

MONTANA'S WORKFORCE INVESTMENT ACT PROGRAM YEAR 2013 ANNUAL REPORT



July 1, 2013 through June 30, 2014



OFFICE OF THE GOVERNOR
STATE OF MONTANA

STEVE BULLOCK
GOVERNOR



ANGELA McLEAN
LT. GOVERNOR

A MESSAGE FROM THE GOVERNOR OF THE STATE OF MONTANA

November 2014

I am honored to present the Work Force Investment Act (WIA) Program Year 2013 Annual Report.

Montana's economy is strong today and is positioned to grow stronger over the coming years. Our state is recognized as one of the best places to do business. That's because:

- Montana's unemployment rate continues to be among the lowest in the nation at 4.6%;
- Montana was the fifth fastest state for employment growth in the nation;
- Montana's personal income growth is faster than the national average;
- Montana's GDP expanded by 4.5 percent in 2013;
- All of Montana's industries, except for government, added jobs in 2013;
- Montana has the 6th best tax climate for business in the nation; and
- The cost of doing business in Montana is ranked the 5th lowest in the nation

Montana is clearly in a position of strength. It's up to us to build on that strength to ensure we continue to be an economic leader for the state and country for years to come.

The best way to take advantage of our position of strength is by investing in our workforce through more and greater educational opportunities and improved job training programs. Our investments must carry throughout the educational career of Montanans – from early learning programs, elementary, middle and high school, colleges and universities and apprenticeship and other training opportunities. Making these investment will not only attract new businesses and increase wages, but will ensure that Montana continues to be an economic leader for the nation and world.

I'm excited for the future of Montana. Through sound fiscal management and investments in our workforce, we stand ready to build on our strengths as a state and confront our challenges. Working together, I'm confident that Montana will continue to be an economic and workforce leader for years to come.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Bullock".

STEVE BULLOCK
Governor

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EXECUTIVE SUMMARY

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

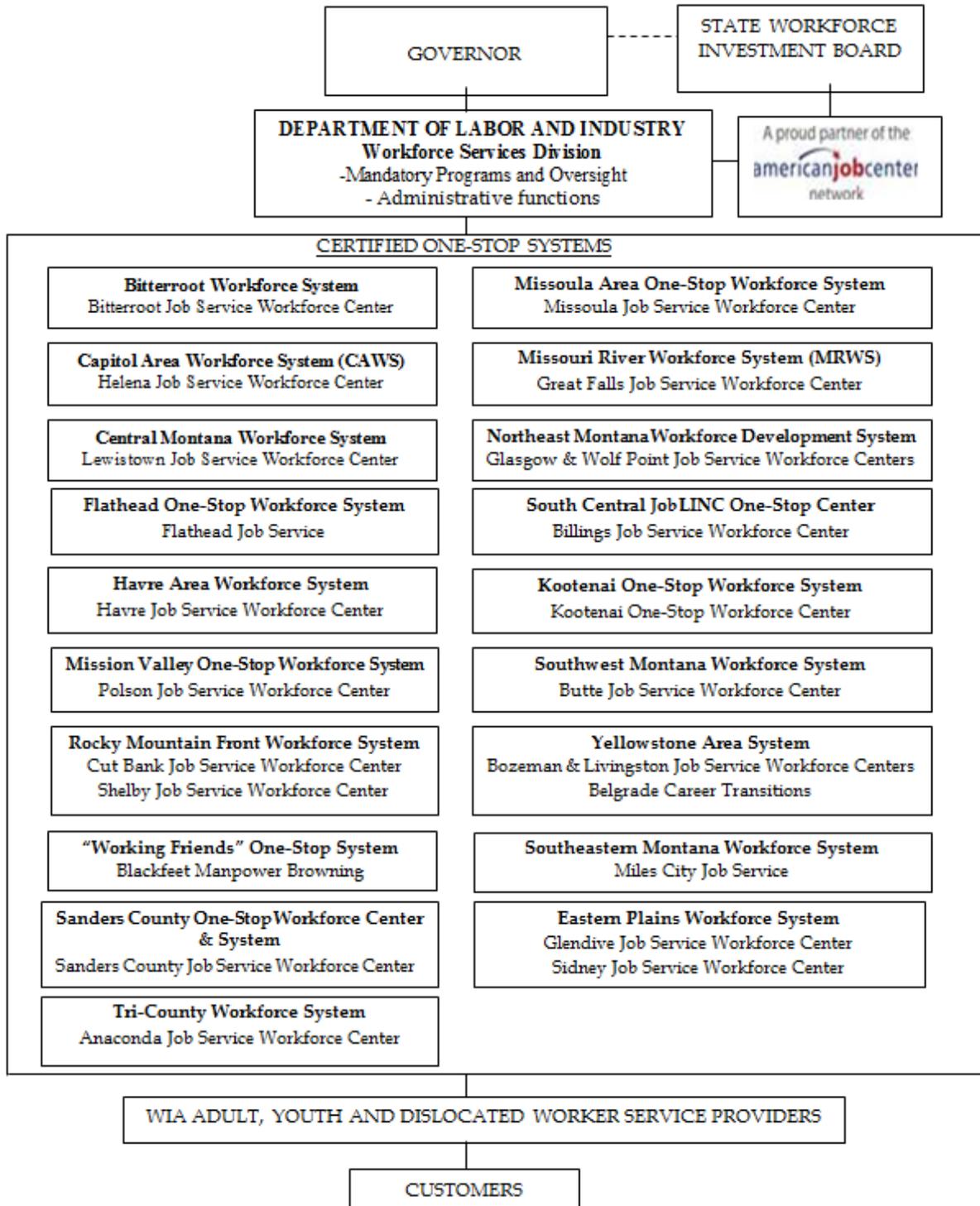
- ❖ promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
- ❖ promoting continual skill development, increasing wages, and an enhanced standard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

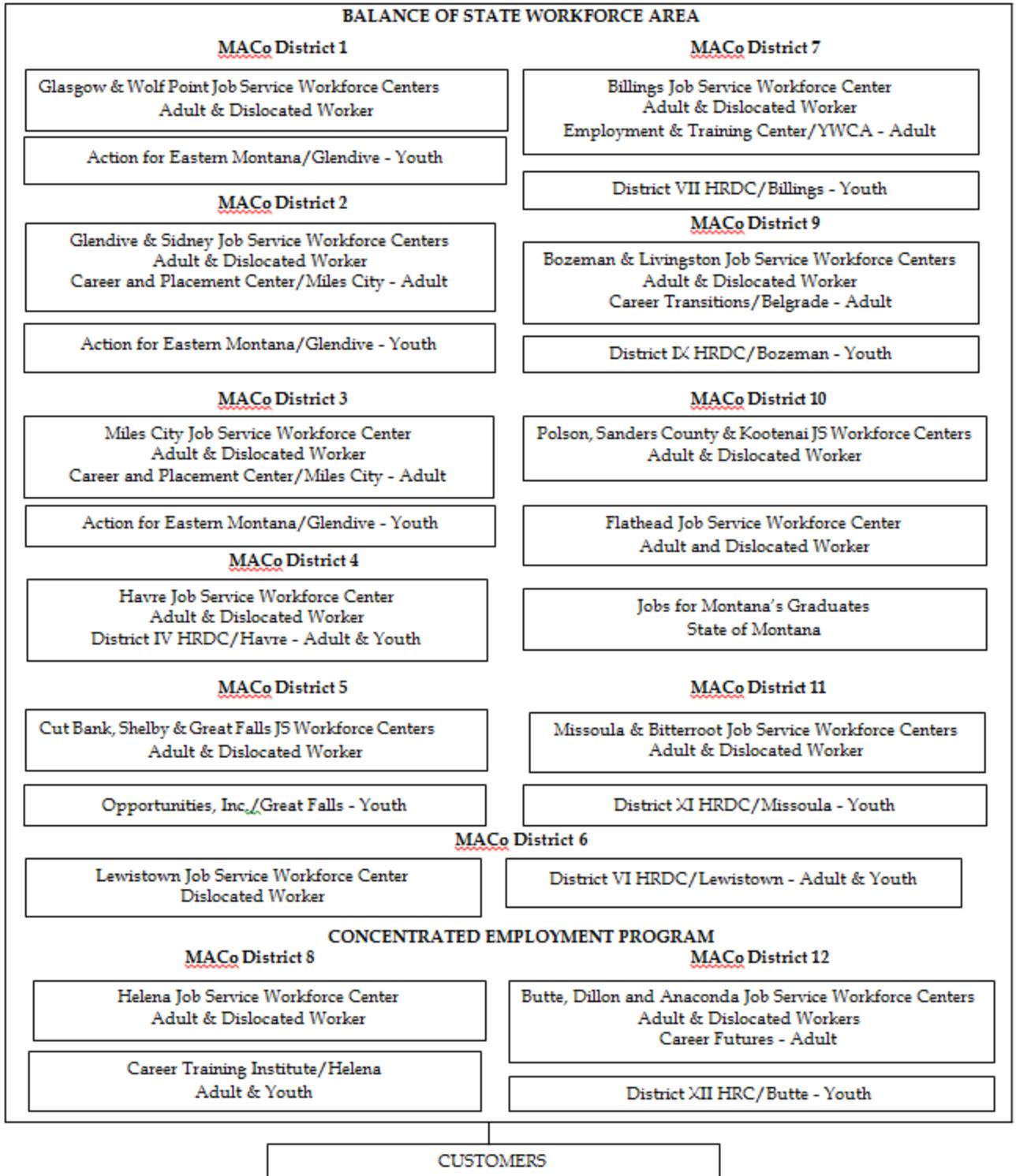
- ❖ Our workforce system must be accountable to the people we serve;
- ❖ Our workforce system must be customer driven to meet individual needs and choices;
- ❖ Our workforce system must be accessible to all;
- ❖ Our workforce system must be efficient in providing services to guarantee maximum impact;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

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**MONTANA'S WORKFORCE SYSTEM
ORGANIZATIONAL CHARTS**



WIA SERVICE PROVIDERS
Adult, Dislocated Worker and Youth Programs by Workforce Area



SINGLE STATEWIDE PLANNING AREA

The State of Montana has been a single statewide planning area since 2006. There are two local areas, the Balance of State (BOS) and the Concentrated Employment Program (CEP), within the single statewide planning area. The Montana Department of Labor and Industry is the designated State Workforce Agency and the Statewide Workforce Programs and Oversight Bureau in the Workforce Services Division is responsible for the administrative oversight functions under WIA Title IB, which serves adults, dislocated workers and youth.

State Workforce Investment Board Certified One-Stops: The State Workforce Investment Board has 19 Certified One-Stop Systems and 24 Certified One-Stop Centers including the first Tribal One-Stop on the Blackfeet Reservation. One-Stop Centers provide services in all 56 counties and 7 Indian Reservations. Recertification occurs every two years. SWIB has recently amended the certification and recertification process based on the feedback from service providers. Guidelines and forms can be found on the SWIB website, www.swib.mt.gov. The recertification documentation requires One-Stop System Contact Information, Organizational and Facility Information, Marketing and Identifiers, Local Economy data, Partnerships, Service Delivery, Employer Services, Challenges, Innovation & Success information. MOU's are required between the SWIB and Operators as well as One-Stop and their partners to also include a roster of their One-Stop Community Management Team.

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 Workforce Investment Act of 1998.

The State Workforce Investment Board's commitment to promoting the role of the CMTs under the State Plan affords maximum flexibility for local development of the certified One-Stop System. MACo continues to play a 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.

The State Workforce Investment Board's commitment to promoting the role of the CMTs under the State Plan affords maximum flexibility for local development of the certified One-Stop System. MACo continues to play a role in collaborating with CMTs, Job Service Employer Councils (JSECs), the State Board, and regional and local economic development organizations and participate in the development of the one-stop system at the most local level.

Co-location of One-Stop Centers is 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. Montana has a large land mass so this approach allows 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.

Bitterroot Workforce One-Stop System: Serving Ravalli County, the Bitterroot Workforce System utilizes a campus approach to their One-Stop System. 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.

The Capitol Area Workforce System (CAWS) 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 designated One-Stop Center is the Helena Job Service Workforce Center.

The Central Montana Workforce System 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. 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.

The Eastern Plains Workforce System serves a large portion of Eastern Montana, with 1-Stop Centers located in Dawson and Richland counties, and outreach sites in Dawson, Garfield, Prairie, Richland, McCone, and Wibaux counties, eastern Roosevelt County, and southeastern Sheridan County. Required partners are collocated at the Glendive Job Service and Sidney Job Service.

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 designated One-Stop Workforce Center is located at the Flathead Job Service.

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.

The Kootenai One-Stop Workforce System serves the Lincoln County section of MACo District X. The Kootenai One-Stop Workforce System is a consortium of community partners established to collaboratively provide, and continuously improve, the seamless delivery of Workforce Development services in Lincoln County through efficient and effective coordination of workforce programs, information sharing, appropriate referrals and equal opportunity accessibility for all customers. The Kootenai One-Stop Workforce System is fully functional with the Job Service Workforce Center, serving as the designated One-Stop Center, complementing the Consortium.

The Mission Valley One-Stop Workforce System is a collaboration of service providers throughout the Greater Mission Valley, located in various physical locations. 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.

Missoula Area One-Stop Workforce System: 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.

The Missouri River Workforce System (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.

The Northeast Montana Workforce Development 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.

The 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.

The Sanders County One-Stop Workforce Center & System encompasses Sanders County and includes areas lying within the boundaries of the Flathead Indian Reservation. This is a rural area with seven different communities lying along US Hwy 200, which runs east and west through the geographic area. It also includes MT Hwy 28 and towns located along that north-south route. A significant portion of the Flathead Indian Reservation lies within Sanders County. Sanders County is Montana’s eighteenth most populous county, with an estimated 11,138 residents as of July 2006. Thompson Falls is the county seat is the state’s 48th largest city, with a population estimated 1,313 in 2010.

The South Central JobLINC (SCJ): The South Central JobLINC One-Stop Center (SCJC) is located in the Billings Job Service Workforce Center. The SCJC 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 Southeastern Montana Workforce System, for the purpose of the Consortium Agreement is the counties of Custer, Carter, Fallon, Prairie, Garfield, Powder River, Rosebud and Treasure. The Southeastern Montana Workforce System is the name of the partner agencies and organizations that provide an integrated service delivery system for education; employment and training; and economic development resources and services to the citizens of southeastern Montana. The mission of the Southeastern Montana Workforce System is “*To meet the needs of our customers in the vast reaches of rural Southeastern Montana by providing efficient, coordinated, and continuously improving resources and services through a “no wrong door” concept.*”

The Southwest Montana Community Management Team 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 has resource manuals and works with employers, not just job seekers, supplying resources and assistance.

The Tri-County Workforce System is established to provide a variety of services to better serve our universal customers, job seekers and businesses. The services and system is marketed under the JobLINC system. The communities currently being served are: Anaconda, Warm Springs, Galen in Deer Lodge County, Deer Lodge and Garrison, Avon and Elliston in Powell County and Philipsburg, Hall, Maxville and Drummond in Granite County. Due to economic conditions (transportation costs/lack of public transportation, higher unemployment rates) in this area, certifying and designating this system as a stand-alone will give those seeking any services through a One Stop the opportunity to seek those services locally instead of traveling the 45-50 miles one way to access a certified one stop center in Butte. This separate system will allow better communication, better coordination and better concentration by those partners servicing only these communities in meeting and addressing those needs.

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.”

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

Workforce Investment Act Adult, Youth and Dislocated Worker Service Delivery System: Montana has 37 service providers that deliver adult, dislocated worker and youth services in Montana’s two workforce areas. There are seven adult, youth and dislocated worker service providers in the Concentrated Employment Program (CEP) workforce area and 30 in the Balance of State (BOS) workforce area. Adult, youth and dislocated worker service providers are active members of the One-Stops in their area and some adult and dislocated worker providers are a One-Stop Center.

Adult and youth service providers were selected through the Request for Proposal process in June 2012. Contracts are written with the CEP and BOS service providers in each MACo (Montana Association of Counties) District. There are 12 MACo districts in Montana (refer to the chart on page 3 for the providers by workforce areas and MACo districts). In most MACo districts the Adult program funding is split between two providers, generally a private non-profit and a job service workforce center, through a single contract between the Statewide Workforce Programs and Oversight Bureau and the providers. New contracts are put in place on July 1st and run through June 30th of each program year. Dislocated Worker funding is contracted to the Job Service Operations Bureau by the Statewide Workforce Programs and Oversight Bureau and distributed to Job Service Workforce Centers across the state. Youth funding is contracted to providers in each MACo district. The majority of the service providers have traditionally been providing WI adult, youth and dislocated worker services since 2000 when Montana implement the WIA program.

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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:** 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 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. The SWIB, as a result of an intensive planning process in 2009, identified the following as key priority areas for action and committee development that have continued into PY 2012.

- ❖ **Sector Strategies:** (forest/timber, energy i.e. coal & bio mass/bio fuels, healthcare i.e. IT nursing, allied health & long term care, green), Industry Skills Panels
- ❖ **Youth Activities** –Summer Employment Program in partnership with Department of Health & Human Services, Temporary Assistance to Needy Families (TANF) July through September 2012.
- ❖ **Life Long Learning Opportunities:** Innovative Employment & Training Models i.e. I-Best Pilot, Adult Career Pathways & Credentialing

The SWIB committees include the Executive Committee, Workforce Investment Act (WIA) Committee, Life-Long Learning Committee, Sector Strategies Committee, and The Youth Council. 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: The WIA committee is the Regulatory committee that provides oversight, ensures compliance with the applicable laws and regulations governing WIA Title IIB employment and training programs and develops meaningful accountability measures and outcomes.

Lifelong Learning Committee: The Lifelong Learning Committee’s focus is on training and education models that provide the current and future workforce with lifelong learning opportunities that are also responsive and aligned with new and changing economies. Such models emphasize “earn while you learn”; lifelong learning/advancement; meeting employers needs immediately (i.e. on-the-job-training, apprenticeship, workplace-based); and using skills upgrading as a strategy to re-build declining economies.

Sector Strategies Committee: Sector Strategies work to develop deeper understanding of the interrelationships between business competitiveness and the workforce needs of the target industry, crafting workforce tailored solutions to that industry and its region.

Youth Council: The Youth Council provides 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.

ACTIVITIES OCCURRING FROM 7/1/2013 – 6/30/2014

Montana Governor Elect Steve Bullock took office January 2, 2013. January 7, 2013 the Montana State Legislature convened. In May 2013, Governor Bullock created the Main Street Montana Project. “The goal of the project was and is to create a dynamic private-public partnership to build and implement a business plan for Montana by Montanans. The plan was released in early April.

During this time the State Workforce Investment Board did not convene. Current SWIB membership expired June 30, 2013. . New appointments were made early spring 2014.

However, until new appointments were made the Board continued to serve by way of Executive Committee.

Executive Committee: (2 meetings)

- ❖ OJT Waiver: Limits on Employer Reimbursement
- ❖ Main Street Montana Project Update
- ❖ Workforce Information Grant Annual Grant
- ❖ Commissioner’s Report: Jobs for Montana National Awards, Unemployment Insurance tax rate changes, Worker’s Compensation Division’s Labor Advisory Council work to reduce comp rates, Montana award of a \$25 million TAACCCT grant, Department of Labor & Industry and Department of Administration participation in the Equal Pay Equal Work Task Force including other partners from business, labor, education, and tribal representation, impacts to Montanan’s regarding the recent Congressional budget regarding Unemployment Insurance, and a state of the economy presentation.

State Workforce Investment Board: (1 meeting)

- ❖ First meeting of newly appointed SWIB: Introduction to the State Workforce Board and the Workforce System
- ❖ Governor’s presentation and directives regarding the Main Street Montana Project
- ❖ Workforce Programs Panel: Department of Public Health and Human Services, Department of Commerce, Office of Public Instruction, and Department of Labor.

- ❖ US Department of Labor TAACCCT Grants
- ❖ Round Table Discussion and Report Out regarding: Challenges and Opportunities
- ❖ Board Planning: SWIB responsibilities and committee appointment.
- ❖ Wagner-Peyser Agricultural Outreach Plan Annual Update

Current SWIB and Staff Involvements:

- ❖ Montana Area Health Education Center/Office of Rural Health Advisory Board
- ❖ Montana Health Care Workforce Advisory Committee
- ❖ Statewide Career and Technical Education Advisory Board
- ❖ Main Street Montana Project and its Key Industry Networks (KINS)
- ❖ TAACCCT grants
- ❖ National Governor’s Association State Workforce Board Chairs meetings
- ❖ Moving Pathways Forward – Adult Basic Education Technical Assistance Award
- ❖ EverFi (financial literacy program pilot for adults)

GOVERNOR’S DISCRETIONARY (5% SET-ASIDE): No new projects were considered during this time due to the current reduction in funds to 5%.

- ❖ Montana Associations of Counties (MACO) receives annual support from Set-Aside funds to support the SWIB’s MACO representative’s attendance at the national association. Currently one MACO representative serves on the SWIB.

WAIVERS

To make the best use of resources, Montana continues to take advantage of federal waiver opportunities to seek relieve from provisions that restrict flexibility and creativity or limit efficiencies. Montana submitted waiver requests covering a broad array of workforce issues as part of the revised State Plan in 2012. The waivers are extended through June 30, 2013. The waivers were developed with the Governor’s State Workforce Investment Board. The waivers are listed below:

- Waiver to implement the common measures performance standards only for WIA Title IB Adult, Youth and Dislocated Worker Programs: Montana is currently working under an approved waiver that allows Montana to implement the nine common measures for WIA Title IB adult, youth and dislocated workers and stop reporting on the 17 performance measures (15 core and 2 customer satisfaction). WIA Staff in the Workforce Services Division continue to develop policies and provide technical assistance to adult, youth and dislocated worker service providers to ensure their understanding of the programmatic and reporting impacts of the measures. The benefit of this waiver to Montana and its providers has been the ability 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 ability to focus on only the common measures ensures a greater probability of success.
- Waive the Subsequent Eligibility Determination of Eligible Training Providers: Montana is currently working under an approved waiver to postpone the implementation of the subsequent eligibility determination process for Eligible Training Providers. The benefit of this waiver to Montana is that it allows the State to keep previously approved providers and add new providers to the ETPL thus providing customers with training option choices. The result is skilled customers entering the labor marked with increased earnings and retention.

- **Waiver to Allow A State Board to Carry Out the Roles of Local Boards for a Single State Wide Planning Area Structure:** Montana received waiver approval from USDOL in 2006 to move to a single statewide planning area structure. The goals identified in the waiver were to: (1) reduce overhead costs and increasing program dollars; (2) expand the number of One-Stops in the State; (3) redesign youth programs and target youth most at-risk; (4) strengthen the administrative oversight and accountability processes; and (5) increase training opportunities. The positive outcomes that have occurred as a result of the waiver include: maximizing the available money directed to training and services to business; promoting the role of Community Management Teams (CMTs) and including mandatory partners and many optional partners in the One-Stops and CMTs; establishing a Youth Council that is a sub-committee of the SWIB; and serving a greater percentage more participants with WIA dollars.

- **Waiver to Exempt a State from the Requirement to Provide Local Area Incentive Grants:** Montana received approval to exempt it from the requirement to provide local areas incentive grants to reward regional cooperation, local coordination of activities and exemplary performance. With the decline in WIA funds as a whole, the amount of money each provider would receive as an incentive would be insignificant, and the way the state is able to put the entire amount to more meaningful, proven use by providing technical assistance and training conferences and training on the use of the MontanaWorks computer system positively affects all WIA providers.

- **Waiver to Allow the use of Individual Training Accounts for WIA Eligible Youth:** Montana received approval in June 2011 to waive the regulatory prohibition of using Individual Training Accounts (ITAs) for Youth, with the exception of in-school and younger youth. The benefit of this waiver is the flexibility in youth program delivery and providing the youth customer a choice regarding selection of schools on the ETPL. Youth learn responsibility by making informed decisions and the waiver allows participants to choose their post-secondary educational provider and allows youth service providers to set up ITAs for youth. Success with two of the youth common measure outcomes may be enhanced by this waiver; attainment of degree/certificate and entered employment/post-secondary education.

- **Waiver to Allow a sliding scale employer reimbursement for On-the Job Training:** Montana received approval to apply a sliding scale of reimbursement to the employer of up to 90% of the wage rate and extraordinary costs defined by the law, based on the following criteria:
 - Up to 90%: Employers with 50 or fewer employees
 - Up to 75%: Employers with 51-250 employees
 - Up to 50%: Employers with more than 250 employees

Ninety Seven percent of Montana employers are considered small business. Over 71 percent of these small businesses do not have employees and most employers have fewer than 20 employees. The benefit of this waiver maximizes flexibility needed to ensure speedy implementation of formula and discretionary grants; increases business usage of the workforce system; creates additional opportunities for workers, and for unemployed and underemployed workers to speed their return to full-time employment; and reduce the length of time for a UI claim, and reduce the need for usage of other public assistance benefits. Individuals impacted by this waiver are the unemployed and underemployed workers who do not have transferable or marketable skills; individuals entering work for the first time; hard-to-serve low-income youth who are unable to compete for limited job openings; and businesses needing to hire additional workers to sustain their productivity, who do not have the resources to do so.

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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 1,015,165 people spread over 147,138 square miles. It is the 4th largest state in land area and 45th in population.

Montana continues to experience positive growth in population as indicated by an increase of about 10,024 people from 2012 to 2013, or 1%. Of the one million people living in Montana in 2013, 62.6% of the population fell within the normal working ages of 18 to 64 years old, which is similar to the national rate of 62.9%. Over the last year, Montana's economy has continued to expand. Montana's GDP grew 4.5 percent from 2012 to 2013, ranking Montana as the 13th fastest growing state. Some highlights of the past year include:

- Montana added roughly 7,880 jobs in 2013 for a growth rate of 1.7%, making Montana the 5th fastest state for employment growth in the nation. Private payroll employment, which does not include self-employed or agriculture workers, increased by approximately 6,753 jobs in 2013, growing slightly faster than total statewide employment.
- Average annual wages in Montana reached \$37,575 in 2013. From 2012 to 2013 wages grew by 1.3%, outpacing national wage growth by 0.3%. Montana ranks 5th in terms of wage growth over the last 10 years. Most of the wage growth in Montana has been driven by the private sector, with particularly strong wage growth in the eastern edge of Montana around the Bakken oil field development.
- Montana's unemployment rate averaged 5.6% in 2013, a decrease of 0.4 percentage points from 2012.

Montana has recovered all of the jobs lost during the recession. Over the past year, the Billings and south central portion of Montana added 1,877 jobs for an annual growth rate of 1.8%. The eastern portion of the state had few job losses during the recession and experienced job growth of 1.2% in 2013. Employment growth in the eastern portion of Montana has slowed from previous years, but impacts of exploration of the Bakken oil shale are still evident in the region's wages, which have grown by \$8,280 over the past five years. The southwest region, which includes the cities of Helena, Butte, Bozeman, Dillon and their surrounding counties, gained approximately 3,100 jobs in 2013, resulting in a growth rate of 2.3%. The northwest region including Ravalli, Missoula, Kalispell, and surrounding areas added 2,300 jobs in 2013, helping to lower the region's unemployment rate by approximately 0.6%. The north central region including the Great Falls/Havre/Browning area experienced a modest increase in total employment relative to the previous year. All regions of Montana are expected to continue job growth in the future, with growth rebalancing to the western, more populated, portions of the state in the long run.

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SERVICES TO VETERANS

Services to Veterans: At approximately 101,597, Montana continues to have one of the largest veteran populations per capita in the country (U.S. Census Bureau). To serve the employment needs of those who have served, Montana's Department of Labor and Industry, Workforce Services Division, coordinates Priority of Service veteran specific employment services and activities as outlined by federal Veterans Employment Training Services (VETS), Jobs for Veteran State Grant (JVSG) regulatory guidelines.

