

ANNUAL REPORT 2003 MONTANA

WORKFORCE INVESTMENT ACT



A Message from the Governor of the State of Montana



At the close of the 2003 program year for Workforce Investment Act programs, I can honestly say how impressed I am with the quality of Montana's system, and the commitment of everyone involved to continuously improve into the future.

Quality is sometimes an ambiguous term, but most of us know quality when we see it. I see quality when I look at the community partnerships that drive this workforce system. I hear about the quality of the system when constituents write me to share their positive experiences. While Montana's system, like many other states, continues to wrestle with the best provision of service and shrinking funds to provide those services, I'm simply awed by the innovative ideas put into practice through a large network of caring professionals all across Montana.

From the flagship business services center in the Flathead, to the blooming partnership between financial institutions and fast food restaurants designed to promote skilled workers from entry-level positions in Miles City, to the fantastic accomplishments of Montana's Workforce Investment Act provider network, Montana has much to appreciate about our workforce system.

As you read this report and note the many achievements over the past year, keep in mind these words from Ralph Waldo Emerson as we move toward the future: "What lies behind us and what lies before us are small matter compared to what lies within us." What lies within Montana's system is tremendous human resources committed to working together to help job seekers and businesses achieve success.

I look forward to working with this system to ensure that Montana is the best place to do business.

Sincerely,


JUDY MARTZ
Governor

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EXECUTIVE SUMMARY

Montana's vision for its workforce investment system is based upon two long-term goals:

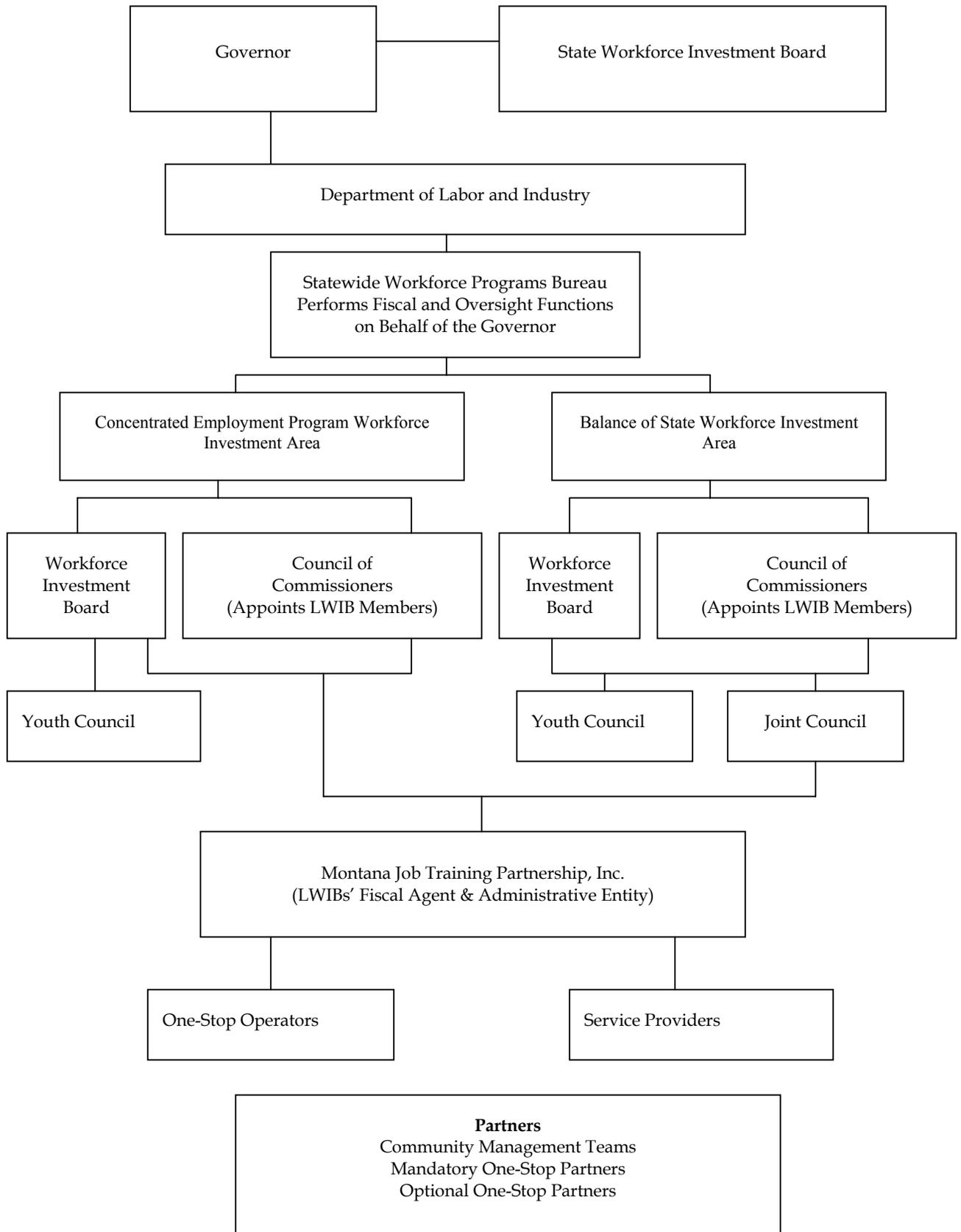
- 1) promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
- 2) promoting continual skill development, increasing wages, and an enhanced standard of living for all Montanans while preparing Montana's youth with the knowledge and behavior skills necessary to enter and succeed in high skill, high wage careers.

These two objectives are guided by the following five key principles:

- Our workforce system must be accountable to the people we serve;
- Our workforce system must be customer driven to meet individual needs and choices;
- Our workforce system must be accessible to all;
- Our workforce system must be efficient in providing services to guarantee maximum impact; and
- Our workforce system must be focused on promoting personal responsibility.

Montana can be proud of its efforts under the Workforce Investment Act. Its success is best characterized through the collaborative efforts of the Governor's State Workforce Investment Board, the Balance of State and Concentrated Employment Program Local Workforce Investment Boards, one-stop partners, service providers and the Montana Department of Labor and Industry to continue to work toward creating Montana's vision of a workforce investment system.

Montana Workforce Investment System



LEADERSHIP

Governor's State Workforce Investment Board

Haley Beaudry Chair

The State Workforce Investment Board continued its work toward meeting Governor Martz's charge of 2001 of providing the insight and guidance needed to develop sound public policy on workforce issues in relation to Montana's economic development goals.

The four SWIB committees, the Executive, Workforce System, Accountability and Economic Development and Business Retention are assigned a specific responsibility that helps move the workforce system work toward meeting the Governor's goals and charge.

Executive Committee is made of the State Workforce Investment Board Chair, and chairs from each of the committees.

Economic Development & Business Retention Committee coordinates the work of the board with the state's economic development strategy; and ensures that the strategy is communicated to the local boards and used in the evaluation of quality of local plans.

Workforce System Committee has the responsibility to oversee and coordinate the implementation of the Governor's and the Board's strategic workforce development plans through the actions and operational directives of the state's executive agencies.

Accountability Committee is charged with developing meaningful accountability measures for Montana's workforce development investments. Measures will be used to evaluate the quality of training programs, local boards, local workforce planning efforts, and the services offered through the JobLINC Centers in the state.



Montana has two local workforce investment areas for the Workforce Investment Act programs: The 10 county Concentrated Employment Program and the 46 county Balance of State. Local Workforce Investment Boards for both areas are staffed by Montana Job Training Partnership, Inc., a private non-profit organization.

Balance of State (BOS)
Norma Boetel Chair

In the Balance of State, the WIB and Council of Commissioners have joined to form the BOS Joint Council. The Joint Council functions as the primary body for establishing policies and programs for the BOS area. Nowhere else in the nation do the local elected officials participate to this degree. This strong partnership is a source of strength for the Balance of State area, leading to high performance programs attuned to the needs of the area. 28 members of the Local Workforce Investment Board together with the eleven-member BOS Council of Commissioners, make up the BOS Joint Council.

All members of the BOS Joint Council serve on one of three standing committees:

- **Revenue Development Committee** oversees financial systems including recommending funding allocations, tracking program expenditures, reviewing program and administrative budgets as well as overseeing financial audits;
- **System Development Committee** is involved in all aspects of designing, selecting and certifying One Stop Centers; commenting on the State MOU and the State's Unified Five-Year Strategic Plan; evaluates the effectiveness of coordination and participation of one-stop partners; conducts needs assessments in the area and determines strategies for meeting the workforce needs; develops and implements the Request for Proposals process; develops and implements the strategic long-term plan for the Joint Council; and develops and reviews the comprehensive Five-Year Local Plan;

- **Customer Satisfaction/Continuous Improvement (CS/CI) Committee** is responsible for: developing and implementing continuous improvement instruments and benchmark standards; reviewing contract and provider agreements; and monitoring policies and procedures.
- **Executive Committee** is composed of the Chairs of the BOS Council of Commissioners, the BOS Local Workforce Investment Board, and the Joint Council as well as the Chairs of each standing committee created by the Joint Council.
- **Youth Council.** WIA requires a youth council in each local workforce investment area. In Montana the BOS and CEP local boards established the Youth Council as another committee. The 20 member BOS Youth Council includes individuals representing the BOS Joint Council, youth interests, education, Job Corps, juvenile justice, individuals with youth expertise, parents of current and/or former youth program participants and WIA youth.

Concentrated Employment Program (CEP)

Robert Henry Chair

The CEP Workforce Investment Board is made up of 28 members. All members of the CEP Local Workforce Investment Board serve on one of two standing committees:

- **Planning and Finance Committee:** This Committee is responsible for reviewing and commenting on the State's Unified Five-Year Strategic Plan; the development and oversight of the Comprehensive Five-Year Local Plan; coordination and marketing of system design to stakeholders and customers; selecting and certifying one-stop centers; determining allocation of funds to One-Stop systems in the area; and recommends funding allocations and incentive and carryover awards to the CEP WIB; and reviews and develops program policies.
- **Customer Satisfaction/Continuous Improvement Committee (CS/CI):** This Committee is responsible for developing and implementing continuous improvement instruments and benchmark standards; reviewing contract and provider agreement instruments; and monitoring policies and procedures and performance standards; evaluating the effectiveness of coordination and participation of partners; developing and implementing incentives and continuous improvement plans based on provider performance; evaluating programs; developing and monitoring the participant follow-up system; overseeing policy and procedures for resolving issues of noncompliance; evaluating program expenditure, performance and follow-up reports; developing monitoring and technical assistance plans; and reviewing and developing program policies.
- **Executive Committee:** This Committee is composed of the Chair and Vice-Chair of the Board, the Chair of each standing committee and one other director as appointed by the Chair.
- **Youth Council.** WIA requires a youth council in each local workforce investment area. In Montana the BOS and CEP local boards established the Youth Council as another committee. The 19 member CEP Youth Council includes individuals representing the local board, youth interests, juvenile justice, individuals with youth expertise, parents of current and/or former youth program participants and WIA youth

Montana Job Training Partnership, Inc. (MJTP) is the administrative entity and staff for the Balance of State and the Concentrated Employment Program Local Workforce Investment Boards.

