such as ability to work, availability for work or requirements to actively seek work. Such issues may be raised from information supplied by the claimant or may be raised by an employer or the Department.

During 1971 the Department investigated 59,559 job separation and refusal issues of which 27,368 resulted in claim disqualification. The Department also investigated 32,601 issues of eligibility of which 22,959 resulted in denial of benefit payment or waiting week credit.

An individual who worked in one state can often claim benefits in another. The mobility of Minnesota's work force was evidenced by 10,838 initial UC claims and 75,546 continued UC claims filed by Minnesota workers in other states.

Interstate claims are paid according to agreements between the Commissioner of the Department and the Interstate Conference of Employment Security Agencies. Contrasted with claims filed by Minnesota residents, where personal visits usually can be arranged, all interstate claims transactions require exchanges of mail. Interstate claims processing, job separation questions, questions of eligibility and payment transactions require more processing time than do claims filed locally.

## Payment of Claims

The stress of paying benefits to large numbers of unemployed workers is felt most at the 35 MDMS offices that pay claims. The U.S. Secretary of Labor's *Revised Standards*, released in 1970, permit experimentation with methods to improve services to claimants.

The following activities and plans will assure faster, more accurate claims service in a more congenial environment while maintaining the integrity of the unemployment insurance mission: to pay only the involuntarily unemployed.

Claims services for residents of the seven-county area including the Twin Cities are provided by offices located in the downtown areas of Minneapolis and St. Paul and in Hopkins. MDMS established unemployment compensation suboffices at Anoka in 1970 and at Farmington in 1971 to eliminate the cost of parking and to reduce pressures on local offices in and around the Twin Cities.

The Anoka unemployment compensation facility was moved to Fridley



late in November 1971. The choice of the new location was influenced by studies of claimant population in and near the Twin Cities which indicated the need for a facility nearer the northern limits of Minneapolis and St. Paul.

In 1971 the Department authorized local offices to pay claims by mail in place of requiring claimants to report in person. Accepting claims by mail provides advantages to the claimant. Reporting in person at full-time offices and at itinerant points frequently requires claimants to travel long distances. In larger cities claimants may experience transportation and parking problems.

To prevent false claims, the Department requires claimants reporting by mail to report in person to file new claims. Once benefit entitlement has been established and payments have begun, claimants report periodically for interviews to determine continued eligibility.

Because claims filed by mail require more time to process, a mail claims experiment was begun with the newly established office at Farmington. Routine claims for payment are mailed to a processing unit in the central office in St. Paul. This experiment has proved that routine claims and payments can be processed successfully from the central office. These processing methods enable greater control over the workflow. And reducing the number of personal visits to the local office has substantially reduced congestion typical in claims offices

nationwide. Additional experiments with forms and procedures have reduced processing time.

Late in 1971 the newly established Fridley Office was brought into the mail claims experiment, which was successfully processing a substantial number of claims by the end of the year.

To further relieve pressures in local offices, reports were required every second week rather than weekly. Most MDMS offices made the conversion and most claimants benefited. The advantages are similar to those for mail claims.

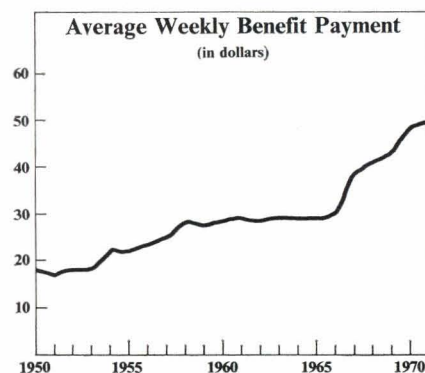
Exceptions to biweekly payments were allowed for claimants who may have been inconvenienced. Very few claimants requested weekly payments.

Resources for claims administration are authorized by the U.S. Secre-

tary of Labor. In recent years the State has been granted more autonomy in the distribution and utilization of these resources. The present budgeting system enables the Department to augment staff according to work load.

During 1971 the Department obtained State Civil Service authorization for sufficient standby positions to meet predicted needs. Augmented positions include both clerical and supervisory people to assure balanced staffing.

In addition to establishment of augmenting positions, a system for predicting work load and staffing needs was developed to enable recruitment and training of personnel preparatory to seasonal increases. That system will enhance the local office managers' prerogative to meet staffing needs when work loads increase and to phase out positions when work loads decrease.



### Unemployment Compensation

	1971	1970	Change
Initial Claims .....	192,427	184,636	7,791
New .....	121,465	124,935	-3,470
Additional .....	60,958	51,861	9,097
Interstate .....	10,004	7,840	2,164
Continued Claims .....	1,138,814	1,150,887	-12,073
Interstate .....	51,046	41,569	9,477
Weeks Paid .....	1,406,023	1,085,000	321,023
Net Benefits Paid .....	\$70,333,686	\$53,059,456	\$17,274,230
Average Weekly Amount ...	\$50.02	\$48.90	\$1.12
First Payments .....	100,383	90,624	9,759
Benefit Exhaustees .....	37,809	23,035	14,774
Benefit Recipients .....	124,230	99,105	25,125

### 1971 UCFE and UCX Activity

	UCFE Only	Joint UCFE-UC <sup>1</sup>	UCX Only
Initial Claims Filed .....	1,302		12,066
Weeks Paid .....	12,742	9,863	148,941
Amount Paid .....	\$645,433	\$108,397 <sup>2</sup>	\$7,987,112
Average Weekly Amount .....	\$50.65	\$10.99 <sup>2</sup>	\$53.63
First Payments .....	839		10,105
Benefit Exhaustees .....	407	203	2,795

<sup>1</sup>Federal portion only

<sup>2</sup>Federal funds only



## Claims Processing

Since a 1967 State Legislative change, the Department has been requesting reports of claimants' wages from employers after claims have been filed. (Previously, employers submitted detailed reports on all employees for each quarter of the year.) The "request reporting" method is generally considered to be beneficial to the unemployed worker but has had a mixed effect upon administration of claims.

As reported to the Manpower Advisory Council in November 1971, "request reporting" is more beneficial to new workers because more recent wages are used in establishing claims. But "request reporting" has created some administrative problems—the exchange of information by mail and the number of corrections and reconciliations that have to be made before benefit eligibility can be determined.

To isolate causes for delays and to improve services, the Department has conducted intensive analyses of new claims processing essential to early payment.

Each area of potential delay in the processing of claims is examined, and corrective measures are taken. Included are expedition of difficult cases, revision of forms, and staff training. Employers laying off large numbers of workers are asked to submit lists of laid-off employees in place of waiting for normal request processes. Forecasts are made to anticipate increased work loads and to recruit and train seasonal staff in advance.

The Department planned to make significant progress in the installation of newer systems in 1971, but had to defer some actions to meet current demands. Greater use of data processing equipment is planned.

During 1971 the Department updated its film program that explains to claimants their rights and responsibilities under the Minnesota Manpower Services (MMS) Law.

The program is used in 11 offices. In smaller volume offices, not supplied with this equipment, MDMS personnel explain to claimants their rights and responsibilities under the Law.

Claims information, rights and responsibilities are also described in an identification book issued to each claimant. The same information is also published in an *Information for Workers* pamphlet, which is available at all MDMS claims offices.

Department staff revised two important desk aids, the *Desk Guide for New Claims* and *Sample Entries* booklet to lead Claims Takers and Interviewers to the accurate completion of claims documents.

Owing to increased work loads, the federal Manpower Administration authorized expenditures for replacement of some obsolete and inoperative equipment. New electronic calculators replaced some equipment that had been in use for 30 years or more. Replacements of calculators have increased efficiency from three to as much as five times.

## Employability Assistance

In 1969 the Twin Cities metropolitan area was one of five urban areas in the U.S. chosen to experiment with special jobseeking services to claimants. During 1970 the experimental project—SPECIALIZED EMPLOYABILITY ASSISTANCE TO CLAIMANTS (SEAC)—became an integral part of the Twin Cities benefit payment operation.

The goal of SEAC is to shorten a claimant's period of unemployment. The project provides a claimant with individual and comprehensive "seek work" advice and current job market information enabling him to conduct an informed and systematic job search.

SEAC provided services to nearly 4,000 persons in Minneapolis, St. Paul and Hopkins during 1971. Because research data indicates that the length of a participant's claim has been reduced by an average of three weeks, the program was expanded to include the cities of Duluth, Farmington and Fridley.

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### Never Too Old To Earn

*Jane D., 52, left her last position to care for her ailing brother. When his health improved, she was able to return to work; but jobs were scarce and her age was a barrier in spite of her experience in social service, research and teaching. She has two degrees and has done extensive work toward a doctorate.*

*Upon filing a claim for unemployment compensation benefits, Jane was selected for SEAC assistance. UC Representatives discussed job-seeking skills with her and showed her how age might be an asset. After consulting the Directory of Community Services, they recom-*

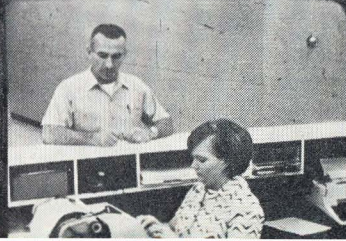
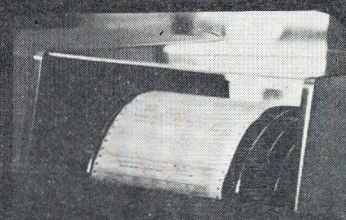
*mended job application possibilities and advised Jane to apply in person wherever possible to each organization providing service in her area of interest.*

*A month later, Jane stopped back to say that she had found a job. She had contacted about 40 of the organizations listed in the Directory of Community Services, including one that assists emotionally disturbed boys. The director said that they were not recruiting but were thinking of adding to the professional staff.*

*Following a personal interview, Jane was offered a teaching position with a starting salary of \$10,000. She accepted the position.*

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## Program Changes

The most significant program modifications made in 1971 that affect benefit payments are the extension of benefit payments; changes in interstate arrangements for combining employment and wages; and a Supreme Court decision, commonly referred to as the "Java Case." This case introduced some new concepts requiring procedural changes in the administration of the unemployment compensation program.

These changes indicate some of the forces that act upon the unemployment compensation program.

The 1971 State Legislature enacted a law extending, in periods of high unemployment, benefit payments to workers who had exhausted their original entitlement. That law, enabled by federal legislation, provided for additional payments amounting to 50 per cent of original benefit entitlement. For the claimant who had exhausted the 26-week maximum that meant a 13-week extension of benefit payments.

Extensions "trigger" on and off according to a formula involving an average percentage rate of insured unemployment. Extended benefits "triggered on" in February, enabling filing of claims in the week beginning March 21, and "triggered off" on July 31, 1971.

Extended benefits exceeding \$8 million dollars were paid to somewhat more than 22,000 workers. Payments were financed on a 50-50 basis from the Minnesota Unemployment Compensation Fund and federal funds. Payments to federal civilian employees and ex-service-men were made from general revenues appropriated by Congress.

Interstate reciprocal arrangements permit combining wages earned in two or more states to establish benefit entitlement and increase benefit amounts. During 1971 approxi-

mately 1,096 claims were filed in Minnesota under those agreements.

Procedures developed in 1971 by the Interstate Conference of Employment Security Agencies and approved by the U.S. Secretary of Labor will consolidate three different wage combining plans, depending upon the election of the various participating states, into a single plan to be subscribed to by all participating states. The new plan will unify claimstaking and claims processing procedures. The new plan also will extend wage combining to more claimants because all wage credits earned by a worker according to the base period of the paying state can be used. And, the plan provides for easier financing through prorating benefit charges to states affected by claims in place of charging on an added-cost basis.

The U.S. Supreme Court in a Decision of April 26, 1971 — *California Department of Human Resources vs. Java et al.* — issued mandates for prompt determinations for payment of benefits. The Supreme Court also introduced the concept that benefit payment, once begun, must not be stopped before issuance of a formal determination.

Prompt payment, when due, always has been a main concern. The Department and nearly all agencies disbursing public monies had maintained the prerogative of stopping payment when questions were raised concerning continued benefit entitlement.

During 1971, MDMS experimented with various methods to comply with "Java Case" requirements. Late in the year the Department installed procedures to expedite determinations involving job separation issues that might affect first benefit payments. The same procedures provide for claimant interviews and, if employers are involved, an employer interview, before issuance of administrative determinations.

The film *What Now* explains provisions of the MMS Law.



## Tax Operations

To support unemployment compensation payments, the Department determines employer liability under the Minnesota Manpower Services Law and collects employer contributions.

Total wages paid in 1971 to workers in private industry who were covered by the Minnesota Manpower Services Law were \$7,092,263,876, an increase of 4.5 per cent from 1970. These figures do not include workers in State or federal government, most of whom are also insured. By contrast, total wages in 1960 were \$3,252,330,339.

Taxable wages are less than total wages because employers in private industry pay contributions only on the first \$4,800 of wages earned by an employee during a calendar year.

Because of increasing wages, the proportion of taxable wages to total wages has been steadily decreasing (for comparison by years, see Taxable Wages table). In 1966 an increase occurred because of a change in the taxable base from \$3,000 to \$4,800. Since 1967 the percentage has continued to decline.

Total net contributions received from covered employers in 1971 decreased 8.9 per cent from 1970. Voluntary contributions in 1971 amounted to \$207,939 or 74.1 per cent less than in 1970.

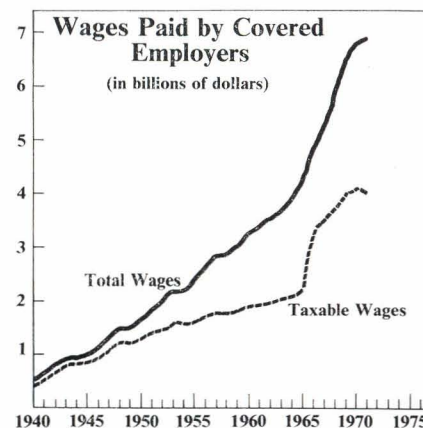
Employers assigned contribution rates numbered 47,125 for calendar year 1971, compared with 45,997

for 1970. Of these, 2,860 were assigned 2.7 per cent, the standard rate for new firms or for firms whose predecessors had unpaid charges. The remaining 44,265 employers were assigned experience rates for calendar year 1971. Of these, 32,026 were assigned the lowest contribution rate, 0.5 per cent; 9,913 were assigned rates from 0.60 to 4.4 per cent; and 2,326 were assigned the highest experience rate, 4.5 per cent.

A total of \$47,759,617 was received from contributions and interest earned during the year. As of December 31, 1971, the net total in the Unemployment Compensation Fund was \$90,815,418. This represents a decrease of \$26,864,847 from the \$117,680,265 balance on December 31, 1970. A net total of \$70,333,686 was paid out in UC benefits during 1971.

Advice and auditing is available to employers from field auditors located throughout the State. During 1971, 3,913 audits were conducted. These audits disclosed employer underpayments of \$480,781 and overpayments of \$21,876, for a net increase to the Unemployment Compensation Fund of \$458,905. In the course of their field visiting services, Department auditors collected \$727,990 from employers for deposit in the Minnesota Unemployment Compensation Fund and an additional \$69,170 for other states.

Each administrative determination of employer liability under the Minnesota Manpower Services Law can be appealed (see page 36).



### Taxable Wages

#### Per Cent of Total Wages

1950	79%
1951	77%
1952	74%
1953	72%
1954	71%
1955	68%
1956	67%
1957	65%
1958	63%
1959	61%
1960	59%
1961	58%
1962	57%
1963	55%
1964	54%
1965	53%
1966	69%
1967	67%
1968	65%
1969	62%
1970	59%
1971	56%

### Wages and Contributions

	1970	1971	Change
Total Wages .....	\$6,781,837,544	\$7,092,263,876	\$310,426,332
Taxable Wages .....	4,028,309,251	3,994,114,039	—34,195,212
Total Contributions Received..	46,562,871	42,429,741	— 4,133,130



## Legislative Changes

The 1971 State Legislature amended the Minnesota Manpower Services Law to bring it into conformity with the 1970 amendments to the Federal Unemployment Tax Act passed by Congress and signed by the President in August 1970. The amendments, effective January 1, 1972, provide the most extensive additions in coverage to be made since the beginning of the program in 1936.

