

MONTANA ANNUAL REPORT

WORKFORCE INVESTMENT ACT



Program Year 2008
July 1, 2008 through June 30, 2009



A Message from the Governor Of the State of Montana

September 2009

I am honored to present the WIA Program Year 2008 Annual Report.

Our most valuable natural resource is the people of Montana. Hard working men and women of our state will move Montana forward and grow our economy, when we invest in them we are investing in our future.



While the rest of the country struggles to find footing, Montana's economy is working to meet tomorrow's needs. The state's unemployment rate remains well below the national average and Montana is one of only two states with money in the bank. Based on the strong performance of our economy, Montana will continue to outperform the nation.

Across the state we have been developing our world-class energy resources. We have expanded wind energy production at one of the fastest rates in the nation and Montana is consistently ranked as one of the top states in the nation for wind energy development potential. Record growth in oil, coal, and natural gas production combined with geothermal, biomass, and more wind projects on the way, Montana will continue to be a leader in energy development.

Training and education are instrumental to meet the emerging needs of our growing energy economy. The summer youth program has been expanded and we have trained more adults and dislocated workers in new fields. By providing resources to 2-year colleges for equipment, programs and need-based aid we are training more health care workers in this high demand field.

We all have a stake in the development of Montana's workforce. Business, universities, training institutions, government and the public, must continue working together to ensure that today's workforce is trained for tomorrow's jobs. To keep Montana on the move we must continue to invest in our most precious commodity, our workers.

Sincerely

A handwritten signature in blue ink, which appears to read "Brian Schweitzer". The signature is fluid and stylized, with a prominent initial "B" and a long, sweeping underline.

Brian Schweitzer
Governor

EXECUTIVE SUMMARY

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

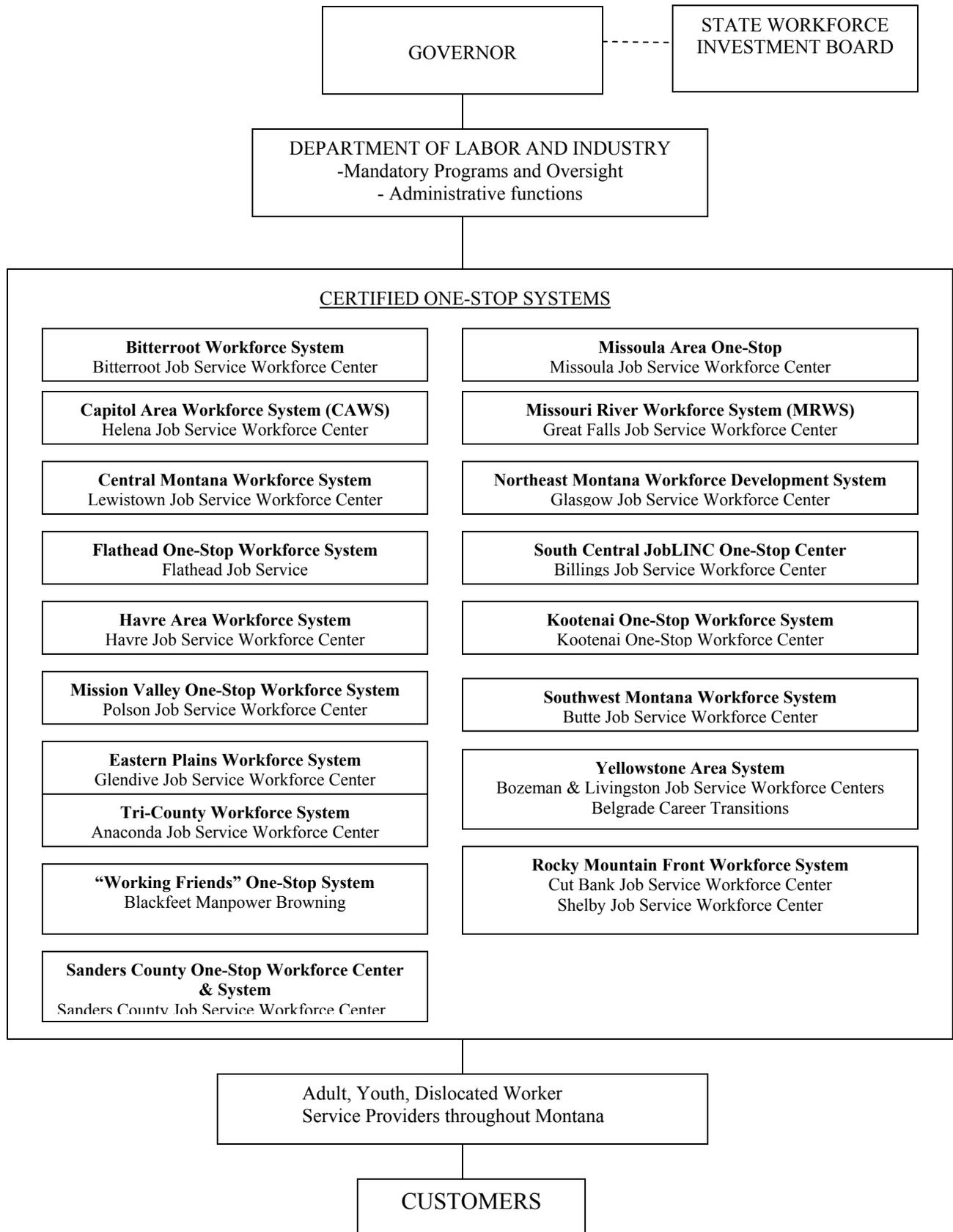
- 1) promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
- 2) promoting continual skill development, increasing wages, and an enhanced standard 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.

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**WORKFORCE SYSTEM
ORGANIZATIONAL CHART**



LEADERSHIP

Governor's State Workforce Investment Board

The **mission** of the Governor's State **Workforce** Investment Board (SWIB) is to engage, encourage and lead alignment across workforce development, education and economic development so that the maximum numbers of Montanans are gainfully employed. The SWIB advises the Governor on responding to industry's needs for skilled workers, and workers' needs for good jobs.

The SWIB's **vision** is to promote Montana's economic vitality and sustainability by ensuring that jobseekers have the education, skills and workforce preparation to meet employers' needs.

The SWIB's primary role in achieving its mission and vision is to:

- ❖ Build an aligned system of education and training that is responsive to Montana's industries
- ❖ Focus on workforce challenges in priority industries (Energy, Healthcare, Early Childcare/education)
- ❖ Oversee WIA Programs

The Montana workforce investment system is comprised of a large network of stakeholders. Each plays a vital role in ensuring that employers have access to a prepared workforce and that jobseekers have access to services and resources that will enable them to obtain and keep good jobs. The SWIB acts as a leader in this network through its ability to both make connections among these stakeholders and leverage Workforce Investment Act (WIA) resources to bolster the overall effectiveness of the system.

As a high-performing, business-led Board, the SWIB's charge is to lead broad strategic initiatives that leverage resources beyond WIA funding, while providing necessary system oversight. In 2008 the SWIB underwent an intensive planning process that resulted in identifying three key priority areas for action.

- ❖ **BUILD AN ALIGNED SYSTEM OF EDUCATION AND TRAINING THAT IS RESPONSIVE TO MONTANA'S INDUSTRIES:** Connect and facilitate alignment so that supply-side systems are efficiently and effectively meeting the demand of industry for skilled workers;
- ❖ **FOCUS ON WORKFORCE CHALLENGES IN PRIORITY INDUSTRIES:** Using a sector-based approach, convene system stakeholders and develop solutions for key industry workforce challenges that leverage both WIA and external resources; and
- ❖ **OVERSEE WIA PROGRAMS:** Direct and monitor Federal investments and system service delivery, developing policies and standards to increase efficiency and performance

The SWIB committees include the Executive Committee, WIA Committee, Apprenticeship Committee, Incumbent and New Worker Customized Training Programs Committee, and Career Cluster/Pathway Committee. These committees conduct business as an advisory body to the Governor on statewide workforce system issues, as well as to assume responsibility for performing all Workforce Investment Act (WIA) local workforce board duties.

Executive Committee: The Executive Committee consists of private sector leaders from each of the three workgroups (described below), appointed representative(s) from the WIA Committee, the SWIB Chair, the SWIB Director, and others as deemed necessary. The Executive Committee

leads the SWIB workgroups and has the authority to act on behalf of the SWIB. The Executive Committee's responsibilities are to:

- ❖ Oversee implementation of the strategic plan;
- ❖ Track workgroup plans and progress;
- ❖ Offer leadership around alignment of Workgroups;
- ❖ Offer leadership around leveraging system partners; and
- ❖ Drive the provision of critical workforce data

WIA Committee:

- ❖ makes key decisions regarding WIA and related business
- ❖ Understands and makes decisions on WIA rules and regulations
- ❖ Guides the development of the SWIB strategic and WIA local plans

Career Cluster/Pathway Committee: The Career Cluster/Pathway Committee's charge is to:

- ❖ Design mechanisms to ensure alignment of Clusters/Pathways with Demand of Private Sector
- ❖ Identify regional growth industries and leadership
- ❖ Align their needs with Clusters and Pathways in-development by:
 - Conducting "Skill Panels" with Industry, with workers, with potential jobseekers
 - Working closely with Board of Regents and Board of Public Education
 - Creating Skills Standards within key industries and occupations
 - Working with Education systems to align pathways with skills standards
- ❖ Marketing
- ❖ Funding Leveraged Support

Apprenticeship Committee: The Apprenticeship Committee's charge is to:

- ❖ Map the diverse Apprenticeship programs around the state:
 - State agencies, universities, labor organizations, others
 - Funding sources, structure, industry, occupation, standards
 - Articulate the value-add to the Apprenticeship Model
- ❖ Highlight commonality and variation across models
- ❖ Identify needs for expansion and for new programs
- ❖ Market, Market, Market
- ❖ New sponsors, buy-in from state agencies
- ❖ Alignment across programs and umbrella organizations
- ❖ New students and populations who will benefit

Incumbent Worker Training and New Worker Customized Training Programs Committee:

This committee's charge is to:

- ❖ Find out criteria of success for Incumbent Worker Training pilots;
- ❖ Market Incumbent Worker Training success, in alignment with New Worker Customized Training to targeted audiences;
- ❖ Draft considerations for budget and legislation;
- ❖ Develop expansion Campaign to businesses who will benefit

Youth Council: The SWIB and the Youth Council will provide leadership by serving as a catalyst to connect out-of-school youth and at-risk youth with quality secondary and post-secondary educational opportunities and high-growth and other employment opportunities.

The SWIB and Youth Council will ensure that workforce investment youth activities complement and reinforce academic and occupational curriculum, as youth policy makers and system builders.

Program Year 2008 State Workforce Investment Board Activities

As a high-performing, business-led Board, the SWIB's charge is to lead broad strategic initiatives that leverage resources beyond WIA funding, while providing necessary system oversight. In 2008 the SWIB underwent an intensive planning process that resulted in identifying three key priority areas for action.

- ❖ **Build An Aligned System Of Education And Training That Is Responsive To Montana's Industries:** Connect and facilitate alignment so that supply-side systems are efficiently and effectively meeting the demand of industry for skilled workers;
 - ❖ **Focus On Workforce Challenges In Priority Industries:** Using a sector-based approach, convene system stakeholders and develop solutions for key industry workforce challenges that leverage both WIA and external resources; and
 - ❖ **Oversee WIA Programs:** Direct and monitor Federal investments and system service delivery, developing policies and standards to increase efficiency and performance
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- **Rockies Energy Workforce Collaboration:** Montana is one of five partners in the Rockies Energy Workforce Collaboration (REWC). The other states participating are: Colorado, Wyoming, North Dakota, and Utah. The initial scope of the Collaboration is the development of the work force system in the Rockies to ensure an adequate supply of skilled energy workers for the rapidly growing energy industry. The Collaboration provides a forum for industry, education, public workforce systems and economic development to dialogue, develop strategy and solution based workforce actions to leverage staff, resources, and public and private investments. The initial scope of the Collaboration is in oil and gas, addressing current and anticipated shortages in the workforce. Participation by DLI on the coalition has been, and will continue to be, crucial to building regional partnerships and sectoral strategies that will strengthen Montana's energy industry, workforce, and economy.
 - **Workforce Innovation in Regional Economic Development (WIRED):** Montana is one of 13 regions across the country to successfully compete for the first round of the *Workforce Innovation in Regional Economic Development (WIRED)* grant. The WIRED grant brings \$15 million dollars to the state over a four-year period. Montana's proposal focuses on 32 rural counties and 6 reservations in the eastern part of the state, and will provide training to build bioproduct industries, especially those related to biolubricants and biofuels. Partners within the Governor's office, Department of Commerce, DLI, the university system, and others are collaborating to ensure a successful WIRED project in Montana, which will create jobs in the high growth, high wage energy industry, and improve the economic outlook for the most rural parts of our state, including 6 of Montana's 7 Reservations. The SWIB Chair and the SWIB's Economic Development & Business Retention Chair serve on the WIRED Executive Committee.

As the WIRED initiative in Montana enters its final year, efforts within the SWIB and partner organizations are focused on the sustainability of Montana's Agro Energy Plan. The limited duration of the WIRED grant necessitates that the initiative be transformative in nature, acting as a catalyst to promote further future steps toward the goals of Montana's Agro Energy Plan. The SWIB is the ideal tool for using the WIRED model, sustaining WIRED gains, and addressing future issues.

Montana's agro-energy Plan (Goals, Visions and Objectives) and Workforce Pipeline are demonstrated on the following charts.

Montana's Agro-Energy Plan



A globally competitive bio-energy and bio-products cluster in Central and Eastern Montana...

The WIRED region of Central and Eastern Montana, which encompasses 32 counties and six Indian reservations, is roughly equal in size to the states of Pennsylvania and New York. Agriculture is a major economic force. However, this is primarily commodity based agriculture with value-adding steps taking place outside Montana.

Socio-economic trends of the region include an aging and declining population, wages and salaries that are depressed, high rates of poverty, and increased reliance on farm subsidies. Included in WIRED-Montana are eight of the 10 poorest counties in America as measured by average wage and salaries. Recent years of drought have compounded these problems. When looking for employment, many young, talented folks seek opportunity elsewhere.

However, the WIRED region of Central and Eastern Montana is also rich. The strength of rural Montana is the people and their love for the region. And, as stated by Governor Schweitzer, "they are also sitting on some of the greatest energy reserves in the nation, be it the wind blowing across the prairies, the crops growing from the ground, or the coal underneath."

The goal of the WIRED effort, Montana's Agro-Energy Plan, is to act as a catalyst to transform the rural Ag-economy. Through committed partnerships with Montana's citizens, state agencies, private businesses, investors, academic institutions, entrepreneurs, philanthropists, and Tribal leaders we aim to create a globally competitive bio-energy and bio-products cluster.

The Vision:

Central and Eastern Montana will have a stable population base with increasing prosperity



The Transformation Challenge:

From an agricultural commodity driven economy to a value-added economy

The Goals:

- Develop a world-class bio-products industry
- Develop a highly trained and stable/growing workforce to support bio-products and other value-added agricultural products
- Create an agile, integrated talent development system that will prepare state residents to act quickly to take advantage of new economic opportunities and is responsive to business needs
- Create an inclusive and sustainable regional identity and leadership structure that will promote innovation and ensure the long-term success of the transformational initiative

The Strategic Objectives:

- Develop sustainable industry in rural Central and Eastern Montana
- Create high-paying jobs in management, marketing, engineering, manufacturing, and construction
- Increase the net return and stability of farm income

Cooperation, Coordination, WIRED Legacy:

Montana's Agro-Energy Plan (MAP) is a catalyst, coordinating the people, assets, and resources of Central and Eastern Montana as well as helping to bring these assets to bear on emerging markets, technology, and opportunity. The opportunities presented in value-added agriculture and the new frontier of domestic, clean, renewable, energy, in all its forms, offer incredible avenues to bring economic security and prosperity to WIRED Montana.