Current JVSG funding levels provide three full-time and five half-time Disabled Veteran Outreach Program Representatives (DVOP) in 8 Job Service Offices that facilitate employment needs for veterans and qualifying spouses with significant barriers to employment or a service connected disability. DVOP's use a case management approach in providing intensive services to achieve individual employment needs. JVSG funding also provides two half-time Local Veteran Employment Representatives (LVER) to work specifically with employers. An Intensive Services Coordinator works closely with VA Vocational Rehabilitation Counselors in providing services for disabled veterans undergoing vocational rehabilitation training in preparation for employment. Job Service Centers not covered by JVSG funded FTE positions have identified Employment Specialist (ES) staff to oversee employment and case management duties for qualifying veterans and spouses in addition to their regular duties. ES staff receive training equivalent to their DVOP counterparts and are a part of ongoing state veteran employment training events. For JVSG Program Year 2014, approximately 6439 services were provided to 1758 employment seeking veterans.

Veteran representatives regularly participate in meetings with local office staff, Community Management Teams, Labor Management Teams, Job Service Employer Committees, Veteran Service Provider and other community stakeholder meetings in designing and delivering services at the local level to veterans. Veteran Stand Downs and ESGR (Employer Support for the Guard and Reserve) Job Fairs are two of the most recognizable events that occur annually in communities across Montana. In Great Falls, the DVOP is a participant in the Veterans Court program. Veterans Courts are criminal court treatment programs devoted to military veteran offenders.

All Job Service Offices in Montana provide qualifying veterans (those with a dishonorable discharge do not meet federal requirements) with priority of service for employment related services. U.S. Code, title 38, Chapters 41 and 42, CFR 1001.120 (a)(b) and Montana Dept. of Labor and Industry Job Service Policy B3.60 are the source documents used in identifying priority of service eligible veterans and activities. Veteran priority of service is provided as well in Montana's Workforce Investment Act (WIA) Adult, Dislocated Worker, Displaced Homemaker and Youth Programs in accordance with state WIA policy and the Senior Community Service Employment Program.

Program Year 2014 continued to see a focus of additional effort provided to tribal, homeless, recently separated and Chapter 31 veterans. DVOP and ES staffs work with each of the 7 reservations, plan and attend Stand Down events, attend National Guard and Army Reserve mobilization and demobilization events and reconcile Vocational Rehabilitation and Employment (VR&E) Chapter 31 veteran participants on a monthly basis.

Program Year 2014 negotiated performance measures and actual reported rates through third quarter are as follows;

Disabled Veteran Employment Outreach Program	Negotiated	Actual
Veteran Entered Employment Rate	64	56
Veteran Employment Retention Rate	82	78
Veteran Annual Earnings	17,800	16,931
Disabled Veteran Entered Employment Rate	55	44
Disabled Veteran Employment Retention Rate	78	75
Disabled Veteran Annual Earnings	19,700	19,576

Local Offices	Negotiated	Actual	National
Veteran Entered Employment Rate	61	59	50
Veteran Employment Retention Rate	85	79	80
Veteran Annual Earnings	19,000	19,402	16,844
Disabled Veteran Entered Employment Rate	57	54	47
Disabled Veteran Employment Retention Rate	85	79	79
Disabled Veteran Annual Earnings	20,000	22,568	18,008

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WORKFORCE DEVELOPMENT ACTIVITIES

Incumbent Worker Training (IWT) Program serves the entire state with \$1,289,608 authorized per biennium through ESA funding. IWT is designed to increase the skills of and preserve existing jobs for Montana's Workforce, thus creating better jobs, which is a top priority of Governor Bullock and the Montana Department of Labor and Industry (DLI). An important segment of Montana's Workforce that has been overlooked for skill development is those workers who are currently employed by Montana businesses but who need to upgrade their skill level to remain competitive and productive in the work place. Equally important, Montana businesses – large and small – must have highly skilled workers in order to remain competitive in the global economy. Improving the efficiency and productivity of Montana's workers increases the ability of Montana's businesses to produce goods, serve customers, and remain competitive. Montana businesses understand that having the highest-skilled workers is increasingly important for meeting their customers' demands for products and services.

Full-time workers may receive up to \$2000 in grant funding, and part-time workers may receive up to \$1000 in grant funding. Eligible employers may train up to 20 workers per location and up to 50 workers statewide, so grant limits vary depending on each employer's situation. The business provides a 20% match for training attended within Montana, plus any amount beyond the allowable grant limit per worker. If training is attended outside of Montana, the employer provides a 20% match for the cost of training, a 50% match for travel and lodging, plus any amounts beyond the allowable grant limits. The final employer match varies depending on the training and training location.

Partnerships are numerous, vary by community, and include the business, the Montana Department of Labor and Industry's Job Service offices, the Business Expansion And Retention (BEAR) program, the Small Business Development Centers (SBDC), and the Montana Manufacturing Extension Centers (MMEC) throughout Montana.

- **BEAR** utilizes volunteer teams in communities comprised of local experts in a variety of topics such as marketing, finances, post-secondary education, and the workforce system. Each BEAR team's makeup is unique to their individual community.
- **SBDC's** The Montana Small Business Development Center (SBDC) Network is a partnership between the Montana Department of Commerce, the U.S. Small Business Administration, regional economic development organizations and the Montana higher education system.
- **MMEC** is a statewide manufacturing outreach & assistance center staffed by full-time professionals with degrees in engineering and extensive experience in manufacturing and business in a variety of industries, affiliated with Montana State University in Bozeman, Montana.

Benefits to Montana:

- **Workers** benefit because they acquire transferable skills, skills, talents, and knowledge which make them more valuable in the workplace; are positioned for advancement within the business, potentially availing entry-level positions for other workers or job seekers (career pathway); have potential increase in wages; and connect with lifelong learning.
- **Business** benefits because IWT elevates skills of Incumbent Workers; increases productivity through efficient workers and processes; increases customer base; increases ability to compete in the national and global economy; provides more flexible workforce; increases retention of employees; strengthens and grows the business; and expands the workforce.

- **Montana** and its citizens benefit because IWT develops increasingly more skilled and efficient workforce; expands the economy with an increased tax base; potentially lowers the unemployment rate; cultivates lifelong learning; and provides cost-effective, timely training (bang for the buck).

Comparing Statistics

	SFY2010	SFY2011	SFY2012	SFY2013	SFY14*
Funding Granted**	\$173,354	\$530,013	\$554,486	\$490,806	529,614
# Applications Approved	54	295	405	321	325
# Workers Trained	150	735	772	639	640
Average Cost per Employer	\$3,210	\$1,797	\$1,1367	\$1,529	1,630
Average Cost per Worker	\$1,156	\$721	\$717	\$768	828

* SFY2014 numbers are preliminary and will not be finalized until June 30, 2015 when final grants are closed out.

**Funding available to grant fluctuates depending on administrative costs. The program has not seen an increase in costs, yet administrative costs continue to rise. Efforts are being made to streamline processes and costs, thus stabilizing administrative costs.

Examples of Incumbent Worker Training include: Artesian Bread Certification; Asbestos Inspection / Remediation; Auto Body Repair Techniques; Automotive Claims Processing; Branding / Marketing; Communication Training; Computer Software including Adobe, MicroSoft and Quickbooks packages; Conflict Management; Grant Writing and Fund Raising; Human Resource Training; LEAN Manufacturing; Montessori Certification; New Management Training; Phlebotomy Certification, and many others.

Incumbent Worker Training Program Testimonials and Success Stories

- “Nova Cafe has used IWT grant funding a couple times for espresso/barista and management training. We have expanded our coffee shop into an additional space since receiving espresso/barista training and our revenues overall have grown about 10%. We just completed management and social marketing training, and have seen efficiency in service and experience for customers.” *Serena Rundberg, Nova Cafe*
- “Through IWT funding I was able to access out-of-state training I would not have been able to afford on my own. The training has increased the success rate of treating clients, providing them with a better quality of life. I am capable of working with a wide variety of issues people struggle with and am effective in meeting their needs when they seek help.” *Crystal Hitchcock, Happy Heart Counseling*
- “This program is the key reason my business has grown from a local publication to a national media platform.” *Elke Govertsen, Founder, Mamalode*
- “We have been able to do so much with the Incumbent Worker Training Program. If I was to give a number to it, I could safely say that RMR has seen an easy \$400k increase in sales with over 25% of that going directly to employee wages.” *Paul Donaldson, Owner, Rocky Mountain Rigging Productions*
- “We live in a small community, so to be able to send our agents to obtain certifications that allow them to sell a wider range of products to our clients is invaluable.” *Kristy Longfellow-Hodik, Co-Owner, Hobson Insurance*

- “With the laser training program, we were able to speed up production and repairs of fine jewelry and sell more finished ones to the wholesale trade. Shortly after the training, we have already been able to add one more employee to meet our growing sales demand for our jewelry collection.” *John Hykes, Director of National Sales and Marketing, Elichai Fine Jewelry (see photo)*



Disability Resource Coordinating Services: Helping those with barriers to employment achieve financial independence and self-sufficiency through employment. Disability Resource Coordinators (DRCs) who are located in One-Stop Job Service Centers assist individuals who have barriers to employment and employers in facilitating job placements. DRCs help in transitioning clients back into employment and economic self-sufficiency. The Disability Resource Coordinators provide referral information for additional services, technical assistance and provide training to both employers and job seekers. They also facilitate access to programs and services that support the efforts of individuals in seeking employment. Disability Resource Coordinators have been specially trained to offer additional assistance to clients and employers in areas concerning: <Physical Disabilities <Mental Disabilities <Learning Disabilities <Youth at Risk <Ex-Felons <Aging Workforce <Veterans

The DRCs offer the following services:

- < Improved access to One-Stop services through assistive technology
- < Information and assistance in workplace accommodations
- < Identifying appropriate community resources to help in removing barriers to employment and then making contact referrals
- < Educating clients and employers on ADA topics
- < One on One intensive service in navigating a job search
- < Offering information to employers on hiring and retaining employees from our target populations
- < Bringing together multiple partners who are working with one individual to foster a collaborative effort for a client’s employment
- < Provide specialized trainings and workshops for target populations
- < Act as a liaison between job seeker and potential employer
- < Provide intensive employment services that will complement other programs or services for which our target populations may be eligible
- < Inform and educate clients and employers of possible tax incentive they are eligible to utilize
- < Provide information and referrals for Social Security application and benefit questions

Disability Resource Coordinators are located in local Job Service Offices in Regions 1, 2 and 3 and are available to serve individuals with disabilities in all 56 Montana Counties.

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STATEWIDE ACTIVITIES

- *Jobs for Montana's Graduates (JMG)*



Jobs for Montana's Graduates (JMG) is typically delivered during class time to middle and high schools students across the state of Montana. JMG has an employability skills curriculum and a process to collect outcome data on the students who participate in JMG. Students of JMG have been involved with many activities across the state to demonstrate the skills that they learn during their class time. They do fundraising, community services projects; attend state and national leadership conferences.

Examples of things students have accomplished are:

Community Service Projects:

- Glasgow High School JMG class has had a number of fundraising and community service projects. These projects include the Children's Museum Fun Night, Pennies for Patients, and a root beer float fundraiser. Each of these activities allows the JMG class to work together while promoting leadership and community involvement.
- On November 25-26, 2013, the Belgrade Middle School JMG class hosted a Dodge Ball Tournament, over 420 students participated. In addition to serving as an excellent opportunity for the student body to have a great time during the school day, the tournament raised over \$180 for the Heart of the Valley Animal Shelter.
- Bridger High School's JMG students sponsored a "Pack the Place in Pink" event to support Breast Cancer Awareness Month. They sold shirts and accepted donations, with this effort they were able to bring in \$2,355.

National Leadership Conference:

- Four students attended the national leadership conference which is hosted by Jobs for America's Graduates (JAG) that has 33 states that implement the JAG model. Two of the four students from Montana were recognized in their efforts. One student placed first in the business preparations competition and another student placed second in the public speaking.

JMG

- Nine years in a row the program has been recognized for Positive Outcomes for the students who participate in JMG, by receiving the "5 of 5" awarded. The performance standards are as followed with Montana's outcomes in **RED**.
 - 90% graduate from High school (97.65%)
 - 60% working (77.13)
 - 80% working, in the military, and/or attending college (95.90%)
 - 80% in full time placement (including jobs, education/training) (93.32%)
 - 60% in full time employment and/or military (78.34%)

JMG was provided an opportunity to pilot how WIA and JMG could collaboratively support youth within the communities in the Northwestern part of the state. These were a few of the activities that occurred.

- Continually educate professionals from around the state about the benefits of collaborating and partnering to support youth, without duplicating resources and efforts. The beginning stages were done at summer training for JMG career specialist about WIA- Youth Program, another one occurred during WIA's TAT meeting with the case managers of WIA- Youth Services, and finally JMG Career Specialists were again reminded of the WIA-Youth program and the benefits available to their students that may be eligible. These trainings allowed both programs to hear how there could be a reduction in the duplication of work and how students, schools, and communities would benefit by the collaboration of the two programs.
- JMG Winter Career Specialist Training was February 5th. During this training there was an opportunity for JMG Program manager to discuss the WIA-Youth Program and the benefits the program offers students. Program manager was able to discuss the WIA Youth program to any career specialist interested in additional information.
- During Spring Monitoring in March, the JMG program manager was able to have a conversation with career specialists one on one in the Pilot Project counties to discuss the WIA program, eligibility criteria, and contact information should they have a JMG student that may be interested in the WIA Youth program.
- JMG hired an Out of School JMG program manager/ WIA case manager: This position will be responsible for implementing the Out-of School JMG program to assist those students who are in WIA and to improve their employability skills. They will also be responsible for some of the case management duties under WIA.

• *YouthBuild Helena*

YouthBuild Helena is administered by Career Training Institute in Helena, Montana. CTI received a second three-year grant in 2013. The three-year project is funded by the US Department of Labor with the Helena-Area Habitat for Humanity, Helena School District, and Montana Department of Labor Apprenticeship and Training program as key partners. In addition, many local businesses and organizations have contributed in-kind or cash to CTI for YouthBuild activities.

In its third year, YouthBuild Helena served 29 youth between 16 and 24. Of those, 75 percent were high school dropouts with the remaining students coming from the local alternative school. Students participated in educational, construction and volunteer service activities throughout the year. Because so many of the students are high school drop outs, the main emphasis of YouthBuild is to re-engage those students in education that leads to a high school equivalency or high school diploma. Academic classes are held at CTI which prepare students to take the High School Equivalency Test (HiSet). Another key part of YouthBuild is construction skills training. A construction classroom is provided by the Helena Area Habitat for Humanity at the ReStore.

In 2013-2014, students built a two-bedroom house for a Helena Area Habitat for Humanity family. Students also built five sheds of various dimensions, including one shed at the Selma Held Community

Garden. Students learned every aspect of construction, starting with safety and tool use, but also experienced in depth, hands-on instruction on foundations, framing, drywall, roofing, window/door installation, painting, flooring, trim, siding, concrete work and landscaping.



Habitat House at 43 Spencer

Throughout the year, students worked toward earning Home Builder's Institute, Pre-Apprenticeship and Montana Department of Labor and Industry Carpentry Pre-Apprenticeship certificates. Just as important as construction skills, instructors taught the importance of teamwork, conflict management, problem solving, work ethic, having a positive attitude, time management and good communication. Guest speakers provided presentations on work readiness, financial literacy, personal, mental and physical health topics. Students also attended computer classes at CTI and gained proficiency in basic computer, MS Office, keyboarding and career exploration.

A public-private partnership has been a key to the program's success. CTI has received generous donations from the Wall Foundation and Town Pump Foundation. Power Townsend and Murdoch's provided discounted tools and materials. Students were also engaged in volunteer service projects throughout the year. This included projects with Habitat for Humanity ReStore, historic Kleffner Ranch, Helena Community Gardens, JFK Park in East Helena, Helena Playable Playgrounds and Cohesion Dance Project. The volunteer labor of YouthBuild students at Kleffner Ranch was traded for the opportunity to have the YouthBuild graduation party in the historic barn.



HBI PACT Recipients

First OSHA 10 Class 2013-14

Students earn OSHA 10 and First Aid/CPR certification, and learn tool identification and proper tool use prior to building e-affordable housing for a low-income family



Brandon Pocha and Raven Fayant represented YouthBuild Helena at the YouthBuild USA Rural Conference and National Conference of Youth Leaders in Washington DC in April

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OVERSIGHT RESPONSIBILITIES

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 is conducted on the previous program year so the monitoring that took place in PY'13 was for the period of July 1, 2012 through June 30, 2013 and included a 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 PY'12 WIA monitoring and the monitoring process revealed that the service providers are doing a good job serving the participants of Montana.

TECHNICAL ASSISTANCE AND TRAINING

WIA Technical Assistance: The Statewide Workforce Programs and Oversight Bureau of the Montana Department of Labor and Industry hosted one Technical Assistance and Training (TAT) sessions in Program Year 2013. The session was held for adult, youth, and dislocated worker service providers in Great Falls, December 10 and 11, 2013. The focus of the technical assistance was on participation cycles and correctly recording services so performance is calculated correctly.

Case Manager Basic Training: The Statewide Workforce Programs and Oversight Bureau implemented case manager basic training that is held twice per year for new case managers. The new case managers come to Helena and spend a day and a half learning the basics of case management as well as the MIS system, MontanaWorks.

Quarterly GoTo Meetings: The Statewide Workforce Programs and Oversight Bureau continued to host quarterly goto meetings with all service providers. These on-line meetings give the Bureau a chance to provide Technical Assistance in a very cost effective, quick manner. The topics that are chosen each quarter come from problems identified on the quarterly reports the service providers must submit to the Bureau and from any new requirements/initiatives that happen to come along.

PROGRAM MANAGEMENT

WIA Adult, Youth and Dislocated Worker Programs: The Statewide Workforce Programs and Oversight Bureau has statewide oversight and administrative entity responsibilities for WIA adult, youth and dislocated worker programs in Montana. Responsibilities include fiscal controls, grant management, participant data collection and tracking, reporting to the U.S. Department of Labor, monitoring, service provider training, technical assistance, policy interpretation and development. WIA services are provided locally through contracts between the Bureau and service providers.

Rapid Response: 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. Through these workshops or in one-on-one appointments, the affected workers receive information about various programs that will assist them in their transition to new employment.

Trade Adjustment Assistance (TAA) is a federally funded entitlement program which offers assistance to workers who lose their jobs or whose hours of work and wages are reduced as the result of production being moved to a foreign country or increased imports from a foreign country. Workers must be included under a petition submitted to and certified by the US Department of Labor in order to access program benefits. TAA offers a variety of benefits and reemployment services to help the unemployed workers prepare for and obtain long-term, suitable employment.

The TAA program was originally established in 1974 with significant amendments made to the program in 2002, 2009, 2011 and 2014. Through the TAA program workers may be eligible for training, job search allowances, relocation allowances, and other reemployment services. Weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers following the exhaustion of Unemployment Insurance (UI) benefits. Another benefit that may be available to TAA eligible workers age 50 or older is a wage subsidy when the worker obtains new employment that pays less than their previous wage.

Local Job Service offices operate the TAA programs in Montana. TAA eligible workers are eligible for enrollment in the WIA Dislocated Worker program and may also be eligible for enrollment in a National Emergency Grant (NEG) program. Montana's standard policy is that TAA eligible workers are to be co-enrolled in other dislocated worker programs for which they qualify, although there may be some exceptions.

Montana's TAA activity continued to decline significantly in PY13 as the large numbers of impacted workers from the timber and wood products industries served in previous program years completed their reemployment plans and transitioned out of the program. In PY'13, Montana had **6** active TAA petitions representing **3** companies and covering **290** impacted workers. Montana has had no petitions filed or certified under the latest amendments to TAA – Reversion 2014 – which went into effect on January 1, 2014. Montana companies with active TAA petitions in PY13 included: Interstate Brands (Hostess), Lee Enterprises and REC Advanced Silicon Materials. Industries affected included: commercial bakeries, newspaper publishing and silicon materials production and manufacturing.

A total of **114** participants received TAA services and benefits in PY13. This included a large number of individuals certified under petitions that had expired prior to July 1, 2013; but who were still eligible to receive TAA benefits. Of those served in PY13, **40%** were older workers who opted to receive the wage subsidy benefit instead of accessing training. For TAA participants who received training and obtained employment, the predominant occupations and industries included: CDL related (including over the road and oilfield related work in North Dakota & Eastern MT); Medical related including: Registered Nurse, CNA, health records technician, medical coding/billing, respiratory therapy assistant, physical therapy aide, medical assistant and phlebotomist; welder, graphic designer, computer programmer, Information Technology specialist, business management, accounting and civil engineering technology.

The following are TAA success stories submitted by TAA Service Providers

- ◀ *John was a TAA 2009 participant from the Plum Creek closure with the plans of obtaining his Registered Nursing license through the University of Missoula. Because of the class schedule and the competitiveness of the program he was unable to complete that program within the TAA timeframe. John was then approved to modify his TAA plan for the LPN license which he completed within the TAA timeline. On his own, he was able to take on line RN classes while working as an LPN at a local hospital. John completed and passed his RN program, and is now a licensed*

Registered Nurse working at same hospital. He was given a raise to \$24.00 per hour, working full time. It was a long road for him; he worked hard, and kept in constant contact with his case manager to make sure he would meet his TAA deadlines. His training was paid through TAA and supportive service needs were funded through WIA Dislocated Worker.

◀ *Vince has five children and was not able to find suitable employment to support his family. He came to the Job Service for help. He was found eligible for several WIA programs and was co-enrolled in Adult, DLW and TAA programs. He attended the Lineman College in Idaho with TAA funding and started applying for positions as he neared the end of the training. By the time he had completed the training, he had a couple of interviews lined up. He went over to Baker, MT and met with an employer who hired him, offering him \$20.00/hr with benefits. The challenge he now faced was housing. He took his fifth wheel over and stayed in it while he searched for a permanent structure for his family. TAA relocation was able to provide help with getting to the interview and his initial costs while searching for a rental. He was able to find a house and completed his relocation within his allowed time frame. He loves his job, has his family with him and found a career that will provide for him and his family.*

TAACCCT Grant: Montana received a TAACCCT statewide consortium grant in September, 2013. The Strengthening Workforce Alignment in Montana's Manufacturing and Energy Industries (SWAMMEI) project offers TAA-eligible, veteran and other low skilled student populations an opportunity to access accelerated training anywhere in the state. Each SWAMMEI stacked credential uses a common delivery system to provide interactive, technology-enhanced and online curriculum. This approach creates significant efficiencies, wherein a single faculty facilitator can deliver online training to students across the state. Web-based curricula are reinforced with practical, hands-on-training components that students can complete in a consolidated period of time. Total Consortium Award Amount: \$24,978,329.

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. In recent years, NEG's have also been awarded to states to provide additional reemployment services to the general population of laid off workers who are long-term unemployed (27+ weeks) or have been identified as at risk of being long-term unemployed. NEG's provide the same types of services as the regular Dislocated Worker program. Grants are awarded for a two year period; however, that period can be extended in some situations. In Montana, the local Job Service offices operating in the counties specified in each awarded NEG receive grant funds to provide services to the identified worker population.

National Emergency Grants: In Program Year 2013, Montana operated two continuing NEG's. The continuing grants were the OJT (On-the-Job Training) NEG and the Dislocated Worker Training NEG. A total of 335 participants have been served through these two grants as of June 30, 2014. In late June, Montana was awarded a new grant ~ the Job Driven NEG, which started on July 1, 2014 and is scheduled to end on June 30, 2016.

- The On-The-Job Training NEG was awarded September 30, 2010 to serve the long term unemployed as a result of the recession. The \$889,009 award was used to help employers and workers by reimbursing some of the extraordinary cost to the employer to train new workers. The hire-first philosophy of on-the-job training is similar to the apprenticeship model and has been a highly successful re-employment initiative in Montana. Because of the success Montana had with

the grant, we were one of the few grantees who were awarded additional funding to continue the program. On June 29, 2012, Montana was awarded an additional \$1,256,009 to serve a total of 145 people in the program. As of the end of the grant on June 30, 2014, Montana had served 160 workers by putting them into on-the-job training positions learning new skills.

- The **Dislocated Worker Training (DWT) NEG**: This \$1.4 million grant was awarded to provide training services for up to 280 eligible dislocated workers across the state with a priority on serving three specific target populations: the long-term unemployed (27+ weeks), those at risk of being long term unemployed as determined by the Unemployment Insurance Division, and unemployed post-9/11 veterans. Grant funds can only be spent on training services by way of either on-the-job training, apprenticeships or post-secondary training programs – including distance learning. The grant was awarded the end of June 2013; and, as of June 30, 2014, Montana had served **175** workers through this grant. The grant period for this NEG ends on June 30, 2015.

Montana's State Displaced Homemaker Program: The State Displaced Homemaker program, originally established by the Montana State Legislature in 1983 and amended in 1995, provides services to Montana residents 18 years of age or older who have been in the home primarily caring for the home and family without compensation and for that reason have diminished marketable skills; and have been dependent on public assistance or on the income of a relative but are no longer supported by that income; or whose youngest child will soon become ineligible for TANF; or are unemployed or underemployed and are experiencing difficulty in obtaining suitable employment; or is a criminal offender.

State Displaced Homemaker service provider partners include programs such WIA youth and adult program providers, public assistance programs (SNAP E&T), Voc-Rehab, Volunteers of America, YouthBuild, and the WoRC program.

The program is administered by the Workforce Services Division in the Montana Department of Labor and Industry and receives \$257,772 annually. Most of the funding, \$230,370 is directly granted to six private, non-profit organizations in local communities to serve individuals. In PY'13 there were 85 participants that received services through the State Displaced Homemaker program with 86% of the participants exiting the program to employment at an average wage of \$14 per hour. State Displaced Homemaker performance measures are entered employment and wage at placement. Program operators have consistently met and exceeded expected performance.

TANF-WIA WEX Summer Youth Program: In response to the joint letter issued from the U.S. Department of Labor Employment and Training Administration and the U.S. Department of Health and Human Services, the Montana Departments of Labor and Public Health and Human Services entered into an agreement to partner in a TANF-WEX summer youth program that ran from May 26, 2014 through August 31, 2014.

The project was designed to promote job preparation in meaningful work experiences for youth. Youth enrolled in the TANF-WEX program were between the ages of 16-24, met WIA income eligibility requirements (within the low-income guidelines or receiving or a member of a family receiving public assistance) and had one or more youth barrier. The 2014 TANF-WEX summer program proved to be very successful for many youth providers, participants and worksites. There were 228 youth enrolled in the TANF-WEX youth program and placed in Work Experience.

One youth provider reported that three of the TANF-WEX youth were hired by their worksites. This provider also said that a lot of our youth this summer used the funds to purchase their own school supplies or to help support their parents and siblings. One foster youth who transitioned out of care and

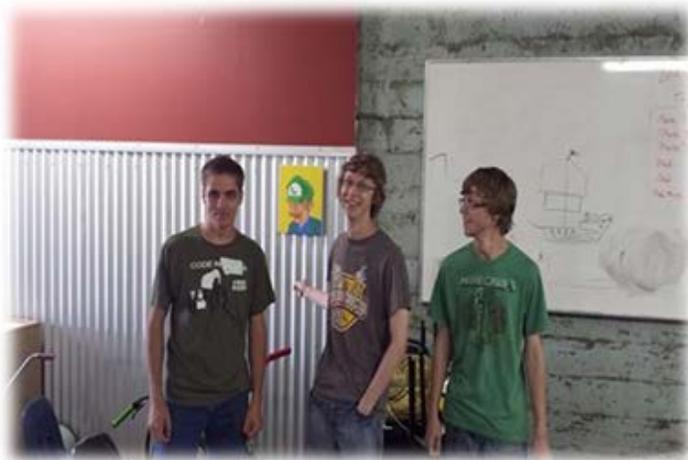
was able to get an apartment because of his job and another youth who was one of our homeless youth last year and now living in his own place was able to purchase his first vehicle. We were able to establish some new interesting work sites this summer. In Livingston we worked with a non-profit called Montana Roots. They are a year round sustainability agriculture program that uses a hydroponics system. This system uses an fish aquarium model that nourishes the food they produce. Our kids at this work site learned tons about food sustainability and alternate ways of gardening. We also worked with a work site in 4 corners called Gold Plug. Gold Plug is the only place in the world that produces magnetic oil drain plugs. They have a very unique business and our youth there learned many valuable skills. Overall the Summer program was fantastic. I feel like we provided great opportunities for many youth.