These amendments extend liability to most firms employing one or more individuals. The amendments also extend coverage to most nonprofit organizations having four or more workers. Previously, most firms with fewer than four workers, outside cities of 10,000 or more population, were exempt; and all nonprofit organizations were exempt.

These extensions added about 12,000 employers and about 500 nonprofit organizations employing four or more workers to the 47,000 already covered. Approximately 60,000 employers are now covered by the MMS Law. The newly liable employers will bring an expected 87,000 additional workers under the protection of the Law.

To contact all firms which may become liable in 1972, the Department obtained computer tapes having the names and addresses of firms required to file federal Social Security reports. These tapes were compared with the Department's file of employers currently covered. This comparison disclosed that 33,150 firms filing Social Security reports were not currently covered under the Minnesota Manpower Services Law.

These 33,150 firms were then listed on magnetic tape for computer addressing of requests for their Report to Determine Liability. The original 33,150 requests were mailed on November 3 and 4. A follow-up mailing was made on December 7 and 8 to 20,728 firms.



The St. Paul Unemployment Insurance Office processed 31,527 initial claims for unemployment compensation benefits in 1971.

By December 31, 1971, 5,412 firms had failed to return their report and 1,873 firms had filed incomplete reports. Department auditors will visit these 7,285 employers personally to obtain the required reports. Many of them may become subject in 1972.

By December 31, 1971, 10,467 of the firms originally contacted were determined to be liable. Of this number, 501 were nonprofit organizations having four or more employees.

The State Legislature established special contribution rates for the newly covered firms. Nonprofit organizations were granted the option of paying regular quarterly contributions or electing to reimburse the Department for benefits paid to former employees. A pamphlet entitled *Information for Employers on Unemployment Compensation* can be obtained from MDMS central office in St. Paul.

## Overpayment And Fraud

Efforts to control the payment of benefits to only those individuals eligible for such payments under the MMS Law continued in 1971.

Effective overpayment control methods used by the Department include cross matching of benefit payments with wage records, auditing records of benefits paid, verifying return-to-work dates and wages reported, and investigation of employer reports.

Flagrant cases of fraud are reviewed by the State Assistant Attorney General assigned to the Department. Criminal action is initiated in the courts on cases that warrant prosecution. Publicity on the prosecution of fraudulent overpayment cases acts as a deterrent to abuses of the MMS Law.

Fraud cases not prosecuted are handled administratively by the imposition of penalties that disqualify



the claimant from receiving benefits for a period of time in his current or next benefit year.

Of the 5,510 UC overpayment cases detected in 1971, 751 were determined to be fraudulent. Recoveries of UC benefit overpayments by cash refund or by benefits withheld totaled \$311,548. This is 70 per cent of the \$443,704 in UC overpayments detected in 1971.

## Training Payments

Training payments made during 1971 to persons enrolled under the Manpower Development and Training Act (MDTA) showed a marked increase for the second consecutive year. Trainees were issued more than 100,000 allowance checks totaling nearly \$3,700,000. Two significant factors account for the sharp increase: economic conditions caused more unemployment and additional federal funds were available for training.

Under the WORK INCENTIVE (WIN) program, 1,589 trainees were enrolled during 1971. These trainees received 22,755 payments totaling \$381,645.

The SUPPLEMENTAL TRAINING AND EMPLOYMENT PROGRAM (STEP), introduced in 1971, provided for the payment of allowances (stipends) to persons who had completed manpower training but were unable to obtain employment. During its eight months of operation, 375 enrollees were paid stipends exceeding a quarter of a million dollars.

Electronic data processing (EDP) of payments, introduced with STEP, reduced the number of printed forms and the number of operations required to process payments. Studies were begun in 1971 and will continue in 1972 to determine the feasibility of converting MDTA and WIN payments to EDP. The conversion will help eliminate error and allow payments to be made faster.

## Disaster Assistance

As a result of an opinion issued by the Comptroller General of the United States, the Department reviewed approximately 3,500 applications for Disaster Unemployment Assistance (DUA). The applications were filed by residents of the 11 northwestern and north central Minnesota counties with respect to the major disaster—heavy rains and flooding—of May 15, 1970.

That MDMS review of a 1970 activity resulted in issuance of an additional \$1,500,000 in assistance to residents of those counties.

In order to process approximately 2,200 appeals filed by applicants from decisions on their DUA applications, the Department formed a special appeals unit. Appeals chairmen conducted an individual appeal hearing for each appellant in the appellant's home area. By year's end the appeal hearings were held and decisions were issued.



About 275 DUA applications were reviewed at Middle River.  
MIDDLE RIVER RECORD

## Appeals

All MDMS administrative decisions on claims are subject to claimant or employer appeals. Slightly more than 5,000 appeals were filed both in 1970 and in 1971.

Of the 5,000 filed in 1971, all were individual appeals. The 5,000 filed in 1970 included one multi-claimant appeal where 1,500 claimants, involved in the same issue, filed appeals against the same em-

ployer. Thus, the number of individual appeals increased by about 1,500 or by approximately 43 per cent in 1971.

More claims, changes in the MMS Law and the increase in overall complexity of the unemployment compensation program have vastly increased the number of individual appeals during the past two years. Changing public attitudes, with individuals more likely to challenge authority, also have tended to increase the number of appeals and the complexity of issues.

The "Java Case" is only one manifestation of that phenomenon affecting unemployment compensation operations nationwide. Because of changing attitudes, the Department has issued decisions regarding the length of a male claimant's hair and whether or not a claimant is available for work when enrolled in an educational or training course. Provisions in the Law involving pregnancy or allusions to the status of the housewife are being challenged.

Another issue involved a truck driver who refused to work at repairing his assigned truck at reduced pay in order to make it operable so he could return to driving. Contractual agreements concerning the order of layoffs, apprenticeship agreements, vacation and holiday payments are frequently at issue.

Although MDMS attorneys conduct hearings throughout the State at half-hour intervals, backlogs develop because of the increase in the work load. To reduce backlogs, attorneys and other appeals staff work longer hours and additional personnel have been hired.

To further improve appeals services, the Department installed a system that enables a typist to transcribe drafts from records of hearings, make corrections and produce final copy without retyping. This system reduces the time required to produce final transcripts and the need to recruit and train qualified employees to perform the work.



# Jobs For Veterans Prime Goal

The Department's number one goal is to provide services to veterans in accordance with their needs, with preferential treatment to disabled veterans. At a minimum, veterans are offered the following services:

- ★ Complete application-taking service, with a full record of training and experience, both in military and civilian life.
- ★ Referral to the Unemployment Insurance Division, if the veteran has not applied for possible benefits under the various unemployment compensation programs.
- ★ Referral to the Veterans Administration, county veterans service offices or to the State Division of Vocational Rehabilitation, if veteran is apparently eligible for benefits under these programs.
- ★ Job development and referral to employment or training.

In carrying out its responsibility to veterans, the Minnesota Department of Manpower Services cooperates with the Veterans Employment Service of the U.S. Department of Labor. The State Veterans Employment Representative provides functional supervision of the veterans employment program in Minnesota.

During 1971 new veteran applications for work increased to 43,873 from 43,322 in 1970, an increase of 1.3 per cent. The Department placed 22,096 veterans in full-time employment compared with 21,942 in 1970, an increase of 0.7 per cent. A total of 1,052 disabled veterans were placed. A total of 7,066 veterans received job counseling dur-

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## Placement—Plus

*Todd K., a Vietnam-era veteran, had difficulty walking. He lost his left leg in 1970 as a result of an automobile accident and was fitted with an artificial leg at a Veterans Administration hospital.*

*In time the leg became ill-fitting but Todd could not return to this hospital because he had not lost his leg while in the service. The Veterans Employment Representative in the St. Paul Office referred him to the Division of Vocational Rehabilitation where he received financial help in getting a proper-fitting limb.*

*Todd registered for work with the St. Paul Office on June 2. A job opening for an estimator trainee at a printing company came in on June 6. Todd was referred to this job and was hired.*

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ing 1971 and 1,140 were enrolled in manpower training programs.

During 1971 the Department initiated a number of activities to improve service to veterans, particularly returning veterans. A special veterans placement unit was established in each of the four largest offices—Minneapolis, St. Paul, Hopkins and Duluth. These special units work exclusively with veterans in their search for employment.

A special telephone was installed in the Minneapolis veterans placement unit to provide one number employers could call when they want to hire a veteran. Seventeen additional veterans employment aides were hired to help in locating and referring veterans to job openings. A manpower training program for 200 veterans was developed and quickly filled in the last half of 1971.

The Department referred veterans to jobs created by the Emergency Employment Act. Veterans received priority in referral to these jobs, and over half of the jobs created under the Governor's portion of the program were filled by veterans.

In the last part of 1971, the President's Program for Veterans was implemented. A major feature of this program was the requirement



that federal contractors and subcontractors list their job openings with the State Employment Service and that veterans receive priority in referral to these job opportunities.

A number of other organizations provided assistance in serving veterans seeking jobs during 1971. The Veterans Administration hired four job developers to work with the Department in locating on-the-job training opportunities under the G.I. Bill for returning veterans. The Veterans Administration also contacts recently separated veterans who have drawn 13 or more weeks of unemployment compensation benefits to determine the cause of their unemployment.

The Governor's Task Force and 26 Mayor's Task Forces throughout the State, along with the National Alliance of Businessmen and many service organizations, have provided the Department with assistance in locating job opportunities for veterans. These organizations contributed money and know-how to inform the public of the plight of the returning veteran and his search for employment, and arranged and paid for bumper stickers, radio and television announcements, billboards and direct mail campaigns to find job opportunities for veterans.

Through the efforts of these organizations, the public is being made aware of the unemployed veteran and employers are encouraged to hire veterans.

## Two For The Money

*The Veterans Employment Representative in the Little Falls Office developed jobs for two welders at a local machine shop. He then referred two handicapped, older (over 50) veterans who were hired. The number of individuals receiving unemployment compensation benefits also was reduced, as both were claimants.*

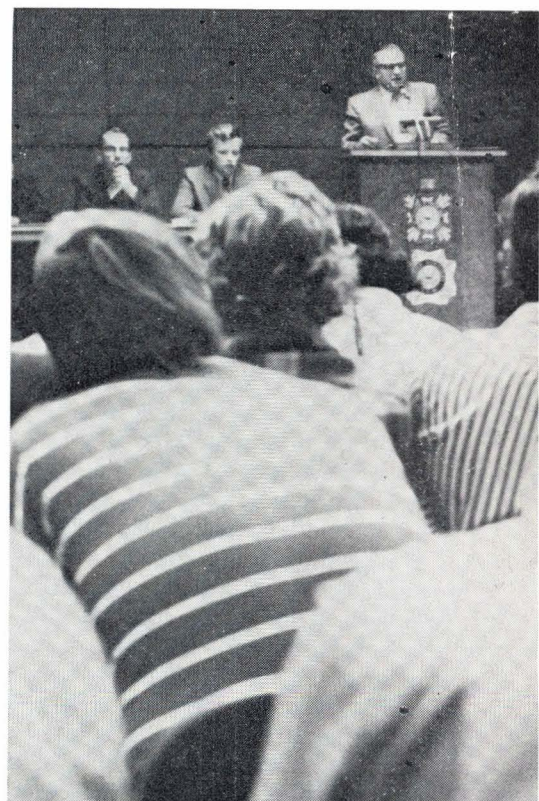


Above, signs in Winona promote Jobs for Veterans program.

Upper right, Willmar MDMS Office receives Minnesota Department of American Legion annual award for outstanding service to veterans. VFW awards were made to Duluth for outstanding service to disabled veterans and to Winona for outstanding service to veterans.

Right, veterans were informed of job opportunities at a "Jobs for Veterans" night in Hopkins.

Below, bumper stickers publicize the need of jobs for veterans in Mankato.  
MANKATO FREE PRESS





# Placement Services Stressed, Revised

The number of job openings received by the Department is expected to increase by about 50 per cent during fiscal year 1972. The increase is being brought about by the MANDATORY JOB LISTING program, which became effective in September 1971.

The listing requirement is one of the major actions in the Job for Veterans program which helps veterans get jobs as they leave military service.

Under the Mandatory Job Listing program, employers in Minnesota who have federal contracts totaling \$10,000 and generating 400 man-days or more of employment are required to: inform any MDMS office when they become bound by this regulation and indicate the locations of their establishments within the State; file quarterly reports listing the number of individuals hired and the number of them who were Vietnam-era veterans; and list certain job openings with any MDMS office as soon as the contractor decides to go outside his organization to recruit personnel.

Although most job openings within a contractor's organization must be listed, employers are not required to list openings to be filled from within the organization or under a customary employer-union hiring arrangement. Employers need not list executive, professional or administrative jobs for which the yearly salary is over \$18,000.

This regulation does not require employers to hire jobseekers referred by the Department, but does require them to observe the normal obligations of placing a bona fide job order.

Employers can receive assistance from any Department office in meeting the requirements of the Mandatory Job Listing program. MDMS personnel will also help employers find qualified jobseekers to fill openings.

## JOBS Optional

On January 1, 1971, the JOBS OPTIONAL PROGRAM was funded in Minnesota. The Department of Labor contract, written with the Minnesota Department of Manpower Services, called for the training of 700 people at a total cost of \$724,000.

During 1971 more than 400 individual contracts were written with employers throughout the State, and over 800 trainees enrolled in the program. Of these enrollees, 70 per cent were disadvantaged, 23 per cent were members of minority groups, 49 per cent were veterans and 21 per cent were handicapped.

At St. Cloud the program did exceptionally well in placing the handicapped. For instance, a young, retarded man was working in a sheltered workshop performing simple, routine tasks at 90 cents an hour. The workshop director felt

that given the proper work situation this man could function in a nonsheltered environment.

The director contacted the JOBS Optional job developer at the St. Cloud MDMS office. Together they placed the man in an on-the-job training situation. An eight-week contract, during which time the employer was reimbursed for 50 per cent of the trainee's wages, was written with a refuse collection firm.

The trainee successfully completed the eight-week course and is now considered by his employer to be one of the hardest working refuse collectors he has. This young man earns \$2.50 per hour and has become a self-supporting productive member of society.

## Job Bank

By calling 339-7781, employers throughout the seven-county Twin Cities metropolitan area make their job openings known to all qualified applicants seeking employment regardless of which State Employment Service office a jobseeker may visit.

The JOB BANK provides daily listings of job and job-training opportunities to Department offices and to 15 associated community agencies that provide manpower services within their locality. About 135 Placement Interviewers receive current, detailed information each day on all job openings in the metropolitan area.





Placement Interviewer views Job Bank film to select a job opening which matches the qualifications of the jobseeker.

## Manpower Matching

Minnesota's role in experiments to perfect a nationwide computer-assisted manpower system began in the latter part of 1970. Minnesota is one of 10 states chosen to carry on this advanced experimentation. Its major effort is the JOB DEVELOPMENT BANK. This area of experimentation is considered critical to the overall development of the computer-assisted public employment service.

The short-range goal is to develop a Job Development Bank which will allow the public employment service to gain knowledge of vacancies which are not specifically placed with it by employers but are available within the community. The long-range goal is to develop an assessment of job requirements and worker characteristics that will evolve into a computerized matching of jobs with workers.

The Job Development Bank is an integral experiment in the chain of U.S. Manpower Administration experiments designed one day to link statewide JOB BANK systems into a truly nationwide network. The Job Development Bank will be implemented in Minnesota and in one other state in 1972. This implementation is a period of evaluation, preliminary to the establishment of similar systems in all other state employment service agencies.

Job Development Bank information is listed on microfilm to allow the Interviewer easy access to it. Activity is controlled so that an employer does not receive more job development calls than he wants. In fact it allows the employer to select the number of calls he is willing to take, the various times of the day he is willing to accept calls, and even certain times when calls are not needed.