The WIRED initiative is of limited duration. Much of the progress will just be underway at the scheduled end of the program. Montana's Agro-Energy Plan however, will continue. MAP is a cross agency program of cooperation and coordination connecting ideas, people, and opportunity. This network will be the legacy of WIRED.



Montana's Workforce Pipeline:



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 967,440 people spread over 147,138 square miles. It is the 4th largest state in land area and 44th in population.

Montana continues to experience positive growth in population as indicated by an increase of about 10,816 people from 2007 to 2008, or 1.13 percent. Examining the population increase since 2000, 27,986 more births to deaths have been recorded, with an additional increase of 38,505 accounted for by new entrants to the state.

Over the last year, Montana's economy has continued to expand, growing 4.7 percent from 2007 to 2008, but has seen a decline in employment and wage growth. Some highlights of the past year include:

- Montana's total personal income increased by 4.3 percent in 2008, this was the 18th largest increase over the year. Per capita personal income increased by 3.1 percent over the same time period, which ranked 27th among all states for growth. Montana's rank among all states for per capita income was 38th in 2008.
- The average annual wage grew by \$1,080, which represents a 3.4 percent increase between 2007 and 2008. Montana ranked 49th among all states in average annual wage and 15th in average wage growth.
- The Consumer Price Index saw a decrease of 2.1 percent between July 2008 and July 2009.
- Covered wage and salary employment increased by 966 jobs between 2007 and 2008. This represents a change of 0.2% over the year, which was the 17th highest rate of growth in the nation.
- Montana's unemployment rate, seasonally adjusted was 6.7 percent of the workforce (July 2009), while the U.S. rate was 9.4 percent over the same period.

Unemployment in Montana has continued to remain one of the lowest in the nation. In July of 2009, the statewide unemployment rate reached 6.7%, which is the eighth lowest in the nation. Montana is expected to continue to maintain one of the lowest unemployment rates in the nation during the current economic contraction. The current national recession has not affected all of the areas in Montana to the same extent. Counties heavily dependent on construction and the production of wood products have seen large declines in employment and economic growth, while counties with large public and health care sectors have been less affected by the current economic readjustment.

MONTANA'S WORKFORCE ACTIVITIES

- **State Workforce Investment Board Certified One-Stops**

The State Workforce Investment Board has certified 24 One-Stops Centers including One-Stop Centers in Districts 8 and 12 as well as the first Tribal One- Stop on the Blackfeet Reservation. Recertification occurs every two years. SWIB staff has created a web based recertification process and currently over a dozen have successfully been recertified for another two year period. The recertification process focuses Standards for Management and Planning. i.e., Leadership, Community Management Team Membership & Quality, Planning, Human Resources), Standard of Facilities, Standards for Service Delivery (Customer Focus, Access, Core , Intensive, Training and Employer Services) and Long and Short Term Goals accomplished and challenges faces along with the establishment of new Long and Short Terms Goals for their next two year certification period.

This strategy includes promoting the role of Community Management Teams (CMTs). Community Management Teams were organized under the original WIA 5-Year State Plan in regions - areas within a hundred miles of a community that offers workforce development services. The CMTs include mandatory and many optional partners. Under the guidance and support of the Private Industry Councils and the State, those original CMTs began the process of preparing for One-stop certification under the WIA of 1998.

Promoting the role of the CMTs under the State Plan will afford maximum flexibility for local development of the certified One-Stop System. MACo has played a greater role in collaborating with CMTs, Job Service Employer Councils (JSECs), the State Board, and regional and local economic development organizations, and participates in the development of the one-stop system at the most local level.

Co-location of One-Stop Centers will be encouraged, however Virtual One-Stops and affiliate sites are allowable under this plan where local CMTs and the State Board determine it is in the best interest of the community, or when it is not financially or otherwise reasonable to co-locate. The focus will continue to be the providing access to services, not to a single "site". This will actualize the Governor's vision to coordinate and integrate services to effectively leverage local resources and meet needs at the local level.

The SWIB goal to certify a minimum of one new One-Stop in each of Montana's 12 Montana Association of Counties (MACo) Districts is being for promotion of One-Stop system development efforts through coordinating communication and involvement of Community Management Teams (CMT's) within Montana communities, and with the State Board. Certified One-Stops are listed in this report and may also be found at the Governor's State Workforce Investment Board at www.swib.mt.gov:

Bitterroot Workforce One-Stop System

Serving Ravalli County, the Bitterroot Workforce System utilizes a campus approach to their One-Stop System. They have three levels of participation in their system. Level 1 is the Campus One-Stop Management Team, comprised of 39 partners. Level 2, the System Management Team, has six partners; it represents a higher level of commitment and

responsibility. Level 3, the Community Management Team has two partners. The mission of the Bitterroot Workforce System is to “Respond to the unique needs of Ravalli County, focus on customer-centered services, assist workers in attaining self-sufficiency, and respond to business needs for a skilled workforce.” The designated One-Stop Center is at the Bitterroot Job Service Workforce Center in Hamilton. An affiliate site is located at the District XI HRDC. The communities of Corvallis, Darby, Hamilton, Stevensville, and Victor have satellite sites.

Capitol Area Workforce System (CAWS)

The Capitol Area Workforce System (CAWS) Community Management Team is a group of employment and training providers serving Lewis & Clark, Broadwater, Jefferson and Meagher counties who came together to form a new partnership in September of 1998. The CAWS Mission & Vision is to “Provide a customer-focused employment and training system that prepares, trains and connects a highly skilled workforce to the business community.” The designated One-Stop Center is the Helena Job Service Workforce Center.

Central Montana Workforce System

The Central Montana Workforce System (CMWS) is made up of two formalized entities, the CMWS Community Management Team (CMT) and the Central Montana One-stop Center (CMOC). These two entities are made up of numerous agencies, organizations, and individuals located throughout MACo District VI as well as agencies and organizations from outside the district whose service area includes parts of MACo District VI. Levels of involvement vary considerably among the entities, with those who plan and actively promote the CMWS, the CMT, and the CMOC have a formal involvement as CMT members. Remaining entities use the system as a method of information gathering and dissemination for the purpose of serving their clients. Over 200 different entities and programs offered throughout the district leverage their resources to serve Ferguson, Judith Basin, Petroleum, Wheatland, Golden Valley, and Musselshell Counties. The designated One-Stop Center is located at the Lewistown Job Service Workforce Center.

Flathead Workforce System

The Flathead Workforce System Community Management Team provides an integrated service delivery system for education, employment and training, business support, and economic development resources and services to the citizens of Flathead County. The Flathead operates a Tier System formed in three layers. Tier One is comprised of member agencies and organizations that provide training, economic development, and contiguous services to service area customers. Tier Two is comprised of WIA mandated partners and other agencies interested in participating with an increased level of responsibility toward the operation of the Flathead One-Stop Workforce System. Tier Three is comprised of primary partners established as a One-Stop Operations Team. The designated One-Stop Workforce Center is located at the Flathead Job Service.

Havre Area Workforce System

The Havre Area Workforce System has its designated center at the Havre Job Service Workforce Center. Their mission is to “Meet the employment related needs of North Central Montana by providing high quality, meaningful services in a seamless, effective and comprehensive employment and training partnership.” The Havre Area Workforce System has 19 partners serving Blaine, Choteau, Hill, and Liberty Counties, including the Rocky Boy’s Indian Reservation and the Fort Belknap Indian Reservation. Strong Tribal partnerships exist throughout the service delivery area. The Rocky Boy’s Indian Reservation is working to

revitalize their economy by focusing on tourism. Aggressive projects to attract tourists have begun which not only provide employment during construction phases, but also provide jobs in the tourism industry for the local population.

Mission Valley One-Stop Workforce System

The Mission Valley One-Stop Workforce System is a collaboration of service providers throughout the Greater Mission Valley, located in various physical locations. These agencies provide a wide variety of business, workforce, employment and training services. The Greater Mission Valley encompasses Lake County and those areas lying within the boundaries of the Flathead Indian Reservation. The designated One-Stop Center is in Polson at the Lake County Job Service Workforce Center. Close collaboration between agencies in this region has developed an effective network of communication and service delivery to a diverse base of customers, including businesses and job seekers. Mission Valley One-Stop Workforce System operates a Tier System in three levels: Community Management Team Members, and Workforce System Partners, and One-Stop Workforce Advisory Committee.

Missoula/Mineral One-Stop

The Missoula/Mineral One-Stop Workforce Center is the Missoula Job Service Workforce Center. The Center has a commitment to serve all of Missoula and Mineral counties. The Missoula One-Stop Workforce Center houses Experience Works, Job Corps, Job Service and Rural Employment Opportunities (REO). Center services and programs include: Wagner-Peyser, WIA Adult IB, WIA Dislocated Worker, Rapid Response, TAA, Veterans Employment and Disabled Veteran Programs, Re-employment services, Business and HR consulting services, links to Unemployment Insurance, WoRC, FSET and Older Worker services. Additional services are easily accessible through referral and outreach. It is the goal of the Center to build on the close relationships in the community by further enhancing collaboration, increasing staff training efforts and enhancing relationships and collocation opportunities within the Center to build additional bridges to the business community and thereby support workforce and economic development.

Missouri River Workforce System (MRWS)

The MRWS delivers services to the counties of Cascade, Choteau, and Teton. The Center is located in the Great Falls Job Service Workforce Center. The MRWS has numerous community partners linking education, workforce development and business. The MRWS holds quarterly meetings, during which there is typically a morning learning session to cross-train staff from one-stop partner agencies. They also hold a business meeting to ensure cooperation, collaboration and efficient delivery of workforce services by all partners.

Northeast Montana Workforce System

The Northeast Montana Workforce System is located in MACo District I. It serves Phillips, Valley, Daniels, Sheridan, and Roosevelt Counties. Northeast Montana Workforce System has two centers; one at the Glasgow Job Service Workforce Center, and one at the Wolf Point Job Service Workforce Center. A satellite site is in Poplar. The Wolf Point center and Poplar satellite site are on the Ft. Peck Indian Reservation. A long-standing working relationship exists with Tribal entities, and facilitates partnerships which help address issues common to rural regions. For example, Ft. Peck has a van designated to transport Tribal residents to and from medical appointments. The transportation program has expanded to help transport individuals to other appointments as well.

Rocky Mountain Front Workforce System

Rocky Mountain Front Workforce System has designated centers at the Job Service Workforce Centers in Cut Bank and Shelby. The Rocky Mountain Workforce System serves Toole, Pondera, and the balance of Glacier County not served by the “Working Friends” One-Stop system.

South Central JobLINC (SCJ) One-Stop

The South Central JobLINC One-Stop Center (SCJC) is located in the Billings Job Service Workforce Center. The SCJ services the counties of Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone. The SCJC has a Hotelling Center at the HRDC office in Hardin and provides outreach services at locations in Carbon, Stillwater and Sweet Grass Counties. Fourteen programs and agencies are located in the SCJC and nine programs and agencies hotel at the SCJC. The SCJC is actively involved in workforce and economic development. Partners work together to strengthen businesses and linkages to Chambers of Commerce. Strengthening businesses means more and better paying jobs for employees. The SCJ through its partnerships and its One-Stop Center has seen the benefits of partnering, networking, cooperation and coordination to be able to expand services even in a time of decreasing funding. Leveraging of funds, facilities and equipment has been a guiding principle from the beginning of the SCJ and the development of the One-Stop Center.

Southwest Montana Community Management Team

The Southwest Montana Community Management Team One-Stop in Butte serves the counties of Powell, Granite, Deer Lodge, Silver Bow, Madison and Beaverhead. The Center is located in the Butte Job Service Workforce Center. The Southwest Montana Community Management Team is active across a large region and has centers located in Dillon and Anaconda and computers for use in rural libraries and courthouses. They have clearly demonstrated responsibilities and cross training to other programs. Each site had resource manuals and works with employers, not just job seekers, supplying resources and assistance.

Yellowstone Area System (YAS)

The Yellowstone Area System (YAS) has three centers: Bozeman Job Service Workforce Center, Livingston Job Service Workforce Center, and Belgrade Career Transitions, Inc. In Gallatin, Park, Meagher, Sweet Grass, and Madison Counties, the YAS diligently works to provide services to job seekers and employers. The YAS is a cooperative of employment and training agencies, social service agencies, and private sector business owners whose mission is “To empower individuals to thrive and excel; to manage change; to provide training and learning opportunities; to provide an educated and prepared workforce to area employers; and to help employers adapt to changes in technology, the economy, and the workforce.”

“Working Friends” One-Stop System

“Working Friends” is the first and only Native American one-stop center in Montana and serves Native Americans on the Blackfeet Reservation.

One-Stops Certified in PY08

Eastern Plains Workforce System: Flathead One-stop Workforce Center

Kootenai One-Stop Workforce System: Kootenai One-Stop Workforce Center

Sanders County One-Stop Workforce Center & System: Sanders County Job Service Workforce Center

Tri-County Workforce System: Anaconda Job Service Workforce Center

- **Statewide Activities**

Rapid Response Activities: The 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 individual appointments or in Rapid Response workshops. At the workshops, the affected workers receive information about various programs that will assist them in their transition to new employment. In PY08, the traditional Rapid Response services were enhanced through the formation of the Governor's Interagency Rapid Response Team.

Governor's Interagency Rapid Response Team: In response to the dramatic increase in the number and size of closures or mass layoffs affecting Montana's workers in PY08, Governor Schweitzer formed the Interagency Rapid Response (IRR) Team in December 2008. The purpose of this new team is to ensure that there is coordination and cooperation among the many state agencies that may provide a safety net of resources and information to assist workers and their families impacted by job loss. Agency team members include: Department of Labor & Industry; Department of Public Health & Human Services; Office of Public Instruction; Commissioner of Higher Education; Department of Commerce; Department of Natural Resources & Conservation; Department of Fish, Wildlife & Parks; and Department of Transportation.

- **Technical Assistance**

Technical Assistance and Training: The Statewide Workforce Programs and Oversight Bureau of the Montana Department of Labor and Industry hosted one Technical Assistance and Training (TAT) session in Program Year 2008. The session was held in Great Falls, Montana during April 2009. The focus of the TAT was to give Workforce Investment Act Adult, Dislocated Worker, and Youth providers the nuts and bolts they needed to provide services to laid-off workers and disadvantaged adults and youth. Other workforce partners attending the TAT session were staff from Wagner-Peyser, TAA and Job Corps services.

- **Oversight Activities**

Monitoring: The Statewide Workforce Programs and Oversight Bureau as the oversight entity for WIA Title IB programs has the responsibility for monitoring each WIA adult, youth and dislocated worker service provider. Monitoring includes comprehensive review of program requirements, fiscal controls, management information systems, provider agreements and the eligible training provider application process. No major issues were found during regular WIA monitoring and the monitoring process revealed that the service providers are doing a good job serving the participants of Montana.

- **Improving Outcomes for Individuals with Disabilities**

Montana's Disability Program Navigator Grant - Providing Enhanced Service Delivery for Individuals with Disabilities: In PY07 and PY08, the Montana Department of Labor & Industry operated the Disability Navigator Program through a two-year grant from the US Department of Labor. The main purpose of the grant was to fund Disability Navigators within the One-Stop system to assist individuals with disabilities to better understand and access the services and resources available through their local one-stops. Although the grant was scheduled to end June 30, 2009, USDOL was able to award enough additional funding to support continued implementation of the Navigator program to June 30, 2010.

- **Shared Youth Vision**

The Montana's Shared Youth Vision Team continues to have a collaborative approach to addressing workforce development issues for youth most in need and at risk. The Team's partnerships have expanded to include representatives from Youth Challenge, Job Corps, 4-H, WIA service providers, Migrant Education, Foster Care, Office of the Commissioner for Higher Education, the Governors Office, Youth Corrections, Office of Court Administration, and Adult Basic Education.