MONTANA'S LABOR SITUATION

Montana is in the Rocky Mountain area of the northwestern United States, bordered by the Canadian provinces of British Columbia, Alberta, and Saskatchewan on the north, Idaho on the west, Wyoming on the south, and North and South Dakota on the east. Montana is sparsely populated with 904,433 people spread over 147,138 square miles. It is the fourth largest state in land area and 44th in population. Approximately 34% of the population lives in urban areas.

Montana continues to experience positive growth in population as indicated by an increase of about 7,200 people from July 2002 to July 2003, or 0.8 percent. The modest population increase consisted of about 1,800 more births than deaths, plus approximately 5,400 more people moved to the state than left it.

More people are living in Montana, more jobs are available, and those people working are earning more money. This growth, however, is not spread evenly across the state.

- Montana's total personal income increased by 5.2 percent in 2003, as compared with 4.0 percent for 2002. Per capita personal income also increased for 2003, by 4.3 percent, more than the inflation rate of 2.3 percent for 2003. Montana's rank among all states for per capita income rose to 44th in 2003 from 45th in 2002.
- Over the 1990s, population growth was uneven across Montana. Between 1990 and 2000, 23 of Montana's 56 counties lost population, while 33 others experienced growth. Most of the counties losing population were in the eastern third and north central part of the state. Nineteen counties, all in the western third and south central portion of the state, experienced more than 10 percent population growth.
 - For the period 2000 to 2003, 36 counties lost population and 20 showed an increase. Because most of the larger counties increased in population, Montana overall had a population increase.
- Payroll (wage and salary) employment covered by unemployment insurance increased 0.4 percent or 1,700 jobs in 2003 compared with 2002. The previous year (2001), growth was 2.2 percent (8,500 jobs), so Montana's job growth has slowed considerably. In contrast, U.S. payroll jobs declined again in 2003.
- Montana's unemployment rate was 4.7 percent of the workforce in 2003, up 0.1 percent from 2002. The U.S. rate was 6.0 percent, and continues to remain high since the September 11, 2001 terrorist attacks.
 - The incidence of unemployment is distributed unevenly across Montana. For 2003, 7 counties had a relatively high unemployment rate above 7 percent, with Lincoln County the highest at 15.9 percent. Three of the counties with high unemployment rates were counties with Indian reservations, where historically employment opportunities have been limited. Three of the other counties are in western Montana, and have economies that are partially dependent on seasonal (part-year) industries such as logging and wood processing, recreation and tourism, and construction.

Twenty-eight counties, or half of all Montana counties, had low unemployment rates below 4 percent, with Carter County being the lowest at 2.2 percent.

MONTANA'S WORKFORCE ACTIVITIES AND SUCCESSES

RAPID RESPONSE

The State Dislocated Worker Unit in the Montana Department of Labor and Industry is the oversight entity for the Rapid Response program. Assistance and early intervention services for businesses and workers facing layoffs or closures are provided by Montana's Job Service Workforce Centers through Rapid Response Workshops. At the workshops, information is given to the workers about various programs that will assist them in their transition to new employment. Unemployment Insurance is always one of the programs that are invited to provide information and possibly take Unemployment Insurance claims for the workers. The Dislocated Worker Program, Employment Services, Trade Adjustment Assistance, and various community agencies are invited to present information to the worker on their programs. The workers are also given information on how to survive a layoff among other pieces of information on how to become re-employed.

GOVERNOR'S DISCRETIONARY FUNDS

Training for Incumbent Workers

Funds were directed to the Montana Department of Commerce to leverage activity with community development block grants. The Department of Commerce developed projects for customized training for new and expanding businesses in Montana to provide needed skills and better-paying jobs for their workers. The combination of funding sources provided job training and skills upgrading.

Health Care Projects

- The Office of the Commissioner of Higher Education (OCHE) continued the process started in Program Year 2002 of building an infrastructure that would lead to helping reduce the shortage in the health care field with the expected benefits of providing individuals access to health care training for place and/or time bound individuals as well as the opportunity to cross-train into another health care career and support the needs of rural medically underserved areas.
- The Office of Public Instruction continued its project to pilot the statewide Health Occupations Education system that run for a period of three to five years.

Technical Assistance for Local Areas

WIA requires that a portion of the Governor's 15% funds reserved for statewide activities must be used to provide incentives and/or technical assistance for WIA Title IB adult, youth and dislocated worker service providers in the local areas to improve performance. The entire amount or a portion of the set-aside may be withheld at the state level to provide technical assistance to local workforce investment areas depending upon the local areas meeting performance.

- Both the Balance of State and Concentrated Employment Program Local Workforce Investment Areas met and/or exceeded performance for Program Year 2002 and the entire amount available for incentives/technical assistance was passed through to the local workforce areas for Program Year 2003 technical assistance activities.
- Montana Job Training Partnership, Inc., conducted its third set of Workforce Investment Act Regional Technical Assistance and Training sessions. These sessions are designed to bring together front-line staff, supervisory staff and other individuals working in the Local Workforce Areas' WIA Adult, Youth and Dislocated Workers programs. The regional sessions covered:
 - WIA Montana Management Information System (MTMIS) reports;
 - WIA performance measures;
 - WIA MTMIS service codes; and
 - Enhancements to the WIA MTMIS.

Continuing Investment in the Youth System

The local workforce investment areas continued the youth projects that began in 2001 when Governor Martz set aside a portion of the Governor's Discretionary dollars for use in the youth system to help meet the needs of the state's emerging workforce. This special investment, that began as a two-year plan has produced positive outcomes toward establishing an ongoing youth leadership development plan.

One of the most significant results of this project is the fact that a major collaborative effort, uniting statewide agencies in a common cause, has taken place. WIA eligible youth are participating in 4-H functions, Foster Children programs, Job Corps activities and other community youth programs; invitations continue to go out to these and other youth programs to join and participate in WIA youth sponsored functions and WIA youth are invited to participate in other youth activities; and the interest and willingness of youth to serve on the Youth Councils of the Balance of State and the Concentrated Employment Program Local Workforce Boards.

Some of the activities that took place in PY 2003 include:

- Three Regional Youth-Driven Fun shops were held in Missoula, Great Falls and Billings. Some agenda items included: Life and Survival Skills; Anger Management/Conflict Resolution; Person-centered Career Planning; Stress Management for High Risk Youth; and Self-Esteem/Self Image
- Planning session with members of the Montana Foster Care Independence Program to develop a cooperative statewide network
- Conduct five regional youth focus groups in Glendive, Kalispell, Lewistown, Bozeman and Hamilton
- The Montana Youth Symposium, which was the program finale.

SERVING THE BUSINESS CUSTOMER WITH A SYSTEM-WIDE APPROACH

Training was conducted in June 2004 to provide each Community Management Team (CMT) in the state with the knowledge and tools to implement a coordinated, collaborative approach to outreach and service delivery to business customers. While Job Service is the lead provider of business services in any given workforce system, many other system partners interact with business on behalf of their primary customers and to promote their programs and services. This training took the approach that contacting local businesses is a shared, system-wide activity. The training was specifically focused on teams from each CMT who directly interact with business customers. Every CMT in the state received an invitation to send a team to the training. With the exception of one, every CMT had representation at the training.

Melanie Arthur of Greg Newton Associates of Boston, Massachusetts conducted the training. The basic curriculum was well established having been used in several states prior to Montana; however, Melanie customized the curriculum according to Montana's training objectives. Melanie conducted two 2 ½ day sessions.

- The East Session was held in Billings at the Hampton Inn. There were 55 attendees representing the following CMTs: Southeastern Montana Workforce System, Yellowstone Area Workforce System, South Central JobLINC, Missouri River Workforce System, Northeast Montana Workforce System, Central Montana Workforce System, Havre Area Workforce System and Eastern Plains JobLINC.
- The West Session was held in Missoula at the Holiday Inn Parkside. There were 59 attendees representing the following CMTs: Missoula/Mineral Area Workforce System, Southwest Montana Workforce System, Bitterroot Workforce System, Flathead Workforce System (this included staff from the Libby & Thompson Falls area as well), Mission Valley Workforce System and Capitol Area Workforce System.

DESIREE TAGGART MEMORIAL AWARDS

The Desiree Taggart Memorial Awards are given in memory of Desiree Taggart, the first Director of Workforce Development in the Governor's Office of Economic Opportunity. Desiree is remembered for her inspiring dedication to Montana's workforce development efforts, for her abundant energy and willingness to go the extra mile, for her inquisitive mind and creative solutions, her passion for quality and excellence in workforce development, and fostering positive relationships among workforce development professionals, businesses, and the workforce.

The awards publicly acknowledge outstanding efforts of individuals and organizations that have improved workforce development in Montana through the use of quality principles as promoted by the State Workforce Investment Board (SWIB) and the Montana Council for Workforce Quality (McWQ).

There are three (3) categories of awards given annually:

1. **Outstanding Business of the Year Award** –Awarded to businesses (private or public) for outstanding contribution to the success of Workforce Development Programs. This award recognizes an employer in a Montana community who supports quality processes AND who participates in the workforce development programs or activities.
2. **Quality Program Award** –Awarded to a Workforce Development Agency or Program or a group of cooperating agencies or programs that exemplify the principles of quality in providing workforce development services. This award recognizes a workforce development organization (governmental, nonprofit or for profit), one-stop center or Community Management Team (CMT) in Montana who demonstrates leadership in promoting principles of quality initiatives a commonly described under the Malcolm Baldrige National Quality Award Program.
3. **Workforce Development Achievement Award** –Awarded to an individual workforce agency staff member, employer, council member, county commissioner, etc., for outstanding contribution to the success of Workforce Development Programs in:
 1. Fostering teamwork;
 2. Initiative and versatility;
 3. Total quality improvement activities;
 4. Leadership; and/or
 5. Other acts that promote excellent customer service or support the goals/mission/strategic plan of the workforce system.

The first Desiree Taggart Memorial Awards will be presented at the September 2004 Governor's State Workforce Investment Board meeting.