In my time at Little Bird Computers I have learned a multitude of skills and experience with various problems that could occur and how to solve them. My supervisors Lyndsey, Matt, and Erik have taught me more than I could ever dream of knowing about the business and other related things. We have built servers that are so expensive we would never see something quite like it if it weren't for them. Lyndsey has shown me how to replace a screen and just about any part on any of the "I" devices. Matt has taught me how to build the servers and good tricks for ensuring their proper functionality. Erik has shown me how they connect people through the internet and various other things. We are also currently working directly with Intel to test the computer technology that has not been released to the public. Little Bird Computers was chosen by Intel to test this technology because of the extensive knowledge and great reputation. I've had my share of mistakes though that has cost them money. They made sure I knew it was ok as long as I learned from it and try to avoid doing the actions that led to the mistake. They have made this a wonderful work experience for me.



~ Chance Bright~
Participant in 2014 Summer Work Experience
Program

A before and after shot from technician Chance today. Great job Chance!



Say hello to the new little birds!
Chance Bright, Jakob Mayberry & James
Mayberry

Oren is a recent graduate of YouthBuild-Helena. He was referred to the summer youth program at CTI by his YouthBuild Case Managers because of his lack of employment history. The YouthBuild staff believed that Oren would be a good fit for the program because of his recent accomplishments. Through his participation in YouthBuild, Oren obtained his HiSet, Pre-Apprenticeship certificate in Carpentry, and developed work readiness skills to help him be successful in the workforce. Shortly after his summer youth enrollment, Oren began working at Good Samaritan Ministries & Thrift Store. The staff at Good Samaritan were delighted to have Oren as part of their team. Oren worked as a dock worker / store clerk. He was responsible for accepting, sorting, and pricing donations. Oren enjoyed his work experience, because he was consistently finding “new treasures,” and meeting new people.



The photo is of TANF-WEX summer youth participant Mateo and his Supervisor Dale. Dale runs God’s Garden which is 100% volunteer and non-profit. All food from the garden is donated to the community. On this particular day they harvested 2,500 lbs. of food.



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FINANCIAL ANALYSIS



Montana completed its thirteenth year of the Workforce Investment Act with an overall spending rate at 88%. 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 a single planning state with no mid-administrative level; therefore local admin expenditures are quite low.

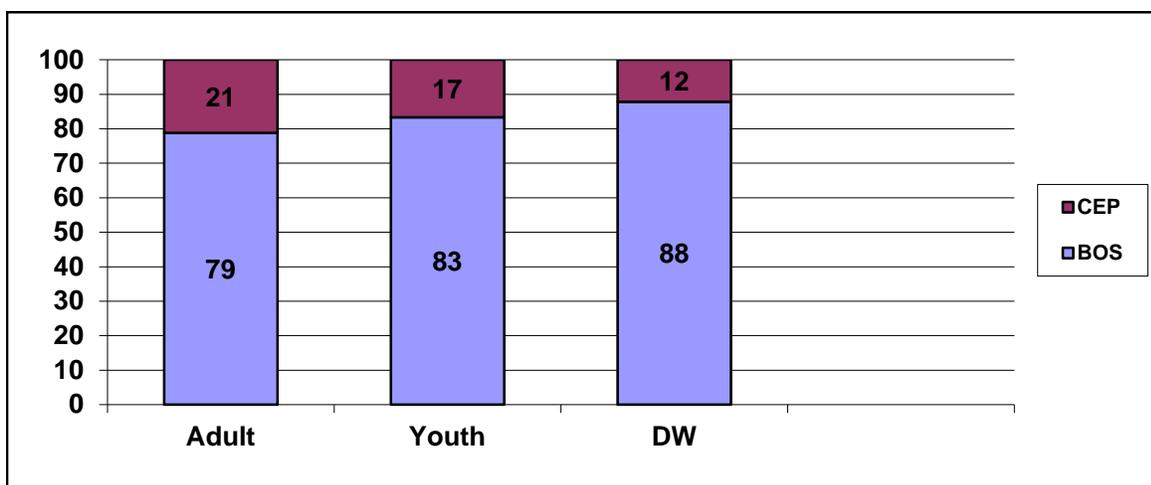
The WIA program has made a significant difference in providing participants with the training and skills needed to enter the workforce at a self-sufficient wage.

<p>WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT PROGRAM YEAR 2013 July 1, 2013 through June 30, 2014</p>
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PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 295,952.50	\$ 46,252.07	\$ 249,700.43	16%
<i>Carry-in</i>	\$ 269,209.62	\$ 269,209.62	\$ -	100%
Rapid Response	\$ 455,052.25	\$ 455,000.76	\$ 51.49	99%
<i>Carry-in</i>	\$ 56,676.51	\$ 56,676.51	\$ -	100%
Local Admin	\$ 501,177.25	\$ 167,527.08	\$ 333,650.17	33%
<i>Carry-in</i>	\$ 357,805.26	\$ 357,805.26	\$ -	100%
Local Adult	\$1,708,293.00	\$1,628,092.74	\$ 80,200.26	95%
<i>Carry-in</i>	\$ 155,641.87	\$ 140,418.65	\$ 15,223.22	90%
Local Youth	\$1,800,003.00	\$1,770,165.66	\$ 29,837.34	98%
<i>Carry-in</i>	\$ 46,016.39	\$ 45,454.75	\$ 561.64	99%
Local DW	\$1,158,572.00	\$1,116,655.34	\$ 41,916.66	96%
<i>Carry-in</i>	\$ 119,264.01	\$ 119,264.01	\$ -	100%
Total All Funds	\$5,919,050.00	\$5,183,693.65	\$ 735,356.35	88%
	\$1,004,613.66	\$ 988,828.80	\$ 15,784.86	98%

As Montana completes its thirteenth 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 2013, over **2,000** 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 \$6,100,000. 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 2013 the formula funds were directed to the BOS and CEP as follows:

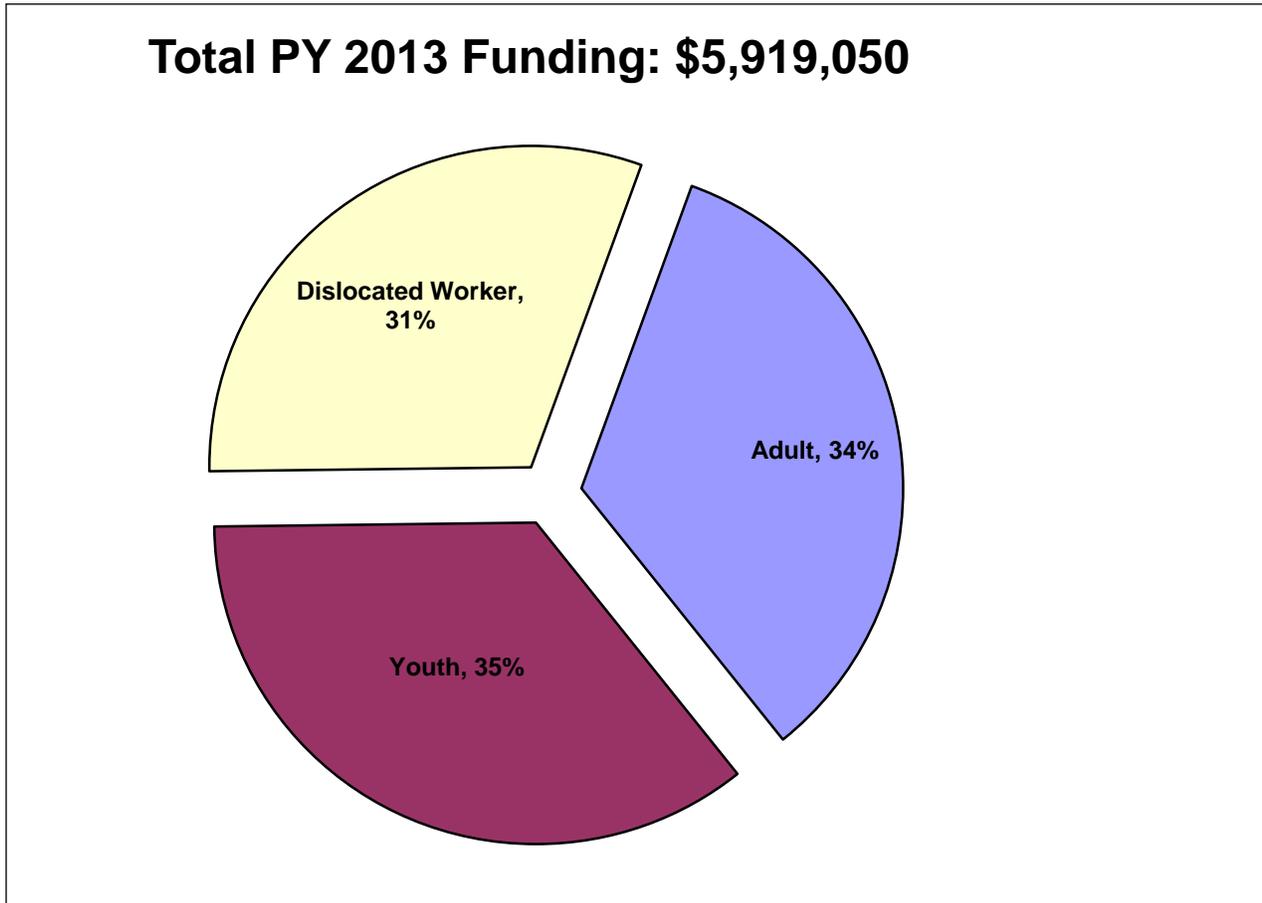


	Adult		Youth		Dislocated Worker	
BOS	79%	\$ 1,708,293	83%	\$ 1,499,402	88%	\$ 1,018,385
CEP	21%	\$ 362,158	17%	\$ 300,601	12%	\$ 140,187

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TOTAL PY'13 WIA PROGRAM FUNDING

The total funding for Montana's WIA Adult, Youth and Dislocated Worker programs for Program Year 2013 was \$5,919,050. The chart below shows the percentage of the funding for each program.

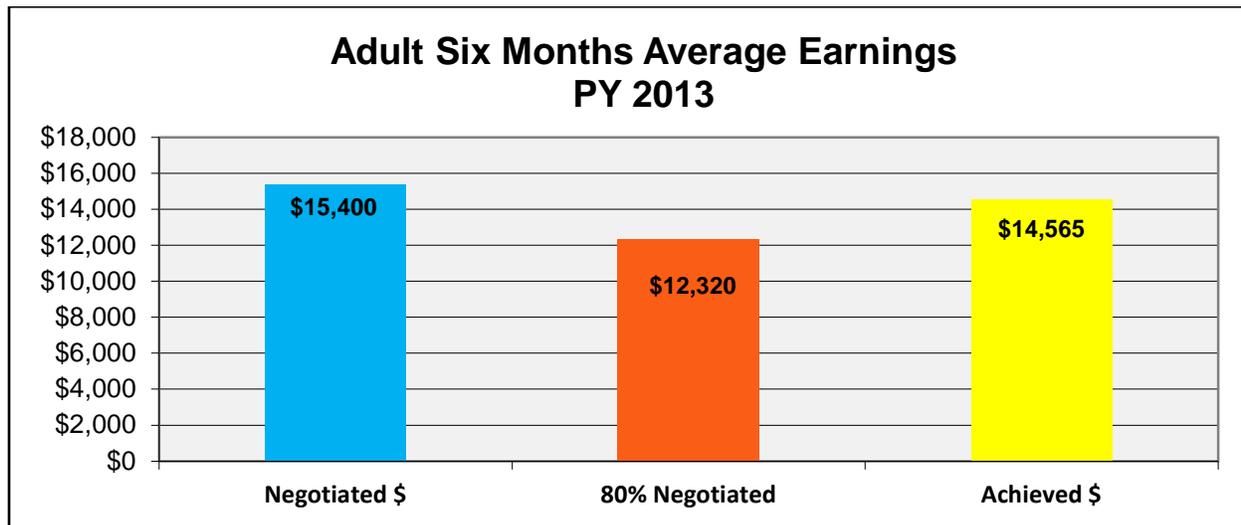
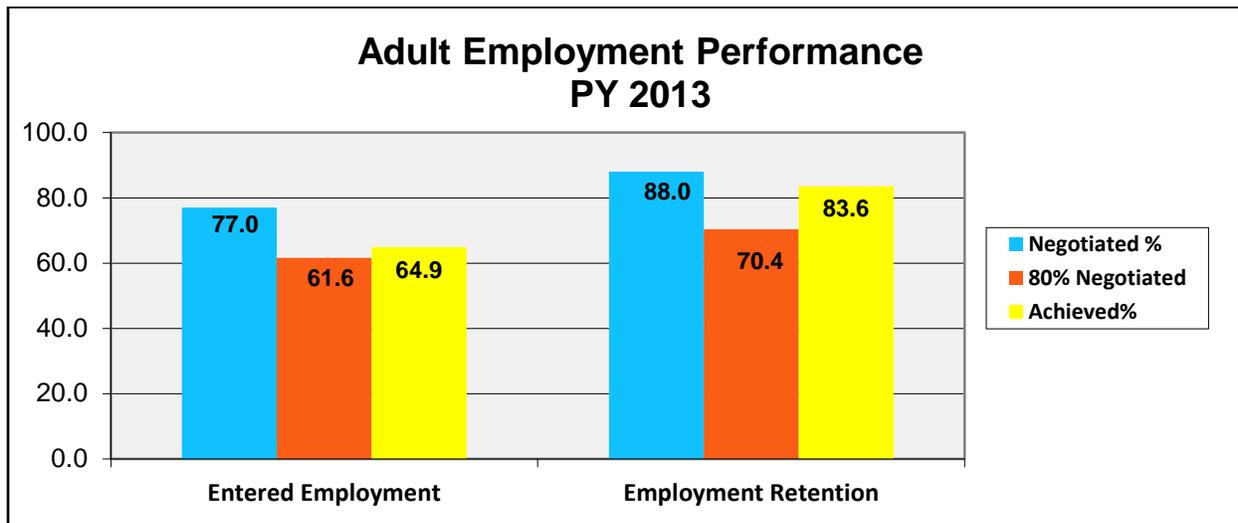


WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

MONTANA'S WIA ADULT PROGRAM

In Program Year 2013, a total of **635** adults were registered to receive intensive and training services. Training services that were generally 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 COMMON MEASURES PERFORMANCE ENTERED EMPLOYMENT/EMPLOYMENT RETENTION SIX MONTHS AVERAGE EARNINGS



NOTE: The Employment and Training Administration (ETA) negotiates performance at certain levels for each performance measure. States can pass performance by meeting 80% of the negotiated values for each measure.

ADULTS ACHIEVING SUCCESS

The following are samples of WIA Adult success stories that have been submitted by program operators from all across the state during the past program year. While the successes have been varied and many, the samples below are shared based on positive employment outcomes for some of the individuals served.

- ◀ *This was a great quarter! Many of our participants graduated this spring. 9 of the 12 people we closed passed boards and are working. Average salary \$21.21 an hour. All are doing well, and loving their jobs. This is a real victory for us because the previous year we had several of our students who didn't pass boards. A few were able to pass after a few try's but we had some that never passed and aren't doing anything with their education. This is a whole lot better time to have good news from the get go rather than having to regroup and find other options for those who didn't make it. The three that we did end up closing were students that needed to come back to MCC this fall to complete their degree. One did transfer but the other 2 did not return and therefore will not complete. The two that did not return had huge life impacting events in the spring. One person had a heart attack and the other lost her husband. These events proved tough to overcome and they didn't return and not because their financial aid piece is such a mess, if at some point they are ready to try it again, I am not sure we will be able to help them.*
- ◀ *Exited a successful graduate of the diesel program at Northern to employment with Halliburton. He moved his family to Colorado and is currently going through their training program.*
- ◀ *Of the eight participants that were exited this quarter, all eight were closed to employment. All five of the dental hygienist students we assisted were able to obtain employment. One of our participants who graduated from the Medical Assistant program was hired as a Medical Assistant. One that graduated from MSU Bozeman with a Bachelor's in Medical Technology was hired as a Clinical Lab Scientist. We had one participant that went on to obtain employment as a Customer Care Representative.*
- ◀ *MS was a non-traditional student who decided when she was in her early forties, to go to college and become a registered nurse. Originally from out of state, MS searched for a 2 – 3 year program that would provide the education needed to pass the certification for a RN. She settled in Lewistown, found an inexpensive apartment and started to accomplish her goal. She contacted HRDC after learning about the WIA Adult program. She had all her financial aid information filed and still needed some assistance with books. MS continued to work evenings and weekends at a local hospital as a certified nurse aide in order to help offset what expense she could. She walked everywhere she could to save on transportation costs and often said she dined on "Ramen Noodles". She graduated with an associate degree in nursing in May 2013 and passed her NCLEX review in August 2013. She started her new career as a registered nurse in Billings at a long term care facility. She never passed up an opportunity to let the staff know how grateful she was that HRDC and WIA were there to help her. She has been exited, earning over \$22 per hour and achieving her dream of becoming a nurse.*
- ◀ *Kerry T – a dislocated Stinger Welding employee was provided assistance with resume, cover letter and job search assistance. Kerry was co-enrolled in WIA Adult and WIA DW. Through staff assistance, he was able to successfully secure employment with a local employer working in ND. Staff was able to secure funds to provide transportation assistance for participant to take a camper to ND and he is now working with a wage of \$30 per hour. He will be relocating in the spring.*

- < Kari recently landed a position in her field as a graphic designer for the Powell Tribune! Kari worked previously for the Billings Gazette and Alpha Graphics but experienced lay-offs due to changes and downturn in the area of print media. She retooled her skill set by taking an Administrative Assistant certificate program at Montana State University Billings' Garfield Community Resource Center. We were able to coordinate a co-enrollment for Kari with the Dislocated Worker program at Job Service. Because of that partnership and Kari's newly gained administrative assistant skills, we coordinated a paid Work Experience through Job Corps. Kari took part in all phases of our employment and training program. She faithfully attended our job seeker support group, Job Club, and the YWCA coordinated and paid for two computer classes offered through Entre Technology. Job Service was able to help with some wonderful payments to help Kari relocate from Billings to Powell and get settled in a new apartment. Kari went through significant grief and hardship having been unemployed for some time. We are thrilled about her new career opportunity.
- < Betty Jean continues to seek opportunities to expand her repertoire. She is now in follow-up, having been enrolled as a WIA participant for several years during which time she completed her radiology therapy program. She excelled while dealing with major personal hurdles- finishing a very difficult course of study that included a rigorous yearlong residency program. Following this, she secured a position with Rogue Valley Medical Center in Oregon and has now retained this position through her probationary period at \$35.07/hour. I just got a call from her and she said she has a second interview for a like position here in Bozeman at Bozeman Deaconess Hospital. She never wanted to leave but did so to pursue her profession and now it looks like she'll be able to return- with a fiancée I am told!
- < Cheyanne enrolled in the program in March of this year, and has been obtaining ongoing training for computer photo editing software, as well as drawing and painting coursework to enhance her portfolio and skill set. Her goal was to be employed part-time for other businesses as a graphic designer and/or online store technician/photo editor while designing and selling her own line of design products. Her sister recently signed on a large overseas client, so she has offered Cheyanne a position managing her growing online store. Cheyanne will earn \$14 per hour and is relocating (temporarily) to California to receive in-depth, hands-on training that will exponentially increase her ability to dive into the online.
- < Christina had been terminated from her previous position and assumed she was ineligible. Staff immediately began working with participant to create a resume that minimized the gaps and short duration of her work history and promoted the Computer Technician degree she had obtained on her own through student loans. Her family was open to relocation so she applied for an entry level job in Idaho for a company that was willing to train her and offer wage increases from \$8 per hour to \$15 per hour plus commission when she completed the certifications they required. When she was determined eligible for UI, Christina was enrolled in the DWT NEG grant and enrolled in the online classes that will allow her to test and secure the needed certifications. WIA Adult and WIA DW funds were used to provide work clothing and transportation to employment until she is able to earn the higher wage and relocate.
- < DA relocated to Montana from California. Soon she was unemployed, on SNAP with a 5 year old and living in her parent's basement. She obtained her C.N.A. license with the goal to obtain her RN license. We assisted her with her employment plan, and she graduated in May from Salish Kootenai College with an Associate's degree. She took her NCLEX in July to obtain her RN license. She is continuing her education to go on to obtain her bachelor's degree in nursing. WIA was able to assist her with transportation costs related to her clinical rotations in various locations as well as the fees for the NCLEX exam and travel; the exam was scheduled out of state. She did pass her exam and is working as a Registered Nurse at a local hospital earning \$24.40 per hour.

- ◀ LP is co-enrolled in Adult and DLW. She was in our office for REA services, indicating she had work experience in Home Health Care. She was receiving unemployment benefits and SNAP. She did not know what to do, needing a job but unable to find employment. After providing intensive services including assessments, we found that training would be a great option. A high growth career that would fit her needs and interests was C.N.A., and the training was short term. We were able to get her enrolled in the next class. She was a “natural” and really liked the training. She completed the course in 4 weeks, and obtained her C.N.A. license. She is now working at local Hospital, working full time with benefits and making \$10.85/hr. She is very appreciative of the assistance that she was able to receive through WIA funds.
- ◀ Holly had been unemployed nearly a year when she enrolled for training as a manicurist. After dropping out due to financial concerns, we provided her with supportive services and a lot of cheerleading and she successfully completed her training and is working. Her training completion has not only provided her with steady work, it was also a boost to her self-esteem.
- ◀ Darby felt that obtaining a CNA license would be “life changing” for her. She was a single parent who had just come out of an unfortunate situation. She felt that completing training successfully and connecting with full time employment would be a good example to her 12 year old daughter. She completed training successfully and now has full time employment earning \$10.75 hour.
- ◀ Jozetta, single, receiving SNAP benefits and laid off from her last employment with Express Personnel temp agency was collecting UI benefits. Jozetta requested assistance with partial payment of CDL training through Sage. She was able to contribute \$2,500. We approved funding for the remaining \$2,273.50 out of WIA Adult funding. Watkins Shepard had offered her employment once training was completed and she had a scheduled date to start her 10 day orientation which paid \$40 a day. She then moved into \$.29/mile for her driving. Watkins Shepard also reimbursed her for the tuition that she contributed toward SAGE. CDL received took Jozetta immediately to Denver to work for Werner’s. Recently Jozetta commented that this was the best \$2,500 we have ever spent on anyone. She absolutely loves driving a truck. She said it is more than a job - it is a career. She wanted to thank everyone for the opportunity.
- ◀ Tyrel was in his last year of his training and needed assistance to complete his clinical rotations across the state to earn his Pharmacy Doctorate. We were able to help with the cost of lodging, transportation and meals for the duration of his clinical studies. After working at Walgreens until he could take his pharmacy licensing exam and he started work at Albertsons as the pharmacy manager in Great Falls. Tyrel now makes \$51.92 per hour.
- ◀ Jessica C. was a single mother in desperate need of employment. We were able to develop an OJT for her at a local pipe-fitting company where she successfully completed a 6-month training program to become an Office Assistant. This training included learning the company-specific software and product lines. Her wage at the beginning of the OJT was \$9/hour and she was making \$10/hour by the end of the OJT. She is continuing as an unsubsidized employee of this company and both Jessica and the employer are very happy with the outcome of the Adult-OJT.
- ◀ Gloria C. is the spouse of a deceased disabled Veteran. She was about to exhaust her UI benefits. Her only income is from SSDI. She was WIA Adult & DW eligible. She is an older worker and she was having difficulty obtaining employment. She was interested in getting her CNA license as this is a high demand occupation in the Bitterroot Valley. We were able to fund her tuition for CNA classes through the Missoula College of the University of Montana. We also provided her mileage to and from her classes as she lived in Darby, 124.2 miles round trip, creating a financial difficulty in attending classes. Gloria also had car repairs needed to have reliable transportation. She received supportive services to replace her water pump. She completed her CNA training and was hired at the Beehive, a local elder care center in Hamilton.

