

# MONTANA'S WORKFORCE INVESTMENT ACT PROGRAM YEAR 2014 ANNUAL REPORT



July 1, 2014 through June 30, 2015



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 2015

I am honored to present the Work Force Investment Act (WIA) Program Year 2014 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 has over 500,000 employed Montanans;
- Montana has unemployment well below the national average;
- Montana has the 5<sup>th</sup> fastest Gross Domestic Product (GDP) growth over the last five years;
- Montana has the 6<sup>th</sup> fastest wage growth over five years
- Montana has the 9<sup>th</sup> fastest personal income growth over the last five years

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 "S. Bullock", written over a light blue horizontal line.

STEVE BULLOCK  
Governor

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## EXECUTIVE SUMMARY

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

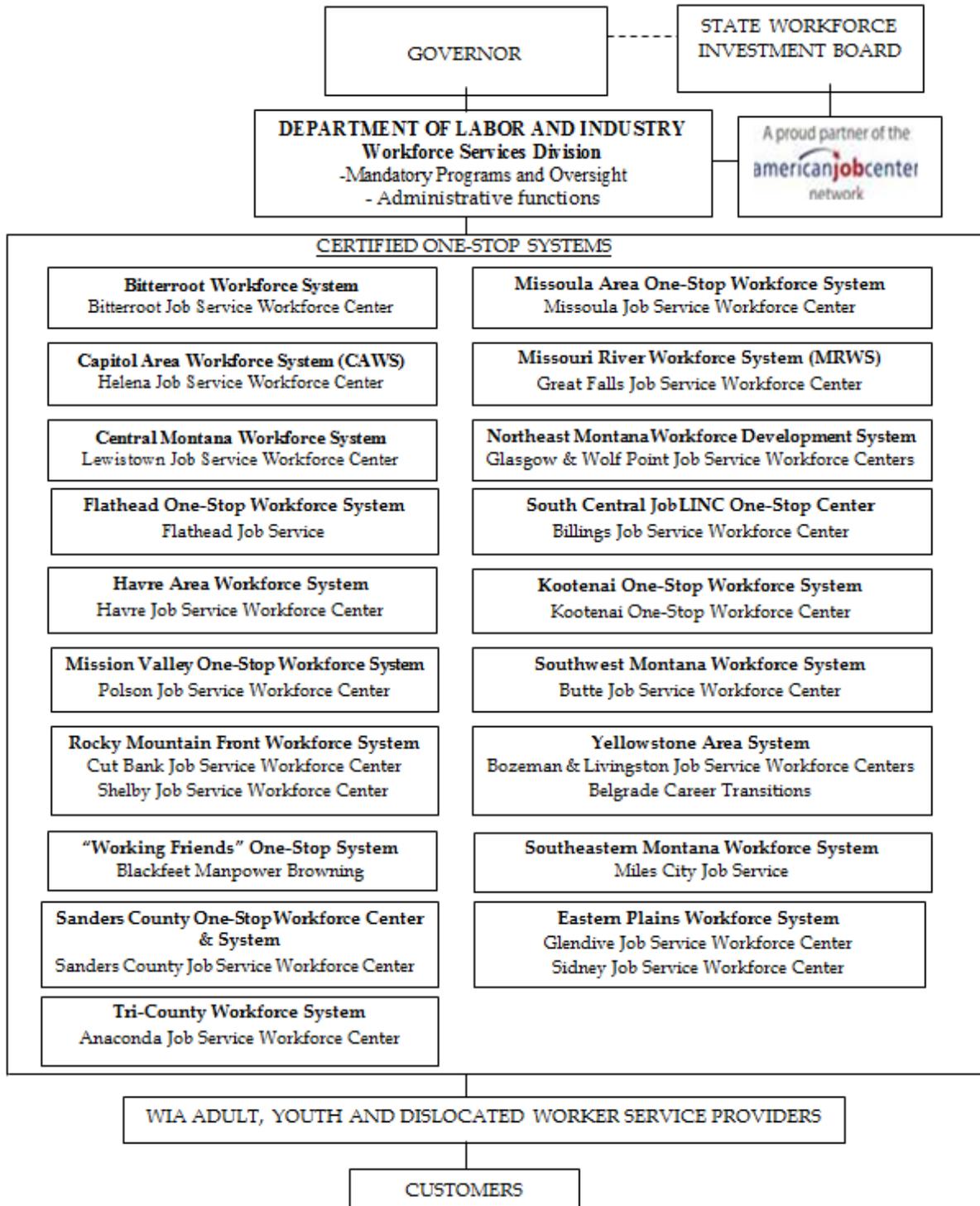
- ❖ promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
- ❖ promoting continual skill development, increasing wages, and an enhanced standard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

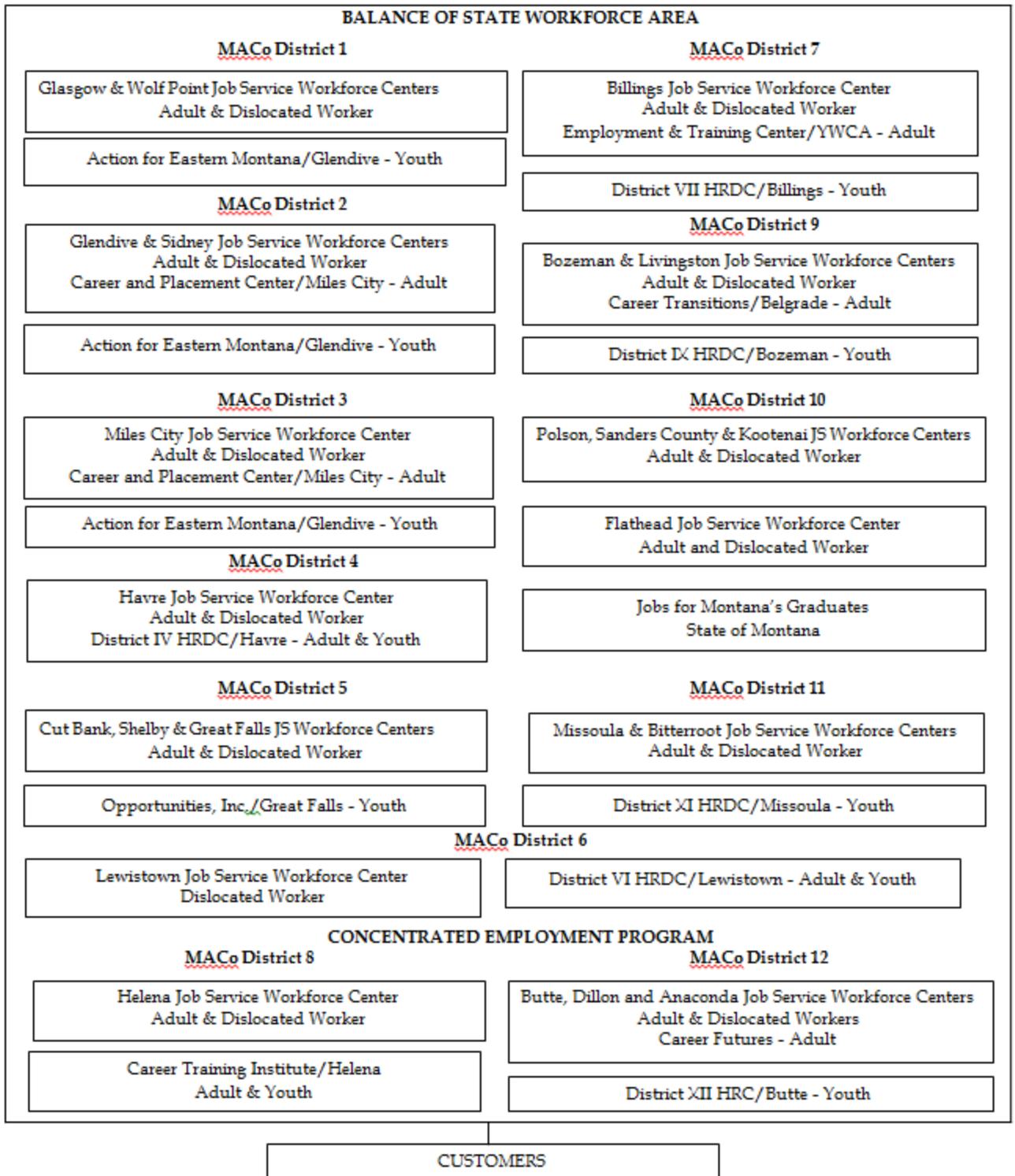
- ❖ Our workforce system must be accountable to the people we serve;
- ❖ Our workforce system must be customer driven to meet individual needs and choices;
- ❖ Our workforce system must be accessible to all;
- ❖ Our workforce system must be efficient in providing services to guarantee maximum impact; 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](http://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 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 48<sup>th</sup> 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 Hoteling 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 1<sup>st</sup> and run through June 30<sup>th</sup> 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 WIA adult, youth and dislocated worker services since 2006.

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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 job seekers 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 2014.

- ❖ **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) May through September 2015.
- ❖ **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 7/1/2014 – 6/30/2015**

The State Workforce Investment Board and standing committees held 11 meetings between July 1<sup>st</sup>, 2014 and June 30<sup>th</sup>, 2015:

##### **State Workforce Investment Board (3 Meetings):**

September 24-25, 2014: The board approved the 2013 Workforce Information Grant Progress Report. It also approved the Federal 2014 Workforce Information Grant application. The U. S. Department of Labor Employment and Training Administration (US DOLETA) requested that the Commissioner of Labor and the Chair of the SWIB co-sign agreements in support of the grant objectives. In addition, an overview regarding the Workforce Innovation Opportunity Act (WIOA) going into effect July 1, 2015 was presented by an independent consultant from the Woolsey Group. Discussion topics included the four required partners of WIOA, as well as, 10 key features of WIOA.

December 2, 2014: The Board received an update of the Main Street Montana Project and Montana’s Revised State Action Plan. It targets the SWIB as a key organization by listing proposed strategies/activities regarding partnerships and mutually reinforcing activities to build Industry/Education partnerships: Specifically, two of the proposed strategies/activities for the SWIB in the Action Plan were:

- ❖ Create an asset map and use it to develop a joint action plan to align resources and activities, and to identify and address redundancies and inefficiencies in the delivery of services.
- ❖ Enhance and expand role of SWIB in implementing Main Street Montana Pillar 1 goals, objectives and tasks.

The SWIB endorsed the Montana Registered Apprenticeship Employer Tax Credit Bill: Any employer that hires and trains an individual in an apprentice occupation, registered with the Montana Department of Labor & Industry, will be eligible to claim a 1,000 dollar employer tax credit, per apprentice, per year for a maximum period of 4 years.

June 2, 2015: The SWIB heard Workforce System Alignment Updates regarding 2 TAACCCT grants the state has received. Presentations were given by representatives of the RevUp Montana and HealthCARE Montana teams. Additionally, the board was briefed on the progress of the WIOA transition and several changes the new law will bring to the board including:

- ❖ The name of the Board will change
- ❖ Board membership requirements are different according to WIOA-Higher Education, Tribal and Veteran representatives are no longer required
- ❖ WIOA calls for more labor representation on the board-20%

The SWIB also took action to:

- ❖ Establish a Registered Apprenticeship Advisory Council that is required under the registered Apprenticeship program for the state of Montana. Members of the SWIB would potentially be appointed to this council.
- ❖ Become the oversight advisory board for Jobs for Montana's Graduates. JMG is an affiliate of Jobs for America's Graduates (JAG)-a national school-to-work program. Jag requires JMG to have an oversight or advisory board.
- ❖ Approve the Local Workforce Area Designation Policy and to post the Local Workforce Area Designation Policy for public comment from June 3-17, 2015.
- ❖ Approve the WIOA funding for Program Year 2015.

#### **Executive Committee Meetings (2 Meetings):**

September 3, 2014: The committee decided a national consultant will assist the full board and the Lifelong Learning and Sector Strategy Committees regarding the alignment of workforce programs all tied together by Career Pathways and Sector Strategies during the September 24-25, 2015 SWIB meeting.

November 5, 2014: The committee discussed forming a new board mission statement to present to the full board during the December 2, 2015 meeting.

#### **Youth Council Meetings (1 Meeting):**

September 25, 2014: The Council met to discuss how WIOA changes the requirement of focus of funds for Youth and Employment Training Programs from 30% to 75% toward out-of-school youth and the provision of experiences such as summer jobs, pre-apprenticeship training, on-the-job training and internships. They also received a report by the State Director of the Adult Basic Education and Literacy Program who reported that previous high school equivalency testing model-GED was recently replaced with the HiSET. Additionally, the Jobs for Montana's Graduates program reported that they recently partnered with the WIA Youth program to pilot service to out-of-school youth in four counties. JMG requested that the Youth Council consider becoming an oversight committee for the JMG program. Finally, the Council discussed expansion of membership to include foster care, juvenile justice and youth with disabilities.

#### **Workforce Investment Act (WIA) Committee (1 Meeting):**

September 25, 2014: The committee reviewed the many changes coming to states under WIOA, and some of those are: Two new required partners, Adult Basic Education (ABE) and Vocational Rehabilitation; stronger focus on career pathways and sectors; increase use of work-based training to include apprenticeship and on-the-job training (OJT); and expanded one-stop system partners and MOU requirements. Committee members took action to defer One-Stop re-certification until July 1, 2016. An overview of the State Strategic Plan and the due date of that plan: June 30, 2016. The committee recommended that the SWIB staff create an updated Snapshot document- a spreadsheet/brochure that shows all of the workforce programs in Montana, and provides a brief description of each program.

### **Sector Strategies Committee (2 meetings):**

September 25, 2014: The Communications Director for Commissioner's Office of the Department of Labor & Industry, presented information about the data sources used to prepare the HealthCARE grant proposal. She suggested the SWIB assist by being part of the Healthcare Sector Strategy on Main Street (appointed by the Governor) and endorse policies such as the healthcare apprenticeship. The consultant from the Woolsey Group outlined the role of business (aka board members) in developing sector partnerships.

November 20, 2015: The Woolsey Group provided recommendations based on work with the SWIB in September, 2015. Questions were asked by the Woolsey Group regarding what current projects are underway addressing sector strategies and if there were any committee members who have been engaged in any of this work. The committee reported that there are current projects underway, such as the Trade Adjustment Act Community College and Career Training (TAACCCT) –which addresses several key sectors (manufacturing, energy and health care) along with the development of career pathways-which are addressing sector strategies. There are currently several SWIB members serving on the Key Industry Network (KINS). The KINS that have begun work are: Manufacturing, Technology, Tourism & Hospitality, Agriculture and Natural Resources. Also, the committee approved the recommendations from the Woolsey Group.

### **Lifelong Learning Committee (2 meetings):**

September 25, 2014: The consultant from the Woolsey Group spoke to the committee and reviewed the role of Career Pathways. The Deputy Commissioner of Two-Year and Community College Education addressed several topics of importance to the SWIB: an update regarding the US Department of Labor Grant, Strengthening Workforce Alignment in Montana's Manufacturing and Energy Industries (SWAMMEI) and Dual Credit and the Credit-for-Credit program which rewards Montana Teachers for teaching concurrent enrollment courses in their high schools. The Director of Adult Basic Education from the Office of Public Instruction presented: The Moving Pathways Forward: Supporting Career Pathways Integration project funded by the U.S. Department of Education, Office of Career, Technical, and Adult Education (OCTAE). It assists states in advancing career pathways systems to transition low-skilled adults to postsecondary education and employment. The project provides technical assistance to states to further integrate adult education into broader career pathways systems development at the state and local levels. The committee made a motion to endorse/support laws that focus on Career Pathways.

November 10, 2014: The Director of Adult Basic Education gave an update regarding Moving Pathways Forward. Recent activity has been looking at regional alignment with two-year colleges and assessing ease of access and transition. The overarching goal is to have pathway system and services understood by ABE students to support and advance them into the workforce. The Assistant Project Director for the SWAMMEI Grant spoke to the newly awarded HealthCARE Grant. This new grant will work closely with adult learners. The grant will provide regional coaches, tutoring, and remediation regarding healthcare occupations. Health care core contextualized modules will be developed, prior learning assessment tools will be used, creation of core healthcare coursework for all MT colleges will be developed with established career pathways, establishment of new certification such as, patient care, health and administrative tracks such as, health information technicians, coders, billing and office specialists, and the creation of new health care related Apprenticeship programs.

### **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
- ❖ National Governor’s Association Talent Pipeline Policy Academy
- ❖ Main Street Montana Peer-to-Peer Symposium Series
- ❖ Moving Pathways Forward – Adult Basic Education Technical Assistance Award

**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, 2015. 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 2014 to extend the waiver of 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 employeesNinety 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 1,023,579 people spread over 147,138 square miles. It is the 4<sup>th</sup> largest state in land area and 44<sup>th</sup> in population.

Montana continues to experience positive growth in population as indicated by an increase of about 8,715 people from 2013 to 2014, translating to approximately 1% growth. Of the one million people living in Montana in 2014, 61.3% of the population fell within the normal working ages of 18 to 64 years old, which is below the national rate of 62.4% and reflective of Montana's aging population. Montana's economy continued to expand over the last year. Montana's GDP grew 2.9% from 2013 to 2014, ranking Montana as the 29<sup>th</sup> fastest growing state. Some highlights of the past year include:

- Montana added roughly 6,237 jobs in 2014 for a growth rate of 1.3%. Private payroll employment, which does not include self-employed or agriculture workers, increased by approximately 3,031 jobs in 2014.
- Average annual wages in Montana reached \$38,874 in 2014. From 2013 to 2014 wages grew by 3.5%, outpacing national wage growth. Montana ranks 6<sup>th</sup> among states in terms of wage growth over the last 10 years. Much 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 4.7% in 2014, a decrease of 0.65 percentage points from 2013. As employment in Montana continues to grow and the baby boomer generation retires Montana is expected to face low unemployment rates and a worker shortage.

Over the past year, the Billings and south central portion of Montana added 911 jobs for an annual growth rate of .9%. Despite the decline in oil prices at the end of 2014, the eastern region of the state had job growth of .8% and experienced wage growth around 7% for the year. The southwest region, which includes the cities of Helena, Butte, Bozeman, Dillon and their surrounding counties, gained approximately 3,352 jobs in 2014, resulting in a growth rate of 2.4%. The northwest region including Ravalli County, Missoula, Kalispell, and surrounding areas added 1,950 jobs in 2014, helping to lower the regions unemployment rate. The north central region including the Great Falls/Havre/Browning area experienced a modest decline in total employment, though job growth in the region is expected going forward. 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: Montana has approximately 99,646 Veterans residing in the state. It continues to have one of the largest veteran populations per capita in the country (Department of Veteran Affairs). Approximately 10% of the state's population are veterans. 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 and provide intensive services to achieve individual employment needs. JVSG funding also provides two half-time, Local Veteran Employment Representatives (LVER) who work specifically with employers. On October 1, 2015, one of the half-time LVER's will be changed to a half-time DVOP. This change will increase the effectiveness of addressing individual employment needs of Veterans in Eastern Montana. 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 2015, approximately 3236 services were provided to 6349 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. Many of the communities in Montana have adopted the Joining Forces model for providing resources to assist Veterans. 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. DVOPs around the state have been participating in the newly created Veterans Court program. Veterans Courts are criminal court treatment programs devoted to military veteran offenders. Many of these Veterans require intensive services to assist them with their job searches. 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 Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Displaced Homemaker and Youth Programs in accordance with state WIOA policy and in the Senior Community Service Employment Program.

Program Year 2015 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. In the last year those veterans that have ever been incarcerated (not just in the last 12 months) and family caregivers to eligible Veterans have been included in those who qualify to receive Intensive Services provided by a DVOP.

Program Year 2015 negotiated performance measures and actual reported rates through third quarter are as follows;

<b>Disabled Veteran Employment Outreach Program</b>	<b>Negotiated</b>	<b>Actual</b>
Veteran Entered Employment Rate	65	61
Veteran Employment Retention Rate	84	80
Veteran Annual Earnings	18,100	18,007
Disabled Veteran Entered Employment Rate	56	49
Disabled Veteran Employment Retention Rate	79	79
Disabled Veteran Annual Earnings	19,700	21,860

<b>Local Offices</b>	<b>Negotiated</b>	<b>Actual</b>
Veteran Entered Employment Rate	63	62
Veteran Employment Retention Rate	86	83
Veteran Annual Earnings	20,500	19,752
Disabled Veteran Entered Employment Rate	58	54
Disabled Veteran Employment Retention Rate	86	83
Disabled Veteran Annual Earnings	23,750	22,737

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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	SFY15*
<b>Funding Granted**</b>	\$173,354	\$530,013	\$554,486	\$490,806	529,614	521,809
<b># Applications Approved</b>	54	295	405	321	325	261
<b># Workers Trained</b>	150	735	772	639	640	526
<b>Average Cost per Employer</b>	\$3,210	\$1,797	\$1,1367	\$1,529	\$1,630	\$1,999
<b>Average Cost per Worker</b>	\$1,156	\$721	\$717	\$768	\$828	\$992

\* SFY2015 numbers are preliminary and will not be finalized until June 30, 2016 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: Accounting / QuickBooks, Arborist Certification, Asbestos Inspection, Business Management for Small Businesses, Facilitator Certification, Intra/Inter-Personal Communication, ISO 9001 Internal Auditor Certification, Management / Leadership Skills for New Managers, Media Certification, Product Launch Strategies, Sales and Marketing, Social Media Marketing, Strategic Planning, and many others.

Incumbent Worker Training Program Testimonials and Success Stories

- *Okamoto Arbor-Care* has grown their business from \$100,000 to \$400,000 a year by helping their employee become a certified arborist.
- *Flathead Animal Clinic* has increased their annual income by over \$30,000 when they trained employees to use new state-of-the-art ultrasound diagnostics and digital dental imaging equipment.
- *Nova Café* expanded their facility, increased revenue 10%, and improved efficiency in service and customer experience when they utilized training for baristas and social media marketing.
- *Wolf Point Green* received training to be the only certified asbestos contractor in the northeastern region of the state. He is so busy he is now looking to purchase training for certified asbestos supervisor for staff.
- 99.8% of employees with UI-reportable wages who received grant funded training experienced wage growth in the next year, with an average increase of \$769 per quarter, or \$3,076 per year.

**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 DRCs 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. DRCs 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), is typically delivered during class time to middle and high students across the state of Montana, but has recently expanded to out of school youth. JMG seeks to connect with youth who have barriers to success and empower them to take charge and remove those barriers to graduate high school, obtain their HiSET, and to gain the skills to get a job, keep a job, and quit a job appropriately.

- JMG has positively affected over 12,000 students since its inception in 1990.
- Currently JMG is in 39 High Schools, 14 Middle Schools and 2 Out-of-School programs.

***JOBS FOR MONTANA'S GRADUATES HAS A 97% GRADUATION RATE.***

### **WHAT IS JMG:**

- JMG has an employability skills curriculum and a process to collect outcome data on the youth who participate in JMG.
- Youth are empowered by the Career Specialist (teacher) to take the lead on planning projects centered on civic duties, leadership, social responsibility, academic performance and professionalism.
- Youth that are still in high school get to demonstrate their skills they learn during class time by organizing fundraisers, community services projects; and attending state and national leadership conferences.
- As an Affiliate of Jobs for America's Graduates, JMG is recognized as one of the nation's most cost efficient, high performing programs in the country.

***JOBS FOR MONTANA'S GRADUATES PLACED 62% OF SENIORS IN EMPLOYMENT.***

### **STUDENT EXAMPLES:**

- Roberts Junior High School, JMG class worked for several months to raise money in support of the Montana Wounded Warrior Project. The JMG students operated a school store after each academic day, and in addition, the class raffled off a quilt. JMG chose the MWW in part because their staff is 100% volunteer.
- Bridger's JMG class teamed up with law enforcement to do a fundraiser to support Cole's Pantry and Montana Hope Project. Their efforts raised them \$2,000 to split between the two organizations.
- Culbertson's JMG class hosted a color run to raise money for the Ramsy Keller Memorial Fund. They were able to raise \$5,111.00 for this cause.