Faces of the GED Initiative: Based on past GED data remaining relatively flat, and the increasing numbers of Montana's youth dropping out of school, the Shared Youth Vision Team's vision and mission is to transition Montana's out of school youth into labor force and/or on to post secondary education by:

- Increasing the number of at-risk youth (ages 16-24) who receive a diploma or a GED by 5% by the year 2010.
- Increase the number of youth (ages 16-24) who enter unsubsidized employment by 5% by the year 2010.
- Increase the number of youth (ages 16-24) who enter post-secondary education by 5% by the year 2010.

The Team believes that the 46,000 neediest youth in Montana will only be able to transition with a basic education. Significantly increasing the rate of GED's earned will provide a credential for individuals seeking employment, and bring an untapped labor pool into the workforce. The return on investment will be significant for the GED participant and for the state of Montana. Members of Montana's Shared Youth Vision Team also serve on the SWIB's Youth Council.

ARRA Summer Youth Employment

Montana was somewhat behind other states in getting the ARRA program off the ground and running so enrollment into the ARRA youth program did not start until May 15th. However, the youth service providers hit the ground running when they received the word from the State that they could enroll youth in ARRA. Montana received a waiver to use existing youth service providers for the Summer Employment Program Providers so implementation of the ARRA Summer Employment Program went very smoothly and by June 30, 2009 more than 450 youth ages 14 to 24 had been enrolled in ARRA. Well over 50% of the goal set by the State for youth enrollments in ARRA.

The Fact Sheet that was published in Montana's newspapers about the ARRA Summer Youth Employment Program is on the following page.



Montana's Summer Youth Employment Program

FACT SHEET

Total Stimulus Funds:	\$2,396,980
Jobs:	More than 700 summer youths employed
Job Readiness:	Youths will be individually assessed to determine their needs and strengths. They will receive education and career path counseling, advice on behavior in the workplace and general development of work skills needed to maintain sustained employment.
Funds Distributed:	Montana's Department of Labor and Industry distributes funds to 9 District HRDC offices (Billings, Bozeman, Butte, Glendive, Great Falls, Havre, Kalispell, Lewistown, Missoula). Helena area distribution is through the Career Training Institute. The 10 district offices cover all 56 counties.
Program Timeline:	May 1, 2009 – September 30, 2009
Eligibility:	<ul style="list-style-type: none">• 14-24 years old• Low income individual• Meets certain barriers to employment, including: deficient in basic literacy skills, school dropout, homeless, foster child, pregnant or parenting.
Employment Opportunities:	Summer jobs range from non-profit and city-county conservation projects to jobs in education, medical and mechanical fields, as well as business and retail positions. Montana's plan calls for development of skills needed in "green" jobs. Several participants will be employed in weatherization projects.

ARRA creates summer jobs for teens: Article from the Great Falls Tribune

For many teens, the hardest part of summer is finding a way to stay busy. Thanks to federal stimulus dollars, 15-year-old Colette Spangler's biggest challenge is wrenching knapweed out of the ground. Spangler, of Great Falls, is working through Montana's Youth Summer Employment Program — one channel of the federal government's American Reinvestment and Recovery Act.

She has spent the past couple of weeks maintaining the River's Edge Trail — learning which plants are actually weeds, picking up garbage and clearing brush. The job pays minimum wage and it's not glamorous work, but she doesn't mind. Like all participants, she worked with administrators to find a job that suits her interests and abilities.

"I got this job because I love being outdoors," she said. "I like it a lot."

Besides, she's thinking of the payoff. Spangler plans to spend her earnings on a car and put some toward a trip to Mexico next summer for her cousin's 15th birthday celebration.

Country and counties

In Montana, the Youth Summer Employment Program should put about 700 teens and young adults to work in summer jobs that otherwise wouldn't exist, said Suzanne Ferguson, the Workforce Investment Act unit supervisor for the Montana Department of Labor and Industry.

The Department of Labor and Industry is spending about \$2.4 million in the state, mostly to pay the young workers' wages, Ferguson said. That money is being routed through organizations in 10 cities, and will make its way into all 56 Montana counties, she said.

In Great Falls, the nonprofit Opportunities Inc. is administering the program in five counties: Cascade, Pondera, Teton, Toole and Glacier. Their share of the budget is about \$300,000, said Curt Campbell, program director of the Workforce Services Division of Opportunities Inc.

Labor and Industry already has a similar program that runs all year, but it has a smaller budget and employs fewer people. The Summer Youth Employment Program is essentially a big boost to what's already in place, Ferguson said.

Skills to pay the bills

Devon Dunham, 14, is using some of his summer earnings to pay his cell phone bill. Like most kids his age, Dunham doesn't have much work experience. In a tough economy, people like Dunham have the hardest time competing for available jobs.

The Youth Employment Program makes it possible for him to keep on texting. It is specifically targeted at people ages 14 to 24 who don't make a lot of money and have barriers to employment, like children to care for, disabilities or a lack of education or experience.

Dunham isn't wild about getting up early all summer, but he's already learned to identify noxious weeds from Doug Wicks, president of the nonprofit Recreational Trails Inc.

That might not be a career-launching ability, but Campbell believes the kids are gaining valuable experience about job responsibilities.

"Work ethics ... I guess that's my baby," he said. "I really stress that to the kids. If you need to be to work at 8, be there at 8."

The program also teaches more tangible skills for getting jobs. Last week, there was an all-day workshop to teach participants how to fill out applications, write cover letters and put together resumes, Campbell said.

Green and new

Besides the trail work, the program has placed workers in clerical jobs, dishwashing positions and a variety of other tasks, Ferguson said. But the federal government wants as many as possible in "green jobs" that make some contribution to the environment.

In the Great Falls area, three participants are working to weatherize homes for low-income people, so less energy and less money go into heating and cooling the houses. Campbell said he expects to put more teens into weatherizing jobs.

To make sure the program is actually boosting the economy — not just filling jobs that could go to somebody else — Labor and Industry wants all the participants to go into "new" positions, Ferguson said.

For restaurants that get dishwashers through the program, it's a free extra employee. If Spangler and the rest of her crew weren't pulling weeds by the trail, nobody else would be. At least, nobody who was getting paid.

That means there are more jobs, and the community benefits from a nicer trail system. Dunham, who will be a high school freshman this fall, said if he wasn't out working on the trail, he knows right where he would spend his summer mornings.

"Sleeping," he said. "But I'd rather be doing this than that."

By ZACHARY FRANZ

Tribune Staff Writer

Some of the early ARRA summer youth activities.



This youth is working at the Insectory at the Augusta School. He raises insects that eat noxious weeds. In this picture he is releasing the bugs in an area that is infested with knapweed.



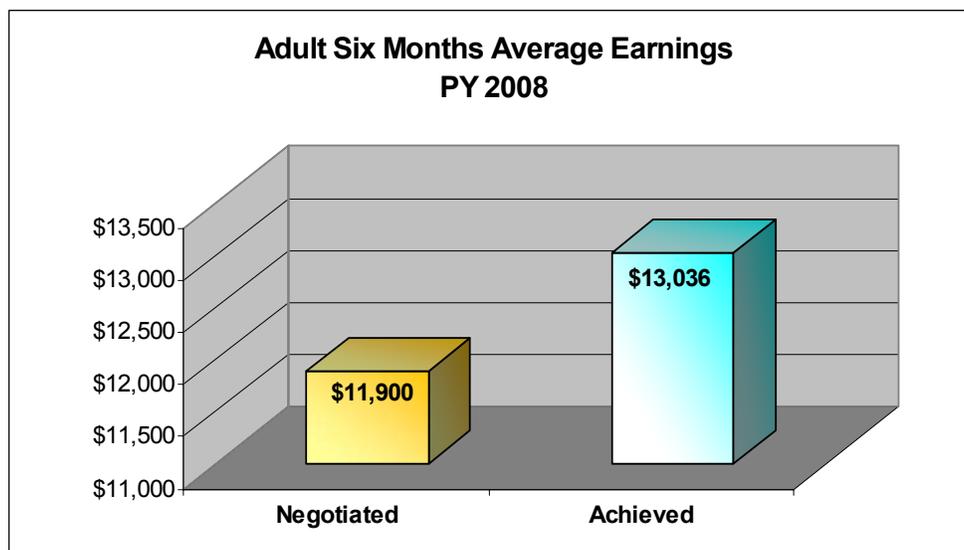
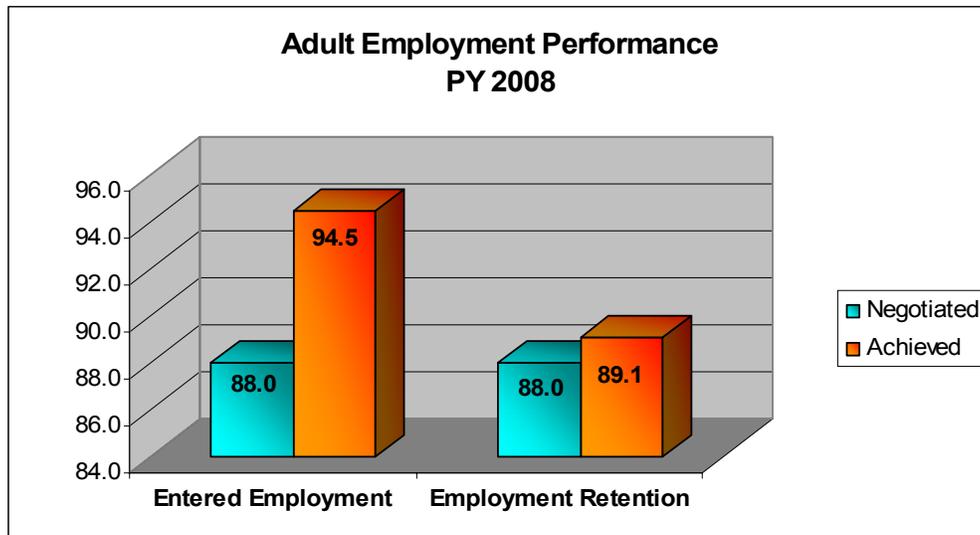
In Bozeman some of the ARRA youth are rebuilding walking paths. This picture shows the stepping stones the youth are putting into the landscape to build a path from the walking path to the creek below the bridge. The youth moved the stepping stones from some distance away with wheelbarrows. The stones are not small by any means so it was work to move them around but the results were well worth the work.

WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

ADULT PROGRAM PERFORMANCE

In Program Year 2008, 665 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 included 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 ENTERED EMPLOYMENT EMPLOYMENT RETENTION SIX MONTHS AVERAGE EARNINGS



MONTANA'S WIA DISLOCATED WORKER PROGRAM

Achieving Re-employment for Montanans

In Program Year 2008, **1,481** dislocated workers were served in the formula funded Dislocated Worker program. In addition, certain groups of dislocated workers received services through National Emergency Grants (NEGs) funded with discretionary Dislocated Worker funds. Participants in these programs received services such as remedial training, classroom training, skill upgrade and retraining, workplace training, relocation assistance to a new job, assistance in buying tools and equipment needed for training or a job, and various other supportive services needed while a person is advancing their skills or looking for work.

National Emergency Grant (NEG) funds are the Secretary of Labor's discretionary Dislocated Worker funds that are set aside to serve specific populations 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 those dislocated workers. NEGs are awarded for a two year period.

Montana operated three NEGs in Program Year 2008. Two were the traditional participant focused NEGs - the Stimson Lumber NEG and the Columbia Falls Aluminum Company NEG. Nearly 400 participants have been served through these two grants from inception through June 30, 2009.

- The Stimson Lumber NEG was awarded in June 2007 in response to the permanent closure of the company's plywood operations in Bonner, MT and major layoff of workers at the company's finger joiner operations in Libby, MT. This NEG is a Dual Enrollment grant that requires all participants be co-enrolled in the Trade Adjustment Assistance (TAA) program. In this case, the TAA funding covers training costs and the NEG funds are designated for "wrap around" supportive service costs.

Update since last year's Annual Report: In late spring of 2008, the mill closure became final with the sale of the property and the last remaining group of workers was laid off. As a result, the USDOL approved a modification to the grant which increased the amount of total funding, the number of workers to be served and extended the end date of the grant period to June 2010. As of June 30, 2009 a total of 222 had been served through the Stimson NEG.

- The Columbia Falls Aluminum Company (CFAC) NEG was awarded on August 1, 2008 in response to a mass layoff at the plant in Columbia Falls, MT. As of June 30, 2009 a total of 170 former CFAC workers had been served through this NEG.

The third NEG operated by Montana in PY08 was a Regional Innovations Grants (RIG). The RIG grants are not focused on serving individual workers affected by significant layoffs. Instead, the purpose of RIGs is to provide assistance to regional economies experiencing significant declines in traditional industries and occupations with transformational activities.

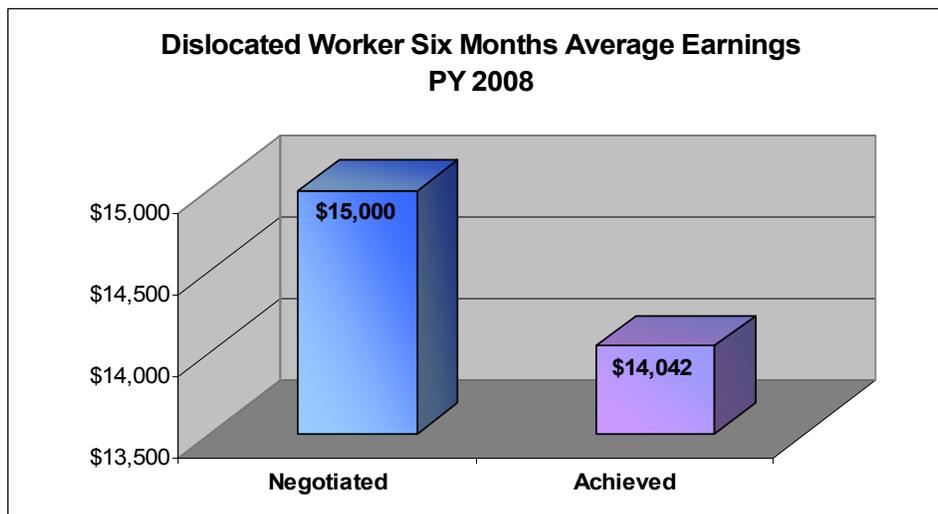
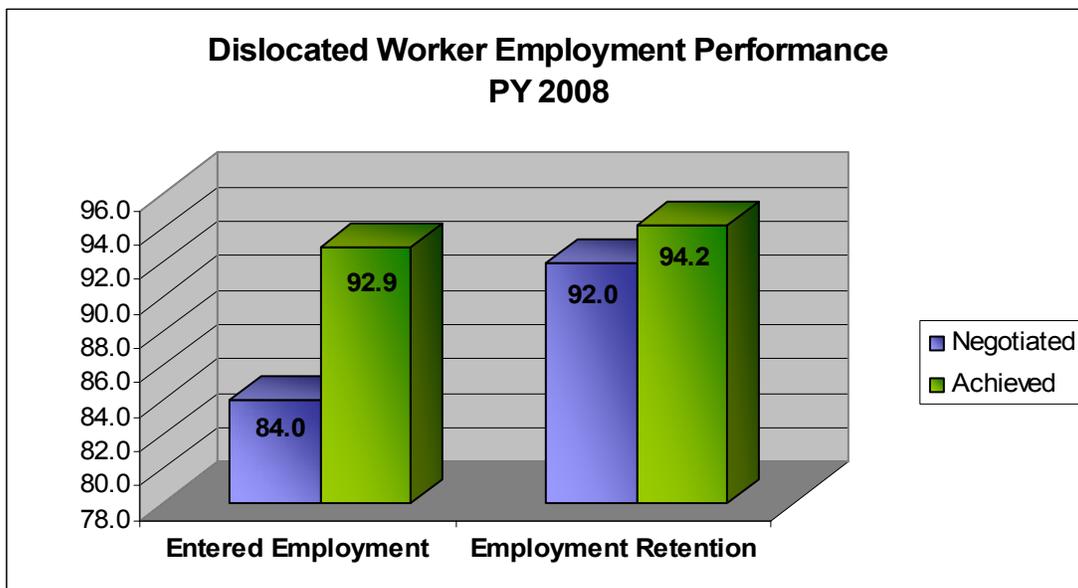
- **MT Western Regional Transformation (RIG)**

In the spring of 2007, Montana was awarded a \$250,000 Regional Innovation Grant (RIG) by the US Department of Labor. The 18-month grant was administered by the Statewide Programs and Oversight Bureau and implemented through a subgrant to the Job Service Field Operations Bureau. The grant ended on June 30, 2009.