- ◀ *We enrolled a single mom with one child, struggling to make ends meet and keep a roof over her and her daughter's head. She lacked job skills to be competitive in higher wage jobs. She was able to access computer training through the program, and obtain on-the-job training through a partner program. This mom is now employed and being paid \$12.00 an hour. The employer has also provided some incentives to her that could bring her wages up as high as \$17.00. This is the highest wage this baby boomer has ever earned in her entire workforce career.*
- ◀ *During the quarter a participant who was working part time prior to completing his selected training program (Boiler Operator is now working two jobs (one full time, one part time). His part time position is paying him a wage of \$21.50 per hour and he is gaining excellent hands on boiler operation experience. He will be eligible for full benefits sometime in March, 2014.*
- ◀ *A married father of four who had been unemployed for approximately a year, was able to complete a work experience funded through a partner program has obtain full-time work at the City of Helena for \$19.24 an hour. This individual's wife is also unemployed, so the sole support of the family at this time comes from his successful attainment of employment. While in his work at the City, he created a plan for mapping city sidewalks to determine compliance with federal ADA standards. This plan has been recognized statewide and is being implemented in other states. He has grown to be a huge asset to the work of the engineering department at the City of Helena.*
- ◀ *Caron was referred to our office by a local mental health agency and was in need of a funding to assist with a CNA challenge test. She was also in need of a G.E.D., and was referred to Adult Basic Education for tutoring assistance. We provided funding for the test and Caron was hired shortly thereafter at a local nursing home. We were also able to purchase two sets of scrubs for her to start work. She is now employed full time and working toward obtaining her G.E.D.*
- ◀ *Ken R – A Veteran who was categorically eligible under WIA Adult and WIA Dislocated Worker after the large reduction of force at the Troy Mine. Ken was provided Rapid Response services and staff immediately provided resume and job search assistance. Ken received transportation assistance for an out-of-area job search. He successfully secured employment at another mine near Billings making \$24 plus per hour. Co-enrollment allowed for relocation assistance to help Ken secure an apartment so that he could more easily transition into full time employment. His family will follow when school is out of session.*
- ◀ *Christina W – A categorically eligible Adult participant and WIA Dislocated worker was assisted by staff in securing a local OJT contract. She had limited marketable skills, including a lack of basic office skills and soft skills. She is thriving under the guidance of her employer working full time in a Property Management office. After she completes her probationary period she will be earning \$10 per hour. WIA funds have assisted with work related clothing and she is co-enrolled in the NEG OJT grant.*
- ◀ *Theresa E – Was living in a tent in the yard of a condemned house in Eureka that was scheduled for demolition. She rented a shed on the property where she stored her possessions. She had moved to Eureka to take a job but was laid off after only a short time. She came into the office for guidance. Staff helped her file for unemployment insurance and assisted with contacting Community Action Partnership for additional services. She packed up her tent and came to Libby for additional assistance and internet access for job searching. She had an immediate need to find housing before winter hit. She was selected for an interview with the Sugar Factory in Sidney that advertised housing available for workers. WIA funds assisted her with travel to the interview and she was hired. The man camp that the company was counting on did not arrive as expected so WIA funds assisted to relocate her belongings into temporary lodging. She is currently making \$15.10 per hour and working full time*

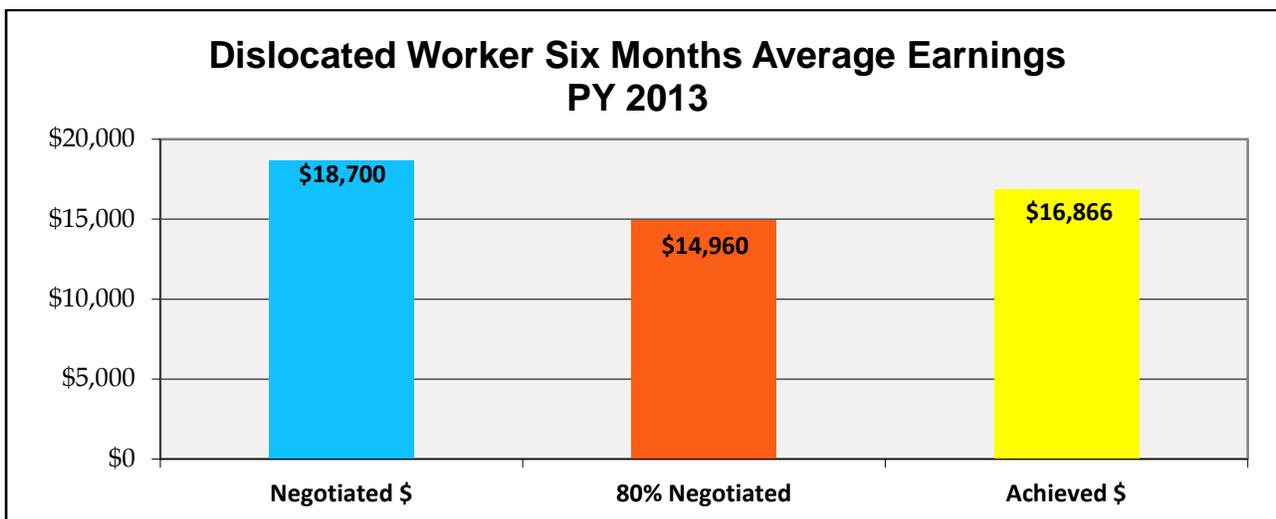
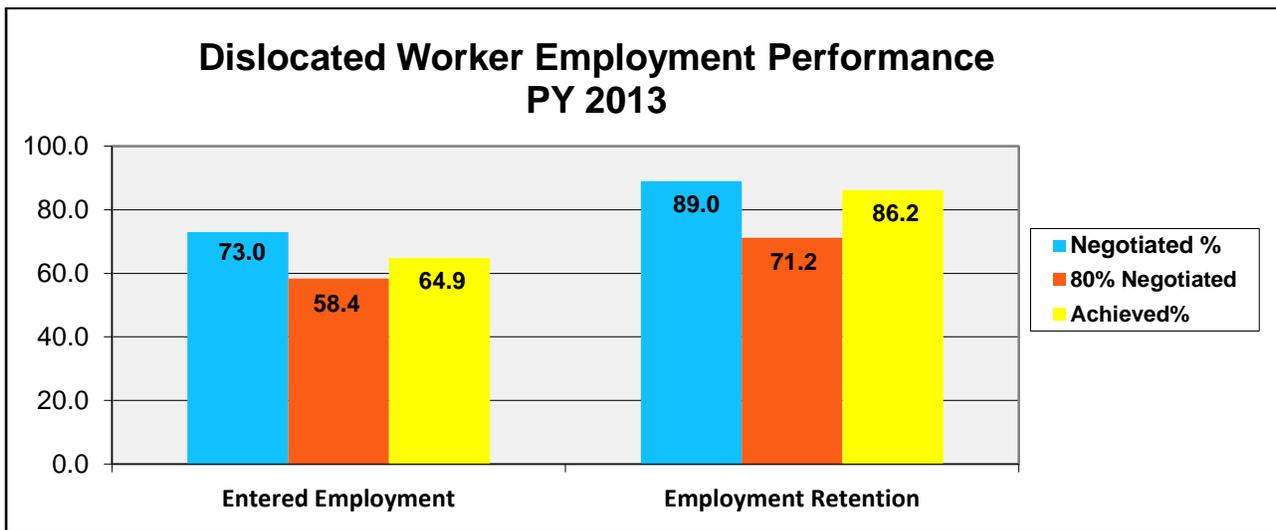
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MONTANA'S WIA DISLOCATED WORKER PROGRAM

Achieving Re-employment for Montanans

In Program Year 2013, a total of **747** dislocated workers were served in the formula funded WIA 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.

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



NOTE: The Employment and Training Administration (ETA) negotiates performance at certain levels for each performance measure. States can pass performance by meeting 80% of the negotiated values for each measure.

DISLOCATED WORKERS ACHIEVING SUCCESS

- ◀ *Bozeman – Jake M. - A veteran and single dad was working through his mechanical engineering degree and we were able to help him with some housing costs to boost him through graduation. He is now working for a petroleum outfit in Billings making in excess of \$60,000/year. He has purchased a home and reports that besides applying his engineering skills that he's growing quite a garden on the side.*
- ◀ *Hamilton- Cliff M. is a veteran who was laid off from a local ranch where he was working as a guide and wrangler. He had been unable to find suitable employment, from a wage standpoint, since moving to Montana from Alaska in 2007 where he had worked as a firefighter/paramedic. Cliff received his CDL training in December 2013 using DWT NEG funds and he was offered a great job with a trucking company out of Washington State. This employment however was conditional upon him receiving TWIC clearance which would enable him to drive into and out of ports. The certification was out of state and we were able to use DW funds to reimburse his mileage costs. He received the required certification and is now successfully working full-time for this company.*
- ◀ *Hamilton - Racquel N. had been unemployed since December of 2012 after she was laid off from her job as a Personal Care Attendant. She came in to our office in desperate need of work since her unemployment benefits were running out and she was very eager for the chance to get back on her feet. Because of her Dislocated Worker status and the fact that she had been unemployed for 27+ weeks, her CNA tuition at Bitterroot College was funded by the DWT NEG with the supportive services she needed paid for with WIA Dislocated Worker program funds. Even before her training was completed, she was offered a full-time job as a PCA/CNA at a local nursing home and because of her professional background and good reputation, the employer paid her the CNA wage even though she was not yet able to perform all of the duties of a CNA. She is very happy in her job, has found much-needed financial stability and is indeed a success story!*
- ◀ *Helena - Daniel had been employed as a medical equipment salesperson and was laid off. He was referred to programs through Worker Profiling. His heart was really in sales related positions for which he had been applying for in cities all over the state. Daniel's concern was that he didn't have the funding to travel to out of town interviews. He was enrolled in the Dislocated Worker program and we were able to provide supportive service to purchase fuel to travel to his interviews. He successfully obtained employment in the software sales field. He stated that he really likes his new job.*
- ◀ *Kalispell - William B. is a veteran who was unable to connect with employment after his layoff. He needed to stay local to be able to take care of his aging parents. He found local trucking companies who would be willing to hire him if he obtained his CDL. He completed training successfully and is now working for a local company earning \$13.00.*
- ◀ *Christopher M. completed CDL training and is employed with a company locally earning \$25.00 an hour!*
- ◀ *Libby - Gary B. was an unemployed dislocated worker from Stinger Welding. He had been unable to find employment and requested assistance in welding training. We assisted with the training in Spokane and he successfully received his welding certifications. He recently became employed with a company in Spokane as a welder/cutter making \$13.00 per hour and has relocated to that area.*
- ◀ *Libby – Buddy S. was a dislocated worker from the Troy Mine. He requested and received assistance with out of area job search and supportive services (i.e. assistance with utility bill and rent). This quarter Buddy started working at TriCon Timber as a Millwright making \$15.00 per hour.*

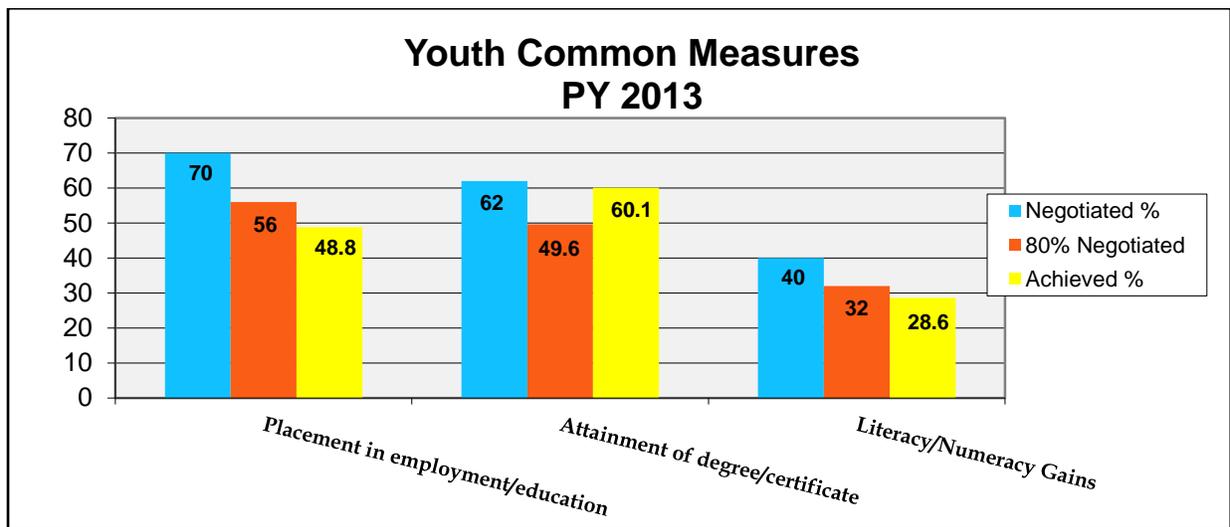
- ◀ *Livingston – A participant was enrolled in Dislocated Worker and the DWT NEG. He was laid off from an airline company after over 13 years of employment. He wanted to attend AMD Wildland Firefighting/Basic External Load training so that he could fight fires piloting a helicopter. The DWT NEG grant paid the cost of the training and the Dislocated Worker program paid for a specialized flight helmet. The participant had several job offers and was set to start one of the jobs which was based out-of-state, meaning he would have to commute. Before he started that job, he was offered a job through a company where his base was out of Montana. His base salary started at \$65,500/year.*
- ◀ *Miles City – “Bud” was laid off from his job as a courier driver, a job which did not require a CDL. He was searching for another position and was told on numerous occasions that if he had a CDL, he would be marketable in this labor market area. He was enrolled in the Dislocated Worker program and is currently finishing up CDL training through Miles Community College, a training developed as a result of the SWAMMEI grant funding they received. “Bud’s” instructor reports that he is doing a great job.*
- ◀ *Missoula - Susan was laid off from MT CDC in February 2013. She attended Word, Excel, Outlook and QuickBooks training at Watercolor Computer Training Center. She received her certificates in April 2013 and in August 2013 she obtained employment with a bank in Spokane, WA. She is the Senior Credit Analyst and making \$35.00 per hour. The following is a quote from Susan: “The classes were great! They added very important skills to my resume and I believe were instrumental in landing me this job and I am sure will help me in the future.*
- ◀ *Missoula – J. J. was laid off from Roseburg Forest Products on 9/20/11. He was enrolled into the WIA Dislocated Worker program the next month. J. J. is a Veteran and received a Montana Honorable Discharge tuition fee waiver for Missoula College. We assisted him with fees and book costs. He graduated December 2013 with High Honors and a 4.0 GPA and received his Associates of Applied Science degree in Information Technology with a Certificate of Computer Support Specialist. He was able to do his required Internship with a company as a Data Analyst of health care information. He was asked to continue working for this company until graduation and then was hired full time permanently. J. J. is very grateful for the assistance this program gave him.*
- ◀ *Missoula – Aimee is a single mother and she was laid off from HUB International in the spring of 2013. She was eligible as a dislocated worker for an on-the-job training for insurance sales with Attorney’s Liability Protection Services (ALPS). Aimee worked very hard and has been a great fit for ALPS and their culture. She completed her OJT in March and now makes \$19.92 per hour.*
- ◀ *Thompson Falls – Steven was enrolled in WIA Dislocated Worker program and had completed his CDL training with Sage Truck Driving School in April 2014. He was able to secure a 3 month temporary part-time truck driving position with Bonnie Plants located in Plains to obtain driving experience. Staff assisted Steven with several job opportunities and in June 2014 he secured a permanent year-round, full time delivery driver position with Northern Energy Propane Company in Plains, MT. He will not have to relocate his family as anticipated and his commute to work will only be 10 miles versus the 56 miles one way he had been commuting for his previous employer.*

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MONTANA'S WIA YOUTH PROGRAM

In Program Year 2013, a total of **544** youth enrolled in the WIA youth program. There are ten youth service providers in Montana that provided WIA services to Montana's youth. Nine 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



NOTE: The Employment and Training Administration (ETA) negotiates performance at certain levels for each performance measure. States can pass performance by meeting 80% of the negotiated values for each measure.

YOUTH ACHIEVING SUCCESS

- ◀ Jon was a 17 year old high school student who was struggling with many issues including staying in school. He was placed in a paid WEX and did a great job. That employer hired him at the end of his WEX. He is now a senior in high school, doing better academically and is on track to graduate in the spring of 2014.
- ◀ Sara received a two year scholarship and acceptance into Salish-Kootenai College in Pablo, Montana. She is planning on attending college for Life Sciences and plans on applying for more scholarships so that she can attend college for a full four years.
- ◀ Kerry entered the WIA Youth Employment program at 17 years of age, attending high school. Her world fell apart when her Grandmother, and primary care giver, passed away. She subsequently dropped out of school, became involved in destructive behavior, and making poor choices. Throughout she was responsible and reliable in attending and exhibiting good work skills at several WEXs. She turned the corner after having a daughter and, though it took time, she was able to gain independence, earned her GED, found permanent housing, gained unsubsidized employment (at a recent 6 month evaluation she received a \$2.00/hr raise) and is active in maintaining a healthy environment for her and her daughter.
- ◀ We had a participant leave the area to attend the Criminal Justice Program at Haskell Indian Nations University.
- ◀ One of our participants was hired full time at the Boys and Girls Club in Lame Deer and is also considering college the spring semester.
- ◀ A Miles City participant was just accepted into the Radiology Program at Miles City College, where she has been a student.
- ◀ We helped a young lady go to tech school. She passed all her testing and has now started working to build up her clientele. She is enjoying what she is doing and her outlook is so very positive.
- ◀ At the time of her enrollment JS was a school dropout and had never had any work experience. During her participation she gained work skills through a WEX. She worked for Voldseth Livestock and Western Sky Knits. Job duties included learning childcare for youth; and various yarn working methods such as dying and drying yarn as well as the supply and demand and prepping a work area for this type of work. The youth completed her WEX training in August 2013. The youth went on to successfully complete her GED classes, received her diploma and is now attending college at Montana State University majoring in Civil Engineering and wants to ultimately work on the development of bio-based liquid fuel. She is currently taking 17 credits this semester. When her studies allow her time for work she works with disabled youth through Family Outreach in unsubsidized employment. In summary Janis was able to attain her diploma, gain work skills, secure unsubsidized work and transition into college with the help of the Youth WIA program.
- ◀ A young man who was enrolled in Youth Build for one session was unable to meet the requirements of that program and did not complete his high school equivalency diploma during his enrollment there. After leaving Youth Build, he was enrolled in our youth program as an out of school youth. He was having some legal and substance use problems. He had also suffered a traumatic brain injury a few years previous to his enrollment. Through our support and connections, he was able to receive substance abuse treatment and in December he received his high school equivalency diploma. Although he is still looking for work, he has been able to get his life together with our help. The young man is currently working part time at a group home in town and is expected to move up to a full time position at the end of the month.
- ◀ One of our participants completed his certificate program through MSU-Northern and obtained a job in Bozeman. During his time with us (about 1 year) we were able to support his education through assistance buying tools needed for his Associate's program in Electrical technology. We were able to help him with relocation expenses when he moved to Bozeman.

- ◀ We recently enrolled a young man who had been struggling to obtain his HSE for a little over a year. He had a poor work history and had been out of school for several years. He was referred to the program through the HSE preparation classroom at Aaniih Nakota College as well as a previous WEX site supervisor. We were able to assist this young man with a WEX site to help him learn some job skills and also pay for his final test to obtain his HSE. He now has his HSE and continues to work at a WEX site.
- ◀ Shelby enrolled in the ARRA youth program when she was fourteen. She displayed a remarkable work ethic from the beginning of her work experience. She transitioned to the WIA Youth program and continued to work with case managers during her high school years. She participated in various extra-curricular activities while maintaining an excellent GPA in school. Shelby has always had a great interest in working with children, but also thought she might be interested in the field of medicine. Shelby participated in a work experience every summer during her high school years. She graduated with honors from her high school, earning the position of salutatorian. She was exited from the Youth program in October 2013 and attended MSU Bozeman focusing on elementary education and music.
- ◀ K is a youth who came to the program in hopes of getting her unpaid internship paid. She had a strong interest in photography and approached a well-known photographer in the community about working with them for minimal hours. Mainly she wanted to know what it was like to work as a self-made photographer, so she was job shadowing for free. She heard about our program and decided to apply so she could get paid for the work she was doing for them. K was also new to the school system. She was home schooled her whole life and was having a difficult time adjusting socially. She needed the extra encouragement to continue and finish. K started track and that helped her a lot. She was very engaged in track and was responsible enough to weave that in with her employment. Keya graduated High School in June of 2013 and applied for college in Missoula. She got in and she went to go experience dorm life and first time independence. K would spend her free time traveling home to not only visit family but work for the photography company in unsubsidized employment. They loved her desire to learn and grow so they decided to hire her starting at 10 dollars an hour. Now K has transferred to MSU Bozeman where she attends classes full time as a Photography Major. She lives at home with her family and works PT with Stanley Photography. K was a self-starter who needed the right guidance, and the support of people who believed in her.
- ◀ D was enrolled as in-school youth while attending the Project for Alternative Learning in October of 2011. She was unemployed and basic skill deficient at enrollment. In December of 2011, she increased her reading TABE scores to 609. Then in December of 2013, she increased her Math TABE score to 573. Several months after enrollment JD's family relocated to Boulder so she withdrew from school. This caused transportation issues for JD. Her driver's license was suspended; therefore she had to rely on others to commute to Helena. JD found maintaining employment and receiving GED tutoring difficult due to lack of transportation. WIA was able to assist with gas vouchers to enable her to travel to Helena to receive tutoring. In January 2014, JD passed the GED exam and earned a credential. JD gained employment at Ross in June of 2014. JD is working part-time. She plans to start college spring semester 2015 to study nursing. One male participant finally completed his GED/HISET after six years of study interrupted by illness.
- ◀ We had a female participant graduate high school with a 3.5 GPA after overcoming many personal obstacles, set-backs and failures. She intends to go on to college.

- ◀ *Youth Case Managers have maintained close contact with E. S. throughout her participation in Jobs for Montana's Graduates and were successful in recruiting her to the WIA Youth Program. Once enrolled in the WIA Youth Program, she received work experience, supportive services, case management, leadership development, adult mentoring in combination with many activities through JMG. This young woman has done well; she has influenced her mom and brother to overcome obstacles as well. She tried college for a semester and realized she was not focused enough to prepare for classes. She wanted to find unsubsidized employment where she could have access to training and advancement opportunities. She landed a job at Maurice's where she excelled and was well liked by customers and management. Although she was advanced financially throughout her employment, she was overlooked twice for management positions. She recently applied, interviewed and accepted a position at Wells Fargo. She is earning more money and has benefits.*
- ◀ *Mariah came into the WIA Youth program as a referral from the TANF WoRC program. She was a 17 year old youth in a household receiving both SNAP and TANF benefits. She was enrolled at Laser Alternative School and had no previous work history. Through her enrollment in the WIA Youth program she had completed a TANF Summer Youth work experience through Off the Leash; a dog wash, training, and daycare facility for dogs. Both Mariah and her supervisor were so excited about the opportunity for Mariah to be learning new skills, including website design; they wanted to continue with the WEX training. She was then able to complete an additional 6 month work experience, working after school and on weekends for the same employer. Once the WEX had completed, she continued to work and volunteer her time with him, as well as pick up some odd jobs training and watching after pets. Through her enrollment in the WIA Youth program participant has continued to work toward her High School Equivalency, and although she had some set back, she was able to graduate this year, receive her diploma, and is now working two full-time jobs. She stated she is looking at getting out on her own in the near future and wants to continue to research potential post-secondary training, but will put that off for a little bit.*
- ◀ *Mandie came to the WIA program as a single mother of one child, receiving SNAP and TANF benefits with no verifiable work experience. Through the WIA Youth program Mandie was placed in a work experience training program through Families In Partnership as an administrative assistant. Mandie completed two months of work experience through the WIA Youth program and six months in the TANF SEP program. After completion of her WEX training she was hired by Families in Partnership, working 26 hours per week. While participating in WEX training Mandie also began attending FVCC Lincoln County to get some general education credits out of the way. She has continued to work diligently through the last year and is on pace to get her associates degree within the next year. Upon completion of her Associates Degree, she has expressed interest in transferring and pursuing her Baccalaureate Degree. She has continued with the training through FVCC and should be getting her Associates Degree in the next year.*



Megan Mountain is completing an HRDC work program at Sweetwater Retirement home. Here she helps residents with a project.

Ready to start

Youth Employment and Training Program Helps Participants Learn About the Working World

When Megan Mountain considered working at Sweetwater Retirement Community, she recalled living with her grandmother while growing up. “When they asked me if I liked working with older people, I said I did,” said Mountain, 17. “They said this would be a good fit for me.”

Mountain started working at Sweetwater through the Youth Employment and Training Program administered by the Human Resources Development Council. The program, funded with a grant from federal workforce training money, provides education, training and on-the-job experience for young people who face barriers to employment.

On a recent sunny fall afternoon, Mountain and Betty Jean Long were busy preparing special cards for the afternoon bingo tournament at Sweetwater. Long, who is life enrichment coordinator for Sweetwater Retirement Community, said Mountain helps out in a variety of ways, such as calling out numbers when residents play bingo.

Long said Mountain and other HRDC workers have been invaluable as she works to keep Sweetwater’s residents occupied with activities. Many participants in the HRDC program eventually go to work at the retirement home, she said. Mountain said she works at Sweetwater for about 10 hours per week. When she’s not at work, Mountain is studying to take her GED exam, and is aiming to complete that process by the end of the year. After that, she plans to look into becoming a certified nursing assistant.

Cory Perzinski, program coordinator for HRDC, described the employment program as “a win-win for everybody.” The program introduces many participants to their first work experience.

In addition, they also receive training on work-related skills such as how to fill out a job application and interviewing skills. “We offer education incentives,” Perzinski said. “Number one, they have to be working toward a GED or be in high school.” Even if program participants have already graduated from high school or have received a GED, they are tested to make sure they have achieved at least a ninth-grade proficiency in reading and math. If their academic skills fall short, they’re directed into remedial courses, Perzinski said.

Students also attend life skills classes, where they learn about budgeting, opening a bank account and other skills that help them make the transition to adulthood, Perzinski said.

Employers are expected to provide on-the-job training and supervision for the young workers. Workers earn \$8.50 per hour, and their wages are paid by HRDC. The program also pays for workers’ compensation insurance and payroll taxes. For certain jobs, clothing and tools are also provided. Perzinski said barriers to employment include students who are pregnant or parenting, school dropouts, offenders and those with a disability. The Big Horn County Library in Hardin has been using young workers participating in the Youth

Employment and Training Program for at least 15 years, library director Eric Halverson said. As part of the hiring process, library officials interview participants to make sure they have a genuine interest in working at the library, Halverson said. “For those who don’t want to work here, we encourage them to find a different spot that’s more in tune with their lives.”

Based on experience, the students who have been most successful working at the library began working there at age 14 and kept at it through their high school years, Halverson said. “We have 28 to 30 people doing all kinds of things, and they’re being trusted to learn how to handle and operate some expensive equipment,” Halverson said. “Libraries have some fairly sophisticated systems.”

Scott Berens, owner of Earth First Aid Curbside Recycling, said participants in the program range from eager kids who are willing to learn, to a few who have never been exposed to work. “They ride along with our drivers and give them a hand on their routes, and we bring them to the shop to process material. We show a few of them how to use a broom and a shovel,” Berens said. “It’s a great program because it puts kids into a work environment,” Berens said. “Not only do we teach them how to work, a lot of times it’s being a mentor for them. Some of these kids don’t come from the best background.”

By Tom Howard of the Gazette Staff - Inserted into the WIA Annual Plan with permission from the Billings HRDC.

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WIA SERVICES PROVIDED TO ADULT AND DISLOCATED WORKERS

INTENSIVE AND TRAINING SERVICES

July 1, 2013 to June 30, 2014

	ADULT	DISLOCATED WORKER
ENROLLED	* 510	* 537
INTENSIVE SERVICES		
Case Management	510	537
Counseling and Career Planning	121	114
Individual Employment Plan Development	510	537
Short Term Pre-Vocational	37	20
Temporary Gap In Services	17	10
Job Search	135	120
Out of Area Job Search	13	27
EMPLOYMENT RELATED EDUCATION		
ABE/Literacy Combined with Training	0	0
Combined Workforce Training with Related Instruction	0	0
Entrepreneurial Training	0	0
Occupational Skills Training	241	258
Training-Related Fees/Materials/Supplies	154	112
Skills Upgrade & Retraining	20	27
WORKSITE LEARNING		
Apprenticeship	20	0
Customized Training	0	0
On -the-Job Training	26	85
Work Experience	11	1

WIA SERVICES PROVIDED TO YOUTH

July 1, 2013 to June 30, 2014

ENROLLED	* 433
YOUTH SERVICES	
Case Management	433
Individual Service Strategy Development	433
Tutoring, Study Skills, & Instruction Leading to Completion	10
Alternative Secondary School Services	10
Summer Employment Opportunities	2
Paid & Unpaid Work Experiences Including Internships and Job Shadowing	114
Occupational Skills Training	2
Leadership Development Opportunities	17
Supportive Services	56
Adult Mentoring During Participation & Subsequent Period	417
Follow-up services	126
Comprehensive Guidance and Counseling	15
Training-Related Fees/Materials/Supplies	6
Youth Stipends	5
Youth Incentives	123

* This information was pulled directly from MontanaWorks and may reflect some discrepancies from other total enrollment numbers in this report.

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EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES

Program Year 2013 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 is conducted on the previous program year's activities and starts after July 1st of the new program year so the first monitoring of PY'13 will be in August 2014. 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 2012. Staff visited all WIA service providers, including Job Service offices; Human Resource Development Councils; and nonprofit human service agencies. Staff reviewed 817 Data Validation files for the Adult, Dislocated Worker, and Youth programs. Data validation for PY 2013 will start in October 2014.
 - 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.

Summary of Evaluation:

Through the various evaluations that were done during PY13, the State was able to identify some problems and solutions:

- WIA Data Validation was instrumental in finding out that Montana was not reporting the WIA Adult number correctly. The reports were pulling in all Adults who were served in our system instead of just the number who were actually enrolled in the WIA Adult program. This problem has been fixed in the reporting system.