Department Interviewers have long been charged with the responsibility of developing jobs for applicants when known job openings do not

Under the Job Bank system, skilled Interviewers, centrally located, record what each employer's requirements are for a given job. The information on the job orders is then fed into a computer. The listing of orders—including changes, closings or action—is updated each evening, and a microfilm tape is produced. These tapes are distributed to all facilities within the Job Bank system before the start of business each day.

Centralized gathering of job information and simultaneous availability of this information to all community manpower service groups eliminates competition for job orders and thus provides faster service to the employer and to the jobseeker.

Strict controls require an Interviewer to call Job Bank Central for permission to refer an applicant to

an employer. These controls allow the employer to limit the number of job applicants and to reduce interviewing time. The jobseeker learns whether the job is still open so his time also is fully utilized.

During 1971 a number of changes were inaugurated to obtain greater efficiency in the Job Bank system preparatory to statewide and nationwide expansion (see MANPOWER MATCHING). In October the Job Bank moved from its St. Paul location into the Minneapolis Office. The new quarters provide space needed for expansion. In May and December, changes in the data processing methods were incorporated to make Minnesota's system compatible with those in other states.

These changes are a part of an ongoing plan to improve further the means of providing manpower services to Minnesotans.



appear to be suitable or when applicant qualifications are unique or outstanding. In such cases Interviewers must rely on their knowledge of the labor market and manual lists of employers who have provided job listings.

The Job Development Bank will provide up-to-date information that includes potential employers who actually have not listed active job orders. From the Job Development Bank the Interviewer can also determine if the employer is receptive to job development and secure factual updated information on current hiring authorities, salaries, benefits, transportation and other miscellaneous items.

Minnesota's first role in this program came early in 1970, when the Twin Cities area was one of eight large metropolitan areas selected in which to set up a computerized Job Bank system. As the initial "bugs" were eliminated, the Manpower Administration established computer-assisted Job Banks in other large urban areas.

Plans were developed to expand the present Job Bank system in the Twin Cities to include all Department offices throughout the State in 1972. Thus all offices will receive a statewide listing of all open job orders.

This statewide system will be accomplished with the assistance of the Department's computer and an expanded communications system. The purposes are to provide the jobseeker with complete information about all the jobs for which he would qualify throughout the State and to provide employers with the means of reaching qualified jobseekers no matter where they live.

In addition to providing a more complete service to communities in which local offices are located, the Job Bank system is expected to provide better service to rural areas through the use of mobile teams and motor coach offices operated by the Department.

## Interarea Recruitment

Using the facilities of the public employment service, workers may make application for work in other areas of the United States through the MDMS offices. Similarly employers may recruit workers outside their immediate area when their needs cannot be met locally.

A slight increase was noted in 1971 in the number of Minnesota workers requesting assistance in obtaining employment in other states. The number of requests from other areas of the nation for consideration for work in Minnesota increased sharply.

Employers themselves may recruit in areas where there are available workers. In such instances they are encouraged to utilize the facilities of state employment service offices. A general increase in the local supply of available workers lessened the need for this type of recruitment during 1971.

A monthly publication, *State Inventory of Job Openings*, lists current job orders in MDMS offices in addition to anticipated worker shortages for the specific area. Another publication, *Labor Supply Bulletin*, reports surpluses of workers who indicate a desire to relocate. *Current Job Opportunities*, also issued monthly, lists Civil Service examination announcements for the State of Minnesota.

Job openings are extracted from the various inventories for each state and are combined into one publication, *Nationwide Inventory of Job Openings*. This booklet provides MDMS offices with an index of job opportunities throughout the nation. This listing is arranged by code according to the *Dictionary of Occupational Titles*.

Nearly 150 veterans participated in Operation MEDIHC program (MILITARY EXPERIENCE DIRECTED INTO HEALTH CAREERS) during 1971. Operation MEDIHC builds upon military "medic" training and experience to improve the health

care of the civilian population. Through this program veterans receive career guidance counseling or assistance in locating a job in the health field.

MDMS also provided convention placement service for the 1971 annual meeting of the Midwest Sociological Society in March and the American Public Health Association in October. Over 500 members and 400 employers used this library-type placement service.

Requests for alien employment certification in the State remained at a low level. This reflects the decreased demand for skilled labor which first became evident in 1970. The 246 cases processed in 1971 exceeded the 1970 case load by one.

Regulations reducing the number of occupations on Schedule A precertification list increased the percentage of job offers processed in professional and technical occupations during 1971. The number of unskilled occupations on Schedule B noncertification list which receive automatic denial was also increased.

The disapproval rate for alien employment certification was 46 per cent in 1971 compared with 35 per cent in 1970 and 25 per cent in 1969. Higher disapproval rates result from an increased supply of resident workers available for employment.

## Counseling

During 1971, the Minnesota Department of Manpower Services conducted 31,597 counseling interviews.

Many applicants coming to MDMS offices are unsure about the kind of work for which they are best suited. Often they are undecided about the type of job they are looking for.

MDMS Counselors assist jobseekers with vocational planning by helping them determine what jobs are compatible with their interests and abilities. This is particularly true for young people who are seeking their



first job. Others may have to change jobs due to plant relocation, age, handicap, loss of job or other factors.

In seeking a new job, persons often rely on past work experience and training. Counselors help applicants make an assessment of their past skills and abilities. Counselors also utilize the services of job development and placement specialists.

Those who need skills to make them ready to take a job, especially young people, are referred to training programs. Training opportunities are usually offered through the Manpower Development and Training Act, JOB CORPS and other manpower programs.

## Testing

Aptitude, proficiency and achievement tests—developed by the U.S. Training and Employment Service (USTES)—are used extensively in MDMS offices. These tests provide information used in counseling, classifying and selecting qualified job-seekers for referral to employers and to many joint apprenticeship boards.

About 16,740 General Aptitude Test Batteries (GATB), 7,330 Specific Aptitude Test Batteries (SATB) and 12,710 proficiency tests were administered to jobseekers by MDMS offices during 1971. Included in these totals are testing, counseling and post-graduation job placement services provided to graduating seniors in over 200 high schools through the Cooperative School Program.

To increase the usefulness and coverage of the school program, the GATB was released to over 80 additional schools. Training in the interpretation of the GATB has now been provided to more than 625 Minnesota high school counselors.



Training is handled in many ways within the Department. In counseling orientation, tables are removed because they act as inhibitors to effective communication.

The Department is one of 38 public employment service agencies participating in the federal-state cooperative research program. These agencies assist the USTES in developing new test instruments and normative data for all tests. Where needs exist, they also revise normative data used to interpret existing USTES tests.

Over the last 25 years the General Aptitude Test Battery has been used to develop over 460 Specific Aptitude Test Batteries. Each SATB is tailored to a particular occupation to determine whether an individual has the potential to perform successfully the major requirements of that job.

All SATB's meet the Equal Employment Opportunity Commission standards for test validation and are continuously studied to insure that they remain valid predictors of occupational success. SATB studies for the electronics mechanic, circular knitter and production machine operator occupations were completed by the Department in 1971. Twenty additional studies, many of which will be completed in 1972, are still in progress.

The SATB's were used to form the

basis for the newly revised Occupational Aptitude Pattern (OAP) structure which enables counselors to relate an individual's test scores to over 1,200 jobs.

The expanded OAP structure not only enhanced the use of the GATB in employment counseling but also created a need for a more efficient handscoring method. The OAP Handscoring Key, developed by this Department and now released by the USTES to all state employment service agencies, makes it possible to hand score the OAP's twice as fast and more accurately than did previous methods.

Many disadvantaged individuals with limited literacy skills may not perform well on the GATB; therefore, the USTES recently developed and released the Nonreading Aptitude Test Battery (NATB). Because the GATB was used as the model for the NATB, a counselor may use test results obtained from the NATB to determine if a disadvantaged individual can expect to acquire the literacy skills needed to enter specific job areas. The NATB, which requires extensive training to administer and interpret, is now being used in all MDMS offices.



## Apprenticeship

During 1971 the Minnesota Department of Manpower Services Twin Cities Apprenticeship Information Center (AIC) registered 246 new applicants, of whom 53 were members of minority groups. Of the 93 apprentices placed, 12 were minority group members.

The slowdown in construction made placements extremely difficult in 1971; but, despite a numerical decline, the percentage of minority group workers starting indenture-ship increased. This increase resulted from a stronger alliance with the Labor Education Advancement Program in Minneapolis and St. Paul.

AIC provides information on apprenticeable trades to schools, agencies serving minority groups, joint apprenticeship committees and others.

AIC personnel served as resource persons at orientation to apprenticeship classes conducted at the Minneapolis Vocational School and the St. Paul Vocational Institute. *Guide to Apprenticeship*, prepared by the Apprenticeship Information Center, was the text for the eight-week course.

## Career Information

The CAREER INFORMATION program develops and compiles occupational, educational and other career-related materials to assist students and other persons interested in choosing careers. The information is made available to Department personnel, schools, students, industry, civic organizations and the public.

Over 600 requests for occupational information were answered during 1971. While the majority of inquiries are from within the State, requests were also received from other states and from as far away as the Netherlands.

To improve the availability of occupational information, Manpower Information Specialists were designated and career information files were established in all local offices. Manpower Information Specialists assist others in obtaining occupational information and in using the

resources of the Career Information program.

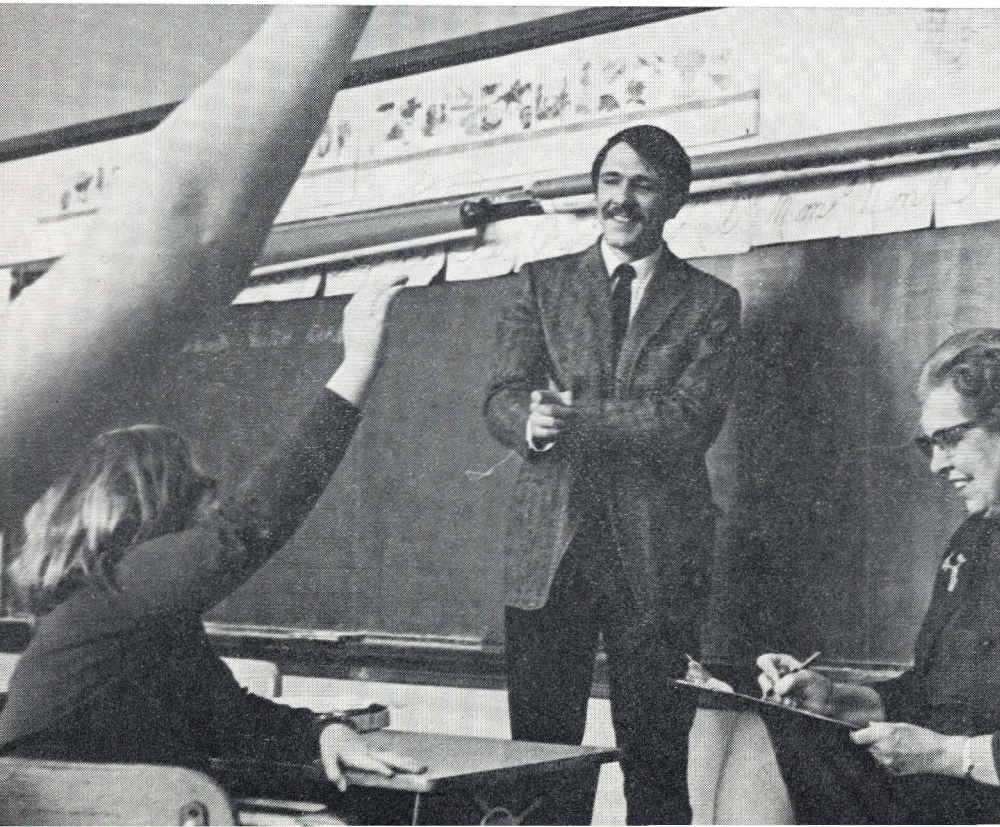
The career information files contain job descriptions, counseling reference materials, school catalogs and other career-related publications. Copies of over 106 publications were distributed to each local office for its career information file.

Preparation and distribution of a series of occupational briefs called *Minnesota Mini-Guides* began in 1971. The *Mini-Guides* are four-page pamphlets containing short job descriptions and other information. They are designed to acquaint career seekers with occupations that they may be interested in, but know little about. When completed, *Mini-Guides* will be available for about 50 occupations.

The *Minnesota Directory of Licensed Occupations* was revised and distributed to Department offices.

*Mini-Guides* inform career seekers about occupations that may interest them.

MDMS Counselors go into schools to discuss skills and requirements for various occupations.  
TWIN CITIES COURIER





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## School Solution

John L. was a 28-year-old high school dropout with a work history of underemployment and frequent job changes. Although he appeared to have above-average ability, John was, for all purposes, unemployable in today's tight labor market. He had been unemployed for six months.

When John began collecting unemployment compensation benefits, he was registered with the State Employment Service. A Counselor referred him to the St. Paul Guidance and Occupational Center (GOC).

During the first few weeks of training John was excessively late and absent. He was also argumentative and failed to accept responsibility—traits exhibited in his employment history.

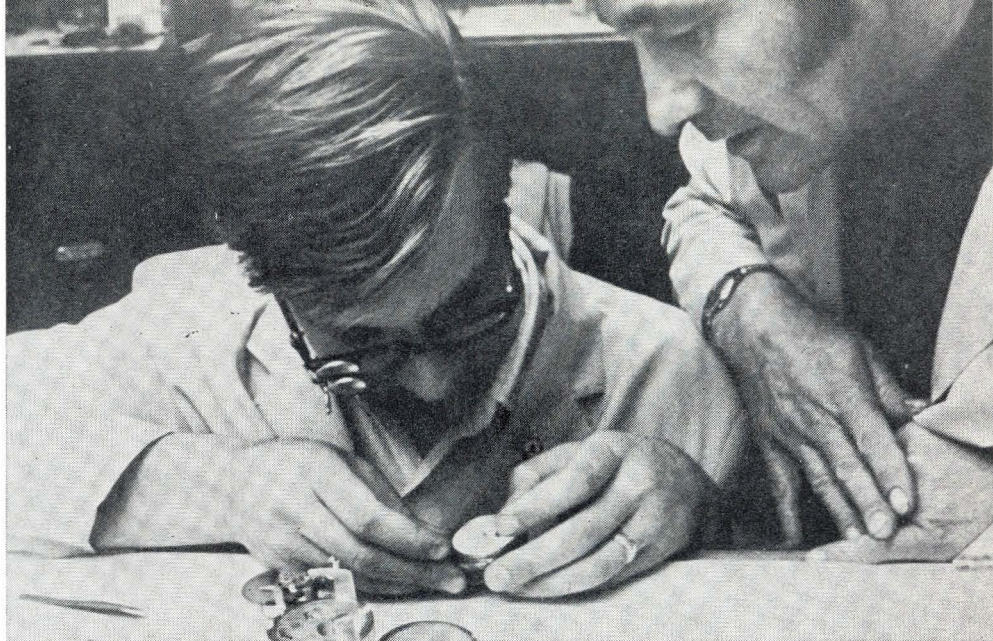
At a time when he might have been dropped from the program, the entire GOC staff tried to be more understanding. But they also set helpful and firm limits toward a goal of self-improvement.

About the sixth week of training John's attitude showed decided improvement. This was reflected in his attendance, cooperativeness and overall performance. After 18 weeks he passed the General Educational Development tests and received a high school equivalency certificate.

During training at the GOC, John had been exposed to a variety of occupational fields through prevocational and orientation classes. Having decided to train as a machinist, he was enrolled in the MDTA metal machining course at the St. Paul Technical Vocational Institute.

John was one of the top machinist students in the course and progressed rapidly to the point of entry-level employability. Immediately upon completion of training, he was hired by a local firm.

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Training under the MDT program at the St. Paul Technical Vocational Institute enabled this young man to become a watch repairman.