# JMG WIA Participants on Work Experience



The most exciting event in our WIOA youth program has been the partnership established with MMC, Montana Conservation Corps, and creating a work experience opportunity for both in-school and out of school WIOA participants. This past summer 5 WIOA/TANF WEX participants had the opportunity to participate in an 8 week work experience performing various duties and projects located within the Kootenai National Forest. Participants learned several new skills including conservation and natural resource stewardship, reforestation techniques and campground and trail maintenance. Both participants and crew supervisors were very pleased with the outcomes from this work experience and look forward to continuing the partnership with the WIOA program and offering work experience opportunities to youth participants in our service area.



Participants learned several new skills including conservation and natural resource stewardship, reforestation techniques and campground and trail maintenance. Both participants and crew supervisors were very pleased with the outcomes from this work experience and look forward to continuing the partnership with the WIOA program and offering work experience opportunities to youth participants in our service area.

JMG provides WIOA services in the Northwestern part of the state. The collaboration between the two programs has demonstrated a lot of support for the youth in that region and has begun to provide a foundation to collaborate with others across the state.

- The Career Specialist (teachers) during their summer training was provided a refresher about what WIOA services are and the requirement for eligibility. It also allowed them to understand how the two programs can collaborate to provide more support to the youth they are serving.
- JMG/WIOA program manager is represented on the State Workforce Investment Board, to allow for a voice of two programs that are preparing students to be workforce ready.
- JMG/WIOA formed a partnership with Montana Conservation Corp to help assist the youth in that program to obtain work experience.
- JMG/WIOA program managers are continuously represented in local area CMT and JSEC committees that allow for sustained involvement in the communities served by JMG/WIOA.
- By maintaining work relationships with area employers and service providers, program managers are able to offer quality opportunities for participants in both in-school and out of school programs to receive beneficial work experience opportunities in a wide array of occupations.
- Program managers continue to establish new and exciting work opportunities for participants.

### • *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, 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.

YouthBuild Helena completed its fourth year in 2014-2015. The program served 30 youth between the ages of 16 and 24 with 75 percent of the students having dropped out of school prior to enrollment in YouthBuild.

YouthBuild is a comprehensive youth development program that is focused on re-engaging at-risk youth in activities leading to education and vocational skill attainment.

### HBI PACT Recipients

L-R: AJ Otto, RJ Bright, Amos Bennett, Ryan Hand, Kayla Mougeot and Austin Oats

YouthBuild provides HiSET preparation along with a hands-on, experiential skills carpentry pre-apprenticeship training program throughout an eight-month timeframe. Academic classes are held at CTI while carpentry skills training is held at the Habitat for Humanity Restore and at the Habitat house worksite. As part of the carpentry pre-apprenticeship, students earn OSHA 10 and First Aid/CPR certification.



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 and life skills including preparing for college, financial literacy, identify theft, smoking cessation, safe driving, goal setting as well as numerous personal, mental and physical health topics. Students also developed resumes and attended computer classes at CTI and gained proficiency in basic computer, MS Office, keyboarding and career exploration. Students were exposed to post-secondary education and apprenticeship opportunities with field trips to Helena College, Great Falls-MSU, Laborers-AGC Training Center, Carpenters Joint Apprenticeship and Training program and IBEW Joint Apprenticeship and Training program.



**First OSHA 10 Class 2014-15**

In 2014-2015, students deconstructed a home damaged by fire and then rebuilt the home for a Helena Area Habitat for Humanity family. Students learned every aspect of construction, starting with safety and proper tool use, but also experienced in depth, hands-on instruction on reading blueprints, foundations, framing, drywall, roofing, window/ door installation, painting, flooring, trim, siding and concrete work. Throughout the year, students worked toward earning Home Builder's Institute Carpentry Pre-Apprenticeship and Montana Department of Labor and Industry Carpentry Pre-Apprenticeship certificates.



**Kayla Mougeot and Trey Griffin**



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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'14 was for the period of July 1, 2013 through June 30, 2014 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'13 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 2014. The session was held for adult, youth, and dislocated worker service providers in Bozeman MT, October 7 and 8, 2014. The focus of the technical assistance was on expanding people's understanding of partners across the state and learning how to help people develop a resume, cover letter and navigate through an applicant tracking system.

**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.

**WIA Quarterly GoTo Meetings:** The Statewide Workforce Programs and Oversight Bureau continued to host quarterly go-to 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 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, 2014 and 2015. 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 WIOA 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 PY14 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'14, Montana had **5** active TAA petitions representing **3** companies and covering **281** impacted workers. All five petitions had expired by June 30, 2015. Montana has had no petitions filed or certified under Reversion TAA 2014 - which went into effect on January 1, 2014 or under the TAA Reauthorization Act of 2015 which went into effect on June 29, 2015. Montana companies with active TAA petitions in PY14 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 **43** participants received TAA services and benefits in PY14. Of those who received services, 47% were individuals certified under petitions that had expired prior to June 30, 2014; but who were still eligible to receive TAA benefits. Of those served in PY14, **25%** were older workers who opted to receive the wage subsidy benefit instead of accessing training. For TAA participants who received training, 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:**

- ◀ Susan M. was a laid off Route Sales/Merchandiser from Hostess/Interstate Brands in November of 2012. She trained in Accounting Technology at Flathead Valley Community College Certificate and then was very excited to accept a full time job for a newly created Office Administrator position at a local beverage distributing company in July of 2015.
- ◀ Gordon S. was laid off from the Hostess Corporation after 23 years of employment. He was approved to attend the Welding & Inspection Technology program at FVCC – and was a highly successful non-traditional student. He was consistently on the dean’s list and graduated with a 3.68 GPA! Gordon obtained employment as a safety technician with a company based out of Somers that is currently stationed in the Bakken oil field. He earns approximately \$310 per day, with housing and transportation included, and is very thankful to be earning a solid income again.

**TAACCCT Grant:**

Round IV --- Missoula College University of Montana --- \$14,998,597.00

A TAACCCT IV statewide consortium grant was awarded to Missoula College in October 2014, and includes 14 college partners, 4 of which are Tribal. This initiative, HealthCARE (Creating Access to Rural Education) Montana, has as an overall goal to strengthen our two-year college system by transforming from a fragmented, localized healthcare workforce development model to a statewide system of workforce planning among the Consortium Colleges, the state workforce system, the Montana Registered Apprenticeship Program, the Area Health Education Centers, statewide healthcare associations, and employers. The initiative will result in successful employment outcomes for students with attention to adult learners, particularly in rural locations, and to veterans. Strategies to accomplish this goal include:

- High levels of local employer engagement included in the development of integrated systems for healthcare workforce planning.
- Development of Healthcare Registered Apprenticeship programs.
- Faculty-led nursing curriculum review and redesign
  - Creation of a common nursing curriculum at 8 two-year colleges, including 2 tribal colleges.
  - Development of an accelerated nursing pathway including nurse aide (CNA), licensed practical nurse (LPN), registered nurse (RN) to Bachelor of Science in Nursing (BSN).
  - Development of a separate LPN credential for students desiring a quicker entry into the workforce.
- Creation of a common core curriculum for healthcare pathways at all colleges offering healthcare courses.
- Coordination of statewide clinical placement.
- Increasing distance education opportunities and course sharing in rural Montana.
- Online 24/7 tutoring with contextualized modules for nursing and allied health.
- Healthcare career coaching and faculty engagement at each consortium college.

HealthCARE Montana is a statewide, industry-driven partnership comprised of the 15-college consortium, the Montana Department of Labor and Industry, the Office of the Commissioner of Higher Education, and the Montana Area Health Education Center, a US Department of Health and Human Services funded program.

**National Emergency Grants:** National Emergency Grants (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, NEGs 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. NEGs 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.

In Program Year 2014, Montana operated two NEGs. The grants were the Dislocated Worker Training NEG and the Job Driven NEG. A total of **564** individuals have been served through these two grants as of June 30, 2015. [Note: participants can be enrolled in both grants to leverage all available resources]

- 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, 2015, Montana had served **487** workers through this grant. The grant period for this NEG was originally set to end on June 30, 2015; but a no-cost extension was approved and the grant will now end on December 31, 2015.
- The **Job Driven (JD) NEG:** This \$5.1 million grant was awarded to serve up to 990 eligible dislocated workers across the state with an emphasis on the target populations of long-term unemployed (27+ weeks) and those at risk of being long-term unemployed as determined by the Unemployment Insurance Division. Job Service received the largest share of the grant to provide direct re-employment, training and supportive services to enrolled participants. In addition, two other subgrants were awarded out of the grant.
  - The Apprenticeship & Training Program received a subgrant to:
    - Create a higher awareness and use of the Registered Apprenticeship and pre-apprenticeship programs in Montana in order to effectively grow and expand apprenticeship across multiple industries and occupations.
    - Promote and market the Registered Apprenticeship dual training program as a proven and cost-effective training model to employers in traditional and non-

traditional in-demand occupations as a means to build and maintain a pipeline of highly skilled workers.

- Build relationships with potential sponsors (employers across Montana with a focus on demand industries, especially healthcare), potential apprentice candidates, industry groups, the education community, and the workforce system statewide.
- Change the perception around apprenticeship and skilled labor employment.

The Department's Technology Services Division received a subgrant to:

- Develop and implement 1) an Integrated Workforce Registration System (IWR) or "virtual front door" to the Wagner-Peyser labor exchange, WIOA workforce programs and Unemployment Insurance systems; and 2) a Workforce Integrated Profile Page.

The grant was awarded the end of June 2014; and, as of June 30, 2015, Montana had served **427** workers through this grant. The grant is scheduled to end on September 30, 2016.

### 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'14 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:

The Montana Department of Labor and Industry along with the Montana Department of Public Health and Human Services entered into an agreement to partner once again to run the TANF-WEX summer youth program from May 1, 2015 through September 30, 2015.

The project was designed to promote job preparation in meaningful work experiences for youth. Youth enrolled in the TANF-WEX program were both in-school and out-of-school youth between the ages of 16-24 that met WIA income eligibility requirements (within the low-income guidelines or a recipient of public assistance or a member of a family receiving public assistance) and had one or more youth barrier. The 2015 TANF-WEX summer program proved to be very successful for many youth providers, participants and worksites.

There were over **250** youth served in the PY'15 TANF-WEX summer youth with an average WEX wage of **\$9.00/hour**. Youth were placed in construction, laborer, computer technology, clerical, animal care, lifeguard, retail, dispatcher assistant, set design helper, trail maintenance, cosmetologist assistant, museum assistant, housekeeping aide, teacher's assistant, advertising sales person, videographer, projectionist, fabrication welder, maintain aquaponics gardens and assist with fish tanks, grooming assistant, auto/aviation repair, grounds keeping, childcare, janitorial/maintenance, forest and conservation, farming/ranching and customer service. WEX employers included MT State Crime Lab, Habitat for Humanity, performing arts theaters, libraries, thrift stores, Montana Nurses Association, Carroll College, youth gardens, pet-care facilities, daycare centers, Department of Administration and a hobby store.

### Computer Technology



Work Experience at Consulogic

Work Experience at  
Little Bird Computers





Work Experience at  
Vetter Aviation



Work Experience at  
City of Helena -  
Maintenance Division



Work Experience at  
Doggett Law Firm



Work Experience at  
Habitat for Humanity

In the fall of 2014, Austin entered YouthBuild as a father of two young children. He was unemployed and lacking a high school diploma. His strong work ethic and dedication to the



program paid off right away when he was one of the first participants to obtain the HiSET. In May, he finished YouthBuild earning the Home Builder's Institute Pre-Apprenticeship Certificate in carpentry, as well as the Montana Department of Labor Pre-Apprenticeship Certificate in carpentry.

Immediately following YouthBuild, Austin enrolled in the TANF Summer Youth Program to continue training in the construction industry. He was placed in a subsidized work experience with Abraham Construction that began June 9<sup>th</sup>. Quickly he was recognized for

his timeliness and attention to detail and given a raise. Abraham Construction was so impressed with him that they hired him permanently on August 3<sup>rd</sup> and gave him another raise. Austin is currently working on a Davis-Bacon job and making \$27 an hour.



Playhouse for  
Habitat for Humanity

## FINANCIAL ANALYSIS



Montana completed its fourteenth year of the Workforce Investment Act with an overall spending rate at 89%. 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.

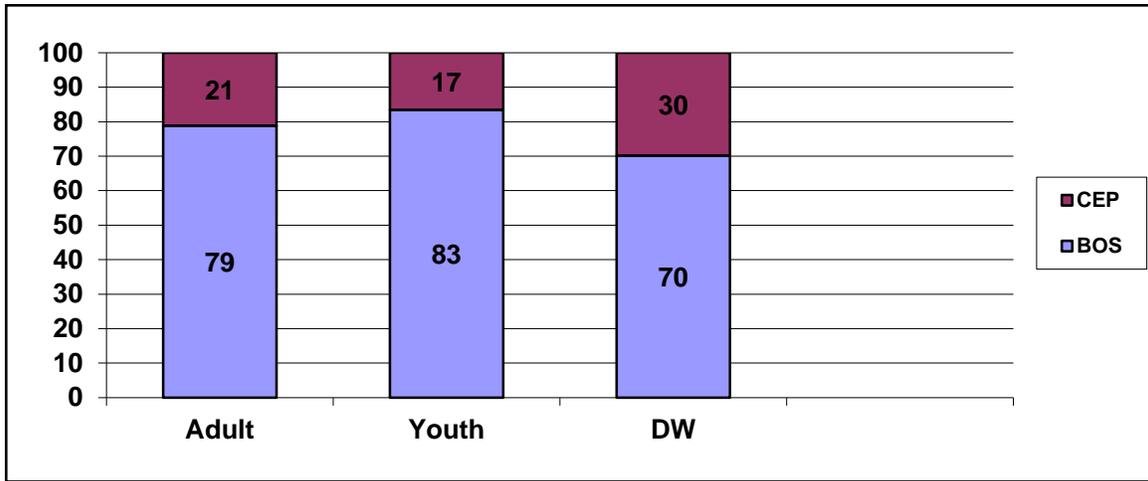
<p><b>WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT</b>  <b>PROGRAM YEAR 2014</b>                  July 1, 2014 through June 30, 2015</p>
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PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 512,743.79	\$ 338,214.02	\$ 174,529.77	66%
<i>Carry-in</i>	\$ 249,700.43	\$ 249,700.43	\$ -	100%
Rapid Response	\$ 414,955.50	\$ 414,955.50	\$ -	100%
<i>Carry-in</i>	\$ 51.49	\$ 51.49	\$ -	100%
Local Admin	\$ 464,404.71	\$ 94,337.96	\$ 370,066.75	20%
<i>Carry-in</i>	\$ 333,737.74	\$ 333,737.74	\$ -	100%
Local Adult	\$1,695,129.00	\$1,667,105.41	\$ 28,023.59	98%
<i>Carry-in</i>	\$ 95,423.48	\$ 94,881.50	\$ 541.98	99%
Local Youth	\$1,767,439.00	\$1,718,478.45	\$ 48,960.55	97%
<i>Carry-in</i>	\$ 30,398.98	\$ 30,367.36	\$ 31.62	99%
Local DW	\$1,005,257.00	\$1,005,257.00	\$ -	100%
<i>Carry-in</i>	\$ 41,916.66	\$ 41,916.66	\$ -	100%
<b>Total All Funds</b>	<b>\$5,859,929.00</b>	<b>\$5,238,348.34</b>	<b>\$ 621,580.66</b>	<b>89%</b>
	\$ 751,228.78	\$ 750,655.18	\$ 573.60	99%

As Montana completes its fourteenth 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 2014, **over 1,800** 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 \$5,989,000. 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 2014 the formula funds were directed to the BOS and CEP as follows:

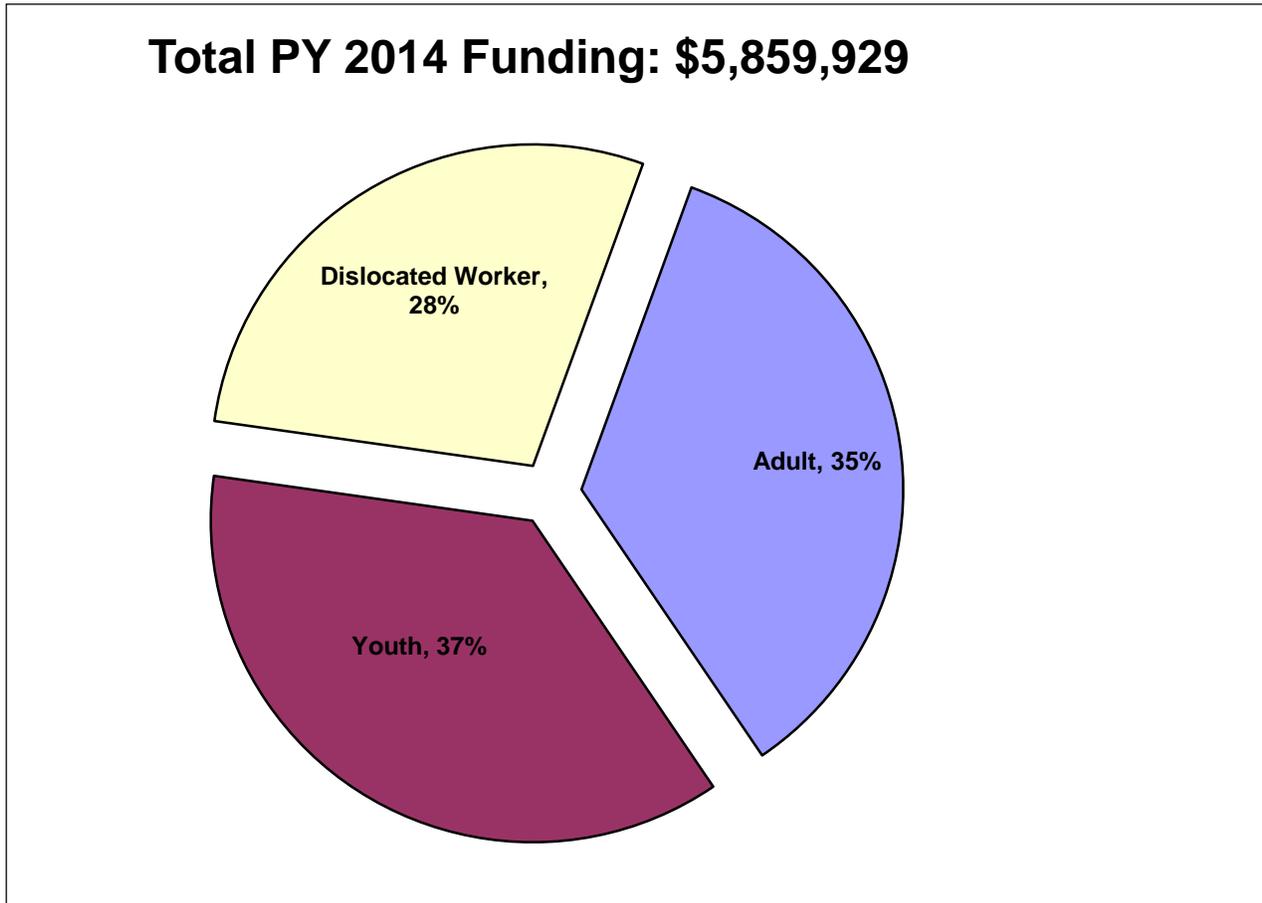


	Adult		Youth		Dislocated Worker	
BOS	79%	\$ 1,337,457	83%	\$ 1,475,812	70%	\$ 705,289
CEP	21%	\$ 357,672	17%	\$ 291,627	30%	\$ 299,968

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## TOTAL PY'14 WIA PROGRAM FUNDING

The total funding for Montana's WIA Adult, Youth and Dislocated Worker programs for Program Year 2014 was \$5,859,929. The chart below shows the percentage of the funding for each program.





# WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

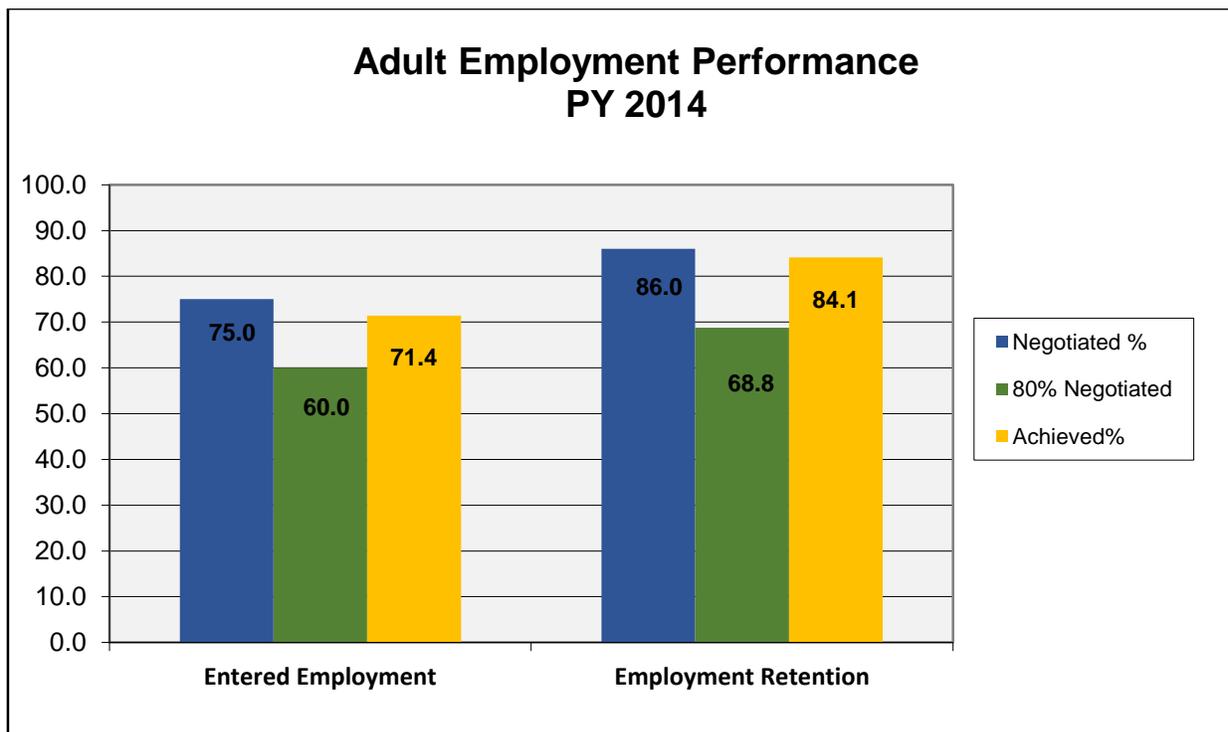
## MONTANA'S WIA ADULT PROGRAM

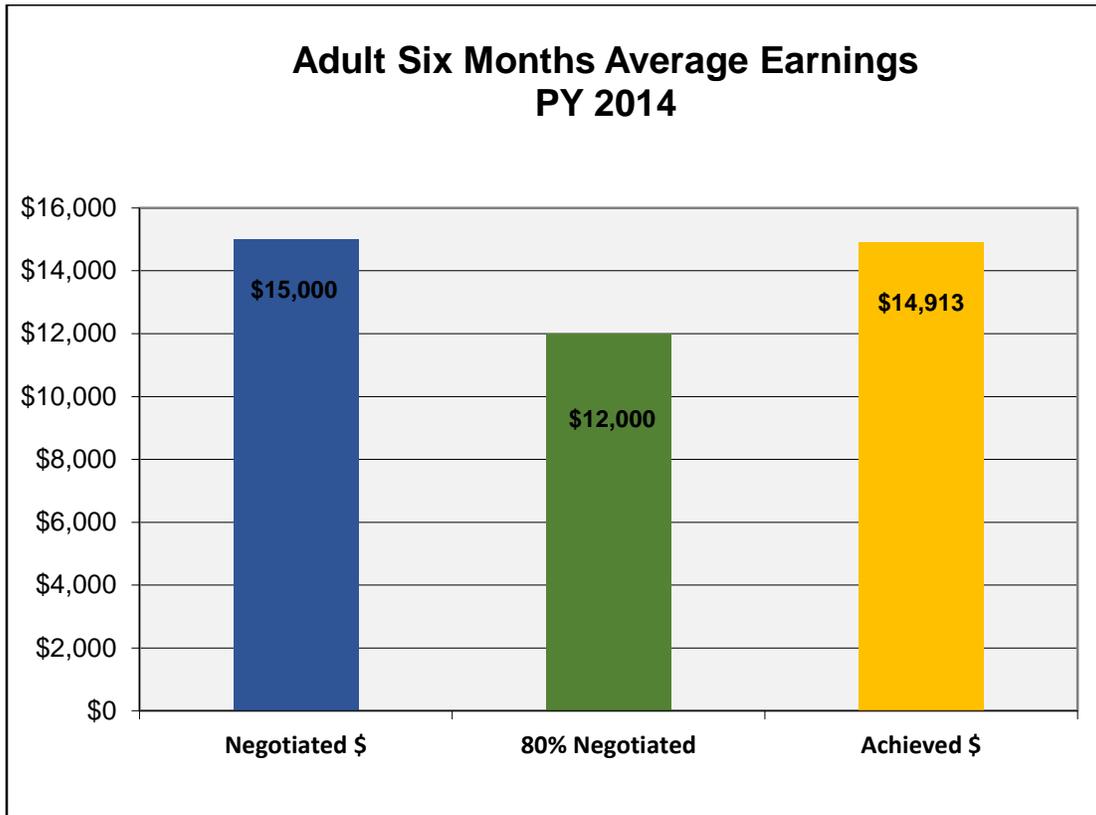
In Program Year 2014, a total of 578 adults were registered to receive intensive and training services. Training services that were generally provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that included 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.