Job Service Region 1 - consisting of Lincoln, Flathead, Sanders, Lake, Mineral, Missoula and Ravalli counties - was the identified region for the grant. This Region has experienced a steady and significant decline in the timber and wood products industries and occupations over the past 15 years. Grant implementation was led by Region 1 Director Pat Hulla, along with a core leadership team and key partners in workforce development, education, economic development and industry representatives.

A comprehensive final report and other resources pertaining to the Western Montana Regional Transformation (RIG) grant are available at <http://wsd.dli.mt.gov/rig/resources.asp>

**DISLOCATED WORKER COMMON MEASURES PERFORMANCE
ENTERED EMPLOYMENT
EMPLOYMENT RETENTION
SIX MONTHS AVERAGE EARNINGS**

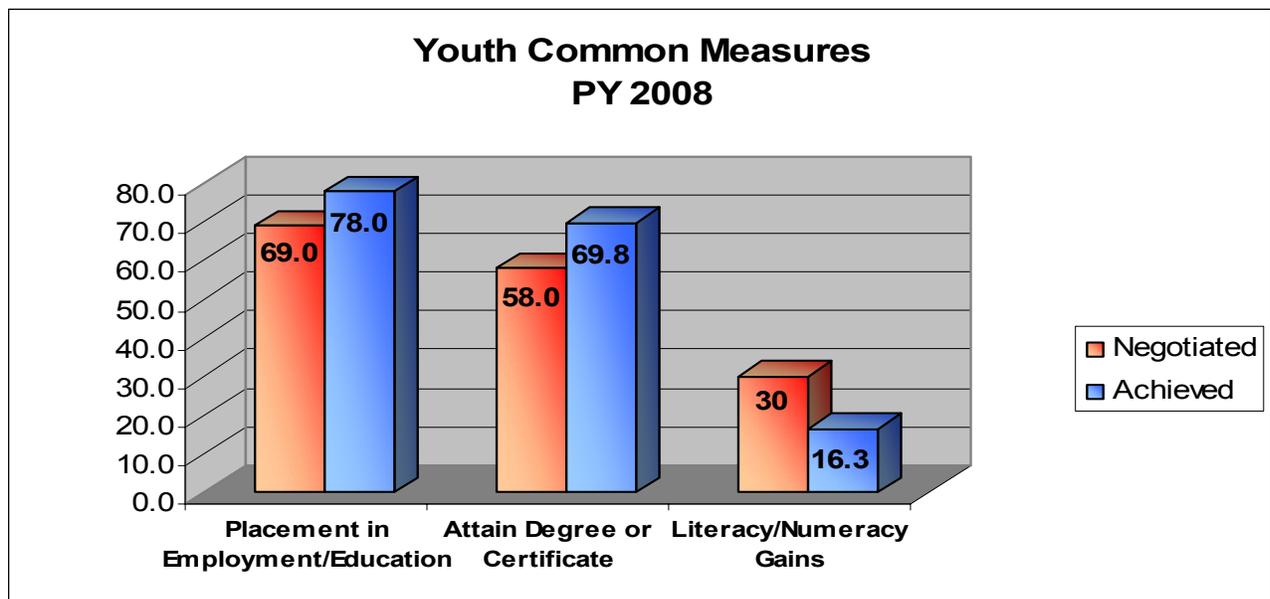


Montana's WIA Youth Program

In PY 2008, **524** youth were served in the Workforce Investment Act Title IB youth program. There are ten youth service providers in Montana, nine of which are Human Resource Development Councils and Career Training Institute which is a private non-profit agency.

YOUTH COMMON MEASURES PERFORMANCE

YOUTH PLACEMENT IN EMPLOYMENT/EDUCATION ATTAIN DEGREE OR CERTIFICATE LITERACY/NUMERACY GAINS



**WIA INTENSIVE AND TRAINING SERVICES
PROVIDED TO ADULT, DISLOCATED WORKERS
July 1, 2008 to June 30, 2009**

	ADULT	DISLOCATED WORKER
ENROLLED	665	1481
INTENSIVE SERVICES		
Case Management	521	921
Counseling and Career Planning	152	576
Individual Employment Plan Development	533	1303
Short Term Pre-Vocational	20	50
Temporary Gap In Services	5	12
Job Search	248	348
Out of Area Job Search	6	59
EMPLOYMENT RELATED EDUCATION		
ABE/Literacy Combined with Training	7	52
Combined Workforce Training with Related Instruction	7	14
Entrepreneurial Training	1	0
Occupational Skills Training	430	767
Training-Related Fees/Materials/Supplies	240	540
Skills Upgrade & Retraining	52	147
WORKSITE LEARNING		
Apprenticeship	1	1
Customized Training	0	0
On -the-Job Training	17	24
Work Experience	18	1

**WIA SERVICES PROVIDED TO YOUTH
July 1, 2008 to June 30, 2009**

ENROLLED	524
YOUTH SERVICES	
Individual Service Strategy Development	271
Tutoring, Study Skills, & Instruction Leading to Completion	158
Alternative Secondary School Services	15
Summer Employment Opportunities	61
Paid & Unpaid Work Experiences Including Internships and Job Shadowing	302
Occupational Skills Training	14
Leadership Development Opportunities	89
Supportive Services	309
Adult Mentoring During Participation & Subsequent Period	143
Follow-up services	457
Comprehensive Guidance and Counseling	265
Training-Related Fees/Materials/Supplies	113
Youth Stipends	1
Youth Incentives	181

FINANCIAL ANALYSIS



Montana completed its ninth year of the Workforce Investment Act with an overall spending rate at 87%. 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. Montana is now a single planning state with no mid-administrative level; therefore local admin expenditures were quite low.

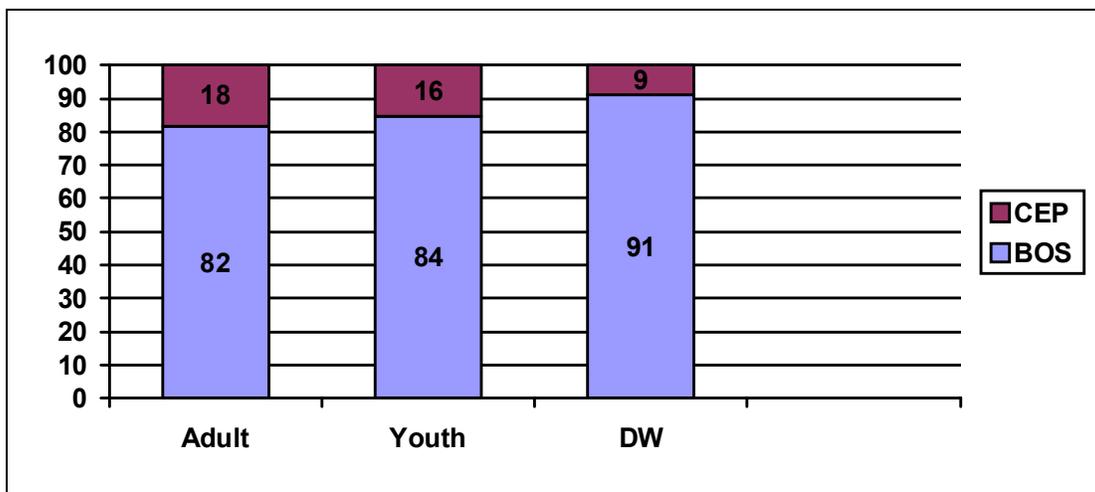
The WIA program has made a significant difference in providing participants with the training and skills needed to enter the workforce at a self-sufficient wage.

WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT PROGRAM YEAR 2008 July 1, 2008 through June 30, 2009
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PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 900,442.05	\$ 297,446.19	\$ 602,995.86	33%
<i>Carry-in</i>	\$ 694,851.81	\$ 492,528.95	\$ 202,322.86	70%
Rapid Response	\$ 396,183.75	\$ 395,683.75	\$ 500.00	99%
<i>Carry-in</i>	\$ 92,910.45	\$ 91,630.46	\$ 1,279.99	98%
Local Admin	\$ 154,001.20	\$ 76,146.55	\$ 77,854.65	49%
<i>Carry-in</i>	\$ 89,080.38	\$ 89,080.38	\$ -	100%
Local Adult	\$1,766,439.00	\$1,682,679.29	\$ 83,759.71	95%
<i>Carry-in</i>	\$ 113,723.47	\$ -	\$ 113,723.47	0%
Local Youth	\$1,866,154.00	\$1,864,368.38	\$ 1,785.62	99%
<i>Carry-in</i>	\$ 46,986.84	\$ -	\$ 46,986.84	0%
Local DW	\$ 919,727.00	\$ 919,681.25	\$ 45.75	99%
<i>Carry-in</i>	\$ 53,531.00	\$ 53,531.00	\$ -	100%
Total All Funds	\$6,002,947.00	\$5,236,005.41	\$ 766,941.59	87%
	\$1,091,083.95	\$ 726,770.79	\$ 364,313.16	66%

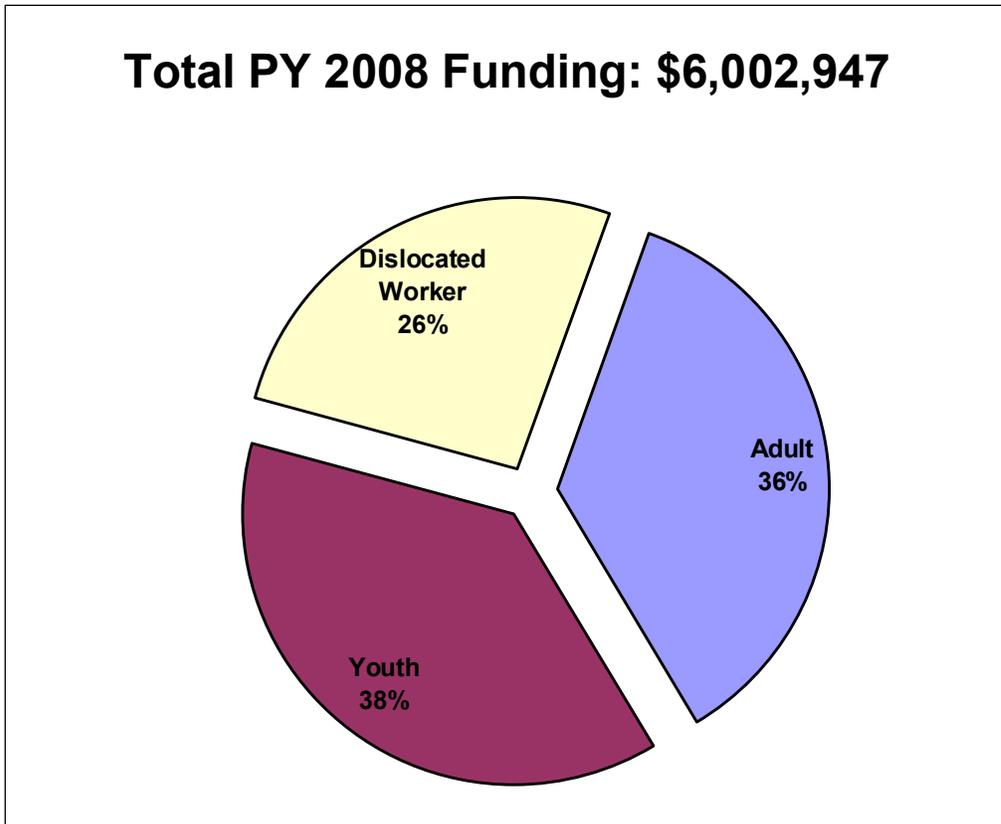
As Montana completes its ninth year of WIA services, the state is in a better position to analyze and compare data from previous years and use this data to develop more effective and efficient program elements and service delivery systems. In Program Year 2008, over 2,600 adults, youth and dislocated workers received intensive and training services under the Workforce Investment Act. Among the intensive and training services provided to participants were Work Experience and On-the-Job Training, short term prevocational training and occupational skills training. Services were provided with an overall investment of local and state resources totaling more than \$7,000,000. Some of these resources were invested in support systems, such as state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services.

WIA funds were allocated per the funding formula as outlined in the State’s Five Year Strategic Plan. In PY 2008 the formula funds were directed to the BOS and CEP as follows:



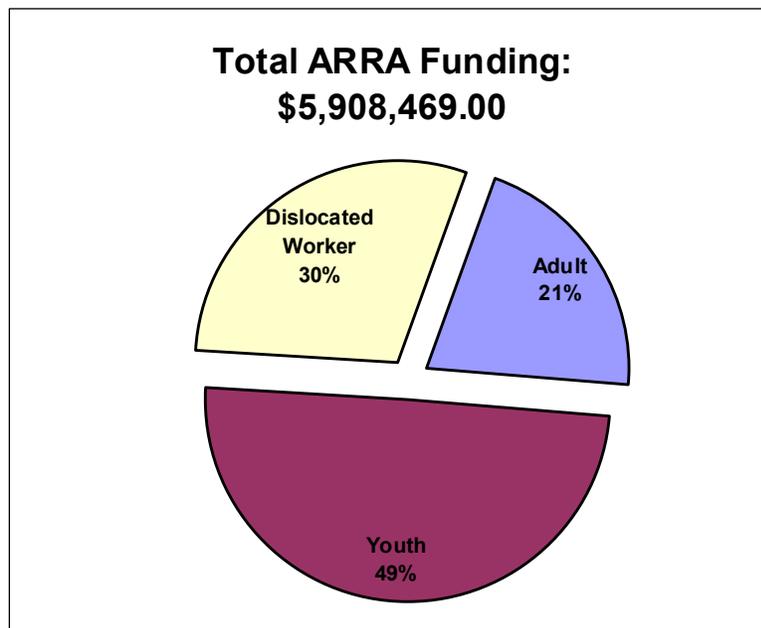
	Adult		Dislocated Worker		Youth	
BOS	82%	\$ 1,442,298	91%	\$ 837,872	84%	\$ 1,574,474
CEP	18%	\$ 324,141	9%	\$ 81,855	16%	\$ 291,680

The total funding for Montana's WIA adult, youth and dislocated worker programs for Program Year 2008 was \$6,002,947. The chart below shows the percentage of the funding for each program.



WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT
American Recovery and Reinvestment Act of 2009
February 1, 2009 through June 30, 2011
Expenditures as of June 30, 2009

PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 886,270.35	\$ 41,440.63	\$ 844,829.72	4%
Rapid Response	\$ 439,009.50	\$ 18,389.20	\$ 420,620.30	4%
Local Admin	\$ 153,999.15	\$ -	\$ 153,999.15	0%
Local Adult	\$1,013,990.00	\$ 118,965.58	\$ 895,024.42	11%
Local Youth	\$2,396,980.00	\$ 329,971.94	\$2,067,008.06	13%
Local DW	\$1,018,220.00	\$ 151,730.09	\$ 866,489.91	14%
Total All Funds	\$5,908,469.00	\$ 660,497.44	\$5,247,971.56	87%



EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES STRATEGIES FOR CONTINUOUS IMPROVEMENT

Program Year 2008 continued to mark the strengthening of partnerships within Montana's workforce system and the continuous improvement journey that began 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.