## Varied Manpower Training Available

Stories like John's have been made possible through federal legislation such as the Manpower Development and Training Act of 1962. In passing this legislation Congress felt "... that it is in the national interest that the opportunity to acquire new skills be afforded to these people with the least delay in order to alleviate the hardships of unemployment, reduce the costs of unemployment compensation and public assistance, and to increase the nation's productivity and its capacity to meet the requirements of the space age."

Upon passage of the Act, the Minnesota Department of Manpower Services and the Minnesota Department of Education became responsible for MDTA's administration in Minnesota. MDMS Counselors were designated in each local office to select and refer people to training.

Skills Center training facilities complete with counseling and educational staff were set up to meet the needs of the disadvantaged. Job developers were sent out to talk to employers in an effort to place the unemployed in training situations and upgrade the underemployed—

thus expanding entry-level employment opportunities.

Since the original organizational efforts in 1962, over 31,000 persons have been enrolled in MDTA basic education, vocational training and on-the-job training. Approximately 60 per cent have completed training, and 87 per cent of the graduates entering the labor force have found jobs and made their own success story.

What makes a success story? A combination of factors, in most cases, beginning at the local office. After providing extensive counseling and testing, local office personnel will refer an individual to training. First, however, they must decide how the person is to be trained.

Should occupational training be better suited to the classroom, a trainee could be referred to one of Minnesota's three Occupational Skills Training Centers. Duluth, Minneapolis and St. Paul Skills Centers provide training in a variety of occupations ranging from clerk-typists to auto mechanics to welders. New students may enroll as often as every week. Trainees are



allowed to progress at their own speeds in reaching employability.

New students can participate in an orientation program designed to give an overview of what various jobs involve. If a trainee lacks the proper reading, mathematical or language skills to benefit from training or to become employable, he can receive remedial instruction in deficient areas before undertaking vocational training. Should the trainee lack a high school diploma, he can be helped to obtain a general equivalency certificate.

Orientation and basic education are integral parts of the Skills Center approach to training. The St. Paul Guidance and Occupational Center where John L. was helped is set up exclusively for such training. Vocational training is conducted at St. Paul Technical Vocational Institute.

In some areas of the State a particular occupational skill may be in demand. In these instances a class can be set up on a limited enrollment basis to train a given number of people to meet the demand. During 1971, for example, MDTA provided clerical and welding training in Albert Lea and auto mechanics training at Mankato. These courses are designed to train at class rather than individual speeds.

MDTA is not funded to set up classes for every occupation. Private and area vocational schools, however, provide training in a variety of occupations. Should an individual be better suited to training offered by these schools or should it not be feasible for him to attend classes at a Skills Center or another regular MDTA class, he can be "slotted" into a vocational school. MDTA pays the cost of tuition, books and supplies.

In addition to free training, trainees may be eligible to receive an allowance to help cover living expenses for themselves and their dependents. Costs of commuting are reimbursed. Should training be outside commuting distance, subsistence allowances can be paid.

Over \$3.6 million in allowances were paid during 1971. Add to this more than \$2 million paid in educational costs and it becomes clearly evident that MDTA is a substantial economic force in Minnesota.

In some cases an occupation or trade might be better taught on the job as opposed to in the classroom. In addition, certain individuals tend to benefit more from on-the-job training. MDTA enters the private sector to train these people. On-the-job trainees receive regular wages while learning, but the employer is recompensed for the cost of providing training.

Traditional on-the-job training through private prime contracting agencies is being phased out in Minnesota. The new prime contractor is the State Department of Manpower Services, and the contract name is JOBS Optional (see page 16).

Having run the gamut of training options available, one next examines the new training programs of 1971. In January a unique program, Medical Technician in Ophthalmology, began in Minnesota. The course, conducted at St. Paul Ramsey Hospital, was difficult, but thorough. Twelve of the 15 enrollees were able to complete their classroom training by August.

At that time all began a year's internship in hospitals and clinics throughout the country. Many of them were placed at the nation's leading eye care institutions. Two students were accepted by Harvard's Massachusetts Ear and Eye Infirmary; one went to the Medical Center Clinic in Pensacola, Florida; another was taken by doctors at the University of Minnesota.

One of the major Employment Service thrusts of 1971 was service to veterans. To complement these efforts, a training project was initiated to train 200 veterans. These veterans are attending public and private vocational schools throughout

the State and are receiving training in accounting, computer programming, soil conservation, auto mechanics and a variety of other occupations.

While men returning from Vietnam were in need of career training, a group of Minnesota women faced another problem. Recent legislation requires dental assistants to be registered in order to perform certain tasks associated with their job. Registration depends on passing an examination. During 1971, 95 dental assistants were given additional training under MDTA to assist them in passing the test.

1971 marked the end of MDTA's involvement in providing vocational training to inmates at two correctional institutions. These programs were conducted at the Minnesota State Prison in Stillwater and at the Red Wing State Training School. The programs were described as responsible for attitudinal change on the part of inmates leading to better environmental adjustment after release and to a significant decline in the rate of recidivism. Other State resources are being made available to continue some of the classes at Stillwater and the welding course at Red Wing.

The year in review shows over 4,000 new MDTA enrollees. Seventy-two per cent of them were disadvantaged. (To be considered disadvantaged, a person must have an annual income below the established federal poverty level *and* be either a school dropout, under 22 years of age, over 45 years of age, handicapped or subject to special obstacles to employment.)

Of those males enrolled, more than 40 per cent were veterans. More than 2,000 individuals completed training, and despite the labor market situation 76 per cent of the graduates entering the labor force were employed when surveyed. At the end of the year approximately 1,800 individuals were participating in MDTA training.





The Coordinator of the Minneapolis Youth Employment Program discusses pitfalls youth should avoid in preparing to enter the work force. At right, a coach with the Minneapolis CEP Employability Development Team discusses services with an enrollee to uncover problem areas.

CONCEPTS

## Concentrated Employment

The CONCENTRATED EMPLOYMENT PROGRAM (CEP) is a combination or *concentration* of individual manpower services within a specific area brought together under a single sponsor contract. CEP attacks *employment* problems in selected rural and urban areas suffering from low income, substantial unemployment or outmigration to other areas.

CEP's goals are to help those in greatest need solve their employment problems. The *program* follows through with the individual until every aspect of his employment problem is solved.

This may mean orienting a person to the employment opportunities open to him, referring him to courses to resolve basic educational deficiencies or vocational training when necessary, or removing barriers to employment by providing transportation, child care, income maintenance and so on.

As with MDTA, CEP provides living allowances for those in training. This helps enrollees maintain a reasonable income level until a point of self-support is reached. Enrollees also receive supportive counseling

and other problem-solving assistance.

Three individual CEP projects have been undertaken in Minnesota. Two of the projects serve urban areas in Minneapolis and Duluth. The Minneapolis CEP area is basically the Model Cities area on the south side of the city. In Duluth the CEP area was expanded in 1971 to encompass the entire city. A third project serves an 11-county rural area in north central Minnesota. The area includes Cass, Clearwater, Crow Wing, Becker, Beltrami, Hubbard, Mahnomon, Morrison, Otter Tail, Todd and Wadena counties. Clearwater County is the 1971 addition to the former 10-County Rural Minne-CEP area.

These areas are served when the Manpower Administration contracts with a local organization to develop a comprehensive plan of service to aid the area's unemployed and underemployed residents. The prime contractor then subcontracts with various agencies to provide special services needed in an overall program.

At Duluth and Minneapolis the city is the prime contractor. In the 11-county rural area the local com-

munity action agencies have formed Rural Minne-CEP, Incorporated as prime contractor. In all cases MDMS is the subcontractor for manpower services.

## George Does It

*George R., a Minneapolis Concentrated Employment Program (CEP) enrollee, had been without a job for 19 months. He was unskilled and had been looking for factory work.*

*A CEP Interviewer telephoned the shop foreman at a large manufacturing firm when the Job Bank received the firm's order for a few summer jobs under the National Alliance of Businessmen program. She outlined the enrollee's qualifications and goals and was able to make an interview appointment for the next morning.*

*A Neighborhood Worker accompanied George to the interview, which went well. He was hired on the spot for a permanent job and was able to secure higher wages than originally discussed, since he was 40 years old and had family responsibilities.*



## Work Incentive

More than \$850,000 in public welfare funds have been saved in Minnesota since July 1969 as a result of people becoming employed through the WORK INCENTIVE (WIN) program. Under the program, members of families receiving Aid to Families with Dependent Children (AFDC) are trained for employment.

After 30 months of operation in Minnesota, 4,000 have been enrolled in the WIN program. During the period, 1,014 job placements were made by WIN. Of those placed, 429 had their welfare grants reduced. One hundred and forty-seven were removed from public assistance upon completing the program. Average monthly savings in welfare grants were \$151 for each enrollee who successfully completed WIN.

Of those entering the WIN program since July 1969, 1,688 had not finished high school. Twenty-two per cent of these received a high school diploma or its equivalent as a result of participation in the WIN program.

On December 31, 1971, 2,004 were still enrolled in the WIN program. Of those still enrolled, 42 per cent were men; 58 per cent were women. Seventy-two per cent were between the ages 22 and 44. Thirteen per cent were minority group members.

The WIN Program in Minnesota is administered jointly by the State Departments of Manpower Services and of Public Welfare. The Department of Public Welfare refers eligible AFDC recipients through county welfare agencies to WIN for enrollment. They also provide child care, medical and other social services. The U.S. Department of Labor provides manpower services through the Minnesota State Employment Service to enable AFDC recipients to become wage earning members of society.

The WIN program is operational in 17 counties. These counties are Hennepin, Ramsey, St. Louis, Becker, Beltrami, Cass, Clearwater, Crow Wing, Hubbard, Mahnommen, Morrison, Ottertail, Todd, Wadena, Nicollet, Blue Earth and Le Sueur.

After a person is enrolled in the WIN program, he takes part in an initial assessment interview where a Counselor learns about his background and explains how WIN can help him. Some individuals have previous job experience or training and are ready for employment as soon as their personal or other problems are worked out. The WIN staff helps them move directly into suitable jobs. But most enrollees need a variety of services before they can start earning wages.

If a participant needs information about employment, he usually is assigned to work orientation training. At these sessions he has the opportunity to learn about the occupations and industries that interest him. He can also learn about money

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### Winning With WIN

*A 35-year-old divorced AFDC mother with one child was referred to the 11-County WIN program through the Morrison County Social Services Department. She had about three years of work experience, mostly as a hardware salesperson.*

*After two weeks, a 22-week On-the-Job Training contract was written with an employer to train her as a department head in a local variety store. Four months after completing training, she was promoted to store buyer.*

*Six-month follow-up indicated that she was still employed as a buyer, earning a salary considerably higher than she had anticipated when she entered the WIN program. About \$200 a month has been saved in welfare funds.*

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management, local transportation, personal grooming and other work-related matters. During the orientation period, the WIN team has an opportunity to assess further a participant's needs and interests.

A Counselor and other team members next help each participant develop a realistic employability plan, which may contain both short- and long-term goals. The plan will include all the services the participant needs to prepare himself for an occupation suited to his abilities, background and ambitions.

If a person fails to attend classes or report to work, his job coach visits him to find out why. Additional service may have been needed. For example, the coach may notify the welfare agency that a participant needs new child care arrangements because the previous ones have been broken down, or that he needs help with family or other problems. The job coach may even go to job interviews with a participant who needs support.

Participants receive the exact mix they need between basic or remedial education. Included are the high school equivalency program, vocational training, and work experience in a public or private nonprofit organization. Some participants need individual or group counseling; others need coaching in how to take tests for job examinations.

When a participant is considered ready for a job, he is placed on a job that is compatible with his employability plan, that pays the legal minimum wage or more, and that offers him an opportunity for advancement. After enrollees start to work, they can continue to receive supportive services, including child care and medical aid. The WIN staff also continues to help them work out any problems they may have with their new job. If necessary, special arrangements are made with employers to help participants adjust to the work situation.



## Supplemental Training

The SUPPLEMENTAL TRAINING AND EMPLOYMENT PROGRAM (STEP) was an innovation on the Manpower scene for 1971. The program provided work experience for trainees and recent graduates of U.S. Department of Labor manpower programs who had been displaced from employment or were unable to obtain a job because of the economic downturn.

On December 24, 1970, MDMS received approval from the U.S. Department of Labor to proceed with STEP. The project was designed to provide short-term work experience for up to 185 people at any one time. The program was to run 39 weeks—beginning January 11, 1971—at a projected cost of \$600,000. In June the ceiling on the number of enrollees was dropped.

STEP enrollees were placed with public and private nonprofit organizations in job situations closely fitting their vocational training. In this way enrollees gained additional on-the-job experience and stop-gap income while seeking permanent employment.

Enrollees were paid between \$1.60 and \$2 an hour. The rate depended on the wage scale for a comparable position in the employing agency. This hourly wage was a nontaxable stipend, paid totally under STEP. Enrollees worked a 40-hour week but were allowed time off with pay each week for counseling, job search and job interviews.

The largest enrollment was in the Twin Cities area. Over 200 people were placed there under STEP. Total enrollment for Minnesota was 332. Despite the program's short-lived nature and the poor state of the economy, 92 enrollees had found permanent employment by the termination date of STEP on October 8, 1971.

The success story to the right suggests the impact STEP made in Minnesota during 1971.

## Manpower Planning

The COOPERATIVE AREA MANPOWER PLANNING SYSTEM (CAMPS) was inaugurated by Presidential directive in 1968 to improve coordination of manpower programs at state and local levels.

Manpower planning emphasis in Minnesota is concentrated at the area level, more specifically along geographic lines that parallel the State's 11 Development Regions. Area plans are consolidated into a comprehensive State manpower plan. The State CAMPS Committee reviews the plan and makes necessary adjustments to accommodate national and State priorities.

Three Area Committees are in operation: Northwest Area CAMPS (seven northwestern counties that comprise Development Region I); Arrowhead CAMPS (seven northeastern counties that comprise Development Region III); and 11-County CAMPS (north central Minnesota). A Balance-of-State Committee develops the plan for the remaining counties — excluding Minneapolis, St. Paul and Duluth. A fourth area committee is now in the formation process in Development Region VII (central Minnesota).

Representatives from eight federal and eight State agencies serve on the State CAMPS Committee. A 1971 federal directive, however, requests that the committee be restructured to provide more broadly based planning. The Governor will establish a State Manpower Planning Council which will include representatives from the following groups: business, labor, public, those receiving manpower services and State manpower-related agencies.

In 1971 manpower planning staffs for the cities of Minneapolis, St. Paul and Duluth prepared Fiscal Year 1972 comprehensive plans under federal CAMPS grants for the first time. Prior to 1971 these plans were formulated by the Twin Cities Metropolitan Area CAMPS Committee, which still serves as a review board for the plans developed by the cities of Minneapolis and St. Paul and the following counties: Scott, Carver, Dakota, Washington and Anoka.

Current emphasis in manpower planning is toward decentralization, particularly by the Manpower Administration, U.S. Department of Labor. Consideration for programming will be given to the priorities set forth by the Area and State CAMPS committees.

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### Step To Success

*One of those helped under STEP was a 20-year-old American Indian girl. This girl had an eighth-grade education and had attended the St. Paul Guidance and Occupational Center under MDTA. Later she took clerical training at St. Paul Technical Vocational Institute. At both places her attendance was very poor. She was always late and wasted considerable time in school. One of her instructors wrote: "It is doubtful she will obtain any salable skills."*

*Under STEP a job developer placed her in a clerical position with a State agency. Surprisingly she did well with few absences. The agency considered keeping her, but the girl was unable to pass the State Civil Service examination.*

*STEP then transferred her to a federal agency near her home. After some coaching she passed the Federal Civil Service examination. The federal employing agency wanted to keep the girl and hired her as a permanent employee.*

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# Farm Employment Increases Sharply

Seasonal agricultural employment in the major labor-using crop activities in 1971 showed a sharp increase from 1970. Peak seasonal employment for 1971 was reached in late July when an estimated 9,977 seasonal agricultural field workers were reported to be employed in Minnesota. This represents an increase of 1,752 workers, or 21.3 per cent, from the estimated employment of 8,225 reported in 1970.