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### ADULT COMMON MEASURES PERFORMANCE ENTERED EMPLOYMENT/EMPLOYMENT RETENTION SIX MONTHS AVERAGE EARNINGS

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**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 Adult 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.

- ◀ *Individual that has been on the program since 2009 has been closed out and enrolled into follow-up. Julie received her AS degree in Associate Applied Science with a Major in Accounting Technology with options in Human Resource & Health Services. She started work for The Department of Labor p/t as an Employment Specialist with the Anaconda Job Service to assist with the JD Grant. Julie also works p/t as the Project Director for Cottonwood -Commons in Deer Lodge. Currently she is making a livable wage and loves both her jobs.*
- ◀ *A successful OJT was completed in which both participant and business owner were very happy with the program results. He continued on with full-time employment after OJT was completed.*
- ◀ *Rhys was working seasonal construction labor positions just over a year out of high school. He had been making less than \$1,000/month and looking to do better. We enrolled him in the 1<sup>st</sup> cadre of students at Gallatin College in the CNC Machine Technology program-a 32 credit program designed to be completed in two semesters. This program and his enrollment are great examples of business, university and Job Service cooperation as several employers helped design the course through the SWAMMEI grant and those same will look to hire grads like Rhys on completion.*
- ◀ *Ryan is a veteran who received his honorable discharge in 2009. When he came to us he was living in his van until he could get enough cash to rent a place. For the first time we are co-case managing this case with the Livingston office to leverage funds from each. Mark was also able to convene the first month's invoicing/evaluation meeting while Elizabeth from Livingston was out of town. He now has a place to live and is about to enter the 3<sup>rd</sup> month of his OJT as an auto service writer.*
- ◀ *There are currently no graduates from last spring in District 2 but there is currently an enrolled student that is traveling from Glendive to Miles City for her nursing clinicals. She is married and a mother of two young children. She is also a farm wife with very limited income. She is very good at juggling her home life and her school life. Until she was able to receive assistance with her transportation and educational costs she was able to budget her very limited income and maintain a GPA of 2.86. Her dedication was very evident last week when she came to the office, after a day of clinicals, and checked in for the week. She was in a bit of a hurry due to having a sick child at home. A lot of students would not have had the dedication to stop in to let their case worker know what was going on.*
- ◀ *One student came to Career and Placement Center from a domestic violence situation. At the time she came to Miles City she was living with a relative that was hiding her and her 2 children. She started school determined to finish with a high GPA which she did. She is now completely free from the situation and has passed all her nursing exams. She is a licensed nurse and has full time employment in a charitable and non-profit clinic. The last time I spoke with her she was grateful for the help she received while enrolled in WIA. I will give her most of the credit for her success as she was the one that did the work. She has pulled herself up from a poverty stricken, abusive life to a successful nurse. She is now providing for herself and her children, a life that she only dreamt about 3 short years ago.*
- ◀ *There were 3 participants exited in this quarter for an average wage at placement of \$13.58 an hour. A homeless Veteran, who is a single father of one disabled child through the collaboration of several programs was able to obtain housing, childcare, and training that has offered him a full-time position as an auto body repair technician apprentice. Through this position he will be able to continue learning and increase his earning potential.*
- ◀ *54 year old single male came to the one-stop looking for a CDL job. He had been working in North Dakota but he did not pass a road test conducted by the company which included jack-knife backing up. He has been driving semi-trucks since 1997. I conducted an orientation and we decided that he could benefit from WIA Adult Program. He needs 3 hours of practice with an instructor.*

- ◀ *Tabatha B. had been a stay at home mom for a significant amount of years but felt like her skills from that would transfer over strongly to a CNA position. She did a fantastic job with her classes but due to personal reasons was not able to obtain employment until July. It was worth the wait because she was hired as a CNA at the Montana Veteran's Home with benefits and potential for a salary increase.*
- ◀ *Libby W. was enrolled into the Adult program while in the process of completing a cosmetology program. She had secured a booth at a local salon (pending successful passing of Board of Cosmetology licensing examinations) but was in need of supplies to begin employment. We were able to assist with the purchase of her initial supplies, as well as pay for her Cosmetology license and first month's booth rental fees. She is gainfully employed and her family (including four children) is no longer in need of SNAP benefits.*
- ◀ *Dan B. was self-employed and unable to sustain him and his family due to the downturn in the economy. He took it upon himself to enroll at FVCC in the HEO program however there was tuition still due after he received his PELL and other grant opportunities. We were able to assist him with the remainder of the tuition due. He completed successfully and exited to self-employment utilizing his training from FVCC.*
- ◀ *Sarah D. was a newly single stay at home mother of 5 who was working part time in a limited capacity as a real estate administrative assistant. Her employer told her if she pursued her real estate license it would help justify an increase in wages and share in part of each commission Sarah said she would see an increase in hours, too. So far, Sarah has successfully completed her real estate licensing study course, and continues to work on passing licensing test. We provided Sarah with course and exam fees, as well as mileage. (She is co-enrolled with CAP's State Displaced Homemaker Program). Of the six participants that were exited this quarter, all were closed to employment. Closures were a dental hygienist making \$12.50/hour, three as registered nurses at Benefis making \$25.07/hour, \$25.03/hour and \$22.75/hour and one LPN at Benefis making \$18.50/hour and the final exit was a resolve application specialist...*
- ◀ *Several of our nursing students have obtained employment in the last quarter. We were able to assist one participant with moving costs to her new job in Glasgow. We coordinated with Job Service to provide the best services possible 8 nursing graduates obtained employment this quarter and moved onto new locations for work.*
- ◀ *Marvin – was an unemployed Adult eligible participant who received assistance in relocating to North Dakota to secure employment.*
- ◀ *John – is a single father who secured employment through an OJT opportunity. He is currently making \$14 per hour working as a Timber Frame home builder. He is learning a trade while constructing high end homes that are shipped and constructed at sites across the country.*
- ◀ *Last quarter we reported that Diamond, a Veteran who has been working toward her Registered Nurse degree for the last two years, graduated in June 2014 with her Nursing Degree. She has obtained her temporary RN license and is working at the hospital as an OB / Med-Surgical RN making \$22.98 per hour. We are happy to report that Diamond passed her NCLEX exam and is now a Registered Nurse. She has a permanent position with the local hospital and recently obtained a \$1.00 / hr. raise.*
- ◀ *An individual working with personal caregiving discovered that she really loved this type of work. She was having a difficult time finding full-time employment, so she came into our office to inquire about assistance with CNA Training. She had been in the restaurant business for years and was looking to "reinvent herself" through a different career. We went over assessments and goal setting, and she indicated that she feels that CNA might be a stepping stone to a career as a Nurse. She's not limiting herself even though she is an older worker. She was determined to be eligible for WIA Adult and she was enrolled in the program. She is now taking CNA training and is doing quite well.*

- ◀ *Eskagee is on TANF, has a past offender record and wants to get her life back on track. As a TANF recipient, she is eligible for the WIA TANF program. Staff worked closely with her in career guidance, goal setting and helping her map out her next steps. She was able to create a long term plan that would benefit her and her family. We enrolled her into the WIA Adult program for C.N.A. training. We had a couple bumps in the road prior to the start date with childcare arrangements, but were able to work through those issues. She now in the class and the instructor reports she is doing very well.*
- ◀ *A participant who is in her second year of a three year nursing program requested assistance in setting up a work experience at a local hospital. She successfully completed her studies for the year and maintained a 3. GPA. The case manager contacted the hospital and set up a work experience. The participant learned valuable skills that will help her when she enters the nursing field as a registered nurse. She had the opportunity to work in the nursing home and obtain an insight of what working with patients would consist of. She learned how to change beds, assist patients with meals, how to bath patients, how to take vitals (blood pressure, temperatures, respirations), how to move patients and assist them in walking and in dressing. She successfully completed her work experience.*
- ◀ *We were approached by a business to do an OJT with a gentleman they were interested in hiring. He qualified for the Adult program. Because our first quarter funding was \$1424 and our funding for the year is a little over \$6,000, we asked if there were any other funds that might be available that he would qualify for. We were told the Bozeman office had some monies that could be put towards this contract so we co-enrolled him with Bozeman. The participant was basically being evicted and was going to be living in his van (he did live two days in his van, before moving into and being evicted from a condemned hotel, and is now living in a mobile home in the valley).*
- ◀ *We had a student that finished her nursing degree in May and soon after passed her RN Licensure exam. She had her first child in August and for a while, was a stay at home mom. She recently obtained part time employment.*
- ◀ *Jason had been released from prison with very few employable skills. He was able to find employment with R & S Painting. We enrolled Jason into the Adult program and wrote an On the Job Training contract with the employer. Jason has now completed training as a commercial and residential painter. The OJT program allowed him to overcome his barrier to employment and learn a skill in a high demand occupation.*
- ◀ *One participant that is enrolled in online Medical Billing classes has been working hard to complete her coursework, despite experiencing setbacks with employment and transportation. She states that she values her training, and hopes to complete her courses sooner than planned. Once she has her certificate, we will work together to help her pursue employment in this field.*

## MONTANA'S WIA DISLOCATED WORKER PROGRAM

Achieving Re-employment for Montanans

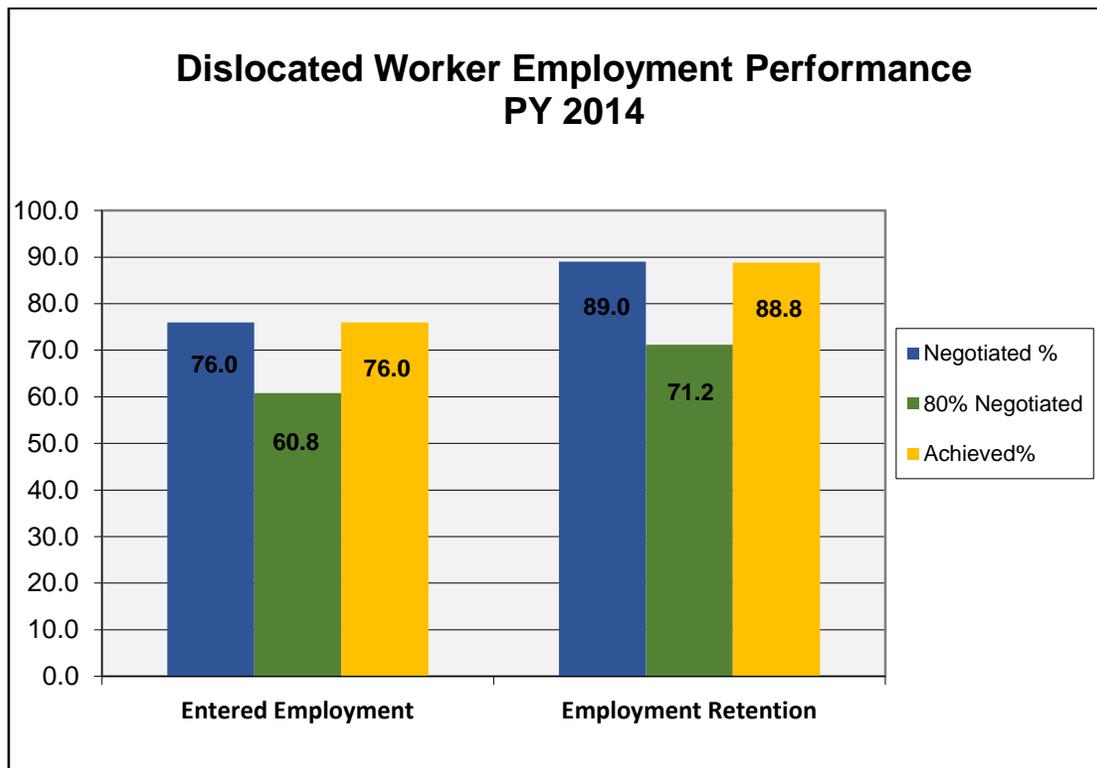
In Program Year 2014, a total of 772 dislocated workers were served in the formula funded WIA Dislocated Worker program. In addition, certain groups of dislocated workers received services through National Emergency Grants (NEGs) funded with discretionary Dislocated Worker funds. Participants in these 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.

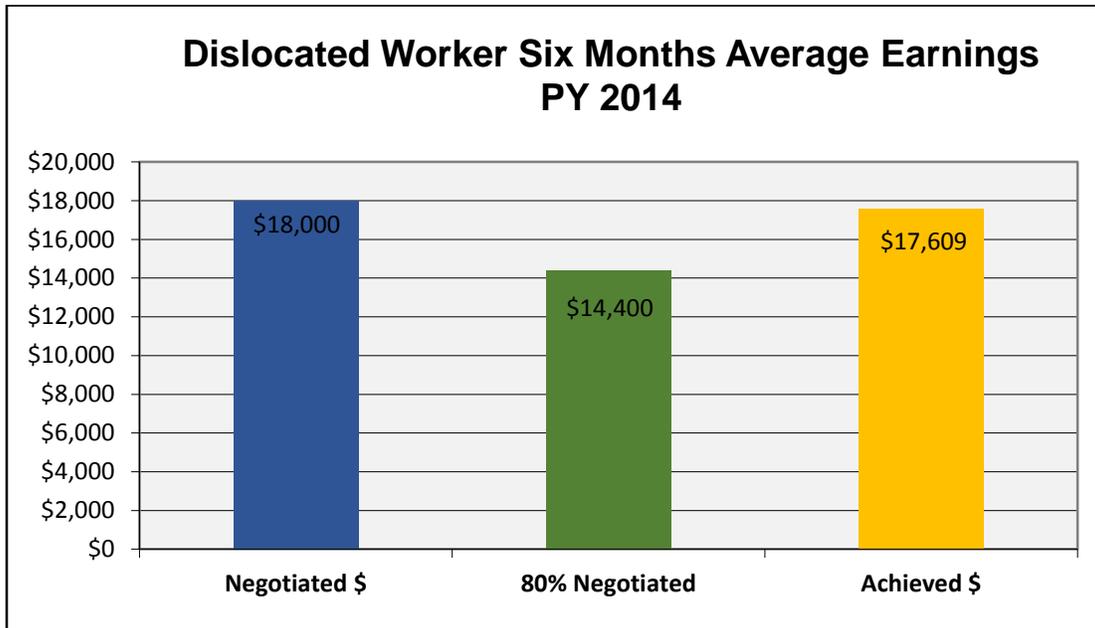
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### DISLOCATED WORKER COMMON MEASURES PERFORMANCE

ENTERED EMPLOYMENT  
EMPLOYMENT RETENTION  
SIX MONTHS AVERAGE EARNINGS

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**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

The following are samples of WIA Dislocated Worker 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.

- ◀ *John D. came to us to apply for a position that had the potential to be an OJT. John has 2 children under 18 and had been laid off as a driller in April of 2011 (he was making \$17/hour). Since that time, he was seriously under-employed, working part-time janitorial, food-service and customer service jobs and, when he was enrolled in DW was only making minimum wage. John applied for a Fuser position which became an OJT funded with DW funds. John did very well and completed his OJT in the 1<sup>st</sup> quarter of 2014/2015 and was making \$2 more per hour than when he started. John's supervisor said he had plans to make John a shift supervisor in the near future which would come with another raise. John feels like he has landed with a company that will recognize his skills and hard work and where he will be able to build a career well into the future.*
- ◀ *Sarah had been terminated from her position with the State of Montana for her inability to complete her accounting work due to her disability. Sarah has a difficult time communicating with others and rather than ask for help, she tried to keep up with it herself so she wouldn't have to explain to someone else how to complete the projects. Sarah was eligible for unemployment insurance and was enrolled in the DW program. Because of Sarah's skills, the case manager contacted a known employer and explained Sarah's experience, education, and accommodations that she might need. The employer interviewed Sara and offered her a position as an auditor and has made reasonable accommodations for Sarah to retain her employment, which included accepting her as a part-time employee. Sarah has retained her employment for several months now and is earning \$15.00 per hour while she is still learning the duties of the position. Her employer has expressed to us that he is very satisfied with her work.*
- ◀ *One participant is back to work after receiving his CDL through the Dislocated Worker program. He is working full time, receiving full benefits with a local cement company. He was unemployed for three years and was about to lose everything, he is now working hard to get back on his feet and doing GREAT!!!*
- ◀ *L.K. completed CNA training at FVCC. He completed his clinical at the Montana Veterans Center, and is now employed as a medical assistant at the Neurology Center at KRMC.*
- ◀ *Through the Worker Profile program, Jay was identified as an individual eligible for training. His background was in construction and he also has a degree in Psychology. However, he had been unable to find suitable, sustainable employment in either field. After career exploration and assessment, Jay decided that he needed to obtain his CDL. Through the DW program, he attended SAGE Truck Driving training. In July, Jay graduated with honors in his class and obtained employment with an employer in Billings, working in the Bakken oil fields. After working for this employer a month he was able to return home to visit. While here, he was offered a job with a local employer. He is pleased to have had the opportunity to obtain his CDL and to now have the ability to work locally.*
- ◀ *Nathan C. was able to obtain employment as a Superintendent in the Construction Trades through a WIA funded OJT. Without the funding assistance the employer would not have been able to employ him. He completed the contract and continues his employment with them. They have doubled the amount of work they can do because of him.*

- ◀ Scott came into the office to file for Unemployment Insurance in April after he was laid off from his job. Staff helped him file for UI, provided Rapid Response Information and referred him to the WIA program. He met with staff to discuss the kind of work he wanted. After some career guidance and planning he decided to pursue a career in Truck Driving. He was enrolled in the WIA Dislocated Worker and DWT NEG programs. He attended SAGE Technical Services and excelled in class. He completed the training and earned his CDL in May. Office staff assisted him with his job search and he is now gainfully employed full time with Lake County as a Truck Driver and Equipment Operator. This job has a good wage and benefits.
- ◀ Michael T. was an Engineering Technician who had been laid off and was interested in obtaining re-certification as a Radio/Electronics Officer. He had worked as a Merchant Marine twenty years previous, knew the industry, and was confident he could go back and earn a very respectable income. We were able to send him to Seattle for upgraded training (on two occasions), and he diligently handled all paperwork and unforeseen challenges along the way. Although he completed training in July, the official credential was not created until mid-September. Once obtained, Michael contacted the dispatcher for the union he previously worked with, and was given an assignment on the SS Maui. He now travels from Seattle to Hawaii and back, earning a base salary of \$6,906 per month! Michael expects to be debt-free within six months and was extremely grateful for our assistance.
- ◀ Anthony R. was a dislocated worker unable to connect with suitable employment since his lay off from a computer graphics company. He was living in a fifth wheel along with his wife and five children. He requested assistance to obtain a CDL which is required to drive over the road. The day after he received his license he interviewed with Knight Transportation - an over the road trucking company. He was hired and determined he will be earning approximately \$20.00 hr. after the four weeks of training was completed.
- ◀ Michael L. was a long term unemployed client living in the Troy area. He could not find work in that area since the unemployment rate is so high there. We discussed the opportunity of utilizing OJT funding to help him connect with employment. His background was in auto mechanics. He was able to find work in the Kalispell area as a service manager. He completed the contract successfully. The management experience he received will benefit him in any job that he may have in the future.
- ◀ Individual mother of two, graduated with a 4.0 from Montana Tech as a Civil Engineering Tech and went directly to work for WET out of Butte. This individual also received the Montana Tech for Outstanding Achievement in the Department of Trades and Technical Award and \$100.00 dollars.
- ◀ Andy was a Dislocated Worker from the Troy Mine. Andy was able to secure employment fairly quickly in Naples, Idaho at a lumber mill making \$23.50/hour as a Millwright. We were able to assist Andy financially with travel expenses to Naples and with tools necessary for him to begin and continue his employment.
- ◀ Ben came in for a Worker Profile appointment and staff provided information about the JD NEG grant. He expressed interest in obtaining his Class a CDL. He is on probation, so has found it difficult to obtain employment. Additionally, his work history has been mostly in food service. He enrolled in the WIA Program and went to SAGE Trucking School. He successfully completed the program and is in orientation for a job with Watkins-Shepard. Ben is very excited about the new career path.
- ◀ Ron initially came to our office seeking assistance as he was an underemployed forestry worker, who lost his job due to the decline of the Timber Industry in 2010. For the past several years Ron has been working to obtain his Criminal Justice Degree Online through the University of Great Falls. We have assisted Ron with his training when funding was available. This training has paid off. Ron was sworn in as a Reserve Deputy in 2014 and was hired by the City of Libby Police Department utilizing the On-the-Job Training program in 2015.
- ◀ Joel B. completed the Welding and Inspection Program at FVCC in December, 2014. He found employment at a local manufacturing company and was working full time when he recently received an offer from a larger, more established company in Vancouver, Washington. Joel accepted the position, which has a higher rate of pay, will allow for a much greater variety of welding experience, ultimately resulting in enhanced potential for advancement within the company and industry. He has extended family in the Portland area, and is thrilled to be entering an industry which will offer such opportunity!

- ◀ Dustin had been laid off from a local rifle barrel manufacturer. He was extremely interested in firearms, and was ultimately chosen for an OJT position at another manufacturer that created many additional parts, as well as custom-machined components of firearms. While Dustin originally began training in the machining process, he also began sales training. By the end of the training period, Dustin had out-sold the previous long-term salesman, and had generated significant additional sales for the company. His supervisors were ecstatic with his performance, and he continues to excel in the position.
- ◀ Dusty had been working in the construction industry and landed a position as an HVAC Technician as an OJT placement. He successfully completed the training in April, and in July said he still absolutely loves his job!
- ◀ Timothy came to Job Service for a Worker Profile appointment. He had been employed as a data analysis tech with ATG in Missoula and the company closed. He had been receiving unemployment benefits but prior to attending the appointment at the Job Service, was unaware that he was eligible for training opportunities thru WIA programs. After career assessment and eligibility was established, Tim was co-enrolled in WIA DW, DWT NEG, and the Job Driven NEG Programs on December 3, 2014. He completed his training at Sage Technical Services in Missoula and was hired with Jones Brothers from Missoula in February 2015. After completion of his training, our office received a letter of recommendation for Tim from Brian, the director of Sage Technical Services. Brian stated that he does not normally provide letters for students but he was so impressed with Tim that he felt he needed to. In his opinion, Tim's six years of military service contributed to the dedication and commitment to the training. I am including the narrative of the letter our office received, which Timothy can also use as a letter of reference for future employment.