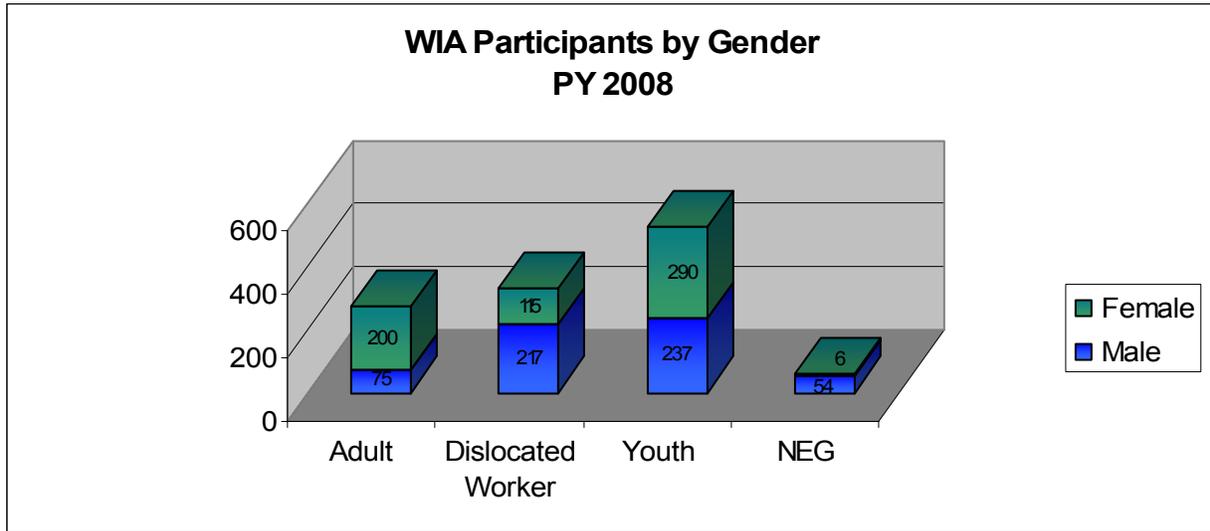
- ◇ Annual monitoring of WIA Title IB adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process. Written reports are prepared and submitted to the service providers by the State oversight staff conducting the review. All written reports are available for review by the Governor's State Workforce Investment Board upon request. Traditionally, the results of the reviews and interviews with service provider staff are positive from the viewpoint of oversight staff and service providers.
- ◇ Customer Satisfaction surveys of participants and employers is not required for WIA performance however the information resulting from the customer satisfaction survey is an important tool in ensuring services meet the needs of customers and is shared, as appropriate, with appropriate administrative and line staff and used to improve WIA service delivery.
- ◇ Through 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 data validation of WIA participant data for PY 2007. Staff visited 47 service providers, including Job Service offices; Human Resource Development Councils; and several miscellaneous nonprofit human service agencies. Staff reviewed approximately 700 participant files for the Adult, Dislocated Worker, and Youth programs. Data validation for PY 2008 will start in October 2009.
 - Montana's WIA operations are not typical to other states. Management Information System (MIS) and Unemployment Insurance resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

WIA Participant Information, Program Year 2008

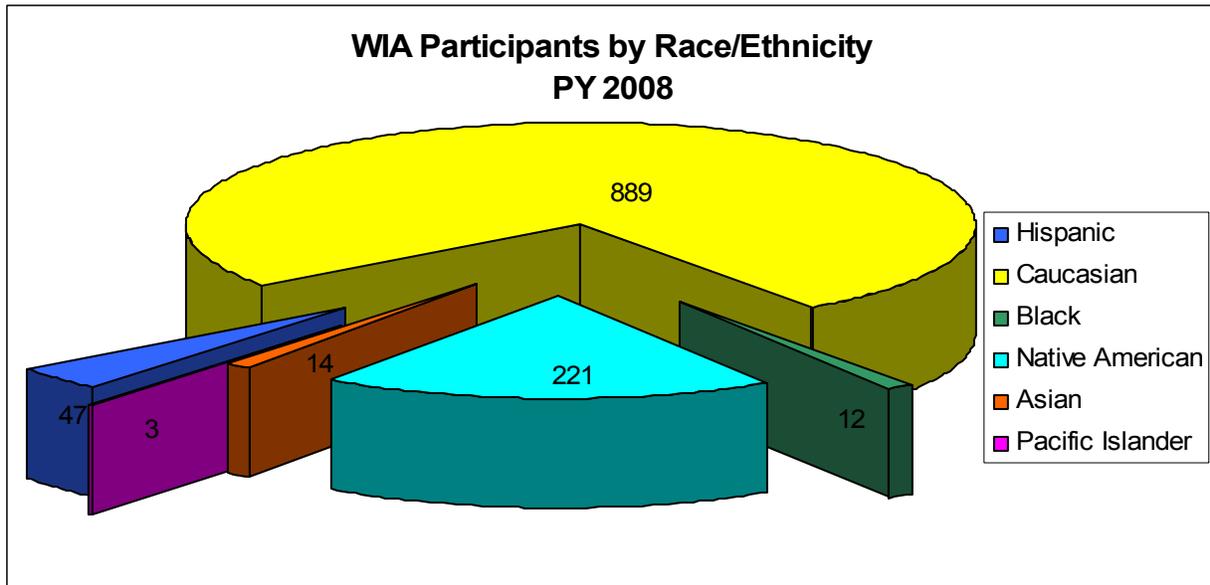
The WIA program served 1,680 participants during Program Year (PY) 2008. This program year covered the time period July 1, 2008 through June 30, 2009. Data for this study was extracted from MontanaWorks, the computer system used to capture WIA participant data.

Participant Demographics

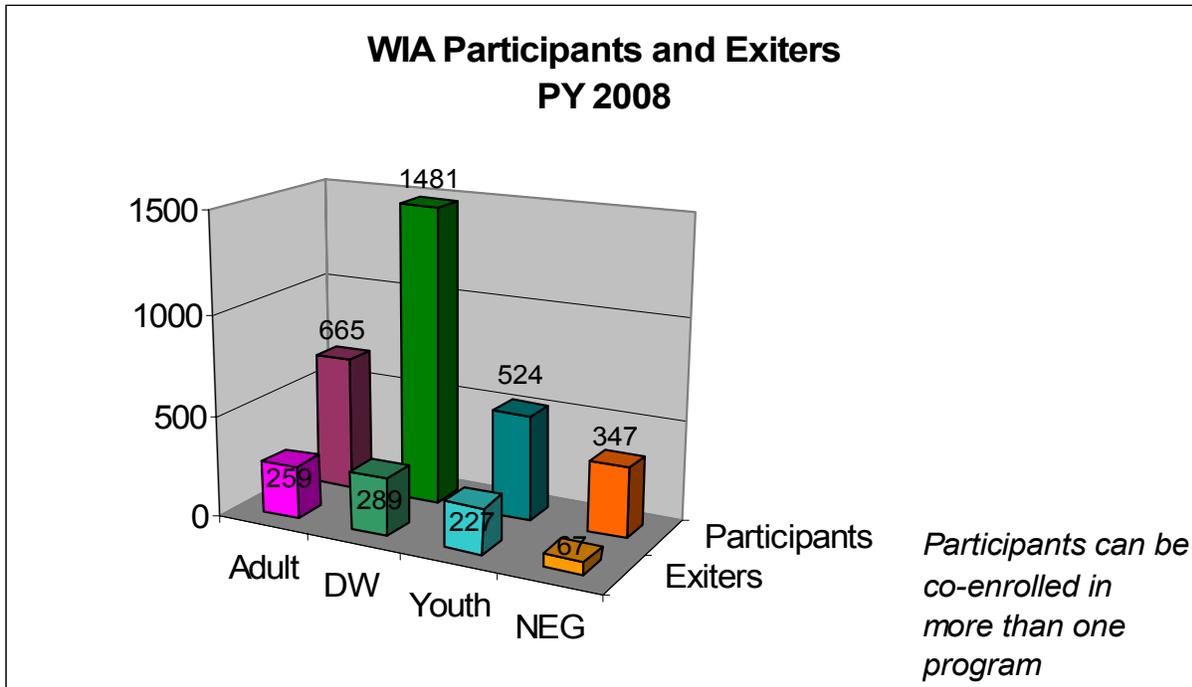
There were 611 females and 583 males enrolled in WIA programs during the program year.



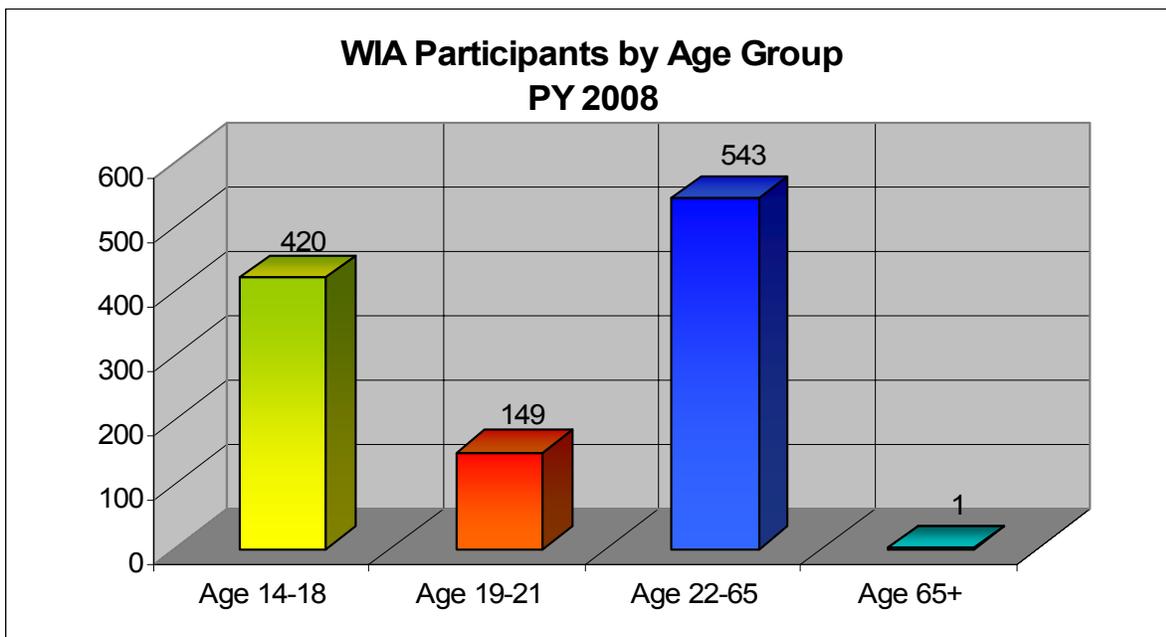
Participants can state that they are one or more race. They can also decline to provide the information.



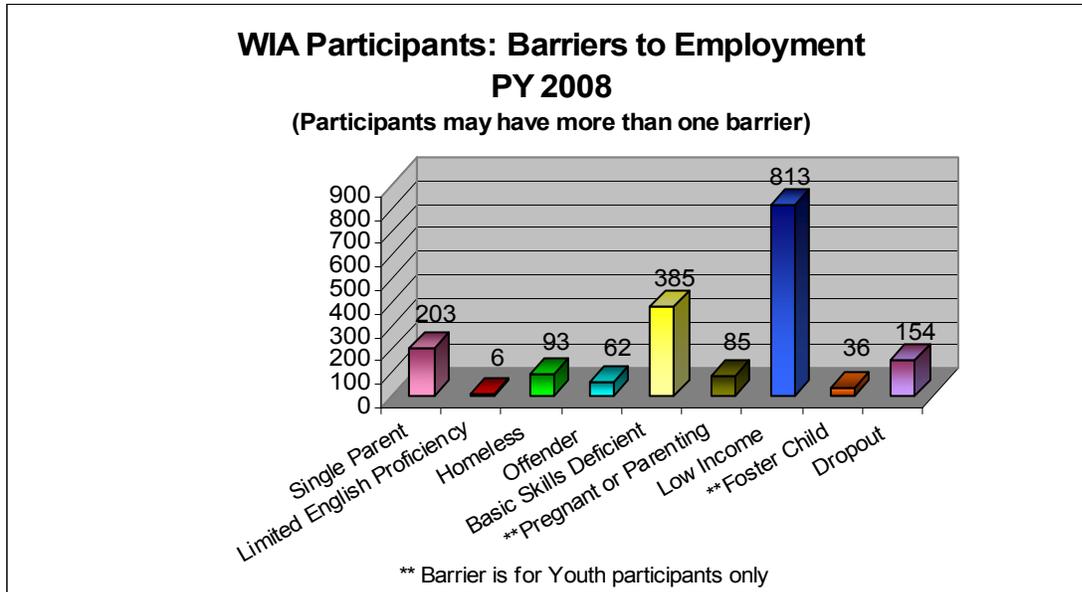
Of the 1,680 participants served during PY 2008, 842 participants exited from WIA programs.



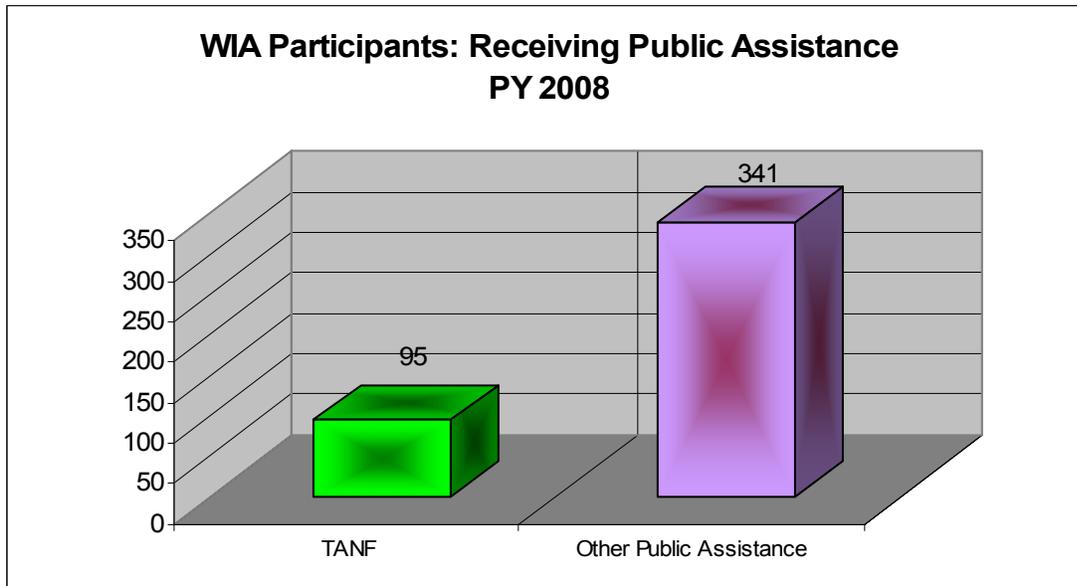
A total of 524 participants were served in the WIA Youth Program. The Youth Program serves participants age 14-21. The rest of the participants shown in the following graph were served by WIA Adult, WIA Dislocated Worker, or National Emergency Grant programs. Participants may be served by more than one program. Older Youth participants may also be served by Adult, Dislocated Worker, or National Emergency Grant programs.