WIA SUCCESS STORIES

- ◇ Heather and her young daughter had just moved here from Colorado and Heather was looking for work. Being a client of Joyce's meant that she was a TANF Cash Assistance recipient. Heather had some background in the medical field as a billing clerk, registration and a patient account associate. There was an opening at the Park Clinic for a receptionist/cashier and Heather felt she would qualify for the position if she could upgrade some of her bookkeeping skills. Career Transitions in Belgrade currently had classes being offered for the QuickBooks training, so I agreed to pay for her to attend. I also told Heather I would help pay for some clothing for interviews/employment. Several days later, I talked with the supervisor at the Park Clinic and asked if he would be interested in doing a short term OJT for a client of mine. Since then, Heather has been working full-time and she was able to get off of cash assistance the same month as she was hired. She was given a trailer, which had to be moved and set up at a different location. Because of this expense, I also helped her with some car expense and electrical expense.
- ◇ Justin came into the Job Service looking for a job and was referred to the WIA program. Justin decided to attend Salish & Kootenai College to receive his C.N.A. When he was given the encouragement to get his C.N.A. he said he has had a whole new aspect of himself.

MONTANA CHOICE - SUCCESS STORY

Daniel Miller, a Montana Choice participant is currently working out of his home in Alberton, Montana building top of the line custom cabinetry. This is his story:

To understand my situation; I need to start at the beginning. In my family, I'm the fourth generation of carpenter/cabinet maker. For over twenty years I worked hard, built my family a fancy large home from the ground up. I have 2 kids, and a wife; never felt poor, and things were going good. Kids were in a private daycare, new automobiles, and a savings account. I enjoyed my work and felt lucky.



However, in 1996 I was injured at work, due to faulty scaffolding; I fell from a high place into a rock pile. I was a 300-pound man in a wheelchair then, and I was told that no-one over 160 pounds has ever walked after this kind of injury.

In the middle of 1997, I was walking, but with terrible pain, and had lost my health insurance, so I couldn't afford any operations and all of my savings were gone.

My doctor, Marsha Kates (Rural Institute), wrote many letters to Social Security. Being government, time was going on and I was still not receiving any benefits from Social Security. In desperation, I started writing to Governor Judy Martz.

After almost 1 year of paperwork to Social Security had gone nowhere. It seemed the problem was with the disability board in Helena. I called the Director of Disabilities and discussed my situation. I decided I had to meet her in person. So, she called the Social Security office, so I could pick up my files.

My wife drove me up to Helena. I met with Michelle Thibeader, the Director of Disabilities. She had never met with a person, only paperwork. Anyway, within a month after our meeting, I received Social Security, but no Medicare for 6 months (still no medical help).

Governor Judy Martz found a program to help with my first operation a gastric bypass (I lost 100 pounds), and she has helped ever since.

To make a long story short; all the government programs I found for disabled persons could not help me except to get some kind of minimum wage useless employment. This doesn't help with a house payment and normal bills. I had \$3000.00 monthly for bills. I had no place to turn for help. After almost losing my beautiful home several times, I had to sell my home and move to a small house out of town.

My family has suffered, because of my paycheck was no longer there. It was hard to go from living to just making an existence, buying the kids clothes at Goodwill, trying to keep food in the fridge, buying my medications, and paying for medical bills.

In one of my return letters, Governor Judy Martz understood my frustration with the typical programs. I knew I could run a cabinet shop, but I needed some extra tools and some start up money.

Working at home was the best option, working around the physical problems and work within my own hours. Each day is different, some days I'm in too much pain to work, other times I can do really well. My medication for pain helps me; without it I can't function. I'm very good at designing and building cabinets; at my own speed; and I will give my 100%.

Governor Judy Martz recommended Richard and Bob, and felt that their program was written for me. I called Richard at the Bitterroot Job Service and attended a meeting. They understood my frustration and knew they could help. They were impressed with my work, knew from my track record I was determined. I may be disabled, but my brain still works and I'm blessed with good hands and I don't give up. Richard and Bob gave me their advice, their time, and put things into motion with the money to back up their promises.

They have come to my home, saw my work, and gave money for needed tools. My cabinet shop is now up and going; it will help me achieve my personal independence. They are running a program that is detailed to my needs and I'm sure that it would help many others, who have fallen through the normal cracks in our system. The speed that their program moves puts all other government programs to shame.

Daniel D Miller

PS: Richard and Bob, My family and I owe you our thanks, when nobody else could help.

MONTANA CHOICES PROGRAM:

The Montana Choice project is designed for individuals on SSI or SSDI and serves as a learning laboratory of how self-employment and business ownership can be viable options for people with disabilities, especially those living in rural Montana. The eligibility requirements of the Montana Choice Project are more relaxed than most programs for individuals with disabilities.

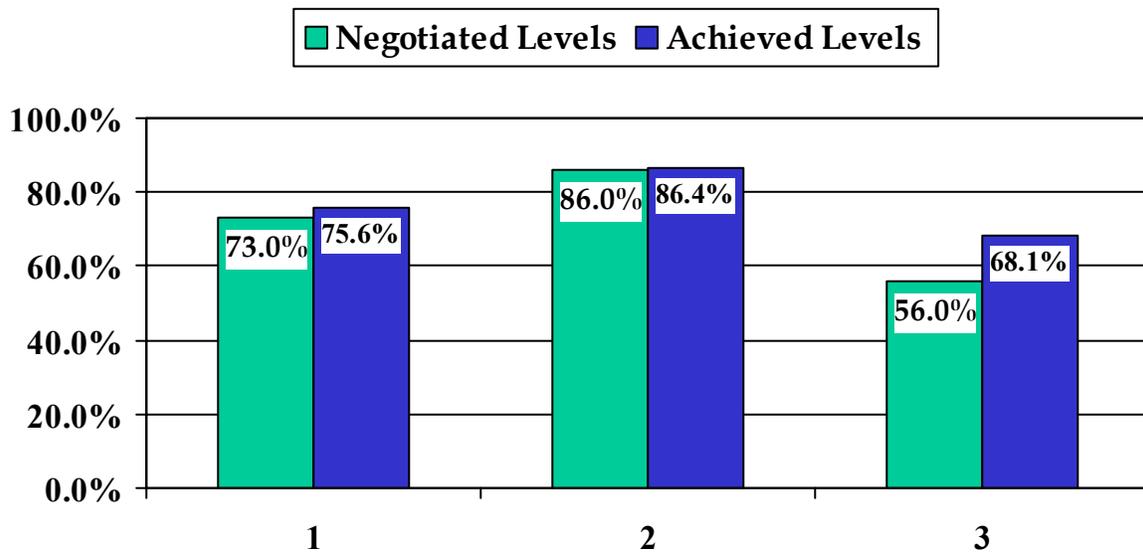
In the Balance of State Workforce Area Montana Choices is operated in the Bitterroot (through the Job Service Workforce Center and Ravalli Services); Rocky Mountain Front region (Cut Bank Job Service Workforce Center); and northeast area (through Glasgow Job Service Workforce Center); in the Concentrated Employment Program area Montana Choices is operated through the Butte Job Service Workforce Center.

WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

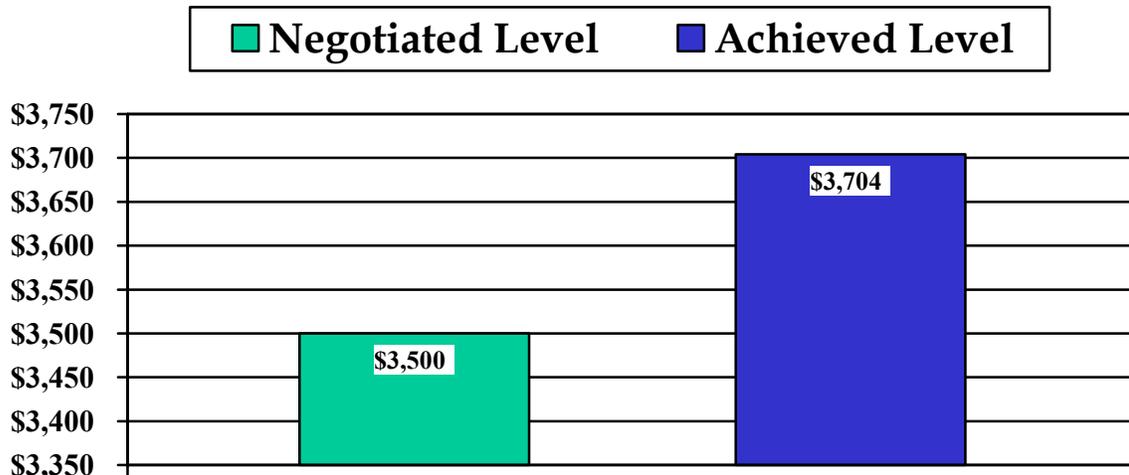
ADULT PROGRAM

In Program Year 2003, 789 adults were registered to receive intensive and training services. The training services that were provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that may include cooperative education programs adult education and literacy activities provided in combination with the training activities; and customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.

ADULT PROGRAM PERFORMANCE
PY 2003



ADULT PROGRAM
Earnings Gain after 6 months
PY 2003



Montana's WIA Dislocated Worker Program Achieving Re-employment for Montanans

NATIONAL EMERGENCY GRANTS

National Emergency Grant (NEG) funds are the Secretary of Labor's discretionary Dislocated Worker funds that are set aside to serve a specific population of dislocated workers. When a State suffers a major dislocation, they can apply for assistance for a specific population and receive a grant to serve the dislocated workers. Some of the services a dislocated worker can receive under a NEG are remedial training, classroom training, relocation assistance to a new job, assistance in buying tools and equipment for training or a job, and various other supportive services used to support a person while they are advancing their skills or looking for work.

In recent years Montana has experienced severe cutbacks in Dislocated Worker Funding, which coupled with continuing to experience layoffs throughout the State made it difficult to adequately serve the dislocated worker population.

In PY2003, Montana continued to operate three National Emergency Grants that were awarded in PY2002 and received two National Emergency Grants in the fall of 2003. Those three NEG's are the Columbia Falls Aluminum Company (CFAC), Stimson Lumber, and Flathead Community NEG.

The Columbia Falls Aluminum Company NEG is currently serving the people who were dislocated from that business in Columbia Falls. This layoff affected 175 workers.

The Stimson Lumber NEG is serving people who were dislocated as a result of the Stimson Lumber mill closing in Libby in December 2002. This project was extended until December 2004 to allow one extra semester of training for the participants.