The seasonal agricultural work force in Minnesota consists primarily of local youth and migrant families from Texas. Peak employment figures represented an estimated 6,010 corn detassellers, 1,885 nursery workers, 1,508 sugar beet workers, 436 soybean weeders and 138 vegetable and berry workers.

The estimated 7,988 local workers employed at peak in late July included 5,505 corn detassellers, 1,797 nursery workers, 371 soybean weeders, 239 sugar beet workers and 76 vegetable and raspberry workers. Youth dominated employment in seed corn detasseling, sugar beet hoeing, soybean weeding, vegetable work and raspberry picking. Although some college students were temporarily employed, most seasonal agricultural nursery workers consisted of local adults. Males dominated the adult work force, whereas youth activities were generally divided evenly between males and females.

The estimated peak of 3,675 Texas migrant workers employed in mid-June was almost exclusively sugar beet workers. The composition of this labor force can best be described as family groups with parents and children over the age of 14 assisting with the work.

In 1970, a peak of 4,866 Texas migrant workers was reached in early July. The 1971 decrease of 1,200 in the number of employed migrant workers resulted from the closing of the sugar beet processing plant in Chaska and the attendant acreage reduction. Of 98 sugar beet growers in Renville County in 1970, only one remained in 1971 because of the plant closing.

Throughout the growing season the demand for year-round farm workers exceeded the available supply. This demand has remained relatively constant from year to year and becomes most pronounced, as might be expected, during the summer months.

Seasonal, temporary and part-time agricultural workers tend to be overqualified for the jobs they perform. This group consists largely of students, production workers and neighboring farmers. A steady increase in the application of machinery and an increase in the level of skill and judgment required of the operator has accelerated the use of temporary workers by unincorporated farms.

Because of adverse weather conditions which extended the season, food processing plants experienced some difficulty in retaining workers throughout the corn pack. Some plants were still in full operation after many students returned to school. A labor shortage of approximately 300 workers resulted.

To relieve this shortage, Rural Manpower Services set up an intrastate recruitment system whereby all referral activity for the corn pack could be coordinated through the State headquarters. Local offices having potential referrals could simply call Rural Manpower Services for current referral instructions to any sweet corn processing plant. Through this system, a statewide news release, and the efforts of the metropolitan area Job Bank, the worker shortage was remedied.



Apple harvest workers were recruited through the Winona Office.

For the past four years a Department jobmobile has been used during the fall months to recruit workers for the La Crescent apple growers. Each year over half a million bushels of apples are harvested. Three to four hundred workers are employed by area growers during the harvesting season which runs from late August through late October.

In earlier years orderly recruitment of workers was a problem for the growers. During the past four seasons more than 200 workers were placed each year and no labor other

## 1971 Seasonal Agricultural Workers\*

	Workers	Local	Out of Area	Out of State
April 15 .....	1,093	1,089	0	4
May 13 .....	1,814	175	425	2,414
June 17 .....	6,095	2,284	136	3,675
July 15 .....	8,360	4,752	118	3,490
July 22 .....	9,977	7,988	617	1,372
August 19 .....	1,926	1,772	93	61
September 16 .....	2,245	2,091	92	62
October 14 .....	3,445	2,918	126	401

\*Estimated



than that contiguous to the area was necessary.

A weekly farm labor bulletin was published from April to November. Besides listing current agricultural job openings and information on crops, the *Rural Forum* dealt with many other topics affecting rural areas.

Hollandale annually becomes a hub of agricultural activity as the seasonal influx of migrant field workers nearly doubles the community's population. Crops grown include sugar beets, asparagus, potatoes, onions, mixed vegetables and soybeans, providing periods of employment from early May to late November.

The Hollandale office is linked by short wave radio to homes, vehicles and some field equipment of area growers. This communications network facilitates the rapid movement of workers between fields and ensures maximum hours of work for the migrants in the area.

This procedure allows recruitment, some of which is done in Texas, to be managed on an area basis rather than on a grower-by-grower basis. The result is a reduction in the number of workers in the area and increased earnings for those who are employed.

## Services To Migrants

During the migrants' working season in Minnesota, the Department contacts them to provide manpower services such as agricultural and nonagricultural placement, employment counseling and referral to training. Contact activities were delayed in the Red River Valley during the week of June 28 when it became apparent that sugar beet hoeing conditions and excessive weeds would not allow interruptions while the workers were on the job.

Contacting activities got under way for a second time on July 12. These contacts revealed that a large number of migrants had no commitment after their Minnesota employment

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## Maria's New Home

*Maria, 16, has an asthmatic condition that the climate in Minnesota relieves. During an interview in July 1970, Rural Manpower Services (RMS) staff learned that Maria's family wanted to settle in Minnesota. The family consisted of the parents and seven children, ranging in age from 2 to 19. Another child was expected in October.*

*Maria was hospitalized several times in Texas. In 1967 her doctor finally recommended that she be sent to Denver where she was hospitalized for three months. Her father left the job he had held for 12 years in order to be with his daughter.*

*Once Maria was discharged from the hospital, the family began migrating. Their first year in Minnesota was 1970. They worked in sugar beets.*

*Upon learning of the family's desire to settle here, RMS assigned a specialist in resettlement operations. He interviewed them and assured them that he would assist them until*

*the family was successfully resettled.*

*In late August the family came to St. Paul. RMS assisted in obtaining the following services for the family: jobs for the father and his 19-year-old son; vouchers to purchase food or food stamps through a contract negotiated with an agency in Michigan; a month's rent from the Migrant Contingency Fund; free medical care at a nearby hospital for the expectant mother and for Maria.*

*Mexican-American students helped the 18-year-old boy enroll at the University of Minnesota where he is a participant in the Work Study Program. The 17- and 18-year-old girls were enrolled in high school.*

*More recently, job development by RMS staff produced work for the mother at a processing company.*

*The family will soon move into a home of their own, built under the Home Ownership Program for Low- and Moderate-Income Families (Section 235).*

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and that an even larger number had no employment to occupy them until the sugar beet harvest.

A lack of incoming orders for workers and massive acreage reductions in various crop activities in other states meant that the Department had few jobs to offer those who wished to continue migrating. Many migrant families, therefore, had to return to Texas.

The Department had job orders for 1,172 migrant workers, who were recruited in Texas. The Department also received requests from Wisconsin for 127 migrant workers.

Since little could be offered migrant workers in interstate employment, MDMS focused attention on finding stopgap employment such as soybean weeding. The Department also referred migrants to supportive serv-

ice agencies such as health clinics and county welfare offices and discussed with them the possibility of settling in Minnesota.

Inspection of housing began as soon as weather permitted in mid-March. A total of 29 facilities, some capable of housing hundreds of workers, were inspected.

Because growers and processors recruiting through the State Employment Service have had several years of experience with the Housing Regulations of the U.S. Secretary of Labor, little difficulty is encountered in the area of physical facilities such as hot and cold running water and showers. Proper operation, maintenance and sanitation, however, continue to be problem areas.

Resettlement activity declined from the previous year because of a lack





Eight Department offices recruited youth crews to detassel seed corn.  
MANKATO FREE PRESS

of funds caused by the termination of the two-year Experimental and Demonstration Migrant Project. Many migrant families come to the Twin Cities metropolitan area after the harvest is over without making prior arrangements. They have limited funds, no job prospects, and often, no housing. MDMS personnel attempt to assist these families in obtaining housing, food and clothing.

The ideal situation is to contact the family during the migrant work season. Plans can be developed then for employment, housing and supportive services once the season is over. This planning helps lessen hardships for the migrant family.

## Youth In Agriculture

1971 showed a significant increase in the use of youth workers in agriculture. The number of youth employed in agriculture jumped from 3,000 in 1970 to more than 9,000 in 1971 because an additional 6,000 workers were needed to detassel seed corn.

Fearing substantial damage from blight in 1971, most hybrid seed corn companies planted as much blight resistant seed corn as possible. Since most blight resistant strains of seed corn must be detasseled by hand, many young people became wage earners for the first time. Corn detasseling offered the only large-scale employment for youth in the southwestern part of Minnesota.

Almost 90 per cent of the young people employed in agriculture in 1971 were engaged in seed corn detasseling. The remaining 10 per cent performed such tasks as sugar beet hoeing, strawberry and raspberry picking, soybean weeding, hay baling, rock picking and field corn roguing.

Recruitment for summer agricultural employment began with registration while school was still in session. Job orders for youth were sought through radio and television announcements, newspaper articles, mail promotions, leaflet distributions, posters and personal contact.

Youth crews were transported to the fields daily by buses and private cars. These young people ranged in age from 12 to 18, depending on the activity for which they were hired, but the majority were 14 to 16 years old.

Corn detasseling employment in 1971 lasted from July 8 to August 8. The average worker earned approximately \$100. The job was not an easy one. The hours were long and conditions were not always the most favorable. Almost every high school in southwestern Minnesota was contacted during the spring by local office personnel who gave every interested student an opportunity to apply for this work.

The Willmar, Fairmont, Mankato, Montevideo, Marshall, Hopkins, Worthington and New Ulm offices

participated in the corn detasseling program. Seed corn companies cooperated with all aspects of the operation, and bus service operators throughout the area cooperated by allowing the use of their school buses to provide safe transportation for the young workers. The real heroes of this summer saga were the 8,000 teenage boys and girls who worked until the job was done.

The most financially rewarding crop activity for young people during the summer months traditionally has been sugar beet hoeing. The Department develops as much sugar beet acreage as possible for youth crews. The most successful method of acreage development for youth is personal contact with growers. The Department also assists in hiring crew leaders to supervise sugar beet youth crews.

The 1971 youth sugar beet program was substantial. Through the Crookston and Moorhead local offices, 739 youth from eight communities were organized into 27 crews. These young people worked for 36 growers and earned \$34,838.85 by thinning and weeding sugar beets.

The further use of electronic and mechanical thinners will provide increased potential for young workers in this program in the future. Machine use tends to require one trip through the fields on the part of manual labor.



## Rural Development

Through the use of a new motorized coach, the Department provides employment and other manpower services to communities that do not have ready access to established Minnesota State Employment Service offices. On December 6 the motor coach began providing itinerant service weekly to Hutchinson, Litchfield, Gaylord and Glencoe.

These towns are in a three-county area in which no State Employment Service office is located. From these locations employment services also are made available to 27 neighboring communities.



Motor coach puts manpower services on wheels.

The 25-foot camper-type vehicle is fitted as a two-room employment office with instant mobility. It has its own generator, so that it may be used where utilities are unavailable, and special outlets for using local electrical and telephone systems.

This unit is staffed by a specialist in manpower services and an employment counselor. The full range of employment service programs, including interviewing and job development, are made available to jobseekers.

The motor coach experiment is expected to provide increased employment and training opportunities for people in the trial area. The Department anticipates expansion of the service to other portions of the State.

Employment in rural areas is affected by many factors. These factors include: declining populations, availability of adequate housing, consolidation of farm units with accompanying decline in agricultural jobs, low incomes and migration to metropolitan areas. Job and training opportunities for young people in many rural areas are also minimal.

To study and help alleviate employment problems in rural areas, the U.S. Department of Labor established the SMALLER COMMUNITIES PROGRAM (SCP). SCP has two objectives: to provide manpower services to rural areas of the State that are removed from effective service by an existing Department office, and to determine the nature and extent of an area's labor force in order to facilitate local economic development. A mobile team of counselors and interviewers provides comprehensive employment services and a team of researchers provides detailed labor force information.

Three projects were completed during 1971. In Wright County a job-mobile trailer was used as an office in which a labor force survey was conducted. Manpower services were also provided to applicants at this office.

A massive project was undertaken in Cass County, North Dakota, and in Clay County, Minnesota. The initial request for this project came in November of 1968 from industrial development groups in Fargo and Moorhead. The goal of the project was to provide comprehensive data on the manpower resources of the area in order to further industrial growth.

The Cass-Clay project was one of the largest interstate surveys undertaken. Nearly 31,000 individuals returned completed questionnaires. Because the survey area included more than 120,000 people and covered more than 2,000 square miles, the cooperation of many local agencies and organizations was

needed. This was the first time that North Dakota and Minnesota have combined resources to obtain labor force information.

The project combined two survey methods that should enable an updating of this information on a biennial basis. The first survey relied totally upon questionnaires sent through the mail and was the first complete survey conducted by mail. The second survey method was a statistical sampling of households in the two counties.

The last survey project completed in 1971 was in Nobles County. The project showed that a mailout survey can provide the desired information. It also indicated that a small staff can effectively design and conduct a survey within a relatively short period. This survey method is expected to be used again where large amounts of data are required and where the local communities feel that the method is in the best interests of the area.

In June the Southwest Planning Project, an organization funded by the Office of Economic Opportunity (OEO), initiated a proposal for a complete labor resource study in southwestern Minnesota. Since several of the 18 counties included in this project area already had been surveyed under the Smaller Communities Program, only 10 were included in the survey design.

Funds for the survey were allocated, a sample design was drafted and community support was being obtained, when the Southwest Planning Project lost its OEO funding. Planning lapsed until alternative sponsors could be found. The survey will be conducted in 1972 with the prime sponsor being Southwest Minnesota State College.

Plans were also made for a labor force survey to include all or parts of Blue Earth, Brown, Le Sueur, Nicollet, Sibley and Waseca counties in 1972. This project will be sponsored jointly by Mankato State College and this Department.



# MDMS Develops Human Resources

Some persons who seek service through the Minnesota Department of Manpower Services (MDMS) have greater difficulties than do others in gaining and holding employment. These are the people known as the disadvantaged.

They are the poor who do not have suitable employment, and are under 22 or over 45 years of age, school dropouts, handicapped, or have special obstacles to employment.

MDMS offers special services to aid those persons who are disadvantaged to prepare them for employment.

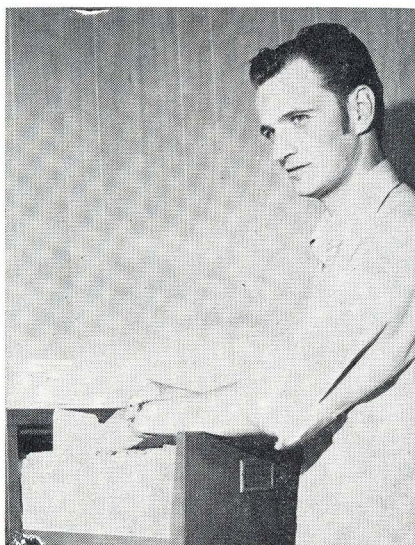
MDMS personnel make efforts to contact them, to improve their employability, to develop job opportunities for them and to follow through on assistance aimed at insuring their gaining and holding suitable jobs.

Cooperative referrals between the Department and other agencies providing specialized services offers a broadening of the potential for successfully solving employment and related problems which confront disadvantaged persons.

When success is achieved in the area of suitable placement in employment, the benefits accrue not only to the person so placed but also to the employer who has a productive employee. The community, too, benefits as a whole, since the person who formerly required an array of support is now on the way to supporting himself.

## Older Workers

To assist older workers with job-seeking problems, the Department provides trained specialists in each local office. A middle-aged or older worker is considered to be a valuable worker while employed. Once unemployed, he often encounters difficulty finding employment.



Totally disabled once, he now holds an office manager's job that was created by his employer to aid returning veterans.  
MESABI DAILY NEWS

To inform and equip the public and the professional to deal with employment problems of middle-aged and older jobseekers, the U.S. Department of Labor funds the National Institute of Industrial Gerontology through MDMS.

In 1971 the Minnesota Department hosted a 19-state Industrial Gerontology Seminar at Minneapolis. Participating were educators, employers and representatives from public employment service offices throughout the country.

The special U.S. Department of Labor project to develop a new training program for state employment service middle-aged and older worker specialists was completed July 1. The new training package will be used nationwide to train specialists in providing better service to the middle-aged and older jobseeker.