- WIA Data Validation and WIA Monitoring were also instrumental in helping the State zero in on how we are applying the Common Exit policy. Through these exercises, we were able to identify problems case managers were having with recording correct service dates. Training was developed and provided to all case managers during the Fall 2013 technical assistance session.
- WIA Monitoring – By visiting each service provider, we were able to share best practices that we found in a particular office. For example, the Bitterroot Job Service office does an outstanding job at recruitment of the Long Term Unemployed. They have developed a simple application that they keep at the front desk of the office and have people who are coming into the office to look for work complete an application. This is reviewed by staff to determine if the person could possibly be eligible for the WIA programs. This has identified many people who are classified as long –term unemployed and are then eligible for the three National Emergency Grants the state operated during the year.

A report of the evaluations that were done during the program year is presented to the State Workforce Investment Board at the meeting at the end of the calendar year. The next full State Workforce Investment Board meeting is scheduled for December 2, 2014 and the report will be delivered at that time.

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WIA PARTICIPANT INFORMATION, PROGRAM YEAR 2013

DEMOGRAPHICS, CHARTS AND GRAPHS

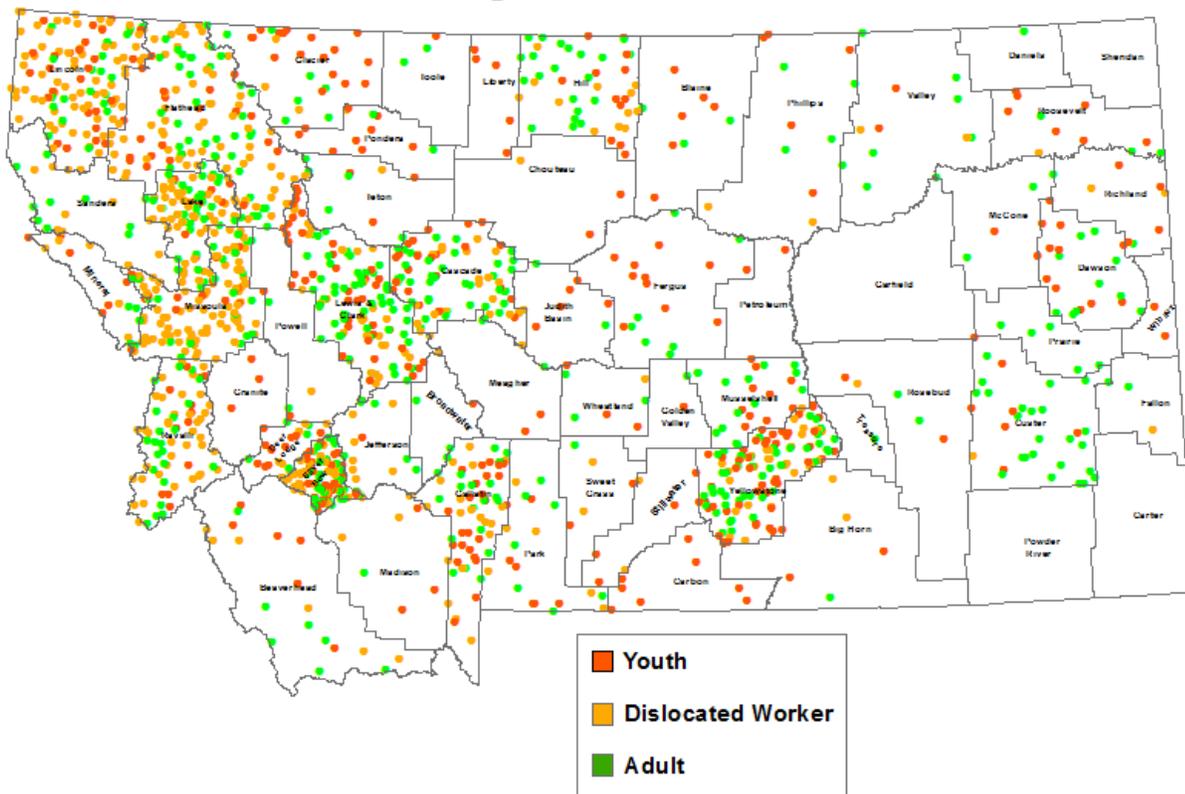
WIA Participant Information, Program Year 2013

The WIA program served 1,926 participants who received staff-assisted services during Program Year (PY) 2013. This program year covered the time period July 1, 2013 through June 30, 2014.

Data for this study was extracted primarily from Montana's PY 2013 annual WIASRD file, submitted in September 2014. MontanaWorks was used as a source for some of the data, as well as labor market information showing unemployment data by county.

The following maps show distribution of WIA participants in each county. Most WIA participants are concentrated in urban counties, although almost all counties served participants in either the WIA Adult, WIA Dislocated Worker, or WIA Youth programs.

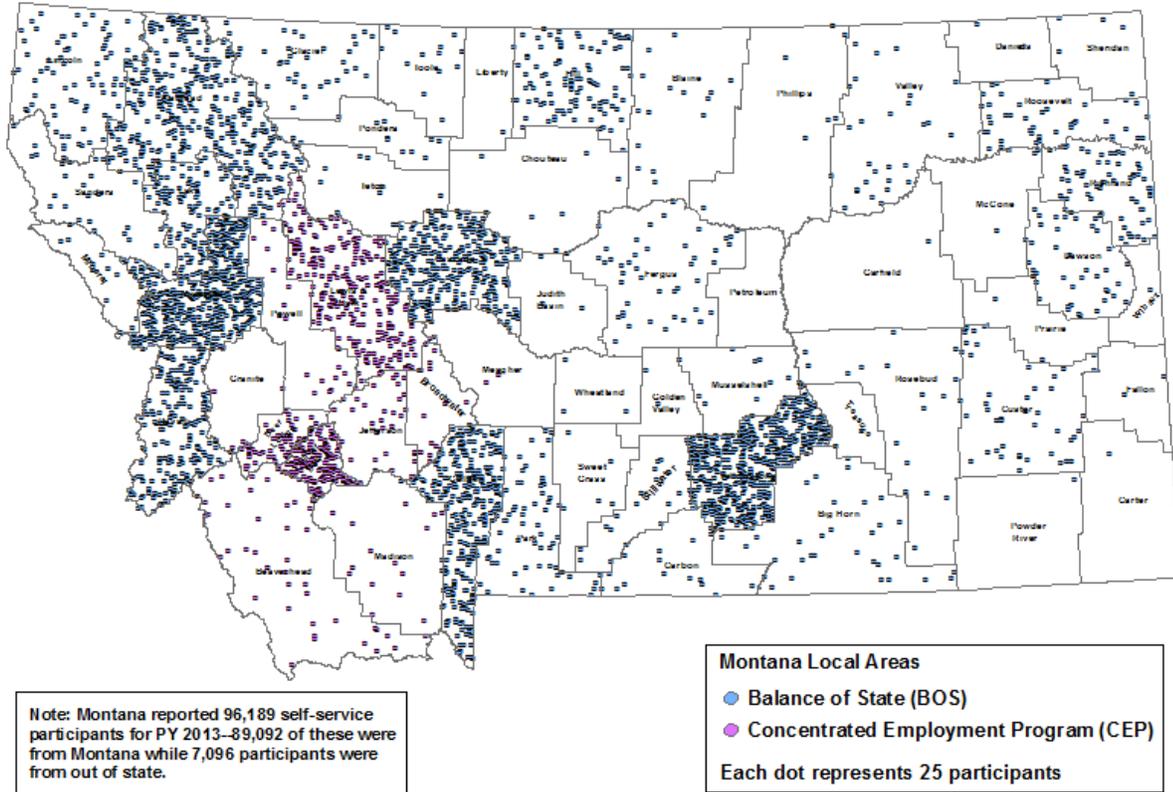
**WIA Participants
Program Year 2013**



PY 2013 participant numbers decreased from PY 2012 levels considerably in the WIA Adult and Dislocated Worker programs, due to reductions in funding. The majority of participants served were located

predominately in the western half of the state, although service providers provide outreach services to all counties.

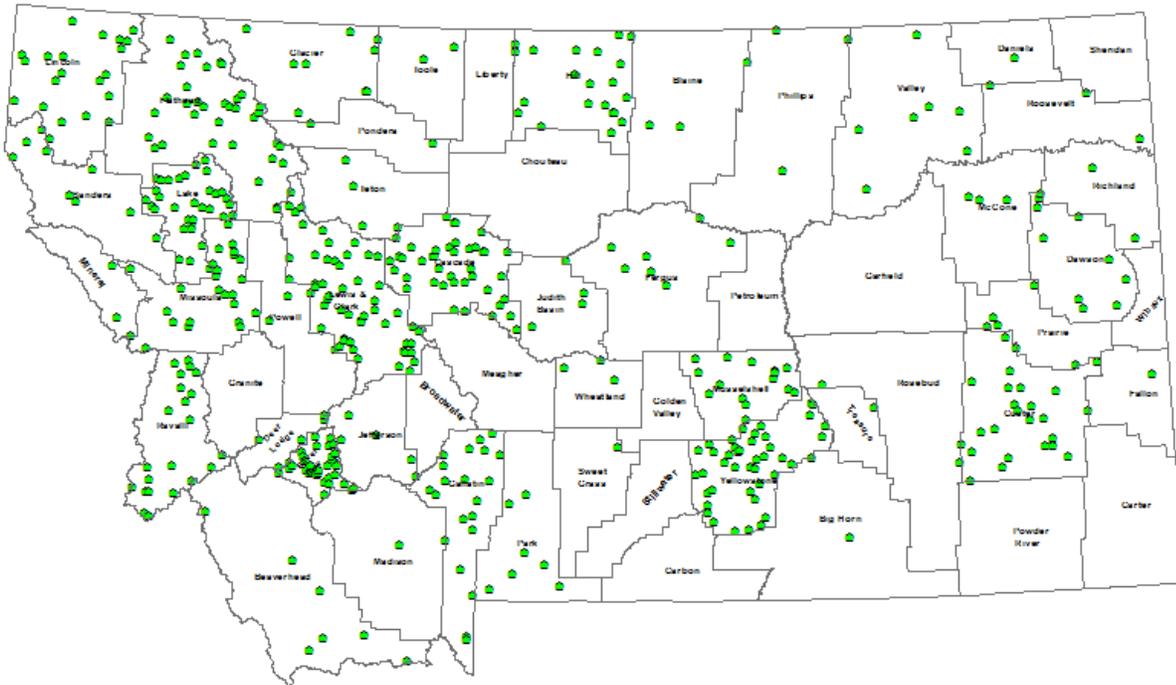
WIA Self Service Adults Program Year 2013



Self-Service participant numbers decreased in PY 2013 from PY 2012 levels. Self-service activities are those core services made available and accessible to the general public. These services are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation. These services do not require significant staff involvement with the individual in terms of resources or time.

Participants are counted in self-service activities when they log into the Jobs.mt.gov website and either conduct job searches or access career guidance or labor market information. The majority of participants reported using these self-service functions are located in Montana's more urban areas, although access is available to anyone who has internet access.

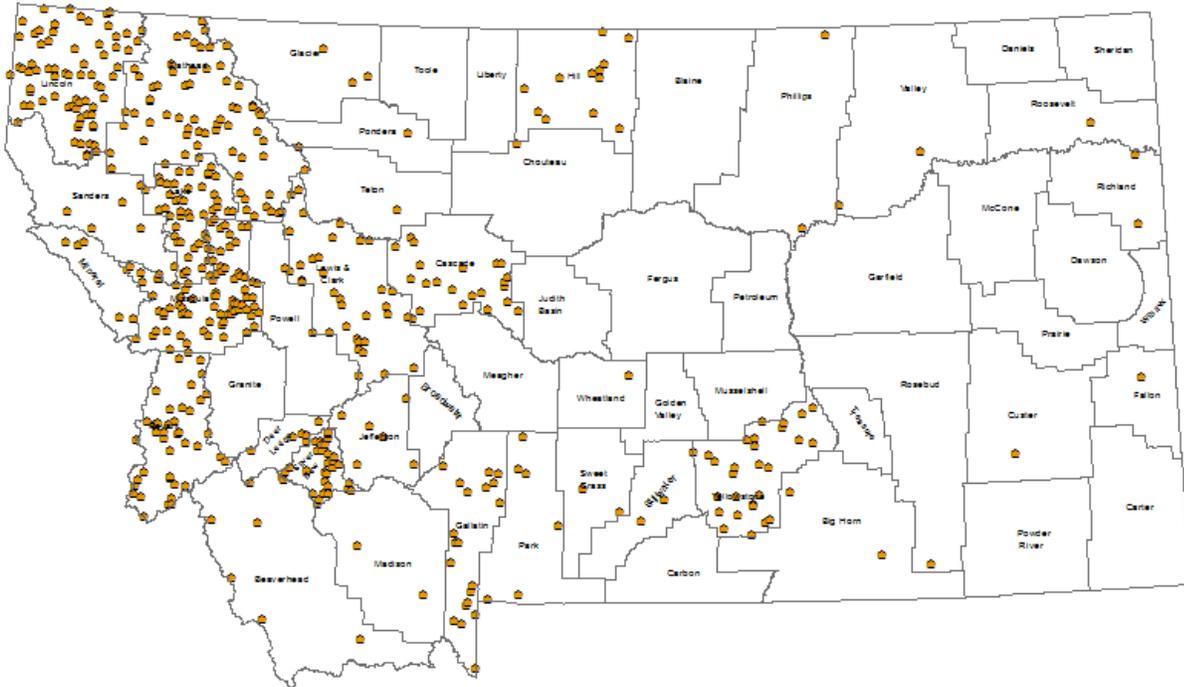
WIA Adult Participants Program Year 2013



WIA Adult services were provided to participants in all counties except a group of 13 counties listed below. These counties are very rural and do not have a large population base. All but two of these counties have unemployment rates below the state's 12-month average unemployment rate of 5.3% for July 2013-June 2014. The 12-month average unemployment rates for these counties that correlate to PY 2013 are as follows:

Area	Unemployment Rate	Area	Unemployment Rate
MONTANA	5.3%		
CARBON COUNTY	4.4%	MEAGHER COUNTY	4.9%
CARTER COUNTY	3.8%	PETROLEUM COUNTY	5.8%
CHOUTEAU COUNTY	3.6%	POWDER RIVER COUNTY	3.4%
GARFIELD COUNTY	3.3%	SHERIDAN COUNTY	2.9%
GOLDEN VALLEY COUNTY	4.2%	STILLWATER COUNTY	4.2%
GRANITE COUNTY	9.0%	WIBAUX COUNTY	3.3%
LIBERTY COUNTY	4.5%		

WIA Dislocated Worker Participants Program Year 2013



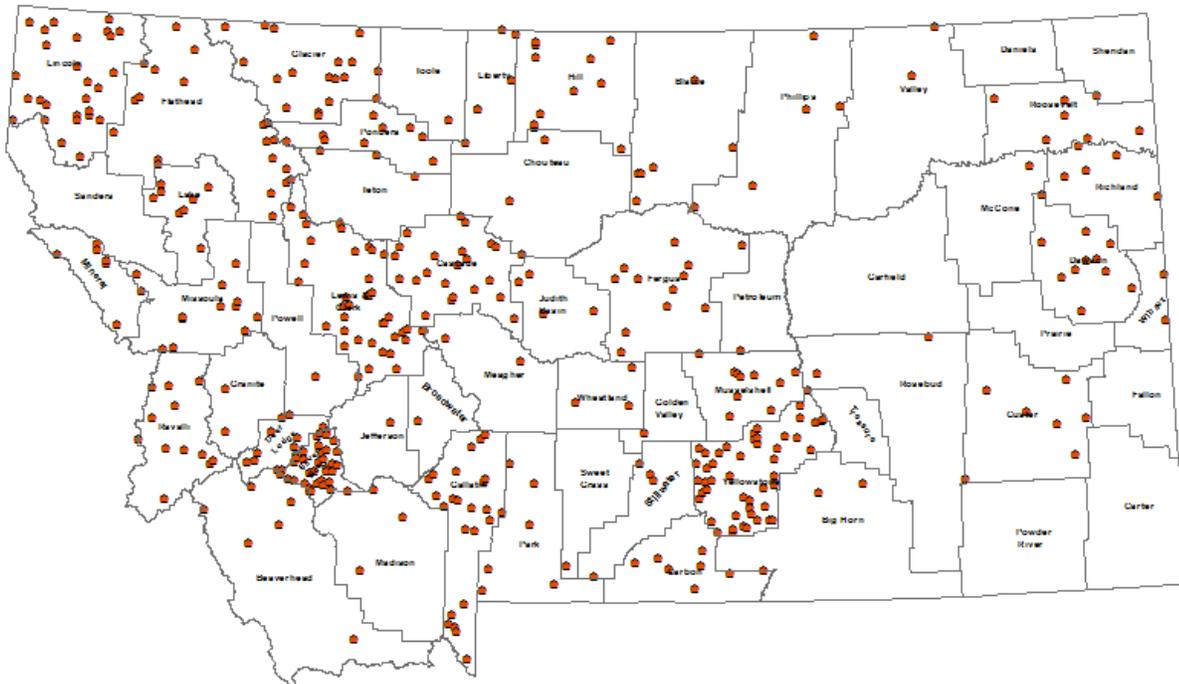
WIA Dislocated Worker services were provided to participants in most counties. No Dislocated Worker services were provided to a group of 22 counties, which are very rural and do not have a large population base. All but four of those counties had unemployment rates below Montana’s average of 5.3% for July 2013-June 2014. One of the counties had an unemployment rate considerably above the state’s 12-month average rate. The 12-month average unemployment rates for these counties that correlate to PY 2013 are as follows:

Area	Unemployment Rate	Area	Unemployment Rate
MONTANA	5.3%		
BLAINE COUNTY	5.6%	LIBERTY COUNTY	4.5%
BROADWATER COUNTY	6.9%	MCCONE COUNTY	2.6%
CARBON COUNTY	4.4%	MEAGHER COUNTY	4.9%
CARTER COUNTY	3.8%	MUSSELSHELL COUNTY	4.4%
DANIELS COUNTY	3.9%	PETROLEUM COUNTY	5.8%
DAWSON COUNTY	3.2%	POWDER RIVER COUNTY	3.4%
FERGUS COUNTY	4.7%	PRAIRIE COUNTY	4.4%
GARFIELD COUNTY	3.3%	SHERIDAN COUNTY	2.9%
GOLDEN VALLEY COUNTY	4.2%	TOOLE COUNTY	3.7%
GRANITE COUNTY	9.0%	TREASURE COUNTY	3.6%
JUDITH BASIN COUNTY	4.0%	WIBAUX COUNTY	3.3%

Most WIA Dislocated Worker participants were concentrated in Montana’s urban counties, with much smaller numbers of participants in rural counties. The majority were in Montana’s western counties, which have had many large layoffs related to the declining timber and manufacturing industries. The 12-month average unemployment rates for July 2013-June 2014 for six of these counties are higher than the state’s average unemployment rate as shown below:

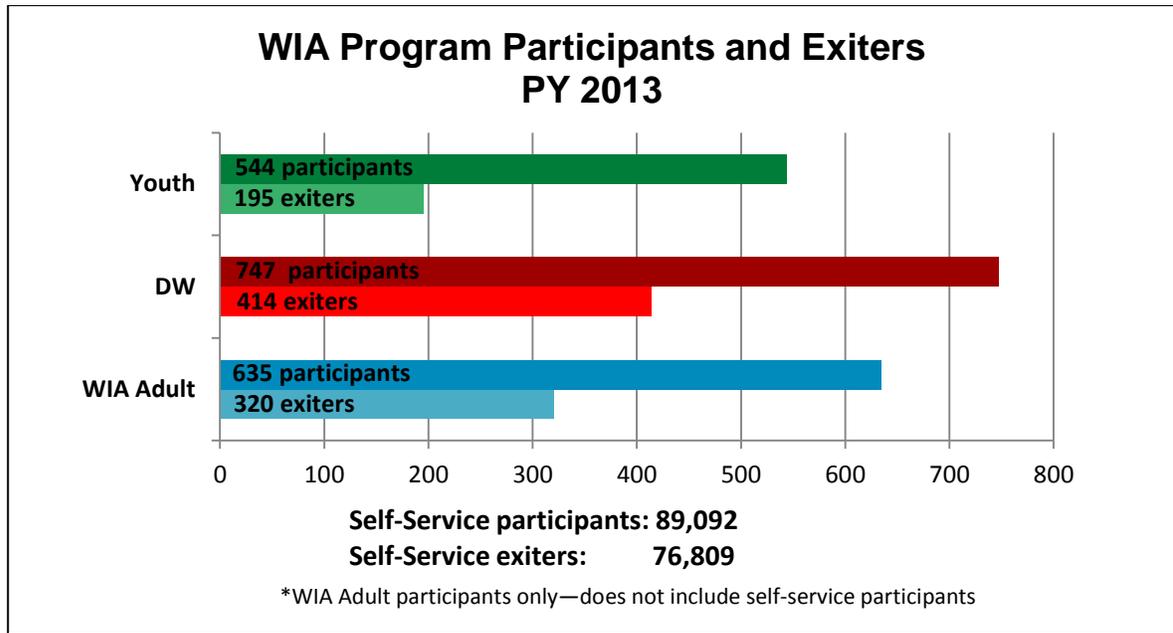
Area	Unemployment Rate
MONTANA	5.3%
MISSOULA COUNTY	4.9%
RAVALLI COUNTY	7.0%
FLATHEAD COUNTY	7.1%
LAKE COUNTY	7.4%
MINERAL COUNTY	8.9%
SANDERS COUNTY	12.0%
LINCOLN COUNTY	14.0%

WIA Youth Participants Program Year 2013

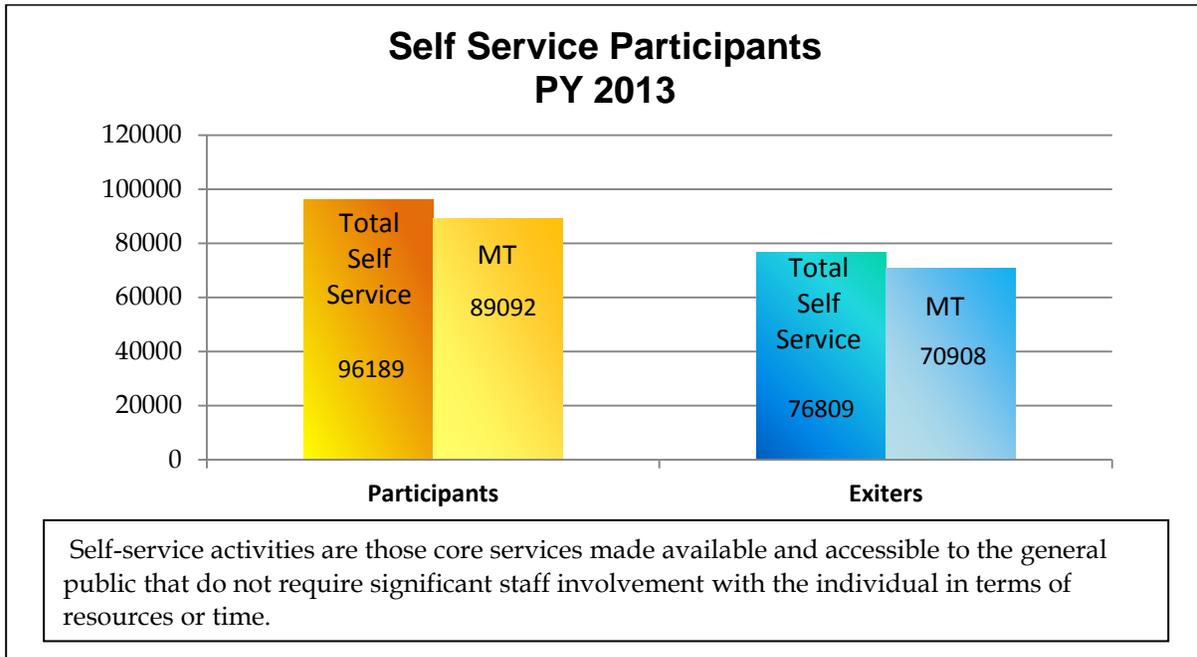


The largest numbers of WIA Youth participants are also concentrated in Montana’s urban counties, but Youth service providers served youth participants in most counties. No Youth participants were served in Carter, Daniels, Fallon, Garfield, Powder River, Prairie, Sanders, Sheridan, Sweet Grass, or Treasure counties. These counties are very rural and do not have a large population base. One service provider provides outreach services to the majority of the far-eastern counties.

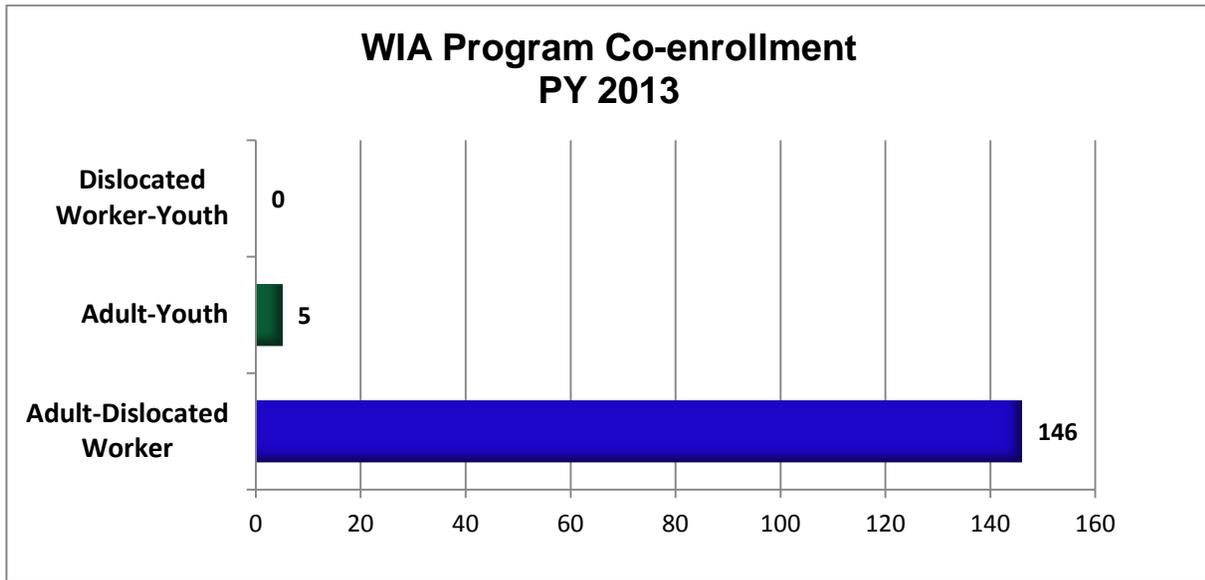
Montana served 1,926 total WIA participants during PY 2013.



Montana served a significant number of Adult participants who received self-service activities in PY 2013, although levels dropped from PY 2012. Self-service activities are those core services made available and accessible to the general public. These services do not require significant staff involvement with the individual in terms of resources or time.