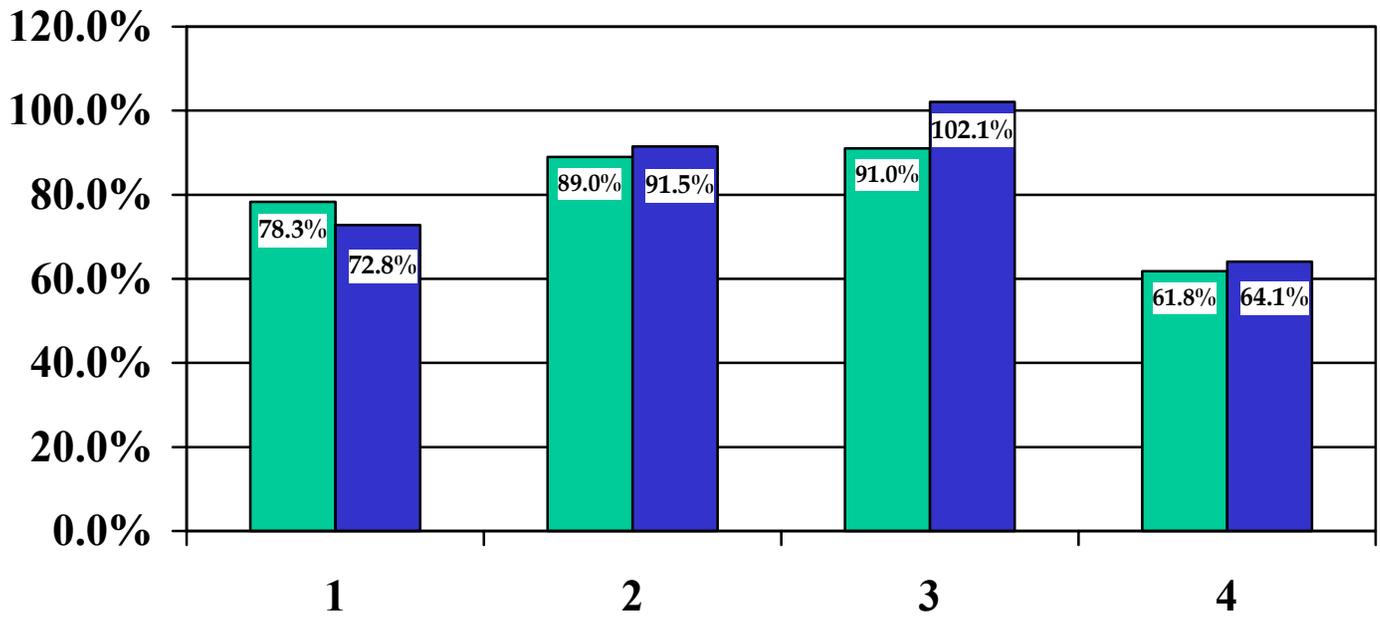
The Flathead Community NEG is serving people laid off from several different businesses in Kalispell. The biggest layoffs occurred at Semitool and Stream International.

In August 2003, the Touch America NEG in the amount of \$1,525,615 was awarded to help the workers from Touch America become re-employed. In October 2003, Montana received a National Emergency Grant for business closures in the Missoula and Bitterroot Valley Community in the amount of \$1,474,072. Both of these grants were funded incrementally which means only a portion of the dollars were allotted to the State. In most instances when that allotment is spent, another increment of funding is given to the State.

As Montana's funding for workforce programs continues to decline, the system relies on the support from these NEG funds to serve the major layoffs.

DISLOCATED WORKER PROGRAM
PERFORMANCE
PY 2003

■ Negotiated Levels ■ Achieved Levels

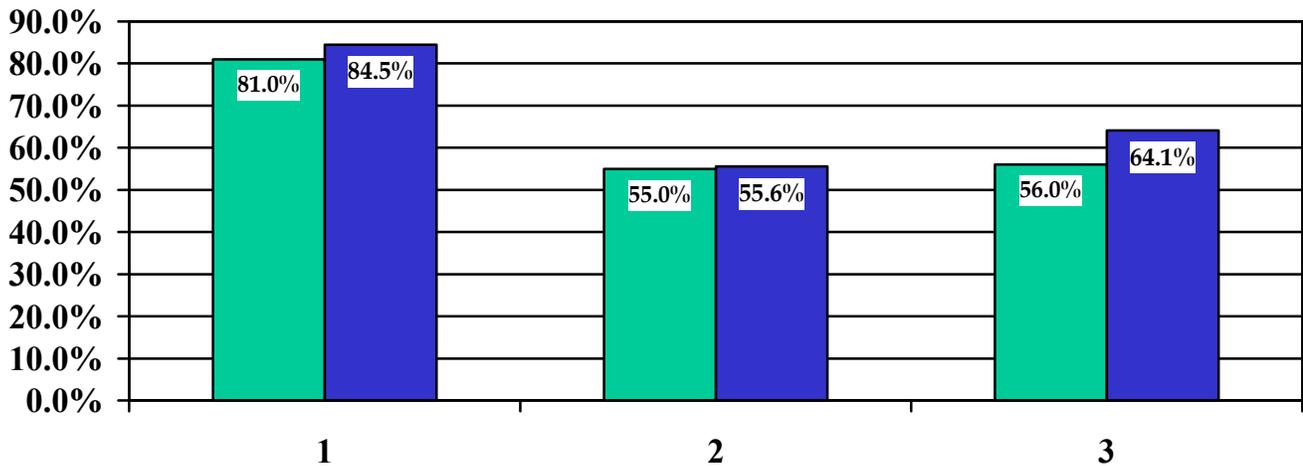


Montana's WIA Youth Program

In PY2003, Montana's two Local Workforce Investment Area Youth Councils continue to take an active role in all aspects of both the younger and older youth programs including reviewing and recommending on expenditure and performance reports.

YOUNGER YOUTH (14-18) PROGRAM PERFORMANCE PY 2003

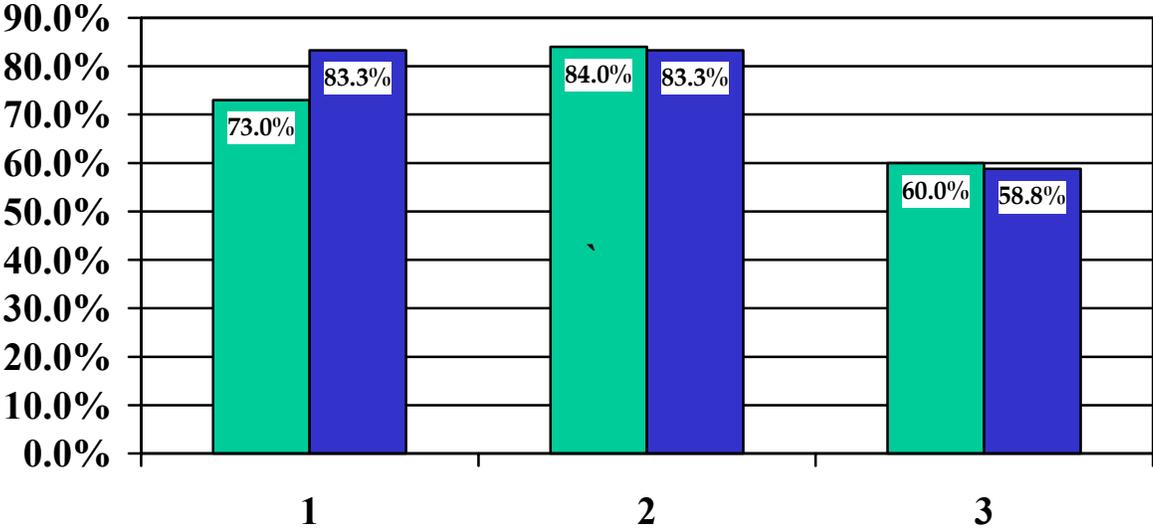
■ Negotiated Levels ■ Achieved Levels



1. Attainment of basic skill/work readiness occupational skills
2. Attainment of secondary school diploma/equivalent
3. Placement and retention rate in postsecondary education, military, training, employment, and apprenticeship

OLDER YOUTH (19-21) PROGRAM
PERFORMANCE
PY 2003

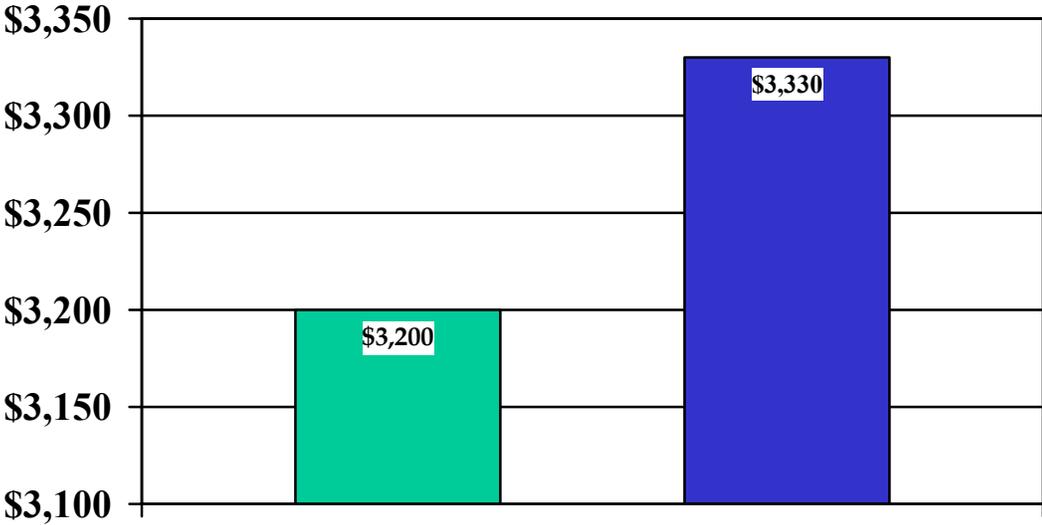
■ **Negotiated Levels**
■ **Achieved Levels**



- 1: Entry into unsubsidized employment
- 2: Employment retention rate after 6 months
- 3: Credential attainment rate

OLDER YOUTH (19-21)
Earnings Gain After 6 Months
PY 2003

■ **Negotiated Level**
■ **Achieved Level**



FINANCIAL ANALYSIS



Montana completed its second year of the Workforce Investment Act with an overall spending rate at 76%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. The Governors set-aside for statewide activities helped provide services for incumbent workers, youth projects, and re-employment.

The average percent of participants exiting the programs and entering employment is 77.2% and the average 6-month retention rate is 81.3%. The WIA program has made a significant difference in providing participants with the training and skills needed to enter the workforce at a self-sufficient wage.

WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT PROGRAM YEAR 2003 July 1, 2003 through June 30, 2004
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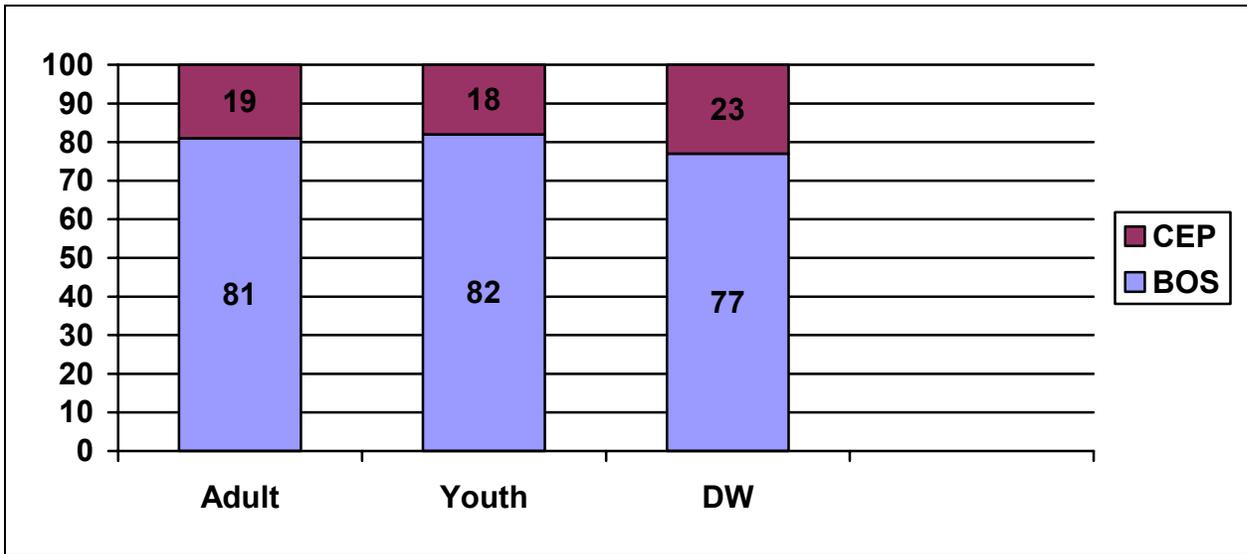
PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$1,268,846	\$731,929	\$536,917	60%
<i>Carry-in</i>	\$943,384	\$943,384	\$0	100%
Rapid Response	\$519,868	\$509,865	\$10,003	98%
<i>Carry-in</i>	\$19,473	\$19,473	\$0	100%
Local Administration	\$667,026	\$210,629	\$456,397	32%
<i>Carry-in</i>	\$558,808	\$558,808	\$0	100%
Local Adult	\$2,433,263	\$2,259,035	\$174,228	93%
<i>Carry-in</i>	\$249,123	\$249,123	\$0	100%
Local Youth	\$2,447,054	\$1,995,323	\$451,731	82%
<i>Carry-in</i>	\$562,770	\$562,770	\$0	100%
Local Dislocated Worker	\$1,122,914	\$957,777	\$165,137	85%
<i>Carry-in</i>	\$298,388	\$298,388	\$0	100%
Total All Funds	\$8,458,970	\$6,664,557	\$1,794,413	79%
	\$2,631,946	\$2,631,946	\$0	100%

In Program Year 2003, more than 3,600 adults, youth and dislocated workers were registered to receive services under the Workforce Investment Act. Services were provided with an overall investment of local and state resources totaling more than \$12,250,000. Some of these resources were invested in support systems, such as local and state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Core, intensive and training services were made available to an undetermined number of individuals. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services. The number of adults and dislocated workers that registered for services and the average cost per participant were:

	Participants	Cost Per Participant
Adults	789	\$3,426
Dislocated Workers	1,485	\$688

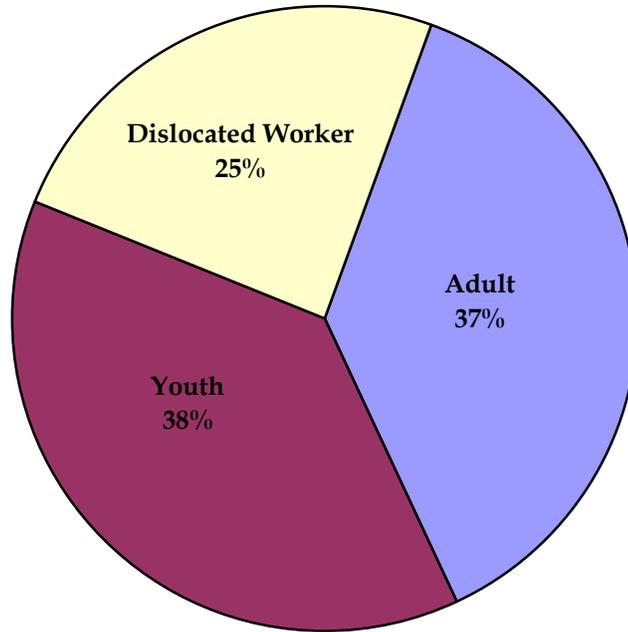
691 Youth (both older and younger) were served in PY 2002 with an average cost per participant of \$3,935

WIA funds were allocated per the funding formula as outlined in the State's Five Year Strategic Plan. In PY 2003 the formula funds were directed to the BOS and CEP as follows:



	Adult		Dislocated Worker		Youth	
BOS	81%	\$2,189,936	77%	\$960,713	82%	\$2,229,538
CEP	19%	\$ 513,691	23%	\$286,969	18%	\$ 489,411

Total Funding \$8,458,970



As WIA finished its fourth year, Montana held steady with a 79% spending rate for formula dollars. The Governors set-aside for statewide activities helped provide services for incumbent workers and the health care shortage arena.

For the second year in a row, Montana's Dislocated Worker funding stream received a decrease. For PY 2003, Montana received a 22% decrease from PY 2002. Previously, Montana received a 53% decrease from PY 2001 funding. This decrease in funding followed an additional PY 2001 dislocated worker rescission of \$208,655.

EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES STRATEGIES FOR CONTINUOUS IMPROVEMENT

Montana's workforce system began its continuous improvement journey several years ago. The mission of the workforce system is to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsible to all customers, continually improves the services provided, and which meets the needs of Montana's workers and business by providing workers with skills needed by business and businesses with the skilled workers they require.

Montana has a number of methods to use in evaluating workforce investment activities.

- ◇ Annual monitoring of the two local workforce investment areas through onsite monitoring at MJTP (LWIA administrative entity), and at selected adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process.
- ◇ Through customer satisfaction and feedback from members of the Local Workforce Boards and Councils; and through questionnaires asking the attendees to rate the quality of meetings, workshops and conferences. This feedback may then be used for future planning.
- ◇ Through Customer Satisfaction surveys of participants and employers as required for WIA performance.
- ◇ Through the review, by the State, of the one-stop development process prescribed by the local workforce area boards. The review includes comparing the criteria with business plans and one-stop funding requests to ensure that both the criteria and the business plans are working toward providing a system with high quality services as well as providing universally accessible one-stops.
- ◇ Through the regional cooperation and coordination of Local Workforce Investment Boards as demonstrated by the Annual Leadership Conference.
- ◇ Data element validation
 - Data element validation evaluates the accuracy of participant data used to generate annual WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records. Data element validation is critical to ensure that performance results of Montana's WIA program are reasonably accurate. Each state is required by the U.S. Department of Labor (USDOL) to complete this process.
 - Montana staff completed its first data validation of WIA participant data for PY 2002. Staff visited 46 service providers, including AFL-CIO Project Challenge Work Again offices; Job Service offices; Human Resource Development Councils; and several miscellaneous nonprofit human service agencies. Staff reviewed 567 participant files for the Adult, Dislocated Worker, and Youth programs.
 - Montana's WIA operations are not typical to other states. MIS and UI resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

ACHIEVING PERFORMANCE And CUSTOMER SATISFACTION

Achieving performance through Supplemental Data

Montana ability to consistently meet the goals negotiated with U.S. Department of Labor is in part due to the effort expended by the service providers in order to achieve high results. In Program Year 2002, the local workforce investment boards, through their administrative entity Montana Job Training Partnership, Inc. (MJTP) implemented a policy to collect supplemental follow-up, excluding earnings change/replacement rate information, by surveying participants whose employment is not covered in UI wage records. Under this policy the procedure is to allow participants two weeks to return the completed survey to MJTP. Whenever a survey is not returned MJTP staff makes three attempts to contact the participant. If contact is not successful the appropriate service provider has the responsibility to contact the participant. If the service provider is unable to contact the participant in two weeks, the participant is considered to be unreachable and there is no supplemental data available on that individual. The Supplement follow-up information is vital to statewide achievement of meeting performance goals.

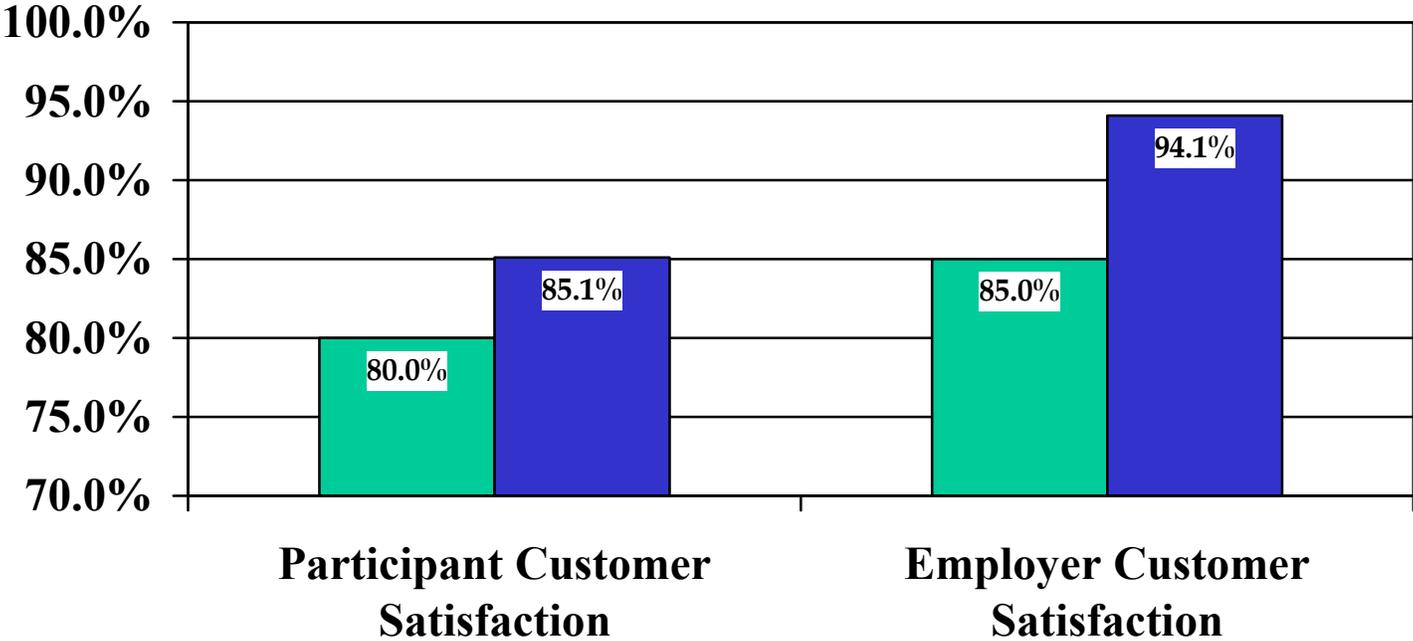
Customer Satisfaction and What Customers Are Saying About the Programs

The State conducts a 100% sample of all exiters from WIA Title IB programs for the customer satisfaction survey. The first question on the survey asks the exiters how satisfied they were with the services they received. Here is what a few participants had to say about their experience with the services they received through the Workforce Investment Act.

