



# ANNUAL REPORT

Minnesota Department of Manpower Services

# 1972



# Directory Of Programs

*Cover design  
symbolizes  
how the  
Department  
reaches out  
to serve  
the needs of  
Minnesotans  
through its  
manpower  
services  
and programs.*

## Employability Development

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

## Employer Services, Placement

Apprenticeship Information Centers  
Community Employment Development  
Employer Services Program  
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 Handicapped  
Services to Minority Groups  
Services to Older Workers  
Services to Veterans  
Services to Youth  
Smaller Communities Program  
Starting a Generation Alliance  
Technological Manpower Employment Program  
Testing  
Work Study

## 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  
Occupational Employment 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  
Food Stamp Program  
Manpower Development and Training Allowances  
Special Employability Assistance to Claimants  
Trade Expansion Act  
Work Incentive Program Allowances



# **ANNUAL REPORT**

**Minnesota Department of Manpower Services**

**1972**



Governor Wendell R. Anderson signs State Affirmative Action Policy.  
The Department Affirmative Action Policy is presented below.

The Minnesota Department of Manpower Services, in all employment and employee relations and practices within the Department, shall conform to and promote Equal Opportunity. The adoption of this document reaffirms its established policy of nondiscrimination in employment.

The Department fully supports the nondiscriminatory provisions of all State and Federal Laws, rules, and regulations. This includes, but is not limited to, the Civil Rights Act of 1964 as amended, the Minnesota State Act Against Discrimination, the Governor's Code of Fair Practices, and the Federal Age Discrimination in Employment Act of 1967. It also applies to its own personnel actions all nondiscriminatory policies of the U.S. Department of Labor.

It is the policy of the Department to assure that applicants are employed and that employees are treated equally during their employment without regard to race, religion, color, national origin, sex, age, or disability. Pertinent areas shall in-

clude recruitment, selection, appointment, advancement, transfer, layoffs or downgrading, compensation, selection for training, or any other personnel action within the Department.

Any Department employee whose responsibility involves any personnel transactions shall, in exercising such responsibility, consider only the availability and qualifications of the individuals involved.

All employees shall conduct themselves in accordance with the policy in all day-to-day relationships with their fellow employees and shall not, by word or action, deprecate another or interfere with the performance of job assignments because of race, religion, color, national origin, sex, age, or disability.

The Department further recognizes that the effective application of a policy of equal opportunity in employment involves more than a policy statement. It will, therefore, undertake a progressive program of affirmative and positive action to assure that equal employment opportunities are provided on the basis

of individual qualifications and to encourage all persons to seek employment with the Department and to strive for advancement on this basis.

All levels of management are responsible for the implementation of the policy in their respective areas. Regular reviews of the Affirmative Action Plan and the Department's advancement in this area will be conducted by the Equal Opportunity Council and Equal Opportunity Officer appointed by the Commissioner.

This policy is published as a permanent part of the appropriate personnel and administrative manuals maintained in all offices and sections of the Department for implementation. Copies will be distributed to all employees following adoption and integrated into all orientation and appropriate specialized training afforded new employees. The subject of equal employment opportunity will be discussed at appropriate management meetings and periodically published in official Department publications.

# Highlights of 1972

## Manpower Services

New Jobseekers Registered.....	198,804
Counseling Interviews .....	36,863
Jobseekers Tested .....	32,647
Nonfarm Job Openings Received.....	149,990
Total Job Openings Filled.....	85,567
Nonfarm .....	70,752
Disadvantaged .....	6,141
Veterans .....	23,839
Farm .....	14,815
Nonfarm Employers Served.....	15,825
Nonfarm Employers Visited.....	29,581

## Unemployment Compensation

Persons Receiving Payments.....	116,412
Amount Paid .....	\$70,585,104
Unemployment Compensation Fund	
Balance Dec. 31, 1972.....	\$81,122,122
Balance Dec. 31, 1971.....	\$90,815,418



## 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*

## Contents

Directory of Programs

Affirmative Action Policy 2

1972 Highlights 3

Declaration of Policy 3

Mini-View 4

Advisory Council 5

Minnesota Work Force 6

Unemployment Insurance 8

Veterans 16

Employment Service 18

Administrative Services 35

Legal 36

Statistical Tables 37

Directory of Offices



Emmet J. Cushing  
*Commissioner*



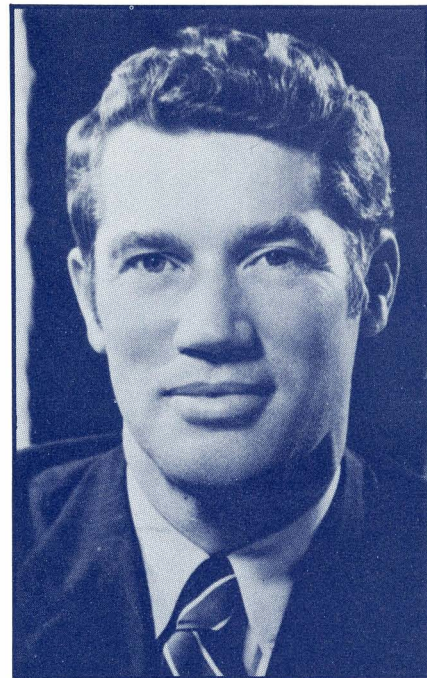
Donald M. Anderson  
*Assistant Commissioner  
Unemployment Compensation*



A. P. Caligiuri  
*Assistant Commissioner  
Employment Service*



M. K. Westerdahl  
*Assistant Commissioner  
Administrative Services*



Wendell R. Anderson  
*Governor*

## Minnesota Department of Manpower 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 employability 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 con-

cerned 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 35 full-time "local" offices, and 27 satellite or suboffices 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 — some of which are served by the Rural Manpower Services' mobile office — manpower services to 10 Indian reservations and limited service to more than 70 other communities through the Employment Service Representative Program.

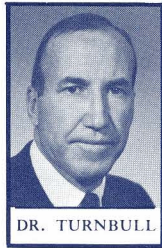
## Representing The Public



DR. SELTZER



MRS. ROCKNE



DR. TURNBULL



DR. HENEMAN



MR. MAROTZKE



MRS. JOHNSON

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

Mrs. Sue Rockne, *Zumbrota*

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

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

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

Mrs. Nellie Stone Johnson, *Minneapolis*

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

Mr. Harry Carlson, *St. Paul Business Representative State Building Trades Council*

Mr. Robert Moran, *Minneapolis Secretary-Treasurer Milk Drivers and Dairy Employees Local 471*

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

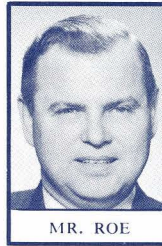
Mr. Gerry E. Morse, *Minneapolis Vice President, Honeywell, Inc.*

Mr. Roger G. Wheeler, *Minneapolis Vice President Corporate Personnel Services Control Data Corporation*

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

Mr. Lawrence Binger, *St. Paul St. Paul Chamber of Commerce*

## Representing Labor



MR. ROE



MR. CAVEN



MR. SHERBURNE



MR. CARLSON



MR. MORAN

## Representing Employers



MR. PETERSON



MR. MORSE



MR. WHEELER



MR. OHMAN



MR. BINGER

# Advisory Council

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's Economy Shows Gains

Minnesota's economy turned from the period of slow recovery, which followed the 1970 recession and characterized 1971, toward much more rapid recovery in 1972. This pickup in the pace of recovery was characterized by moderate employment gains, but only slight reductions in unemployment.

The civilian work force increased by 35,500 or 2.1 percent from 1971, reaching 1,690,500 in 1972. This increase was more than double the 16,000 gain between 1970 and 1971 and was much more in line with long-term trends.

Employment increased 35,300 in 1972 after declining 5,000 during 1971 and increasing only 4,000 in 1970. Strong gains in nonagricultural wage and salary employment were totally responsible for the increase, as agricultural employment declined slightly.

The moderate employment gains coupled with the resumption of more normal work force growth resulted in only slight reductions in unemployment, from an average of

97,300 in 1971 to 94,500 in 1972. This slight drop in unemployment combined with the higher number employed reduced the annual average unemployment rate from 5.9 to 5.6 percent.

The high average number of workers involved in labor-management disputes in 1972 (see table) resulted primarily from a summer construction tie-up.

## Nonfarm Employment

Nonagricultural wage and salary employment rose 3.0 percent between 1971 and 1972 to reach 1,351,400. The 39,800 increase was divided proportionately between Manufacturing and Nonmanufacturing and is encouraging after 1970 and 1971, when the increase in wage and salary workers first slowed to only 15,000 and then actually declined 6,000.

During the period of rapid growth from 1964 through 1969, annual increases averaged almost 55,000. However, the December 1971 to December 1972 increase in wage

and salary employment was 61,500, indicating a much stronger growth pattern than shown when annual average gains are considered alone.

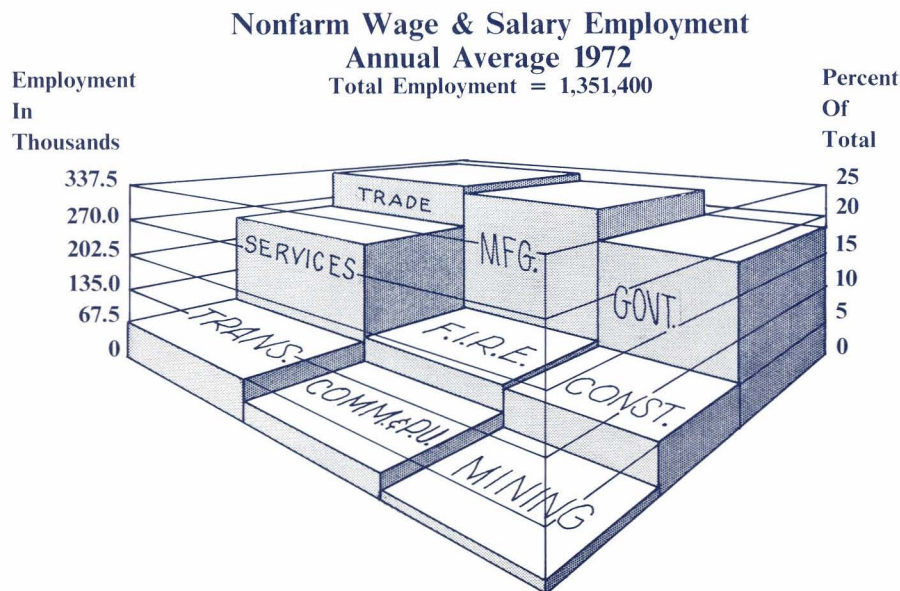
Manufacturing employment rose 8,100 to reach 307,500 in 1972. After the large declines of 13,000 and 20,000 which occurred in this sector in 1970 and 1971, this increase is a heartening sign. The Durable Goods industries contributed prominently to this increase, adding 5,100. In the two previous years, declines of over 10,000 and 16,000 were recorded in Durables. Considering that the large declines in these industries are thought to have triggered the 1970 recession, current employment rises strongly support expectations that the economy has undergone a basic strengthening.

In Nonelectrical Machinery, the largest component in Durable Goods, employment increased by 2,700. Employment in Fabricated Metals, another large Durable Goods component, rose 1,600.

The 1971 to 1972 increase of 3,100 in Nondurable Goods was evenly spread among most industry groups.

Employment growth in Nonmanufacturing, although slowed in 1970 and 1971, was affected less severely by the recession than Manufacturing. The increase of 31,700 workers between 1971 and 1972 represents a return to the pre-1970 growth pattern.

The major industry groups in Nonmanufacturing with the largest numerical gains were Trade and Services, each with additions of 13,200 employees; and Government, which added 6,300. Within Trade, the largest gain occurred in Eating and Drinking establishments, while in Services, Medical and Other Health Services led the way. The increase in Government took place entirely



in the Local sector — especially in Local Administration. The only declines in major industry groups occurred in Construction (3,200) and Mining (900) and both were the result of labor-management disputes.

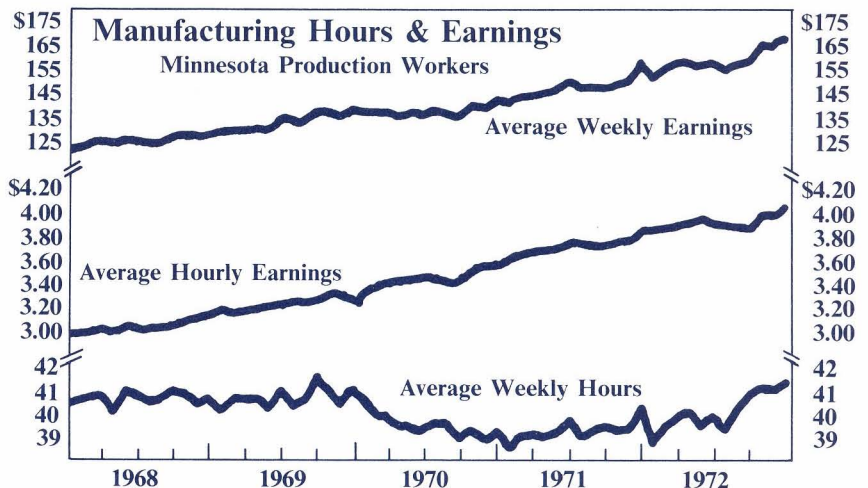
## Wages In Manufacturing

Although the average weekly earnings of factory workers increased more from 1971 to 1972 than from 1970 to 1971, a larger portion of the 1972 increase was due to a longer workweek than to an increase in hourly rates. Hourly wage rates rose only 20 cents in 1972 compared with 26 cents in 1971. Hourly earnings averaged \$3.80 in 1971 and \$4 in 1972, and by the end of 1972 had climbed to \$4.13.

The 1972 workweek was nearly an hour longer than in 1971. The longer workweek indicates increased demands for goods and is considered to be a favorable economic indicator.

Despite seemingly significant gains in production worker earnings in recent years, a good portion of the purchasing power has been whittled down by inflation. The Consumer Price Index increased 3.4 percent from the end of 1970 to the end of 1971, and increased another 3.4 percent by the end of 1972. Average hourly earnings over comparable periods — i.e., from December 1970 to December 1971 — increased 10.7 percent (\$3.67 to \$3.94) and another 4.8 percent by the end of 1972 (to \$4.13).

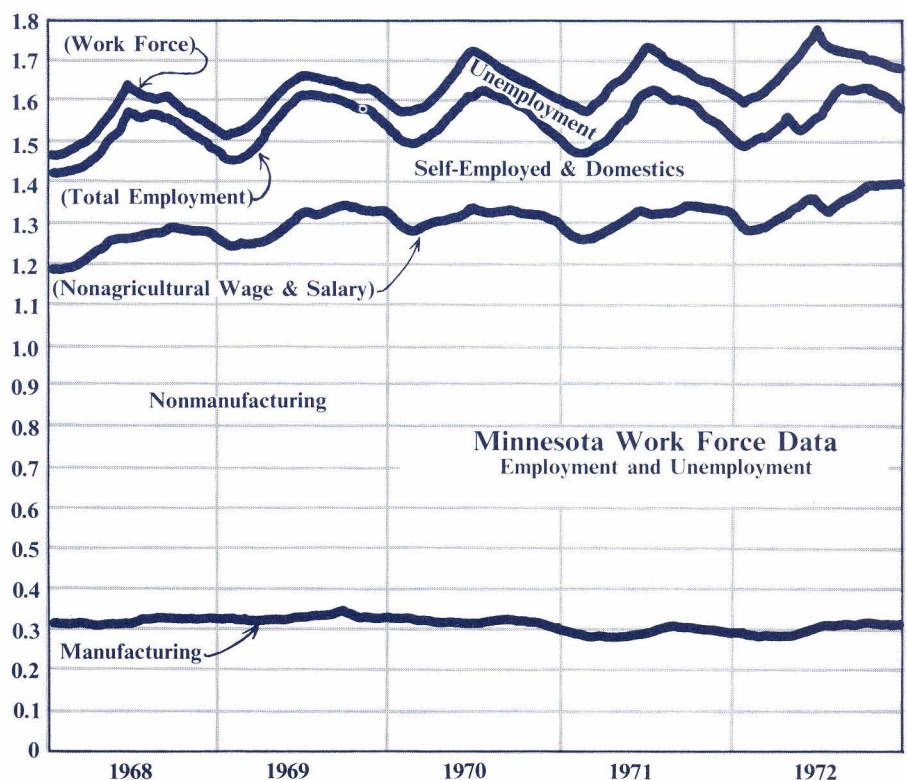
Considering that the December 1970 dollar was worth 97 cents at the end of December 1971 and had shrunk further to 94 cents by the end of 1972, the \$4 average hourly wage in 1972 bought only as much as \$3.88 did in 1971. Though the 1972 worker earned \$27.60 more than he did in 1970, the knife of inflation cut his advantage in buying power to \$10.36.