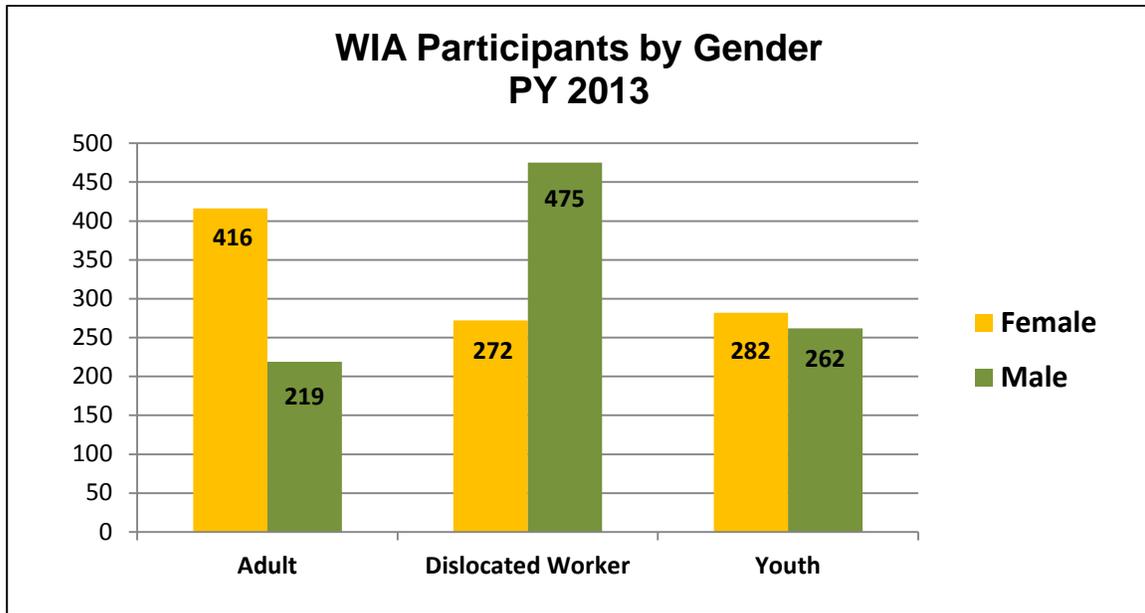


Approximately 8% of participants were co-enrolled in more than one WIA program. This occurred most often with the Adult and Dislocated Worker programs.

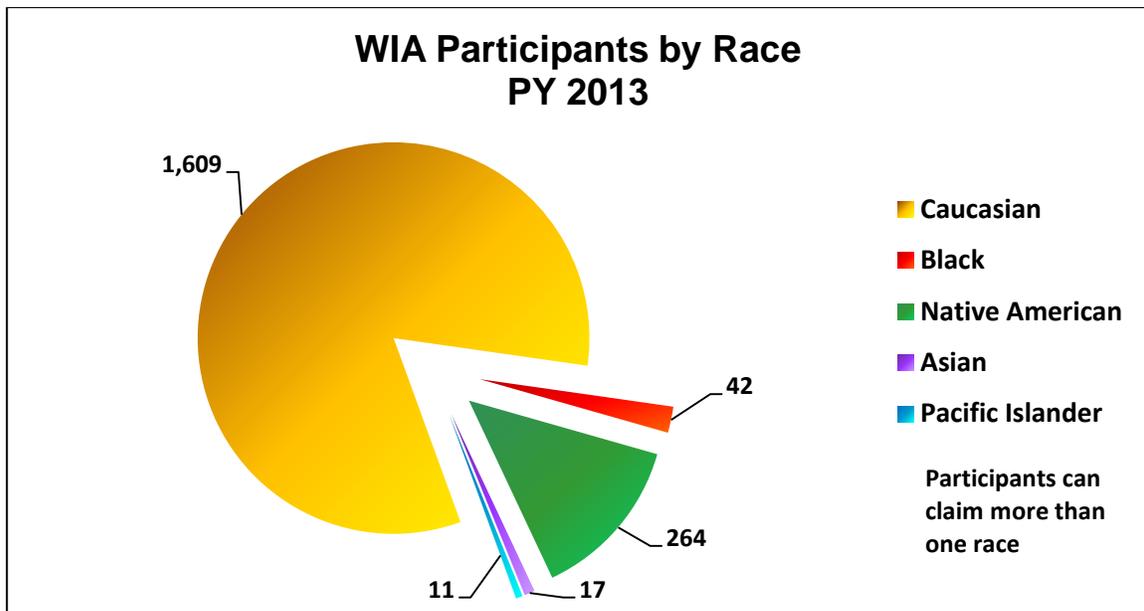


Participant Demographics

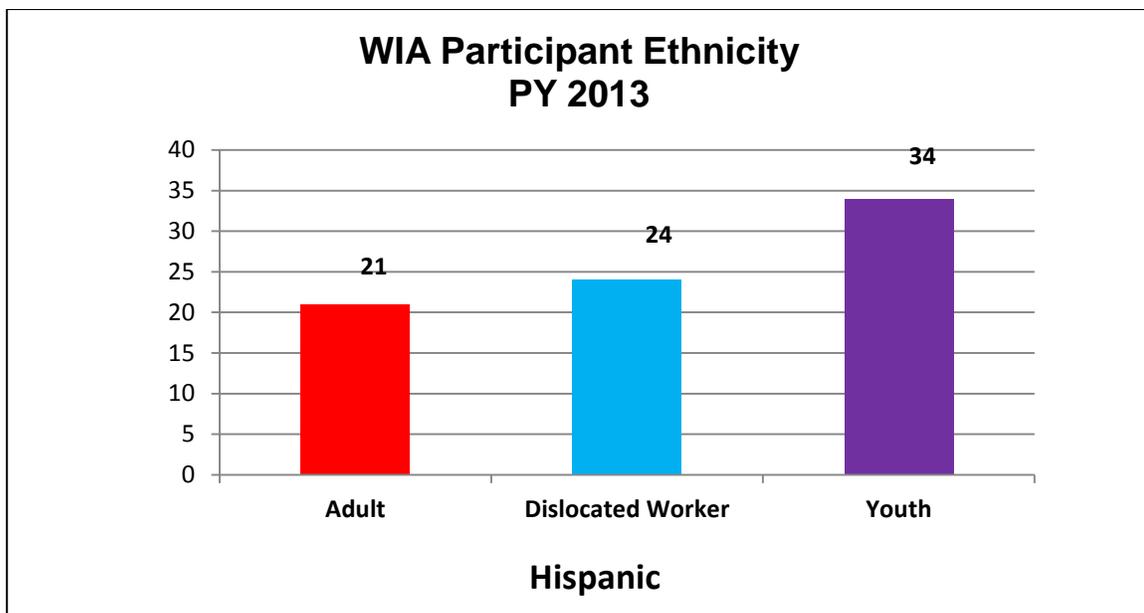
There were 970 females and 956 males enrolled in WIA programs during the program year. Approximately 64% of Dislocated Worker participants were male.



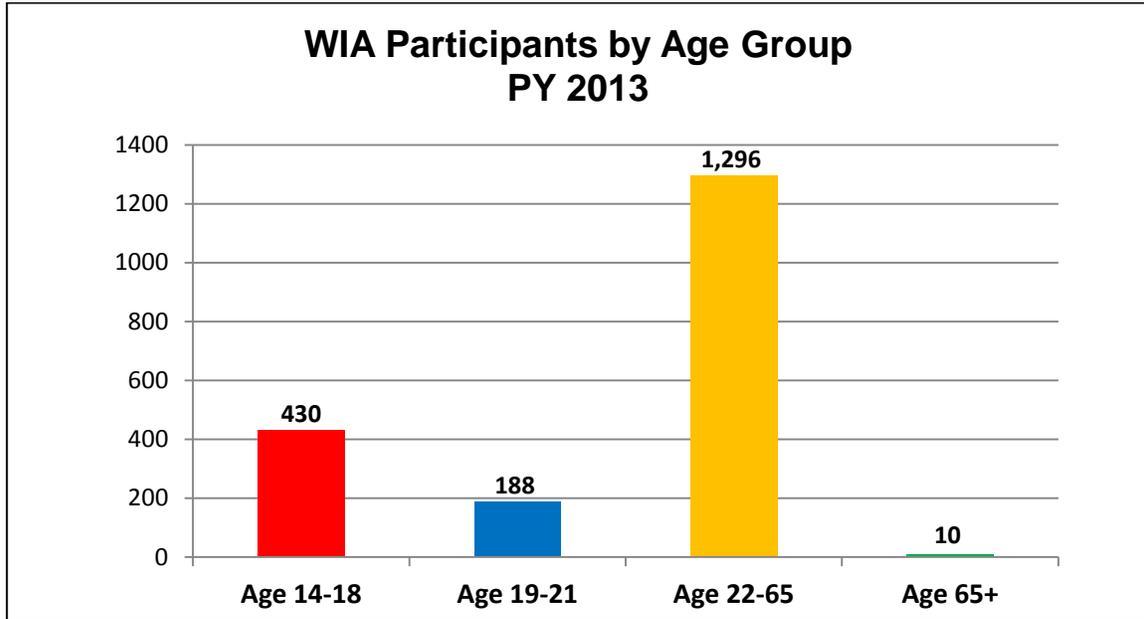
WIA Participants can state that they are one or more race. They can also decline to provide the information.



WIA participants can decline to provide ethnicity information.

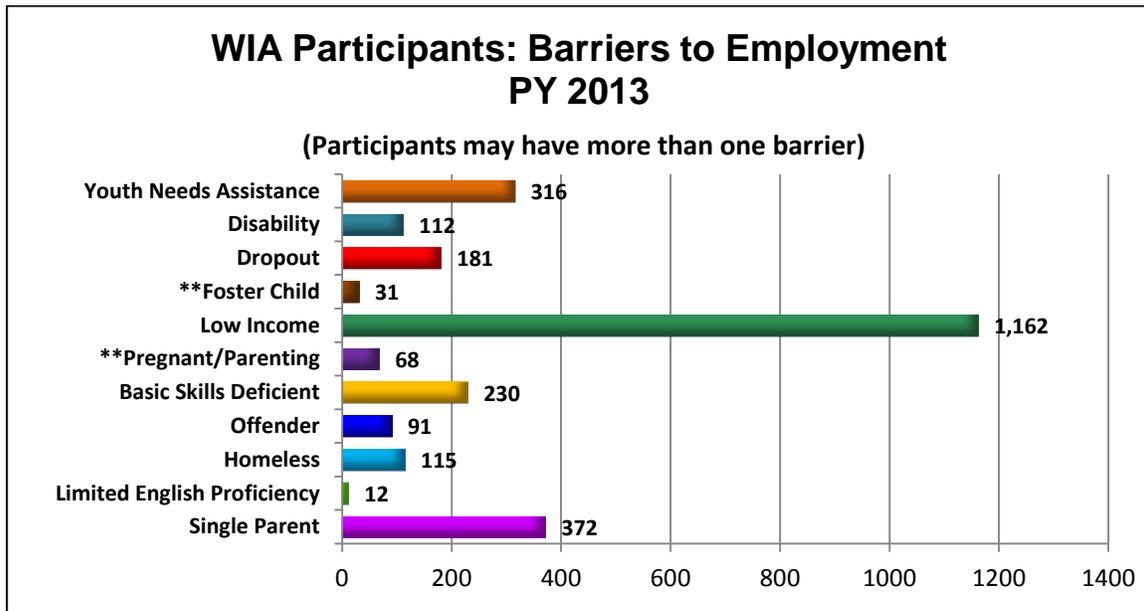


A total of 544 participants were served in the WIA Youth Program. The Youth Program serves participants age 14-21. The rest of the participants shown in the following graph were served by WIA Adult or WIA Dislocated Worker programs. The Adult and Dislocated Worker programs serve participants age 18 and over. Participants may be served by more than one program. Older Youth participants may also be served by Adult or Dislocated Worker programs.

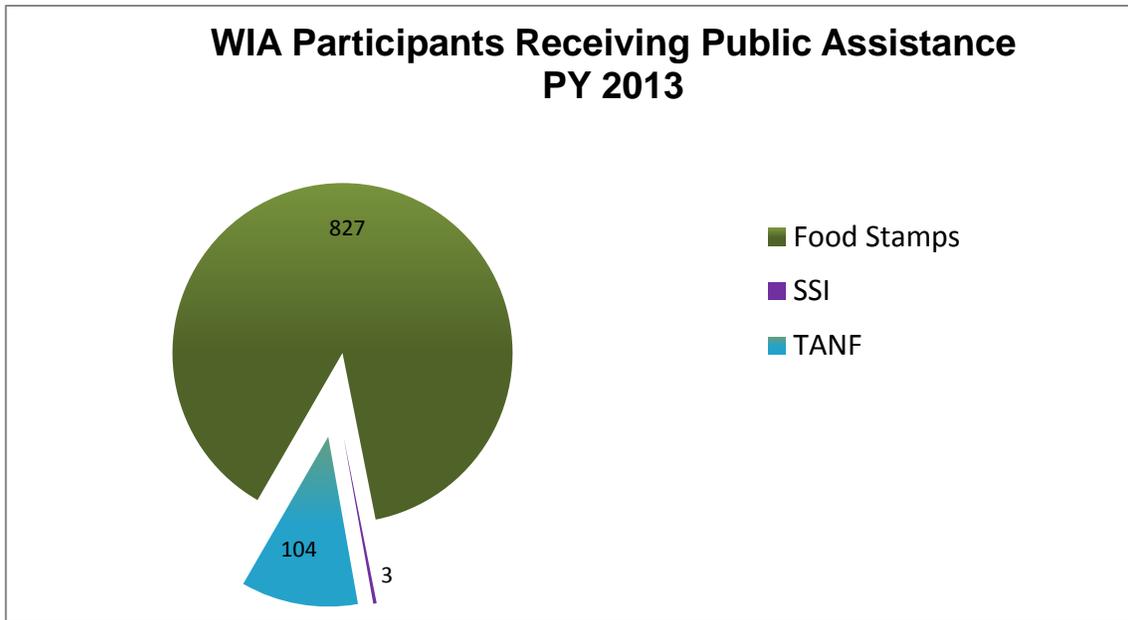


Many of Montana’s WIA participants have one or more barriers to securing employment. There are 13 barriers for at-risk youth designated by the Montana State Workforce Investment Board. These barriers are captured under the Youth Needs Assistance element and are those who require additional assistance as follows:

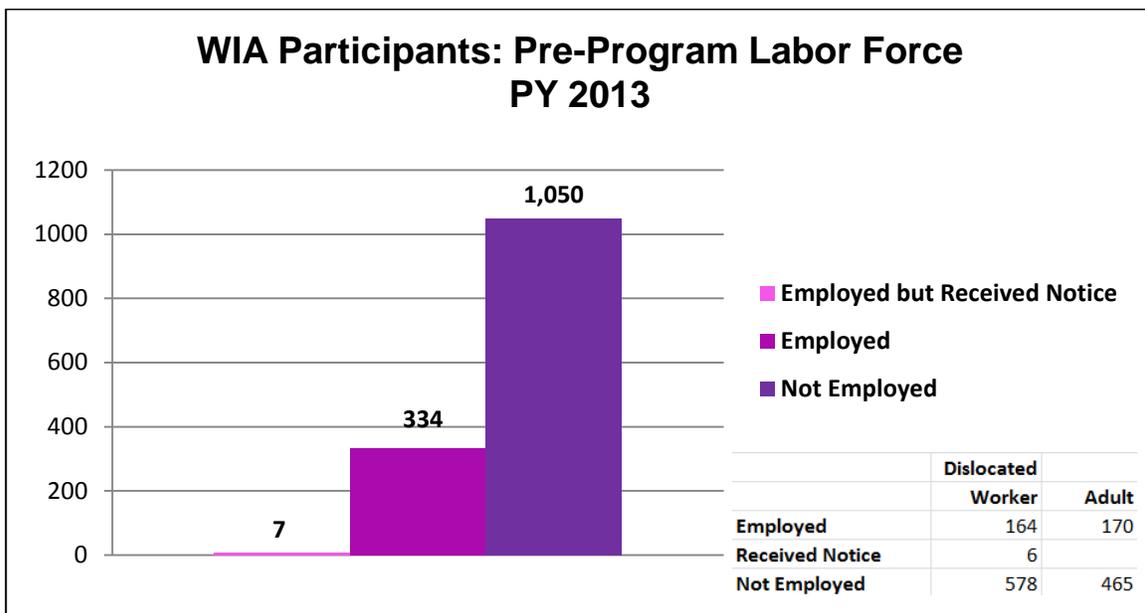
- Complete an educational program; or
- Secure and hold employment



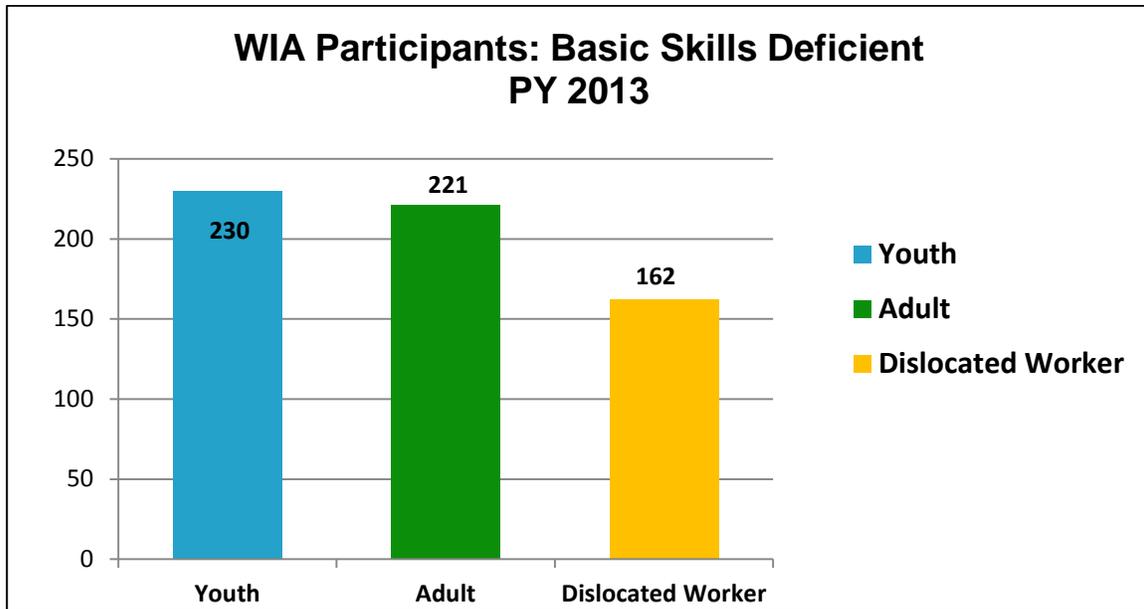
Food Stamps and TANF were the most common sources of public assistance for WIA participants in PY 2013. Other types of assistance included General Assistance, Social Security Income, and Refugee Cash Assistance.



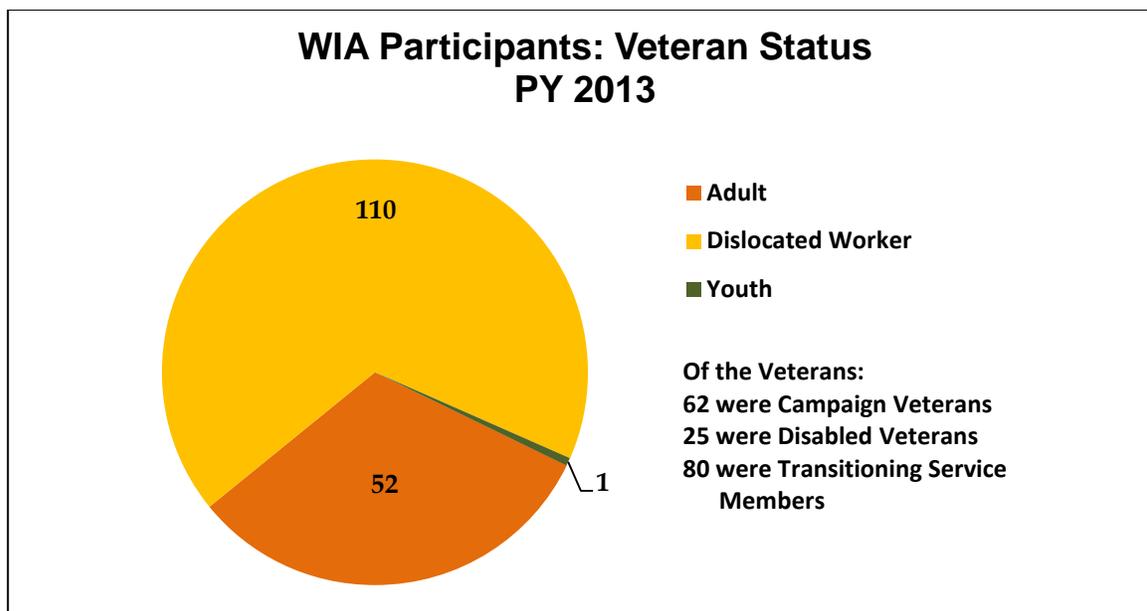
To be included in the Entered Employment performance measure, participants cannot be employed at participation. This performance measure only applies to Adult participants (includes Adult and Dislocated Worker participants). There were 1,050 participants who were considered not employed at participation during PY 2013. Those who were employed but received notice of termination are considered not employed.



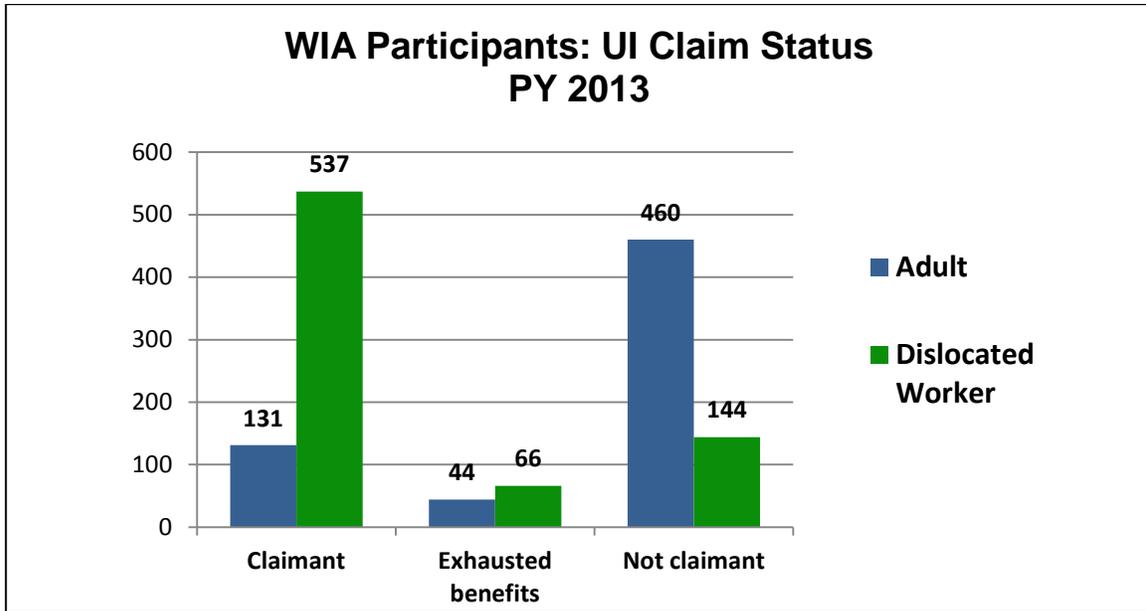
A total of 230 WIA participants were found to be basic skills deficient. These participants had either math or reading skills below the 9th grade level. All basic skills deficient participants were in the Youth program.



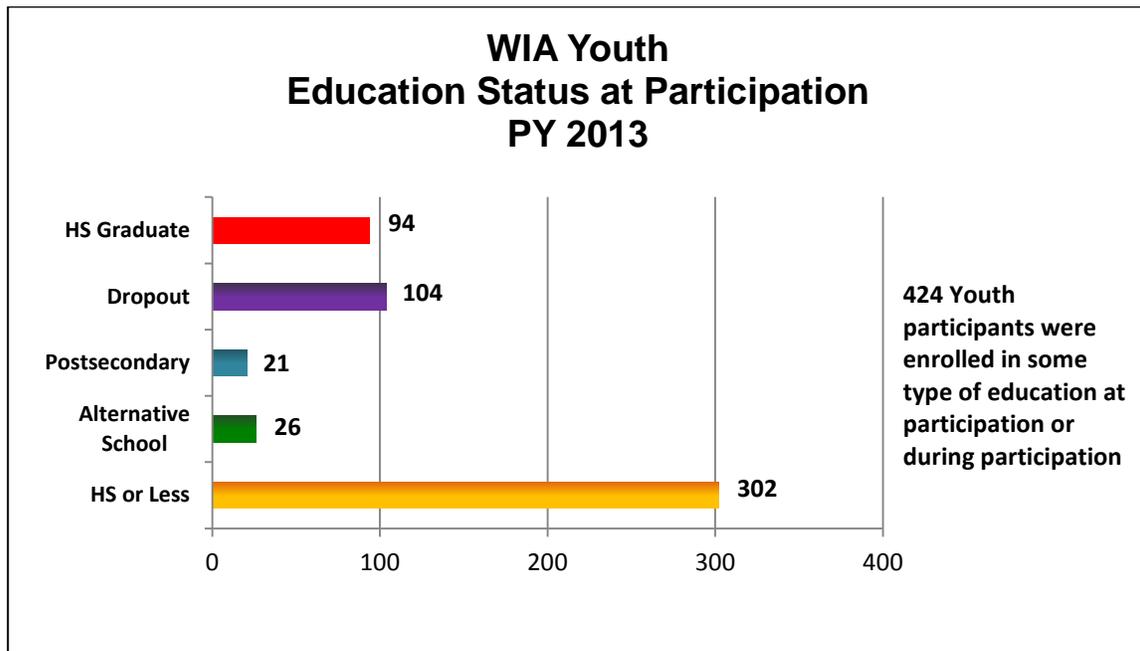
A total of 163 participants claimed Veteran status during PY 2013.



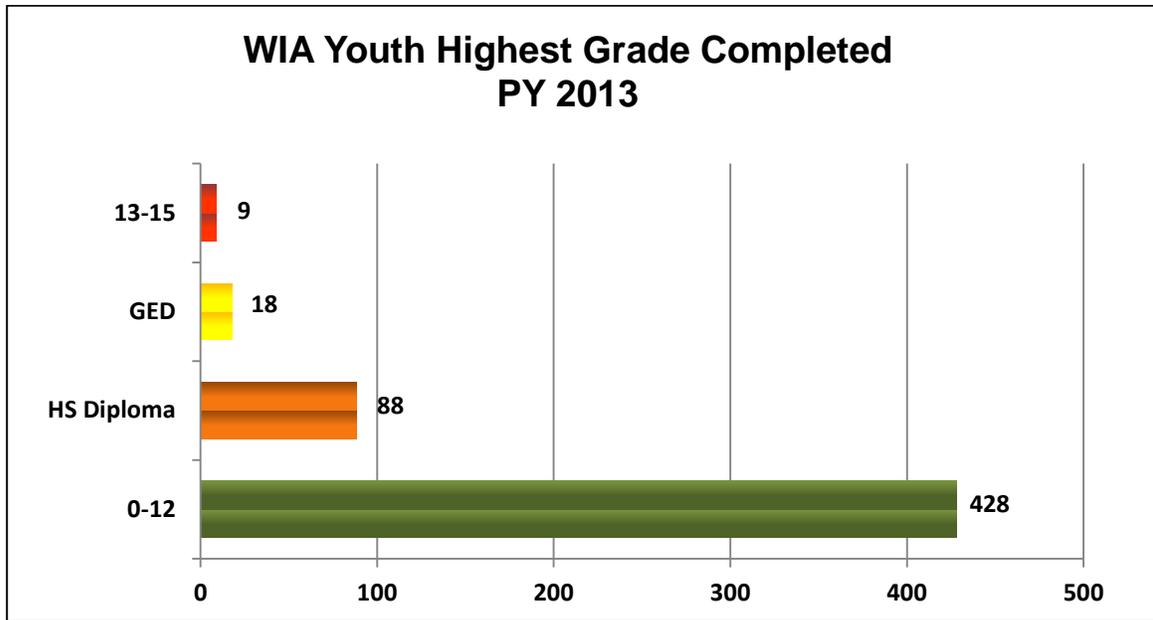
The majority of Montana’s Dislocated Worker participants were identified or referred through Rapid Response and were receiving UI when enrolled.