*"Dear Sir or Madam,*

*I highly recommend Tim as a candidate for a position in your company. In December of 2014, Tim was enrolled in our PTDI-150 Commercial Driving program at Sage Technical Services in Missoula, MT. I got to know Tim well over his 5-week enrollment period and found him (along with his instructors) to be a standout in both the classroom and on our skills range.*

*He demonstrated excellent proficiency in all disciplines of commercial driving and was able to complete all training ahead of schedule and test out of curriculum first in his class. He maintained professional behavior at all times and remained focused and disciplined. I was very impressed with how Tim always remained collected under high pressure and in the most stressful situations of operating a commercial vehicle. He definitely showed leadership characteristics when interacting with other classmates.*

*Tim would be an asset to any employer and I would absolutely recommend him for any endeavor he chooses to pursue. Please do not hesitate to contact me with any questions regarding his demonstrated character or tenure within our program.*

*Brian, Director of Sage Technical Montana*

- ◀ Robert W. is a veteran who served 1981-1984. He was laid-off in December 2014 from the hydraulic drilling industry where he was earning \$20/hr. It was unlikely he would return to the previous industry due to the significant decrease in the price of oil. He visited our office in order to obtain core services and was referred to WIA program staff for potential training support to obtain his CDL. We assisted Robert in enrolling in a CDL training program with a partner organization, Career Transitions. We assisted Robert with training funding in addition to supportive services. Robert successfully completed the training, and successfully obtained his Class A CDL. Robert was offered pre-employment with USA trucking, but also received an offer from Hi-Ball trucking. Upon negotiating the offers, he accepted a driving position with Hi-Ball Trucking and began work on 3/30/15 making a wage of \$17/hr plus benefits
- ◀ A co-enrolled DW participant completed his training and received his Elementary teaching credential and was hired within a month of his graduation. He will be relocating to Elko, Nevada to accept this position. He exclaimed "I can still remember the day that I came in to see what my options were, so much has changed since then." These are the stories and the people that make the work that we do worthwhile. I am very proud, honored and humbled to have been able to assist this man on improving the trajectory of his life

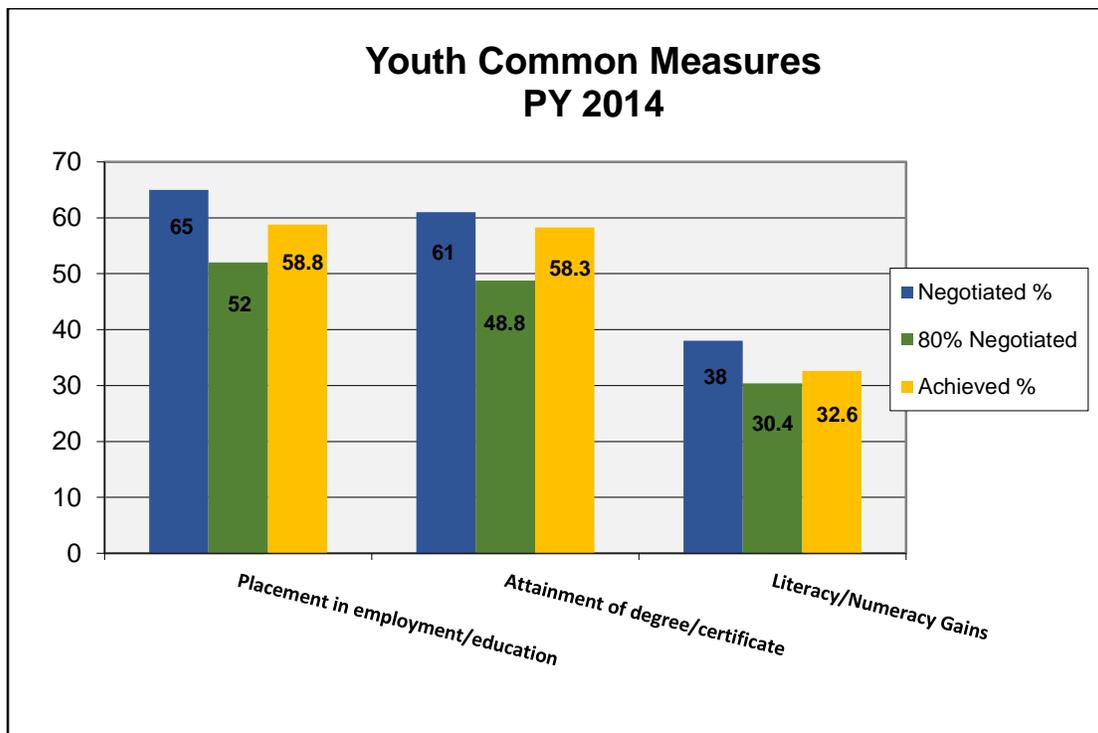
## MONTANA'S WIA YOUTH PROGRAM

In Program Year 2014, a total of 501 youth enrolled in the WIA youth program. There are ten youth service providers in Montana that provided WIA services to Montana's youth. Eight are Human Resource Development Councils and Career Training Institute which is a private non-profit agency and one is the Jobs for Montana's Graduates which is a Department of Labor and Industry program.

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### -YOUTH COMMON MEASURES PERFORMANCE YOUTH PLACEMENT IN EMPLOYMENT/EDUCATION ATTAIN DEGREE OR CERTIFICATE LITERACY/NUMERACY GAINS

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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

- *Moyer enrolled in the Youth Employment and Training Program in September 2014 with the goal of completing an alternative education program and to gain work experience. During her short time with the program, she has been able to obtain her High School Equivalency Certificate (HiSET). Moyer also has participated in a paid work experience at the Big Horn County Library, where she has excelled and continues to receive extra responsibilities.*
- *Isaac began working with the Youth Employment and Training Program in November 2013 with the goals to obtain his high school diploma and to gain work experience. Isaac began working at Rock Creek Roasters in February 2014, and his supervisors describe him as an eager learner, dependable, and very hard working. Isaac was hired on as a permanent employee of Rock Creek Roasters in January 2015, where he will continue to learn new skills and be given more responsibilities. Isaac continues to home school and is on track for an early graduation this spring.*
- *We have had a youth who was hired on at a tire company in a small town. This is a great success because we had a difficult time placing this youth and keeping the youth employed. The youth was placed at the tire shop under our program and was hired as of July 1, 2015. We also had a youth get a job at a carpentry shop using resources taught to the youth by this program. The youth has a difficulty with speech, so we are very proud of this accomplishment.*
- *We had a homeless youth who had custody of a minor child enroll onto our program. She was enrolled under our regular funding for WIA. We have given her some support services under that program, such as clothing and paying for the Hi Set test. She was also enrolled onto the Carry Forward Funding, allowing her to work more hours. She wrote this paragraph about Opportunities Inc.: "Opportunities, Inc. Employment and Training has helped me in the past few months with employment at their office. I have learned job skill for a receptionist. I can now use those skills to apply for other receptionist jobs. Diane has helped me find reception positions to apply for. They have helped me to create a resume and shown me how to write a cover letter. This program has also helped me by getting enrolled to take the HiSet tests. I am currently done with 2 of these 5 tests. They have helped me by assisting me to reach my goal of education for myself at this time. Diane and Arwen have been very kind and understanding they have thought me a lot of general knowledge that I can use in my life to obtain skills and how to be responsible for myself and actions. They have also helped me by referring me to the Community Resource Center to get rental assistance. They have helped me so much by giving me the training and skills so that I can become self-sufficient. Thank you Opportunities, Inc. Employment and Training."*
- *We have had a youth who was hired on at a tire company in a small town. This is a great success because we had a difficult time placing this youth and keeping the youth employed. The youth was placed at the tire shop under our program and was hired as of July 1, 2015. We also had a youth get a job at a carpentry shop using resources taught to the youth by this program. The youth has a difficulty with speech, so we are very proud of this accomplishment.*
- *Nine youth in the Libby area have obtained their high school diploma through Libby Central Pride alternative high school or Libby High School.*
- *Andrew was able to complete a work experience activity and was hired as a result of his positive performance in this activity. Andrew was recent graduate of Kicking Horse Job Corps where he received his HiSET and job training skills.*
- *XM was exited during this quarter as employed. He had continued on with his work experience training through the Confederated Salish and Kootenai Tribes. He is considering pursuing post-secondary education in the fall.*
- *Trevon was able to complete a work experience training program through a local HVAC company, Cabinet Mountain Mechanical. He was hired full-time with Cabinet Mountain Mechanical as HVAC assistant as a result of his work experience activity. He started working on February 6<sup>th</sup> and has been a great asset to the company. Trevon is looking to take his HiSET test this month.*

- We had a homeless youth who had custody of a minor child enroll onto our program. She was enrolled under our regular funding for WIA. We have given her some support services under that program, such as clothing and paying for the Hi Set test. She was also enrolled onto the Carry Forward Funding, allowing her to work more hours. She wrote this paragraph about Opportunities Inc.: "Opportunities, Inc. Employment and Training has helped me in the past few months with employment at their office. I have learned job skill for a receptionist. I can now use those skills to apply for other receptionist jobs. Diane has helped me find reception positions to apply for. They have helped me to create a resume and shown me how to write a cover letter. This program has also helped me by getting enrolled to take the HiSet tests. I am currently done with 2 of these 5 tests. They have helped me by assisting me to reach my goal of education for myself at this time. Diane and Arwen have been very kind and understanding they have thought me a lot of general knowledge that I can use in my life to obtain skills and how to be responsible for myself and actions. They have also helped me by referring me to the Community Resource Center to get rental assistance. They have helped me so much by giving me the training and skills so that I can become self-sufficient. Thank you Opportunities, Inc. Employment and Training."
- Gabrielle was able to complete a work experience training, working after school, at the Chamber of Commerce. As a result of contacts made while working at the Chamber of Commerce, Gabrielle was hired through Ace Hardware as a sales clerk. She is working after school and on weekends.
- Melissa was able to enroll and complete her HiSET test within a matter of months thanks to assistance provided through WIA to cover the cost of testing fees. Now that Melissa has her high school equivalency, she is excited about her employment opportunities and is realizing the doors that are now open because she has this. Melissa continues to job search while balancing family obligations.
- Two youth obtained high school diplomas from Libby Central Pride, graduating early, and are both actively searching for work. Both successfully completed their work experience activities and will use the work readiness skills they attained on the work site as they progress in their careers. Michael is also interesting in attending a trade school and plans to start this summer.
- We enrolled a 17 year old girl who had dropped out of high school her freshman year. With intensive case management, she completed a summer work experience followed by attending HISET classes. She successfully completed her HISET in February and is working with her counselor on getting a place of her own and secure employment.
- A youth participant graduated from Anaconda Job Corps in February, 2015 and is currently working at Casey's Corner in Billings, MT.
- An eighteen year old high school dropout became a participant in 2012 in the TANF Summer Program. After several unsuccessful attempts at the GED, she passed in December of 2013! She was provided with several worksite and training options but had difficulty finding direction. She was placed on a worksite for hire during the summer of 2014 and was offered the job in August. She has since left and is employed at Thriftway where she has been working for four months. She is earning full time wages with benefits at this position.
- A seventeen year old high school student became a participant in 2012 under the Summer TANF program also. She graduated in June, 2014 and has been admitted to the Anaconda Job Corps for advanced training.
- DT was enrolled in WIA in summer of 2010. He was living in a group home at the time of enrollment. He participated successfully in paid work experience and intensive case management. He graduated from high school in June of 2014 and is currently enrolled in carpentry at the Missoula College.
- An in-school youth worked two WEX sites successfully. He graduated from High school last May and enrolled in the University of Montana fall semester 2014.
- Most of the participants on my work load are making every effort to complete their education and maintain a part-time job. They have been able to maintain their grades and have received very good evaluations from the website supervisor.
- I had a disabled participant successfully complete his WEX training as well as complete High school and receive his diploma.

◀ *I have had a participant who seems to go off the radar for a while regardless how I try to contact her. But when she seems to be ready and at the end of her rope she calls me looking for help with a job and so on. I'm not saying she is a complete success story but for her to get to her lowest and then reach out to us for help makes me feel there has been a connection made and when we don't see someone as making progress just these tiny little steps can be seen as a success story.*

*After repeated attempts at contact I finally discovered he had been working this whole time and didn't care if he was compensated. For some reason his workplace thought he was doing some sort of internship and was just working for the experience. They love him not just for the free labor, but because he is a dedicated and punctual employee. Between me and his workplace we have been straightening out all of his timesheets and his situation. We are trying to get them all processed so the youth can be paid for all of his hard work.*

*Two former participants found full-time employment at a local construction company. Both gained work experience through our program and were exemplary employees where we placed them.*

*A participant completed training with the U.S. Army and is back in town working and serving as a Coast Guard reservist.*

*One of our current participants was accepted in a rigorous medical program. She elected to continue on work experience, and she has been able to work and keep her grades up. Not an easy feat for someone in the medical field.*

*Although, we have had to lower participant's work experience hours, they continue to do an amazing job. This says a lot about the program and the work site supervisors.*

*I have a participant that constantly is faced with obstacles and the last one was she was going to drop out of college because could no longer afford to not be working full time. But she always talks with me and so far we have been able to help her overcome these obstacles that she faces and she didn't have to drop out and is thriving in college and employer has nothing but positive things to say about her.*

*Some of the participants in my district are in school and receiving work experience. They have kept their grades up and consistently get good evaluations from their supervisors.*

*Every day that a participant continues to strive towards completing this program is a success story.*

*CB was enrolled on August 27, 2014. He was an in-school who required additional assistance to complete an educational program. CB was a senior at Project for Alternative Learning. During the first semester of his senior year, he successfully completed 279 hours of paid work experience at Little Bird Computers as a Computer Technician. He was able to earn educational credits while completing his work experience. This allowed him to earn enough credits to graduate early. CB received his High School Diploma on January 24, 2015. In February 2015, CB was recognized by Helena Education Foundations as a Distinguished Achiever for Academic Excellence. CB obtained employment at Walmart in May 2015 in the Electronics Department. He has been able to apply the skills he learned through his work experience to help him thrive in his position at Walmart. CB plans to attend Helena College in the near future to study Computer Technology.*

*JS was enrolled as in-school youth while attending Capital High School in October 2012. She was unemployed, the daughter of an incarcerated parent, had poor work history, and lacked occupational skills/goals. JS was struggling academically and had poor attendance while attending Capital School. As a result, she received dropout prevention services and adult mentoring to help her stay on track for graduation. JS received her High School Diploma in June 2014.*

*While enrolled in the WIA Youth program, JS completed a work experience with the Department of Justice Motor Vehicle Division as an Administrative Assistant. The work experience helped JS gain the skills, confidence, and work history to secure unsubsidized employment at Albertson's in March 2015. JS is the mother of a six month old son. She is driven to provide a good life for her son. JS intends to continue working at Albertson's and start classes at Helena College to pursue a degree in Criminal Justice beginning Fall Semester 2015.*

Abel Roberts first came to HRDC Youth Development office looking for assistance in securing a job and gaining work experience. Abel was working on obtaining his HiSET through Bozeman Adult Learning Center. Abel has accomplished multiple things during his short time within the program. He has completed the HRDC Work Ethic and Skills Training, a class developed to build his understanding of navigating the employment realm and building essential soft skills. Abel is interested in Heavy Equipment Operations, Cooking and Graphic Arts. With the help of the workforce program and a local business, Abel is now proudly working with Allegra Printing in Bozeman. This job opportunity has giving Abel firsthand knowledge of the printing world and exposure to building work ethic. Abel is flourishing at Allegra Printing. Under the guidance and support of his supervisor and co-workers he has shown the willingness to grow and build his work ethic. Abel has recently obtained his HiSET Diploma and has ambition to continue his academic career either in secondary education or going to Job Corps to study Heavy Machinery and Cooking. Abel's has had great adversity in his life, but has not let that define him. Abel's future is bright and the HRDC Youth Development Program is very proud!



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# WIA SERVICES PROVIDED TO ADULTS AND DISLOCATED WORKERS

## INTENSIVE AND TRAINING SERVICES PROVIDED TO ADULT, DISLOCATED WORKERS July 1, 2014 to June 30, 2015

	ADULT	DISLOCATED WORKER
<b>ENROLLED</b>	* 578	* 772
<b>INTENSIVE SERVICES</b>		
Case Management	441	556
Counseling and Career Planning	132	159
Individual Employment Plan Development	535	655
Short Term Pre-Vocational	35	42
Temporary Gap In Services	16	12
Job Search	103	148
Out of Area Job Search	8	15
<b>EMPLOYMENT RELATED EDUCATION</b>		
ABE/Literacy Combined with Training	0	2
Combined Workforce Training with Related Instruction	0	0
Entrepreneurial Training	0	0
Occupational Skills Training	237	317
Training-Related Fees/Materials/Supplies	155	163
Skills Upgrade & Retraining	17	34
<b>WORKSITE LEARNING</b>		
Apprenticeship	1	1
Customized Training	0	0
On -the-Job Training	30	82
Work Experience	13	2

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

## WIA SERVICES PROVIDED TO YOUTH

July 1, 2014 to June 30, 2015

<b>ENROLLED</b>	* 501
<b>YOUTH SERVICES</b>	
Case Management	501
Individual Service Strategy Development	423
Tutoring, Study Skills, & Instruction Leading to Completion	50
Alternative Secondary School Services	28
Paid & Unpaid Work Experiences Including Internships and Job Shadowing	300
Occupational Skills Training	2
Leadership Development Opportunities	13
Supportive Services	179
Adult Mentoring During Participation & Subsequent Period	431
Follow-up services	0
Comprehensive Guidance and Counseling	10
Training-Related Fees/Materials/Supplies	2
Youth Stipends	11
Youth Incentives	110

\* 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 2014 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 1<sup>st</sup> of the new program year so the first monitoring of PY'13 was 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 2013 in December of 2014. 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.
  - 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 PY14, 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.

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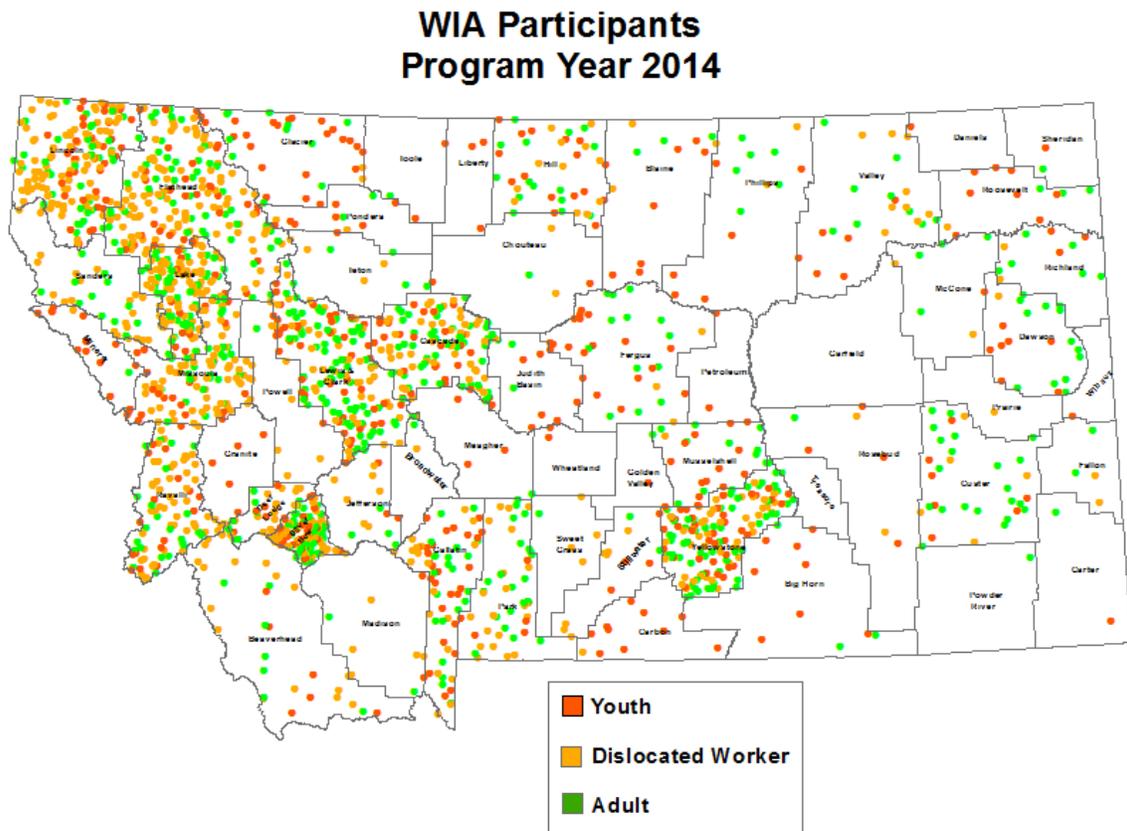
# WIA PARTICIPANT INFORMATION, PROGRAM YEAR 2014

## DEMOGRAPHICS, CHARTS AND GRAPHS

The WIA program served 1,901 participants who received staff-assisted services during Program Year (PY) 2014. This program year covered the time period July 1, 2014 through June 30, 2015.

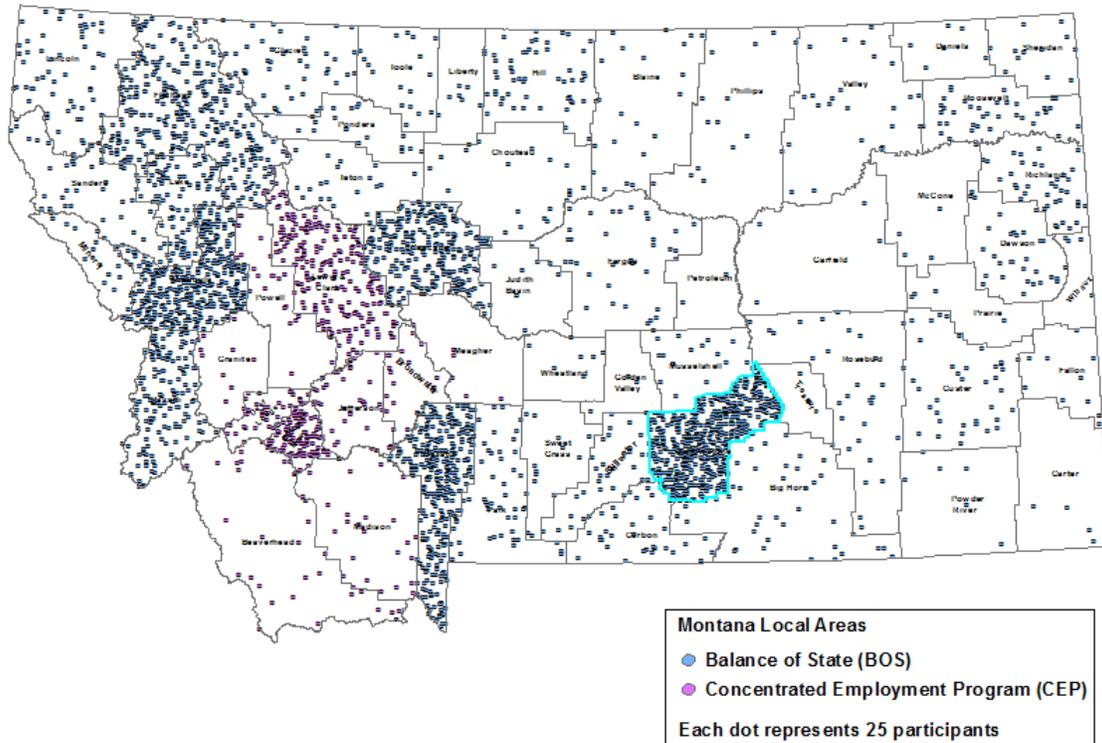
Data for this study was extracted primarily from Montana's PY 2014 annual WIASRD file, submitted in September 2015. MontanaWorks was used as a source for some of the data, as well as labor market information showing unemployment data by county.

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.



PY 2014 participant numbers decreased from PY 2013 levels considerably in the WIA Adult and WIA 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.