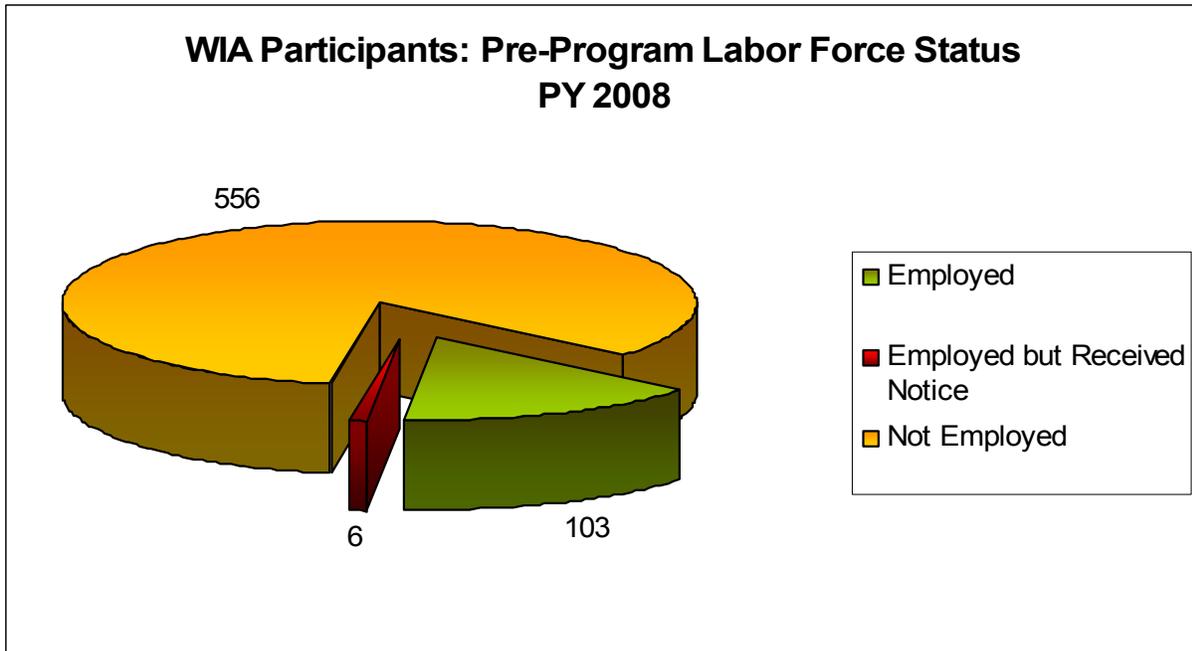
Many WIA participants have one or more barriers to securing employment. Participants may have more than one barrier.



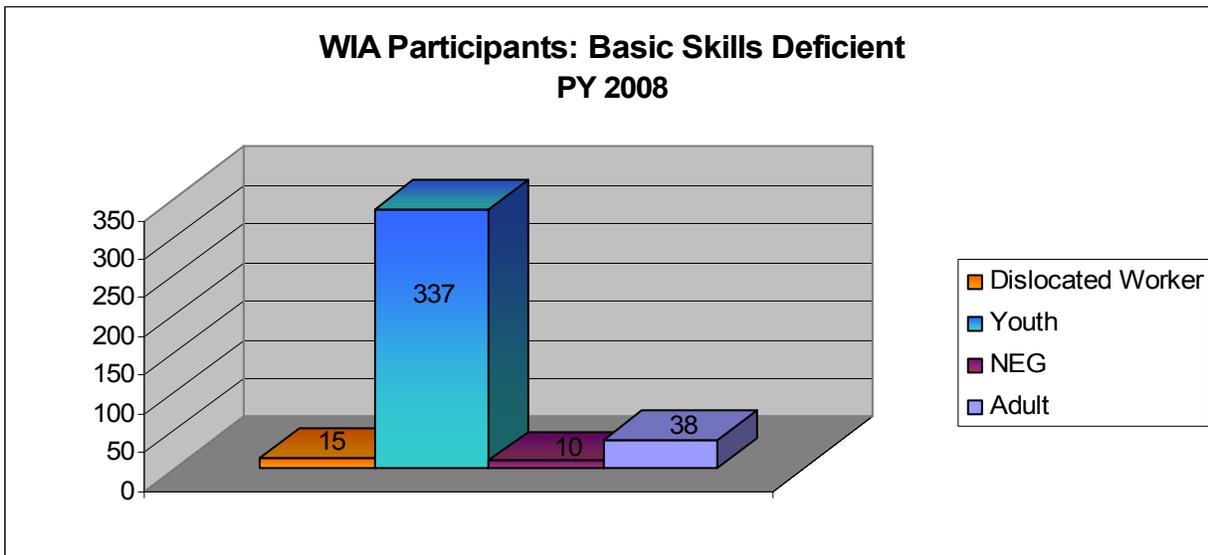
Food Stamps and TANF were the most common sources of public assistance for WIA participants in PY 2008. Other types of assistance included General Assistance, Social Security Income, Social Security Disability Income, and Refugee Assistance.



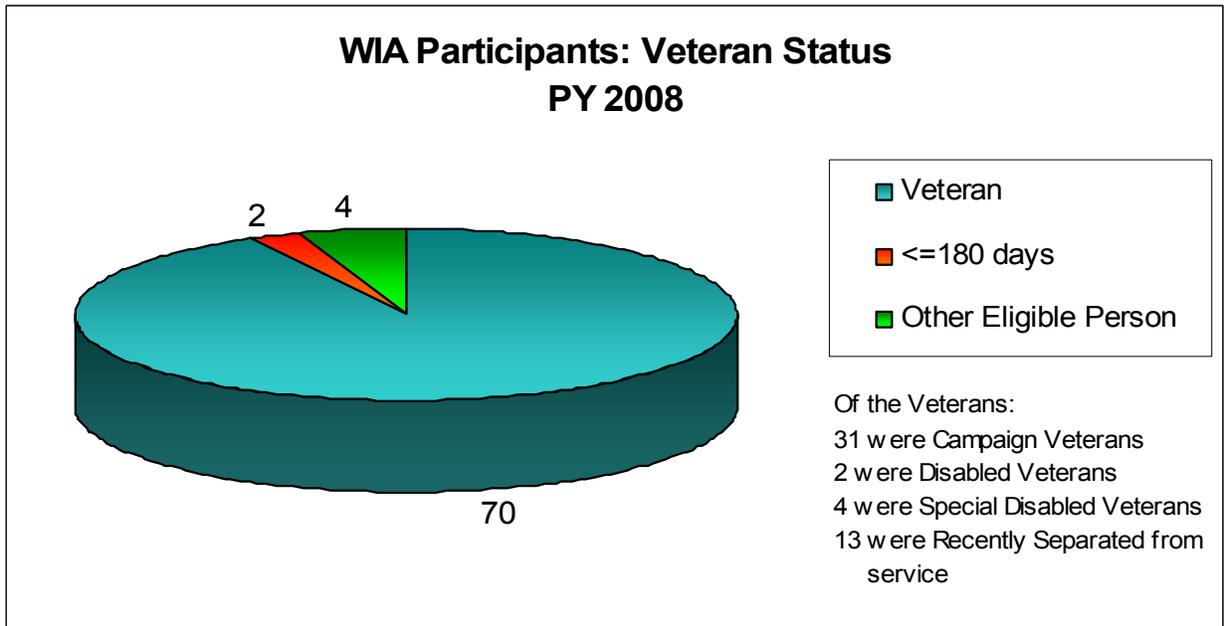
Participants cannot be employed at participation to be included in the Entered Employment performance measure. This measure only applies to Adult participants (Adults would include Adult, Dislocated Worker, and National Emergency Grant participants). There were 562 participants who were considered not employed at participation during PY 2008. Those who were employed but received notice of termination are considered not employed.



A total of 400 WIA participants were found to be Literacy or Numeracy deficient. These participants had either math or reading skills below the 9th grade level. The majority of basic skills deficient participants were in the Youth program.



A total of 76 participants claimed some type of Veteran status during PY 2008.



WIA Programs

The Workforce Investment Act provides for three levels of services: core, intensive and training, with service at one level being a prerequisite to moving to the next level.

Core services are universally available to everyone entering a WIA facility.

Gateway services are those services that an individual must receive to move from Core to Intensive services. Gateway services are used to determine that Intensive services are required for the participant to achieve the goal of obtaining or retaining self-sufficient employment.

Training services means any WIA-funded and non-WIA-funded training service. Training services are provided to participants if self-sufficient employment cannot be obtained through Intensive services.

Youth services include the following:

Adult Mentoring During Participation and Subsequent Period Adult mentoring for a duration of at least twelve (12) months that may occur both during and after program participation.
Alternative Secondary School Services Services provided to youth by a separate program within a K-12 public school district or charter school through a specialized, structured curriculum.
Comprehensive Guidance and Counseling Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
Individual Service Strategy Development Development of an individual service strategy (ISS) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.
Leadership Development Opportunities Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision making, team work and other activities.
Occupational Skills Training Occupational skills training, including training for nontraditional employment and for training programs operated by the private sector. This service should be used for any training that provides an approved certificate or credential. Eligible Training Provider documentation is required for this type of training, unless the participant is a Youth enrolled in Job Corps.
Summer Employment Opportunities Summer employment opportunities directly linked to academic and occupational learning.
Supportive Services Provision of supportive services, including child care and transportation available in the local area, and referral to such services as appropriate. Use of this service shows that one of the 10 Youth Components is being provided. To pay for Youth supportive services, choose the Supportive Services objective, then the appropriate service.
Tutoring, Study Skills, & Instruction Leading to Completion Tutoring, study skills training and instruction leading to secondary school completion including dropout prevention strategies.

Work Experiences Including Internships and Job Shadowing

Paid and unpaid work experiences, including internships and job shadowing. Work experience is a planned, structured learning experience that takes place in an employer’s workplace (private for profit, non-profit, or public sector) for a limited period of time.

Youth Stipends

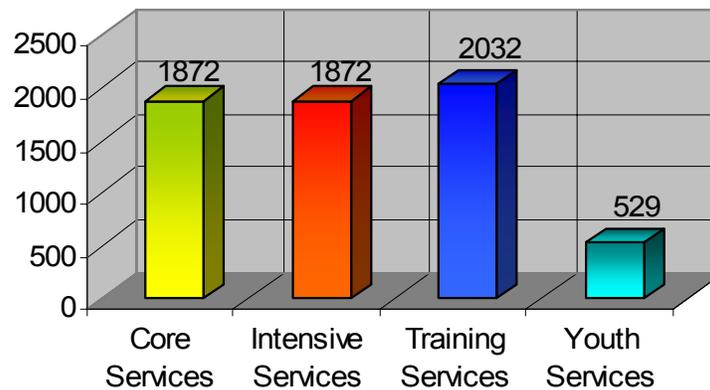
Payment made to Youth program participants for participation in certain activities (considered seat-time payments). Stipends may not exceed the Federal or Montana minimum wage, whichever is higher. Stipends are paid based on actual hours of attendance (classroom training etc.).

Youth Incentives

Payments made to Youth program participants as a reward for attainment of specific goals/objectives in their individual employment plan.

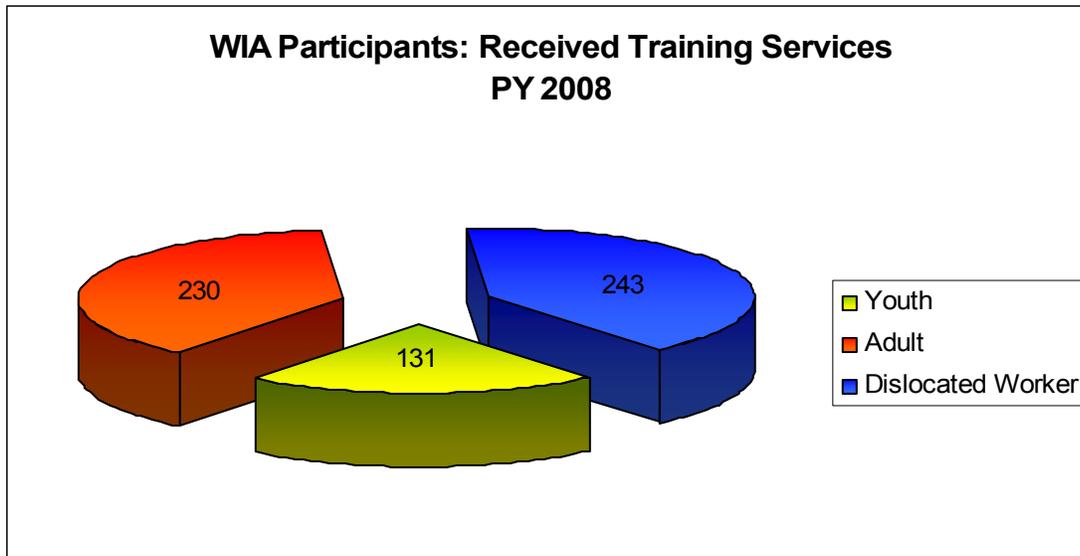
Participants can be entered into more than one Core, Intensive, Training, or Youth services.

**WIA Participants Who Received Program Services
PY 2008**

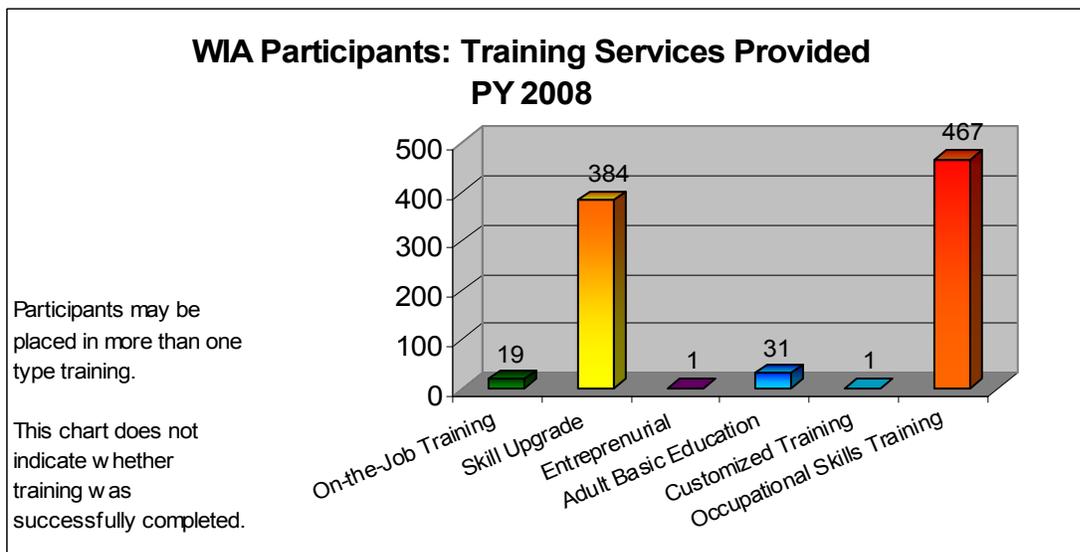


All Adult and Dislocated Worker participants receive at least Core and Intensive services. Participants can receive more than one training service.