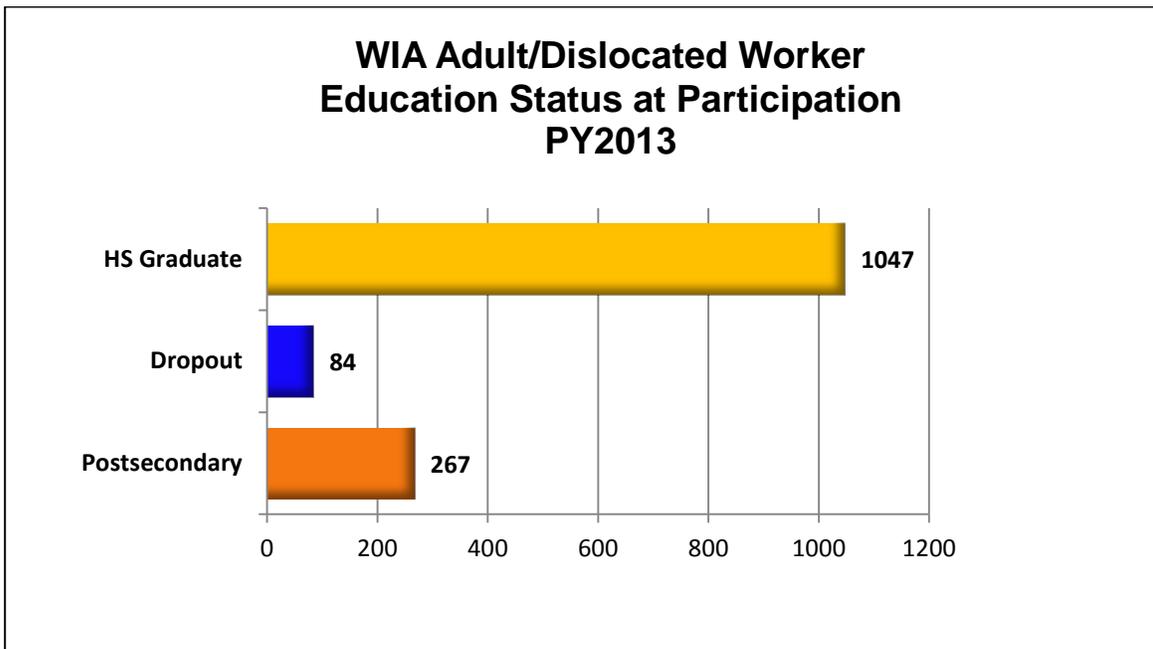
As expected, the majority of Montana’s WIA youth participants were in high school or less at participation. There were 424 youth participants enrolled in some type of education either at or during their participation.



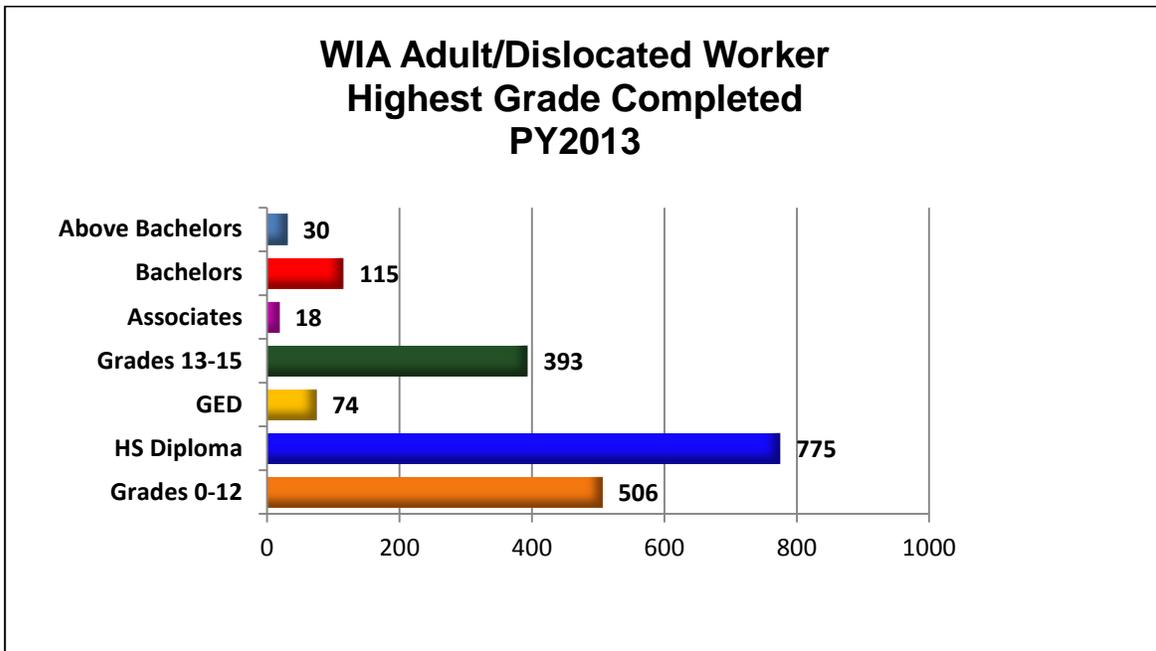
The majority of youth participants had not completed schooling above the 12th grade level.



Most of Adult and Dislocated Worker participants had completed high school at participation. Approximately 19% were enrolled in postsecondary education at participation.



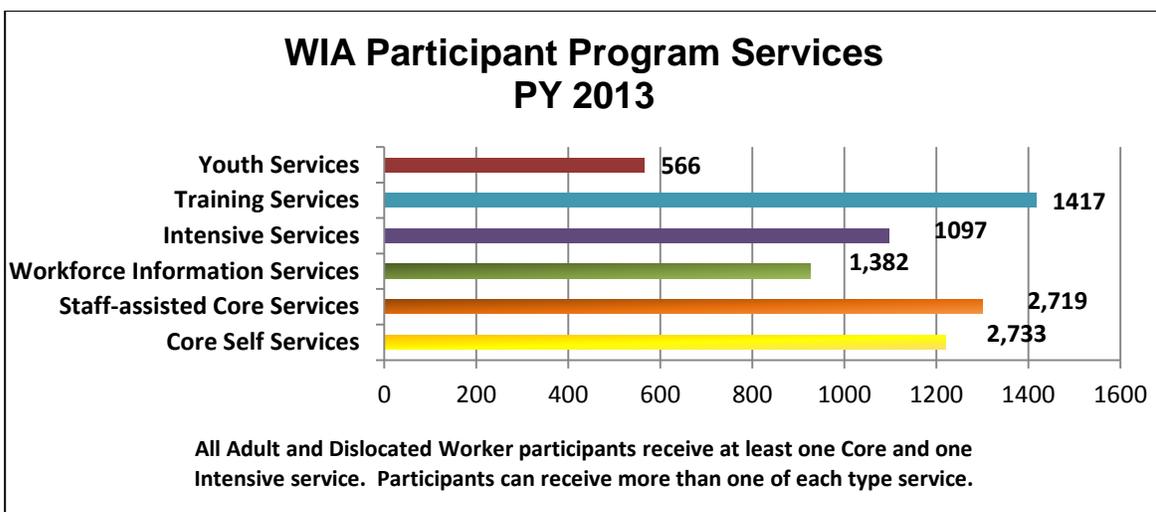
Coinciding with current education status, the vast majority of Adult and Dislocated Workers had attained a high school diploma by participation.



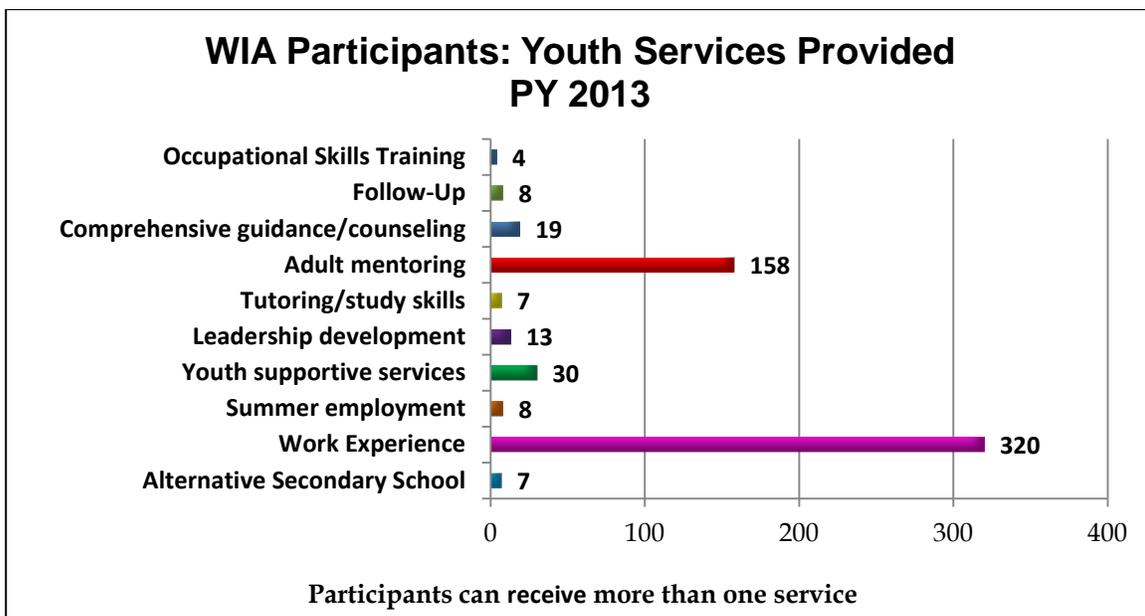
WIA Participation

WIA participants receive services according to their individual needs:

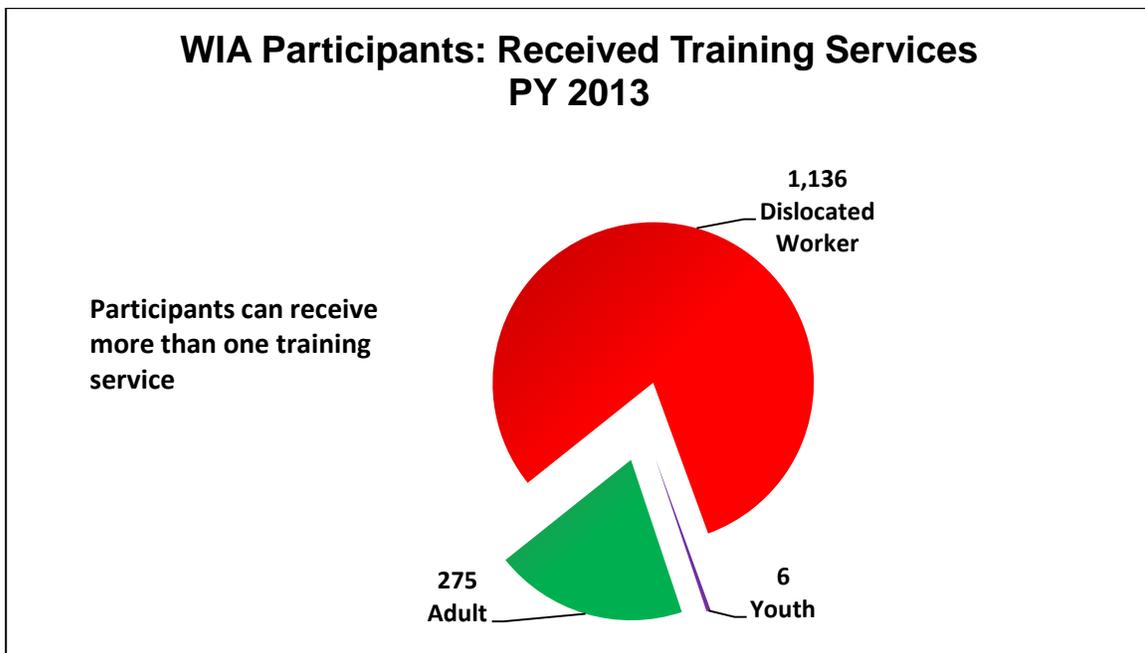
- Core services are universally available to everyone entering a WIA facility and are the first services provided.
- Intensive services are provided to adults and dislocated workers who are not able to obtain employment or who remain underemployed after utilizing core services. An individual must have received at least one core service such as an initial assessment that determines that individual’s need for these services.
- Training services are provided to those participants who have not achieved self-sufficient employment using core and intensive services.
- Youth Services are a grouping of 10 required components that are available to Youth participants.



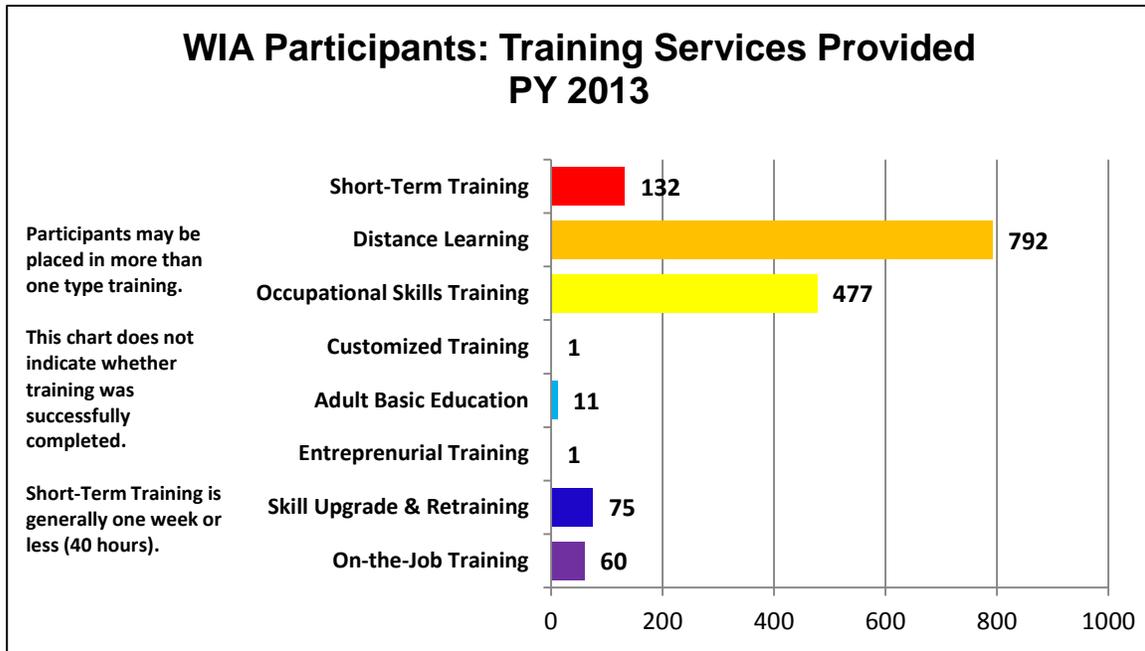
Youth participants may be placed in more than one Youth component.



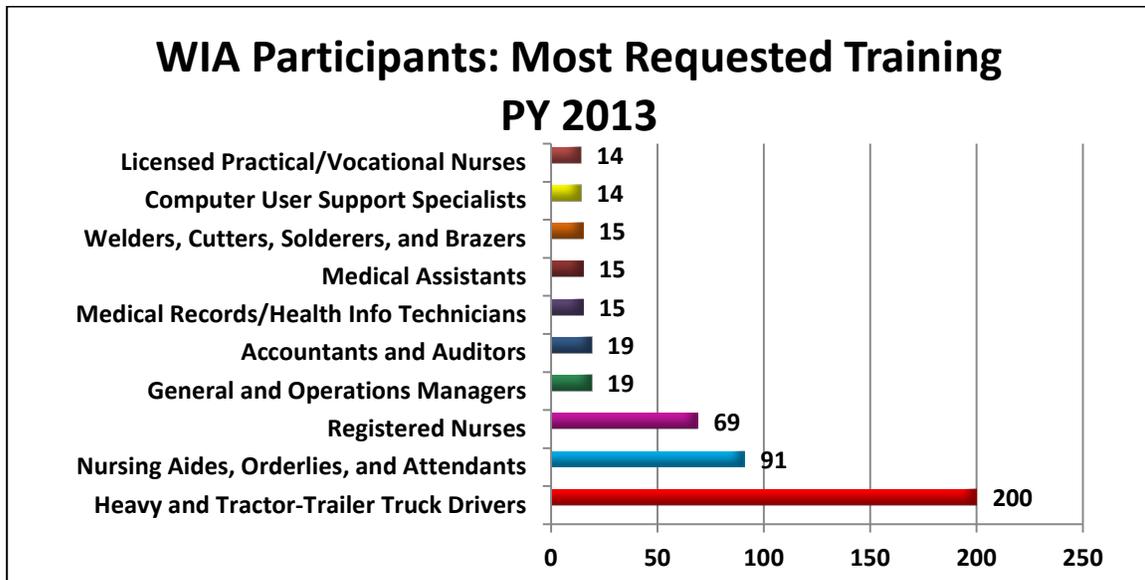
A total of 1,423 participants received training services during PY 2013.



There are seven types of training services available to Montana’s participants. Participants may be provided more than one type of training. The majority of training services provided during PY 2013 were in Occupational Skills Training.



The most requested type of training during PY 2013 was for Truck Driver training, followed by Nursing Aides, Orderlies, and Attendants training.



Participants were placed in a variety of occupational training programs.

**WIA Training Participants: Training by
Major Occupational Grouping
PY 2013**

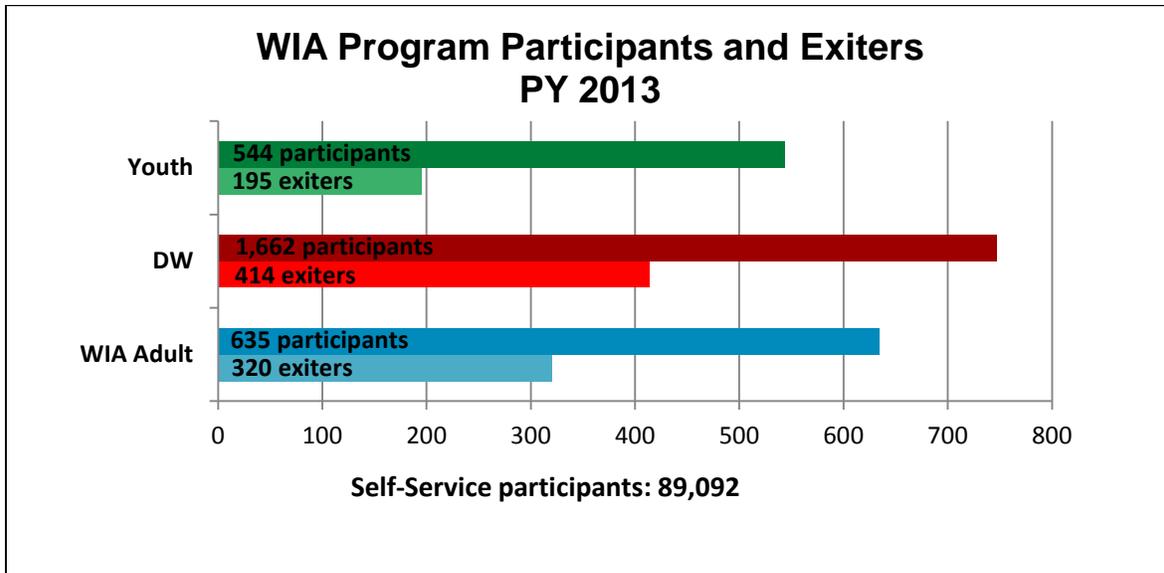
Major Occupational Grouping	# Participants
Management	35
Business & Financial Operations	30
Computer & Mathematical	45
Architecture & Engineering	23
Life, Physical, & Social Science	25
Community & Social Services	12
Legal	12
Education, Training & Library	15
Arts, Design, Entertainment, Sports, Media	9
Healthcare Practitioner & Technical	147
Healthcare Support	131
Protective Service	1
Food Preparation & Serving Related	2
Building Ground Cleaning & Maintenance	1
Personal Care & Service	15
Sales & Related	14
Office & Administrative Support	40
Farming, Fishing, & Forestry	2
Construction & Extraction	38
Installation, Maintenance, & Repair	31
Production	49
Transportation & Material Moving	208

Exits/Program Outcomes

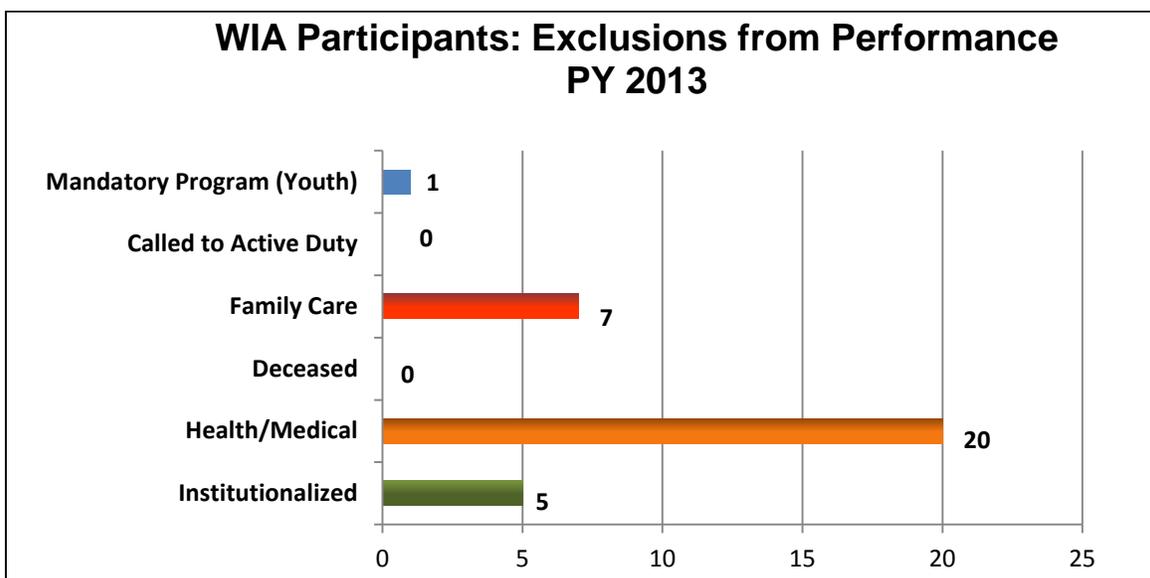
During PY 2013, 77,738 participants exited from WIA programs.

Common Exit affects the number of total exiters reported to the Employment and Training Administration.

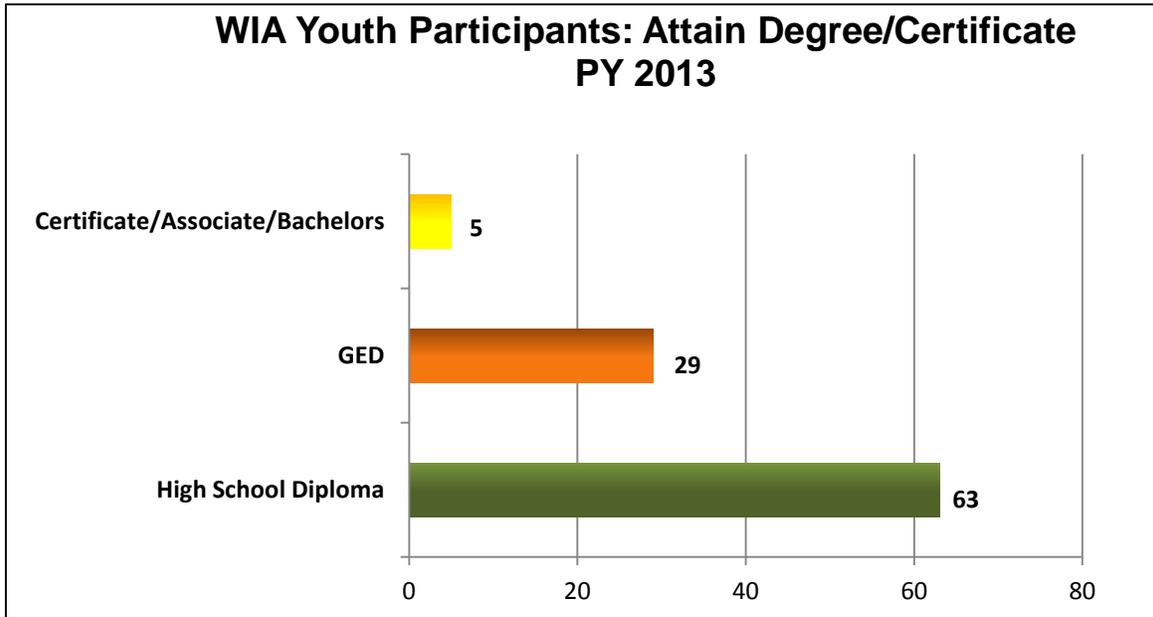
- Common exit means participants are not considered exited until they have completed all services provided by Labor Exchange (Job Service), Trade, and WIA programs.
- To be counted as an exiter, the participant will not receive any reportable services in these programs for 90 days.



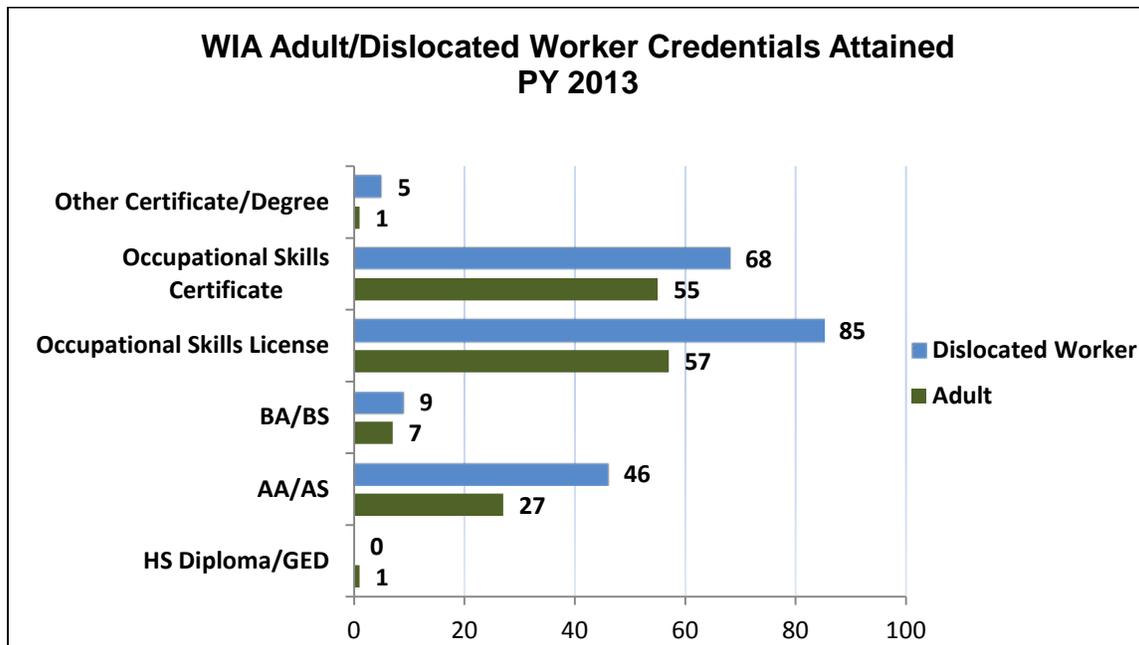
WIA participants that cannot continue their program participation are excluded from performance. The most common reason for exclusion during PY 2013 was for health or medical reasons.