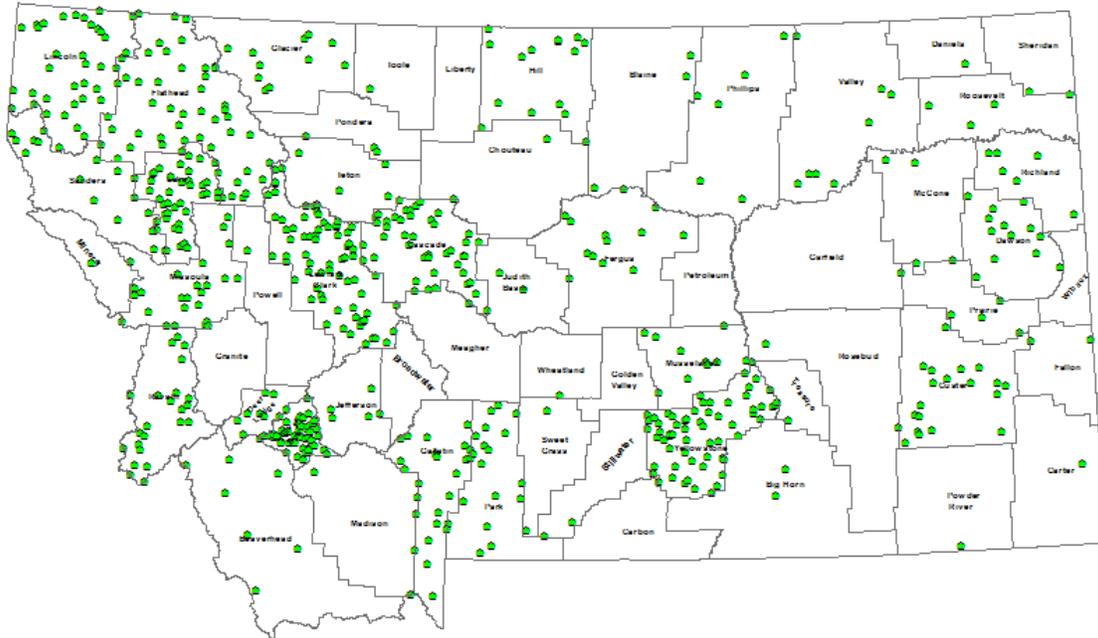
## WIA Self Service Adults Program Year 2014



Self-Service participant numbers **decreased** from PY 2013 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](http://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.

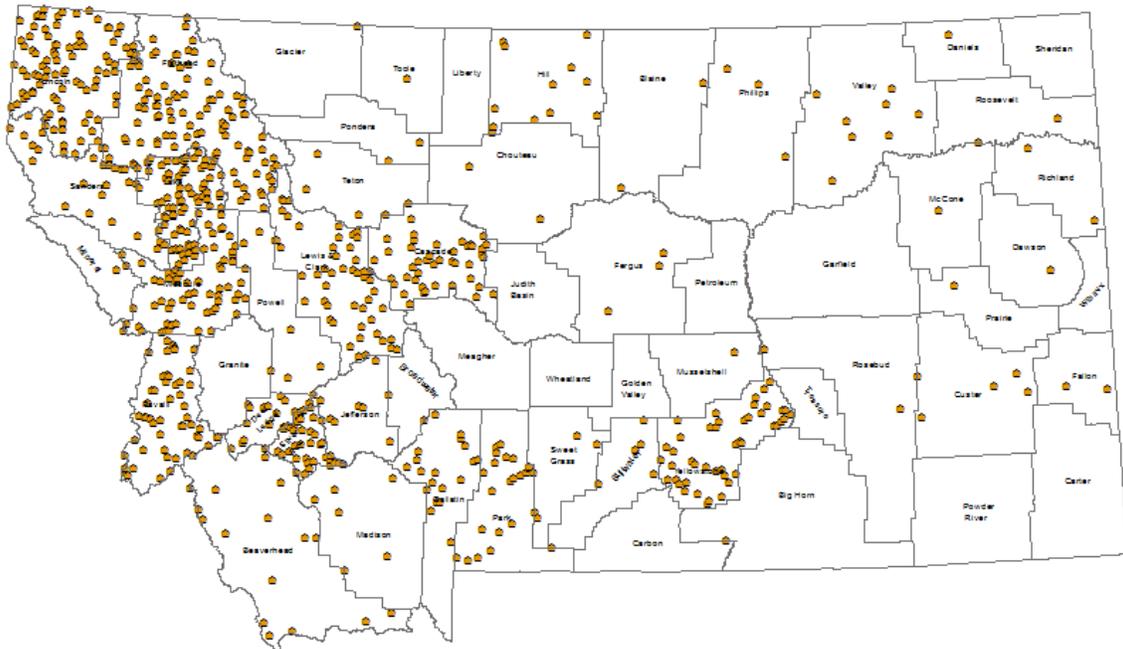
## WIA Adult Participants Program Year 2014



WIA Adult services were provided to participants in all counties except a group of 10 counties listed below. These counties are very rural and do not have a large population base. The majority of these counties have unemployment rates below the state's 12-month average unemployment rate for July 2014-June 2015. The 12-month average unemployment rates for these counties that correlate to PY 2013 are as follows:

Area	Unemployment Rate	Area	Unemployment Rate
<b>MONTANA</b>	<b>4.4%</b>		
CARBON	3.6%	LIBERTY	2.8%
DANIELS	3.0%	MEAGHER	3.8%
GARFIELD	2.7%	PETROLEUM	4.6%
GOLDEN VALLEY	4.4%	PRAIRIE	4.1%
GRANITE	6.2%	WIBAUX	2.8%

### WIA Dislocated Worker Participants Program Year 2014



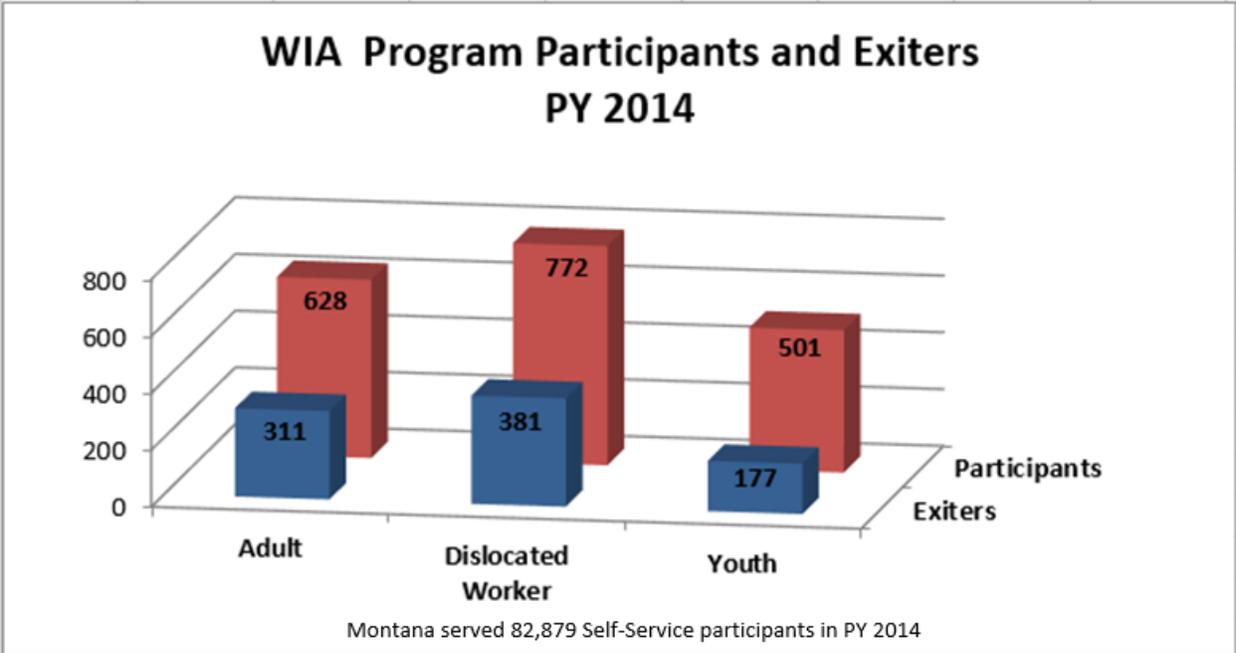
WIA Dislocated Worker services were provided to participants in most counties. No Dislocated Worker services were provided to a group of 14 counties, which are very rural and do not have a large population base. All but five counties had unemployment rates below Montana’s average of 5.3% for July 2014-June 2015, while one county’s rate is considerably above the state’s 12-month average rate. The 12-month average unemployment rates for these counties that correlate to PY 2014 are as follows:

	<b>Unemployment</b>		<b>Unemployment</b>
<b>Area</b>	<b>Rate</b>	<b>Area</b>	<b>Rate</b>
<b>MONTANA</b>	<b>4.4%</b>		
BIG HORN	7.9%	MEAGHER	3.8%
CARTER	3.3%	PETROLEUM	4.6%
GARFIELD	2.7%	POWDER RIVER	2.7%
GOLDEN VALLEY	4.4%	SHERIDAN	2.5%
GRANITE	6.2%	TREASURE	4.5%
JUDITH BASIN	4.0%	WHEATLAND	4.6%
LIBERTY	2.8%	WIBAUX	2.8%

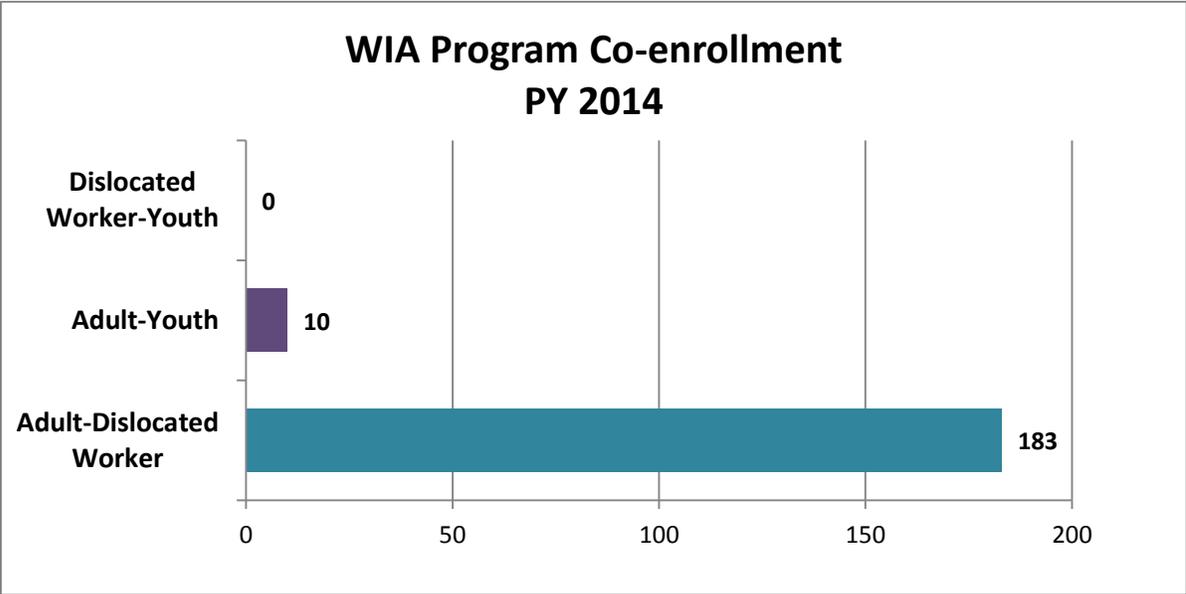
Most WIA Dislocated Worker participants were concentrated in Montana’s urban counties, with much smaller numbers of participants in rural counties. The majority were in the western counties, which have had many large layoffs related to the declining timber and manufacturing industries. The 12-month average unemployment rates for July 2014-June 2015 for six of these counties are higher than the state’s average unemployment rate as shown below:

	<b>Unemployment</b>		
<b>Area</b>	<b>Rate</b>	<b>Area</b>	<b>Unemployment</b>
			<b>Rate</b>
<b>MONTANA</b>	<b>4.4%</b>		
MISSOULA	4.1%	MINERAL	8.6%
RAVALLI	5.6%	SANDERS	8.5%
FLATHEAD	6.0%	LINCOLN	10.3%
LAKE	5.3%		



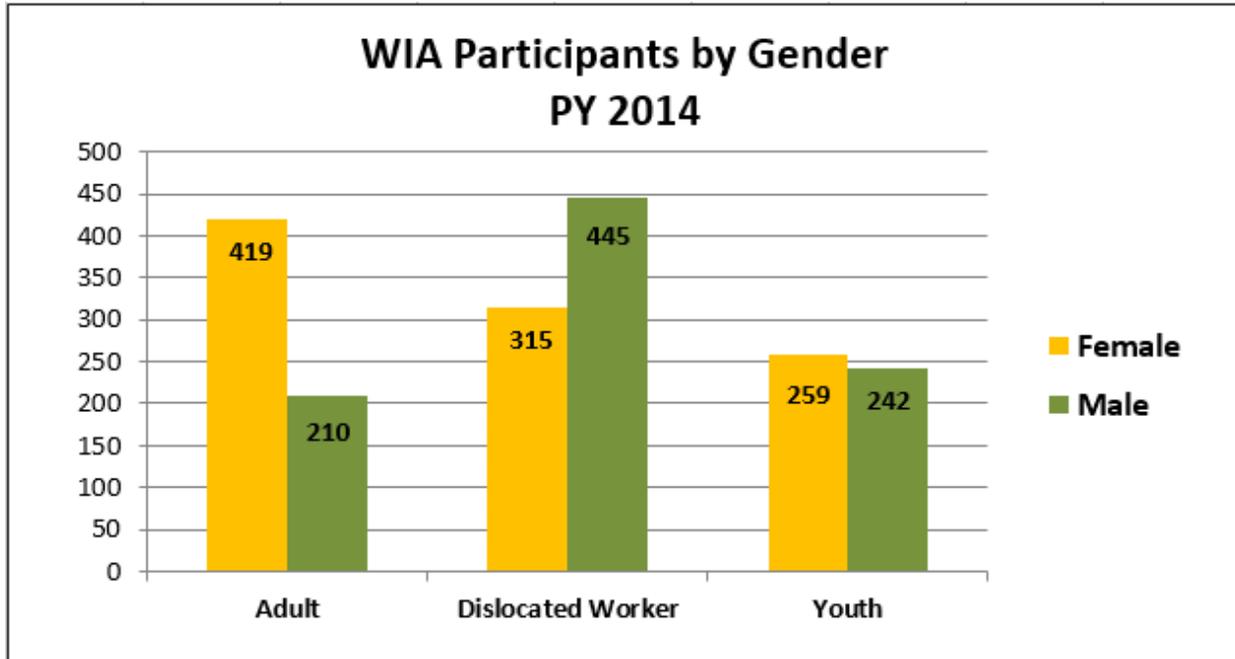


Approximately 14% of participants were co-enrolled in more than one WIA program. This occurred most often with the Adult and Dislocated Worker programs.

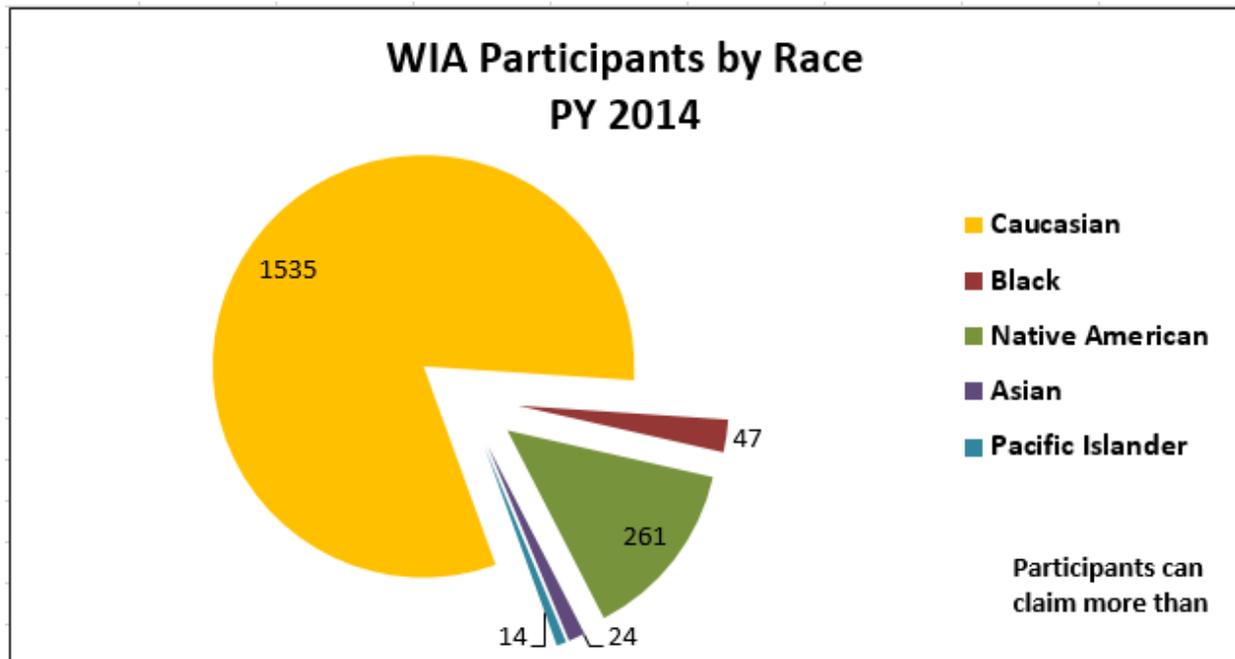


## Participant Demographics

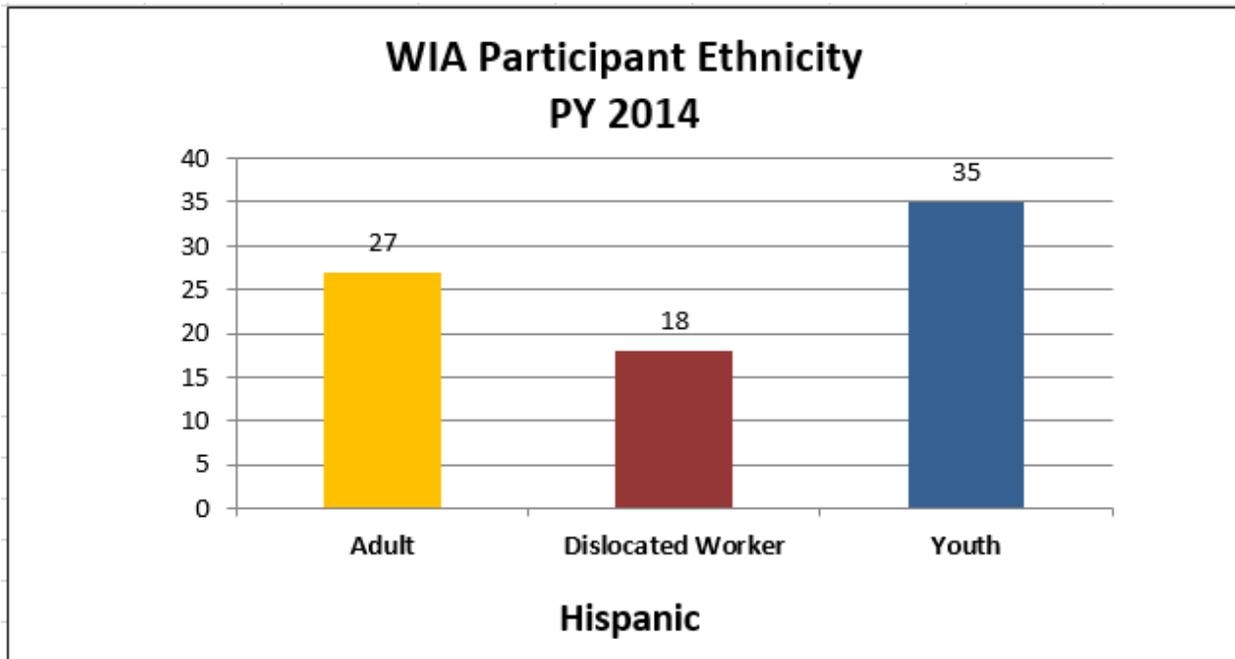
There were 993 females and 897 males enrolled in WIA programs during the program year. Approximately 59% of Dislocated Worker participants were male.



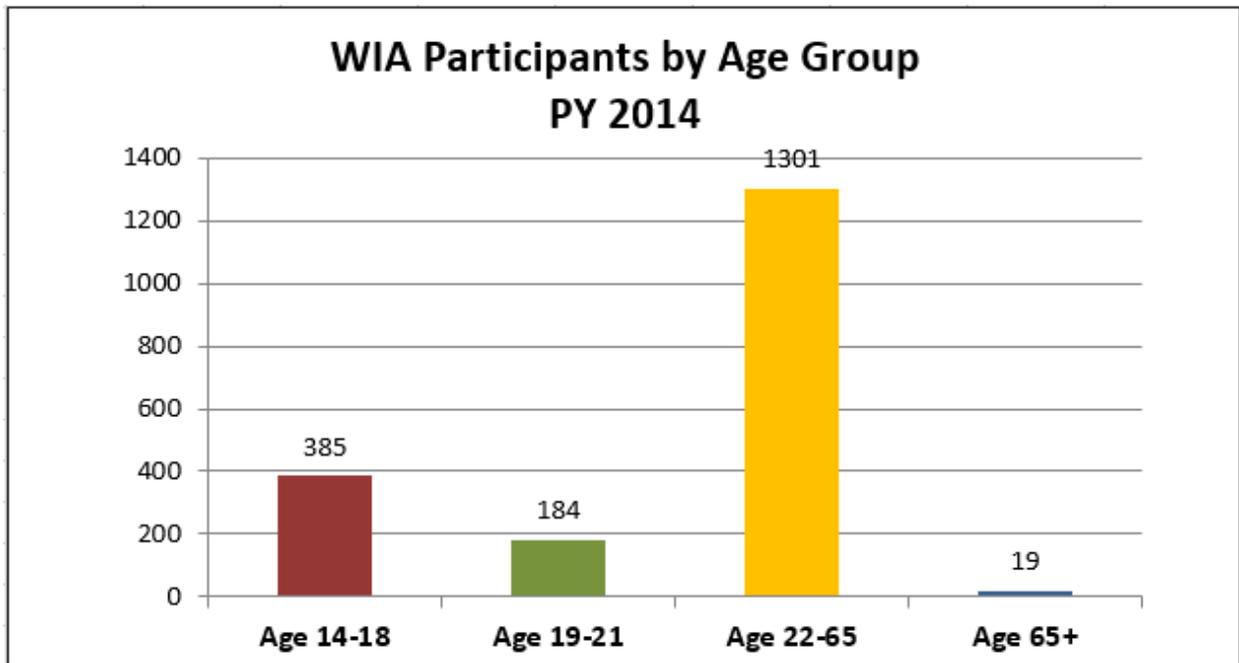
Participants can state that they are one or more race. They can also decline to provide the information.



