



# Resource Guide

7500 Highland Road/M59  
Waterford, MI 48329  
Telephone: 1-248-617-3600  
Fax: 1-248-599-9312

[www.waterfordmiworks.org](http://www.waterfordmiworks.org)

"Like" us on Facebook: [WaterfordMIWorks](https://www.facebook.com/WaterfordMIWorks)  
"Follow" us on Twitter: [@WaterfordMIWorks](https://twitter.com/WaterfordMIWorks)  
Join our LinkedIn Group: Waterford Michigan Works

**Oakland County Michigan Works! Waterford is a proud partner of the AmericanJobCenter Network  
Equal Opportunity Employer/Program**

Aids & Auxiliary Services Available Upon Request to Individuals with Disabilities  
TTY 711

Funded by: *The Oakland County Workforce Development Board and  
the Workforce Development Agency, State of Michigan*  
1-800-285-WORKS



# User ID's and Passwords

## Unemployment

### *Unemployment Pin*

(created either when you filed your claim or when you make your first certification)

Pin: \_ \_ \_ \_

### *Certifying for Unemployment Online*

www.michigan.gov/uia (Michigan Web Account Manager (MIWAM))

\*Use only after you have registered as a new user and have a password

Username: \_\_\_\_\_

Password: \_\_\_\_\_

## MiTalent Connect (Resume)

Website: [www.MiTalent.org](http://www.MiTalent.org)

Helpline: (888)522-0103 (M - F 8am - 5pm) or [LEO-talentconnect@michigan.gov](mailto:LEO-talentconnect@michigan.gov)

Note – click on “**Lost Password?**” to reset your Talent Connect password

Email address: \_\_\_\_\_

Password: \_\_\_\_\_

(Password must contain 8 to 20 characters, at least 1 number, 1 upper case letter, 1 lower case letter)

## LearnKey (Online Tutorials)

\*Must register at the Front Desk to use

Email address: \_\_\_\_\_

Password: \_\_\_\_\_

(Password is case sensitive)

## Additional Sites

Website: \_\_\_\_\_

Password: \_\_\_\_\_

Website: \_\_\_\_\_

Password: \_\_\_\_\_

Website: \_\_\_\_\_

Password: \_\_\_\_\_

# Unemployment Insurance Agency (UIA) Information

- **Inquiry Line:** 1-866-500-0017
  - Questions regarding unemployment must be addressed to UIA.

*Hours: Open weekdays from 8:00 am to 4:30 pm*
  
- **UIA Fax Number:** 1-517-636-0427
  
- **Certification for Benefits:** 1-866-638-3993 (MARVIN)  
TTY: (Hearing Impaired) 711  
\*Always certify every other week or your claim will be closed.
  
- **UIA Problem Resolution Offices** – by appointment only, schedule on-line at **Michigan.Gov/uia**
  - Cadillac Place Office  
3024 West Grand Boulevard, Detroit, MI 48202
  - Sterling Heights Office  
43105 Hayes Road, Sterling Heights, MI 48313
  
- **Online Access through the “Michigan Web Account Manager (MIWAM) for Claimants and Employers” ([www.michigan.gov/uia](http://www.michigan.gov/uia))**  
\*Use only after you have registered as a new user and have a username and password
  - View or change your current payment method
  - View your benefit year beginning and end dates
  - View your weekly gross benefit amount and payment history
  - View your regular/extended weeks paid and weeks remaining
  - Submit inquiries/questions to UIA
  - Certify online for benefits every other week (Mon – Fri 7 am – 7pm)
  
- **A Handbook for Unemployed Workers (The Green Booklet)**
  - This booklet provides useful information regarding unemployment benefits and is available online at: [http://michigan.gov/documents/uia\\_UC1901\\_76146\\_7.pdf](http://michigan.gov/documents/uia_UC1901_76146_7.pdf)

# Tips for an Effective Job Search

## *Events/Career Workshops*

- Sign up to attend our career workshops and recruitment events at NO COST!
- Registration with a valid email address is required to sign up at: [Oakgov.com](http://Oakgov.com)

## *MiTalent Connect (www.mitalent.org)*

- Your public profile (located on a tab at the bottom of the Workspace page) should include several keywords for employers to find you and view your resume.
- Log into your account at least every 90 days to allow your profile to be searchable by employers.
- [Tutorials](#) are available on YouTube to enhance your job search:
  - Creating a PMTC Job Seeker Account (video version)  
<https://www.youtube.com/watch?v=x8Gla54P6bQ>
  - Effective Job Searches (video)
  - <https://www.youtube.com/watch?v=DnRuhjOqVak>

## *General Tips*

- Use many resources to access job openings including the Internet, social media sites, networking groups, etc.
- Network with individuals to expand your opportunities for job openings in your industry. Keep a list of your networking contacts and update them often.
- Include a 3-5 sentence Professional Summary on your resume using keywords to show what you can offer an employer.
- Search job postings daily, using keywords specific to your occupation.
- Keep a log of your contacts with each employer and make follow-up calls within one week of submitting your resume.
- Respond within 48 hours to available positions appropriate to your interests.
- Send a thank-you letter within 24 hours after an interview to express your continued interest in the position.