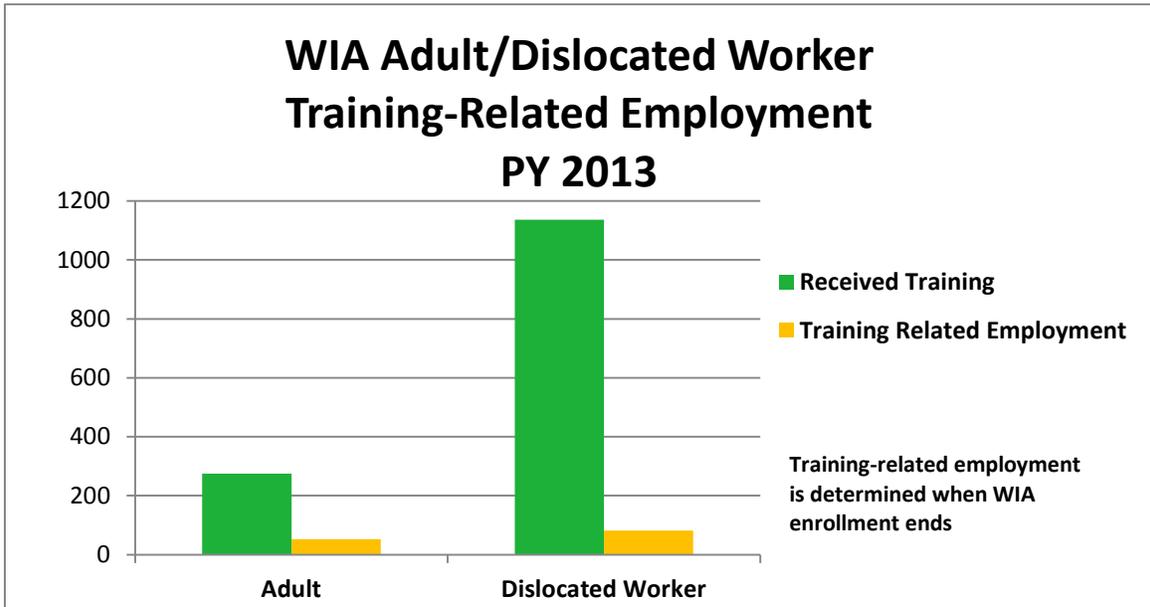
Youth participants who were enrolled in education at participation or during their participation are included in calculation of the Attain Degree/Certificate performance measure. Of the Youth participants included in this measure, a total of 97 achieved a diploma or certificate during PY 2013.



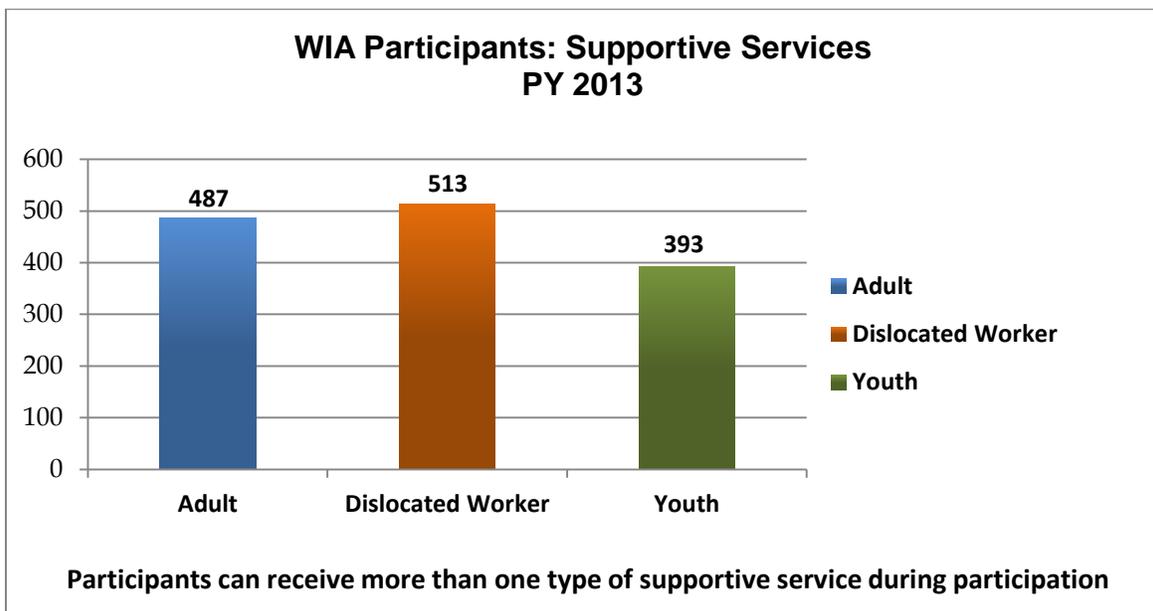
A total of 361 credentials were attained by Adult and Dislocated Worker participants in PY 2013.



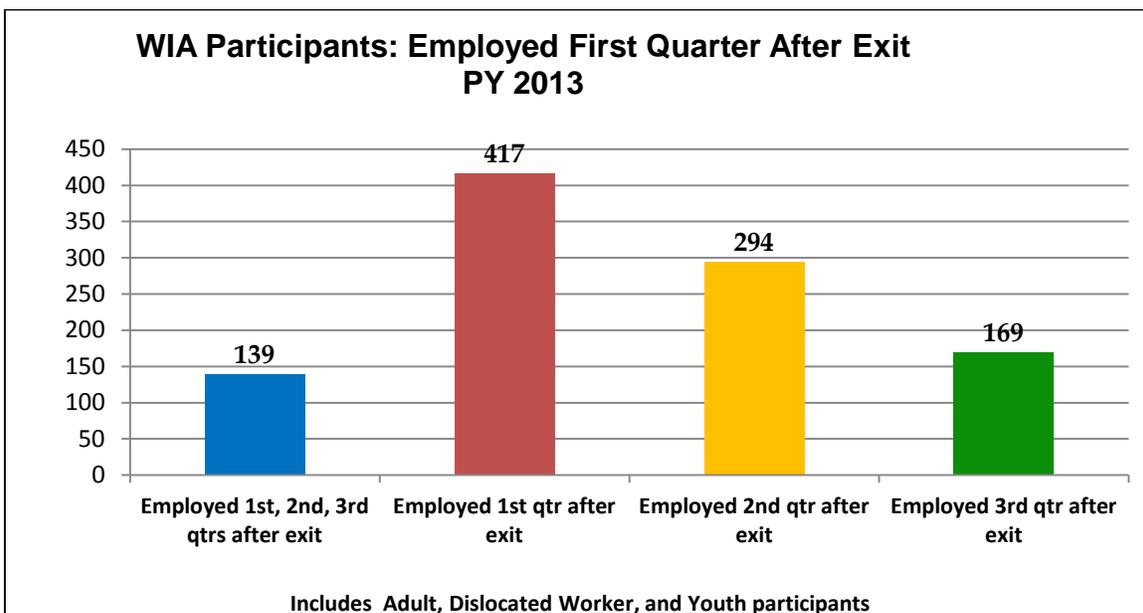
In PY 2013, approximately 9% of participants who received training services entered training-related employment.



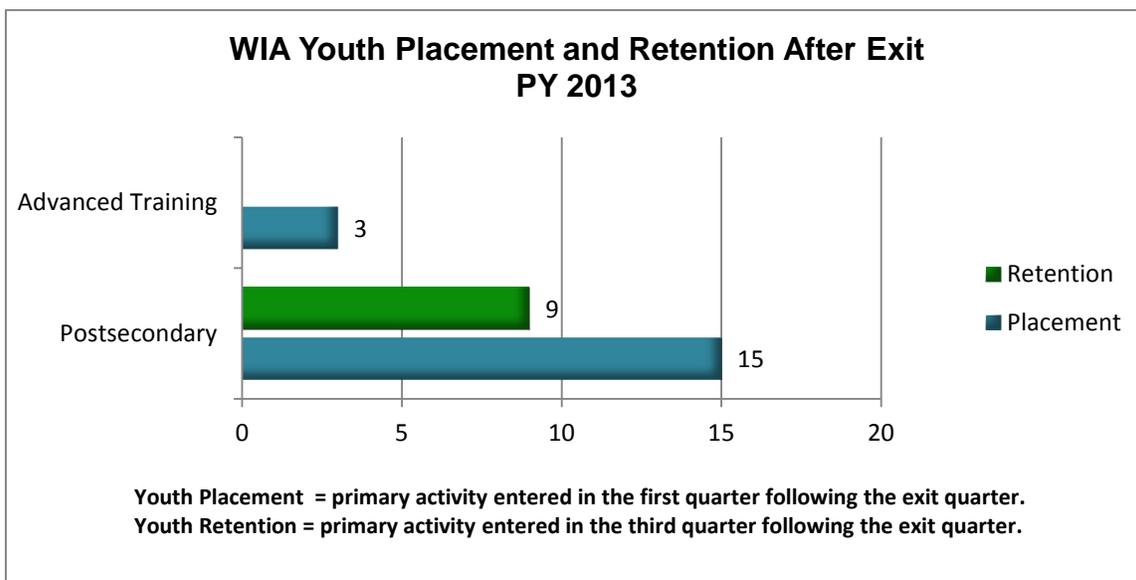
WIA participants are given necessary supportive services to support completion of their Individual Service Strategy or Individual Employment plan.



A total of 417 participants were employed during the first quarter after exiting from WIA programs during PY 2013. There were 139 participants who were employed first, second, and third quarters after exit. These numbers do not equate to the performance requirements set for WIA Common Measures.



Approximately 3% of Youth participants were placed or retained placement in postsecondary training or advanced training in PY 2013. This number is fairly low due to the impact of Common Exit. Participants continue to remain active even though they have completed their WIA enrollment. The majority maintain their Labor Exchange (Job Service) enrollment by job searching, either to find employment or to improve their current employment situation.



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SHARING CUSTOMER SATISFACTION AND SUCCESSES

❖ 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 Workforce 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".

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. Customer satisfaction survey responses are collected by telephone interviews and through Survey Monkey. 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.

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 Oversight Bureau uses Survey Monkey questions to solicit responses to customer satisfaction from participants. The survey allows the participant to answer the questions and also affords the opportunity to describe their experience if they would like. Once the participant answers the questionnaire it populates the responses and analyzes the results with the other participants' answers.

The results listed below reflect the response rates for PY'13 using phone calls and Survey Monkey:

- Phone Calls to participants average around 75%.
- Survey Monkey is about 75% to 80%.
- Letters are not as measurable as often by the time a letter is sent out, the participant has no phone and/or no email and has moved from their location on record. Letters are sent less frequently due to these circumstances.

The response to Survey Monkey has improved a great deal due to WIA case managers advising the participants during participation and at program closure that they will receive a telephone call, email or letter from the Bureau to complete the survey.

The following is the letter that is sent to the participant, the program name can be changed to clarify the program they were in (Youth, Dislocated Worker, or Adult program) and the agency (Job Service or private non-profit) that served them.



Montana Department of Labor
Customer Satisfaction

Hello, my name is Sharon. I'm with the Department of Labor and Industry in Helena. We are the oversight agency for the WIA Adult, Youth program you were in with Agency.

I would like your assistance in completing a brief customer satisfaction survey regarding the services you may or may not have received.

The survey is completely confidential and has 15 questions;

Please fill out the Name box. (*Your name is completely confidential*).

10 yes or no questions, three questions on a scale from 1-10. (*10 being very satisfied 1 being very dissatisfied*).

Please feel free to add a comment about your experience. It is completely confidential.

Please call me at 1-800-457-3249 if you have any questions, or would like to do the survey over the phone. The survey is at:

<https://www.surveymonkey.com/s/N5V9VVF>

Thank you for your time.

Administrative Assistant

Monday-Thursday 7:00-5:30

DLI-Workforce Services Division

Statewide Workforce Programs/Oversight Bureau

Sharsmith@mt.gov

Survey Monkey Questions are yes or no questions.

1. Name:
2. How satisfied are you with the services?
3. To what extent have the services met your expectations?
4. How well do you think the services you received compare with an ideal set of services?
5. A thorough assessment of your needs?
6. Assistance in finding a job?
7. Assistance in developing an individual employment plan?
8. Assistance in deciding the best training to take?
9. Assistance supporting you during your job search/training?
10. Did you receive any training?
11. Did you receive occupational training?
12. Training to give you general skills for the workplace?
13. Training in English or Math
14. Did you get any help in any other services not mentioned?
15. Please provide any other comments that you would like to share.

❖ **WHAT CUSTOMERS ARE SAYING ABOUT THE PROGRAMS**

- *They met my expectations completely. The money ran out for the program so I was not able to have quite as many services as I might have needed... It would have been nice if I could have had a little more help getting employment, also. (I know there are limits to this.)*
- *My experience with WIA in Billings was exceptional. I could not have achieved my career goals without their guidance and assistance. Kathleen is a stand up employee and promptly helped me whenever I needed it. I could not possibly have asked for more. I am truly thankful for the program and all that they have done to help. Thank you.*
- *John Moberly the representative for WIA out of the Billings Office was my contact person and WIA officer. He did an amazing job for me!! He was incredibly helpful and moved all the paperwork through in a prompt and orderly fashion. He made it possible for me to go to trucking school ASAP, and be able to travel to my job interviews. It was an incredibly difficult winter for me, the day I walked into the WIA office and applied for assistance. It was John Moberly who encouraged and helped me to go to trucking school and all of the possibilities that would create to increase my income. I was on food stamps and had no money; I mean none prior to the WIA program. I now have a great job with an environmental firm and am off food stamps completely and have a good deal of savings. I am doing quite well financially. So my overall feedback is that this is a great program and that had I had another person other than John Moberly I don't know if my experience would have been as incredibly positive as it was. He deserves a raise and a promotion. He's a compassionate and kind person and an excellent employee!!*
- *Thank you very very much for your help and the WIA program!!*
- *The program itself did not give me any kind of training but it allowed me to go to college which did provide me with all of the services mentioned above. Without this program I would not have been able to go to college so I am extremely grateful for this program and the help you guys are providing at the department of labor and the job service in Glasgow, MT.*
- *The Great Falls Job Service People went above and beyond, excellent service.*
- *Overall, I had a wonderful experience working with the Bitterroot Job Service. They exceeded my expectations and helped me to regain employment very promptly. I am very grateful for that.*
- *Staff @ Flathead was so great could not of done it without their help.*
- *Heather Merritt was very helpful and professional you have a great employee there.*
- *Job service did an outstanding job in Billings MT.*
- *Amy Gault was an incredible help, I never imagined that I could get the assistance that I received, I was fortunate to secure a job within a month of finishing training. I would recommend this program to anyone who qualifies, as many people think, it is only for skilled labor training or other types of specific market-demand skills.*
- *I felt that I had to pull information as to what I was eligible for. The worker was ok and did get me some help with moving expenses but I don't think my needs were fully evaluated and options for what I could be available were all shown to me. I had to ask if there was a moving allowance...I was just happy to get some help to get moved.*
- *Beyond my expectations!*
- *They were helpful, prompt, understanding and informative, also, knowledgeable about their resources. Thank you.*
- *The girls helped me so much. They went above and beyond what I expected. Awesome!!!!*
- *This survey does not begin to touch on the aspects of my particular training and the reasons for my continued unemployment. I am afraid I would need more space here to explain my two years of unemployment. I am afraid I would need more space to explain my two years of training and internship and still not be able to land a position in the medical field or an administrative position in which I have had 25 plus years of experience.*
- *The program exceeded my expectations.*
- *Obtained a MBA from the University of Montana and graduated as the outstanding MBA Student of the Year with a 3.92 GPA!! I could not have done this without the help and financial assistance provided by the Missoula Job Service. All employees were extremely helpful and professional. The program exceeded my expectations! Thank you so much!*

- *Cathy was my worker and she was very supportive and an awesome person to work with. Cathy helped me with all of my needs and her kindness and help was GREATLY appreciated!*
- *Thank you so much for your help!*
- *I feel very privileged that I was able to be enrolled in this program. The help I received eased a lot of my financial worries and helped me reach my dreams. Thank you, thank you from the bottom of my heart.*
- *The staff at Bitterroot Job Service has been extremely helpful in my job search, especially my case worker, Vickie Steele. In my opinion, this agency stands out in its field. It has restored my faith in gov't agencies.*
- *I became an office manager and moved up my career, that became possible because of the training and services that were provided to me through the Helena Job Service. Thank you to Brad and Carol Rule my case managers that helped me with all my needs. I couldn't have done it without all the support from both of them.*
- *Debbie was a great person to work with, the issues I have are the program itself. I was signed up for assistance before leaving to school, but received nothing. When I was at school I called and asked how I might be assisted and told that I "Might get a little money to help with tuition" nothing came of that. I finished the curriculum Graduated with honors, and I still had to pay for the tuition that I had remaining.*
- *I took the State applications class, which really helped. Everyone was very helpful.*
- *I believe Kristina Santee did an excellent job, and also helped me with my resume, when obtaining a job. Saw incredible emotion from her when I got my job, very refreshing to me, that she cared so much!*
- *Great Program!*
- *I basically received some financial aid for some funding to complete my testing. I was already enrolled and close to graduating from my selected degree/career choice. The help I did receive was sufficient for what was needed and better than none.*
- *I was really fortunate to be in this program. If it wasn't for this my wife and I would not have been able to go to college.*
- *Service provided was great! Suzanne Panzica was very helpful and provided much needed support. Thanks.*
- *Thank you so much for offering this program. It has been a great joy in my life to be able to pursue my education with your assistance. I am currently working 25 hours a week and have given my current employer until the end of the month to hire me full time. I will have been working here one year in April. If they don't take me on full time, I have no doubt I will be able to find a full time job with my 4.0 GPA and one year of experience under my belt in the IT field. My counselor Lynda Hartless is a wonderful employee of the job service and made this transition very easy for me.*
- *Kathleen Hanley of the Billings office has been incredibly helpful with ideas & support services during my long job search, she and the other staff members in Billings are always friendly & available to me & other customers that I have observed during my frequent visits to your local office. I can't say enough good things about everyone there that I have come into contact with.*
- *Helped me with my job choice training program.*
- *Lynn Clark was exceptional she went above and beyond. Very good service.*
- *Was terrific only improvement would be to cover more of the expense.*
- *Was provided financial assistance for school. Found job on my own without the assistance of the job service, but I believe if I'd needed their help it would have been readily available.*
- *Great Folks, I greatly appreciate what this program assisted me with. To get me finished with school, and helped me get moved to my new job.*
- *More realistic job finding plans with specific goals, more funding for the program, additional resources for Military Personnel too. Thanks.*
- *I applied for WIA after I began 1st & 2nd semesters at Carroll for a GIS certificate. My first application was ignored because I "wasn't needy enough". My second application was put on*

hold because I didn't provide enough timely information despite multiple in-person meetings with the caseworker.

- More military help-it's rough out there!!*
- The OJT program is a wonderful asset to the community and needs to be available in the future for those who need it.*
- Libby Job service is the best hands down!*
- Elizabeth Baker was an unbelievable asset in getting me funds and training program I was seeking. The answers above that I selected no are only because I was not in search of assistance; I had already established my own job search and was self-directed in accomplishing my employment goals. What I specifically needed help with, and received beyond my expectations, was funding for my training. Also, help other than services not mentioned were offered and continue to be offered. The WIA program, as provided to me was a dream come true.*
- Excellence all the way through, Elizabeth, Jean and Meagan were all dynamic.*
- I did not take advantage of the services offered, but having someone trained in the Affordable Care Act would be beneficial.*
- Vital services to Montana.*

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PROGRAM YEAR 2013 PERFORMANCE

**PROGRAM PERFORMANCE DATA
Performance Levels
July 1, 2013 through June 30, 2014**

PERFORMANCE MEASURES	PERFORMANCE GOALS
	PY 2013 (07/01/13-6/30/14)
Adult Program - Common Measures Indicators of Performance	
1. Entered Employment Rate	77.0%
2. Employment Retention Rate	89.0%
3. Six Months Average Earnings	\$15,400
Dislocated Worker Program - Common Measures Indicators of Performance	
1. Entered Employment Rate	73.0%
2. Employment Retention Rate	89.0%
3. Six Months Average Earnings	\$18,700
Youth Program - Common Measures Indicators of Performance	
1. Placement in Employment or Education	70.0%
2. Attainment of Degree or Certificate	62.0%
3. Literacy and Numeracy Gains	40.0%

PY 2013 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 seven of the nine Common Measures performance measures.

Montana met 80% of negotiated performance for seven performance measures this year. Montana failed to meet two of the performance measures for Youth participants in PY 2013.

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate				
a) Adults	77.0	*64.9	150	231
b) Dislocated Workers	73.0	*64.9	246	379
Retention Rate (6 months)				
a) Adults	88.0	*83.6	194	232
b) Dislocated Workers	89.0	*86.2	381	442
Average Earnings/Earnings Change 6 Months				
a) Adults	\$15,400	*\$14,565	\$2,825,677	194
b) Dislocated Workers	\$18,700	*\$16,866	\$6,425,822	381
Placement in Employment or Education	70.0	48.8	78	160
Attainment of Degree or Certificate	62.0	*60.1	92	153
Literacy or Numeracy Gains	40.0	28.6	14	49

Blue = Met Performance Levels

Red = Did Not Meet Performance Levels

* Met 80% of Negotiated Performance Level

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2013 to 06/30/2014

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

Date Ranges Used In Calculating Report Items

Total Participants:	07/01/2013 – 06/30/2014
Total Exiters:	04/01/2013 – 03/31/2014
Entered Employment Rate, Youth Placement in Employment or Education, and Youth Attainment of Degree or Certificate:	10/01/2012 – 09/30/2013
Employment Retention Rate and Six Months Earnings Change:	04/01/2013 – 03/31/2014
Youth Literacy and Numeracy Gains:	07/01/2013 – 06/30/2014

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	77.0	64.9	150	231
Employment Retention Rate	88	83.6	194	232
Six Months Average Earnings	\$15,400	\$14,565	\$2,825,677	194

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	62.2	$\frac{79}{127}$	38.9	$\frac{7}{18}$	37.5	$\frac{3}{8}$	61.5	$\frac{8}{13}$
Employment Retention Rate	84.8	$\frac{106}{125}$	81.3	$\frac{13}{16}$	100.0	$\frac{2}{2}$	80.0	$\frac{8}{10}$
Six Months Average Earnings	\$12,801	$\frac{\$1,356,944}{106}$	\$16,690	$\frac{\$216,971}{13}$	\$20,839	$\frac{\$41,678}{2}$	\$12,006	$\frac{\$96,050}{8}$

Table D – Other Outcomes for Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	55.2	$\frac{16}{29}$	62.7	$\frac{37}{59}$	68.6	$\frac{96}{140}$
Employment Retention Rate	78.3	$\frac{18}{23}$	76.8	$\frac{43}{56}$	85.9	$\frac{122}{142}$
Six Months Average Earnings	\$12,745	$\frac{\$229,403}{18}$	\$12,241	$\frac{\$526,374}{143}$	14,994	$\frac{\$1,829,219}{122}$

WIA Title IB Annual Report Form (ETA 9091)

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	73.0	64.9	246	379
Employment Retention Rate	89.0	86.2	381	442
Six Months Average Earnings	\$18,700	\$16,866	\$6,425,822	381

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	50.0	$\frac{33}{66}$	66.7	$\frac{8}{12}$	46.3	$\frac{37}{80}$	100.0	$\frac{1}{1}$
Employment Retention Rate	84.8	$\frac{50}{59}$	71.4	$\frac{5}{7}$	81.5	$\frac{53}{65}$	0	$\frac{0}{0}$
Average Earnings Rate	\$16,477	$\frac{\$823,846}{50}$	\$16,104	$\frac{\$80,519}{5}$	\$14,555	$\frac{\$771,407}{53}$	\$0	$\frac{0}{0}$

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	54.6	$\frac{6}{11}$	56.9	$\frac{37}{65}$	67.1	$\frac{200}{298}$
Employment Retention Rate	88.2	$\frac{15}{17}$	82.2	$\frac{74}{90}$	87.1	$\frac{284}{326}$
Six Months Average Earnings	\$16,581	$\frac{\$248,721}{15}$	\$19,842	$\frac{\$1,468,306}{74}$	\$16,149	$\frac{\$4,586,354}{284}$

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	70.0	48.8	78	160
Attain Degree or Certificate	62.0	60.1	92	153
Literacy or Numeracy Gains	40.0	28.6	14	49

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2013 to 06/30/2014

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

Table H.1.A - Outcomes for Youth Special Populations

Reported Information	Public Assistance		Veterans		Individuals with Disabilities		Out-of-School Youth	
	Placement in Employment or Education Rate	49.2	$\frac{31}{63}$	0	$\frac{0}{0}$	51.6	$\frac{16}{31}$	49.2
Attainment of Degree or Certificate	56.1	$\frac{32}{57}$	0	$\frac{0}{0}$	64.5	$\frac{20}{31}$	48.9	$\frac{22}{45}$
Literacy and Numeracy Gains	20.0	$\frac{5}{25}$	0	$\frac{0}{0}$	25.0	$\frac{1}{4}$	28.6	$\frac{14}{49}$

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 Received of Those Who Completed Training Services	
	Adults	84.0	$\frac{199}{237}$	\$2,882	$\frac{\$683,009}{237}$	9.3	$\frac{14}{150}$	\$7,042	$\frac{\$1,056,354}{150}$	42.7
Dislocated Workers	86.1	$\frac{378}{439}$	68.0	$\frac{\$4,998,006}{\$7,352,214}$	8.5	$\frac{21}{246}$	\$7,694	$\frac{\$1,892,680}{246}$	36.5	$\frac{73}{200}$

Table M - Participation Levels

Program	Total Participants Served	Total Exiters
Total Adult Customers	127,456	110,194
Total Adults (Self-Service Only)	126,233	109,460
WIA Adults	126,862	109,806
WIA Dislocated Workers	747	464
Total Youth (14-21)	544	214
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	202	89
In-School Youth	342	125

WIA Title IB Annual Report Form (ETA 9091)
 Report Period: 07/01/2013 to 06/30/2014

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

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,933,529
Local Dislocated Workers		1,355,099
Local Youth		2,056,755
Rapid Response (Up to 25%) 134 (a) (2) (A)		511,677
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)		285,481
Statewide Allowable Activities 134 (a)(3)	Program Activity Description	
	Technical Assistance for Local Providers	25,023
	MT Association of Counties	4,958
Total of All Federal Spending Listed Above		\$6,172,522

WIA Title IB Annual Report Form (ETA 9091)
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Local Area Name: Balance of State (BOS)

Table O - Local Performance

Total Participants Served	
a) Adults	107,583
b) Dislocated Workers	626
c) Older Youth	98
d) Younger Youth	329
Total Exiters	
a) Adults	93,665
b) Dislocated Workers	412
c) Youth	44
d) Younger Youth	115

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	77.0	64.0
b) Dislocated Workers	73.0	64.0
Retention Rate (6 months)		
a) Adults	88.0	84.0
b) Dislocated Workers	89.0	85.0
Average Earnings/Earnings Change 6 Months		
a) Adults	\$15,400	\$14,274
b) Dislocated Workers	\$18,700	\$17,171
Placement in Employment or Education	70.0	47.0
Attainment of Degree or Certificate	62.0	59.0
Literacy or Numeracy Gain	40.0	28.0

Description Of Other State Performance Indicators

- a. _____
- b. _____

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

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Table P - Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	1639	
Covered Entrants Who Received a Service During the Entry Period	1402	85.5
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	10	0.6

Table Q - Veterans' Outcomes by Special Population

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	56.3	$\frac{9}{16}$	56.3	$\frac{9}{16}$	0	$\frac{0}{0}$
Employment Retention Rate	77.8	$\frac{7}{9}$	77.8	$\frac{7}{9}$	0	$\frac{0}{0}$
Six Months Average Earnings	\$20,606	<u>\$144,242</u> 7	\$20,606	<u>\$144,242</u> 7	\$0	<u>\$0</u> 0

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