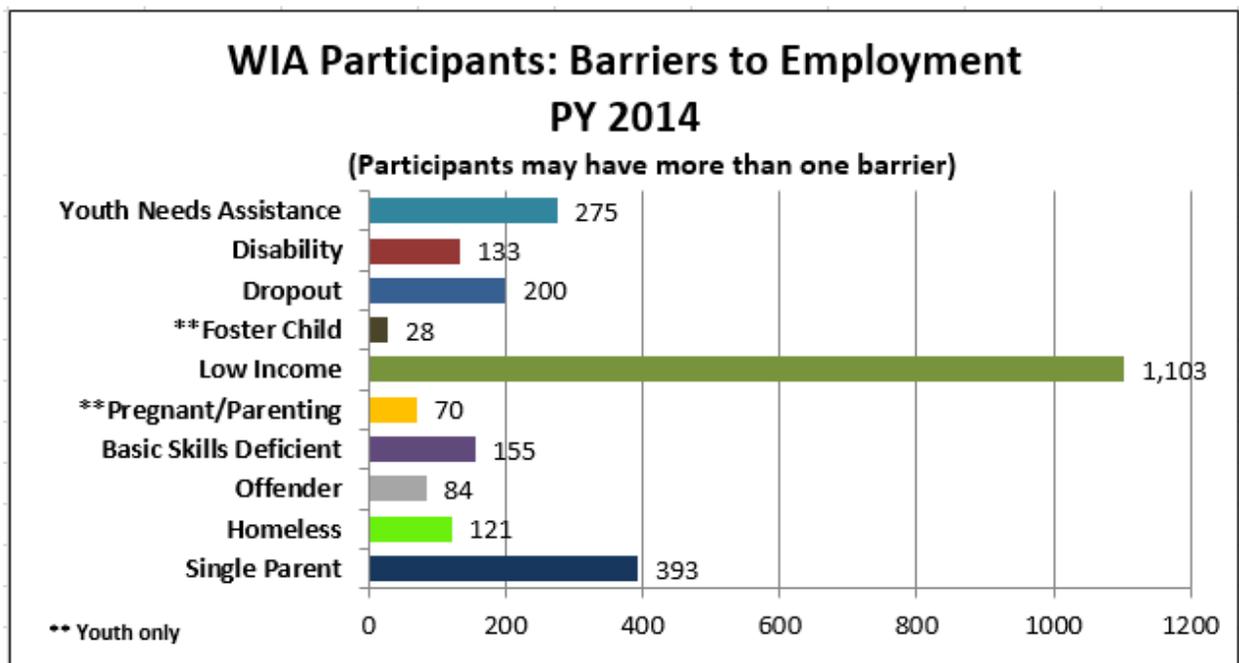
The majority of Montana’s Hispanic participants identified themselves through self-service functions. Participants can decline to provide ethnicity information.



A total of 501 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.

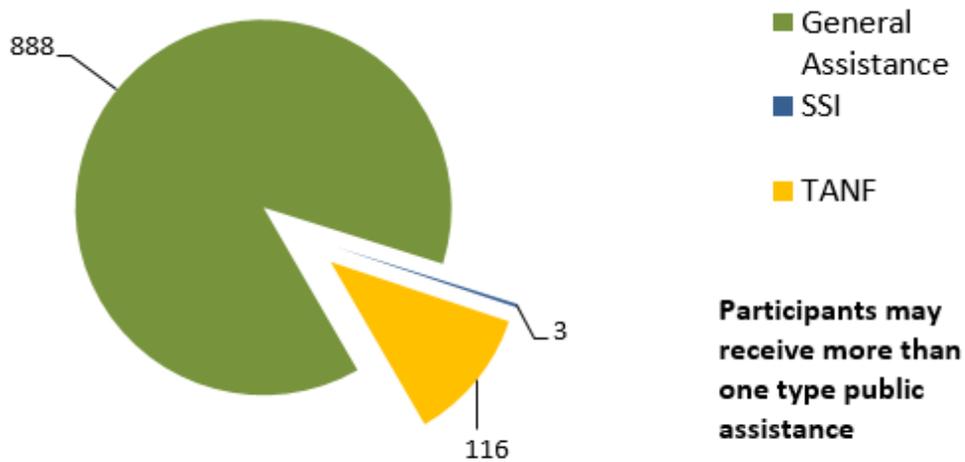


Many of Montana’s WIA participants have one or more barriers to securing employment.



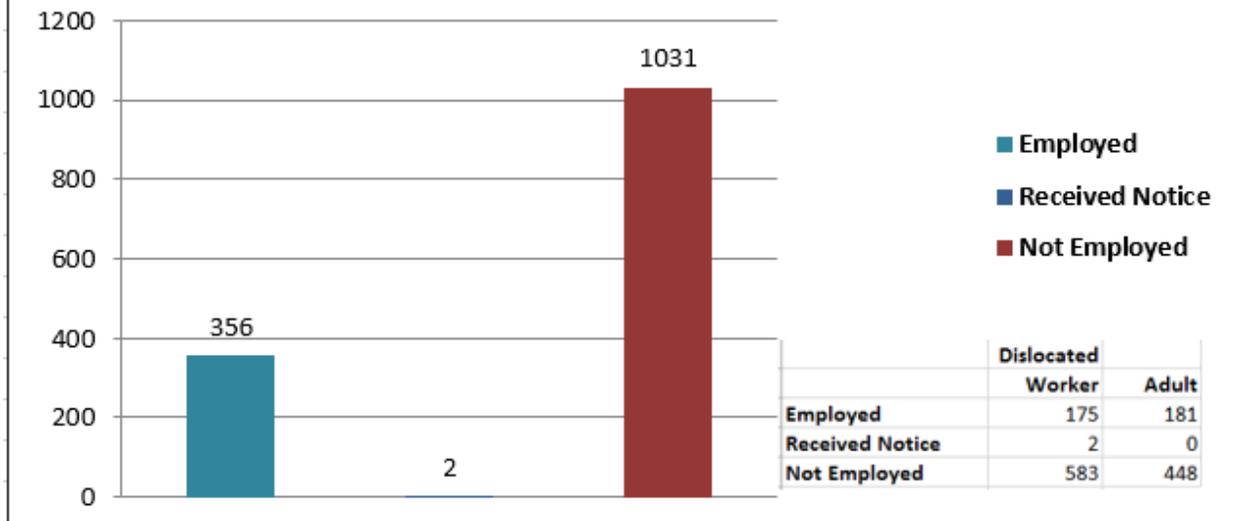
Food Stamps and TANF were the most common sources of public assistance for WIA participants in PY 2014. Other types of assistance included General Assistance, Social Security Income, and Refugee Cash Assistance.

## WIA Participants Receiving Public Assistance PY 2014

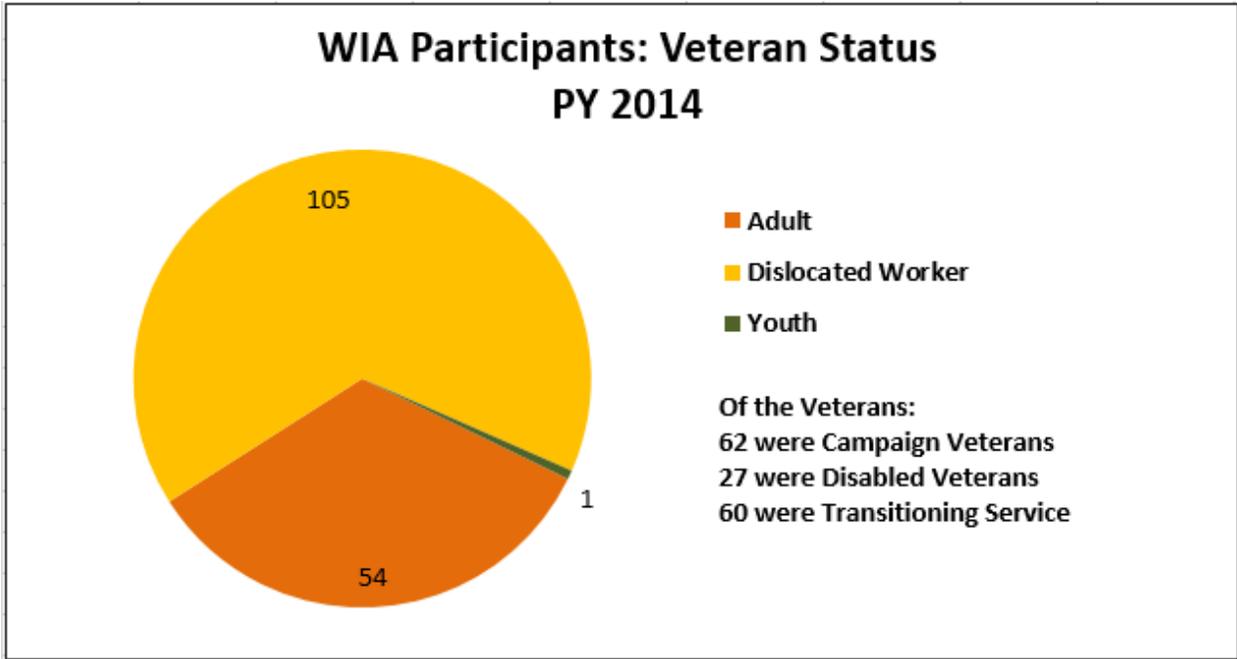


To be included in the Entered Employment performance measure, participants cannot be employed at participation. This performance measure only applies to Adult participants (includes Adult and Dislocated Worker participants). There were 1,033 Adult and Dislocated Worker participants who were considered not employed at participation during PY 2014. Those who were employed but received notice of termination are considered not employed.

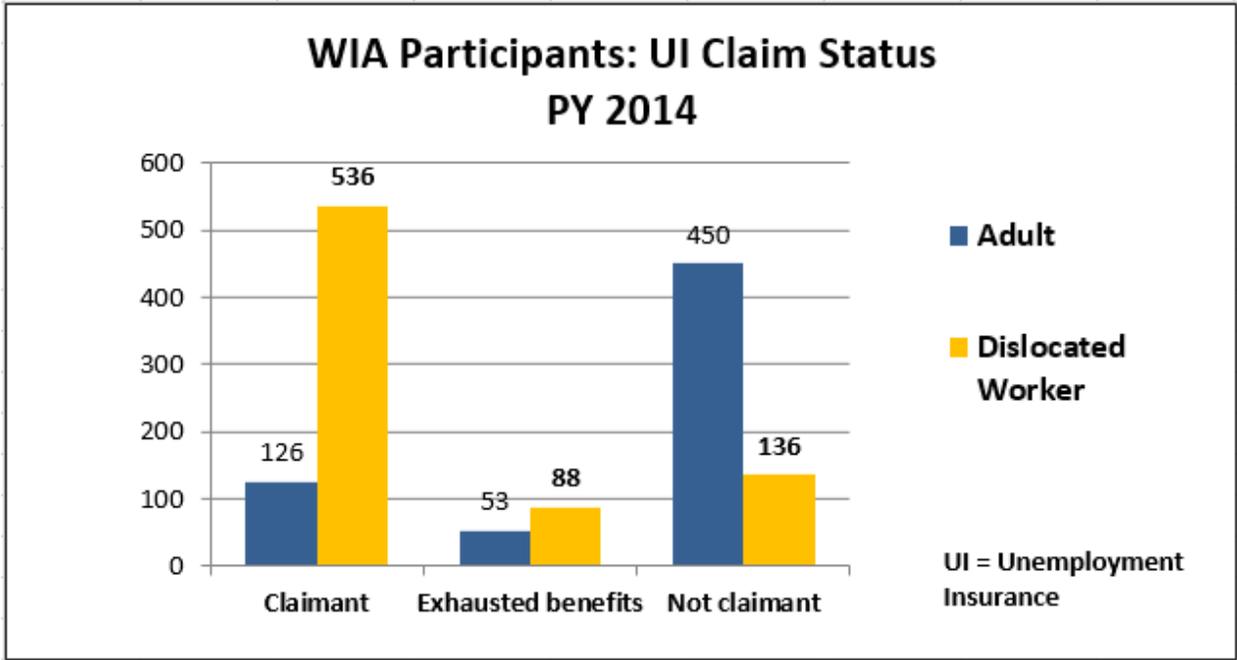
## WIA Participants: Pre-Program Labor Force PY 2014



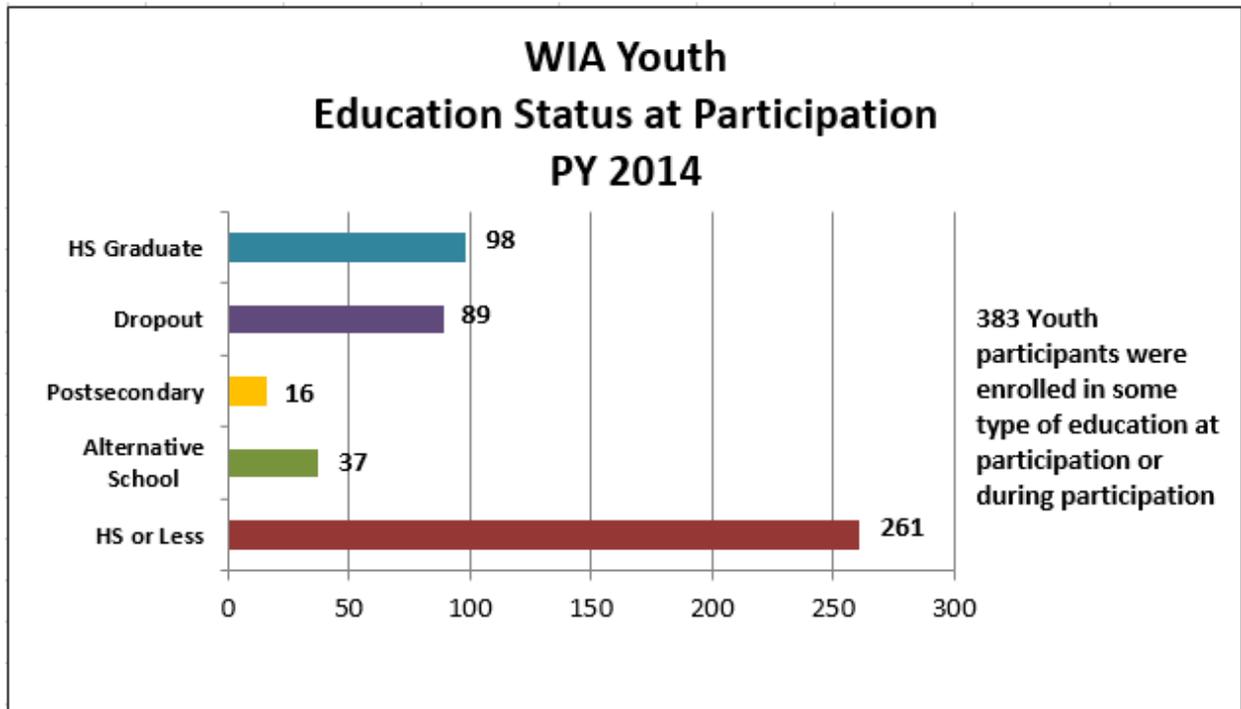
A total of 160 participants claimed Veteran status during PY 2014.



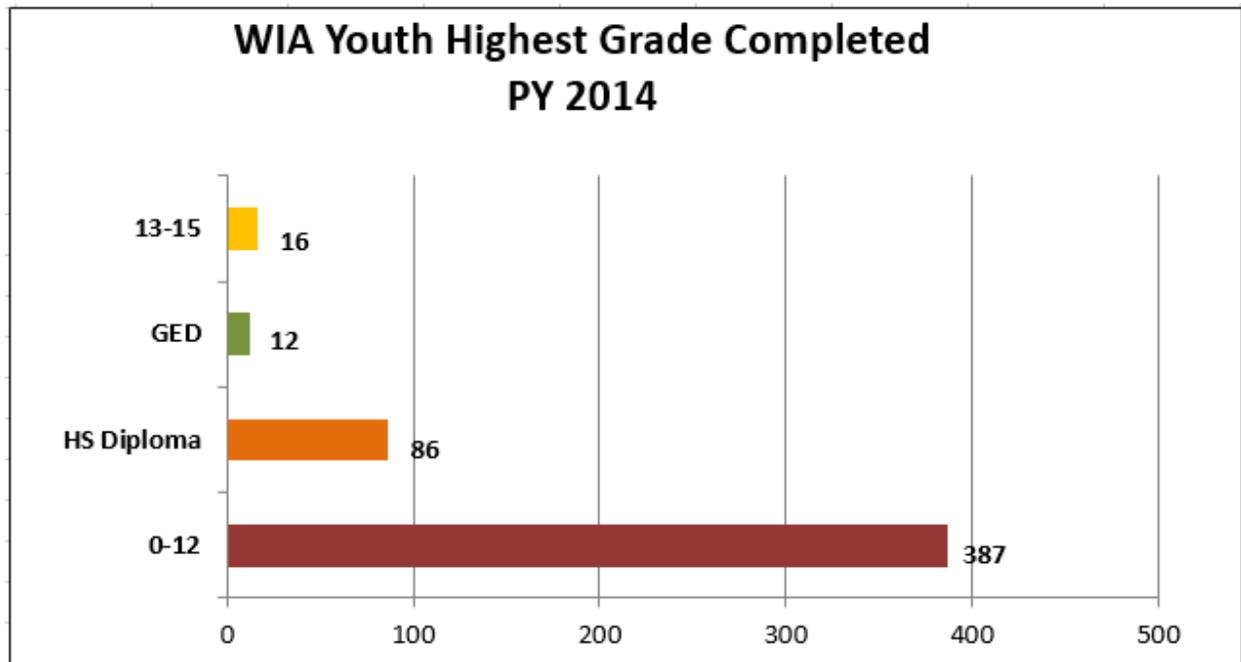
The majority of Montana’s Dislocated Worker participants were identified or referred through Rapid Response and were receiving UI when enrolled.



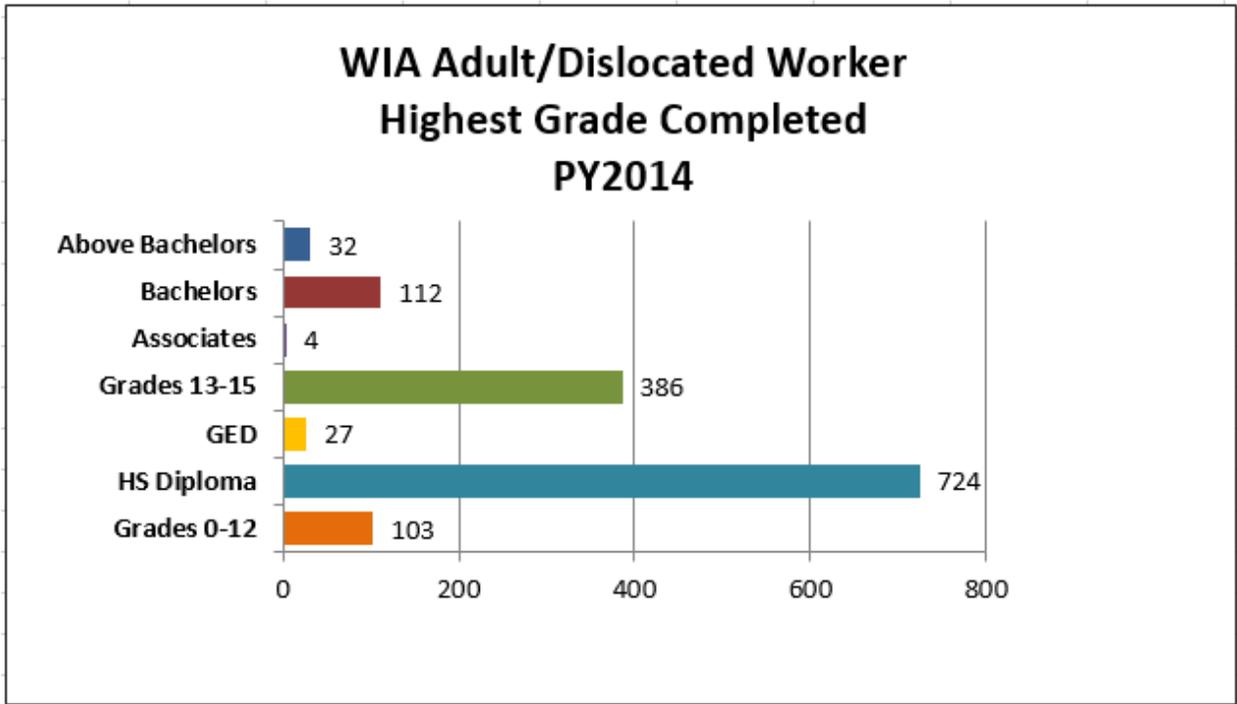
The majority of Montana’s WIA youth participants were in high school or less at participation. There were 383 youth participants enrolled in some type of education either at or during their participation.



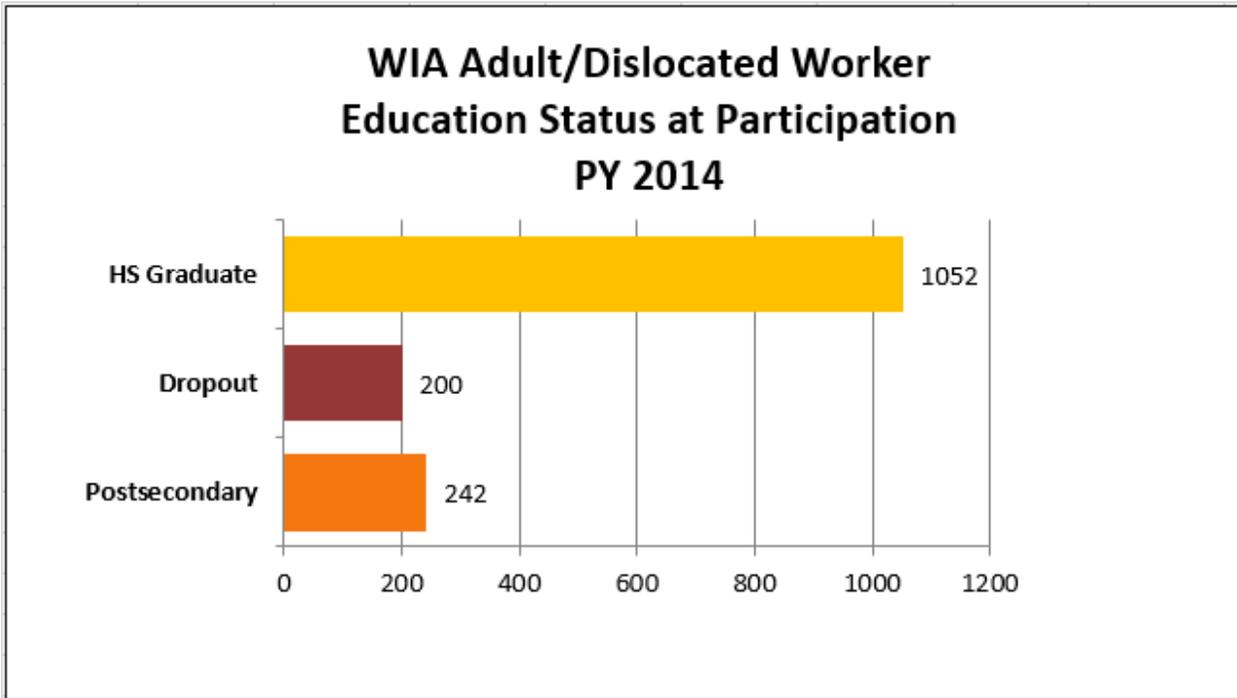
The majority of youth participants had not completed schooling above the 12<sup>th</sup> grade level.



Most of Adult and Dislocated Worker participants had completed high school at participation. Approximately 12% were enrolled in postsecondary education at participation.



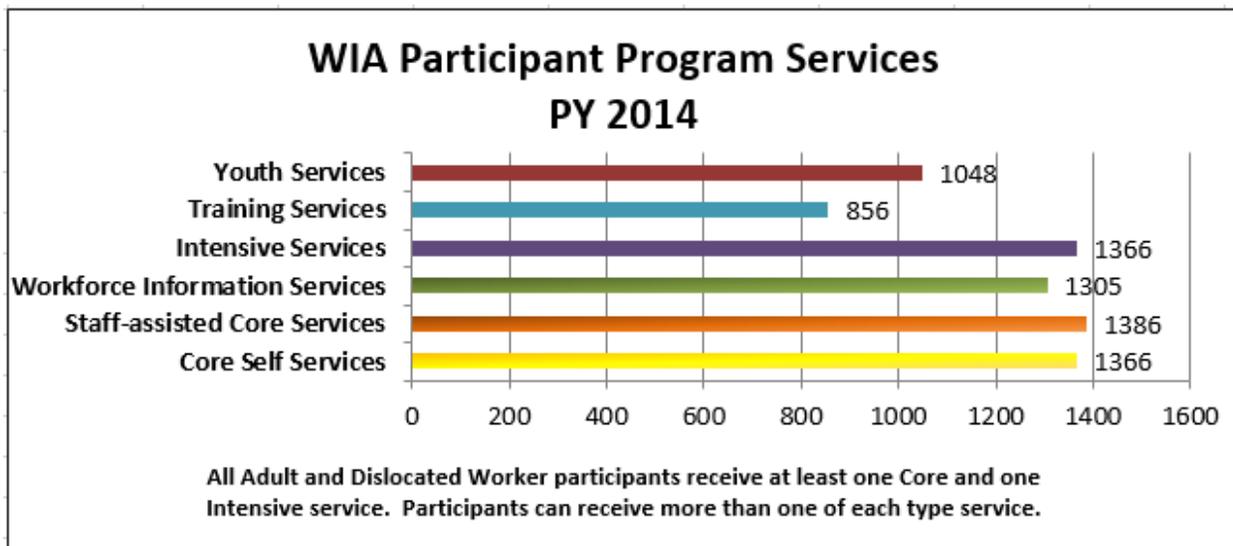
Coinciding with current education status, the majority of Adult and Dislocated Workers had attained a high school diploma by participation.