Minnesota Work Force \*

	Annual Average		Change 1971 to 1972	
	1971	1972	Actual	Percent
Civilian Work Force.....	1,655.0	1,690.5	35.5	2.1
Employed .....	1,556.2	1,591.5	35.3	2.3
Nonagricultural .....	1,430.3	1,470.0	39.8	2.8
Wage and Salary.....	1,311.6	1,351.4	39.8	3.0
Self-Employed and Domestics..	118.6	118.6	0.0	0.0
Agricultural .....	125.9	121.5	— 4.4	—3.5
Persons Involved in Labor Disputes..	1.5	4.5	3.0	
Unemployment .....	97.3	94.5	— 2.8	—2.9
Unemployment Rate .....	5.9%	5.6%		

\*In thousands



# Computer Speeds Claims Paying



At an August conference, Department and union representatives discussed the possibility of extending unemployment insurance benefits to nonstriking employees out of work as the result of a labor dispute.

A total of 126,236 unemployed persons who lost their employment in private industry (UC) or in State Civil Service filed new claims for unemployment compensation in 1972. Also, 1,584 initial claims were filed by laid-off federal civilian employees (UCFE) and 10,785 by military ex-servicemen (UCX).

In addition to those claims filed under the basic unemployment insurance programs, more than 47,000 persons filed claims for temporary or extended benefits.

Seasonal employment fluctuations and general trends in the economy influence the numbers of unemployed persons and their character-

istics. For example, employment in Construction declines each year during the cold winter months. The high rate of unemployment experienced during 1971 by professional-technical workers in the electronics industry diminished in 1972. In recent years, the number of workers in the food processing industry has been diminishing.

Manufacturing employment in 1972 advanced moderately from 1971 levels mainly due to increased demand for Durable Goods. Substantial increases in the manufacture of metal working machinery, engines, turbines and electrical machinery indicate the probability of increased employment in 1973.

Major labor-management disputes during 1972, in the Construction, Transportation and Mining industries involved approximately 30,000 workers. Although workers in a struck establishment are disqualified, labor disputes often have secondary effects on employers who provide services or supplies or who subcontract for the struck industries. Those work stoppages, therefore, caused a great many unemployment compensation claims to be filed.

Benefits for unemployed workers from private industry (UC) are paid from the Unemployment Compensation Fund. The UC Fund is maintained through a payroll tax on employers subject under the Minnesota Manpower Services Law.

State and local governments reimburse the UC Fund for benefits paid to State employees and employees of counties, cities and other political subdivisions of the State (UCS).

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.

Costs for administering those programs are included in the Minnesota

Department of Manpower Services (MDMS) annual budget authorized by the federal Manpower Administration.

During 1972, MDMS local offices accepted 960,918 continued claims for basic UC payments, a slight decrease from 1,138,814 in 1971. By contrast, the Department accepted 1,654,250 continued claims in 1958 and 1,616,196 in 1961.

In 1972, the maximum weekly benefit amount was \$64. Payments of \$70,585,104 were issued for 1,331,513 weeks of unemployment compared with \$70,333,686 for 1,406,000 weeks in 1971.

Each new and continued claim is reviewed to ensure the claimant's eligibility before payment is made. Some require investigations of job separations, work refusals or 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 1972 the Department investigated 62,067 job separation and work refusal issues of which 33,125 caused claim disqualification. The Department also investigated 39,283 issues of eligibility of which 24,052 caused denial of benefit payment or waiting week credit.

An individual who worked in one state can often claim benefits in another. Minnesota workers demonstrated their mobility in 1972 by filing 5,358 initial UC claims and 65,866 continued UC claims in other states.

### Payment Of Claims

Paying benefits to large numbers of workers continued to overtax MDMS personnel and facilities at many of the 35 MDMS offices that

paid claims in 1972. Supported by the U.S. Secretary of Labor's Revised Standards released in 1970, MDMS expanded efforts to facilitate services to claimants.

During 1972, MDMS advanced its efforts to 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 metropolitan area, including the Twin Cities, are provided by UC offices located in the downtown areas of Minneapolis, St. Paul, Fridley and 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 the Twin Cities local offices. Selection of the Farmington location was made because it afforded the only suitable office facility in that area south of the Twin Cities. The Farmington location did not attract enough claimants and jobseekers from surrounding localities to warrant its continuation and was closed in July 1972.

The Anoka unemployment compensation facility was moved to Fridley late in November 1971. The choice of the Fridley location was influenced mainly by studies of claimant population north of the Twin Cities, which indicated the need for a facility nearer the northern limits of Minneapolis and St. Paul. The Fridley location has attracted a consid-

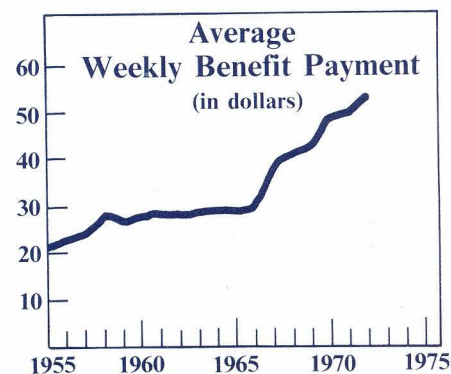
### Unemployment Compensation

	1972	1971	Change
Initial Claims .....	197,070	192,427	4,643
New .....	126,236	121,465	4,771
Additional .....	61,686	60,958	728
Interstate .....	9,148	10,004	-856
Continued Claims .....	960,918	1,138,814	-177,896
Interstate .....	39,470	51,046	-11,576
Weeks Paid .....	1,331,513	1,406,023	-74,510
Net Benefits Paid.....	\$70,585,104	\$70,333,686	\$251,418
Average Weekly Amount.....	\$53.10	\$50.02	\$3.08
First Payments .....	92,632	100,383	-7,751
Benefit Exhaustees .....	34,171	37,809	-3,638
Benefit Recipients .....	116,412	124,230	-7,818

### 1972 UCFE And UCX Activity

	UCFE Only	Joint UCFE-UC <sup>1</sup>	UCX Only
Initial Claims Filed.....	1,584		10,785
Weeks Paid .....	14,125	6,916	154,023
Amount Paid .....	\$755,432	\$84,023 <sup>2</sup>	\$9,137,318
Average Weekly Amount.....	\$53.48	\$12.15 <sup>2</sup>	\$59.32
First Payments .....	912	405	8,820
Benefit Exhaustees .....	384	135	3,372

<sup>1</sup>Federal portion only  
<sup>2</sup>Federal funds only



erable number of claimants and job-seekers from the northern suburbs and has relieved pressures, particularly on the Minneapolis Office.

In 1971, MDMS authorized local offices to pay claims by mail in place of requiring claimants to report in person. Accepting claims by mail provides a number of advantages to the claimant. Reporting in person at full-time offices or at itinerant points frequently requires claimants to travel long distances. In larger cities, claimants often experience transportation problems and the need to pay parking fees at downtown rates.

To assure proper identification and to obtain a correct and complete work history, claimants are required to file new claims in person at an MDMS local office. Once benefit entitlement is established, continued claims are filed by mail in those offices that accept mail claims. While reporting by mail, claimants are required to report periodically for interviews to determine continued eligibility.

Accepting continued claims by mail involves more paperwork and requires more time to process than do those filed in person. Therefore, an experimental mail claims operation was established in the central office in St. Paul to service the Farmington UC Office. The experiment proved that claims for payment can be processed successfully at a central point. Late in 1971, the newly established Fridley Office was brought into the central processing experiment and a larger work load was processed successfully during 1972.

In addition to reducing claimant inconvenience and cost and eliminating congestion in and around local offices involved, the central processing unit provides a laboratory for the study of claim procedures and forms, and for pilot studies of changes that could ultimately include conversion from manual to mechanized processing.

Studies of the volume of mail claims activity clearly indicate a growing acceptance of this approach by MDMS managers and the public. A

study conducted for a two-week period in October 1972 disclosed that 31 percent of the continued claims filed in the entire State were filed by mail. In that same period, 57 percent of the claims filed in out-state offices were filed by mail. Five offices reported 100 percent mail claims activity; one reported 96 percent; two, 89 percent; one, 88 percent; and twelve reported from 45 percent to 81 percent.

To relieve further congestion in local offices, continued claims reports at most offices are required every second week rather than weekly. However, claimants may request weekly reports for payment.

## Claims Processing

Prompt delivery of the claimant's first unemployment compensation check following loss of a job is a primary MDMS objective. But MDMS has experienced increased work loads in recent years and a succession of State and federal legislative and regulatory changes.

Those changes, while strengthening the UI program and extending UC coverage to more and more workers, have complicated UI processes and made it virtually impossible to manually review and compute benefit entitlement for all new claims and still meet the mandate for prompt first payment. In an effort to surmount that problem, MDMS, during 1972, developed a computerized method for processing new claims.

After accepting new claims, requests for wage and separation information are immediately prepared and mailed to the claimants' employers. Upon receipt of employers' completed requests, benefit entitlement is computed based upon wages and the number of weeks of employment during the preceding 52 weeks.

The computerized method will enable machine preparation of some requests; has eliminated a manually maintained file for holding claims in suspense while awaiting employ-

Newly developed Department window decals identify the Unemployment Insurance Office at Fridley where 12,768 initial claims for unemployment compensation benefits were processed during 1972.



ers' returns of requests; has automated controls to prevent duplicate claims; machine matches claims with controls to prevent payments over possible disqualifications or overpayments.

The new method facilitates timely payment of first benefit checks in most cases. In addition to significant improvement in services, machine processing of new claims should relieve MDMS staff from some tedious, repetitive tasks. Also, documents generated by the automated method are more detailed and more complete than in the past, largely eliminating human oversight and error and providing improved controls. And finally, machine processing promises to enable diversion of time to more productive personalized services for claimants and employers.

Automated processing made initial identification of the correct employer account number even more critical than in the past. Formerly, each local office accepting new claims referred to a book comprised of nearly 2,000 pages of computer printouts. Analyses by MDMS staff showed that the listing could be produced monthly on microfiche at less cost in computer time and materials than the cost for producing the book semiannually.

Shared use of Job Bank microfiche viewers in local offices enabled conversion from the book to microfiche with only a modest outlay of funds for viewers. The result has been availability of far more up-to-date, therefore more reliable, employer identification and a substantial reduction in cost, and, most important, has contributed to faster delivery of first benefit payments.

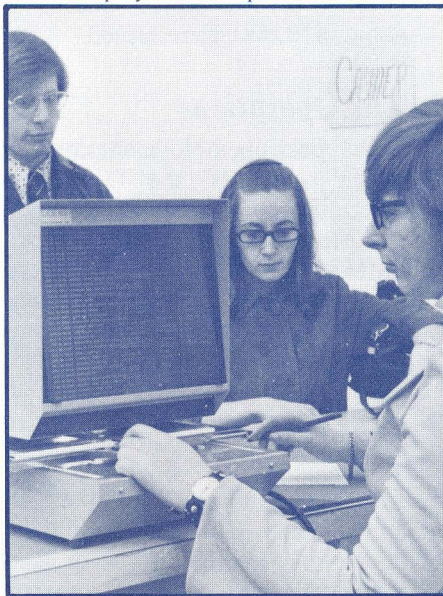
Using resources that were freed in 1972 to develop automated processes for new claims, MDMS scheduled the development of methods for machine-processing employer reports, continued claims for benefits, issuance of benefit checks and determinations for job separations.

## Extended Benefits

The EXTENDED BENEFITS (EB) program, authorized by the 1971 State Legislature, first "triggered on" and "off" in mid-1971. EB again "triggered on" effective January 2, 1972. During that second EB period, which continued until July 8, 1972, a total of 24,219 persons claimed payments for 174,743 weeks of unemployment for which a total of \$9,708,077 in benefits was paid. EB are financed on a 50-50 basis from the Minnesota Unemployment Compensation Fund and from federal appropriations.

Late in 1971, another act of Congress provided for payment of temporary unemployment compensation benefits. Temporary Compensation (TC) authorized further extensions of payment to the long-term unemployed equal to 50 percent of the original entitlement. TC "triggered on" effective April 9, 1972, and "off" on October 7, 1972. During that TC period, 23,850 persons filed claims for 180,189 weeks of unemployment for which a total of \$8,723,009 was paid. TC is totally financed by federal appropriation.

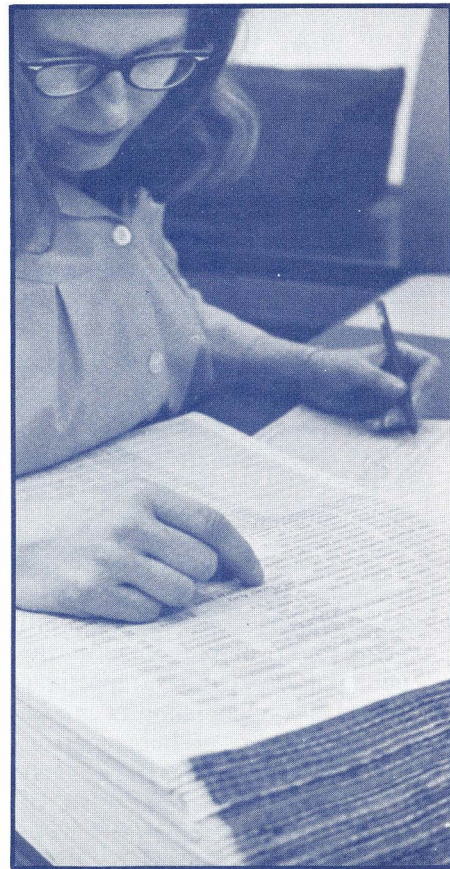
Microfiche reader (below) replaces the 2,000-page Employer Address Book (right) and speeds processing of unemployment compensation claims.



## Work Search Aid

More than 6,000 Minnesotans participated in the SPECIAL EMPLOYABILITY ASSISTANCE TO CLAIMANTS (SEAC) program during 1972. SEAC services, available in the Minneapolis-St. Paul metropolitan area and Duluth, are designed to help the unemployed claimant market his highest skills in the shortest possible time. Shortening the duration of unemployment serves the best interests of all concerned — claimants, their families, employers and the community.

SEAC has provided this personalized job search assistance since 1969. Applying a "self-help" concept, the SEAC Interviewer encourages the claimant to develop his own jobseeking program. He reviews the demand for his skills according to economic conditions and current needs in industry, improves his ability to complete applications, locates job leads and prepares him-



self for personal interviews.

The task of locating suitable work in today's market can be complicated — often, a frightening prospect. Many claimants with excellent work records and considerable potential have outdated skills or have not achieved the educational level now required in their own occupations.

The SEAC Interviewer augments other job placement and counseling services by informally discussing jobseeking problems with the claimant. Together, they develop a plan for action suited to the claimant's particular needs. The SEAC participant's progress is evaluated and his approach is modified as necessary, in follow-up interviews.

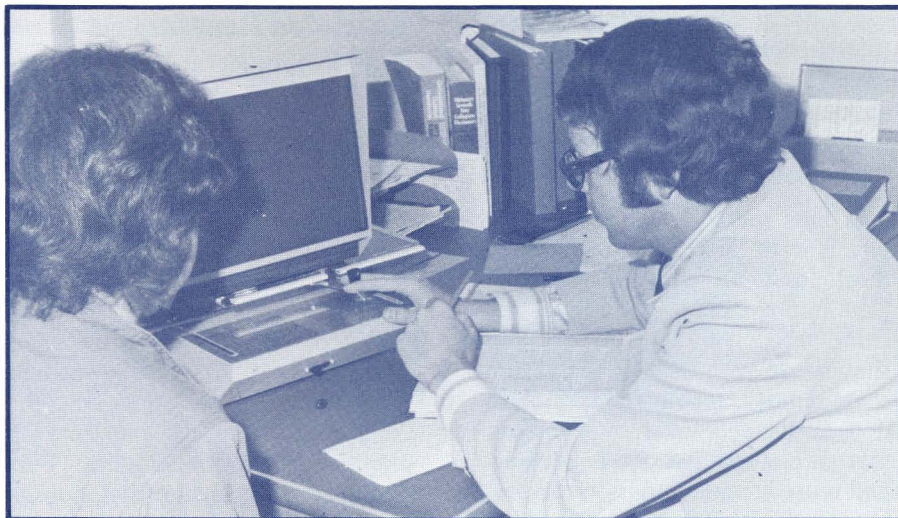
## Training Payments

During 1972, 3,624 persons were enrolled under the Manpower Development and Training Act (MDTA). Those trainees were paid allowances totaling approximately \$3,958,468. In addition, 1,650 WORK INCENTIVE (WIN) program trainees were paid allowances totaling about \$644,810.