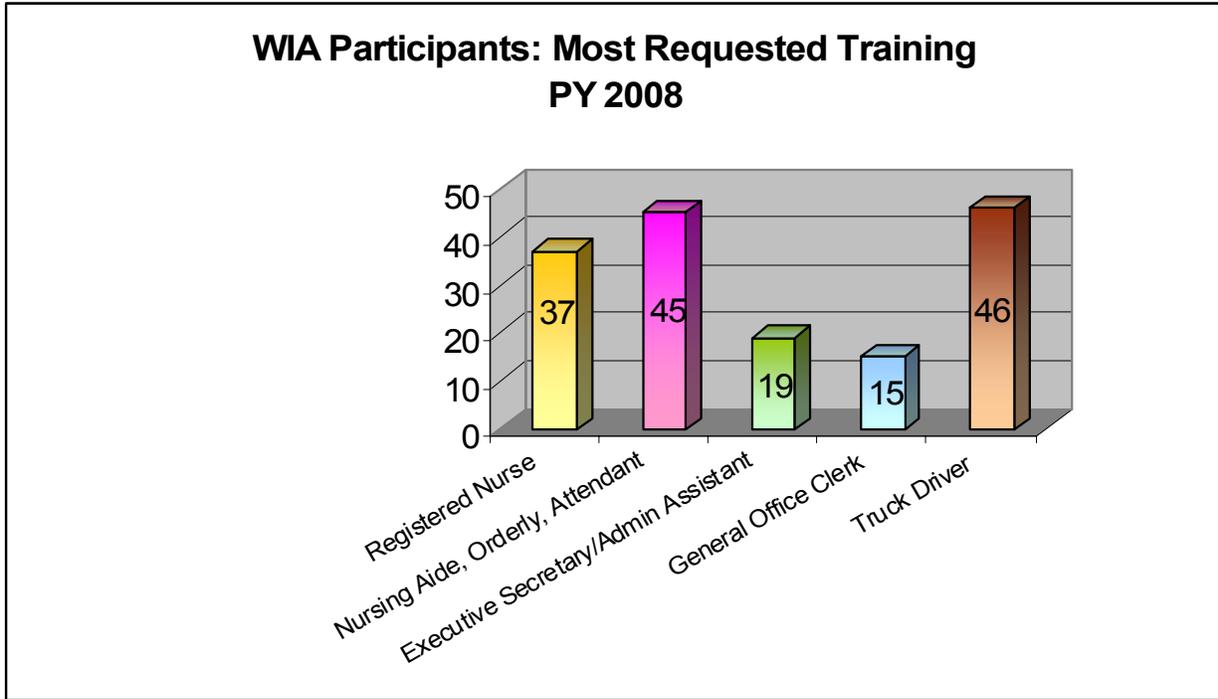
A total of 604 participants received training services during PY 2008.



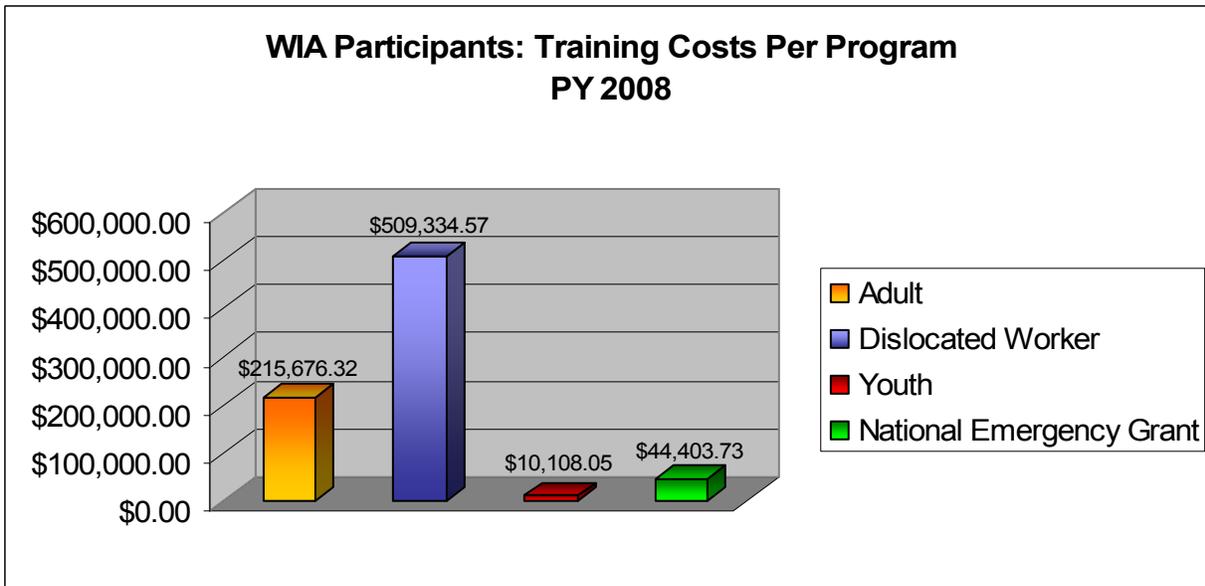
There are six categories of training services. Participants may be provided more than one type of training. The majority of training services provided during PY 2008 were in Occupational Skills Training.



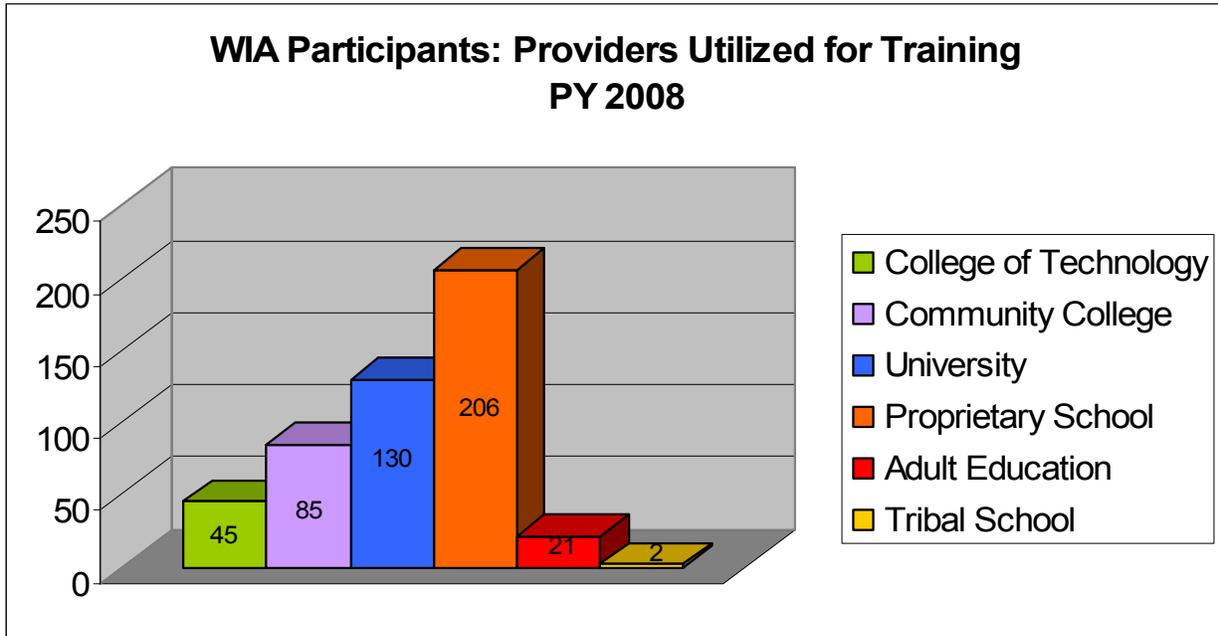
The most requested type of training during PY 2008 was for Truck Driver training, followed closely by Nursing Aide, Orderly, and Attendant training.



A large amount of funding for WIA programs was expended on training services in PY 2008.

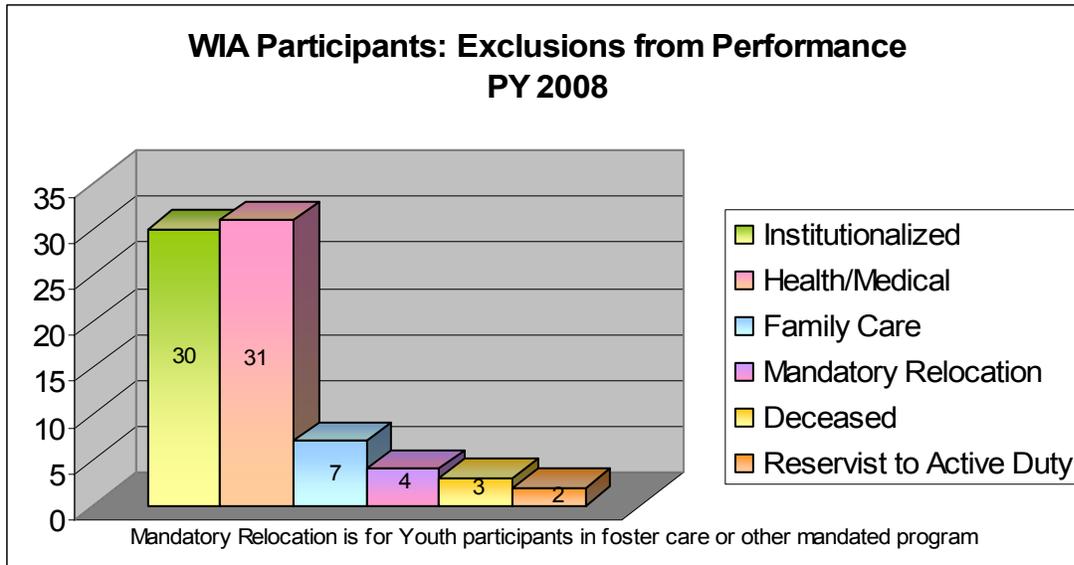


Eligible Training Providers must be utilized for any training provided to WIA participants. Most participants attended proprietary school training during PY 2008.

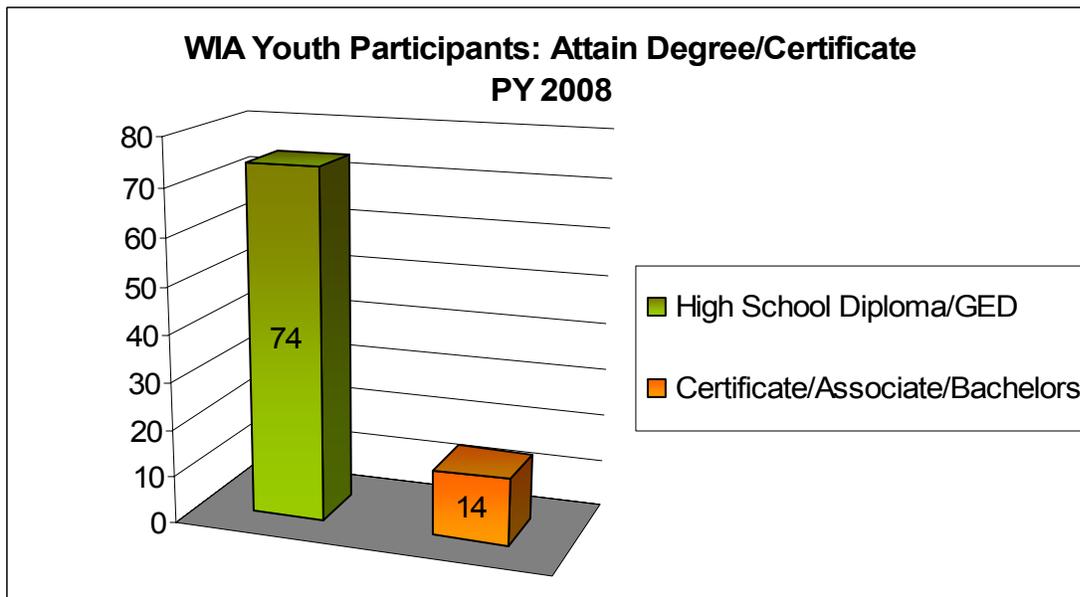


Exits/Program Outcomes

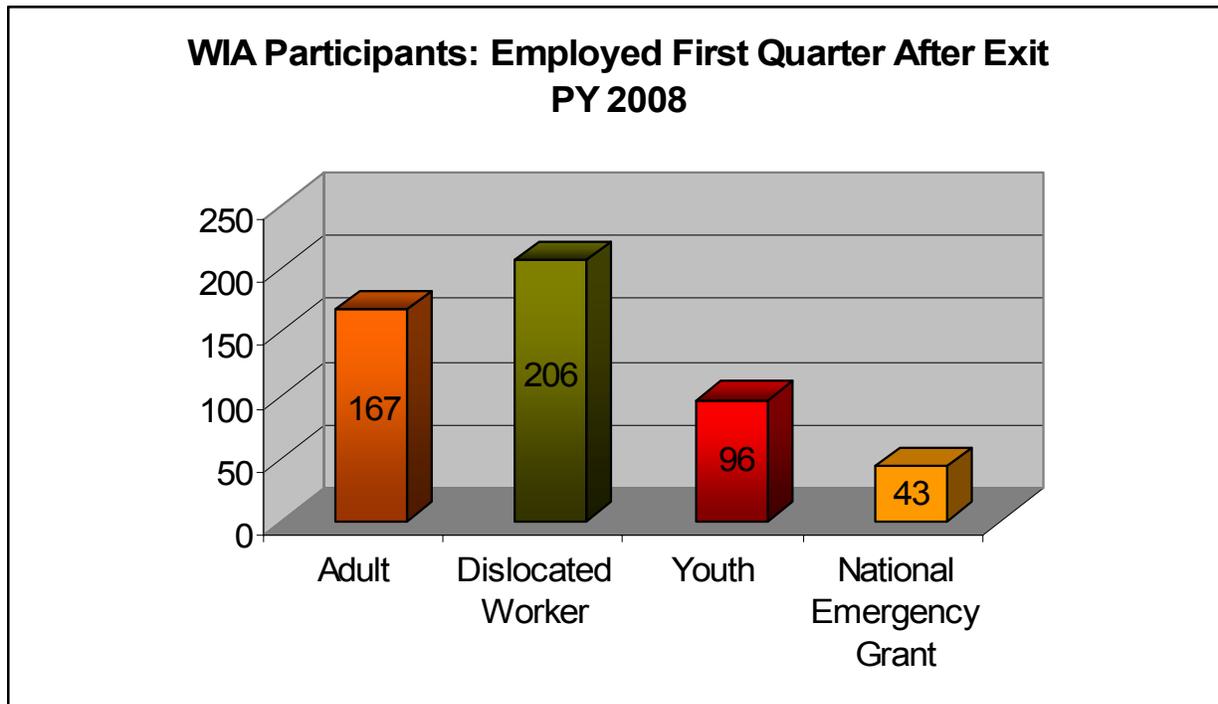
WIA participants that cannot continue their program participation are excluded from performance. The most common reason for exclusion during PY 2008 was for health or medical reasons.



Youth participants who were enrolled in education at participation or during their participation are included in calculation of the Attain Degree/Certificate performance measure. Of the Youth participants included in this measure, a total of 88 achieved a diploma or certificate during PY 2008.



A total of 512 participants were employed during the first quarter after exiting from WIA programs during PY 2008. This number does not equate to the performance requirements set for WIA Common Measures.



PY 2008 Annual Performance

The U.S. Department of Labor-Employment and Training Administration negotiates performance levels with each state by program year. Montana achieved the negotiated levels set for eight of the nine Common Measures performance measures. The Youth Literacy/Numeracy performance measure level has been hard to meet. We are working with Youth providers to ensure that they understand the measure's requirements and data gets entered into MontanaWorks accurately and on a timely basis.

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate				
a) Adults	88.0	94.5	171	181
b) Dislocated Workers	84.0	92.9	221	238
Retention Rate (6 months)				
a) Adults	88.0	89.1	213	239
b) Dislocated Workers	92.0	94.2	196	208
Average Earnings/Earnings Change 6 Months				
a) Adults	\$11,900	\$13,036	\$2,515,954	193
b) Dislocated Workers	\$15,000	*\$14,042	\$2,555,664	182
Placement in Employment or Education	69.0	78.0	131	168
Attainment of Degree or Certificate	58.0	69.8	88	126
Literacy or Numeracy Gain	30.0	16.3	17	104

Blue = Met Performance Levels

Red = Did Not Meet Performance Levels

* Met 80% of Negotiated Performance Level

ACHIEVING PERFORMANCE WAIVERS AND SHARING CUSTOMER SATISFACTION AND SUCCESS

Achieving Performance

The State of Montana **met and exceeded all but one of the Common Measures in PY 2008**. The measure not met was the **Literacy/Numeracy Gains**.