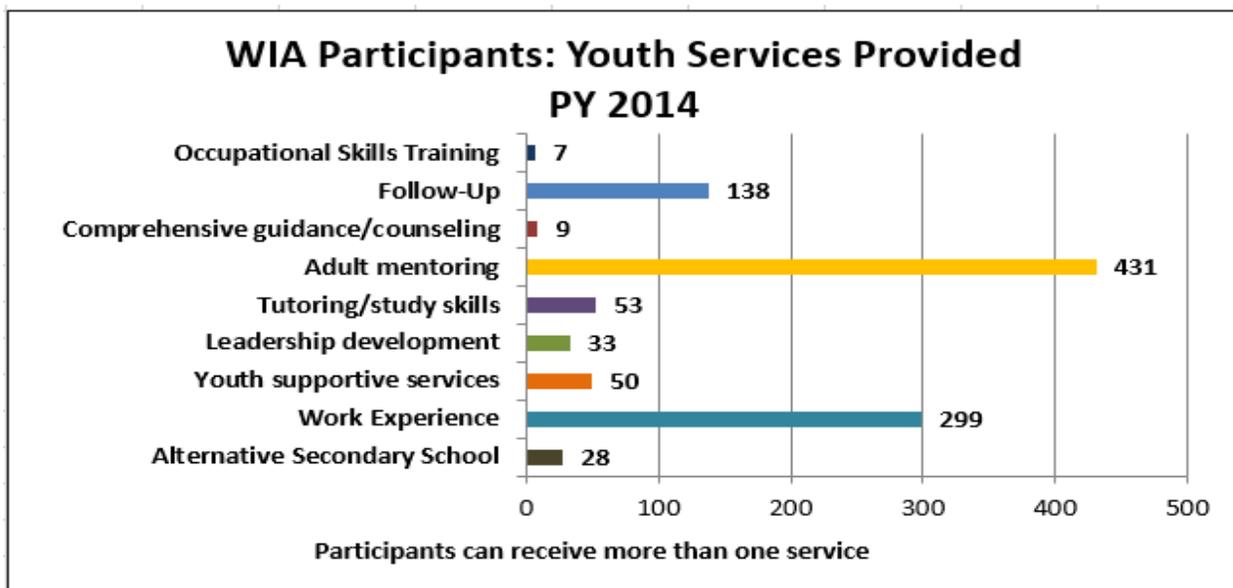
## WIA Participation

WIA participants receive services according to their individual needs:

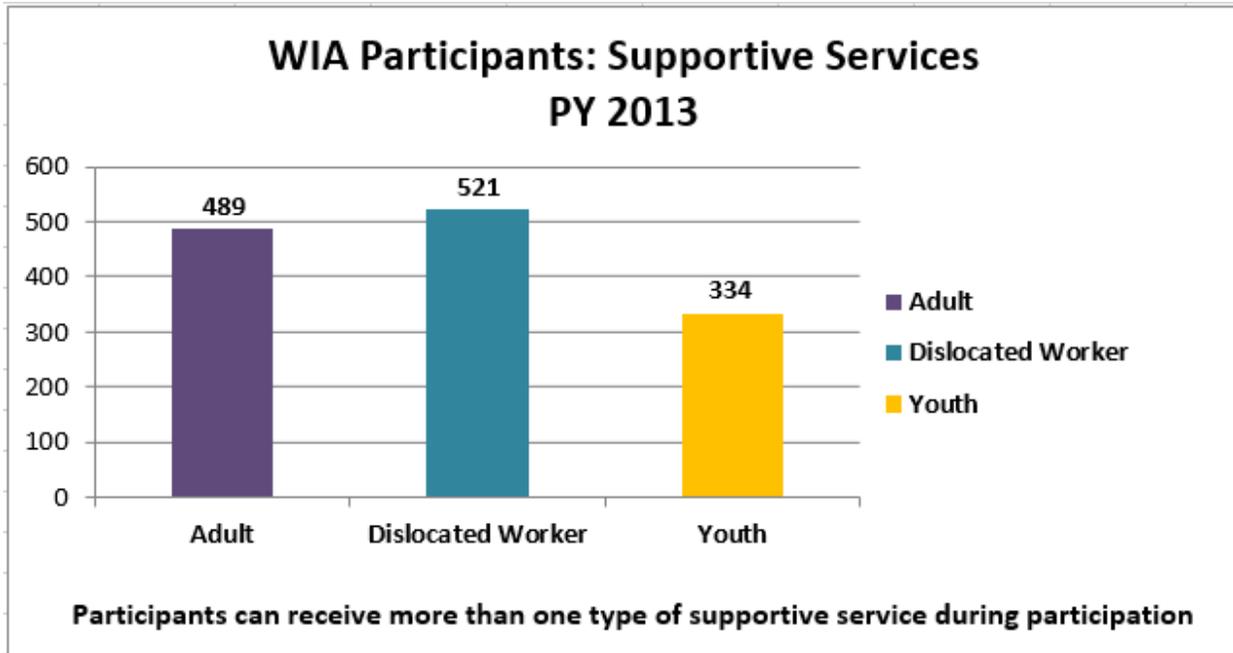
- Core services are universally available to everyone entering a WIA facility and are the first services provided.
- Intensive services are provided to adults and dislocated workers who are not able to obtain employment or who remain underemployed after utilizing core services. An individual must have 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 components that are available to Youth participants. At least one required component should be provided to Youth participants.



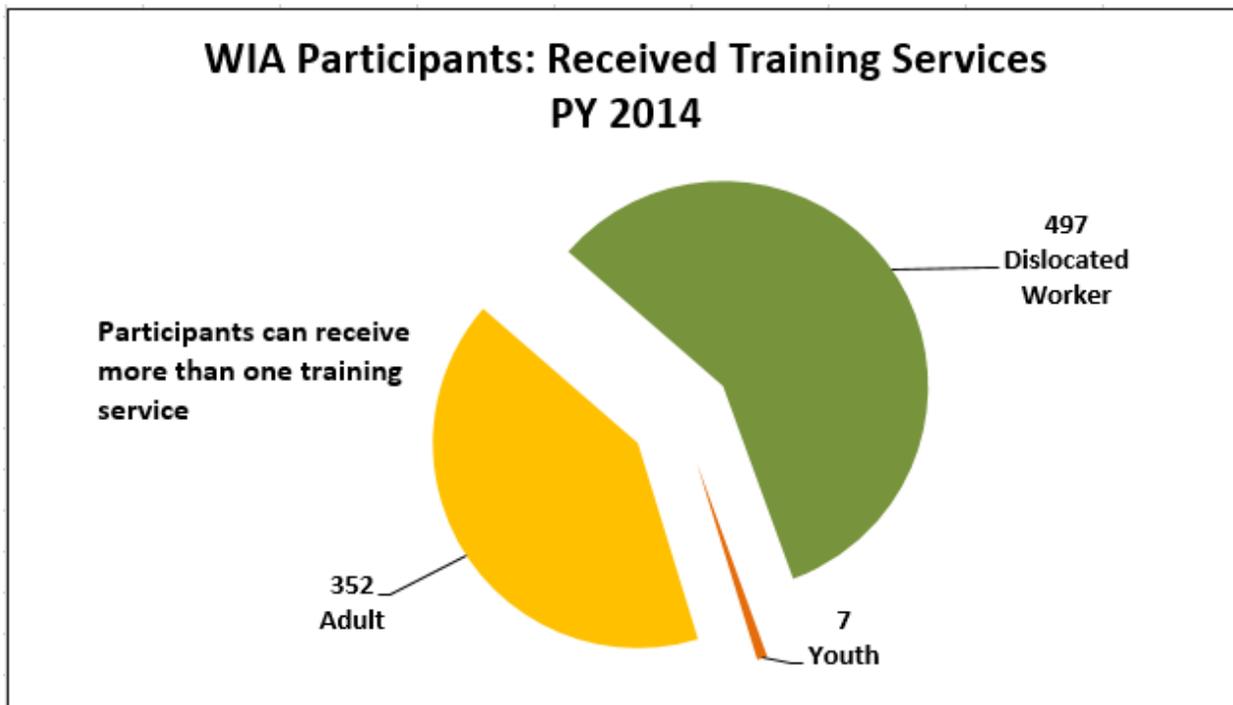
Youth participants may be placed in more than one Youth component.



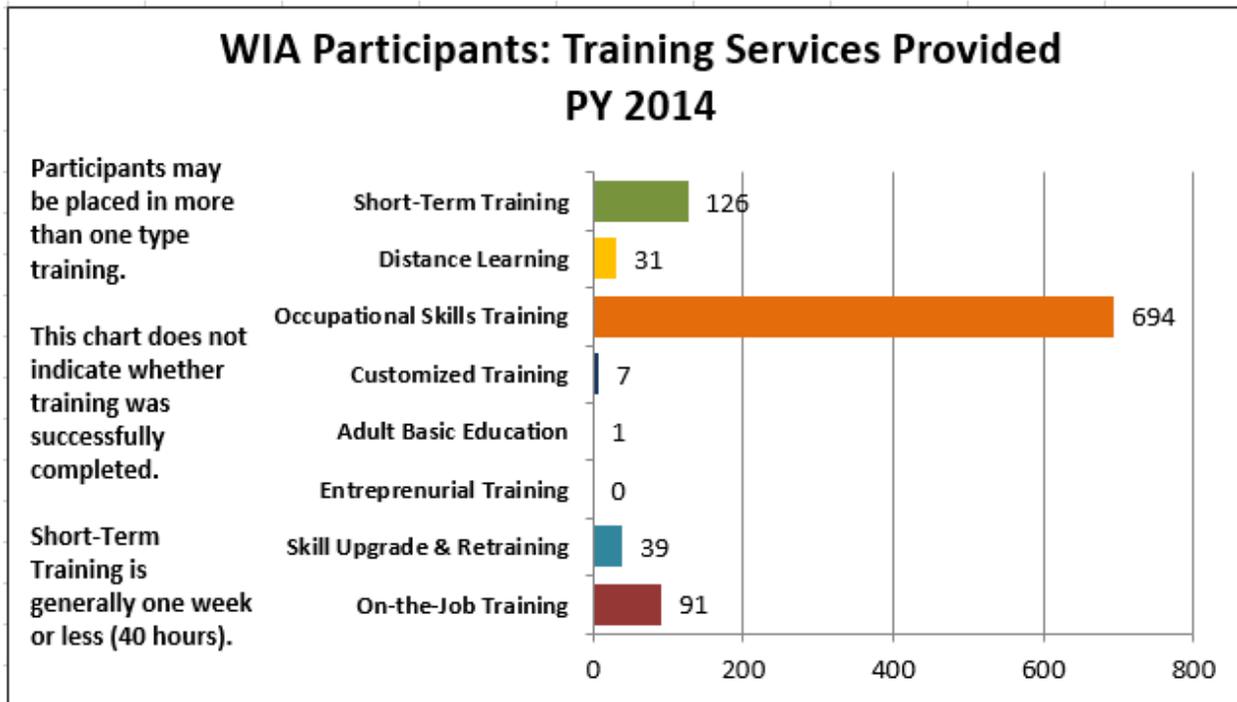
WIA participants are given necessary supportive services to support completion of their Individual Service Strategy or Individual Employment plan.



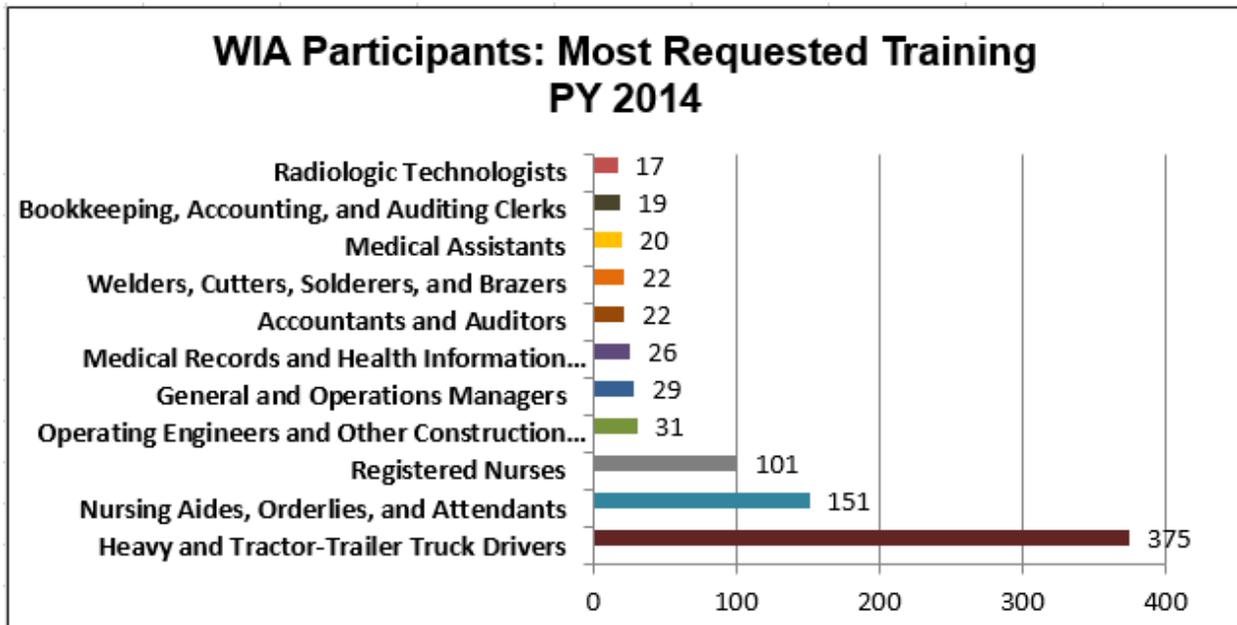
A total of 856 participants received training services during PY 2014.



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 2014 were in Occupational Skills Training.



The most requested type of training during PY 2014 was for Truck Driver training followed by Nursing Aides, Orderlies, and Attendants training.



Participants were placed in a variety of occupational training programs. Truck driving and health-related training programs were the most common.

**WIA Training Participants: Training by  
Major Occupational Grouping  
PY 2014**

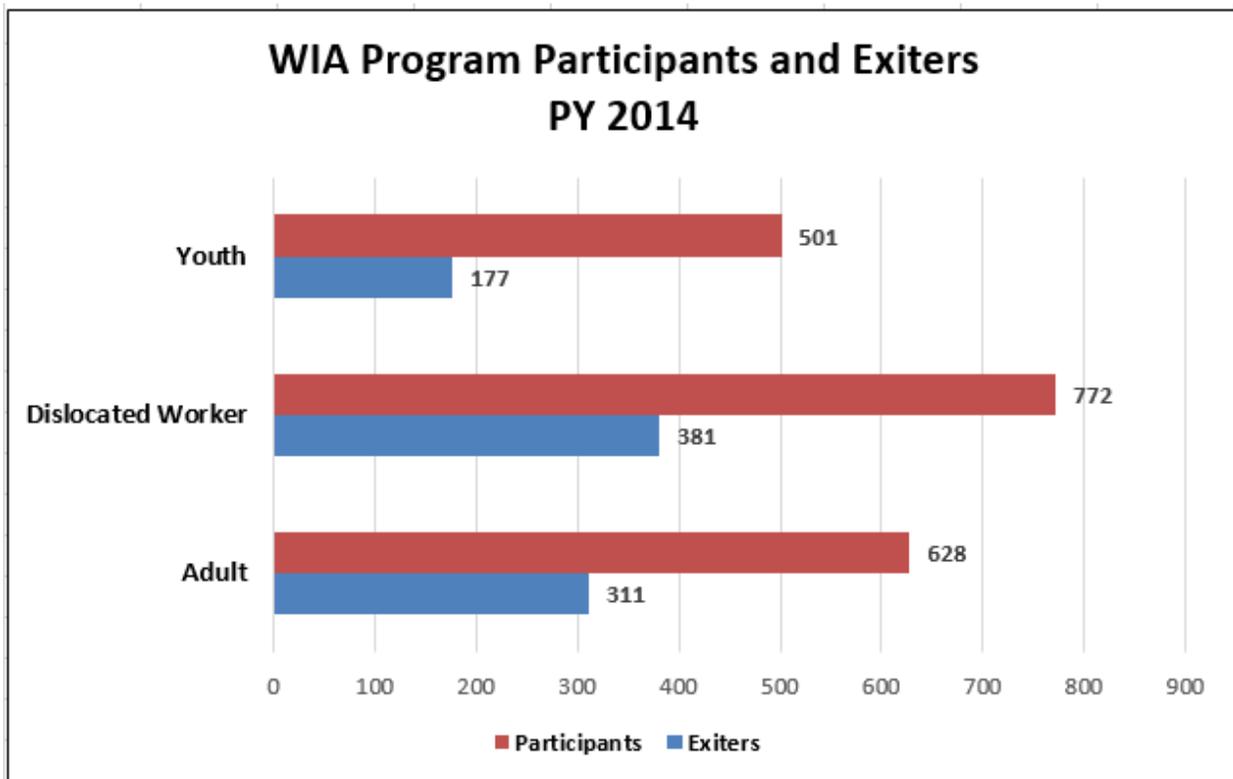
<b>Major Occupational Grouping</b>	<b># Participants</b>
Management	68
Business & Financial Operations	43
Computer & Mathematical	54
Architecture & Engineering	36
Life, Physical, & Social Science	31
Community & Social Services	23
Legal	18
Education, Training & Library	22
Arts, Design, Entertainment, Sports, Media	15
Healthcare Practitioner & Technical	224
Healthcare Support	211
Protective Service	6
Food Preparation & Serving Related	5
Building Ground Cleaning & Maintenance	1
Personal Care & Service	23
Sales & Related	23
Office & Administrative Support	78
Farming, Fishing, & Forestry	3
Construction & Extraction	88
Installation, Maintenance, & Repair	60
Production	73
Transportation & Material Moving	397

## Exits/Program Outcomes

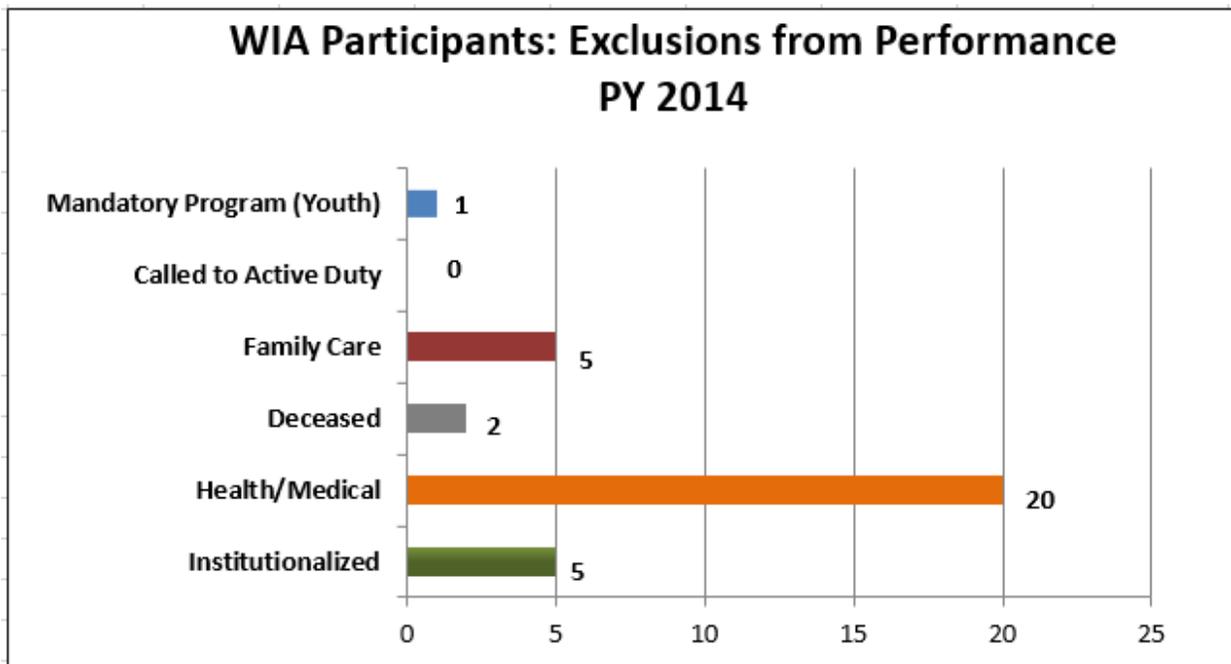
During PY 2014, 869 participants exited from WIA Adult, Dislocated Worker, and Youth programs.

WIA participants were exited according to the Common Exit definition:

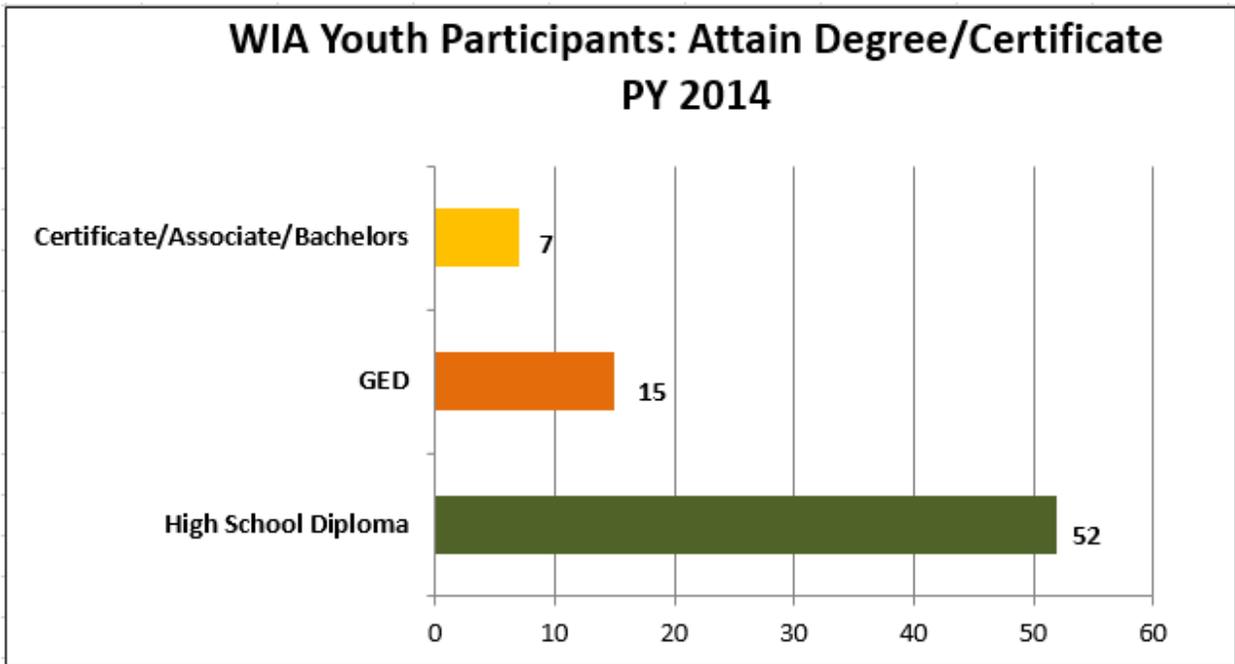
- Common exit means participants are not considered exited until they have completed all services provided by Labor Exchange (Job Service), Trade, and WIA programs.
- To be counted as an exiter, the participant has to receive no reportable services in these programs for 90 days.