Older people with poverty-level incomes are identified by MDMS local offices and are referred to programs designed to assist them. In Minneapolis, the Senior AIDES

program provides employment in a variety of community services. The GREEN THUMB and GREEN LIGHT programs aid disadvantaged older workers in other parts of Minnesota.

In cooperation with the University of Minnesota, School of Public Affairs, the Department provides an internship for a graduate student in their Aging program. MDMS also cooperated in state-level activities in preparation for the White House Conference on Aging, held in November.

## Handicapped

The Department continued to promote the elimination of architectural barriers to employment for the handicapped during 1971. MDMS works closely with area councils on Employment of the Handicapped and the Governor's Commission on Employment of Handicapped Persons.

As part of an ongoing program, MDMS also tried to improve relationships and to coordinate activities with other agencies providing services to the handicapped.

Local office personnel were trained to provide more individualized services to the handicapped and to make more effective referrals to other agencies and to training and job opportunities. In addition to those specifically responsible for serving the handicapped, the entire local office staff, wherever possible, was trained to provide these services.

MDMS offices throughout the State used National Employ the Handicapped (NETH) Week to promote employment of disabled veterans. Many Vietnam veterans, especially those with disabilities, are experiencing great difficulty in becoming reestablished in the community. Reports of NETH Week activities from local offices reflected the value of feature stories, displays and promotional letters used in assisting these handicapped veterans obtain employment.





Youth job representatives worked through the Virginia Office to secure summer jobs for young people.  
MESABI DAILY NEWS

## Minority Groups

Members of minority groups comprise approximately two per cent of the State's total population. Negroes make up about half of this number followed by American Indians, Mexican-Americans, Orientals and others.

Department personnel are located throughout the State to bring manpower services to these people. A minority group member is hired for such a position whenever possible.

Services are provided to those living on or near Red Lake, White Earth, Leech Lake, Nett Lake, Grand Portage, Fond du Lac, Mille Lacs, Upper and Lower Sioux and Prairie Island Indian reservations by Reservation Representatives and other staff.

Many of the MDMS staff members who work with Mexican-Americans are bilingual. By speaking in Spanish they are better able to provide assistance to Minnesota citizens whose first language is Spanish.

Since many members of minority groups also experience problems in gaining and holding employment, special services are made available to them. Included are job counseling, skills training, job development, placement assistance and special follow-up supportive services.

The number of members of minority groups who participate in special programs designed to aid the disadvantaged is greater than their

actual percentage of the State's total population. For instance, 17 per cent of those enrolled in Manpower Development and Training projects and 14 per cent of those in WORK INCENTIVE program projects are members of minority groups.

## 'Togetherness' Pays Off

*Duluth's cold winters and cool summers differ greatly from the climate of Guillermo G.'s hometown in Texas. But he does not mind.*

*After many years as a migrant laborer, he works as a welder for an ornamental iron firm in Duluth. A better life for this Spanish-American began when he talked to a Spanish-speaking Counselor from the Minnesota Department of Manpower Services. At that time, Guillermo was doing farm work in southern Minnesota.*

*By bringing together the services of the St. Louis County Welfare Department, the Family Services Society of Duluth and the Duluth Housing and Redevelopment Authority, the Department helped Guillermo, his wife and seven children settle in Duluth.*

*Next he began training under the Manpower Development and Training Act at the Duluth Skills Center. After completing basic education to improve his English and six months of training in welding, he worked as an assistant welding instructor before finding a job as a welder.*

## Youth

Over 60,000 youth registered for work during the 1971 Governor's Youth Employment program. This represents a nine per cent increase from the previous year. There were 51,468 placements of Minnesota youth under 22 years of age from April through September, the period during which MDMS conducted the Governor's Youth Employment Program.

The Governor's office, State agencies, the National Alliance of Businessmen, the Federal Executive Board of the Twin Cities and Chambers of Commerce throughout the State participated in the campaign.

Of the 51,468 placements made during this period, 39,050 were in agricultural jobs and 12,418 in non-farm jobs. This represents nearly a 300 per cent increase in agricultural placements and an eight per cent decrease in nonfarm placements. There were 7,163 young people who had been graduated from or did not plan to return to school in the fall placed in permanent full-time jobs during the campaign, a decrease of 12 per cent from 1970. The emphasis here was on the placement of youth in jobs having opportunities for advancement.

The Federal Executive Board of the Twin Cities and State agencies in the metropolitan area cooperated with the Department to computerize the entire program for providing summer jobs to young people. All job orders were routed to the MDMS Job Bank, placed on microfilm and distributed throughout the Twin Cities metropolitan area. For the first time all federal and state agency summer jobs were simultaneously made available to youth in all parts of the Twin Cities.

NEIGHBORHOOD YOUTH CORPS enrollees and other young people were hired to staff youth employment centers set up in several MDMS offices. These young people took applications, contacted employers and referred other youth to jobs. This



was the second consecutive year in which youth staffed such employment centers.

The MDMS COOPERATIVE SCHOOL PROGRAM facilitates the transition of youth from the school setting to the employment situation. Experience has proved that providing services to students while they are in school saves considerable time and effort for those who enter the labor market upon leaving school.

During 1971 the Department provided counseling, testing, occupational information and placement services to students in 334 Minnesota schools.

Besides providing services to graduating seniors, MDMS provides services to youth who drop out of school prior to graduation. These services include counseling, testing, placement and referral to training programs such as MDTA, NAB-JOBS and JOB CORPS.

## Job Corps

The JOB CORPS is a federally financed nationwide program designed to provide a wide range of services to youth. Youth, 16 to 22 years of age, characterized by cultural deprivation, disruptive home-life or other physical or social con-

ditions which substantially impair their employability potential are eligible for the program.

Although the Job Corps is administered by the U.S. Department of Labor, the Minnesota Department of Manpower Services has the responsibility of recruiting and screening new candidates for the program and of providing placement assistance to all returnees to Minnesota.

Since 1965 nearly 1,600 young Minnesotans have participated in the Job Corps program. During 1971 the typical Minnesota Job Corps enrollee was about 18 years of age with less than 10 years of education. The enrollee was from a family of five with an average family income of \$3,120. Forty-six per cent of the families were receiving some type of public assistance.

Half the enrollees came from urban areas of more than 50,000 population; 26 per cent came from communities of 2,500-50,000 people; and 24 per cent came from rural areas of less than 2,500 people. Ethnically 17 per cent were American Indian, 13 per cent were Blacks and 5 per cent were Spanish-American.

Because there are no Job Corps centers in Minnesota, enrollees were

assigned mainly to centers located in Wisconsin, Indiana, Montana, Ohio and Missouri.

Residential training is a unique feature which distinguishes the Job Corps from other manpower programs. Job Corps provides an enrollee with the opportunity to start afresh in a wholesome environment that develops new educational, vocational, and social skills and offers health and recreation services.

The curriculum at Job Corps centers is self-pacing and non-graded. Instruction is learner-centered. The teacher functions as a resource person, diagnosing learning problems and prescribing specific remedies.

During 1971, Job Corps introduced several new approaches in meeting the needs of groups with special problems.

The Kicking Horse Job Corps Center, managed and operated by Indians for Indian male youth, opened in February. The contractor for management and operation of the center is the Tribal Council of the Confederated Salish and Kootenai Tribes of the Flathead Reservation. Candidates for this center are recruited from the states west of the Mississippi River. The center is located in Montana.

A number of centers have instituted English as a Second Language Program for Spanish-speaking Corps members. The basic purpose of the program is to linguistically integrate the Spanish-speaking Corps members into the rest of the community. In this program the emphasis is on teaching English as a second language, not as a replacement for Spanish.

Other developments intended to improve the program include: decentralization of the supervision of the centers to the Manpower Administration's regional offices; the addition of more union-sponsored vocational courses; upgrading programs in residential living and health services.



To improve their skills, five St. Paul area youth chose the Job Corps.  
ST. PAUL DISPATCH



# Employer, Union Services Strengthened

Employer Service Representatives made 18,357 personal visits to employers during 1971. Through the Employer Services program the representatives seek job openings from employers and inform employers of the manpower services the Department makes available to them.

MDMS improved and expanded the services provided to employers during 1971. A unit system was installed within the Twin Cities Metropolitan Area. Those who provide employers with services aimed at solving manpower problems—Labor Market Analysts, Job Analysts, Technical Service Representatives and Field Contact Representatives—were brought together as a single force under this system.

Prior to visiting an employer MDMS personnel must indicate to a control center which employers they plan to contact. No two persons are allowed to call on the same employer within a given period. Duplicated employer visits are curtailed.

Employer Service Representatives also played an important part in promoting the Jobs for Veterans campaign by calling on employers to enlist their help. Additional visits were made to 405 employers who indicated an interest in the campaign.

## Industrial Services

In keeping with the nationwide accent on services to employers, Department Occupational Analysts assist employers with personnel problems. These problems include selection, job restructuring, turnover and absenteeism, job classification and other areas relating to personnel and plant operations.

Job descriptions, including job schedules and job specifications, are written when needed. Descriptions are often written as background for tests used in local offices and in research.

*A Handbook for Job Restructuring*, a brochure *Are You Creative With People?* and a 53-page pamphlet *Developing Your Manpower* were distributed to MDMS offices that had not received them in 1970. Local offices use these materials as aids in solving manpower problems.



*Manpower Topics*, a newsletter directed to the labor movement, provides information on Department services.  
UNION ADVOCATE

## Trade Union Relations

Further strengthening of the lines of communication and understanding between the Minnesota Department of Manpower Services (MDMS) and the labor movement was necessary during 1971 because of the many diversified programs, now being administered by MDMS, in which labor has an active interest.

Due to the high unemployment compensation load, there has been some delay in the payment of claims; an increase in the number of protests; and, with the increase of protests, a delay in the hearing process. To alleviate the problems in this area, the Department, with labor's support, has initiated a bi-weekly reporting system on unemployment compensation claims.

MDMS also has scheduled, on a trial basis, appeal hearings at other

than regular working hours in an attempt to clear up the backlog and to make it easier for claimants who have become reemployed to appear without losing time from work.

Beginning with the executive order from the President in June 1971, the returning veteran has received top priority for supportive services, training and job placement. Labor representatives together with Department representatives are serving on mayor's task forces in communities all across the State and are also serving on the Governor's task force.

Referrals received from the Human Resources Development Institute AFL-CIO separation centers on the west coast to the Central Labor Bodies in the State, by mutual agreement, are forwarded to MDMS so that the veterans representative may assist the returning veteran in finding employment. This procedure serves a two-fold purpose in that the labor movement has become increasingly aware of the types of services provided by MDMS and the Department, in turn, has been better able to assist the veteran.

Mandatory job listings required of certain firms holding government contracts have made it necessary for Department personnel to interpret to the labor movement the requirements and the exceptions and the relationships which will be maintained under the President's order.

Two other veteran programs hinge directly on the labor movement, specifically the Building Trades. They are: Project Transition, which is a program designed to train servicemen to enter apprenticeship programs; and Transition Construction Jobs, which is intended for the veteran who is a journeyman.

Interpretations and procedures have been developed by the Department with organized labor. Key personnel within the labor movement have been designated as contact persons





**He's home.**

**With maturity,  
ambition, skills.**

**Hire experience. Hire the Veteran.**

Contact State Employment Service of VA offices.

Billboards promote job opportunities for veterans.

for these programs. Training is being provided to all local office personnel in the Department in order to develop a better understanding of the needs, desires and relationships between the Department and the workingman.

It is expected that the cooperation, coordination and understanding developed as a result of in-house training and informational meetings with representatives of the labor movement will result in more active support from labor for the Department's efforts to assist the unemployed, the underemployed and the disadvantaged.

## Businessmen's Alliance

The Minnesota Department of Manpower Services (MDMS) participates in the JOBS (JOB OPPORTUNITIES IN THE BUSINESS SECTOR) program of the National Alliance of Businessmen (NAB).

The three-year program began in 1968 at the request of the President to hire, train and retain disadvantaged persons for jobs in the private sector in 50 of the nation's largest cities.

The program has been expanded nationwide and has been extended for an additional three years. The program in 1971 took on the added task of finding jobs for returning Vietnam-era veterans.

NAB metropolitan offices in Min-

nesota are located at Duluth, Minneapolis and St. Paul. Each office is staffed by executives on loan to the NAB from business firms and by one person from the Minnesota Department of Manpower Services.

The MDMS person works as the Manager of Recruiting and Government Programs. The individuals on loan from industry are the Chairman, Director, Manager of Job Procurement and Placement and in some instances veterans representative and youth representative.

NAB solicits job opportunities for the disadvantaged from industry through a pledge campaign. The Minnesota State Employment Service and other community agencies recruit and refer disadvantaged persons to specific openings as indicated by the employer.

The employer will hire the person, then train him and provide the necessary supportive services to retain him on the job. These services include job-related education, orientation, child care and transportation.

To cover the extraordinary expenses incurred by the employer in providing the above services, an employer or group of employers may contract with the U.S. Department of Labor for reimbursement on a fixed price contract. The current series is known as JOBS '70 or MA-6.

During 1971 approximately 75 Min-

nesota employers were reimbursed for extraordinary expenses. They hired approximately 300 disadvantaged workers. Many other employers also hired disadvantaged workers; they did not contract with the Department of Labor, however, and assumed the extraordinary expenses on their own.

Firms participating in the program are from nearly every industrial grouping and vary in size from less than 10 to over 1,000 employees. Contracts including more than one employer, known as "Consortium Contracts," have been sponsored by Chambers of Commerce and the American Institute of Banking. The latter trained over 100 disadvantaged individuals for more than 25 Minneapolis area banks. The jobs have paid starting wages from approximately \$2 to \$3.50 per hour.

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## Management Analysis

To reduce costs and increase efficiency of operations, the Minnesota State Employment Service (MSES) moved further into a computer-assisted management improvement program during 1971.

New, revised or emerging concepts, tools or techniques include the Plan of Service Automated Reporting System (POSARS). The system assists managers in planning and control aspects of MSES activities in terms of services, staffing and costs.

A revised technique for appraising local office operations was tried experimentally in the Minneapolis Office. The technique, an outgrowth of Manpower Administration task force efforts, will be tried in other state public employment agencies before it is implemented nationally.

MSES Management Analysts assist in adapting to change. Approximately 48 projects or special assignments on management functions were initiated during 1971.

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# Training Bolsters Services To Public

The Administrative Services Division provides the Department with supportive services. These include personnel, training, financial management, electronic data processing, research, planning and office services.

Training is of particular significance in preparing Department personnel to assist the public more effectively.

During 1971, 29,466 man-hours of training were conducted in the Department.

The Department also participated in special training programs, sponsored by federal and state governments, at accredited educational institutions.

In addition to in-service basic training for new professional employees, other training included a newly developed unit on interviewing techniques, introduction of the Nonverbal Aptitude Test Battery to over 100 Counselors and Test Technicians, communications and leadership skills for management personnel, and a seminar for local office staff in recognizing and dealing with behavioral problems.

The Department also participated in a program to train interviewers in counseling-related skills. This program was conducted by faculties at the University of Minnesota and at St. Cloud State College and provided training to 50 persons.

Basic training in unemployment compensation procedures was given to new local office personnel. Area training sessions, attended by 96 experienced claims personnel, were also given to cover administrative

changes brought about by amendments to the Minnesota Manpower Services Law. These training sessions aid local office claims personnel in providing fair and complete service to claimants and employers.

The Department established a task force in 1971 to revise the entire basic training program. The objective is to provide a comprehensive, flexible, convenient and efficient means of training each new local office employee.

During 1971 the Department became a participant in the NEW CAREERS IN EMPLOYMENT SECURITY program through which disadvantaged persons are given an opportunity to increase their job mobility. MDMS employed 10 disadvantaged individuals as pre-professionals and upgraded 10 from the existing pre-professional and clerical staff. All of these people spend up to half of their time in accredited and on-the-job training.

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## 1971 Administrative Expense

Personal Services .....	\$10,062,715
Personal Benefits .....	1,071,789
Occupancy .....	583,894
Interest on Building Bonds .....	15,000
Travel .....	267,643
Supplies .....	303,108
Communications .....	172,190
Equipment Rentals .....	395,237
Equipment Maintenance .....	67,352
Outservice Training .....	76,241
Advertising .....	17,849
Services .....	12,404
Other .....	64,982
Registration and Training—WIN Program.....	1,019,075
On-Job Training—JOBS Optional Program.....	634,945
TCOIC <sup>1</sup> Contract .....	231,873
National Council on Aging Contract <sup>2</sup> .....	489,400
Noncurrent Expenditures	
Amortization of Building Bonds .....	242,137
Capital Purchases .....	107,078
Total .....	\$15,834,912

<sup>1</sup>Twin Cities Opportunities Industrialization Center

<sup>2</sup>Special studies contract administered for National Council on Aging

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# Legal Experts Interpret Law

The Minnesota Manpower Services Law provides for the compulsory, systematic accumulation of a reserve fund to which employers contribute through a payroll tax. The Law stipulates that the fund is to be used for the benefit of eligible persons who become unemployed.

To bring about effective and equitable administration of this Law, provision is made within the structure of the Department for investigations, appeals, collection of delinquent accounts and control of benefits payments.

Other activities include advising the Commissioner and section heads of the Department; preparation of leases to premises occupied by the Department throughout the State; drafting of legislation; amendment of Department's regulations and certifications to the Secretary of Labor of various documents such as Supreme Court decisions, Attorney General's opinions and laws passed by the State Legislature.

Numerous amendments to the Minnesota Manpower Services Law were necessitated by the federal Employment Security amendments of 1970. All the bills necessary to effectuate the amendments were drafted by the Legal Section of the Department.

During the year, 1,269 delinquent accounts were referred to the Legal Section by the Accounting Section for collection. The significant collection activities are summarized as follows: \$189,515.87 was collected on 1,074 items of delinquent accounts; 791 suits were commenced in District Court; 50 contested Dis-

trict Court cases were disposed of; 537 judgments were docketed; 191 proofs of claim were filed in bankruptcy, probate, receivership and corporate dissolution proceedings.

During 1971, 24 overpayment prosecutions were prepared and forwarded to MDMS offices for presentation to city and county attorneys. In 1971, 14 claimants were convicted of fraudulently obtaining benefits. In most cases, repayment and fines, jail sentences or probationary periods were ordered. Other fraud cases were handled by administrative actions with disqualification penalties imposed on claimants.

Orders were prepared for the hearing of 80 appeals from determinations of liability and submitted to the Assistant Commissioner, Unemployment Insurance Division. In 66 cases regarding employer liability, disposition was made by decision, dismissal or return to the Commissioner for further proceedings.

At the end of the year the following determinations of employer liability were pending review in District Courts: *Century Enterprises and Daniel A. Zuleski* and *Richard Gold, dba Gay Nineties Theatre Lounge & Oyster Bar*; both in Hennepin County.

The Supreme Court affirmed the decision of the Commissioner on March 5, 1971, in the case of *R. E. Johnson v. Ford Motor Company*, 289 Minn. 388, 184 NW 2d 786. The Court held that the St. Paul plant of the Ford Motor Company is a separate establishment within the meaning of Minn. Stat. 1969, Sec. 268.09, Subd. 1(5), and that

the strike or labor dispute terminated at that plant upon the actual termination of the labor dispute, notwithstanding the provisions of a collective bargaining agreement which provided that the dispute would continue until all strikes were terminated at all company locations.

In *Lehmann v. Western Airlines, Inc.*, \_\_\_ Minn. \_\_\_, 188 NW 2d 883, the decision of the Commissioner was also affirmed on July 16, 1971, with the Court holding that the record supported the holding of the Commissioner that the claimants were disqualified for unemployment benefits because their unemployment was due to a strike or other labor dispute in progress at the establishment at which they were employed within the meaning of Minn. Stat. 1969, Sec. 268.09, Subd. 1(5), rejecting the contention that the statute operates unfairly to the prejudice of nonstriking employees who did not recognize, condone, sanction or in any way participate in the strike. The Court further pointed out that such a contention is one which should be addressed to the legislature.

On motion of the Department the Supreme Court discharged writs of certiorari in the following cases: *Fields v. Northwest Linen Company, et al.* and *The Zero-Max Company, et al. v. State of Minnesota, Department of Manpower Services*.

At the end of the year the following case was pending in the Supreme Court: *Frank v. Continental Can Company, et al.*, involving eligibility for benefits.



A statistical supplement  
to the 1971 ANNUAL REPORT  
can be obtained after July 1  
by writing

The Research and Planning Section

**Minnesota Department  
of**

**Manpower Services**

390 North Robert Street

St. Paul, Minnesota 55101



A job order for 330 workers for the second shift at a local meat packing plant was put on the Job Bank. All applicants were screened by the St. Paul Office where they filled out application forms provided by the company. Of the 320 new workers hired, 211 were from the 420 referrals the Department made.

### 1971 Compromise Settlements of Employer Accounts

Employer No.	Ownership	Contributions	Interest, Penalties	Court Costs, Sheriff Fees	Payment Received	Compromise Basis Regulation 16 (b)
5080-88-68076	Individual	\$ 309.77	\$ 197.64		\$ 309.77	(2)(aa)
5080-88-12291	Corporation	61.32	33.68		40.23	(2)(aa)
1511-90-73810	Individual	1,430.67	1,182.61	\$ 79.60	1,137.42	(3)(bb)
1750-07-93615	Individual	372.95	153.62		100.00	(3)(bb)
8640-88-20522	Corporation	306.05	184.89		50.00	(2)(aa)
7951-67-80187	Individual	2,025.00	3,478.84	19.50	500.00	(3)(bb)
1511-90-42108	Individual	647.81	699.89	48.00	448.00	(3)(bb)
4210-07-94979	Individual	1,140.28	1,092.51	194.00	1,000.00	(3)(cc)
1511-90-72863	Individual	320.47	345.31	14.80	250.00	(3)(bb)
4211-27-81094	Individual	443.87	488.73	111.18	400.00	(3)(bb)
5711-88-51875	Individual	564.53	178.22		578.37	(2)(aa)
1710-89-59542	Partnership	528.14	350.15	25.70	100.00	(1)(bb)
5990-88-33055	Individual	580.00	218.30		550.00	(2)(aa)
1610-02-00627	Individual	785.50	469.34	50.38	835.00	(3)(bb)
7240-02-25790	Individual	513.83	534.41	61.80	750.00	(3)(aa)
2741-88-49737	Corporation	1,379.04	396.15	20.10	1,200.00	(2)(aa)
1611-10-35528	Individual	363.38	1,038.43	24.10	970.68	(3)(bb)
0720-34-06057	Individual	624.52	150.18	34.60	1.00	(2)(aa)
7230-59-13103	Individual	1,322.39	481.37	16.00	1,322.39	(1)(aa)
1710-89-59542	Partnership	528.14	350.15	18.90	301.33	(1)(bb)
5420-88-66316	Corporation	2,665.28	978.38		2,932.25	(1)(aa)
5220-22-34177	Partnership	1,150.06	314.75	19.70	400.00	(2)(aa)
6510-55-33823	Corporation	6,678.92	1,049.62		7,063.92	(1)(aa)
2751-07-28591	Corporation	706.80	630.94	13.60	200.00	(3)(bb)
5250-29-78472	Corporation	1,409.75	244.56		873.28	(2)(aa)
4210-32-32365	Partnership	1,621.73	507.33		1,000.00	(1)(aa)
5540-02-01065	Individual	213.83	131.45	19.60	233.43	(3)(bb)
5390-24-28838	Individual	398.66	439.27	33.20	250.00	(3)(bb)
5810-27-30371	Individual	162.77	92.94	14.28	125.00	(3)(bb)
6530-88-28548	Corporation	258.35	106.97	2.16	200.00	(3)(bb)
7220-88-04678	Individual	804.64	438.87	4.40	750.00	(2)(aa)
7320-56-87373	Corporation	878.12	484.27	11.75	889.87	(3)(aa)
5810-21-48999	Individual	289.22	245.22	28.25	100.00	(3)(bb)
7930-21-87938	Individual	870.55	879.22	46.05	400.00	(3)(bb)
8620-89-82868	Corporation	1,849.84	309.42		1,849.84	(2)(aa)
1510-12-93107	Partnership	423.63	233.67	11.70	141.21	(3)(bb)
1510-12-14476	Corporation	188.83	100.47	11.30	62.94	(3)(bb)
4210-90-09028	Partnership	4,945.44	2,720.74	10.00	1,000.00	(2)(bb)
5510-86-14004	Individual	724.90	474.23	40.60	765.50	(3)(bb)
1720-27-70284	Individual	1,139.90	789.59	3.60	720.00	(3)(bb)
5810-03-38493	Partnership	248.10	38.91	4.30	248.10	(2)(aa)
4120-07-43851	Individual	16.14	37.56	10.70	25.00	(3)(bb)
<b>Totals</b>		<b>\$41,893.12</b>	<b>\$23,272.80</b>	<b>\$1,003.85</b>	<b>\$31,074.53</b>	



## Unemployment Compensation Benefit Claims and Payment Activity

	NEW CLAIMS			Number of Weeks Paid	Gross Amount of Benefit Payments	Number of First Payments Made	Number of Beneficiaries Who Exhausted Benefits
	Received	Determined Valid	Invalid				
1971 Total	126,705	112,095	20,662	1,406,023	\$70,334,338	100,383	37,809
January	19,910	18,327	1,981	165,414	8,420,624	16,156	2,768
February	13,453	14,988	2,225	189,319	9,645,220	14,746	3,004
March	12,348	12,148	1,889	209,439	10,576,336	12,672	4,627
April	8,770	9,437	1,422	172,739	8,647,375	8,509	5,327
May	6,052	5,243	903	108,036	5,244,350	5,328	4,266
June	7,240	5,944	1,055	92,960	4,414,776	4,841	3,785
July	7,493	5,626	1,077	76,764	3,645,208	4,624	2,724
August	8,952	8,790	1,188	75,790	3,635,120	6,375	2,532
September	5,456	4,886	876	64,959	3,153,255	4,989	2,118
October	6,197	4,555	817	56,156	2,770,116	3,843	1,734
November	12,608	8,735	1,100	73,240	3,726,839	5,714	2,085
December	18,226	13,416	6,129	121,207	6,455,119	12,586	2,839
1970	128,076	110,902	11,305	1,085,000	53,085,116	90,624	23,035
1969	66,042	57,653	5,808	549,203	23,771,130	47,003	11,564
1968	69,736	63,971	7,983	641,426	26,825,181	53,650	13,613
1967	82,035	65,689	10,901	637,280	24,852,340	49,074	11,297
1966	72,701	63,202	8,312	673,325	20,341,080	52,023	8,422
1965	88,750	80,303	8,733	961,265	28,253,611	67,463	15,215
1964	105,495	94,732	11,392	1,258,845	37,046,131	84,565	22,010
1963	113,677	102,867	12,086	1,330,099	39,042,576	90,769	23,373
1962	115,128	100,892	13,461	1,277,326	36,852,706	88,042	23,848
1961	126,933	110,724	15,600	1,576,385	45,986,454	99,859	31,828
1960	117,333	104,300	12,697	1,277,092	36,264,304	89,954	21,626
1959	109,279	95,001	15,446	1,167,196	32,342,689	80,756	22,533
1958	130,613	114,709	16,192	1,662,689	47,462,166	103,947	33,919
1957	101,204	88,172	11,103	995,613	24,862,524	76,859	15,399
1956	91,129	79,795	11,574	876,189	20,686,559	68,584	13,925
1955	88,333	74,630	14,190	985,286	21,844,561	67,279	18,559

## Number of Persons in Covered Employment All Industries, by Months

YEAR	January	February	March	April	May	June	July	August	September	October	November	December	Annual Averages
1938	365,853	359,232	370,183	398,082	400,846	411,902	410,939	421,903	420,434	406,991	402,185	397,151	397,142
1939	384,295	382,964	395,206	406,953	423,575	439,375	389,978	398,424	401,703	402,649	399,423	393,019	401,464
1940	345,650	340,056	345,616	360,740	372,631	386,938	385,168	394,294	393,707	387,837	385,937	380,325	373,242
1941	358,602	355,158	365,270	382,400	395,075	408,889	413,428	426,588	426,172	407,962	406,908	400,176	395,552
1942	394,639	389,924	401,432	414,383	426,300	441,346	447,962	459,204	469,425	458,836	451,290	447,980	433,560
1943	438,388	438,208	448,062	457,199	457,855	473,775	478,044	480,061	482,595	475,004	472,846	470,435	464,373
1944	453,931	446,063	449,131	455,465	455,610	468,019	465,819	469,941	474,524	462,408	465,861	468,421	461,266
1945	464,056	466,271	471,279	469,202	466,017	471,508	469,407	463,665	452,111	448,869	451,274	454,660	462,360
1946	455,075	456,780	464,057	475,136	483,398	498,645	515,898	525,979	534,625	516,771	519,420	517,612	496,950
1947	517,729	511,369	517,852	513,429	518,079	524,428	542,287	546,512	552,701	534,468	533,051	530,671	528,548
1948	525,239	520,786	521,747	522,563	532,679	552,431	563,022	563,795	572,024	559,799	557,642	550,491	545,185
1949	522,424	513,258	513,226	522,743	527,067	539,824	537,895	550,467	552,512	534,768	534,255	534,681	531,927
1950	508,744	505,046	511,340	526,484	541,404	561,482	570,628	581,757	592,906	583,052	576,390	570,954	552,516
1951	551,901	548,598	553,366	563,084	577,077	589,242	593,543	595,416	600,490	592,401	586,780	583,319	557,935
1952	558,800	554,617	554,433	566,205	582,737	574,154	585,033	608,648	617,233	604,541	599,578	598,804	583,732
1953	575,174	572,430	577,068	592,411	603,264	616,957	623,083	628,301	632,368	620,946	609,479	602,748	604,519
1954	571,241	562,803	562,779	576,425	584,642	595,776	605,523	609,801	616,515	603,989	592,240	586,532	589,022
1955	558,899	554,048	560,927	586,487	600,460	614,186	622,495	631,000	635,773	622,139	616,225	610,363	601,084
1956 <sup>1</sup>	597,415	595,049	601,331	626,081	643,388	662,263	650,491	676,268	682,543	671,634	663,931	657,966	644,030
1957	630,417	625,526	630,628	651,049	667,669	680,109	688,075	693,702	697,409	682,534	670,840	659,681	664,803
1958 <sup>2</sup>	648,969	636,509	637,439	656,659	672,328	681,052	687,452	696,423	703,535	695,979	685,305	680,638	673,524
1959 <sup>2</sup>	655,504	651,750	658,210	683,431	702,112	719,311	721,557	715,005	717,127	704,123	701,433	702,573	694,345
1960 <sup>2</sup>	678,722	675,955	676,872	700,104	714,814	729,414	734,680	740,887	746,044	730,625	713,130	705,948	712,266
1961 <sup>2</sup>	671,068	666,416	671,006	692,515	710,867	728,678	735,544	741,245	748,150	732,024	723,157	720,010	711,723
1962 <sup>2</sup>	687,197	687,609	693,457	715,607	735,504	752,025	756,497	766,753	768,224	754,786	741,078	736,271	732,917
1963 <sup>2</sup>	700,787	696,775	701,286	726,644	743,449	757,906	766,195	775,613	776,803	766,154	755,508	747,982	742,925
1964 <sup>2</sup>	715,641	711,070	714,231	736,160	759,223	779,312	784,982	792,563	796,229	786,622	775,506	771,823	760,280
1965 <sup>2</sup>	743,545	739,799	743,962	770,897	796,321	820,326	829,979	837,529	841,995	836,987	828,834	827,122	801,434
1966 <sup>2</sup>	795,030	791,853	801,718	829,912	848,337	879,330	886,024	894,778	904,942	886,718	880,473	882,054	856,764
1967 <sup>2</sup>	845,680	842,859	850,563	871,935	889,729	916,310	920,768	926,342	935,258	913,080	907,433	912,862	894,402
1968 <sup>2</sup>	882,453	880,603	889,124	908,522	928,664	955,127	958,430	974,023	977,643	959,904	958,215	958,620	935,944
1969 <sup>2</sup>	929,428	929,084	937,006	955,053	975,672	1,004,377	1,002,292	1,015,673	1,021,645	1,009,037	1,004,508	1,002,044	982,152
1970 <sup>2</sup>	967,897	959,183	965,155	972,780	982,485	1,001,976	1,004,522	1,009,818	1,010,024	990,337	976,832	969,467	984,206
1971 <sup>2</sup>	930,986	919,787	925,123	949,489	972,243	991,747	995,251	1,001,721	1,010,550	994,035	986,529	981,839	971,608

<sup>1</sup>Expanding coverage down to four or more resulted in covered employment increases by the end of 1956.

<sup>2</sup>Includes state and local government and private industry coverage, excludes federal government coverage.



## Status of Unemployment Compensation Fund

Year	Contributions Received Net	Interest on Trust Fund	Benefits Paid Net	Balance Available For Benefits
1937-1950	\$193,066,650	\$17,437,043	\$91,352,083	\$118,997,222
1951	14,224,788	2,606,206	9,195,983	126,592,562
1952	11,697,856	2,769,269	11,613,209	129,413,252
1953	12,630,735	3,003,227	11,021,922	133,996,691
1954	11,568,350	3,062,962	26,698,183	121,905,148
1955	14,731,515	2,713,032	21,777,921	117,551,634
1956	17,821,157	2,736,381	20,261,997	118,360,106
1957	16,227,241	2,933,073	24,638,440	112,729,145
1958	14,703,476	2,692,929	48,095,933	82,535,376
1959	22,815,268	2,110,930	31,942,974	75,393,956
1960	22,631,162	2,046,771	36,784,027	63,227,801
1961	22,386,419	1,687,024	45,730,347	41,700,287
1962	30,923,483	1,166,291	36,650,252	37,166,812
1963	29,938,713	997,432	38,864,769	29,255,100
1964	28,932,847	817,033	36,763,503	22,825,052
1965	32,355,252	716,987	28,045,197	27,536,881
1966	42,829,327	1,098,647	20,234,080	51,285,977
1967	44,079,630	2,081,690	24,758,870	72,314,534
1968	43,455,716	3,013,308	26,760,332	92,169,603
1969	46,483,817	4,227,619	23,743,125	118,983,477
1970	46,562,871	5,643,617	53,059,456	117,680,265
1971	42,429,741	5,329,876	70,333,686	90,815,418

## Employment Activities in the Offices of the Department

	New Applications		Counseling		Openings Received		Nonagricultural Placements		Agricultural Placements		MDTA Enrollments	
	1971	1970	1971	1970	1971	1970	1971	1970	1971	1970	1971	1970
STATE TOTAL	187,844	198,688	31,597	31,108	117,610	114,063	60,995	68,172	42,924	18,231	3,312	2,966
TWIN CITIES AREA	84,166	87,559	17,639	16,426	67,301	67,356	28,439	34,076	569	1,767	1,633	1,583
Minneapolis	31,928	36,751	8,711	6,599	—	—	13,850	16,981	106	155	882	959
Southside Ctr.	2,978	1,638	234	98	—	—	589	319	8	0	0	0
Mpls. Pilot Ctr.	1,947	2,324	643	1,071	—	—	221	261	0	0	8	27
St. Paul	32,787	31,865	5,378	5,986	—	—	10,688	13,269	61	106	617	502
Selby-Dale	1,502	1,722	808	698	—	—	395	744	4	0	64	50
Hopkins	13,024	13,259	1,865	1,974	—	—	2,696	2,502	390	1,506	62	45
NORTHEASTERN	22,635	24,217	5,110	4,731	12,782	13,304	10,127	10,558	148	109	468	421
Duluth	12,821	14,650	3,154	3,008	7,710	8,362	6,355	6,962	98	68	216	186
Ely	835	837	222	277	782	715	683	598	0	27	48	90
Grand Rapids	2,739	2,422	558	512	972	1,090	464	555	48	8	15	28
Hibbing	2,972	3,100	500	379	1,208	1,464	1,016	1,038	2	5	118	92
Virginia	2,408	2,368	368	361	1,657	1,183	1,205	944	0	1	54	12
Int'l. Falls	860	840	308	194	453	490	404	461	0	0	17	13
NORTHWESTERN	21,219	22,746	1,940	2,364	9,867	9,471	6,761	7,015	1,307	1,497	406	324
Alexandria	3,150	3,549	207	417	1,882	1,488	1,413	1,138	159	139	25	21
Bemidji	2,961	3,433	337	478	1,468	1,056	1,091	856	38	58	103	88
Brainerd	2,845	3,078	160	247	1,203	1,060	763	791	4	4	40	34
Crookston	1,227	1,780	204	224	704	919	390	523	728	880	17	35
Fergus Falls	1,651	1,611	530	303	779	760	548	591	54	52	30	14
Little Falls	1,989	1,843	147	136	740	626	638	499	7	10	52	34
Moorhead	4,239	4,391	176	333	1,851	1,699	1,065	1,004	251	309	41	44
Thief River Falls	3,157	3,061	179	226	1,240	1,863	853	1,613	66	45	98	54
SOUTHEASTERN	21,591	23,300	2,962	2,816	11,995	9,073	5,511	5,908	34,778	9,918	366	207
Fairmont	2,199	3,352	736	492	1,381	1,439	778	839	2,917	1,720	18	18
Mankato	7,196	8,049	480	413	5,595	2,782	1,745	1,877	1,275	45	105	39
Marshall	1,377	1,661	251	264	449	291	307	248	2,864	1,306	64	22
Montevideo	1,548	1,260	385	440	524	459	276	287	2,628	38	26	26
New Ulm	2,101	2,631	371	321	1,332	1,230	751	824	649	63	26	16
Willmar	4,816	3,868	384	526	1,836	1,679	1,044	954	23,047	6,344	77	51
Worthington	2,354	2,479	355	360	878	1,193	610	879	1,398	402	50	35
SOUTHWESTERN	38,013	40,315	3,933	4,629	15,650	14,730	10,152	10,598	6,122	4,937	438	428
Albert Lea	3,507	3,611	455	431	1,126	1,328	719	858	4,554	3,785	27	50
Austin	3,924	3,247	384	205	1,291	1,200	988	911	126	194	45	8
Faribault	1,800	1,998	320	249	783	718	509	622	106	2	8	49
Mora	3,137	3,546	537	465	589	514	347	310	18	36	141	73
Owatonna	1,799	1,732	224	232	1,076	1,007	623	703	291	75	17	3
Red Wing	2,471	2,148	230	343	826	772	652	625	51	15	22	36
Rochester	5,781	6,914	701	1,066	2,627	2,655	1,643	1,500	47	60	59	106
St. Cloud	7,478	8,444	130	548	2,257	2,053	1,303	1,903	0	1	89	71
Winona	8,116	8,675	952	1,090	5,075	4,483	3,368	3,166	929	769	30	32
SMALLER COMM.	220	551	13	142	15	129	5	17	0	3	1	3

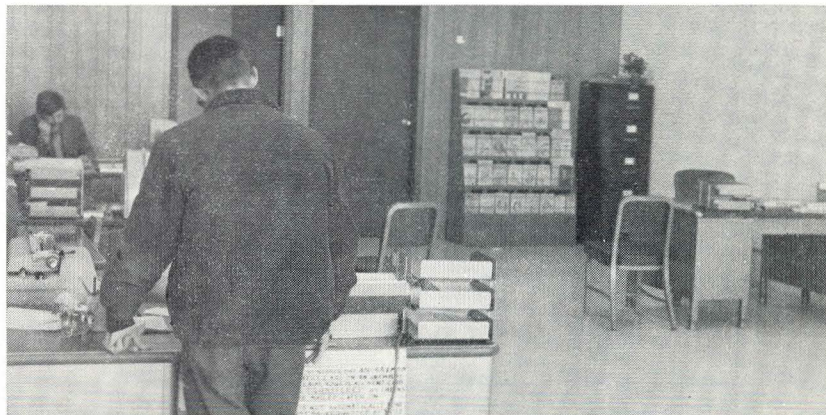




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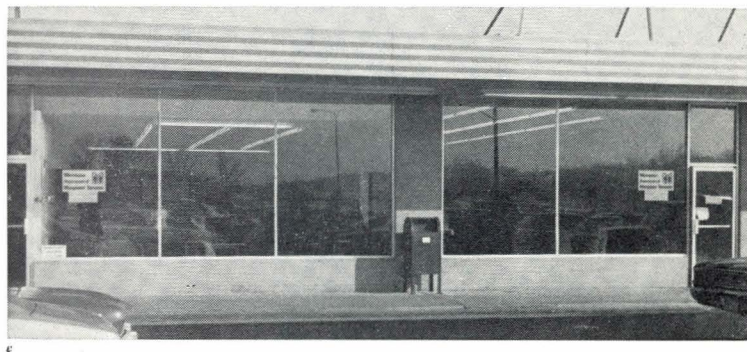
d



e



b



f



c

a-b. A new unemployment insurance facility was opened at Farmington.

c. Community leaders and MDMS officials broke ground at the new site of the St. Cloud Office. ST. CLOUD DAILY TIMES

d. The Fergus Falls Office moved into new quarters.

e-f. Shifting population brought new MDMS office to Fridley.



# Directory of Offices

Office	Address	Tel. No.	Counties Served
Albert Lea*	1617 W. Main St.	373-3951	Freeborn
Alexandria*	1118 Broadway	763-3188	Douglas, Pope, Stevens
Austin*	105 Eleventh Ave. N.E.	433-3457	Mower
Bemidji*	312 America Ave.	755-2936	Beltrami, Clearwater, Hubbard, N. Cass
Rural Minne-CEP	124 Beltrami Ave.	751-8012	
Brainerd*	224 W. Washington St.	829-2881	Crow Wing, S. Cass
Rural Minne-CEP	1104 Willow St. S.E.	829-2856	Becker, Beltrami, Cass, Clearwater, Crow Wing, Hubbard, Mahnomen, Morrison, Otter Tail, Todd, Wadena
11-County Win Project			Norman, Polk, Mahnomen
Crookston*	114 W. Second St.	281-3593	
Detroit Lakes			
Rural Minne-CEP Center	819 Lincoln Ave.	847-9205	Becker, Beltrami, Cass, Crow Wing, Hubbard, Mahnomen, Morrison, Otter Tail, Todd, Wadena
Duluth			Carlton, Lake, Cook, S. St. Louis
Employment Service	407 W. Superior St.	722-7491	
Concentrated Employment	302 W. Second St.	727-8973	St. Louis
St. Louis WIN Project	128 W. First St.	722-6659	Carlton, Lake, Cook, S. St. Louis
Unemployment Insurance	407 W. Superior St.	722-7491	N.E. St. Louis, N.W. Lake
Ely*	30 S. First Ave. E.	365-3177	Martin, Faribault, Jackson, Cottonwood
Fairmont*	923 N. State St.	235-5518	Rice and Part of Goodhue
Faribault*	218 Central Ave. N.	334-5531	Otter Tail, Wilkin, Grant, Traverse
Fergus Falls*	116 E. Lincoln Ave.	739-2295	
Fridley			
Employment Service	6253 Hwy. 65 N.E.	786-7324	
Unemployment Insurance	6249 Hwy. 65 N.E.	786-6040	
Grand Rapids*	310 N.W. Third St.	326-6669	Itasca, Aitkin
Hibbing*	505 E. Howard St.	263-3644	W. Central St. Louis, Itasca
Hopkins			
Employment Service	135 Shady Oak Road S.	935-5521	Part of Hennepin, Carver, Anoka, Scott
Anoka Jobmobile	Third and Main St.	421-9610	Anoka
Unemployment Insurance	135 Shady Oak Road S.	935-5521	Part of Hennepin, Carver
International Falls*	344 Third St.	283-2641	Koochiching, Lake of the Woods
Little Falls*	106 First Ave. S.E.	632-5427	Morrison, Todd, Wadena
Mankato*	633 S. Front St.	389-6723	Blue Earth, Waseca, Watonwan, LeSueur, Nicollet
Mankato Area Win Project	324½ S. Second St.	389-2945	LeSueur, Nicollet, Blue Earth
Marshall*	307 W. Lyon St.	532-4433	Lyon, Lincoln, Redwood, S. Renville
Minneapolis			
Employment Service			
Downtown Office	309 Second Ave. S.	333-0192	Hennepin
Concentrated Employment	2632 Nicollet Ave.	827-6151	(Minneapolis, Model City Area)
Southside Center	301 E. Lake St.	827-2586	(Southside Minneapolis)
Pilot City Employment Center	917 Plymouth Ave. N.	529-9121	(Northside Minneapolis)
Manpower Training Skills Center	2908 Colfax Ave. S.	339-9301	
Hennepin WIN Project	1009 Marquette Ave.	348-8310	Hennepin
Apprenticeship Information	917 Plymouth Ave. N.	529-9121	Hennepin, Scott, Carver, Anoka
Unemployment Insurance	309 Second Ave. S.	333-0192	Hennepin
Montevideo*	222 N. First St.	269-8819	Chippewa, Yellow Medicine, Lac qui Parle, Big Stone, W. Swift
Moorhead*	1215 Center Ave.	236-2191	Clay, Becker
Employment Service Center	Detroit Lakes	847-9246	Mahnomen, Hubbard, Becker
Mora*	100 S. Park St.	679-3611	Kanabec, Isanti, Pine, Mille Lacs, Chisago
New Ulm*	1200 S. Broadway	354-3138	Brown, Sibley, N.W. Nicollet, McLeod
Owatonna*	1828 S. Cedar St.	451-5774	Steele
Red Wing*	116 Broad St.	388-3526	Goodhue, Part of Wabasha
Rochester*	107 Fourth St. S.E.	289-3368	Olmsted, Dodge, Part of Fillmore
St. Cloud*	111 Lincoln Ave. S.E.	255-3266	Stearns, Benton, Sherburne, Wright
St. Paul			
Employment Service			
Downtown Office	390 N. Robert St.	227-7301	Ramsey, Dakota, Washington
West Side Branch	421 S. Robert St.	225-6569	(West Side St. Paul)
Model Neighborhood			
Employment Center	630 Laurel Avenue	222-4721	(Summit-University Area, St. Paul)
Har Mar Branch	2100 N. Snelling Ave.	631-2566	(Village of Roseville and vicinity)
Manpower Training Skills Center	235 Marshall Ave.	227-9121	
Ramsey WIN Project	333 Sibley St.	223-5365	Ramsey
Apprenticeship Information	630 Laurel Avenue	222-4721	Ramsey, Dakota, Washington
Apprenticeship Information	390 N. Robert St.	227-7301	Ramsey, Dakota, Washington
Unemployment Insurance	390 N. Robert St.	227-7301	Ramsey, Dakota, Washington
Farmington	Highways 3 and 50	463-7513	Dakota, Scott
Thief River Falls*	316 N. LaBree Ave.	681-1100	Pennington, Kittson, Red Lake, Roseau, Marshall, Lake of the Woods
Virginia*	214 N. Fifth Ave.	741-6996	N.W. and E. Central St. Louis
Willmar*	324 W. Third St.	235-3222	Kandiyohi, Meeker, E. Swift, N. Renville
Winona*	163 Walnut St.	452-2861	Winona, Houston, Wabasha, N.E. Fillmore
Worthington*	321 Eleventh St.	376-3116	Nobles, Rock, Pipestone, Murray

\*Employment and Unemployment Insurance services.  
Above listing includes only full-time offices.





**Minnesota Department of Manpower Services**