- From the Lewistown HRDC I got lots of moral support
- Helena JS and PCWA very inspirational and very good at making you feel motivated to succeed
- James and Carolyn at Missoula PCWA were very helpful
- Regarding the Billings Job Service one exiter said, "If you ever need a testimonial, do not hesitate to call. If it were not for the Job Service I would not be where I am today"
- The counselors at Opportunities Inc helped me get my GED
- Cheryl at Helena PCWA worked with me every step of the way-I love my job!
- The people at the Northeast Montana Job Service Workforce Center were there for me whenever I needed them
- They were excellent-Cindy Christianson was awesome!
- George gave over 100%-he is great-treats you like family.
- Jean and Johnette were both wonderful-great program afforded to me and I appreciated it.
- Regarding the Kalispell HRDC she got everything she needed, when she needed it " I was given financial help and got my degree".
- She wouldn't be where she is today without the help of the people at Miles Community College who put forth a real team effort.
- I highly recommend this program and Norma went above and beyond.
- Rhonda at the YWCA was wonderful.
- Doris was really great to work with, easy to reach, and responded promptly to my requests
- I got a lot more than I expected from the people at CTI
- One dislocated worker had this to say about the Miles City Job Service staff "some of the finest people I have come in contact with, ever!"
- Employers had this to say about their satisfaction with the services they received from WIA service providers.
- I'm extremely happy with the Flathead JSWC staff
- Action for Eastern Montana did a superb job
- I have always been pleased with the young people I get from the Billings HRDC and will continue to use them whenever I can
- I had one student who was in the program with the Kalispell HRDC and now that her WEX has been completed, I still have her employed
- Good worker and good staff
- My dealings with the Lewistown Job Service have always been above and beyond
- Sometimes we get good ones and sometimes we get bad ones but the counselors are always there to see we get the best service possible.
- We continue to use the services of the HRDC in Butte whenever we can.

**CUSTOMER SATISFACTION
PY 2003**

■ Negotiated Levels ■ Achieved Levels



PROGRAM PERFORMANCE DATA

Performance Levels
Program Year 2003
July 1, 2003 through June 30, 2004

PERFORMANCE MEASURES	<i>PERFORMANCE GOALS</i>
	PY 2003 (07/01/03 6/30/04)
Adult Program - Core Indicators of Performance	
1. Entered Employment Rate	73.0%
2. Employment Retention Rate	86.0%
3. Earnings Change	\$3,500
4. Employment and Credential Rate	56.0%
Dislocated Worker Program - Core Indicators of Performance	
1. Entered Employment Rate	78.3%
2. Employment Retention Rate	89.0%
3. Earnings Replacement Rate	91.0%
4. Employment and Credential Rate	61.8%
Older Youth (Ages 19-21) Program - Core Indicators of Performance	
1. Entered Employment Rate	73.0%
2. Employment Retention Rate	84.0%
3. Earnings Change	\$3,200
4. Credential Rate	60.0%
Younger Youth (Ages 14-18) Program - Core Indicators of Performance	
1. Skills/Goals Attainment Rate	81.0%
2. Diploma/Equivalent Attainment Rate	55.0%
3. Retention Rate	56.0%
Customer Satisfaction - Core Indicators of Performance	
1. Participants	80.0%
2. Employers	85.0%

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80.0	85.1	1059	1377	1377	76.9
Employers	85.0	94.1	181	258	258	70.2

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2003 – 06/30/2004

Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate: 04/01/2003 – 03/31/2004

Participant Customer Satisfaction and Employer Customer Satisfaction: 01/01/2003 – 12/31/2003

Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth): 10/01/2002 – 09/30/2003

Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate: 04/01/2002 – 03/31/2003

Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate: 10/01/2001 – 09/30/2002

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	75.6	195	258
Employment Retention Rate	86.0	86.4	273	316
Earnings Change in Six Months	3500	3704	1000078	270
Employment and Credential Rate	56.0	68.1	209	307

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	78.3	72 92	63.2	12 19	77.1	27 35	63.6	7 11
Employment Retention Rate	83.7	72 86	73.9	17 23	86.4	38 44	63.6	7 11
Earnings Change in 6 months	3886	283646 73	317	6023 19	4399	171555 39	-2134	-23479 11
Employment & Credential Rate	70.0	63 90	66.7	14 21	75.0	24 32	41.7	5 12

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	77.2	166 215	67.4	29 43
Employment Retention Rate	86.2	237 275	87.8	36 41
Earnings Change in 6 Months	3789	879030 232	3185	121048 38
Employment & Credential Rate	68.1	209 307	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table E – Dislocated Worker Program Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	78.3	72.8	524	720
Employment Retention Rate	89.0	91.5	761	832
Earnings Change in Six Months	91.0	102.1	8426301	8253806
Employment and Credential Rate	61.8	64.1	322	502

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individual	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	70.4	81 115	65.2	30 46	63.5	33 52	60.0	12 20
Employment Retention Rate	89.3	134 150	94.4	51 54	91.8	45 49	100.0	17 17
Earnings Replacement 6 months	104.4	1419595 1360244	114.0	480671 421712	82.0	409677 499895	301.9	100125 33170
Employment & Credential Rate	65.1	54 83	46.9	15 32	50.0	18 36	56.3	9 16

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	73.7	370 502	70.6	154 218
Employment Retention Rate	91.3	543 595	92.0	218 237
Earnings Change in 6 Months	103.9	5887413 5666650	98.1	2538888 2587156
Employment & Credential Rate	64.1	322 502	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	83.3	40	48
Employment Retention Rate	84.0	83.3	35	42
Earnings Change in Six Months	3200	3330	119887	36
Employment and Credential Rate	60.0	58.8	40	68

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual With Disabilities	Num Den	Out of School Youth	Num Den
Entered Employment Rate	66.7	6 9	100.0	1 1	88.9	8 9	77.1	27 35
Employment Retention Rate	80.0	8 10	0.0	0 0	75.0	6 8	80.0	20 25
Earnings Change in 6 months	2942	26474 9	0	0 0	2711	18978 7	3129	68846 22
Employment & Credential Rate	53.3	8 15	100.0	1 1	60.0	9 15	58.3	28 48

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	81.0	87.2	484	555
Diploma or Equivalent Attainment Rate	55.0	55.6	95	171
Earnings Change in 6 Months	56.0	64.1	125	195

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Individual With Disabilities	Num Den	Out-of-School Youth	Num Den
Skill Attainment Rate	73.9	88 119	85.4	129 151	84.1	69 82
Diploma or Equivalent Rate	51.9	14 27	55.3	26 47	48.5	16 33
Retention Rate	55.3	26 47	52.8	28 53	67.3	33 49

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training	
Adults	74.3	251 338	3273	916559 280	6.7	13 195	4022	772186 192	73.6	109 148
Dislocated Workers	76.6	789 1030	100.6	9876595 9815629	3.8	20 524	5895	3041833 516	79.0	264 334
Older Youth	69.5	41 59	2855	131344 46	5.0	2 40	3186	105151 33		

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Adults	789	391
Dislocated Workers	1813	745
Older Youth (Age 19–21)	131	76
Younger Youth (Age 14-18)	560	259

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$2,472,858
Local Dislocated Workers	\$1,264,792
Local Youth	\$2,566,893
Rapid Response (Up to 25%) 134 (a) (2) (A)	\$529,338
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	\$532,414

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incumbent Worker Training	\$600,000
	Technical Assistance—Local Boards	\$181,349
	Youth Project	\$201,550
	Office of Public Instruction	\$80,000
	Office of Comm. of Higher Education	\$80,000
	(Please refer to Narrative Section for descriptions)	
	Total of All Federal Spending Listed Above	\$8,509,194

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 00-00 State of Montana (Statewide)

Table O – Local Performance

Total Participants Served	
a) Adults	789
b) Dislocated Workers	1813
c) Older Youth 19-21	131
d) Younger Youth 14-18	560
Total Exiters	
a) Adults	391
b) Dislocated Workers	745
c) Older Youth 19-21	76
d) Younger Youth 14-18	259

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	80.0	85.1		
b) Customer Satisfaction – Employer	85.0	94.1		
Entered Employment Rate				
a) Adults (25)*	73.0	75.6	195	258
b) Dislocated Workers (29)*	78.3	72.8	524	720
c) Older Youth 19-21 (8)*	73.0	83.3	40	48
Retention Rate (6 months)				
a) Adults (9)*	86.0	86.4	273	316
b) Dislocated Workers (7)*	89.0	91.5	761	832
c) Older Youth 19-21 (1)*	84.0	83.3	35	42
d) Younger Youth 14-18 (32)*	56.0	64.1	125	195
Earnings Change/Replacement Rate 6 Months				
a) Adults (9)*	3500	3704	1000078	270
b) Dislocated Workers (7)*	91.0	102.1	8426301	8253806
c) Older Youth 19-21 (1)*	3200	3330	119887	36
Credential/Diploma Rate				
a) Adults (23)*	56.0	68.1	209	307
b) Dislocated Workers (17)*	61.8	64.1	322	502
c) Older Youth 19-21 (10)*	60.0	58.8	40	68
d) Younger Youth 14-18	55.0	55.6	95	171
Skill Attainment Rate				
a) Younger Youth 14-18	81.0	87.2	484	555