Also during 1972, payments began for persons in the TECHNOLOGY MOBILIZATION REEMPLOYMENT PROGRAM. TMRP assists in retraining, job search and relocation of professional or technical employees who lost employment due to curtailments in the aerospace industry.

On July 7, 1972, training payments were automated. Conversion from manual to automated processing was the culmination of nearly six months of intensive effort.

The most apparent result was faster processing. In addition to saving time, advantages of computerized memory and output include the elimination of tedious, repetitive manual tasks; elimination of a considerable amount of human error; doing away with bulky, fragile individual history cards and rows of cabinets; countersigning of checks by machine rather than by hand.



In a program called Special Employability Assistance to Claimants (SEAC), Department personnel help the unemployed claimant market his skills in the shortest possible time.

## Disaster Assistance

Flooding in 13 central Minnesota counties on July 21, 1972, and severe storms and flooding in five counties in northeastern Minnesota during the period August 16 through August 20 resulted in presidential declarations of two major disaster areas.

Implementing its responsibilities under the 1970 Federal Disaster Relief Act, MDMS accepted 170 applications for Disaster Unemployment Assistance in 1972 from residents of those disaster areas. Checks for about \$18,000 were issued.

## Tax Operations

To support unemployment compensation payments, the Department determines employer liability under the Minnesota Manpower Services (MMS) Law and collects a tax from employers. Amendments were made to the Minnesota Manpower Services Law in 1971 to bring it into conformity with 1970 Amendments to the Federal Unemployment Tax Act.

Effective January 1, 1972, the amendments extended liability to most firms employing one or more individuals and 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.

Late in 1971 and early in 1972, MDMS reviewed the employment status of more than 33,000 potentially liable employers. As a result, on January 1, 1972, about 14,000 employers and 700 nonprofit organizations were added to those 47,000 employers who were already covered. An additional 3,000 became liable during the year. At the end of 1972, approximately 65,000 employers were covered by the MMS Law, bringing approximately 100,000 additional workers under its protection.

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 MDMS for the dollar amount of benefits paid to former employees.

Total wages paid in 1972 to workers in private industry who were covered by the Minnesota Manpower Services Law were \$8,570,000,000, an increase of 20.5 percent from

1971. These figures do not include workers in State or federal government.

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 higher wage rates, the proportion of taxable wages to total wages has steadily decreased (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.

Total net contributions received from covered employers in 1972 in-

creased 42 percent from 1971. Voluntary contributions in 1972 amounted to \$1,074,570.

Employers assigned contribution rates numbered 61,068 during 1972, compared with 47,125 for 1971. Of these, 2,370 were assigned the standard, 2.7 percent rate for new firms liable prior to 1972 or for firms whose predecessors had unpaid taxes; 14,200 employers, newly liable in 1972 because of the 1971 amendments, were assigned a special rate of 1.1 percent for 1972 which was also provided for by the 1971 amendments. Of the remaining 44,498 employers assigned experience rates during 1972, 29,849

were assigned the lowest contribution rate, 0.7 percent; 11,534 were assigned rates from 0.8 to 4.4 percent; and 3,115 were assigned the highest experience rate, 4.5 percent.

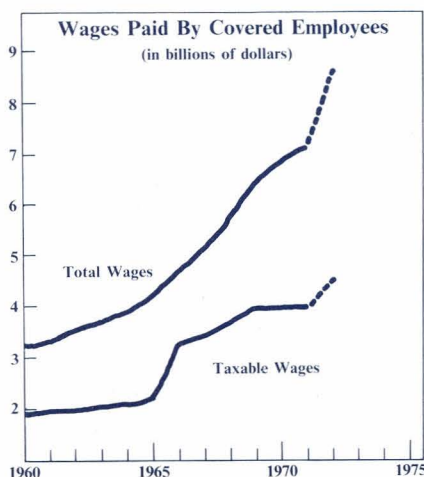
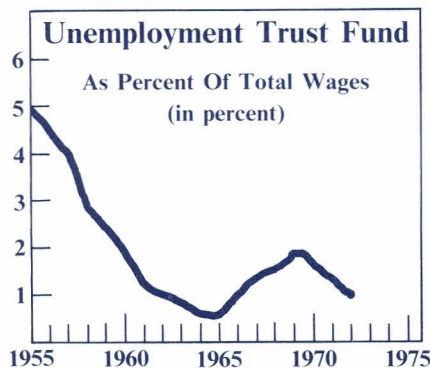
A total of \$64,329,599 was received from contributions and interest earned during the year. As of December 31, 1972, the net total in the Unemployment Compensation Fund was \$81,122,122. This represents a decrease of \$9,693,296 from the \$90,815,418 balance on December 31, 1971. A net total of \$70,585,104 was paid out in UC benefits during 1972.

Advice and auditing is available to employers from field auditors located throughout the State. During 1972, 3,814 audits were conducted. Those audits disclosed employer underpayments of \$709,347 and overpayments of \$11,576 for a net increase to the Unemployment Compensation Fund of \$697,771. In the course of field visiting services, Department auditors collected \$1,069,275 from employers for deposit in the Minnesota Unemployment Compensation Fund and an additional \$15,715 for other states.

### Wages And Contributions

	1971	1972	Change
Total Wages .....	\$7,092,263,876	\$8,570,000,000*	\$1,477,736,124*
Taxable Wages .....	3,994,114,039	4,542,000,000*	547,885,961*
Total Contributions Received.	42,429,741	60,395,359	17,965,618

\*Estimated



### Taxable Wages

#### Percent 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 .....	55%
1972 .....	53%*

\*Estimated

### Overpayment And Fraud

The large number of unemployment compensation claims filed in recent years coupled with additional income maintenance programs has generated an increased volume of overpayment and fraud activity.

Among the various methods used to detect overpayments are verifications of return-to-work dates and wages as reported by claimants, cross matching of benefit payments against wages reported by employers, auditing claims records, and investigating employer protests or information volunteered by concerned citizens.

In 1972, MDMS discovered 9,147 overpayment cases. Of that number, 8,330 were determined to have been caused by misunderstanding or un-

intentional error; 1,317 were determined to be fraudulent. Obtaining benefits fraudulently is a misdemeanor. In 1972, 45 cases were referred to the State Assistant Attorney General for his review for legal action.

Fraud cases not handled in a court action are dealt with administratively by the imposition of disqualification penalties. Prosecution for fraud and the attendant publicity are considered an important deterrent to abuses of the Minnesota Manpower Services Law.

MDMS recovered \$631,220 or ap-

proximately 64 percent of the overpayments determined in 1972, either by cash refund or by withholding benefits due.

## Appeals

All MDMS administrative decisions on claims are subject to claimant or employer appeal. More than 7,000 appeals were filed in 1972 compared with about 5,500 in 1971. Most of the appeals in 1971 were filed by individual claimants. About 1,000 of those filed in 1972, however, were multi-claimant appeals resulting from a statewide labor-manage-

ment dispute. Those issues, involving 275 employers, required setting 400 hearings. Thus, while the total number of appeals in 1972 exceeded those filed in 1971 by about 1,500, the number of hearings conducted only increased by about 500, or approximately 9 percent over 1971.

With more claims filed and due to the increased complexity of the unemployment compensation programs, the number of appeals filed have progressively increased in recent years. Changing public attitudes, with individuals more prone to challenge authority, not only have added to the numbers of appeals but also to the complexity of issues being heard.

Even though appeals are being scheduled for MDMS attorneys at half-hour intervals, the steady increase in the appeals case load has contributed to backlogs. In efforts to reduce backlogs, recruitment efforts for qualified attorneys have been intensified; attorneys and other appeals staff have worked longer hours, have accelerated travel schedules; and additional employees have been hired. MDMS administrators, concerned about the appeals backlog, are directing considerable attention to improvements in the appeals processes.

In another effort to improve appeals services, the Department has enlarged a system, installed in 1971, that enables typists to transcribe drafts from records of hearings and dictated decisions, make corrections and produce final copy without re-typing. This system reduces the time required to produce final copy and the need to recruit and train qualified employees to perform the work. That system has increased each typist's average production of transcripts of hearings from nine to more than fifteen each week, doubling the output without increasing staff and, most important of all, delivering appeals decisions to claimants and employers faster than would otherwise have been possible.

---

## Meeting UI Challenges

*The Moorhead Office made special arrangements to facilitate the filing of unemployment compensation claims to 200 persons being laid off by an area employer.*

*Because the Moorhead Office lobby was too small to adequately handle that many claimants at one time and because of a shortage of parking space, arrangements were made to use the union hall.*

*In addition, local office staff briefed union stewards on the unemployment compensation law, claimant responsibilities and so on. With this information, the stewards were able to answer many inquiries beforehand. The employer was asked to supply complete information, including separation status, on each claimant.*

*As a result of the cooperation from the union and employer, claims were taken in one day, and wage and separation information thus was available for immediate processing of benefit determinations.*

*A similar situation at the Ely Office also demonstrates how the Department adapted to a special situation.*

*When a Babbitt employer notified the Ely Office of a mass layoff of 1,200 employees, the local office immediately cancelled all vacations and prepared to take these claims.*

*At union meetings, Ely office staff explained the unemployment insurance program, including claimant responsibilities.*

*They also met with the employer to set up procedures for obtaining names, account numbers and wage information of separated employees.*

*Mass filing of these claims was completed at Babbitt in a recreation building owned by the employer. Weekly benefit payments were made at the same location and were completed in five hours.*

*The Ely Office also provided the employer with the individual check identification numbers. The employer requires this information from the claimant before making company-paid supplemental unemployment benefits. This service to the employer saved him considerable time and expense and speeded payment to the claimants.*

## Plan Of Operations

Resources for UC administration are authorized by the U.S. Secretary of Labor. In recent years the State has been granted more autonomy in the distribution and utilization of those resources.

Following federal Manpower Administration Guidelines, the MDMS Unemployment Insurance Plan of Operations for Fiscal Year 1973 included work load predictions, assessment of MDMS capability of handling those work loads, plans for program improvement and resources needed.

During 1972, MDMS improved its UC budgeting processes and staff utilization. A Cost Model was developed with financial support and assistance from the Manpower Administration, U.S. Department of Labor, and assistance from a management consulting firm.

A system was developed for determining the number of employees needed to accomplish the UI mission.

A Cost Analysis Study was conducted in May. That Study measured the actual average time required to perform each UI function. The accepted technique used was the completion of a "time ladder" on which each employee recorded the function engaged upon at five-minute intervals. Nonproductive time and data was used to establish a reasonable allowance for personal time which, incidentally, compared favorably with the personal time generally allowed in private industry.

The Cost Analysis Study provides a base for future systems improvements and cost reduction efforts. The study also resulted in some immediate corrective action. The resulting Cost Model lists standard times allowed to perform a given function, such as the acceptance of a new claim.

Important features of the Cost Model are its general acceptance as a fair and accurate measurement of

staffing needs, its adaptability to changing conditions and its compatibility with a complex of MDMS planning, budgeting and cost accounting systems established to meet State and federal requirements.

## Education Kit

Recognizing the need to disseminate accurate information concerning unemployment compensation programs, the U.S. Department of Labor produced the Unemployment Insurance Education Kit for distribution to the states during 1972.

That multi-media kit was built around the theme, Unemployment as a Social Problem. The kit was designed and field tested, as an addition to secondary school curricula, by educators with technical assistance supplied by UI personnel of the U.S. Department of Labor. The kit includes a teacher's guide, a stu-

dent manual, a simulation game, a transparency set for overhead projection, and a filmstrip with recorded and illustrated script.

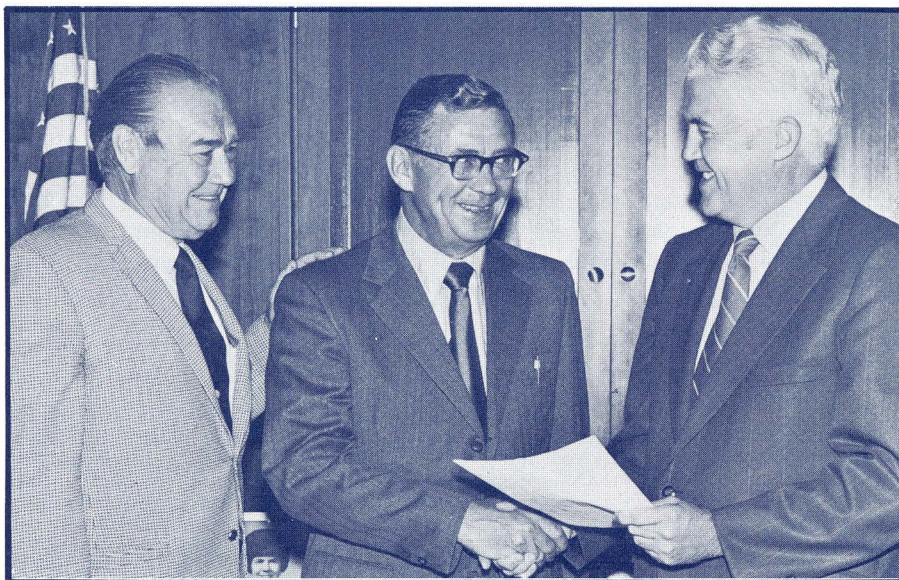
It is hoped that introduction of the unemployment insurance concept early in life will correct many of the misconceptions associated with the program; that this knowledge will be useful later in life and, perhaps, reach the students' families.

State UI personnel were advised at a national meeting as to methods for the kit's introduction. MDMS public relations and UI staff discussed introduction of the kit with representatives from the State Department of Education. During the summer of 1972, MDMS hired an educator to adapt the kit to Minnesota unemployment compensation law and applications. Plans have been made for including the kit in school curricula statewide.

Through a variety of publications, news releases and films, the Communications and Publications Section provides the public — jobseekers, the unemployed, employers and others — with information on the specific services available from the Department, who is eligible for them and how they operate. Internal publications provide personnel with information about significant developments and changes in Department organizations, operation and/or policies.



# Veterans: Important Manpower Source



Mayor Charles Stenvig congratulates Minneapolis MDMS Office Manager Norris Mulvania for his efforts in the Mayor's Task Force on Jobs for Veterans. A representative of the Greater Minneapolis Chamber of Commerce looks on.

Obtaining permanent employment for the veteran is the Department's primary goal. Cooperation is essential between the Department, the veteran, the community and the employer. This was especially true in 1972 because of depressed economic conditions and high veteran discharge rates.

The Veterans Employment Service of the U.S. Department of Labor works with the Minnesota Department of Manpower Services (MDMS) through the State Veterans Employment Representative, who has functional responsibility for

veteran employment programs in Minnesota.

During 1972 new veteran applications for work increased to 44,273 from 43,933 in 1971, an increase of .8 percent. The Department placed 23,839 veterans compared with 20,211 in 1971, an increase of 11 percent. Placement of disabled veterans numbered 2,371. A total of 9,504 veterans received job counseling, and 985 were enrolled in manpower training programs.

Shortly after being discharged from military service, the veteran is con-

tacted by the local Veterans Employment Representative. Veterans Representatives, located in the Department's 35 full-time offices, counsel and offer the manpower services available through MDMS.

Federal contractors and subcontractors are required to list job openings with the State Employment Service. This is one of the major reasons for an increase of 28 percent in the number of job openings listed with the Department. These 12,774 openings resulted in veteran placements totaling 925.

Through Operation MEDIHC (MILITARY EXPERIENCE DIRECTED INTO HEALTH CAREERS) program, the Department works to eliminate shortages in health occupations by referring discharged military medical personnel into civilian health occupations. Forty percent of these veterans in Minnesota were placed in full-time medical careers or in medical training programs.

When job openings are unavailable, job development becomes part of veteran placement efforts. To create job openings for veterans, 2,568 contacts with employers were made; 1,014 veterans were placed.