When Montana negotiated performance levels for the Literacy/Numeracy measure for PY 2007 and PY 2008 the State did not have the benefit of final PY 2006 results on which to base a realistic negotiated performance level.

Waivers

Waiver to implement the common measures performance standards only for WIA Title IB Adult, Youth and Dislocated Worker Programs: In 2007 Montana received waiver approval to stop reporting on the 17 performance measures (15 core and 2 customer satisfaction) and implement the nine common measures for WIA Title IB adult, youth and dislocated workers.

Through the waiver Montana's providers have been able to focus on employment placement and retention, earnings, placement in education, attainment of degree or certificate and literacy and numeracy gains thereby making meeting performance standards more attainable. The State has found that tracking a single group of youth instead of older and younger separately has helped meet performance.

Waive the Subsequent Eligibility Determination of Eligible Training Providers: Montana received waiver approval of performance in subsequent eligibility determination process for eligible training providers. Many of Montana's training providers found the reporting requirements unrealistic, based on the limited number of enrollments and the cost of developing a reporting system that would gather information relating to wages and/or placement of those individuals participating in their programs. This caused the State to be concerned that Eligible Training Providers to opt out of the Eligible Training Provider List (ETPL) thereby limiting training choices in rural areas and threaten the Individual Training Account (ITA) System.

The waiver allows the State to keep previously approved providers and add new providers to the ETPL thus providing customers with training option choices.

Waive the Performance Measures for Youth who Participant in Work Experience only under the American Recovery and Reinvestment Act : In April 2009 Montana received waiver approval to track only the Work Readiness Skills Attainment Measure for youth ages 18-24 who are enrolled under the American Recovery and Reinvestment Act and who participate in Work Experience only beyond the summer months. The waiver will apply for the period of October 1, 2009 through March 31, 2010).

Older out-of-school youth ages 22-24 will be referred to the adult program for enrollment as appropriate. However, there are youth enrolled in ARRA who are out-of-school, aged 22 - 24, and are not yet ready to enroll in the adult program and be tracked under adult performance. Tracking Work Readiness only will:

- Allow providers to continue working with disconnected out of school, aged 18 - 24 who

have no plans for school or employment and explore further training and educational goals and opportunities.

- Alleviate additional performance tracking requirements and reduce the pressure that is placed on service providers to push youth into permanent employment before they are ready.

The waiver should have a positive benefit for both youth service providers and the older out-of-school disconnected and disadvantaged youth.

Customer Satisfaction

Although Montana (through the waiver request) is required to report only on Common Measures for all WIA Title I-B the Montana Department of Labor and Industry puts high value on customer satisfaction and continues to internally track customer satisfaction using the current performance measures of a minimum response rate of 70% which was required for both exited participants under the 17 WIA Performance Measures. The Statewide Programs and Oversight Bureau staff continues to compile customer satisfaction results on an annual basis in order to allow the State Workforce Investment Board to gauge the State's progress toward "continuously improving in performance.

Customer satisfaction survey responses are collected by telephone interviews. In-person interviews and mail questionnaires are used only in situations where the individual does not have a telephone or where the person has a hearing impairment.

Participants are contacted as soon as possible after the date of exit and no later than 60 days after the date of exit.

Customer Satisfaction and What Customers Are Saying About the Programs

Participants are asked a series of three questions regarding their experience with the WIA program. They are asked to score the three questions using a scale of 1-10 for the following areas:

- ✓ Overall satisfaction with the services provided
- ✓ To what extent services met expectations
- ✓ How services received compare to ideal services

The State conducts a 100% sample of all exiters that did not fall under exclusions, 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 participants had to say about their experience with the services they received through the Workforce Investment Act:

- It would not have been possible without the help of Job Service. I was a single mother of three; I got my associates degree and am just 3 credits short of my BA.
- Kari Martell was wonderful and I love my truck driving job.
- The Havre HRDC has an awesome program, thanks to everyone for their help.
- Kris Frank and Cherelee were both very helpful.
- The schools in Helena were wonderful according to a Dislocated Worker from Billings.
- Without the help of the Helena Job Service I would not have been able to complete my associate's degree and I am only 3 credits short of my BA said a single mother of three.

- I had a very good experience from the front desk to the work with the program people. They offered excellent one day programs in computer training.
- Linda Valentine is just awesome!
- "Cindy with the Glasgow office was always there to help in any way I needed assistance; I have my job because of her help."
- A young man working in Wyoming said to tell Brenda hi and thank you so very much for all her help.
- Karen with the Anaconda Job Service was wonderful; very sympathetic and she met or exceeded all my expectations.
- Sam with the Missoula Job Service is a wonderful person and a credit to her job.
- Kammi was awesome to work with; she did everything she could to meet all my needs.
- Dick Ayres was really great and very helpful.
- I was very satisfied and worked with a great bunch of people in the lineman program at Tech was the comment of one young man from Butte.
- A satisfied Dislocated Worker said that without their help they would have been another family on assistance. "Karen was so helpful and we appreciate all she did for us."
- "Lynda and the Missoula Job Service were wonderful; I was a single mom; this was 1000 times better and I did not feel alone in this whole process. Thank you."
- Jori and the people at the Job Service were top notch was the comment of a dislocated worker.
- "The people at the Billings Job Service did a pretty good job overall."
- "Kari did a great job."
- "Kathleen was very helpful-it was a great program for me."
- "The youth program and Gael are the reason I am where I am today. I will always be thankful for their help and guidance."
- "All I can say about the people at Job Service in Missoula; they were wonderful!"
- A Registered Nurse in Billings is forever grateful to the state of Montana for their help.
- "Lindy was always there for me and I am so grateful for the help I received in obtaining my RN degree."
- "The services I received from Kim at the Job Service were outstanding in every way."
- A dislocated mine worker said that the people at the Livingston Job Service were very helpful and if they didn't know the answer right then; they called right back when they did.
- Another dislocated worker had this to say about his experiences; "I was born and raised in Montana and hated to leave but needed job security. I am only 9 hours from "home". And the Livingston folks are the greatest in the world and I am blessed to have been part of this program."
- Lisa Newman is a great person and helped me so much said one older youth.
- "Carol in Miles City was wonderful. I now want to go to school to finish a degree in social work to work with the developmentally disabled."
- "I would never have got to where I am without the people at Miles Community College and Carol. I am now self-supporting, renting a house, and raising my kids."
- A young man who completed the lineman training program had nothing but good things to say about Joe and the WIA program.
- "Joe was great and helped out all the lineman students in my class."
- "Lisa is wonderful! I am so glad I got the opportunity to do this program.""
- I started the program in Billings and then moved to Kentucky and I am enrolled in College. I have an internship available; they were already there with loans and everything. Kathleen is wonderful, super, and I love her so much."
- A dislocated worker was very happy with the help from Kathleen but disappointed in not having the funding needed to make him have more marketable skills but he appreciated what could be done for him.
- "Kris was wonderful; kept me motivated. I can't give enough thanks and appreciation to Kris."
- Thanks to Curt and Diane at Opportunities Inc. "I am furthering my education because of their help and the opportunities available in the youth program."

Sharing Successes

India is a junior in high school, active in extracurricular activities, and committed to academic success. She is also profoundly deaf and living in poverty. Her family, which consists of herself and her mother, lives on a patchwork income of monthly Social Security checks, food stamps, and other forms of public assistance. India was referred to the Youth Development program when she was a sophomore in high school, at which time our Youth Advisor taught her our Basic Employment Skills Training (BEST Classes) with the help of a school-provided American Sign Language interpreter. After a time period of focusing strictly on her studies, India was ready to start exploring careers. The Youth Advisor met with her to discuss her interests and goals and found out that her primary interest is working with animals in some way and her backup plan is to study to become a librarian. We found a placement for India's Work Experience (WEX) at the Stafford Animal Shelter, and we have been very pleased with the results. First of all, India has been very motivated to work hard and has increased her responsibilities quickly. Second of all, the staff at the shelter has been amazingly open and enthusiastic in working to accommodate her disability. Although we have let India know that she can request an interpreter when she needs one, she has only requested this once for training purposes. Just after the WEX began, India's outreach coordinator for the Montana School for the Deaf and Blind offered to go to a staff meeting and give the employees an in-service. In this in-service, she covered some common signs they may need to communicate with India and also opened up a discussion on how to work best with her and give her the best experience possible. This was exceedingly helpful for the staff and India. Also, with India's help, they have labeled certain objects in the shelter with its corresponding sign. They are also open to trying technological methods of communication such as email, text, and more advanced communication devices. Sometimes India prefers to just use pen and paper to communicate because it feels easier to her, but the staff is constantly trying to encourage her to help them learn to communicate through sign with her so that it is more direct. They have expressed that they feel like an interpreter, pen and paper, or computer puts too much of a barrier between them and India; they want to make a real connection. We feel the same way, so we have also taken the initiative to learn a little bit of sign to communicate directly with her. This is another youth that we are so proud of how she has overcome her personal obstacles to become such a success story. We hope to see many more accomplishments in her future!

Challenge: We are pleased to say that we had a really hard time thinking of a challenge for this quarter. Things have been running quite smoothly and while many youth are exiting to Follow-Up, we are simultaneously in the process of enrolling several new youth. Even the youth that we still experience some level of frustration with are not to a point where we feel like calling them a "challenge." We feel like their successes have outweighed their failures, and they deserve credit for that.

PROGRAM PERFORMANCE DATA

**Performance Levels
July 1, 2008 through June 30, 2009**

	<i>PERFORMANCE GOALS</i>
PERFORMANCE MEASURES	PY 2008 (07/01/08 6/30/09)
Adult Program – Common Measures Indicators of Performance	
1. Entered Employment Rate	88.0%
2. Employment Retention Rate	88.0%
3. Six Months Average Earnings	\$11,900
Dislocated Worker Program – Common Measures Indicators of Performance	
1. Entered Employment Rate	84.0%
2. Employment Retention Rate	92.0%
3. Six Months Average Earnings	\$15,000
Youth Program – Common Measures Indicators of Performance	
1. Placement in Employment or Education	69.0%
2. Attainment of Degree or Certificate	58.0%
3. Literacy and Numeracy Gains	30.0%

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2007 to 06/30/2008

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

Date Ranges Used In Calculating Report Items

Total Participants: 07/01/2008 – 06/30/2009

Total Exitors: 04/01/2008 – 03/31/2009

Entered Employment Rate, Youth Placement in Employment or Education, and Youth Attainment of Degree or Certificate: 10/01/2007 – 09/30/2008

Employment Retention Rate and Six Months Earnings Change: 04/01/2007 – 03/31/2008

Youth Literacy and Numeracy Gains: 07/01/2008 – 06/30/2009

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	88.0	94.5	171	182
Employment Retention Rate	88.0	89.1	213	239
Six Months Average Earnings	\$11,900	\$13,036	\$2,515,954	193

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	97.0	$\frac{98}{101}$	87.5	$\frac{7}{8}$	100.0	$\frac{9}{9}$	100.0	$\frac{5}{5}$
Employment Retention Rate	87.0	$\frac{100}{115}$	60.0	$\frac{6}{10}$	100.0	$\frac{13}{13}$	87.5	$\frac{7}{8}$
Six Months Average Earnings	\$11,166	$\frac{\$982,635}{88}$	\$18,702	$\frac{\$112,213}{6}$	\$9,265	$\frac{\$111,174}{12}$	\$10,762	$\frac{\$43,048}{4}$

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	96.2	$\frac{152}{158}$	82.6	$\frac{19}{23}$
Employment Retention Rate	87.9	$\frac{181}{206}$	97.0	$\frac{32}{33}$
Six Months Average Earnings	\$13,358	$\frac{\$2,204,062}{165}$	\$11,139	$\frac{\$311,892}{28}$

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2007 to 06/30/2008

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	84.0	92.9	221	238
Employment Retention Rate	92.0	94.2	196	208
Six Months Average Earnings	\$15,000	\$14,042	\$2,555,664	182

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individuals With Disabilities	Num Den	Older Individuals	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	85.7	$\frac{30}{35}$	50.0	$\frac{1}{2}$	83.7	$\frac{36}{43}$	100.0	$\frac{3}{3}$
Employment Retention Rate	86.2	$\frac{25}{29}$	100.0	$\frac{6}{6}$	90.0	$\frac{27}{30}$	100.0	$\frac{5}{5}$
Six Months Average Earnings	\$16,778	$\frac{\$385,895}{23}$	\$18,855	$\frac{\$113,127}{6}$	\$14,271	$\frac{\$342,500}{24}$	\$11,012	$\frac{\$55,058}{5}$

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	95.2	$\frac{180}{189}$	83.7	$\frac{41}{49}$
Employment Retention Rate	93.1	$\frac{135}{145}$	96.8	$\frac{61}{63}$
Six Months Average Earnings	\$14,054	$\frac{\$1,770,760}{126}$	\$14,016	$\frac{\$784,904}{56}$

Table H.1 - Youth (14-21) Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	69.0	78.0	131	168
Attain Degree or Certificate	58.0	69.8	88	126
Literacy or Numeracy Gains	30.0	16.3	17	104

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2008 to 06/30/2009

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

Table L - Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) Or 12 Month Earnings Replacement (Dislocated Workers)		Placements For Participants in Non-Traditional Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training	
Adults	91.7	<u>177</u> 193	\$7,632	<u>\$1,114,317</u> 146	5.8	<u>10</u> 171	\$5,526	<u>\$884,133</u> 160	27.6	<u>42</u> 152
Dislocated Workers	93.1	<u>163</u> 175	111.4	<u>\$2,121,906</u> \$1,904,616	7.7	<u>17</u> 221	\$6,616	<u>\$1,422,361</u> 215	35.6	<u>64</u> 180

Table M - Participation Levels

Program	Total Participants Served	Total Exiters
Total Adult Customers	91,131	54,704
Total Adults (Self-Service Only)	88,985	54,156
WIA Adults	89,650	54,415
WIA Dislocated Workers	1481	289
Total Youth (14-21)	524	227
Out-of-School Youth	222	121
In-School Youth	302	106

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	1,750,673.21
Local Dislocated Workers	1,012,056.23
Local Youth	1,922,757.41
Rapid Response (Up to 25%) 134 (a) (2) (A)	487,314.21
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	673,623.08

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	45,065.93
	MT Association of Counties	4,354.15
	Jobs for Montana Graduates	50,000.00
	Lineman	4,806.98
	ACT	2,125.00
	Project Challenge Work Again	10,000.00
	(Please refer to Narrative Section for descriptions)	
	Total of All Federal Spending Listed Above	5,962,776.20

WIA Title IB Annual Report Form (ETA 9091)
 Report Period: 07/01/2008 to 06/30/2009

Local Area Name: Balance of State (BOS)

Table O - Local Performance

Total Participants Served	
a) Adults	545
b) Dislocated Workers	1286
c) Youth	437
Total Exiters	
a) Adults	205
b) Dislocated Workers	238
c) Youth	192

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate				
a) Adults	88.0	93.5	144	154
b) Dislocated Workers	84.0	92.0	173	188
Retention Rate (6 months)				
a) Adults	88.0	87.9	189	215
b) Dislocated Workers	92.0	94.4	117	124
Average Earnings/Earnings Change 6 Months				
a) Adults	\$11,900	\$12,665	\$2,140,431	169
b) Dislocated Workers	\$15,000	\$14,160	\$1,543,488	109
Placement in Employment or Education	69.0	79.9	115	144
Attainment of Degree or Certificate	58.0	69.5	73	105
Literacy or Numeracy Gain	30.0	15.5	13	84

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance Not Met Met Exceeded