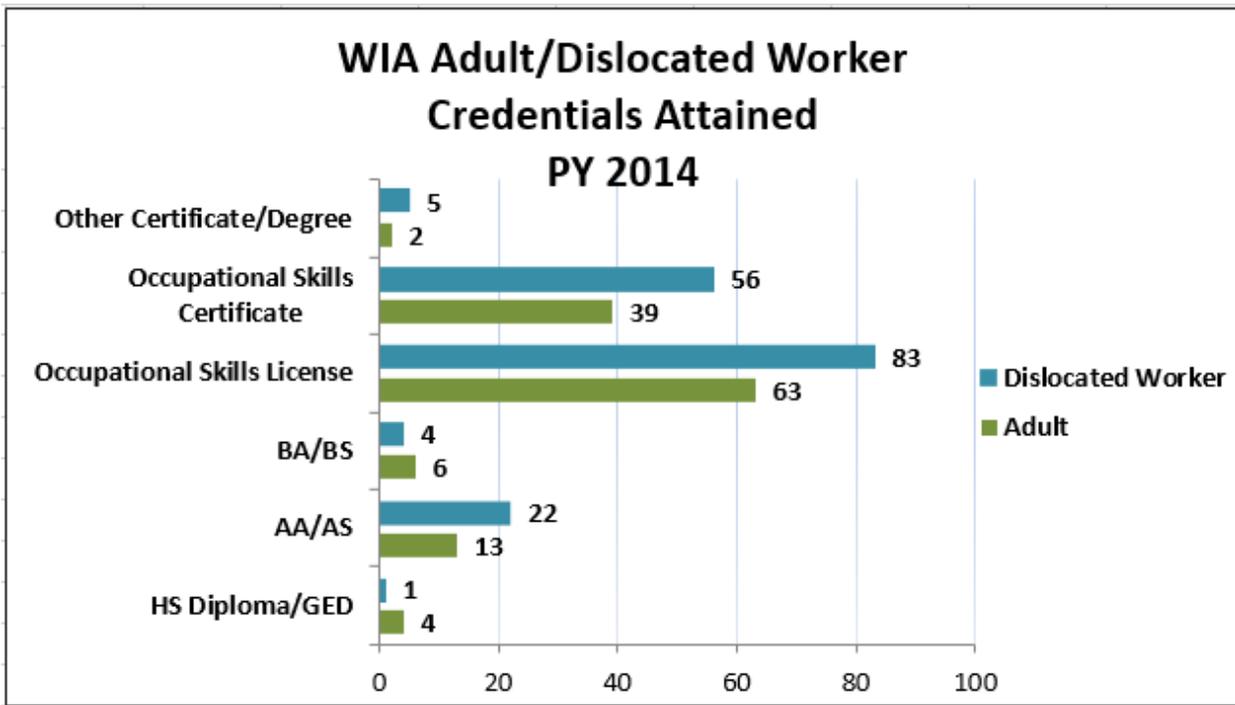
WIA participants that cannot continue their program participation for several specific reasons are excluded from performance. The most common reason for exclusion during PY 2014 was for health or medical reasons.



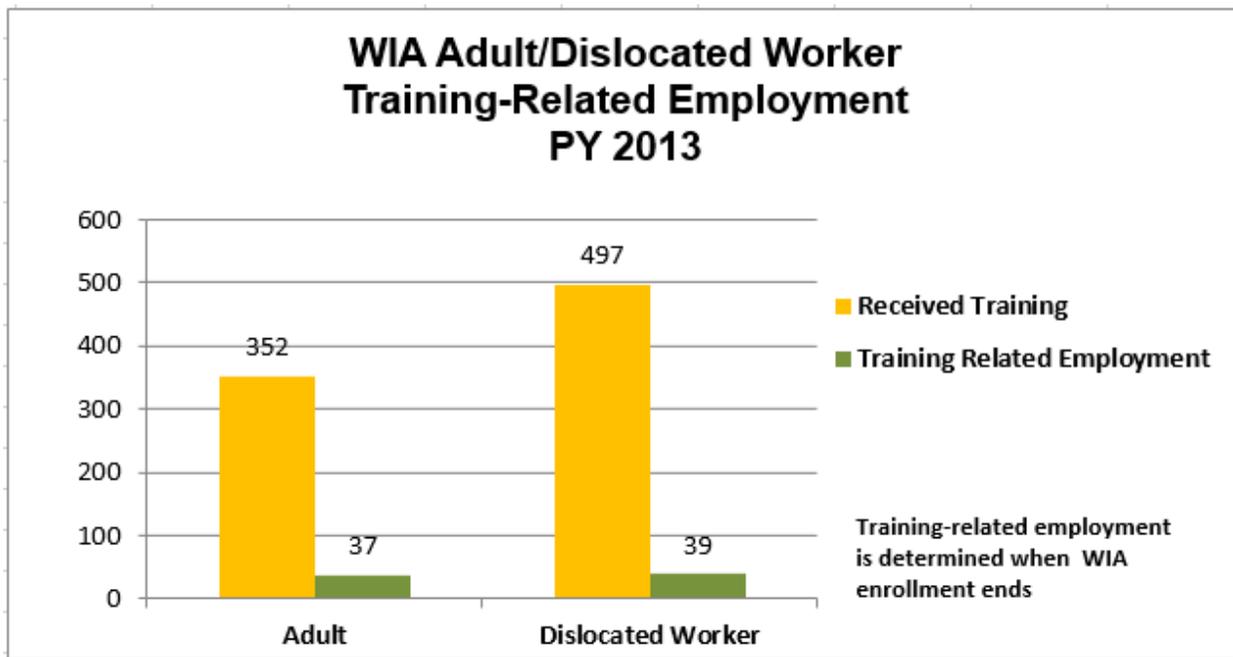
Youth participants who were enrolled in education at participation or during their participation are included in calculation of the Attain Degree/Certificate performance measure. Of the Youth participants included in this measure, a total of 74 achieved a diploma or certificate during PY 2014. This number is fairly low because of Common Exit. Participants continue to remain active in WIA if they maintain their Labor Exchange (Job Service) enrollment by job searching, either to find employment or to improve their current employment situation.



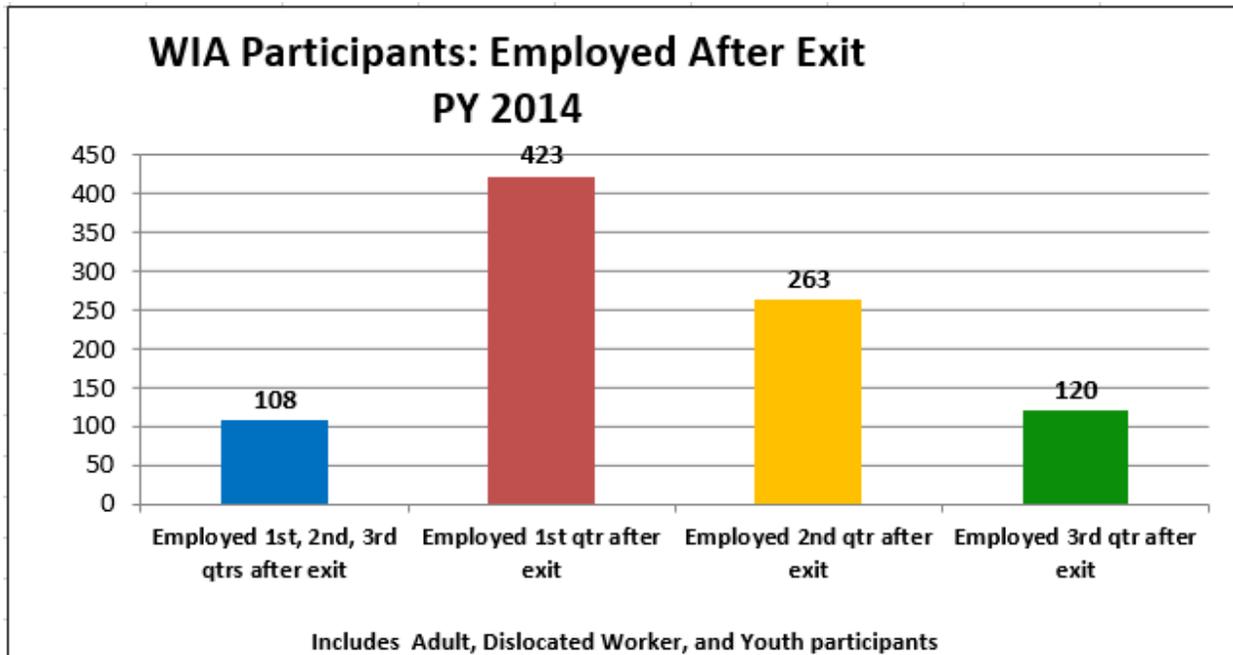
A total of 462 credentials were attained by Adult and Dislocated Worker participants in PY 2014.



Of the 856 participants who received training, 76 were employed in their training-related field at the end of WIA enrollment.

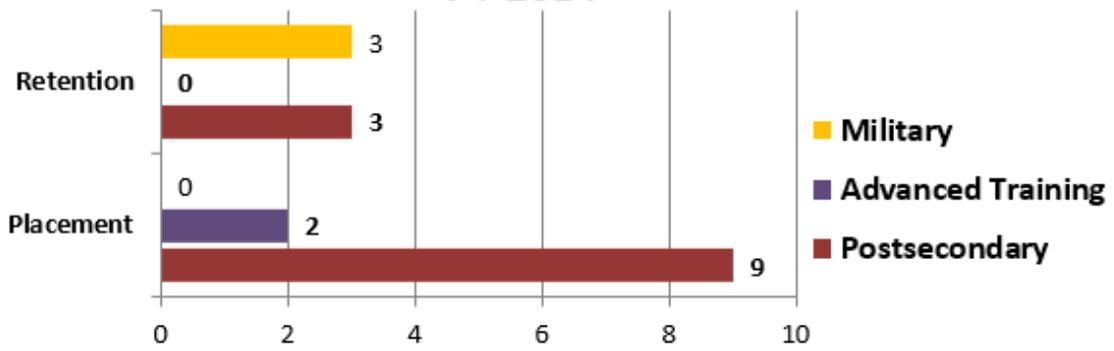


A total of 423 participants were employed during the first quarter after exit from WIA programs during PY 2014. There were 108 participants who were employed first, second, and third quarters after exit. These numbers do not equate to the performance requirements set for WIA Common Measures.



Approximately 3% of Youth participants were placed or retained placement in postsecondary training, advanced training, or military employment. No Youth participants were placed in an approved apprenticeship for PY 2014.

## WIA Youth Placement and Retention After Exit PY 2014



Youth Placement = primary activity entered in the first quarter following the exit quarter.  
Youth Retention = primary activity entered in the third quarter following the exit quarter.

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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 places a 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'14 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 \_\_\_\_\_. 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.

Monday-Thursday 7:00-5:30

DLI-Workforce Services Division

Statewide Workforce Programs/Oversight Bureau

E-mail:

### **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**

- *Very supportive, helpful and professional.*
- *The services I needed were to help with my success for school.*
- *The WIA program has been such a great help and has been able to provide funding so I can continue my education and achieve bachelor's degree in nursing.*
- *Norma went above and beyond to help me with issues I was having with unemployment. She was awesome.*
- *As a displaced worker I am still hoping for more training to update skills to find new job in different career*
- *Training in computer science. ◀The help we got threw the workforce Libby Montana put me and my wife into a successful new career. I want to thank everyone at the workforce office particularly Kara.*
- *I was delighted to work with Jamie Sweeny she was very helpful and encouraging to help me pursue my job plan and assist me with any help that I needed.*
- *The funding for school, gas and haircuts really did make the end of my schooling far easier. Not having that financial burden really lifted a weight off my shoulders.*
- *TF job service was great to work with and were very encouraging and supportive. I now have a job with which I can support my family and help others in this community. Thank you!*
- *They did a wonderful job and Deb Petek has been awesome to work with. I highly recommend her and the training I have received. Thank you!*
- *Norma at the Great Falls Job Service was great. She assisted me with financial assistance through WIA. She truly had my best interest in mind and worked hard to assist me in my financial shortcomings in order for me to successfully complete my program. WIA was able to offer me tremendous benefits that I am very grateful for. The survey does not accurately depict my experience because I was not being helped to find employment.*
- *The case lady was nice, but not knowing what I was to ask help with it was not a good experience. The o net scale is not a good fit for Montana. If there is training for what a person really is interested in, let them do it. And be a better guide with using the programs offered.*
- *Job service help me enroll and was able to take this cdl class. If you have a cdl there is always work.*
- *It helped tremendously at desperate time. Special thanks to Maggie Tickell. She was very helpful all the way.*
- *It's nice to get another chance to thank you all for the extra available training you afforded for me at the Entre Computer Center here in town . . . Kathleen Hanley and Peg Hart at the Mt Job Services Office here in Billings were so gracious, helpful and efficient in setting everything up . . . and Entre did an outstanding job. As the workplace needs change in our ever changing/upgrading computerized age . . . refresher courses such as these are a marvelous encouragement and an ENORMOUS help . . . and provide a much firmer, solid up-to-date skills foundation to comfortably and persistently attack the formidable challenge of looking for work suitable to one's individual gifts, talents and abilities nowadays. Thank you again! I really appreciate the help. God bless and have a blessed Merry Christmas and a Happy New Year! And do thank Kathleen & Peg again for me! They were GREAT contacts within your agency.*
- *I am very appreciative that these services were available. The guidance I received, helped me to choose a new career path and achieve my goals. After my layoff, I was in a state of shock and depression and really needed the outside intervoention to help me move forward.*
- *I had a good experience with this program, although I did not finish the program. I marked no to some items only because I didn't finish program.*
- *I worked with Kathleen Hanley and she is a wonderful person and got me back on track so I was able to get a job that I enjoy. Her up beat positive attitude and the way she genuinely cares for her clients is amazing.*
- *Glendive was the best service I ever received in life. I cannot thank them enough.*
- *I received financial help from WIA and was very appreciative of their ability to help me through my degree in order to graduate and find a job. Jamie Sweeney in Great Falls was my consultant and she was AMAZING at answering questions and helping me in every way that she could. Thank you for your help, it meant a lot.*
- *I was very pleased with everyone's help at job services. I loved everyone's attitude and the way my concerns and questions were handled.*
- *The program played a very large part in allowing me to take the test I needed to obtain a license to practice nursing in the State of Montana. As a result of this program I am now a RN, and am working full time!*
- *I received monetary assistance for school and some work clothing once I found a job. I am forever grateful for what Jamie and the WIA program did for me. Thank you. ◀Lindy is amazing!! I can't thank her enough for helping me through my last year of nursing school.*
- *Beyond financial assistance this program is kind of lacking, searched for and found job on my own.*

- *The whole crew helped me with this, everyone was nice and professional. Thank you all!*
- *Missoula Job Service has been a huge support for me in my situation; my choice to move to another 1/2 time position does not reflect the quality of service I received, but the exercise of my personal values. Thanks.*
- *Wonderful staff. Guy and Sharon were always willing to help however they could. I appreciated all the assistance I was able to receive. I have recommended this program to other people.*
- *My case worker Carol was terrific. She helped us through many obstacles and difficult times. I am sure my A.S. degree will lead to full and satisfying employment. Thank you all-especially Carol-very much.*
- *ZERO help in finding employment. They can't take or match resumes to jobs coming in. You are on your own in that area. Zero job referrals. Things could be improved in that area.*
- *My advisor at the Missoula Job Service was amazing. She has done an outstanding job by helping me out and supported me all the way. Thank you Angie McDonald!*
- *The WIA program was a perfect fit for me as I was laid off and already in transition for a career change. It allowed me to completely focus solely on my new career and am currently enjoying my new calling bettering myself within the community.*
- *The lady I worked with at the job service was fantastic and I recommend her for anyone going through or using the job service. I am thankful for all of the assistance and other help through this department.*
- *I received assistance while going through nursing school and with job searching/resume making. Patti was wonderful.*
- *Many times the best thing that was offered was encouragement.*
- *The OJT program is a wonderful asset to the community and needs to be available in the future for those who need it.*
- *Excellence all the way thru. Elizabeth and Jean and Meagan were all dynamic.*
- *Was provided financial assistance for school. Found a 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.*
- *Thank you so much.*
- *Great folks, I greatly appreciate what this program assisted me with to get me finished with school, and they helped me get moved to my new job. THANK YOU!!!*
- *Helped with my job of choice training program*

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**PROGRAM YEAR 2014 PERFORMANCE**

**PROGRAM PERFORMANCE DATA  
Performance Levels  
July 1, 2014 through June 30, 2015**

<b>PERFORMANCE MEASURES</b>	<b>PERFORMANCE GOALS</b>
	<b>PY 2014 (07/01/14-6/30/15)</b>
<b>Adult Program - Common Measures Indicators of Performance</b>	
1. Entered Employment Rate	75.0%
2. Employment Retention Rate	86.0%
3. Six Months Average Earnings	\$15,000
<b>Dislocated Worker Program - Common Measures Indicators of Performance</b>	
1. Entered Employment Rate	76.0%
2. Employment Retention Rate	89.0%
3. Six Months Average Earnings	\$18,000
<b>Youth Program - Common Measures Indicators of Performance</b>	
1. Placement in Employment or Education	65.0%
2. Attainment of Degree or Certificate	61.0%
3. Literacy and Numeracy Gains	38.0%

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 one Common Measures performance measure, and met 80% of negotiated performance for the other eight performance measures this year.

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
<b>Entered Employment Rate</b>				
a) Adults	75.0	*71.4	155	217
b) Dislocated Workers	76.0	76.0	218	287
<b>Retention Rate (6 months)</b>				
a) Adults	86.0	*84.1	206	245
b) Dislocated Workers	89.0	*88.8	284	320
<b>Average Earnings/Earnings Change 6 Months</b>				
a) Adults	\$15,000	*\$14,913	\$3,072,062	206
b) Dislocated Workers	\$18,000	*\$17,609	\$5,000,909	284
<b>Placement in Employment or Education</b>	65.0	*58.8	87	148
<b>Attainment of Degree or Certificate</b>	61.0	*58.3	74	127
<b>Literacy or Numeracy Gains</b>	38.0	*32.6	14	43

**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: 07/01/2014 to 06/30/2015

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

**Date Ranges Used In Calculating Report Items**

Total Participants:	07/01/2014 - 06/30/2015
Total Exitors:	04/01/2014 - 03/31/2015
Entered Employment Rate, Youth Placement in Employment or Education, and Youth Attainment of Degree or Certificate:	10/01/2013 - 09/30/2014
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	75.0	71.4	155	217
Employment Retention Rate	86.0	84.1	206	245
Six Months Average Earnings	\$15,000	\$14,913	\$3,072,062	206

**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	69.5	<u>107</u> 154	71.4	<u>15</u> 21	50.0	<u>5</u> 10	64.7	<u>11</u> 17
Employment Retention Rate	84.6	<u>132</u> 156	69.2	<u>9</u> 13	85.7	<u>6</u> 7	92.9	<u>13</u> 14
Six Months Average Earnings	\$13,805	<u>\$1,822,267</u> 132	\$25,926	<u>\$233,335</u> 9	\$15,986	<u>\$95,918</u> 6	\$9,143	<u>\$118,854</u> 13

**Table D - Other Outcomes for Adult Program**

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	77.5	<u>100</u> 129	63.4	<u>52</u> 82
Employment Retention Rate	82.0	<u>132</u> 161	87.7	<u>71</u> 81
Six Months Average Earnings	\$15,279	<u>\$2,016,893</u> 132	\$14,450	<u>\$1,025,953</u> 71

**WIA Title IB Annual Report Form (ETA 9091)**

Report Period: 07/01/2014 to 06/30/2015

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	76.0	76.0	218	287
Employment Retention Rate	89.0	88.8	284	320
Six Months Average Earnings	\$18,000	\$17,609	\$5,000,909	284

**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	71.4	$\frac{40}{56}$	40.0	$\frac{2}{5}$	70.8	$\frac{34}{48}$	100.0	$\frac{2}{2}$
Employment Retention Rate	89.1	$\frac{41}{46}$	77.8	$\frac{7}{9}$	85.1	$\frac{40}{47}$	100.0	$\frac{2}{2}$
Average Earnings Rate	\$20,851	$\frac{\$854,894}{41}$	\$16,719	$\frac{\$117,030}{7}$	\$17,123	$\frac{\$684,933}{40}$	\$11,919	$\frac{\$23,839}{2}$

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	74.3	$\frac{156}{210}$	80.3	$\frac{61}{76}$
Employment Retention Rate	88.4	$\frac{213}{241}$	89.9	$\frac{71}{79}$
Average Earnings Rate	\$17,718	$\frac{\$3,774,013}{213}$	\$17,280	$\frac{\$1,226,896}{71}$

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	65.0	58.8	87	148
Attain Degree or Certificate	61.0	58.3	74	127
Literacy or Numeracy Gains	38.0	32.6	14	43

**WIA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2014 to 06/30/2015

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

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

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Out of School Youth	Num Den
Placement in Employment or Education	57.8	$\frac{37}{64}$	100.0	$\frac{1}{1}$	58.8	$\frac{10}{17}$	52.3	$\frac{34}{65}$
Attain Degree or Certificate	58.2	$\frac{32}{55}$	0	$\frac{0}{0}$	78.6	$\frac{11}{14}$	54.8	$\frac{23}{42}$
Literacy or Numeracy Gains	33.3	$\frac{8}{24}$	0.0	$\frac{0}{0}$	60.0	$\frac{3}{5}$	32.6	$\frac{14}{43}$

**Table L - Other Reported Information**

Program	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) Or 12 Month Earnings Replacement (Dislocated Workers)		Placements For Participants in Non-Traditional Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training	
Adults	79.6	$\frac{187}{235}$	\$1,777	$\frac{\$417,541}{235}$	11.0	$\frac{17}{155}$	\$6,494	$\frac{\$1,006,582}{155}$	28.0	$\frac{28}{100}$
Dislocated Workers	87.0	$\frac{301}{346}$	\$51	$\frac{\$2,664,013}{\$5,203,294}$	9.6	$\frac{21}{218}$	\$7,574	$\frac{\$1,651,094}{218}$	30.8	$\frac{48}{156}$
Older Youth	75.0	$\frac{24}{32}$	\$1,777	$\frac{\$56,871}{32}$	8.0	$\frac{2}{25}$	\$3,246	$\frac{\$81,154}{25}$		

**Table M - Participation Levels**

Program	Total Participants Served	Total Exiters
Total Adult Customers	103,171	91,488
Total Adults (Self-Service Only)	101,972	90,848
WIA Adults	102,593	91,185
WIA Dislocated Workers	772	381
Total Youth (14-21)	501	177
Younger Youth (14-18)	381	129
Older Youth (19-21)	120	48
Out-of-School Youth	192	75
In-School Youth	309	102

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2014 to 06/30/2015

Local Area Name: Balance of State (BOS)

**Table N - Cost of Program Activities**

Program Activity	Total Federal Spending
Local Adults	\$1,878,278
Local Dislocated Workers	1,119,621
Local Youth	1,988,183
Rapid Response (Up to 25%) 134 (a) (2) (A)	415,007
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	544,385

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	\$38,017
	MT Association of Counties	5,513
Total of All Federal Spending Listed Above		\$5,989,004

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2014 to 06/30/2015

Local Area Name: Balance of State (BOS)

**Table O - Local Performance**

Total Participants Served	
a) Adults	86,293
b) Dislocated Workers	617
c) Older Youth	94
d) Younger Youth	311
Total Exiters	
a) Adults	76,945
b) Dislocated Workers	318
c) Youth	39
d) Younger Youth	99

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	75.0	71.0
b) Dislocated Workers	76.0	76.0
Retention Rate (6 months)		
a) Adults	86.0	84.0
b) Dislocated Workers	89.0	89.0
Average Earnings/Earnings Change 6 Months		
a) Adults	\$15,000	\$15,269
b) Dislocated Workers	\$18,000	\$17,732
Placement in Employment or Education	65.0	57.0
Attainment of Degree or Certificate	61.0	54.0
Literacy or Numeracy Gain	38.0	31.0

Description Of Other State Performance Indicators

- a. \_\_\_\_\_
- b. \_\_\_\_\_

Overall Status Of Local Performance  Not Met  Met  Exceeded