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance Not Met Met Exceeded

* Figures in parentheses indicate the number exempt from performance

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 01-00 State of Montana Operated Programs

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80.0	81.1	140	188	188	74.5
Employers	85.0	91.0	2	3	3	66.7

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2003 – 06/30/2004

Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate: 04/01/2003 – 03/31/2004

Participant Customer Satisfaction and Employer Customer Satisfaction: 01/01/2003 – 12/31/2003

Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth): 10/01/2002 – 09/30/2003

Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate: 04/01/2002 – 03/31/2003

Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate: 10/01/2001 – 09/30/2002

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 01-00 State of Montana Operated Programs

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	0.0	0	0
Employment Retention Rate	86.0	0.0	0	0
Earnings Change in Six Months	3500	0.0	0	0
Employment and Credential Rate	56.0	0.0	0	0

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individual	Num Den
Entered Employment Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Empl Retention Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Earnings Change in 6 months	0	0 0	0	0 0	0	0 0	0	0 0
Empl & Credential Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	0.0	0 0	0.0	0 0
Employment Retention Rate	0.0	0 0	0.0	0 0
Earnings Change in 6 Months	0	0 0	0	0 0
Employment & Credential Rate	0.0	0 0	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 01-00 State of Montana Operated Programs

Table E – Dislocated Worker Program Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	78.3	75.8	150	198
Employment Retention Rate	89.0	87.4	167	191
Earnings Change in Six Months	91.0	102.9	2185989	2124134
Employment and Credential Rate	61.8	66.4	93	140

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individual	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	84.4	27 32	70.0	7 10	80.0	12 15	33.3	2 6
Employment Retention Rate	83.3	25 30	100.0	8 8	85.7	12 14	0.0	0 0
Earnings Replacement 6 months	99.0	340095 343694	134.5	88281 65654	53.7	109268 203502	0.0	0 0
Employment & Credential Rate	71.4	15 21	33.3	2 6	62.5	5 8	25.0	1 4

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	77.1	108 140	72.4	42 58
Employment Retention Rate	87.6	113 129	87.1	54 62
Earnings Change in 6 Months	104.2	1453379 1394278	100.4	732610 729856
Employment & Credential Rate	66.4	93 140	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 01-00 State of Montana Operated Programs

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	0.0	0	0
Employment Retention Rate	84.0	0.0	0	0
Earnings Change in Six Months	3200	0	0	0
Employment and Credential Rate	60.0	0.0	0	0

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual With Disabilities	Num Den	Out of School Youth	Num Den
Entered Employment Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Employment Retention Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Earnings Change in 6 months	0	0 0	0	0 0	0	0 0	0	0 0
Employment & Credential Rate	0.0	0 0	0	0 0	0	0 0	0	0 0

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	81.0	0.0	0	0
Diploma or Equivalent Attainment Rate	55.0	0.0	0	0
Earnings Change in 6 Months	56.0	0.0	0	0

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Individual With Disabilities	Num Den	Out-of-School Youth	Num Den
Skill Attainment Rate	0.0	0 0	0.0	0 0	0.0	0 0
Diploma or Equivalent Rate	0.0	0 0	0.0	0 0	0.0	0 0
Retention Rate	0.0	0 0	0.0	0 0	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 01-00 State of Montana Operated Programs

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	0.0	0 0	0	0 0	0.0	0 0	0	0 0	0.0	0 0
Dislocated Workers	88.2	194 220	97.4	2462453 2528835	5.3	8 150	5513	815951 148	77.8	77 99
Older Youth	0.0	0 0	0	0 0	0.0	0 0	0	0 0		

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Adults	0	0
Dislocated Workers	307	170
Older Youth (Age 19-21)	0	0
Younger Youth (Age 14-18)	0	0

Table N – Cost of Program Activities

See Table N, State of Montana (Statewide)

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 01-00 State of Montana Operated Programs

Table O – Local Performance

Total Participants Served	
a) Adults	0
b) Dislocated Workers	307
c) Older Youth 19-21	0
d) Younger Youth 14-18	0
Total Exiters	
a) Adults	0
b) Dislocated Workers	170
c) Older Youth 19-21	0
d) Younger Youth 14-18	0

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	80.0	81.1		
b) Customer Satisfaction – Employer	85.0	91.0		
Entered Employment Rate				
a) Adults (0)*	73.0	0.0	0	0
b) Dislocated Workers (4)*	78.3	75.8	150	198
c) Older Youth 19-21 (0)*	73.0	0.0	0	0
Retention Rate (6 months)				
a) Adults (0)*	86.0	0.0	0	0
b) Dislocated Workers (0)*	89.0	87.4	167	191
c) Older Youth 19-21 (0)*	84.0	0.0	0	0
d) Younger Youth 14-18 (0)*	56.0	0.0	0	0
Earnings Change/Replacement Rate 6 Months				
a) Adults (0)*	3500	0	0	0
b) Dislocated Workers (0)*	91.0	102.9	2185989	2124134
c) Older Youth 19-21 (0)*	3200	0	0	0
Credential/Diploma Rate				
a) Adults (0)*	56.0	0.0	0	0
b) Dislocated Workers (3)*	61.8	66.4	93	140
c) Older Youth 19-21 (0)*	60.0	0.0	0	0
d) Younger Youth 14-18	55.0	0.0	0	0
Skill Attainment Rate				
a) Younger Youth 14-18	81.0	0.0	0	0

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance Not Met Met Exceeded

* Figures in parenthesis indicate the number exempt from performance

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 02-00 Balance of State

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80.0	85.4	751	955	955	78.6
Employers	85.0	94.1	150	213	213	70.4

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2003 – 06/30/2004

Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate: 04/01/2003 – 03/31/2004

Participant Customer Satisfaction and Employer Customer Satisfaction: 01/01/2003 – 12/31/2003

Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth): 10/01/2002 – 09/30/2003

Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate: 04/01/2002 – 03/31/2003

Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate: 10/01/2001 – 09/30/2002

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 02-00 Balance of State

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	73.3	162	221
Employment Retention Rate	86.0	85.5	230	269
Earnings Change in Six Months	3500	3765	881080	234
Employment and Credential Rate	56.0	66.5	179	269

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individual	Num Den
Entered Employment Rate	75.0	57 76	60.0	9 15	71.4	20 28	60.0	6 10
Employment Retention Rate	80.9	55 68	68.8	11 16	87.9	29 33	66.7	6 9
Earnings Change in 6 months	4048	242900 60	1116	15623 14	4710	136579 29	-1634	-14702 9
Employment & Credential Rate	68.0	51 75	61.1	11 18	72.0	18 25	41.7	5 12

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	74.9	137 186	65.8	25 38
Employment Retention Rate	85.6	202 236	84.8	28 33
Earnings Change in 6 Months	3831	777632 203	3337	103448 31
Employment & Credential Rate	66.5	179 269	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 02-00 Balance of State

Table E – Dislocated Worker Program Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	78.3	69.4	225	324
Employment Retention Rate	89.0	92.1	419	455
Earnings Change in Six Months	91.0	102.2	4397059	4300440
Employment and Credential Rate	61.8	63.8	157	246

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individual	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	63.6	35/55	72.2	13/18	58.3	14/24	62.5	5/8
Employment Retention Rate	87.4	76/87	96.4	27/28	92.0	23/25	100.0	15/15
Earnings Replacement 6 months	103.9	764914/736459	130.2	263200/202222	109.3	195140/178584	310.0	85340/27528
Employment & Credential Rate	64.4	29/45	60.0	9/15	55.6	10/18	66.7	4/6

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	72.0	177/246	61.5	48/78
Employment Retention Rate	91.6	317/346	93.6	102/109
Earnings Change in 6 Months	104.1	3235204/3108731	97.5	1161855/1191709
Employment & Credential Rate	63.8	157/246	0.0	0/0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 02-00 Balance of State

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	84.1	37	44
Employment Retention Rate	84.0	80.0	28	35
Earnings Change in Six Months	3200	3174	98393	31
Employment and Credential Rate	60.0	59.0	36	61

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual with Disabilities	Num Den	Out of School Youth	Num Den
Entered Employment Rate	75.0	6 8	100.0	1 1	88.9	8 9	78.8	26 33
Employment Retention Rate	71.4	5 7	0.0	0 0	75.0	6 8	77.3	17 22
Earnings Change in 6 months	2799	19595 7	0	0 0	2711	18978 7	3062	61241 20
Employment & Credential Rate	50.0	6 12	100.0	1 1	57.1	8 14	59.1	26 44

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	81.0	88.8	389	438
Diploma or Equivalent Attainment Rate	55.0	54.5	79	145
Earnings Change in 6 Months	56.0	61.2	101	165

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Individual With Disabilities	Num Den	Out-of-School Youth	Num Den
Skill Attainment Rate	78.5	62 79	89.8	115 128	85.9	61 71
Diploma or Equivalent Rate	54.2	13 24	54.8	23 42	48.4	15 31
Retention Rate	47.1	16 34	53.2	25 47	63.6	28 44

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 02-00 Balance of State

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	75.5	213 282	3436	810853 236	6.2	10 162	3899	619913 159	76.0	92 121
Dislocated Workers	72.0	398 553	97.8	4874671 4985392	3.6	8 225	6188	1379833 223	75.9	123 162
Older Youth	67.4	31 46	2793	103328 37	2.7	1 37	3318	99543 30		

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Adults	672	348
Dislocated Workers	1201	418
Older Youth (Age 19–21)	110	65
Younger Youth (Age 14-18)	468	232

Table N – Cost of Program Activities

See Table N, State of Montana (Statewide)

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 02-00 Balance of State

Table O – Local Performance

Total Participants Served	
a) Adults	672
b) Dislocated Workers	1201
c) Older Youth 19-21	110
d) Younger Youth 14-18	468
Total Exiters	
a) Adults	348
b) Dislocated Workers	418
c) Older Youth 19-21	65
d) Younger Youth 14-18	232

Performance Items/Programs		Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction					
a) Customer Satisfaction – Participants		80.0	85.4		
b) Customer Satisfaction – Employer		85.0	94.1		
Entered Employment Rate					
a) Adults	(21)*	73.0	73.3	162	221
b) Dislocated Workers	(14)*	78.3	69.4	225	324
c) Older Youth 19-21	(6)*	73.0	84.1	37	44
Retention Rate (6 months)					
a) Adults	(7)*	86.0	85.5	230	269
b) Dislocated Workers	(4)*	89.0	92.1	419	455
c) Older Youth 19-21	(1)*	84.0	80.0	28	35
d) Younger Youth 14-18	(26)*	56.0	61.2	101	165
Earnings Change/Replacement Rate 6 Months					
a) Adults	(7)*	3500	3765	881080	234
b) Dislocated Workers	(4)*	91.0	102.2	4397059	4300440
c) Older Youth 19-21	(1)*	3200	3174	98393	31
Credential/Diploma Rate					
a) Adults	(19)*	56.0	66.5	179	269
b) Dislocated Workers	(9)*	61.8	63.8	157	246
c) Older Youth 19-21	(8)*	60.0	59.0	36	61
d) Younger Youth 14-18		55.0	54.5	79	145
Skill Attainment Rate					
a) Younger Youth 14-18		81.0	88.8	389	438

