GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
LANSING

SUSAN CORBIN
DIRECTOR

MEMORANDUM

DATE: September 30, 2026

TO: The Honorable Mary Cavanagh, Chair,
Senate Appropriations Subcommittee on LEO/MEDC

The Honorable Nancy Jenkins-Arno, Chair
House Appropriations Subcommittee on Labor and Economic Opportunity

Kathryn Summers, Director, Senate Fiscal Agency

Mary Ann Cleary, Director, House Fiscal Agency

Jen Flood, State Budget Director

FROM: Jason Palmer, Director
Michigan Unemployment Insurance Agency
Department of Labor and Economic Opportunity

SUBJECT: Article 9, Part 2, Section 804 of 2025 PA 22
Unemployment Insurance Agency Local Office Staff Report

Attached is the second submission of the biannual Unemployment Insurance Agency Local Office Staff Report for the year 2025/2026, prepared by the Unemployment Insurance Agency, consistent with Article 9, Part 2, Section 804 of 2025 PA 22.

Should you have any questions regarding this report or need additional information please contact Andrew Crane, UIA Legislative Liaison, at Cranea3@michigan.gov or 517-243-9778.

cc: Members – Senate Appropriations Subcommittee on LEO/MEDC
Members – House Appropriations Subcommittee on Labor and Economic Opportunity
Senate Policy Office
House of Representatives Policy Office

Unemployment Insurance Agency Local Office Report
Biannual Report
September 30 Submission
3/1/2026-8/31/2026

Sec. 804(2). The department shall provide a biannual report to the standard report recipients not later than March 15 and September 30 that includes all of the following:

a) The number and location of in-person offices:

The UIA has twelve in-person local offices. They are located in Benton Harbor, Detroit, Gaylord, Grand Rapids, Kalamazoo, Lansing, Marquette, Muskegon, Saginaw, Sault Ste Marie, Sterling Heights, and Traverse City.

b) The average number of staff at each location over the previous 6 months:

Local Office Location	# of Staff
Benton Harbor Local Office	2
Detroit Local Office	6
Gaylord Local Office	2
Grand Rapids Local Office	7
Kalamazoo Local Office	2
Lansing Local Office	6
Marquette Local Office	2
Muskegon Local Office	3
Saginaw Local Office	5
Sault Ste Marie Local Office	2
Sterling Heights Local Office	6
Traverse City Local Office	2

c) The volume of in-person claimants served at each location in the previous 6 months:

Local Office Location	# of in-person claimants served
Benton Harbor Local Office	1,302
Detroit Local Office	6,163
Gaylord Local Office	899
Grand Rapids Local Office	4,375
Kalamazoo Local Office	1,692
Lansing Local Office	2,812
Marquette Local Office	712
Muskegon Local Office	963
Saginaw Local Office	2,195
Sault Ste Marie Local Office	445
Sterling Heights Local Office	5,235
Traverse City Local Office	1,084

d) For the previous 6 months, the average number of staff at each location where the unemployment insurance agency offers in-person appointments, the average number of staff assigned to offering virtual appointments, and the average number of staff assigned to offering telephone appointments.

An average of 15 staff per day, collectively, from all 12 offices are available for virtual or telephone appointments. Those staff members are not taking in person appointments on days where they are engaging in phone appointments or virtual appointments. Each manager has one staff member working virtual appointments, and two staff members working phone appointments. Staff rotate between in person, phone, and virtual appointments.

e) For the previous 6 months, the volume of in-person claimants served at each location, the volume of claimants served through virtual appointments, and the volume of claimants served through telephone appointments.

Local Office Location	# of in-person claimants served
Benton Harbor Local Office	1,302
Detroit Local Office	6,163
Gaylord Local Office	899
Grand Rapids Local Office	4,375
Kalamazoo Local Office	1,692
Lansing Local Office	2,812
Marquette Local Office	712
Muskegon Local Office	963
Saginaw Local Office	2,195
Sault Ste Marie Local Office	445
Sterling Heights Local Office	5,235
Traverse City Local Office	1,084

	# of claimants served
Phone Appointments*	14,458
Virtual Appointments*	4,686
*As noted above, phone and virtual appointments are handled fluidly between locations. Each manager has one virtual staff position, and two phone staff positions that they are responsible for staffing daily, but the teams fill for each other routinely.	