A toll-free statewide veterans *hotline* was installed in early 1972. This special telephone line provides one number that both employers and veterans can call. During the remainder of 1972, 727 veteran job orders were processed from *hotline*

calls, resulting in 1,222 openings; 1,146 veterans called to request assistance.

A number of organizations assisted veterans seeking jobs during 1972. The Veterans Administration hired 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 and local Veterans Employment Representatives also contacted recently separated veterans who had drawn 13 or more weeks of unemployment compensation benefits to determine cause of unemployment and to provide special efforts to place them.

Aid from the business community was enlisted through an agreement with the National Alliance of Businessmen to increase employer awareness of the high veteran unemployment rate and obtain pledges to

hire veterans. Upon receipt of a job pledge through the National Alliance of Businessmen, the Department develops a job opening with the pledging employer and refers veterans to this opening. Placement of 2,976 veterans in 1972 was attributable to this agreement.

Many communities mobilized jobs for veterans campaigns under the auspices of mayors' task forces formed under the direction of the Governor's Jobs for Veterans Task Force. The Minneapolis Mayor's Task Force received a U.S. Department of Labor commendation for obtaining 3,000 job pledges for veterans during the spring campaign.

The Moorhead Job Fair attracted 50 employers and agencies to aid 460 veterans. The organizations sponsoring the Job Fair included: Moorhead Mayor's Task Force, North Dakota Employment Security

Bureau, American Legion, National Association of Collegiate Veterans, Inc. and the Moorhead MDMS Office.

Both the Veterans of Foreign Wars and the American Legion recognize organizations providing outstanding services to veterans.

The Veterans of Foreign Wars presented two awards in 1972 to MDMS local offices. The Hopkins Office received the *Outstanding Services to All Veterans* award, and the Faribault Office received the *Outstanding Services to Disabled Veterans* award.

The Faribault Office also received the annual American Legion award for *Outstanding Services to Veterans*. The Winona Office was honored by the American Legion for *Outstanding Promotional Activity* in the veterans campaign.

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

Virginia MDMS Office Veterans Employment Representative Thomas Gilpin holds bumper sticker as Eveleth Mayor Joseph Begich signs Jobs for Veterans Week proclamation.

MESABI DAILY NEWS



## Bob's Job Hop

Bob, a 22-year-old handicapped Vietnam veteran, hopped from job to job. When he came to the Owatonna Office, he had been out of the Army for two years. He had had several jobs in between long periods of unemployment.

A Counselor referred Bob to an MDTA/OJT program. In three months, having dropped out of the training program, he was on the move again.

The Veterans Employment Representative, Counselor and Bob met on numerous occasions thereafter to help work out this job-hopping problem. When Bob felt ready to stick to a job, the Veterans Employment Representative began intensive job development. A position was found at a local feed mill where Bob is working.

# Statewide Job Bank Established



As part of the Statewide Job Bank system, facsimile equipment uses telephone lines to transmit exact copies of job orders. Lists of job orders are compiled by a computer, reproduced on film and delivered daily to State Employment Service facilities.

Establishment of a Statewide Job Bank, linking about 60 State Employment Service facilities with a computer-assisted listing of all job openings placed with the various facilities, highlighted the operations of the Minnesota Department of Manpower Services (MDMS) in 1972.

The Statewide Job Bank is an extension of the Twin Cities Job Bank which has been in operation in the seven-county metropolitan area since March 1970.

For employers, the Statewide Job Bank provides an opportunity to recruit qualified workers from anywhere in the State when filling openings in their work forces. By making

a single telephone call, they can make their needs known to every State Employment Service office in Minnesota and to the qualified jobseekers who are registered with those offices.

For the jobseeker, the Statewide Job Bank provides the means for him to make himself a candidate for any job opening for which he is qualified wherever that opportunity may be.

Under the Job Bank system, each State Employment Service facility and those of other participating agencies receive a daily, updated listing of employer requests for workers. The job orders are recorded in miniature on film (microfiche) and enlarged to readable form in

reader/viewer machines on the desks of State Employment Service personnel. This gives each employee who is directly engaged in placement immediate access to the complete file of job openings throughout the State.

Job orders are fed into a central collection point by the various offices by means of facsimile transmission equipment. This allows every office to make daily contributions to the Job Bank listing.

The number of persons referred to the employer for every job also is controlled at a central point. This is advantageous to both the employer and the jobseeker. Employers will not be flooded with an excess of applicants. Jobseekers will not be sent to interview for jobs that already have been filled.

Although the Job Bank's primary purposes are to expose job applicants to openings and job openings to applicants, it also will have other goals. One will be to expand manpower services to the rural areas. Another will be to provide statistics and other information needed for program planning. A third result could be a balancing of State manpower resources against the needs. For instance, the machinery will be available to encourage the flow of workers from areas in which they are in surplus to areas in which they are in demand.

Eventually Minnesota's Statewide Job Bank will be linked with similar

operations in other states to form a national network. This would offer employers and jobseekers the same opportunities at the national level that the State Job Bank supplies at the state level.

## Manpower Matching

When Minnesota was chosen as one of the 10 states to assist in the perfection of a nationwide computer-assisted manpower system, it was given the assignment of experimenting with and devising the JOB DEVELOPMENT BANK. During 1972 the Minnesota Department of Manpower Services (MDMS) constructed and implemented the Job Development Bank in the Twin Cities metropolitan offices.

The Job Development Bank offers MDMS offices the opportunity to gain knowledge of job opportunities that may be available within the community, but are not specifically placed with the State Employment Service. Such knowledge is obtained from reviewing an employer's past history of job openings and by projecting staffing patterns. Once it is listed on microfiche, Interviewers have easy access to this information.

Department Interviewers have long been charged with the responsibility of developing jobs for applicants when known job openings do not 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 on manual lists of employers who have provided job listings.

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

## Counseling

During 1972, the Minnesota Department of Manpower Services (MDMS) conducted 36,863 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 most compatible with their interests and abilities. This is particularly true for young people who are seeking their first job. Other persons 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. Employment Service (USES) — are used extensively in MDMS offices. These tests provide information used in counseling, classifying and selecting qualified jobseekers for referral to employers and to many joint apprenticeship boards.

Approximately 16,079 General Aptitude Test Batteries (GATB), 10,522 Specific Aptitude Test Batteries (SATB) and 8,902 proficiency tests were administered to jobseekers by MDMS offices during 1972. These tests were administered in conjunction with counseling and placement services.

To increase the availability of GATB test information to high school students, the GATB was released to over 70 schools. Training in the interpretation of the GATB has now been provided to more than 625 Minnesota school counselors.

The GATB is used in the development of Specific Aptitude Test Batteries, now available on over 450 different occupations. SATB's determine whether an individual has the potential to perform the major requirements of a job successfully.

A recently revised Occupational Aptitude Pattern (OAP) structure, based on the 450 Specific Aptitude Test Batteries, enables a counselor to relate an individual's GATB test results to over 1,200 jobs. The OAP structure thus facilitates the use of the GATB for counseling.

As one of 38 participating agencies in the federal-state cooperative test research program, the Department engaged in 25 studies during 1972. This program provides new and refined tests and test methodologies that can be used by MDMS offices in providing improved services to the public. Eleven of these studies were completed and submitted to the Manpower Administration.

Minnesota was selected, along with several other states, to participate in the development of a USES interest inventory. The third edition of the *Dictionary of Occupational Titles* (D.O.T.) includes a section which groups jobs together on the basis of similar required worker traits. The interest inventory is designed to help Counselors determine which worker trait groups are closely related to an individual's interests.

Special research studies completed in Minnesota show that the GATB can be used as a predictor of successful performance on the General Educational Development (GED) tests and as an indicator of ability to accurately complete the Kuder Preference Record-Vocational. This research increases the information which Counselors may gain from the administration of the GATB to

jobseekers. Such information will assist Counselors in developing vocational plans for their clients.

USES test norms established for the occupations of circular knitter, cosmetologist, electrician, licensed practical nurse, lineman and medical laboratory technologist were studied to determine if the existing norms would continue to be effective predictors of occupational success when applied to different samples (cross-validation study). The established norms were refined or confirmed by these studies, increasing the confidence with which they may be used.

## Career Information

The Career Information Unit (CIU) provides occupational, educational and other career-related information to MDMS offices, other agencies, schools and the public.

During 1972, CIU averaged over 55 requests for information monthly. Half these requests came from MDMS Counselors and other placement staff for use in assisting jobseekers. A fourth of the requests came from outside Minnesota and from as far away as Korea and Japan. Requests for information on occupational opportunities included such varied jobs as glassblower, auctioneer and taxidermist.

To improve the availability of occupational information, Manpower Information Specialists and career information files were placed in MDMS offices. Manpower Information Specialists assist others in obtaining occupational information and in using CIU resources. Copies of over 45 publications were distributed during 1972 to MDMS offices for the career information file.

A Career Information Series, consisting primarily of occupational guides developed to reflect the employment picture in Minnesota, was initiated in 1972. The guides describe the nature of the job, working conditions, location of the job, entry requirements and training, advancement opportunities, employment

outlook, pay and hours, and sources for additional information. When the need arises, the Series will be expanded to provide career information on other topics.

To acquaint youth with occupational opportunities, CIU participated in a

## Special Help Aids The Hard-To-Employ

While many who look for work through the Minnesota Department of Manpower Services (MDMS) do not experience unusual difficulty securing employment, some jobseekers do experience more difficulty than others. They are older workers, high school dropouts, the handicapped, youth, minority group members and veterans.

The Department provides special services to assist them in their job search. Department personnel reach out to contact those needing services, try to improve their employability, make job development efforts on their behalf and follow through to help them adjust to their new job.

In addition, MDMS personnel refer jobseekers with some specific problems to other community agencies for assistance and follow through to ensure that needed services are being provided.

While MDMS attempts to serve all special jobseeker groups, emphasis in 1972 was placed on assisting the Vietnam-era veteran.

### Older Workers

Although older employees are considered to be valuable workers while employed, once unemployed they frequently experience considerable difficulty securing subsequent employment.

In addition to providing normal placement services to all older jobseekers, MDMS has designated an Older Worker Specialist in each local office to provide additional assistance to older people experiencing difficulty finding employment. After being assigned this responsibility,

number of career fairs held throughout the State. Display booths, providing information on Department services, were staffed by MDMS personnel who answered questions on careers, job search and preparation for job interviews.

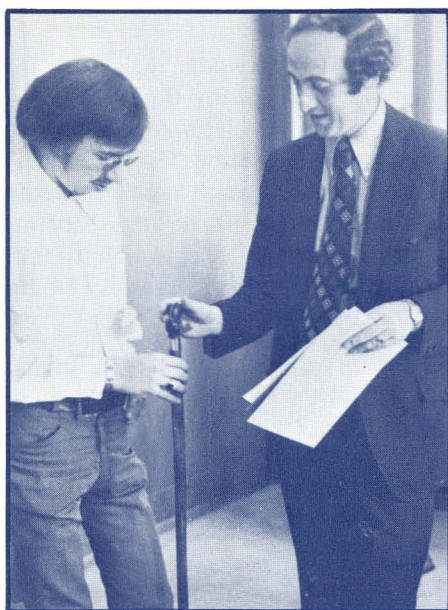
these specialists receive intensive training in understanding the difficulties encountered by older jobseekers and in specialized techniques to assist them.

By recruiting and screening for the GREEN THUMB, GREEN LIGHT, GREEN VIEW, FOSTER GRANDPARENTS and SENIOR AIDES projects, MDMS continued to assist a number of special employment programs for poverty-level older people.

In order to insure an understanding of and compliance with the Age Discrimination in Employment Act, training was conducted for staff in each local office. In addition, local offices assisted the Wage and Hour Division of the U.S. Department of Labor in informing the public of the toll-free telephone number which employers, workers and jobseekers may use to get information on any of the Wage and Hour laws. The St. Paul Office participated in the Comprehensive Plan for Older People, a pilot program to coordinate and deliver better community-wide services to older people.

MDMS was again chosen to act as the contract State for the U.S. Department of Labor to fund the National Institute of Industrial Gerontology, a branch of the National Council on the Aging. The purpose of the National Institute of Industrial Gerontology is to improve services to older jobseekers and to increase employer awareness of the value of older employees.

As a follow-up on the White House Conference on the Aging, the Department began working on a state-wide preretirement planning program. Work on this will continue during 1973.



In observing Employ the Handicapped Week, St. Paul Mayor Larry Cohen issued a proclamation, and (at right) the St. Cloud *Daily Times* pictured St. Cloud's new downtown mall which is designed to accommodate wheelchairs.



## Handicapped

Finding employment for increasing numbers of handicapped veterans received special attention in 1972. Specialists for services to the handicapped in each local office worked closely with veterans representatives as well as with other community agencies. The substantial increase in the number of placements of disabled veterans during 1972 resulted from their efforts.

MDMS staff also worked with the U.S. Department of Labor in planning the curriculum for a training unit for improvement of services to disabled veterans.

The first full week in October is designated as National Employ the Handicapped Week. Working closely with the Governor's Commission on Employment of Handicapped Persons and area councils on Employment of the Handicapped, MDMS arranged for special promotions during this time. Extensive use was made of newspaper stories, radio and television publicity, outdoor signs, displays, posters, newsletters and special mailings. Partly as a result of an idea exchange developed for local offices, the 1972 cam-

paign appeared to be more effective.

Removal of architectural barriers to employment continued to receive emphasis during 1972. Local office personnel were active in this program on an individual basis and as members of area councils on Employment of the Handicapped. Also during the year, the Department designated the Mankato local office as barrier-free and took steps to make another office accessible to the handicapped.

### Campaign Brings Jobs

*Eleven recently separated veterans found good jobs with a New Ulm firm as a result of a National Employ the Handicapped Week campaign.*

*Through the New Ulm's NETH Week campaign, this large employer became aware of the unemployment problem for veterans. This employer also has become a participant in the G.I. Bill on-the-job training programs and has developed an active hiring program for veterans.*

During 1972, the first Governor's Conference on the Handicapped was held. A coalition of agencies was formed to develop a statement of needs common to all disability groups. MDMS staff members participated in planning sessions and made presentations at the Conference.

Recognition of needs for improved services for special disabilities has caused formation of several new groups and coalitions. MDMS personnel participated in planning sessions and established working relationships with these groups in their communities.

To improve total services to the handicapped in their communities, MDMS personnel were trained in the local office setting.

### Minority Groups

Members of minority groups comprise approximately two percent of the State's total population. Blacks make up about one-half of this number followed by American Indians, Chicanos, Orientals and others.

The Department is making special efforts to bring meaningful employ-

ment and training to members of minority groups. A Minority Groups Representative serves as a liaison between the Department and community agencies that work closely with minority groups in areas of employment and training.

To assure equal opportunity in hiring members of minority groups, the Department developed an Affirmative Action Policy (see page 2) and Plan in 1972. The Minority Groups Representative also was named as Equal Employment Officer to give overall direction and coordination to the Plan. A committee has been appointed, chaired by the Commissioner, to implement a positive Affirmative Action Plan.

The Department coordinates the weekly *WCCO Jobs Now* television show. This 15-minute show offers information on training and employment opportunities and other programs available through the Minnesota Department of Manpower Services. Equal opportunity employers can discuss on the *Jobs Now* show their affirmative action programs designed to give employment to minorities.

The weekly *Jobs Now* television show offers information on employment and vocational training opportunities, and various programs available through the Department.



Inner-city satellite offices have been placed in neighborhoods, within walking distance of the disadvantaged people the offices are designed to serve. Satellite offices are staffed by minorities who live in the areas where the offices are located. These satellite offices place special emphasis on helping those who have experienced problems in gaining and holding employment. Included in these services are job counseling, skills training, job development, placement assistance and follow-up supportive services.

Department personnel are located throughout the State to bring manpower services to minority groups. Reservation Representatives and other MDMS personnel provide these services to the minorities 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.

Emphasis was placed on minorities in rural areas, especially the Chicanos in the southern section of the State. Manpower services also were provided in areas where migrant workers seek employment each year.

## Youth

Over 41,000 youth registered for employment during the 1972 Governor's Youth Employment program. There were 8,354 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 program again was a united effort of the Governor's office, State agencies, the National Alliance of Businessmen, the Federal Executive Board of the Twin Cities and Chambers of Commerce.

The Federal Executive Board of the Twin Cities coordinated the efforts of federal agencies in the metropolitan area. All federal summer jobs in the Twin Cities were placed on the Job Bank and made available to disadvantaged youth throughout the area. This cooperative venture between federal agencies and MDMS gave disadvantaged youth an equal chance to secure summer employment in federal agencies.

For the second consecutive year, State agencies were asked by the Governor to provide summer employment for youth at the ratio of one summer job for every 50 regular employees. Summer job openings were routed through MDMS which was designated as the sole recruiting agency for the program. In addition to recruitment, MDMS actively participated in the program by hiring 52 youth for summer jobs in the local offices.

Success of these government programs can be measured in the experience these young people gained from participation in the operation of government. Government agencies employing the youth were united in their praise of the sincerity and enthusiasm of the young workers.

Several MDMS offices in outstate areas used the youth they hired to staff mini-employment offices. These offices provided services to youth

in small rural communities or intensive services to youth in larger communities.

The Alexandria Office, for example, registered 737 youth through the Rent-A-Kid program. Youth placements totaled 665 — 546 nonfarm and 119 farm placements. The Inter-Agency Committee in Douglas County asked for the implementation of a youth employment program for the area during 1972.

The Department provided counseling, testing, career information and placement services to students in over 330 Minnesota schools as part of the cooperative program.

These services, provided mainly to graduating seniors, facilitate the students' transition from high school to the world of work or assist them in making a decision about further training.

Services also are provided to drop-outs and include counseling, testing, placement and referral to manpower training programs such as MDTA, NAB-JOBS and JOB CORPS. These services enable a student who leaves school prior to graduation to find employment or obtain job training.

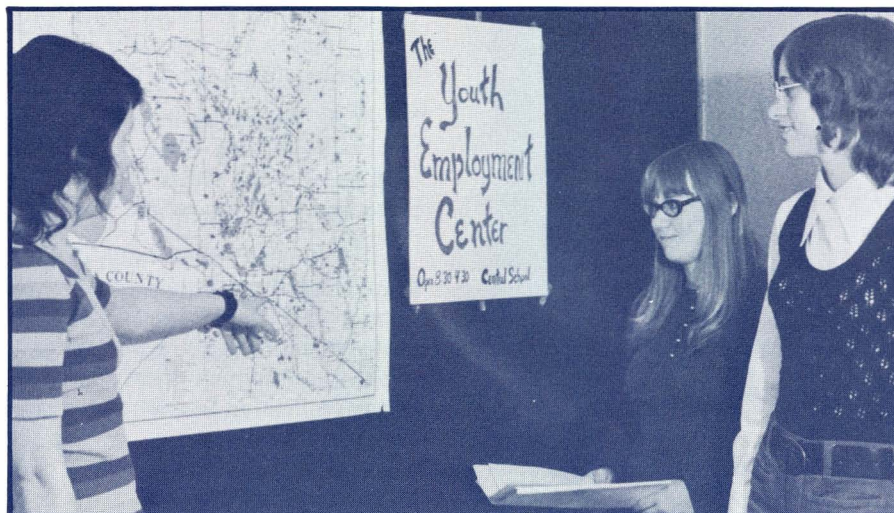
## Job Corps

The Minnesota Department of Manpower Services has participated in the JOB CORPS program since 1965. Its two main responsibilities are the recruitment of new candidates for Job Corps and the placement of returnees.

Approximately 110 young Minnesotans enrolled in the Job Corps during 1972. Over 1,600 Minnesotans have participated in Job Corps since its inception in 1965.

The Job Corps is a voluntary residential training program for young men and women 16 through 21 years who need basic education and vocational skills and can benefit from a change in environment.

The general education program is an individualized system incorpo-



The Grand Rapids MDMS Office, Community Action Council and School District 318 joined forces to establish and operate a Youth Employment Center during the summer of 1972. Neighborhood Youth Corps enrollees, trained by local office personnel, were responsible for the daily operation of the Center. A total of 141 new job applications were taken, and 86 placements were made.

rating self-instructional materials geared to the student's interest and allowing the student to progress at his own pace. Encouragement is given to those Corps members with potential to complete the requirements for the high school equivalency certificate (GED).

The goal of Job Corps vocational training is to teach the skills necessary to obtain an entry level job. To provide greater placement potential to Corps members, many Conservation Centers have contracted with the various trade unions to conduct

training in the apprenticeable trades. Job Corps World of Work curriculum is designed to teach the meaning of responsibility on the job and develop good work habits and attitudes. Citizenship, driver's training, budgeting and other everyday skills also are taught.

Because Job Corps is a 24-hour-day program, other essential services need to be provided to enrollees. Counseling serves a threefold purpose. First, vocational counseling assists Corps members in developing skills and employment goals. Each

---

## A Boost For Youth

*Willard was a school dropout from rural Minnesota and 16 years old. He had finished tenth grade, but school officials doubted that he would complete his education. In the Job Corps, Willard obtained a high school equivalency certificate. He spent a summer in Upward Bound and now is enrolled as a full-time student at a State college.*

*A young lady, 17 years old at the time of enrollment, received Job*

*Corps training in the medical area. She obtained a GED with very high scores, was graduated and was placed by the Department as a senior lab technician at a Twin Cities hospital at \$3.25 an hour.*

*A 19-year-old Spanish-American who had dropped out of high school after completing tenth grade entered Job Corps training as a painter in a union-sponsored program. He was graduated and now is employed as an apprentice with a painting contractor.*

---

member is helped to evaluate his aptitudes, experiences and interests to develop a job objective.

Secondly, many members bring with them varied personality and character problems such as low motivational levels, nonconstructive habits and attitudes. Personal counseling serves to help the member achieve the ability to cope with such problems and to develop social skills and character traits which would result in a better chance for success.

Thirdly, periodic evaluations of each member's vocational, educational, behavioral and social adjustments are made to inform the member of progress made while at the Center.

## Training Readies Men, Women For Jobs

The Manpower Development and Training Act (MDTA) is, as its name implies, a program to develop manpower for employment through training. It has been doing just that for 10 years since the first person began training in 1962.

During these years, 20,650 persons have completed their training objectives; 75 percent of those surveyed three months after completion of training had obtained employment. Although priorities have changed somewhat over the years, the major emphasis has been on training veterans and the disadvantaged.

In an effort to provide various types of skills training in addition to counseling, testing and placement services under one roof, three MDTA Skills Centers have been established in Minnesota's largest cities — Minneapolis, St. Paul and Duluth.

At each Center, except in St. Paul, basic education is provided for those persons who need to improve reading, language or math skills. In St. Paul, this service is provided at the Guidance and Occupational Center.

By these periodic evaluations, program changes and recommendations for advancement are determined.

Medical, dental and personal hygiene services are offered to members as needed. Minor problems in these areas can hinder the members' progress.

Recreational and avocational programs supplement and help encourage individual, personal and social development. They provide opportunities for creative expression of ideas and feelings, encourage physical fitness and provide constructive outlets, which may continue to enrich adult life after leaving the Center, for pleasure and relaxation during leisure hours.

Trainees who do not have a high school diploma may work toward a general equivalency certificate before pursuing vocational training.

Occupational Skills Center classes are designed to accept new enrollees as often as every week. These classes include such courses as welding, cooking, clerical, auto mechanics, metal machining and auto body repair. Trainees become employable as desired skill levels are reached. During and following training, Counselors assist trainees in obtaining suitable employment.

Not all training is conducted at one of the MDTA Skills Centers. For the last two years, the St. Paul-Ramsey Hospital has been the site of a course to train medical technicians in ophthalmology. The course — which consists of nine months of classroom training in addition to twelve months of externship at various hospitals, clinics and ophthalmologists' offices — has proven to be very successful.

The course is designed to provide the trainees with the required psy-

chomotor skills and knowledge to furnish the ophthalmologist with technical data needed to diagnose and treat eye disease. Of the 12 who completed the last course, 11 are employed in the field of ophthalmology with salaries ranging from \$650 to \$1,000 a month. At the present, only three other training programs of this nature exist in the country. The MDTA program in St. Paul is the largest.

A motor vehicle repairman upgrading project was developed to instruct mechanics how to maintain and repair emission control systems currently being installed on all new cars. This is a part-time project developed to train 1,200 auto mechanics. The training consists of two three-hour sessions that are usually held in the evening and are conducted in the various vocational-technical institutes throughout the State.

In instances where it is not practical for a student to travel to one of the Skills Centers or to any other MDTA training location in the State, he may be referred on an individual slot-in basis to a course being offered at an area vocational-technical school or an approved private school close to his home.

Funds are set aside yearly to train students in a variety of occupations

---

### 1972 MDTA Classroom Training

Enrollment .....	3,035
Under age 22.....	34%
Age 22 through 44.....	55%
45 and older.....	11%
Disadvantaged .....	68%
Minority .....	17%
Handicapped .....	23%
Veterans <sup>1</sup> .....	51%
Completions .....	1,750
Employed .....	77%
In Training .....	1,123

<sup>1</sup>Percent of male enrollees

### *Experience But . . .*

*Don Brazil who spent 25 of his 47 years in 15 correctional institutions was honored with the 1972 Governor's "Outstanding Area Vocational Technical School Graduate Award."*

*He was orphaned at 12 and lost a leg — hopping a freight train. He began his life of crime in 1935. Burglary, armed robbery, grand larceny and alcohol became his style of life.*

*During his years in prison, Don acquired considerable practical experience in electricity, but no one was there to explain theory.*

*When released from the Georgia State Penitentiary in 1968, he returned to Minnesota where he de-*

*cided to seek employment in the electrical field. Even though he had practical experience, he lacked the theory needed to pass the exam for State licensure.*

*At this point, Don came to the Hopkins Office for assistance. He was selected for MDTA, and a special four-month training program at the Anoka Vocational Technical Institute was designed to meet his needs.*

*He successfully completed this course, took the Minnesota State Board of Electricity exam, passed, and received his Class A Journeyman Electrician's License.*

*Don is currently employed as a journeyman electrician. On his own, he is attending night school at the Anoka Vocational Technical Insti-*



Don Brazil (center) explains use of a piece of electrical equipment.

*tute to prepare for the day when he can take the Master's Electrician Examination.*

*With the assistance of his wife and Alcoholics Anonymous, he has been "dry" for over three years.*

ranging from heavy equipment operator to court reporter to licensed practical nurse. A portion of these funds is earmarked for specific geographical areas of the State and high priority groups.

During 1972, special individual referral projects were also funded for Redevelopment Area Residents (RAR) counties and Upper Great Lakes counties. The Redevelopment Area Residents project was funded to train 20 individual residents of RAR counties. Currently 42 counties in Minnesota are designated as RAR counties. The purpose of this project is to train individuals in the necessary skills so that they can contribute to the economic growth of these depressed areas.

The Upper Great Lakes Regional Commission transferred to the U.S. Department of Labor funds for training 35 residents of Minnesota's 38 Upper Great Lakes counties. The

goal was to train unemployed and underemployed individuals for employment that will contribute to the economic development of the Upper Great Lakes Region in Minnesota. Veterans had top priority in referral to training during 1972. A special project was funded to train 200 veterans on a statewide basis in a variety of occupational fields. Because of the large number of eligible and qualified veterans seeking training, many were also enrolled in other ongoing statewide projects. This emphasis was reflected by an increase from 40 percent in 1971 to 51 percent in 1972 in the number of male MDTA trainees who are veterans.

MDTA training is free to all enrollees. Trainees who are eligible receive allowances while in school to help with living expenses. Additional allowances are paid for dependents and for subsistence and daily transportation costs when applicable.

### **Businessmen's Alliance**

The Minnesota Department of Manpower Services (MDMS) participates with National Alliance of Businessmen (NAB) in the JOB OPPORTUNITIES IN THE BUSINESS SECTOR (JOBS) program. JOBS is a joint effort between government and business to provide jobs and training for disadvantaged individuals.

NAB offices in Minnesota are located in Minneapolis and St. Paul. MDMS provides one staff member for each of these offices. The remainder of the NAB staff consists of executives on loan from industry.

When an employer enters into a JOBS contract with the U.S. Department of Labor, the company will be reimbursed for on-the-job training including special counseling, also for such supportive services as job-related education, instruction in English as a second language, ori-

entation, supervisory and human relations training, transportation, child care and medical and dental care. The company is also eligible to be reimbursed for the cost of administering the program.

In Minnesota, 50 employers have NAB contracts with the U.S. Department of Labor. These contracts provide for 434 training slots at a total cost of \$952,115 in occupations ranging from clerical to machine work. Starting hourly salaries vary from \$2 to over \$3.50.

Many other firms participate in the NAB program by pledging to hire and train disadvantaged workers on their own without financial reimbursement.

In Fiscal Year 1973, \$1,116,700 in JOBS funds were available for training in Minnesota. A new entry-level program known as MA-7 has been established with new guidelines that enable an employer to receive reimbursement to upgrade present employees.

In the past, contracts have been written to include more than one employer. These were known as "Consortium Contracts." Under the newly established guidelines, it is anticipated that most contracts will be written with individual employers.

## JOBS Optional

During 1972, 667 subcontracts were written with employers throughout Minnesota. These 667 contracts provided training for 1,110 individuals of whom 651 were disadvantaged. Thirty-three percent of the trainees were members of minority groups, 45 percent were veterans and 22 percent were handicapped.

The total cost of these 1,110 training slots was \$1,165,000.

In September 1972, the State received \$691,000 in Fiscal Year 1973 funds as the regular State JOBS Optional allocation and an additional \$300,000 in Redevelopment Area Residents (RAR) funds

to be used to train employees for a new meat packing plant in South St. Paul. Any excess funds will be utilized in other RAR areas throughout the State.

On February 14, 1972, a Twin Cities employer, with the help of the JOBS Optional Program, hired a young blind man to be trained as a machine operator.

This young man had had some machine shop training at one of the area vocational schools but because of his severe disability was having trouble finding an employer who would hire him.

The trainee has been on the job several months, is making \$3 an hour and, according to his employer, is progressing extremely well. This is just one example of how the JOBS OPTIONAL PROGRAM has been successfully used in Minnesota.

---

## Concentrate For Success

*The following success stories exemplify how individual manpower services combined under the Concentrated Employment Program help eliminate employment problems.*

*Charles was a black high school dropout with a militant attitude toward "the system." He blamed other people, co-workers, big business, fellow blacks and so on for all his failures.*

*He felt he would never overcome the "stigma" that slavery has left on him and his people. He insisted that his peers should have the same attitude as he had. Consequently, he could not work in any structured situation.*

*These problem areas had to be remedied and his efforts had to be directed toward a meaningful job goal. Through a program of orientation, counseling, education and training, a change in personality gradually developed.*

*Today he is employed as a computer*

## 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.

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.

---

*technician and is making progress toward his career goals.*

*A 21-year-old Indian man with a reservation background and a history of alcoholism provides another illustration of how CEP can help.*

*He was a high school graduate, was separated with two children and had expressed interest in accounting.*

*A program of orientation, counseling and training resulted in outstanding success. He was enrolled in a business college from which he graduated with good grades, good attendance records and some real accounting skills.*

*After some difficulty because of his background, he was placed in an appropriate work training site where he was encouraged and helped to maintain and improve his skills.*

*Because his work was excellent, he was given a permanent position at a starting salary of \$600 a month. His supervisors continue to be pleased with his work. His pride in his accomplishments has reunited him with his family.*

---

Three individual CEP projects have been undertaken in Minnesota. Two of the projects serve urban areas in Minneapolis and Duluth. 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, Mahanomen, Morrison, Otter Tail, Todd and Wadena counties.

At Duluth and Minneapolis the city is the prime contractor. In the 11-county rural area the local community action agencies have formed Rural Minne-CEP, Incorporated as prime contractor. The prime contractor then subcontracts with various agencies to provide special services needed in an overall program. In all cases the Minnesota Department of Manpower Services is the subcontractor for manpower services.

## Work Incentive

The WORK INCENTIVE (WIN) program trains for employment members of families receiving Aid to Families with Dependent Children (AFDC) payments. More than 1,800 individuals became participants in the Minnesota WIN program during 1972. Over 1,000 job placements were made during the year.

As of December 31, 1972, there were 2,132 active participants in WIN. Of these current participants, 38 percent were men and 62 percent were women. Minority group members comprised 13 percent of this total. About 15 percent of these current WIN participants are veterans.

The WIN program in Minnesota is administered jointly by the State Departments of Manpower Services and of Public Welfare. The Department of Public Welfare registers eligible AFDC recipients through county welfare agencies to WIN for enrollment. They also provide child care, medical and other social services by means of referral at the time

of the initial WIN interview. The U.S. Department of Labor provides manpower services through the Minnesota Department of Manpower Services to enable AFDC recipients to become wage-earning members of society.

The WIN program is operational in 25 counties (see map). Over 85 percent of all Minnesota AFDC recipients live in these counties.

After a person is registered and selected for interviewing by the WIN program, he takes part in an initial appraisal 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. Many enrollees, however, need a variety of services before they can start earning wages.

Participants who need information about employment are usually assigned to work orientation training. During these sessions they have the opportunity to learn about the occupations and industries that interest them. They can also learn about money management, local transportation, personal grooming and other work-related matters. During the orientation period the WIN team has had 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 be needed.

Participants receive the specific education they need to enter a vocational field of work. 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 program was changed significantly due to federal legislation passed in 1971 which became effective on July 1, 1972. One of the new program requirements is that adults applying for or receiving AFDC must register for work, unless they are exempt. It also provides for job training, child care and other services to enable AFDC recipients to get and keep jobs. This legislation, which replaced the previously existing regulations, comprises the new WIN program, commonly called WIN II.

Under WIN II the county welfare agency determines who should be registered for WIN. Clients are considered for registration when they initially apply for AFDC benefits. Those already receiving benefits are considered for registration at the time of the regular review of their cases. Individuals who are exempt may volunteer for the program.

Registration cards on all registrants are sent to the appropriate WIN office for selection for appraisal interviews. The purpose of the appraisal interview is to select the individuals who are most job ready for participation in the program.

The WIN staff provides the services needed by each person to find a job right away or to get ready for a job. Everyone gets information on job openings. The welfare agency offers services such as child care and

medical aid, if needed. Some of those appraised by the WIN staff are given the opportunity for job training.

Introduction of WIN II caused changes in the whole program. The emphasis is now being put on job placement or short-range training programs. At least one-third of the program funds must be used to promote placement through WIN on-the-job training.

In addition to reimbursement for on-the-job training expenses, there is another incentive for employers who hire WIN participants. The Revenue Act of 1971 grants to employers who hire WIN participants a 20 percent tax credit on wages paid to workers hired through WIN during the first 12 months of employment. Beginning January 1, 1972, the tax credit can be claimed for any part of employment during the year.

## Food Stamp Program

In 1972 the work requirement provision of the Food Stamp Act was implemented in Minnesota. This provision requires unemployed persons receiving food stamps, with certain exceptions, to register for and accept employment.

The Minnesota Department of Manpower Services (MDMS) provides regular employment services to all food stamp recipients referred for such services by the 73 counties participating in the Food Stamp Program in Minnesota. County welfare departments are responsible for determining who must register.

Funds for implementation and operation of these manpower services are derived from the U.S. Department of Agriculture through the

Department of Labor. In Minnesota the total allocation for operation of the Food Stamp Program in 1972 was \$221,800.

Those referred to the State Employment Service under this program often have special needs which require special services. Since the program itself provides no new or unusual services, existing MDMS programs and services are utilized.

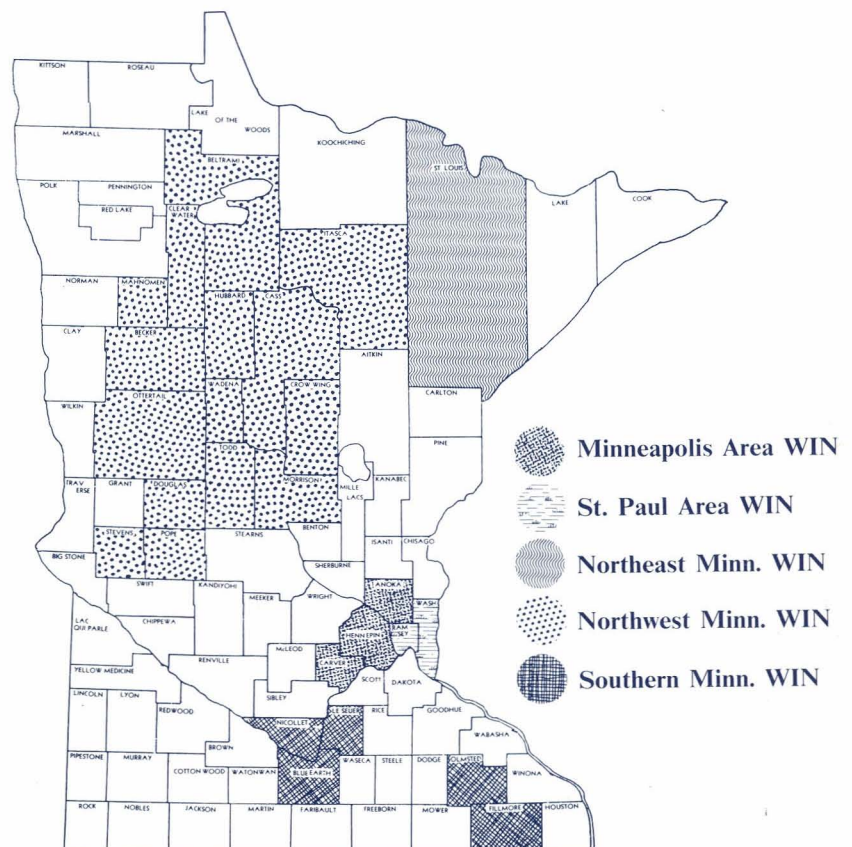
While the majority of individuals referred under the Food Stamp Act were previously registered with the State Employment Service, approximately a third were not. The services which MDMS can provide were thus brought to a portion of Minnesota's population that previously had not been aware of or had not participated in these programs.

## Win On Your Own

*A 28-year-old AFDC mother with three children was referred to the Ramsey County WIN program. She had been employed in low-paying sales and clerical jobs. The WIN program provided the means for her to upgrade her clerical skills.*

*After completion of a clerical training program, she was hired as an account clerk at a salary in excess of \$700 a month. This new job made her completely independent from public assistance.*

*In a letter to her Counselor, she expressed appreciation for the help she had received under the WIN program toward becoming self-reliant and in regaining her self-esteem. She said, "It's a great feeling to know you can make it on your own."*



# Seasonal Ag Paychecks Decline

Seasonal agricultural employment in the major labor using crop activities in 1972 showed an approximate 10 percent decrease from 1971 totals. Peak seasonal employment was reached in late July when an estimated 9,000 seasonal agricultural field workers were reported employed in Minnesota. Peak employment figures represented an estimated 6,000 local workers and 3,000 Texas migrant workers.

The estimated 6,000 local workers were almost exclusively youth with the majority working in corn detasseling. Other local labor-using activities were nursery work, soybean weeding, sugar beets, vegetable work and raspberry picking. Youth laborers were generally evenly divided among males and females. The adult work force was dominated by males.

The estimated peak of 3,000 Texas migrant workers employed (excluding freewheelers, or those without job commitments) consisted primarily of sugar beet workers. The composition of this labor force can be described as family groups with parents and children over the age of 14 assisting with the work.

An estimated 3,990 migrant workers were employed during the 1972 agricultural season by approximately 509 farmers as compared with 4,025 migrant workers and 541 farmers in 1971. This is about a one percent decrease in the migrant worker population from 1971 figures. This decrease, however, is felt to be misleading in terms of actual impact on the migrant, because there were fewer working hours in the 1972 season and the data does not take into account the increase in the number of freewheelers.

Because of the wet weather which extended the harvest season and the intermittent work schedule, many food processing plants experienced some difficulty in retaining workers throughout the corn pack. Some plants were still in full operation

after youth returned to school. A labor shortage resulted.

Due to lack of family housing and interest by local people, these plants worked 10- to 12-hour shifts and often seven days a week to make up for the labor shortage.

For the past five years a Department jobmobile has been used during the fall months to recruit workers for the LaCrescent apple harvest. Each year over half a million bushels of apples are harvested. Three to four hundred workers are employed by area growers during the harvest 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 five seasons, however, more than 200 workers were placed with no labor other than that contiguous to the area.

The *Rural Forum*, a newsletter published from April through mid-November, provides a weekly listing of agricultural job openings in the State. The newsletter covers such topics as employee protection, rural community development and the migrant situation and provides information on federal laws dealing with such areas as pollution, use of insecticides and Social Security.

The Hollandale seasonal office is operated from mid-April through mid-November to serve migrant agricultural workers who annually double the population of this southwestern Minnesota community.

By moving workers from field to field in an effort to provide full employment and maximum earnings, nearly 4,500 placements were made during the 1972 season. Included in the total are more than 150 non-agricultural placements. Crops produced there include asparagus, sugar beets, potatoes and onions.

Hollandale will have a Job Bank viewer next season as part of an at-



The Mankato MDMS Office placed 300 applicants in jobs through a jobmobile unit stationed at the World Plowing Contest, Farmfest USA site, Vernon Center, in September.

tempt to increase the scope of manpower services provided by the office. Initially, the office was established to meet the unique agricultural labor needs of the community. Staff training on the job during the off-season will also make a contribution to the effort to convert the operation to comprehensive manpower service delivery.

A mobile office, a 25-foot camper-type vehicle, is rolling on an established itinerary to the towns of Hutchinson, Litchfield and Glencoe. This office has two full-time staff members and is open for more than seven hours a day to offer the full range of manpower services.

Activity for the first year of mobile

office operation included the taking of approximately 1,700 new applications, 55 counseling interviews, testing of 62 individuals, 237 nonagricultural placements and 339 employer visits.

The vehicle is equipped with a microfiche viewer and facsimile machine, an instrument used to transmit job orders by telephone, and will be tied in with the Statewide Job Bank. Microfiche will be picked up each morning at the Hutchinson Post Office.

## Youth In Agriculture

Since the Southern Leaf Blight scare two years ago, producing corn for seed has meant a massive increase in detasseling. Hand detasseling in turn has meant many jobs for youth and 1972 was no exception.

Minnesota Department of Manpower Services (MDMS) offices in the southeastern part of the State collectively reported the placement of over 6,000 youth in corn detasseling crews.

Youth were primarily registered by regular local office staff who visited area schools during March and April. Certain offices subsequently organized the youth into specific crews and provided them with information as to what to expect on the job. Actual detasseling (the manual process of pulling the complete tassel from the top of the plant) began during the second week of July and lasted through the first week of August.

### 1972 Corn Detassellers By Local Office

Willmar	1,582
Litchfield <sup>1</sup>	427
Mankato	916
Fairmont	823
Marshall	700
New Ulm	606
Montevideo	406
Worthington	294
Mobile Office <sup>2</sup>	133
Faribault	121
Total	6,008

<sup>1</sup>Suboffice

<sup>2</sup>Operated by Rural Manpower Services

Late July brought hot, humid weather with frequent rainfall—conditions ideal for tassel development. Crews were under heavy pressure to clear fields before pollination could occur, and the workday became especially long. A comparatively high turnover rate resulted. The addition of extra crews recruited on short notice provided the needed labor force. No acreage was reported lost.

Detassellers are transported to the fields almost exclusively by school buses operated by the seed corn companies. Some local offices provide personnel to supervise areas where youth are picked up. Return transportation is also provided at the end of the day. Wage rates averaged \$1.30 to \$1.40 per hour.

The various seed corn companies are collectively the largest single industry employing youth in Minnesota.

Cutworms, dry weather, and mechanical and electronic thinners sharply reduced the need for hand labor in sugar beets during the 1972 season. Local youth crews found themselves at the same disadvantage as were the migrant agricultural workers.

Cutworms took many fields several times. Dry weather inhibited weed growth and provided optimum conditions for machine thinning. Many crews found themselves with sharply reduced acreage to work or were assigned simply to follow machine thinners. The availability of migrant workers also helped reduce acreage which might otherwise have gone to youth crews.

Under these adverse conditions, the Crookston Office placed 234 youngsters in 18 crews. Youth, working for 20 separate growers, hoed 518 acres and thinned an additional 1,354 acres. Earnings totaled \$24,169. The average hourly wage was \$2.42.

## Services To Migrants

The migrant worker contact program begun during Annual Worker Plan days has been continued and is carried out, for the most part, by seasonal staff hired for that purpose.

The program, though reduced in scope, continues to be characterized by nearly 100 percent outreach work in which the worker is contacted in the field or at his home.

Since the agricultural work possibilities that interest most families were in short supply, outreach workers concentrated on fill-in local employment and supportive service needs of the workers.

The 1972 season fell far short of the 1971 season in terms of worker earnings, particularly along the Red River Valley. Cutworms took many fields several times. Thinning operations followed by dry weather increased the effectiveness of herbicides to the extent that second hoeings (the more profitable stage) became uncommon in much of the area. Dry weather also favored machine use in the thinning process. As a result, many families were left without sufficient acres to earn an adequate income to pay their expenses.

Inspection of housing began as soon as weather permitted in late March. A total of 24 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.

During their working season in Minnesota, the Department contacts migrants to provide them with manpower services such as agricultural and nonagricultural placement, em-

ployment counseling and referral to training. In 1972, contacting activities got under way on May 18.

Contact activities were extensive in the Red River Valley. The season was delayed by severe cutworm damage to sugar beets which required many fields to be replanted several times. A larger number of freewheelers (individuals without job commitments) than in previous years also was revealed by these contacts. In addition, these contacts showed large numbers of migrants, with and without Minnesota job commitments, who had no job commitments after their Minnesota employment and an even larger number who had no employment to occupy them until the sugar beet harvest began.

A lack of incoming orders for workers, massive acreage reductions in various crop activities due to mechanization and poor weather conditions 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.

Since little could be offered migrant workers in interstate employment, MDMS focused attention on finding stopgap employment such as soybean weeding, onion weeding and work in processing plants. The Department also referred migrants to supportive service agencies such as health clinics and county welfare offices and discussed with them the possibility of settling in Minnesota.

Resettlement activities remained similar to those in previous years. Many migrant families come to metropolitan areas after the harvest operations are over without making any prior arrangements. They have limited funds, no job prospects and often, no housing, food or clothing. The Department finds temporary accommodations for them, paid for from the Migrant Contingency Fund, until employment and housing can be secured. This lack of planning and preparation creates

serious handicaps for many migrant families.

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

## Rural Development

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 too distant for 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.

Four manpower surveys were conducted by the mobile team in 1972. These surveys were conducted on a trade area or regional approach as opposed to the traditional county approach. This change in approach brought about subsequent changes in the methods of providing job-

---

### Migrant On The Move

*The Munez family (not the real name) had been coming to Minnesota for several years to work in the sugar beet fields. Because of poor job prospects in Texas and financial problems caused by the poor working season in 1972, the Munez family expressed a desire to relocate in Minnesota.*

*Learning of the family's desire to settle here, Rural Manpower Services (RMS) assigned a member of its staff to assist the family. The family was interviewed and assured of assistance until resettled.*

*In late July, an RMS staff member again met with the Munez family and made arrangements in St. Paul for temporary housing, paid for from RMS Migrant Contingency Fund.*

*With temporary housing secured, placement staff began looking for employment and RMS staff began looking for permanent housing. Mr. Munez was encouraged to go to the local State Employment Service*

*office daily to check on job openings. An RMS staff member accompanied Mr. Munez on two job interviews to local factories. He was hired by the second factory.*

*Permanent housing was located with the assistance of prominent community members. Within two weeks the Munez family had a new home and Mr. Munez had a permanent job.*

*RMS next began the long process of assisting the family in adjusting to their new community. With assistance from various social service agencies, the following aid was obtained: food stamp vouchers; rent payment from welfare funds and RMS Contingency Fund; free medical care for the mother and small baby; clothing; cooking utensils; furniture and various items Mr. Munez would need for work.*

*Recently, Mr. Munez received a job promotion and is planning to attend evening school, with RMS assistance, to earn a high school equivalency certificate.*

seeker and employer services to the areas surveyed. New emphasis was put on these services which were coordinated with local office services in the same area.

The first survey conducted in 1972 was the Greater Mankato-St. Peter Area Survey. The survey area included all or parts of Blue Earth, Le Sueur, Nicollet, Sibley and Waseca counties. Almost 22,000 people responded to the survey, which represented 34 percent of the population between the ages of 16 and 65.

In the later stages of the survey, itinerant State Employment Service offices were opened in five communities within the survey area. The Mankato Office cooperated with the mobile team staff in providing employment services to the communities that did not have a permanent State Employment Service office. All employment services other than unemployment compensation claims were provided on a one-day-a-week basis.

The Mankato College Bureau of Business and Economic Research cooperated with the Department in conducting a statistical analysis comparing the manpower survey with census data for the same area. They also designed a system for drawing a random sample to update the survey at a later date.

In the spring of 1972 a new approach was used in conducting a manpower survey. The Hastings Chamber of Commerce requested a survey for the local trade area. Because of the commitment in Mankato, the Department was able to provide only one person for this project. The Hastings Chamber of Commerce supplemented their staff with volunteers. In effect, the Department's job became one of coordinating and supervising the survey instead of conducting it.

The survey was successful; 3,400 individual questionnaires were received from a mailing of 5,300 households. The survey also demonstrated how the mobile team can ad-

just procedures to utilize community resources. This allows more staff time for employer and jobseeker services or additional surveys.

Through a temporary employment office in Hastings, employment services were offered to the people that responded to the survey. This office was staffed jointly from the St. Paul Office and by the mobile team.

The experience gained in the Hastings Project was utilized in the fall when Fergus Falls requested a survey. Within six weeks of the original request, questionnaires were mailed to residents of the Fergus Falls trade area. Community resources were well suited for conducting a survey.

Mobile team input was basically advisory. Less than two weeks of Department staff time were used in this project. The Fergus Falls Office was available to handle the service needs resulting from the survey.

The Southwestern Minnesota Area Manpower Study included the entire area of and portions of 12 other counties. This was the largest geo-

graphic area surveyed by the mobile team. It required the coordination of the 14 towns sponsoring the survey and the three State Employment Service local offices who have responsibility for serving the area. Over 36,000 families received questionnaires and were asked to participate in the study.

Southwest Minnesota State College provided office space, clerical help, technical advice and telephone service for the survey. In addition, the college helped design a sample survey that can be used in the future for updating the survey.

Providing employment services to the residents of this primarily rural area required the cooperation of the Marshall, Montevideo and Worthington local offices as well as that of the mobile team. Five itinerant offices were set up to supplement the services of the permanent local offices on a one-day-a-week basis. All employment services were offered in these offices except the taking of unemployment compensation claims.

## Employer, Union Services Emphasized

To emphasize services to employers, the Minnesota Department of Manpower Services (MDMS) maintains several employment and placement programs.

Services to employers also mean services to jobseekers. The greater share of these services deal with job openings the employer wants filled with productive employees.

The Department assists employers in the prompt filling of job vacancies. As a result, the economy is stimulated because employers maintain or increase production and workers earn an income.

Visits to employers were increased significantly during 1972. Through these visits, Employer Service Representatives made services available to employers.

Department Occupational Analysts

assisted employers with such problems as selection of workers, job restructuring, turnover and absenteeism, and other matters relating to personnel and plant operations.

Field staff provided technical assistance to several hundred employers with federal contracts of \$10,000. These employers are required under the MANDATORY JOB LISTING program to list job openings with the State Employment Service.

The Department also provided work site recruitment for employers who were new to an area, had moved or had expanded operations.

When an employer has a job applicant for whom he cannot secure fidelity bonding, MDMS, as agent for the U.S. Department of Labor, administers the FEDERAL BONDING

**PROGRAM.** Under this program, persons with prison records or unsatisfactory credit histories may be eligible for bonding prior to employment. Bonds are issued in \$500 units to a maximum of \$10,000. Anyone who has previously defaulted on a bond issued under this program is ineligible.

## Interarea Recruitment

Through its local office network, MDMS participates in the nationwide clearance system for exchanging workers between states. Employers may recruit workers from other states when their needs cannot be filled locally. Jobseekers also are encouraged to use this service when employment opportunities in the immediate area are limited.

Due to a tight labor market during 1972, the number of State jobseekers looking for employment outside Minnesota increased. MDMS also received many requests from out-of-state jobseekers for assistance in locating suitable employment in Minnesota. Out-of-state recruitment by Minnesota employers, however, was minimal because the supply of workers was adequate in most labor categories.

The *State Inventory of Job Openings*, issued monthly, lists current job orders in MDMS offices and anticipated worker shortages for local areas. The monthly *Minnesota State Labor Supply Bulletin* reports current surpluses of workers who indicate desire to relocate. These two publications are distributed to MDMS offices, colleges, Project Transition bases and selected agencies throughout the nation.

MDMS offices also receive the *Nationwide Inventory of Job Openings*. Openings from every state are listed by code according to the *Dictionary of Occupational Titles*.

*Current Job Opportunities* contains Civil Service announcements for the State of Minnesota. It is distributed monthly to MDMS offices, junior and four-year colleges, vocational

schools, veterans' organizations, rehabilitation centers and other agencies.

## Immigration

Job offers for alien employment showed an increase in Minnesota during 1972 after declining for the last three years. The job offer total of 257 cases represents about a 10 percent increase over 1971 totals.

The increase reflects changes in federal regulations effected in 1971. The elimination of many professional occupations on Schedule A precertification list and the complete elimination of Schedule C, which covered skill occupations, resulted in many job offers that formerly bypassed local labor market review.

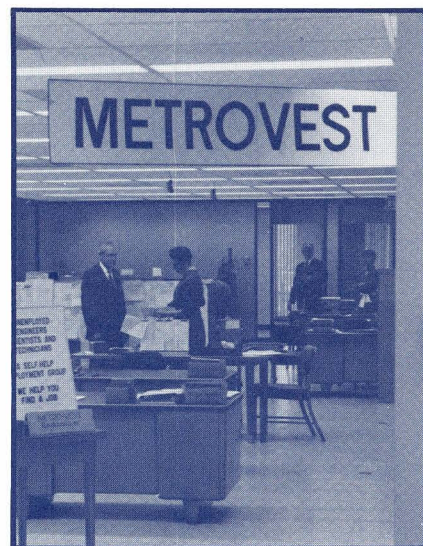
Jobs that require an advanced degree constitute a large part of the caseload; skilled tradesmen, clerical and domestic cases have decreased considerably.

Sanctions against employers who illegally employed aliens were dropped in 1971 also. Overall, this change has had little impact because a large percentage of the job offers had involved illegally employed aliens.

## Technology Mobilization

The TECHNOLOGY MOBILIZATION AND REEMPLOYMENT PROGRAM (TMRP) became effective in Minnesota and nationwide in December 1971. Designed to assist unemployed aerospace and defense engineers, scientists and technicians, TMRP provides assistance in such areas as job search, relocation, on-the-job training and institutional training.

During 1972, twelve applicants were given job search grants amounting to \$2,119; five applicants received relocation funds totaling \$3,203; and one applicant was enrolled in institutional training costing \$3,161, for a total expenditure of \$8,483. The total number of applicants registered for the program through



The Minneapolis MDMS Office provides office facilities to Metrovest, an organization through which unemployed engineers, scientists and technicians help each other find jobs.

December 31, 1972, was 300 of whom 151 found employment either through Department services or on their own.

Metrovest, a volunteer organization of Engineers, Scientists and Technicians, has been working with the Twin Cities TMRP units. The U.S. Department of Labor funds two consultant positions on the Metrovest staff for job development.

Metrovest also conducts workshops for members on such topics as letter and resume writing, locating job openings, interviewing, and other aids to finding employment. Services are free to both applicants and employers. Registration during 1972 totaled 749.

## Operation MEDIHC

Operation MEDIHC (MILITARY EXPERIENCE DIRECTED INTO HEALTH CAREERS) efforts have expanded greatly since official funding began in January 1972. As of December 31, 1972, 375 veterans had participated in the program of whom 138 had been placed in health-related jobs and educational programs.

Operation MEDIHC builds upon

military medical training in an effort to improve the civilian health care system. Veterans in this program receive health career guidance and assistance in locating a job in the health fields. Department Veterans Employment Representatives and the MEDIHC staff provide these services (see pages 16-17).

## Trade Union Relations And Apprenticeship

During 1972, the Apprenticeship Information Center compiled, published and distributed a comprehensive *AIC Guide to Apprenticeship*. Guides were mailed to representatives of the Labor Movement; the coordinators of Joint Apprenticeship Committees; Minority Outreach organizations; and school counselors at all secondary schools, both public and private, in the State.

Additional apprenticeship responsibilities were assigned to the Minnesota Department of Manpower Services with the change in Title 29 — Part 30 — Equal Employment Opportunity in Apprenticeship and Training and in the Minnesota Plan for Equal Opportunities in Apprenticeship and Training. These responsibilities include, but are not limited to, providing manpower services on a statewide basis rather than just through the Apprenticeship Information Centers in the Twin Cities metropolitan area.

With the required validation of testing used in the selection of apprentice candidates, testing services have been expanded through the local State Employment Service offices.

Part of 1972 was spent in preparing materials for and training Department personnel within each local office so that they would be knowledgeable in and able to do an effective job in working with the Joint Apprenticeship Committees.

The Trade Union Relations Representative prepared "Career Days" exhibits for high schools in both the metropolitan and outstate areas, and

for the Minnesota AFL-CIO Convention. Department personnel also served as resource persons at executive council meetings and/or other committees of the Labor Movement, at both the local and State level.

In an effort to coordinate inter-agency responsibilities in the area of

trade union relations and apprenticeship, Joint Training Programs have been devised with assistance from the Bureau of Apprenticeship and Training, the Voluntary Division of Apprenticeship, Joint Apprenticeship Committee Coordinators and employer representatives.

## Management Analysis

Continued refinements to a computer-assisted management improvement program in the Minnesota State Employment Service helped reduce costs and increase efficiency of operations during 1972.

A Manpower Operations Data System (MODS) was introduced during July. The system collects information on activity performed by the State Employment Service. This information, in turn, is combined with additional information from the Cost Accounting System (CAS) and is integrated through a Plan of Service Automated Reporting System

(POSARS). With this information, managers can relate performance and cost to their planning efforts, making adjustments as required to correct operational deficiencies.

Training in a revised Employment Service Operations Appraisal System by the Manpower Administration was given to Department staff members in November for implementation in early 1973.

Employment Service Management Analysts completed approximately 40 projects or special assignments on management functions such as planning, organization and control in 1972.

## 1972 Administrative Expense

Personal Services .....	\$12,890,454
Personal Benefits .....	1,460,382
Occupancy .....	796,128
Interest on Building Bonds .....	15,000
Travel .....	284,861
Supplies .....	302,642
Communications .....	279,293
Equipment Rentals .....	388,433
Equipment Maintenance .....	118,682
Outservice Training .....	130,727
Advertising .....	25,946
Services .....	107,425
Other Administrative Expenses .....	56,456
Applicant Support and Allowances .....	30,874
Registration and Training — WIN Enrollees .....	930,136
On-Job Training — JOBS Optional Program .....	973,573
TCOIC <sup>1</sup> Contract .....	18,519
National Council on Aging Contract <sup>2</sup> .....	390,266
Noncurrent Expenditures	
Amortization of Building Bonds .....	242,167
Capital Purchases .....	170,513
Total .....	\$19,612,477

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

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

# Administration Provides Support

The Administrative Services Division provides the Department with supportive services. The personnel and training functions of recruitment, selection and development of staff provide the Department with the human resources it needs to accomplish its mission.

In recent years the development of classes of positions to enhance the recruitment and advancement of minority individuals has resulted in an increase in the number of minorities employed by the Department.

During 1972, management and supervisory training programs were developed. With the adoption of an Affirmative Action Plan, Department training programs will be needed in this area.

The Business Management Branch is concerned primarily with Department financial administration, purchasing and budget preparation, building management and office services to increase efficiency in management and provide economy in use of resources.

The Electronic Data Processing Branch provides an important resource for processing data. Included are unemployment insurance tax reports and payments, unemployment insurance benefit claims (see pages 10-11), and data for the Job Bank, a listing of all job openings placed with State Employment Service facilities (see page 18).

The Research and Planning Branch collects, develops and disseminates broad cross-sectional information on labor market conditions, program operations of the Department and trends of economic activity in the nation and the State. It also undertakes special research studies, financed by the U.S. Department of Labor or some other federal or State agency, that are of importance in the consideration of legislation or administrative policies in the area of manpower.

For example, in 1972, a study on the feasibility of extending unemployment compensation coverage to hired agricultural workers was completed under a contract with the U.S. Department of Labor. The Branch is also under contract to design a new cost accounting system for the WORK INCENTIVE program (see pages 27-28).

Each year the Department publishes a report on the outlook for the economy. This report attempts to provide a reasoned forecast of income and employment for the nation and the State in order to help manpower planners and program administrators develop plans of service which are in accordance with economic and labor market conditions that are likely to develop in the ensuing year. The Department also publishes the *Highlights of the Minnesota Economy*, which once a year provides a

current assessment of economic and labor market conditions, and the *Minnesota Employment Trends*, which gives a monthly resume of employment, unemployment, labor turnover, and wages and hours statistics by industry for the State.

Special publications, based on studies undertaken by the Branch, are produced on a periodic basis. Each year the Department publishes the *Minnesota Salary Survey* to provide comprehensive wage data by occupation and industry for Minnesota, selected government agencies, and hospitals and nursing homes.

Information on the characteristics of those filing claims for unemployment compensation is disseminated annually to policy makers, administrators and the general public through a publication entitled *Unemployment Insurance Claimants*.

In addition to producing these periodic reports or publications, the Research and Planning Branch is engaged in the collection, analysis and dissemination of data on a continuous basis for many federal-state cooperative programs. To meet more effectively these responsibilities, research activities are carried out by four units: labor market studies; economic conditions and industry studies; unemployment insurance and income studies; and management information and operations analysis.

# Experts Aid MMS Law Administration

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 requires that the fund 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 of the Legal Section 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 enacted by the State Legislature; and the defense of all civil actions against the Department.

The significant collection activities of the Legal Section during 1972 are summarized as follows: \$168,936.42 was collected on 876 items of delinquent accounts; 436 suits were commenced in District Court; 385 judgments were docketed; 144 proofs of claim were filed in bankruptcy, probate, receivership and

corporate dissolution proceedings; and 29 contested District Court cases were disposed of.

During 1972, 39 overpayment prosecutions were prepared and forwarded to MDMS offices for presentation to city and county attorneys. In 1972, 27 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.

During 1972, 237 employer liability matters were referred for hearing; 147 orders for hearings were made and 149 hearings held; 143 matters were disposed of either through decision or dismissal.

On motion of the Department the Supreme Court discharged writs of certiorari in the following cases: *Thomas M. Frank v. Continental Can Company and Commissioner of Manpower Services*; *Rosemary Sokolowski v. Commissioner of Manpower Services and Swift & Co.*

During 1972, *Tuohy v. Cushing and Anderson*, a suit in the United States District Court for the District of Minnesota, was settled by consent decree. The court order provides, among some administrative changes, that payment of benefits to an eligible claimant shall not be suspended until a determination of dis-

qualification has been made.

At the end of the year the following cases were pending in the Supreme Court: *Arden E. Tripp, et al v. Alley Construction Company, Inc., et al*, concerning the proper construction of the labor dispute disqualification; *Minnesota Department of Manpower Services v. Ralph Edmund Ferguson*, regarding the question of what constitutes good cause attributable to the employer so as to avoid the voluntary separation disqualification; *Kenneth J. Tilseth and Commissioner of Manpower Services v. Midwest Lumber Company, LaCrescent Nursing Center, Inc. v. Janet R. Ideker and Commissioner of Manpower Services*, and *Eugene Lumpkin and Commissioner of Manpower Services v. North Central Airlines, Inc.*, all of the foregoing involve the proper definition and application of a discharge for misconduct which operates as a disqualification; *Harris L. Jackson v. Minnesota Department of Manpower Services* and *Belinda M. Keeler v. Minnesota Department of Manpower Services*, involve the question of the timeliness of an appeal in order for the Department to assert jurisdiction to hear an appeal; and *Henrietta B. Morrison v. Commissioner of Manpower Services and Swift & Co.*, regarding the validity of establishing sufficient wage credits in a benefit year for the purpose of entitlement to unemployment compensation benefits.

Hearings are held (right) in response to claimant or employer appeals of Department administrative decisions on unemployment compensation claims. Older Worker Specialists (far right) receive training to help them understand the difficulties older jobseekers encounter in finding employment. An open house (left to right, below) held in July at the St. Paul Model Neighborhood Employment Center, established to make manpower services accessible to area residents, received television coverage.



## 1972 Compromise Settlements Of Employer Accounts

Employer No.	Ownership	Contributions	Interest, Penalties	Court Costs, Sheriff Fees	Payment Received	Compromise Basis Regulation 16
5810-50-65262	Individual	\$ 124.46	\$ 117.19	\$ 9.00	\$ 150.00	(b)(3)(bb)
7530-27-30288	Individual	169.25	166.66	17.52	250.00	(b)(3)(cc)
5810-42-05779	Individual	185.59	94.65		100.00	(b)(3)(cc)
5460-52-23167	Individual	1,110.64	744.86	2.60	400.00	(b)(3)(bb)
5960-08-81045	Individual	35.66	85.20		76.33	(b)(3)(aa)
1790-02-25000	Corporation	486.00	125.76		100.00	(c)
1610-02-27174	Corporation	2,115.94	780.11	71.00	200.00	(c)
4720-74-43265	Partnership	771.16	314.80	22.90	771.16	(b)(2)(aa)
5810-20-65764	Partnership	614.32	332.09	19.90	600.00	(b)(2)(aa)
1510-79-25440	Individual	714.95	856.90	41.50	900.00	(b)(3)(aa)
6510-88-62177	Corporation	81.00	18.63		25.00	(b)(2)(aa)
1510-88-62173	Corporation	715.62	168.46		175.00	(b)(2)(aa)
1510-56-70459	Individual	98.35	98.47	26.10	150.00	(b)(3)(cc)
5810-19-96388	Individual	322.13	96.24	17.80	175.00	(b)(3)(bb)
5540-47-70274	Individual	1,931.44	494.62		1,397.94	(b)(2)(aa)
5410-23-30515	Individual	985.41	159.56		650.00	(b)(2)(aa)
5811-46-62924	Individual	247.83	411.25	37.90	253.23	(b)(3)(bb)
4950-27-46942	Corporation	1,441.47	276.36	65.70	1,250.00	(c)
2711-05-88008	Individual	1,193.39	217.69		800.00	(b)(2)(aa)
5540-82-36348	Individual	131.26	151.83		5.00	(b)(2)(aa)
1510-02-63666	Partnership	1,797.20	401.69	5.00	1,900.00	(b)(2)(aa)
1510-27-41123	Partnership		162.60	24.30	1.00	(b)(3)(bb)
6530-66-96973	Corporation	1,816.26	422.55		1,125.00	(b)(2)(aa)
5811-14-14616	Individual	257.61	610.70	30.45	50.00	(b)(3)(bb)
5490-67-71111	Individual	378.91	357.90	21.10	150.00	(b)(3)(bb)
5730-46-05423	Individual	1,881.76	384.05		898.63	(b)(2)(aa)
8630-27-52866	Corporation		150.84		15.00	(b)(2)(aa)
1511-90-72863	Individual	195.47	333.44	14.80	150.00	(b)(3)(bb)
1610-72-36529	Individual	1,000.27	370.44	83.40	1,000.00	(b)(3)(aa)
7020-28-06790	Individual	1,132.66	221.65		750.00	(b)(2)(aa)
7530-37-60977	Partnership	376.02	134.99	13.80	300.00	(b)(2)(aa)
1720-88-82337	Individual	184.35	401.90	57.94	438.30	(b)(3)(bb)
Totals		\$22,496.38	\$9,664.08	\$582.71	\$15,206.59	

## 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	Valid	Determined Invalid				
1972 Total	131,133	113,529	16,854	1,331,513	\$70,700,501	92,632	34,171
January	18,533	18,339	1,855	156,743	8,539,502	16,300	2,652
February	12,578	12,965	1,762	181,534	10,036,699	12,372	2,868
March	11,921	11,237	1,711	196,454	10,843,011	10,515	4,165
April	7,409	7,502	1,060	149,728	8,146,195	7,186	4,516
May	6,620	6,016	922	119,453	6,236,933	5,628	4,510
June	12,073	5,943	878	81,888	4,125,339	4,497	2,752
July	9,975	10,812	1,126	73,010	3,695,078	4,246	2,463
August	8,318	9,325	1,483	85,354	4,337,777	7,714	2,434
September	6,101	4,736	931	59,714	2,959,684	3,968	1,797
October	7,503	4,283	799	57,403	2,836,872	3,674	1,596
November	11,360	9,595	1,872	70,157	3,555,149	6,341	1,893
December	18,742	12,776	2,455	100,075	5,388,262	10,191	2,525
1971	126,705	112,095	16,032	1,406,023	70,334,338	100,383	37,809
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
1972 <sup>3</sup>	1,048,929	1,045,461	1,055,398	1,089,329	1,116,162	1,139,876	1,131,294	1,157,989	1,169,709	1,162,000*	1,160,000*	1,158,000*	1,119,512*

<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.

<sup>3</sup>Expanding coverage to include establishments of one or more employees as well as the addition of nonprofit establishments.

\*Estimated.

## Status Of Unemployment Compensation Fund

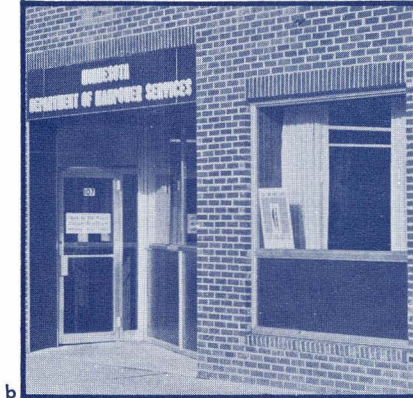
Year	Contributions Received Net	Interest on Trust Fund	Benefits Paid Net	Balance Available For Benefits
1937-1950	\$193,066,650	\$17,437,043	\$91,352,083	\$118,997,222
1951	14,224,788	2,606,206	9,195,983	126,592,562
1952	11,697,856	2,769,269	11,613,209	129,413,252
1953	12,630,735	3,003,227	11,021,922	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
1972	60,395,359	3,934,240	70,585,104	81,122,122

## Employment Activities In The Offices Of The Department

	New Applications		Counseling		Openings Received		Nonagricultural Placements		Agricultural Placements		MDTA Enrollments	
	1972	1971	1972	1971	1972	1971	1972	1971	1972	1971	1972	1971
STATE TOTAL	198,804	187,844	36,863	31,597	149,990	117,610	70,752	60,995	14,815	42,920	3,093	3,312
TWIN CITIES AREA	86,394	84,166	22,434	17,639	98,105	67,301	35,065	28,439	386	565	1,488	1,633
Minneapolis	29,578	31,928	10,424	8,711			16,887	13,850	93	106	691	882
Southside Ctr.	2,882	2,978	330	234			584	589	8	8	0	0
Mpls. Pilot Ctr.	1,420	1,947	511	643			297	221	0	0	0	8
St. Paul	32,407	32,787	7,696	5,378			12,602	10,688	35	57	684	617
Model Nbhd.	1,754	1,502	934	808			380	395	0	4	71	64
Hopkins	13,019	13,024	2,310	1,865			3,414	2,696	246	390	41	62
Fridley <sup>1</sup>	5,334	0	229	0			901	0	4	0	1	0
NORTHEASTERN	24,057	22,635	4,880	5,110	11,602	12,782	9,639	10,127	159	148	551	468
Duluth	14,481	12,821	3,250	3,154	7,471	7,710	6,530	6,355	143	98	231	216
Ely	1,092	835	284	222	654	782	587	683	0	0	70	48
Grand Rapids	2,311	2,739	392	558	1,005	972	701	464	9	48	52	15
Hibbing	2,587	2,972	436	500	968	1,208	719	1,016	6	2	108	118
Virginia	2,626	2,408	316	368	956	1,657	641	1,205	1	0	70	54
Int'l. Falls	960	860	202	308	548	453	461	404	0	0	20	17
NORTHWESTERN	25,013	21,219	2,707	1,940	11,431	9,867	8,004	6,761	894	1,307	215	406
Alexandria	3,496	3,150	347	207	2,193	1,882	1,584	1,413	162	159	18	25
Bemidji	5,157	2,961	382	337	1,522	1,468	1,210	1,091	31	38	39	103
Brainerd	2,973	2,845	351	160	1,190	1,203	874	763	6	4	38	40
Crookston	1,747	1,227	346	204	837	704	419	390	438	728	44	17
Fergus Falls	1,757	1,651	231	530	856	779	621	548	78	54	11	30
Little Falls	2,334	1,989	301	147	707	740	614	638	5	7	21	52
Moorhead	4,544	4,239	270	176	2,137	1,851	1,314	1,065	105	251	14	41
Thief River Falls	3,005	3,157	479	179	1,989	1,240	1,368	853	69	66	30	98
SOUTHEASTERN	24,326	21,591	2,594	2,962	10,818	11,995	6,508	5,511	7,628	34,778	224	366
Fairmont	4,250	2,199	561	736	1,448	1,381	708	778	1,914	2,917	17	18
Mankato	8,318	7,196	590	480	4,192	5,595	2,777	1,745	989	1,275	39	105
Marshall	1,521	1,377	286	251	532	449	462	307	886	2,864	23	64
Montevideo	1,716	1,548	161	385	531	524	331	276	469	2,628	27	26
New Ulm	1,777	2,101	241	371	1,150	1,332	545	751	647	649	45	26
Willmar	4,129	4,816	387	384	1,819	1,836	889	1,044	2,015	23,047	32	77
Worthington	2,615	2,354	368	355	1,146	878	796	610	708	1,398	41	50
SOUTHWESTERN	37,326	38,013	4,201	3,933	17,461	15,650	11,258	10,152	5,611	6,122	615	438
Albert Lea	3,365	3,507	514	455	1,194	1,126	736	719	4,225	4,554	33	27
Austin	2,875	3,924	312	384	651	1,291	570	988	45	126	218	45
Faribault	1,689	1,800	515	320	1,128	783	603	509	156	106	43	8
Mora	3,292	3,137	288	537	724	589	405	347	27	18	134	141
Owatonna	2,345	1,799	371	224	1,239	1,076	760	623	21	291	23	17
Red Wing	2,540	2,471	244	230	1,321	826	955	652	37	51	3	22
Rochester	5,281	5,781	725	701	2,696	2,627	1,704	1,643	6	47	57	59
St. Cloud	8,509	7,478	197	130	3,469	2,257	1,852	1,303	0	0	82	89
Winona	7,430	8,116	1,035	952	5,039	5,075	3,673	3,368	1,094	929	22	30
MOBILE OPERATIONS <sup>2</sup>	1,688	220	47	13	573	15	278	5	137	0	0	1

<sup>1</sup>Opened late 1971

<sup>2</sup>Rural Manpower Services



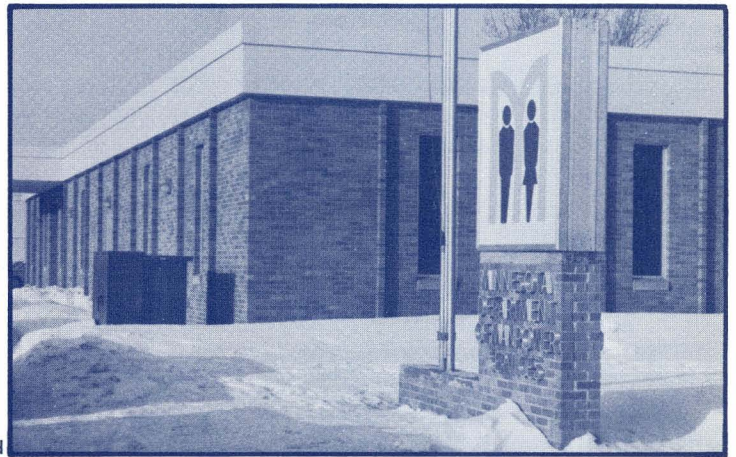
b



c



a



d

Six full-time local offices of the Minnesota Department of Manpower Services moved during 1972. In addition to providing greater convenience for the public, expanded and modernized facilities help improve efficiency of operation. Pictured are the new office sites at Virginia (a), Marshall (b), Mankato (c), St. Cloud (d), Thief River Falls (e) and Winona (f).



e

Photo credits: MARSHALL MESSENGER, MESABI DAILY NEWS and THIEF RIVER FALLS TIMES.



f

# 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, Lake of the Woods, Mahnomen, N. Cass
Rural Minne-CEP Bloomington	124 Beltrami Ave.	751-8012	
Employment Service Burnsville	9100 W. Bloomington Frwy.	884-7405	(Southern Metropolitan Area)
Unemployment Insurance Brainerd*	201 Travelers Trail	890-8758	Part of Dakota
Rural Minne-CEP	9100 W. Bloomington Frwy.	884-8263	(Southern Metropolitan Area)
	224 W. Washington St.	829-2881	Crow Wing, S. Cass
	1104 Willow St. S.E.	829-2856	Becker, Beltrami, Cass, Clearwater, Crow Wing, Hubbard, Mahnomen, Morrison, Otter Tail, Todd, Wadena
N.W. Minn. WIN Project	510 N.W. Fourth St.	829-4604	Becker, Beltrami, Cass, Clearwater, Crow Wing, Douglas, Hubbard, Itasca, Mahnomen, Morrison, Otter Tail, Pope, Stevens, Todd, Wadena
Crookston*	114 W. Second St.	281-3593	Norman, Polk
Detroit Lakes Rural Minne-CEP Center	819 Lincoln Ave.	847-9205	Becker, Beltrami, Cass, Crow Wing, Hubbard, Mahnomen, Morrison, Otter Tail, Todd, Wadena
Duluth Employment Service	407 W. Superior St.	722-7491	Carlton, Lake, Cook, S. St. Louis
Concentrated Employment N.E. Minn. WIN Project	206 W. Fourth St.	727-8973	
Unemployment Insurance	128 W. First St.	722-6659	St. Louis
Ely*	407 W. Superior St.	722-7491	Carlton, Lake, Cook, S. St. Louis
Fairmont*	30 S. First Ave. E.	365-3177	N.E. St. Louis, N.W. Lake
Faribault*	923 N. State St.	235-5518	Martin, Faribault, Jackson, Cottonwood
Fergus Falls*	218 Central Ave. N.	334-5531	Rice and Part of Goodhue
Fridley	116 E. Lincoln Ave.	739-2295	Otter Tail, Wilkin, Grant, Traverse
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*	Mesabi Mall, 37th St. & Hwy. 169	263-3644	W. Central St. Louis, Itasca
Hopkins Employment Service	135 Shady Oak Road S.	935-5521	Part of Hennepin, Carver, Anoka, Scott
Anoka WIN Project	420 E. 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
Little Falls*	106 First Ave. S.E.	632-5427	Morrison, Todd, Wadena
Mankato*	709 N. Front St.	389-6723	Blue Earth, Waseca, Watonwan, LeSueur, Nicollet
S. Minn. WIN Project	324½ S. Second St.	389-2945	LeSueur, Nicollet, Blue Earth, Olmstead, Fillmore
Marshall*	107 E. Main 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)
S. Minneapolis	2932 Chicago Ave. S.	827-2586	(Southside Minneapolis)
Pilot City Employment Center	917 Plymouth Ave. N.	529-9121	(Northside Minneapolis)
Manpower Training Skills Center	1008 W. Lake St.	348-4046	
Minneapolis Area WIN Project	1009 Marquette Ave.	348-6500	Hennepin, Anoka (Minneapolis)
Apprenticeship Information	309 Second Ave. S.	333-0192	Hennepin
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	847-5628	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.	288-1756	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	466 S. Robert St.	225-6569	(West Side of St. Paul)
Model Neighborhood Employment Center	630 Laurel Ave.	222-4721	(Summit-University Area, St. Paul)
Rosemount	202 Main St.	423-3500	
Roseville	2440 Fairview Ave. N.	631-2566	(Village of Roseville and vicinity)
Hastings	Natl. Guard Armory	437-2032	Part of Dakota
Manpower Training Skills Center	235 Marshall Ave.	227-9121	
St. Paul Area WIN Project	333 Sibley St.	298-5365	Ramsey
Apprenticeship Information	390 N. Robert St.	227-7301	(St. Paul)
Unemployment Insurance	390 N. Robert St.	227-7301	Ramsey, Dakota, Washington
Thief River Falls*	318 N. Knight Ave.	681-1100	Pennington, Kittson, Red Lake, Roseau, Marshall
Virginia*	1325 S. Ninth St.	741-6996	N.W. and E. Central St. Louis
Willmar*	324 W. Third St.	235-3222	Kandiyohi, Meeker, E. Swift, N. Renville
Winona*	52 E. Fifth St.	457-2950	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.