## *Job Search Assistance and Job Training Programs*

- Job Search Assistance is offered to support individuals seeking employment. For more information, call 248-617-3600.
- Current training options are listed on our website at <https://waterfordmiworks.org/training/>

## **To make sure all of our customers have a positive experience, please abide by the following rules...**

- To use our resources, individuals must sign in at the front desk each day you visit the Center.
- All users of the Center are required to register on the Pure Michigan Talent Connect website.
- Books and materials are property of Oakland County Michigan Works! Waterford and are not to be removed from the Center.
- Center resources, materials, and computers are for **job search only**.
- Copies and Computer Printouts are limited to 10 and 25 pages per person per day respectively.
- Inappropriate language or aggressive behaviors will not be tolerated.
- Refrain from streaming from sites such as YouTube, Pandora, iHeart, etc.
- Cell phone usage is prohibited in the Center. Please step out into the hallway of the Center to make or receive cell phone calls.
- No solicitation for any purpose.
- No accessing adult/pornographic websites.
- No food or beverages are allowed in the Center.
- Be polite, respectful, and considerate of all others at all times.

**Failure to comply with any of the following guidelines may result in the immediate termination of any or all of your privileges including access to the Center.**

### **Self-Serve Resources**

#### ***The Resource Room***

Our Resource Room is a self-serve area where jobseekers can conduct career exploration and/or a job search. Everyone is invited to make use of the Resource Room free of charge, regardless of residency or employment status.

Our resources are designed for the jobseeker to work independently and proactively in a job search. We offer self-serve information and resources requiring little or no staff assistance. If more intensive, one-on-one services are required, please let us know so we can help you access these services too.

Employers also make use of our Center for onsite and recruitment events. Check our Events page of our website for more information.

Office Equipment such as photocopier and fax machine are available at no cost for use during operating hours. Some restrictions apply.

### ***Library Materials***

Our Resource Room Library has an extensive collection of references and resource materials, including topics on labor market information, resume and cover letter composition, interviewing, job descriptions, business directories, financial assistance, college catalogs, Veterans' Services, etc. Materials cannot be checked out.

### ***Job Postings***

We have job flyers and an [online list of current job openings](#) for individuals to view. Job postings are acquired mainly through direct employer contacts, other Michigan Works! Agencies, partner organizations, and the Internet. We also offer access to business publications to allow individuals to stay current in today's economy.

### ***Additional Resources***

Our public computer lab allows jobseekers to conduct career exploration, visit popular, bookmarked websites, access to Microsoft Office programs and printing job search materials.

Our Center offers career workshops at no cost! Topics include networking, offline and online job search strategies, resume writing, interviewing skills, career change, and baby boomers/older worker strategies.

## **Additional Information & Services**

### ***Business Hours***

The Center is open on weekdays from 8:00 am to 5:00 pm, except State holidays. To ensure same-day service for unemployment registration, individuals must arrive no later than 3:30 pm. The Computer Lab closes at 4:10 pm. Faxes should be sent prior to 4:15 pm.

### ***Intensive Services***

One-on-one, staff-assisted services include career counseling, testing and assessment, career planning, resume writing assistance and facilitated job search.

***Training***

Oakland County Michigan Works! Waterford is an integrated one-stop offering seamless access to state and federally funded job training programs that prepare eligible youth, adults, and dislocated workers for participation in the labor force and enhance the productivity and competitiveness of the nation's economy. More information can be found on our website at:

<https://www.oakgov.com/business/business-development/workforce-development>

***Access to State and Federal Programs***

We can provide information and referrals to other programs and services funded by the Oakland County Workforce Development Board and Michigan Department of Labor and Economic Opportunity.

***Labor Market Information and Data***

- The Workforce Intelligence Network (WIN) for Southeast Michigan [winintelligence.org](http://winintelligence.org)
- Michigan Center for Data and Analytics - Labor Market Information [milmi.org](http://milmi.org)

***Partner Services***

- |                            |                                    |
|----------------------------|------------------------------------|
| Adult Education / Literacy | Rehabilitation Services            |
| Job Corps                  | Senior Community Services          |
| NAFTA/TAA                  | Training & Job Placement (WIOA)    |
| Native American Programs   | Unemployment Insurance Agency      |
| Oakland Community College  | Veteran Employment Services        |
| Parolee/Inmate Services    | Department of Human Services (DHS) |

***Support Services***

- |                                 |                   |
|---------------------------------|-------------------|
| Child / Dependent Care          | Medical Services  |
| Community Service Organizations | Transportation    |
| Housing                         | Work Attire/Tools |

***Youth Services (ages 16 to 24)***

- |   |                        |
|---|------------------------|
| Alternative Education / Drop-out Prevention | Leadership Development |
| Job Search                                  | Mentoring              |
| Guidance & Counseling                       | Work Experience        |
| Financial Literacy                          | Tutoring/Study Skills  |
| Occupational Skills Training                | On-the-Job Training    |