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance [] Not Met [] Met [] Exceeded

* Figures in parenthesis indicate the number exempt from performance

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 03-00 MT Concentrated Employment Program

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80.0	85.5	168	234	234	71.8
Employers	85.0	92.0	29	42	42	69.0

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2003 – 06/30/2004

Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate: 04/01/2003 – 03/31/2004

Participant Customer Satisfaction and Employer Customer Satisfaction: 01/01/2003 – 12/31/2003

Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth): 10/01/2002 – 09/30/2003

Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate: 04/01/2002 – 03/31/2003

Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate: 10/01/2001 – 09/30/2002

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 03-00 MT Concentrated Employment Program

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	89.2	33	37
Employment Retention Rate	86.0	91.5	43	47
Earnings Change in Six Months	3500	3306	118998	36
Employment and Credential Rate	56.0	78.9	30	38

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	93.8	15 16	75.0	3 4	100.0	7 7	100.0	1 1
Employment Retention Rate	94.4	17 18	85.7	6 7	81.8	9 11	50.0	1 2
Earnings Change in 6 months	3134	40746 13	-1920	-9600 5	3498	34976 10	-4389	-8777 2
Employment & Credential Rate	80.0	12 15	100.0	3 3	85.7	6 7	0.0	0 0

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	90.6	29 32	80.0	4 5
Employment Retention Rate	89.7	35 39	100.0	8 8
Earnings Change in 6 Months	3496	101398 29	2514	17600 7
Employment & Credential Rate	78.9	30 38	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 03-00 MT Concentrated Employment Program

Table E – Dislocated Worker Program Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	78.3	75.3	149	198
Employment Retention Rate	89.0	94.1	175	186
Earnings Change in Six Months	91.0	100.8	1843253	1829232
Employment and Credential Rate	61.8	62.1	72	116

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individual With Disabilities	Num Den	Older Individual	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	67.9	19 28	55.6	10 18	53.8	7 13	83.3	5 6
Employment Retention Rate	100.0	33 33	88.9	16 18	100.0	10 10	100.0	2 2
Earnings Replacement 6 months	112.3	314586 280091	84.0	129190 153836	89.4	105269 117809	262.1	14785 5642
Employment & Credential Rate	58.8	10 17	36.4	4 11	30.0	3 10	66.7	4 6

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	73.3	85 116	78.0	64 82
Employment Retention Rate	94.2	113 120	93.9	62 66
Earnings Change in 6 Months	103.0	1198830 1163641	96.8	644423 665591
Employment & Credential Rate	62.1	72 116	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 03-00 MT Concentrated Employment Program

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	73.0	75.0	3	4
Employment Retention Rate	84.0	100.0	7	7
Earnings Change in Six Months	3200	4299	21494	5
Employment and Credential Rate	60.0	57.1	4	7

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individual With Disabilities	Num Den	Out of School Youth	Num Den
Entered Employment Rate	0.0	0 1	0.0	0 0	0.0	0 0	50.0	1 2
Employment Retention Rate	100.0	3 3	0.0	0 0	0.0	0 0	100.0	3 3
Earnings Change in 6 months	3440	6879 2	0	0 0	0.0	0 0	3803	7605 2
Employment & Credential Rate	66.7	2 3	0.0	0 0	100.0	1 1	50.0	2 4

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	81.0	81.2	95	117
Diploma or Equivalent Attainment Rate	55.0	61.5	16	26
Earnings Change in 6 Months	56.0	80.0	24	30

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Individual With Disabilities	Num Den	Out-of-School Youth	Num Den
Skill Attainment Rate	65.0	26 40	60.9	14 23	72.7	8 11
Diploma or Equivalent Rate	33.3	1 3	60.0	3 5	50.0	1 2
Retention Rate	76.9	10 13	50.0	3 6	100.0	5 5

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2003 to 06/30/2004

Agy./PO: 03-00 MT Concentrated Employment Program

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	67.9	38 56	2402	105706 44	9.1	3 33	4614	152273 33	63.0	17 27
Dislocated Workers	76.7	197 257	110.3	2539471 2301402	2.7	4 149	5835	846049 145	87.7	64 73
Older Youth	76.9	10 13	3113	28016 9	33.3	1 3	1869	5608 3		

Table M – Participation Levels

Program	Total Participants Served	Total Exits
Adults	117	43
Dislocated Workers	305	157
Older Youth (Age 19–21)	21	11
Younger Youth (Age 14-18)	92	27

Table N – Cost of Program Activities

See Table N, State of Montana (Statewide)

WIA Annual Report Data

State Name: MT

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	80	85.1	1,059	1,377	1,377	76.9
Employers	85	94.1	181	259	259	69.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	75.6	195
			258
Employment Retention Rate	86	86.4	273
			316
Earnings Change in Six Month	3,500	3,704	1,000,078
			270
Employment and Credential Rate	56	68.1	209
			307

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	78.3	72	63.2	12	77.1	27	63.6	7
		92		19		35		11
Employment Retention Rate	83.7	72	73.9	17	86.4	38	63.6	7
		86		23		44		11
Earnings Change in Six Months	3,886	283,646	317	6,023	4,399	171,555	-2,134	-23,479
		73		19		39		11
Employment and Credential Rate	70	63	66.7	14	75	24	41.7	5
		90		21		32		12

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	77.2	166	67.4	29
		215		43
Employment Retention Rate	86.2	237	87.8	36
		275		41
Earnings Change in Six Months	3,789	879,030	3,185	121,048
		232		38

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.3	72.8	524
			720
Employment Retention Rate	89	91.5	761
			832
Earnings Replacement in Six Months	91	102.1	8,426,301
			8,253,806
Employment and Credential Rate	61.8	64.1	322
			502

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	70.4	81	65.2	30	63.5	33	60	12
		115		46		52		20
Employment Retention Rate	89.3	134	94.4	51	91.8	45	100	17
		150		54		49		17
Earnings Replacement Rate	104.4	1,419,595	114	480,671	82	409,677	301.9	100,125
		1,360,244		421,712		499,895		33,170
Employment And Credential Rate	65.1	54	46.9	15	50	18	56.3	9
		83		32		36		16

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	73.7	370	70.6
502			218	
Employment Retention Rate	91.3	543	92	218
		595		237
Earnings Replacement Rate	103.9	5,887,413	98.1	2,538,888
		5,666,650		2,587,156

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	73
Employment Retention Rate	84	83.3	48
			35
Earnings Change in Six Months	3,200	3,330	119,887
			36
Credential Rate	60	58.8	40
			68

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	66.7	6 9	100	1 1	88.9	8 9	77.1
Employment Retention Rate	80	8 10	0	0 1	75	6 8	80	20 25
Earnings Change in Six Months	2,942	26,474 9	0	0 1	2,711	18,978 7	3,129	68,846 22
Credential Rate	53.3	8 15	100	1 1	60	9 15	58.3	28 48

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	81	87.2	484 555
Diploma or Equivalent Attainment Rate	55	55.6	95 171	
Retention Rate	56	64.1	125 195	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	73.9	88	85.4	129	84.1	69
		119		151		82
Diploma or Equivalent Attainment Rate	51.9	14	55.3	26	48.5	16
		27		47		33
Retention Rate	55.3	26	52.8	28	67.3	33
		47		53		49

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	74.3	251	3,273	916,559	6.7	13	4,022	772,186	73.6	109
		338		280		195		192		148
Dislocated Workers	76.6	789	100.6	9,876,595	3.8	20	5,895	3,041,833	79	264
		1,030		9,815,629		524		516		334
Older Youth	69.5	41	2,855	131,344	5	2	3,186	105,151		
		59		46		40		33		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	790	391
Dislocated Workers	1,814	745
Older Youth	131	76
Younger Youth	560	259

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,472,858.00
Local Dislocated Workers		\$1,264,792.00
Local Youth		\$2,566,893.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$529,338.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$532,414.00
Statewide Allowable Activities 134 (a) (3)	Incumbent Worker Training	\$600,000.00
	Technical Assistance-Local Boards	\$181,349.00
	Youth Project	\$201,550.00
	Office of Public Instruction	\$80,000.00
	Office of Commissioner of Higher Education	\$80,000.00
Total of All Federal Spending Listed Above		\$8,509,194.00

WIA Annual Report Data

State Name: MT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Balance of State Workforce Investment Board	Total Participants Served	Adults	673
		Dislocated Workers	1,201
		Older Youth	110
		Younger Youth	468
	Total Exiters	Adults	348
		Dislocated Workers	418
		Older Youth	65
		Younger Youth	232

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	85.4
	Employers	85	94.1
Entered Employment Rate	Adults	73	73.3
	Dislocated Workers	78.3	69.4
	Older Youth	73	84.1
Retention Rate	Adults	86	85.5
	Dislocated Workers	89	92.1
	Older Youth	84	80
	Younger Youth	56	61.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,765
	Dislocated Workers	91	102.2
	Older Youth (\$)	3,200	3,174
Credential / Diploma Rate	Adults	56	66.5
	Dislocated Workers	61.8	63.8
	Older Youth	60	59
	Younger Youth	55	54.5
Skill Attainment Rate	Younger Youth	81	88.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Concentrated Employment Program	Total Participants Served	Adults	117
		Dislocated Workers	305
		Older Youth	21
		Younger Youth	92
	Total Exiters	Adults	43
		Dislocated Workers	157
		Older Youth	11
		Younger Youth	27

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	85.5
	Employers	85	92
Entered Employment Rate	Adults	73	89.2
	Dislocated Workers	78.3	75.3
	Older Youth	73	75
Retention Rate	Adults	86	91.5
	Dislocated Workers	89	94.1
	Older Youth	84	100
	Younger Youth	56	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,306
	Dislocated Workers	91	100.8
	Older Youth (\$)	3,200	4,299
Credential / Diploma Rate	Adults	56	78.9
	Dislocated Workers	61.8	62.1
	Older Youth	60	57.1
	Younger Youth	55	61.5
Skill Attainment Rate	Younger Youth	81	81.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded