

# MONTANA ANNUAL REPORT

## WORKFORCE INVESTMENT ACT



**Program Year 2007  
July 1, 2007 through June 30, 2008**



## A Message from the Governor Of the State of Montana



September 2008

I am honored to present the WIA Program Year 2007 Annual Report.

By investing in people, we are investing in Montana's economic future. It is the hard working men and women of our state that continue to move Montana forward and grow our economy.

Montana is outpacing the nation in job and wage growth. In 2007, the average wage in Big Sky Country grew by an unprecedented 5.3% to \$32,223, largely due to increased worker productivity and strong job growth. Despite the rise in seasonal unemployment, Montana continues to maintain a low unemployment rate among the fifty states and remains substantially below the national average. Occupations requiring low and medium skilled workers are growing at a record pace.

New opportunities in the energy sector are adding jobs and investments to our state's economy. Clean energy developments, such as new wind farms, the Keystone Pipeline, and the new proposed coal to liquids plant on the Crow Reservation promise to create even more new jobs for Montana's workers. The mistakes of our past are also creating jobs for our future in the growing Restoration Economy as we clean up Montana's abandoned mines and Superfund sites and reclaim our state's natural beauty.

Each of us has a stake in the future development of Montana's workforce system. Business, educational institutions, and those of us who represent workers must continue working together to ensure that today's workforce is trained for tomorrow's jobs. To keep Montana on the move, we must continue to invest in our most precious resource, our workers.

Sincerely

A handwritten signature in black ink that reads "Brian Schweitzer". The signature is fluid and cursive, with a prominent loop at the end of the last name.

BRIAN SCHWEITZER  
Governor

## EXECUTIVE SUMMARY

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

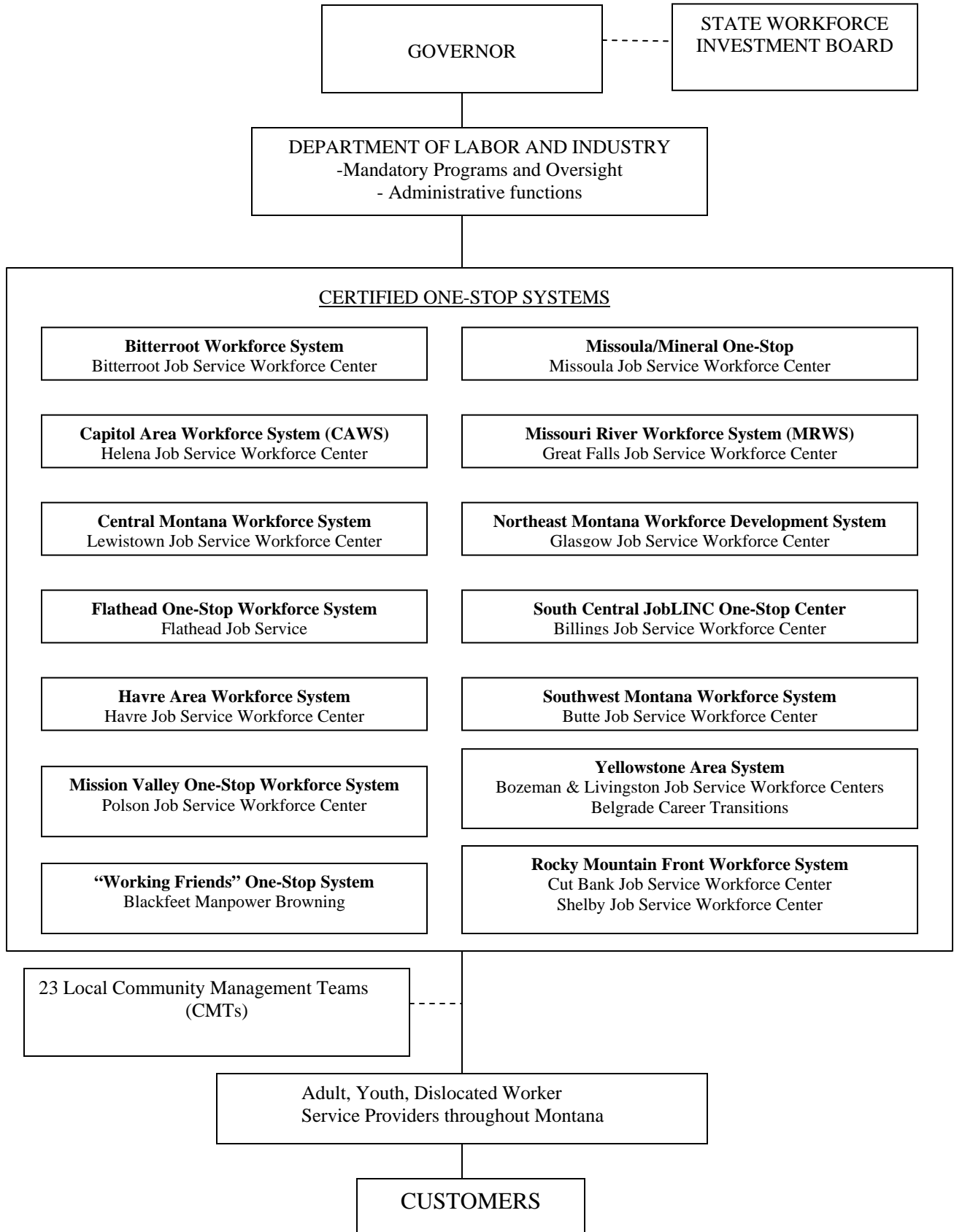
- 1) promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
- 2) promoting continual skill development, increasing wages, and an enhanced standard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

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

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

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**WORKFORCE SYSTEM  
ORGANIZATIONAL CHART**



## LEADERSHIP

### **Governor's State Workforce Investment Board**

In August 2005 Governor Schweitzer charged the State Workforce Investment Board (SWIB) with four very distinct priorities for Montana's Workforce System: (1) Ensure Accountability; (2) Improve Efficiencies by getting more dollars to Montana's needy citizens, (3) Promote Local Involvement and (4) Include Montana's First Americans and Montana's Last and the Least. The Workforce Investment Board has since transitioned to a single administrative entity, creating more than \$1.2 million in savings that was re-allocated to service providers for those most in need.

The SWIB has several sub-committees to 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** is comprised of the SWIB Chair, the chairs from each of the standing committees, and up to 10 other members. It has the authority to act on behalf of the SWIB.

**Economic Development & Business Retention Committee** coordinates the work of the board with the state's economic development strategy. They conduct studies and analyses, as necessary, to determine the needs of Montana's employers and the workforce development strategies that are required to meet those needs. The committee works to engage employers of the state, in a sector-by-sector approach, to determine the specific needs of each sector and to recommend strategies to address the needs. They also determine the priority training needs of the state's employers and recommend directing state training funds to those needs, and coordinate projects with the Research and Analysis Bureau, who will serve as advisory and resource staff to the State Board.

**Workforce System Committee** has the responsibility to oversee and coordinate the implementation of the Governor's and the Board's strategic workforce development plans through the actions and operational directives of the state's executive agencies. They also are charged with ensuring the quality of programs and services in the local areas, planning efforts, and strategies to improve the Montana workforce system.

**One-Stop Development Committee.** The One-Stop Development Committee is a temporary committee charged with expanding the number of One-Stop Centers in Montana through stronger partnerships and improved service integration. They also work to promote One-Stop system development efforts by coordinating communication and involvement of Community Management Teams (CMTs) within Montana communities, and with the State Board.

**Apprenticeship Advisory Committee.** This committee serves as an advisory body to the State Registered Apprenticeship Program, and works to better link education with apprenticeable occupations.

**Youth Council.** Montana's SWIB Youth Council ensures that workforce investment youth activities complement and reinforce academic and occupational curriculum focusing on the essential nature of work accessing bona fide connections to employers, a variety of contextual education options for competency certification, and opportunities for postsecondary education and training. The SWIB and Youth Council ensures success of Montana's youth by providing opportunities for leadership development, positive peer support, serving the community, and follow up support over a sustained period.

**WIA Title IB Funding Task Force.** WIA Title IB Funding Task Force was a temporary task force established in the spring of 2007 to review the current system for allocating funds to providers of youth and adult programs; study other states' funding systems; and recommend a system of funding distribution for PY2008 that: 1) that maximizes benefits to participants; and 2) is fair and equitable.

### **Program Year 2007 State Workforce Investment Board Activities**

- ***Rockies Energy Workforce Collaboration:*** Montana is one of five partners in the Rockies Energy Workforce Collaboration (REWC). The other states participating are: Colorado, Wyoming, North Dakota, and Utah. The initial scope of the Collaboration is the development of the work force system in the Rockies to ensure an adequate supply of skilled energy workers for the rapidly growing energy industry. The Collaboration provides a forum for industry, education, public workforce systems and economic development to dialogue, develop strategy and solution based workforce actions to leverage staff, resources, and public and private investments. The initial scope of the Collaboration is in oil and gas, addressing current and anticipated shortages in the workforce. Participation by DLI on the coalition has been, and will continue to be, crucial to building regional partnerships and sectoral strategies that will strengthen Montana's energy industry, workforce, and economy.
- ***Workforce Innovation in Regional Economic Development (WIRED):*** Montana is one of 13 regions across the country to successfully compete for the first round of the *Workforce Innovation in Regional Economic Development (WIRED)* grant. The WIRED grant brings \$15 million dollars to the state over a four-year period. Montana's proposal focuses on 32 rural counties and 6 reservations in the eastern part of the state, and will provide training to build bioproduct industries, especially those related to biolubricants and biofuels. Partners within the Governor's office, Department of Commerce, DLI, the university system, and others are collaborating to ensure a successful WIRED project in Montana, which will create jobs in the high growth, high wage energy industry, and improve the economic outlook for the most rural parts of our state, including 6 of Montana's 7 Reservations. The SWIB Chair and the SWIB's Economic Development & Business Retention Chair serve on the WIRED Executive Committee.

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

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

## Montana's Agro-Energy Plan



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

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

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

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

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

#### The Vision:

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



#### The Transformation Challenge:

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

#### The Goals:

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

#### The Strategic Objectives:

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

#### Cooperation, Coordination, WIRED Legacy:

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

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





Montana's Workforce Pipeline:





## MONTANA'S LABOR SITUATION

Montana is in the Rocky Mountain area of the northwestern United States, bordered by the Canadian provinces of British Columbia, Alberta, and Saskatchewan on the north, Idaho on the west, Wyoming on the south, and North and South Dakota on the east. Montana is sparsely populated with 957,861 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 11,066 people from 2006 to 2007, or 1.17 percent. Examining the population increase since 2000, 23,847 more births to deaths have been recorded, with an additional increase of 32,545 accounted for by new entrants to the state.

Over the last five years, Montana's economy has experienced high levels of growth and has seen a strong expansion in employment and rapid increases in wages. Some highlights of this growth include:

- Montana's total personal income increased by 6.6 percent in 2007, this was the 15<sup>th</sup> largest increase over the year. Per capita personal income increased by 5.4 percent over the same time period, which ranked 20<sup>th</sup> among all states for growth. Montana's rank among all states for per capita income was 41<sup>st</sup> in 2007.
- The average annual wage grew by \$1,627, which represents a 5.3 percent increase between 2006 and 2007. Montana ranked 49<sup>th</sup> among all states in average annual wage and 7<sup>th</sup> in average wage growth.
- The Consumer Price Index saw an increase of 5.5 percent between July 2007 and July 2008.
- Wage and salary employment covered increased by 10,492 jobs between 2006 and 2007. This represents a change of 2.5% over the year, which was the eighth highest rate of growth in the nation.
- Montana's unemployment rate, seasonally adjusted was 4.0 percent of the workforce (July 2008), while the U.S. rate was 5.7 percent over the same period.

Unemployment in Montana has continued to remain one of the lowest in the nation. In July of 2008, the statewide rate reached 4.0%, which is the ninth lowest in the nation. Montana is expected to continue to maintain one of the lowest unemployment rates in the nation. The continued strength of Montana's economic conditions has continued to benefit all areas of the state. Counties with traditionally high levels of unemployment are continuing to experience low levels of unemployment, while other areas of the state continue their struggle to find new workers to fill open positions.

## MONTANA'S WORKFORCE ACTIVITIES

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

The goal of the State Workforce Investment Board, as stated in the 2-Year State Plan, is to certify a minimum of one new One-Stop in each of Montana's 12 Montana Association of Counties (MACo) Districts, excluding Districts 8 and 12, within the next two years. Within Districts 8 and 12, Montana will strive to certify a minimum of one additional One-Stop within the next two years.

The goal will be met by promoting One-Stop system development efforts through coordinating communication and involvement of Community Management Teams (CMT's) within Montana communities, and with the State Board. Certified One-Stops are:

### *Bitterroot Workforce One-Stop System*

Serving Ravalli County, the Bitterroot Workforce System utilizes a campus approach to their One-Stop System. They have three levels of participation in their system. Level 1 is the Campus One-Stop Management Team, comprised of 39 partners. Level 2, the System Management Team, has six partners; it represents a higher level of commitment and responsibility. Level 3, the Community Management Team has two partners. The mission of the Bitterroot Workforce System is to "Respond to the unique needs of Ravalli County, focus on customer-centered services, assist workers in attaining self-sufficiency, and respond to business needs for a skilled workforce." The designated One-Stop Center is at the Bitterroot Job Service Workforce Center in Hamilton. An affiliate site is located at the District XI HRDC. The communities of Corvallis, Darby, Hamilton, Stevensville, and Victor have satellite sites.

### *Capitol Area Workforce System (CAWS)*

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

### *Central Montana Workforce System*

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

### ***Flathead Workforce System***

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

### ***Havre Area Workforce System***

The Havre Area Workforce System has its designated center at the Havre Job Service Workforce Center. Their mission is to “Meet the employment related needs of North Central Montana by providing high quality, meaningful services in a seamless, effective and comprehensive employment and training partnership.” The Havre Area Workforce System has 19 partners serving Blaine, Choteau, Hill, and Liberty Counties, including the Rocky Boy’s Indian Reservation and the Fort Belknap Indian Reservation. Strong Tribal partnerships exist throughout the service delivery area. The Rocky Boy’s Indian Reservation is working to revitalize their economy by focusing on tourism. Aggressive projects to attract tourists have begun which not only provide employment during construction phases, but also provide jobs in the tourism industry for the local population.

### ***Mission Valley One-Stop Workforce System***

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

### ***Missoula/Mineral One-Stop***

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

opportunities within the Center to build additional bridges to the business community and thereby support workforce and economic development.

#### ***Missouri River Workforce System (MRWS)***

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

#### ***Northeast Montana Workforce System***

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

#### ***Rocky Mountain Front Workforce System***

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

#### ***South Central JobLINC (SCJ) One-Stop***

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

#### ***Southwest Montana Community Management Team***

The Southwest Montana Community Management Team One-Stop in Butte serves the counties of Powell, Granite, Deer Lodge, Silver Bow, Madison and Beaverhead. The Center is located in the Butte Job Service Workforce Center. The Southwest Montana Community Management Team is active across a large region and has centers located in Dillon and Anaconda and computers for use in rural libraries and courthouses. They have clearly

demonstrated responsibilities and cross training to other programs. Each site had resource manuals and works with employers, not just job seekers, supplying resources and assistance.

### ***Yellowstone Area System (YAS)***

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

### ***"Working Friends" One-Stop System***

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

## **• Statewide Activities**

***Rapid Response Activities:*** The Dislocated Worker Unit in the Montana Department of Labor and Industry is the oversight entity for the Rapid Response program. Assistance and early intervention services for businesses and workers facing layoffs or closures are provided by Montana's Job Service Workforce Centers through individual appointments or in Rapid Response workshops. At the workshops, the affected workers receive information about various programs that will assist them in their transition to new employment.

Unemployment Insurance is always one of the programs invited to provide information to the affected workers. The Dislocated Worker Program, Employment Services, Trade Adjustment Assistance, and various community agencies are invited to present information to the workers on their programs. The workshops also include information on how to survive a layoff and become re-employed.

## **• Technical Assistance**

***Technical Assistance and Training:*** The Statewide Workforce Programs and Oversight Bureau of the Montana Department of Labor and Industry hosted one Technical Assistance and Training (TAT) session during Program Year 2007. The session was held in conjunction with the first Montana Workforce Conference, "Meeting the Challenge: Montana's Workforce on the Move" and was held in Billings Montana in May 2008. The focus of the TAT was for Adult, Dislocated Worker, and Youth providers of the Workforce Investment Act. Other workforce partners attending the TAT session were staff from Wagner-Peyser and Job Corps services.

The TAT session included training for Common Measures and was given by Ms. Maria Weidmark from the Dallas Regional Office of USDOL. Ms. Weidmark's training was excellent and feedback from service providers who attended the training indicated it was very helpful for us to better understand the Common Measures.

Ms. Diana Jackson, Director of LearningWork Connection at Ohio State University in Columbus Ohio returned to Montana to speak to the Youth providers on Common Measures and was again very well received.

The TAT attendees also had the opportunity to take part in Montana Governor Schweitzer's first Workforce Conference which included information from Education, Workforce Development and Economic Development. The following is an excerpt from the welcome letter from Governor Schweitzer: "During the next two days you will learn about the complexities of dealing with an intergenerational workforce through a presentation by Wendy Samson. A new study co-sponsored by the Dennis and Phyllis Washington Foundation and the Governor's Office of Economic Development examining the economic impact of the early care and education industry in Montana will be unveiled. Experts from labor, industry, education, economic and workforce development will also highlight best practice partnerships focused on growing a skilled statewide workforce." This conference was the first of its kind in Montana, bringing education, workforce, and economic development together for a collaborative training session that included all WIA providers and Wagner-Peyser staff as well as Job Corps and other partners. The conference was very successful and we look forward to having more of these.

- **Special Project: Pre-Apprentice Line Worker Training**

*Responding to Montana's Energy Industry Demand for Trained Workers:* The energy industry both nationally and in Montana is projected to be a source of high wage, high demand occupations over the next several years. In Montana, energy transmission industry employers anticipate a need for 50 additional line workers per year over at least the next five years. There is also an anticipated need for line workers to construct a transmission line from Alberta, Canada through Montana. Prior to August 2007, Montana residents interested in this occupation had to get their training at one of a limited number of out-of-state institutions.

Through a collaborative effort of higher education, labor and industry representatives, the State Apprenticeship and Training Program and local and state workforce training representatives - a pre-apprentice line worker training program was developed and implemented through Montana Tech-UM College of Technology in Butte. Training curriculum includes both classroom and hands-on components; and is designed for a quick turn-around of one semester with a class capacity of 25 students. For this innovative pilot project, the classroom portions of the training are conducted at Tech and the hands-on portion is conducted at an outdoor training site constructed and maintained by Northwest Energy, headquartered in Butte.

In response to this industry driven demand for trained workers, the State Workforce Investment Board (SWIB) took action at their meeting on May 4, 2007 to dedicate \$400,000 of WIA Adult and Dislocated Worker carry forward funds toward this special pilot project in Program Year 2007. These dedicated funds were used to provide eligible adult and dislocated workers with core, intensive, training and supportive services to attend the new line worker training.

Two sessions were conducted with training completions in December 2007 and May 2008. Overall, 41 WIA and 2 WIRED funded individuals were enrolled in the training in PY 07. Of that number, 9 individuals either dropped out or did not complete the training for a variety of reasons including excessive absences, parole violation, medical reasons, joined the military or just plain quit. As of this report, five of the graduates have obtained training related employment with wages ranging from \$13-\$21.62 per hour. The average wage for this sub-group is \$17.70 per hour. Most of those not yet employed in training related jobs have taken other employment but have continued their WIA participation and are receiving the

additional services needed to connect them to energy industry jobs as more opportunities begin to open up.

As with any pilot project, the results of these first two sessions have provided the various stakeholders and the program's advisory committee with some important lessons that will help to improve the success of the training going forward. Some of the issues identified around the lack of immediate employment opportunities include the timing of training completion (little hiring is done in the winter), and the severe downturn in the housing economy which is very tied to line work. Lessons regarding student success tell us that going forward, applicants need to be assessed more thoroughly prior to acceptance to identify barriers to successful completion of the training (e.g. probation and parole issues, math skills deficiencies, ability to meet CDL requirements).

The school has already initiated some adjustments to address these issues; and the advisory committee meets on October 1, 2008 to discuss these and other issues that have a bearing on the success of the program and students. All predictions indicate there is still high growth expected in line work and related occupations; and students who have completed the training will be in a good position for that employment when new transmission projects take off and the demand for workers starts to increase.

- **Integration of Management Information System**

The new MontanaWorks system was implemented on October 1, 2007. MontanaWorks integrates WIA Title IB, Wagner-Peyser, Veteran Services, and Trade Act programs into one case management and reporting system. The Statewide Workforce Programs and Oversight Bureau staff worked diligently through the process of testing and providing training on MontanaWorks and currently all WIA providers are now using the integrated computer system.

- **Oversight Activities**

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

- **Improving Outcomes for Individuals with Disabilities**

*Governor Establishes Transition Workgroup:* In 2007, the Governor's Transition Workgroup with partners from the University of Montana Rural Institute, University of Montana – Helena, Montana Council on Development Disabilities, Department of Labor and Industry, Department of Corrections, the Montana Youth Leadership Forum, the Department of Public Health and Human Services, the Department of Commerce, the Office of Public Instruction, the Governor's Budget Office, the State Chief Information Office, and the Governor's Family Services, Education and Indian Affairs Advisors collected information on gaps, desired impact, potential solutions, and current activities relevant to youth and young adults with disabilities age 14 to 30 years.



The intention of the information/data collection is to create a starting point for informed change and cross-system coordination at the policy level that in the short term will align agency decisions and strategies relevant to this population, and in the long term will improve outcomes for the individuals using the system.

The group identified the Ideal Transition System in Montana as a system where youth and young adults with disabilities:

- are well prepared for adult life while in school;
- have direct access to preferred career opportunities and competitive employment in private and public settings; and
- have the opportunity to pursue education, employment, recreation and all aspects of a full and satisfactory life.

The group also identified several barriers that could prevent the realization of an ideal system including:

- Different disability definitions and eligibility criteria;
- Lack of awareness and communication about what each agency is doing and what resources or services are available for persons with disabilities;
- Philosophical differences and a lack of a shared vision;
- The challenge of engaging this age group;
- Within some agencies, there are few programs specifically targeted to persons with disabilities

- **Montana's Disability Program Navigator Grant**

*Providing Enhanced Service Delivery for Individuals with Disabilities:* The Statewide Programs and Oversight Bureau of the Department of Labor and Industry is in the second year of a \$683,000 two-year grant from the US Department of Labor to operate the Disability Navigator Program in Montana. The main purpose of the grant is to fund Disability Navigators within the One-Stop system that will assist individuals with disabilities to better understand and access the services and resources available through their local one-stops. The secondary purpose of the grant is to identify and secure resources that will sustain Navigator services beyond the life of the grant – which will end June 30, 2009. A subgrant was awarded to the Job Service Operations Bureau to fund Navigator staff in each of the five Job Service Regions. The subgrant also funds a Lead Navigator position at the state level. This position coordinates the overall implementation and sustainability of the program and serves as a liaison to other disability related programs and initiatives including those operated by entities such as the Governor's office, other state agencies and private sector disability organizations and advocacy groups.

- **Shared Youth Vision**

The Montana Shared Youth Vision began in 2004 when a team from Montana attended one of the federally-sponsored Regional Youth Forums where the federal partners presented their shared vision for youth. The Montana Team included individuals representing foster care, education, WIA Title IB youth programs, and juvenile justice from the State of Montana Departments of Labor and Industry, Office of Public Instruction, Department of Corrections, Board of Crime Control, Department of Public Health and Human Services and representatives from Montana's two local workforce area youth councils and their administrative entity. The Team identified opportunities for collaboration that included

identifying potential partners in the state to connect with and the benefits of making those connections; and drafted a work plan that outlines how the team will develop a common vision for youth and the action steps needed.

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

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

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

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

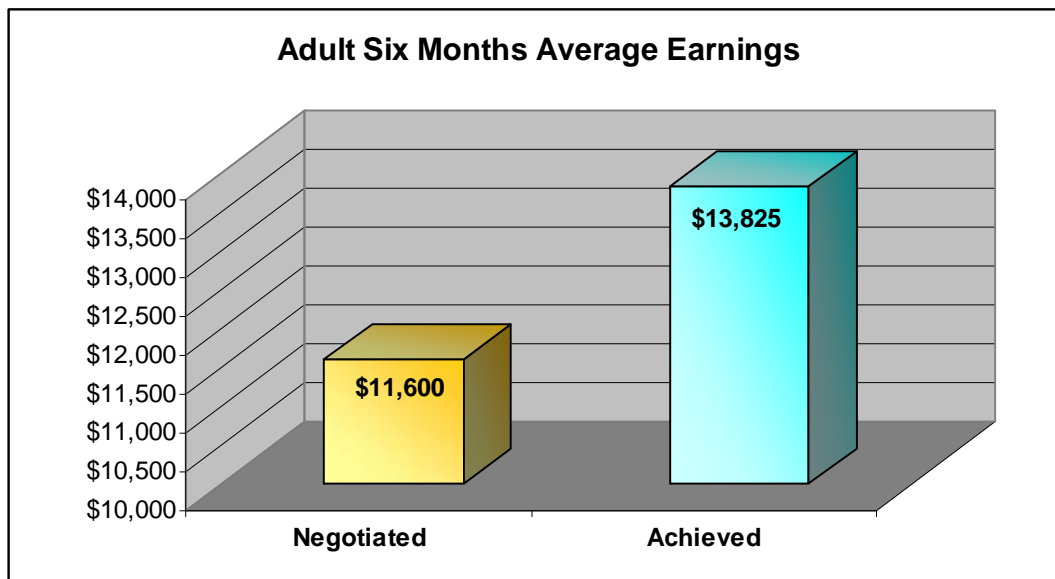
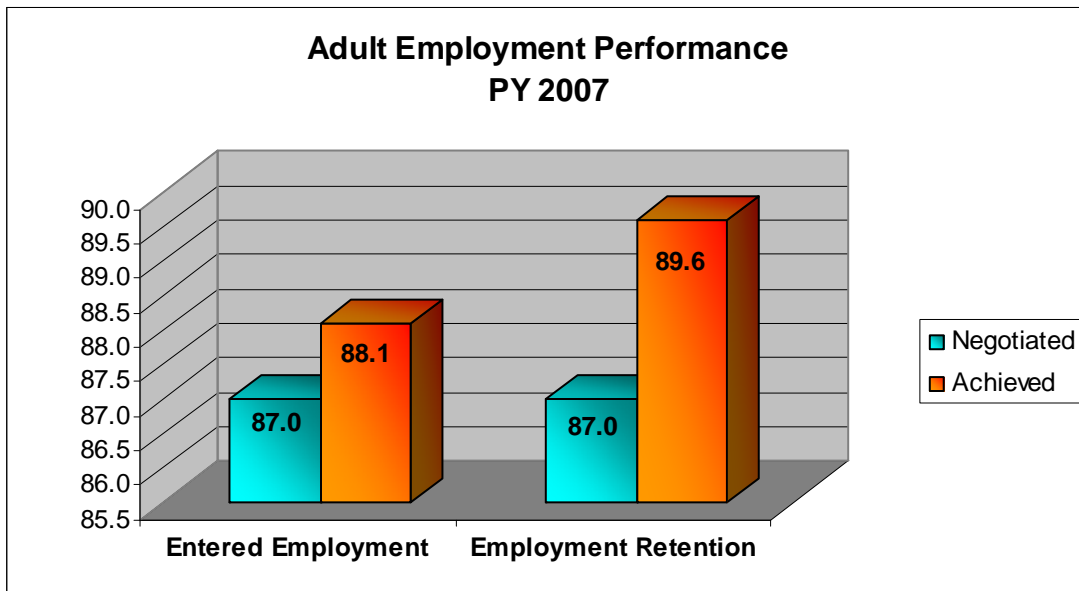
Members of Montana's Shared Youth Vision Team also serve on the SWIB's Youth Council.

# WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

## ADULT PROGRAM PERFORMANCE

In Program Year 2007, 601 adults were registered to receive intensive and training services. The training services that were provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that included cooperative education programs adult education and literacy activities provided in combination with the training activities; and customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.

### ADULT ENTERED EMPLOYMENT EMPLOYMENT RETENTION SIX MONTHS AVERAGE EARNINGS



## MONTANA'S WIA DISLOCATED WORKER PROGRAM

Achieving Re-employment for Montanans

In Program Year 2007, 684 dislocated workers were served in the formula funded Dislocated Worker program. In addition, certain groups of dislocated workers received services through National Emergency Grants (NEGs) funded with discretionary Dislocated Worker funds. Participants in these programs received services such as remedial training, classroom training, skill upgrade and retraining, workplace training, relocation assistance to a new job, assistance in buying tools and equipment needed for training or a job, and various other supportive services needed while a person is advancing their skills or looking for work.

National Emergency Grant (NEG) funds are the Secretary of Labor's discretionary Dislocated Worker funds that are set aside to serve specific populations of dislocated workers. When a State suffers a major dislocation, they can apply for assistance for a specific population and receive a grant to serve those dislocated workers. NEGs are awarded for a two year period.

Montana operated three NEGs in Program Year 2007. Two were the traditional participant focused NEGs - the Montana Tunnels Mine NEG and the Stimson Lumber NEG. A little more than 200 participants were served through these two special grants.

- The Montana Tunnels Mine NEG was awarded in response to the closure of the Montana Tunnels Mine in Jefferson City, MT. This project serves workers dislocated due to the shutdown of the mine. This NEG was awarded in April 2006 and ended on March 31<sup>st</sup>, 2008.
- The Stimson Lumber NEG was awarded in June 2007 in response to the permanent closure of the company's plywood operations in Bonner, MT and major layoff of workers at the company's finger joiner operations in Libby, MT. This NEG is a Dual Enrollment grant that requires all participants be co-enrolled in the Trade Adjustment Assistance (TAA) program. In this case, the TAA funding covers training costs and the NEG funds are designated for "wrap around" supportive service costs. This project continues through June 2009.

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

The third NEG operated by Montana in PY 07 was a Regional Innovations Grants (RIG). The RIG grants are not focused on serving individual workers affected by significant layoffs. Instead, the purpose of RIGs is to provide assistance to regional economies experiencing significant declines in traditional industries and occupations with transformational activities.

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

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

Job Service Region 1 - consisting of Lincoln, Flathead, Sanders, Lake, Mineral, Missoula and Ravalli counties - is the identified region for the grant. Over the past 15 years, this part of the state has experienced a steady and significant decline in the timber and wood products industries and occupations. Grant implementation is being led by Region 1 Director Pat

Hulla, along with a core leadership team and key partners in workforce development, education, economic development and industry representatives.

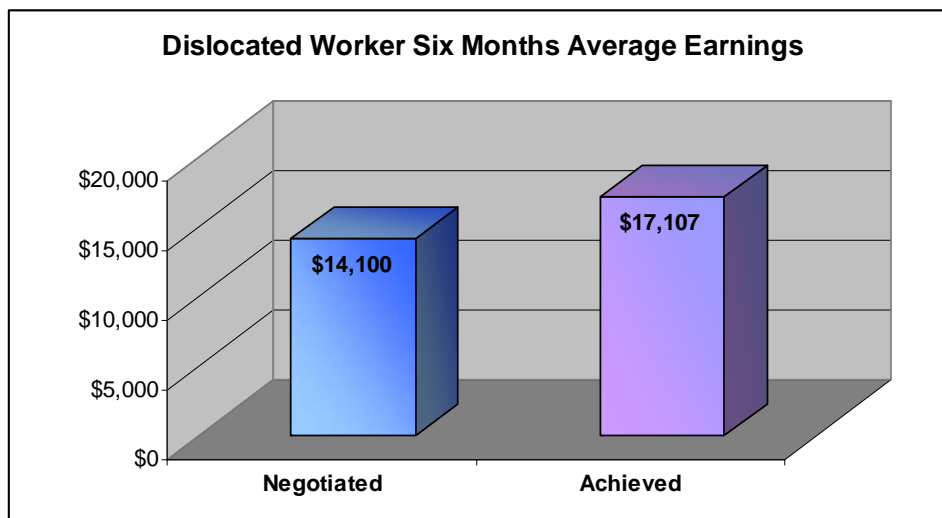
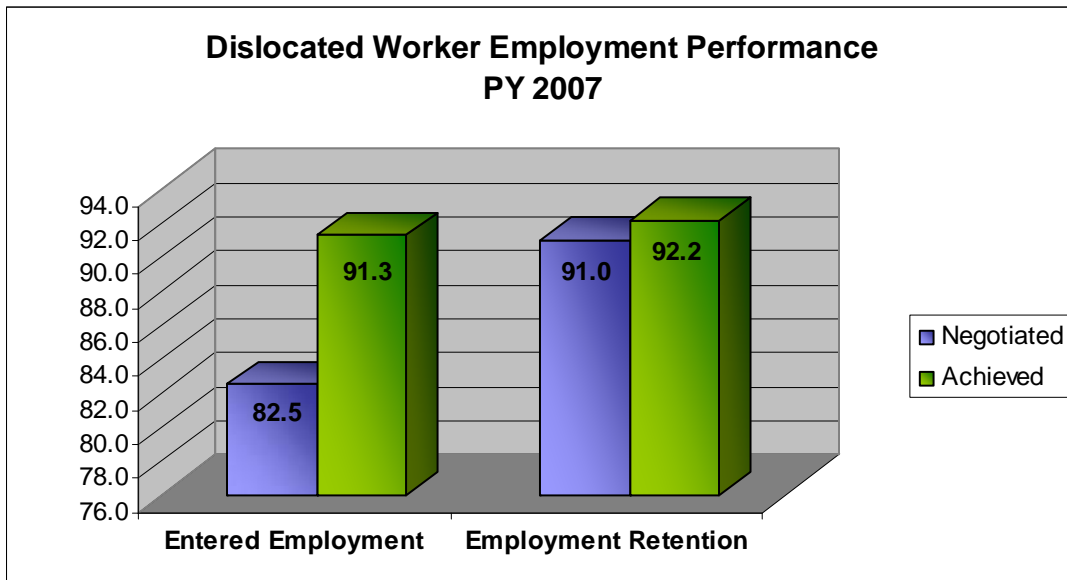
Activities funded by the grant include such things as:

- Regional strategic planning
- Asset and social network mapping
- Identification of growing and emerging industries and occupations in the region
- Audit of current workforce training programs
- Development of training to create a pipeline of workers for the growing and emerging occupations

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

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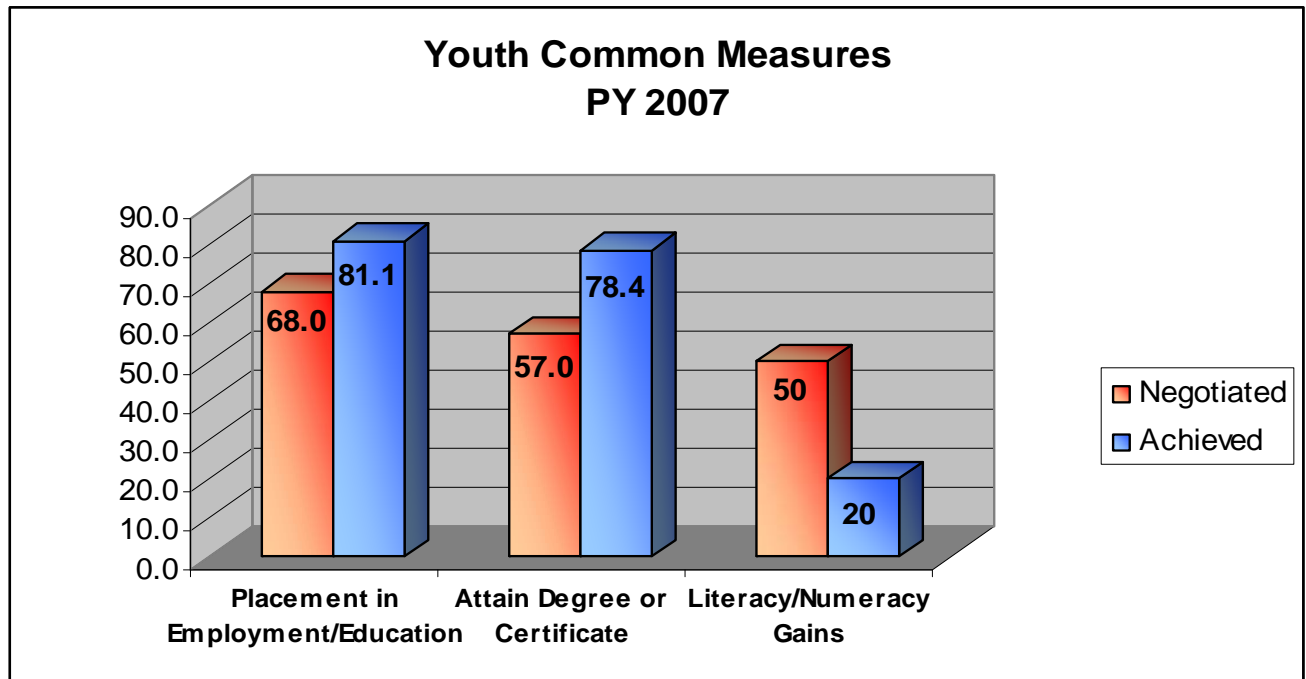
## Montana's WIA Youth Program

In PY 2007, 560 youth were served in the Workforce Investment Act Title IB youth program. There are ten youth service providers in Montana, nine of which are Human Resource Development Councils and Career Training Institute which is a private non-profit agency.

### YOUTH COMMON MEASURES PERFORMANCE

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



## FINANCIAL ANALYSIS



Montana completed its eighth year of the Workforce Investment Act with an overall spending rate at 82%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. Montana is now a single planning state with no mid-administrative level; therefore local admin expenditures were quite low.

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

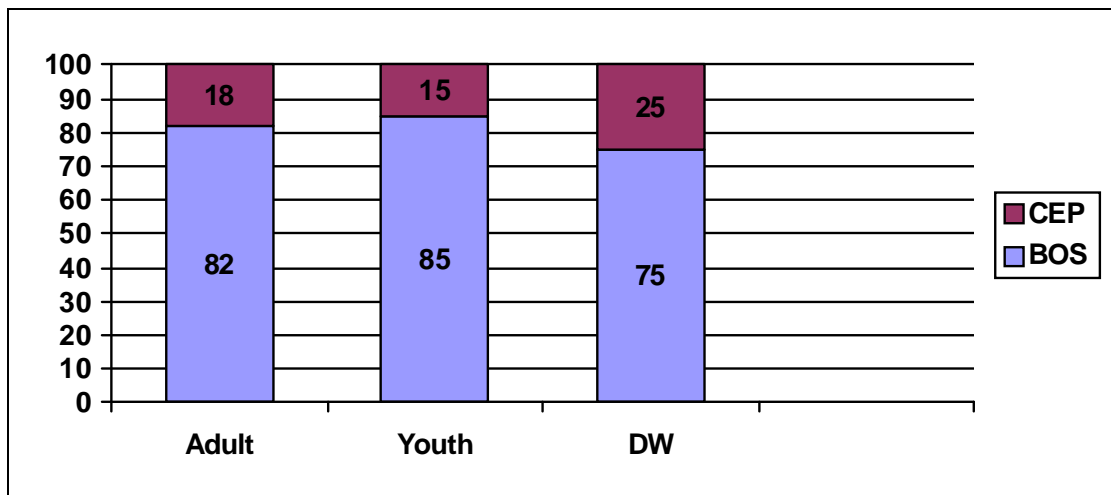
<b>WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT</b> <b>PROGRAM YEAR 2007</b> <b>July 1, 2007 through June 30, 2008</b>
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PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 946,920.30	\$ 294,784.70	\$ 652,135.60	31%
<i>Carry-in</i>	\$ 436,973.30	\$ 394,257.09	\$ 42,716.21	90%
Rapid Response	\$ 469,031.25	\$ 340,690.05	\$ 128,341.20	72%
<i>Carry-in</i>	\$ 139.00	\$ 139.00	\$ -	100%
Local Admin	\$ 154,000.00	\$ 92,098.99	\$ 61,901.01	59%
<i>Carry-in</i>	\$ 463,282.96	\$ 436,103.59	\$ 27,179.37	94%
Local Adult	\$1,750,793.52	\$1,608,770.54	\$ 142,022.98	91%
<i>Carry-in</i>	\$ 130,997.24	\$ 128,846.43	\$ 2,150.81	98%
Local Youth	\$1,901,760.89	\$1,842,599.34	\$ 59,161.55	96%
<i>Carry-in</i>	\$ 162,098.85	\$ 162,083.18	\$ 15.67	99%
Local DW	\$1,090,296.04	\$1,034,530.60	\$ 55,765.44	94%
<i>Carry-in</i>	\$ 141,505.66	\$ 141,505.66	\$ -	100%
Total All Funds	\$6,312,802.00	\$5,213,474.22	\$1,099,327.78	82%
	\$1,334,997.01	\$1,262,934.95	\$ 72,062.06	94%



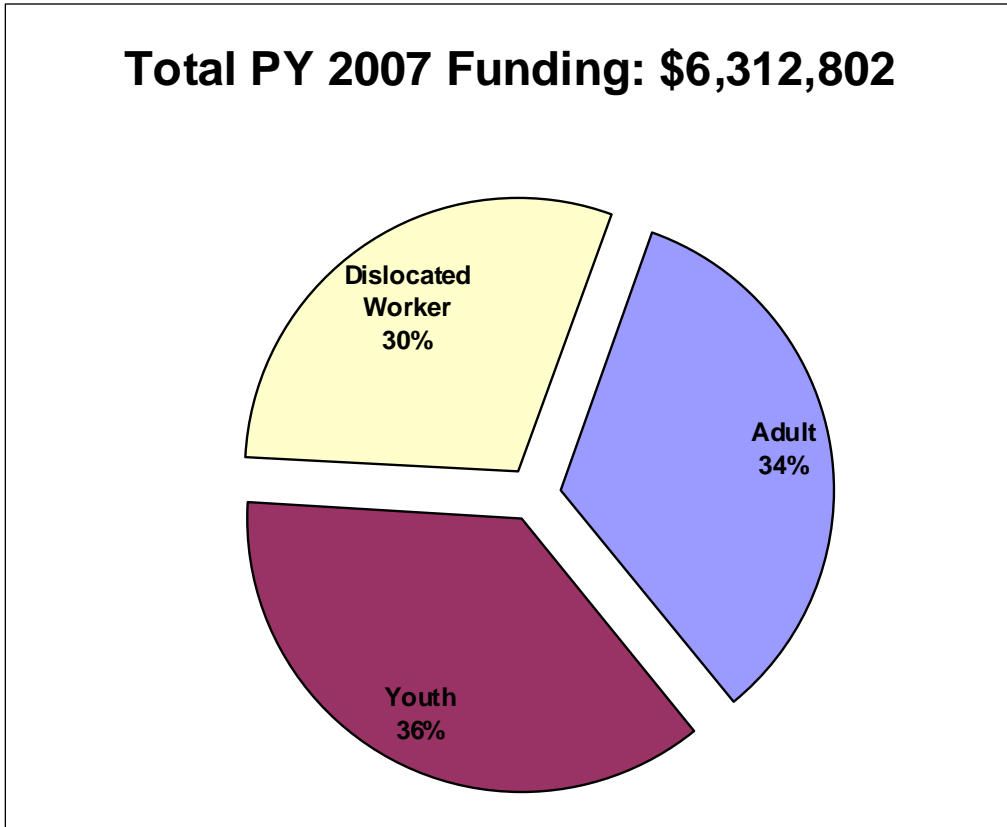
As Montana completes its eighth year of WIA services, the state is in a better position to analyze and compare data from previous years and use this data to develop more effective and efficient program elements and service delivery systems. In Program Year 2007, 2,370 adults, youth and dislocated workers received intensive and training services under the Workforce Investment Act. Among the intensive and training services provided to participants were Work Experience and On-the-Job Training, short term prevocational training and occupational skills training. Services were provided with an overall investment of local and state resources totaling more than \$7,600,000. 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 2007 the formula funds were directed to the BOS and CEP as follows:



	Adult		Dislocated Worker		Youth	
BOS	82%	\$ 1,451,251	75%	\$ 827,571	85%	\$ 1,607,180
CEP	18%	\$ 299,543	25%	\$ 262,725	15%	\$ 294,808

The total funding for Montana's WIA adult, youth and dislocated worker programs for Program Year 2007 was \$6,312,802. The chart below shows the percentage of the funding for each program.



## EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES STRATEGIES FOR CONTINUOUS IMPROVEMENT

Program Year 2007 continued to mark the strengthening of partnerships within Montana's workforce system and the continuous improvement journey that began several years ago. The mission of the workforce system is to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsible to all customers, continually improves the services provided, and which meets the needs of Montana's workers and business by providing workers with skills needed by business and businesses with the skilled workers they require.

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

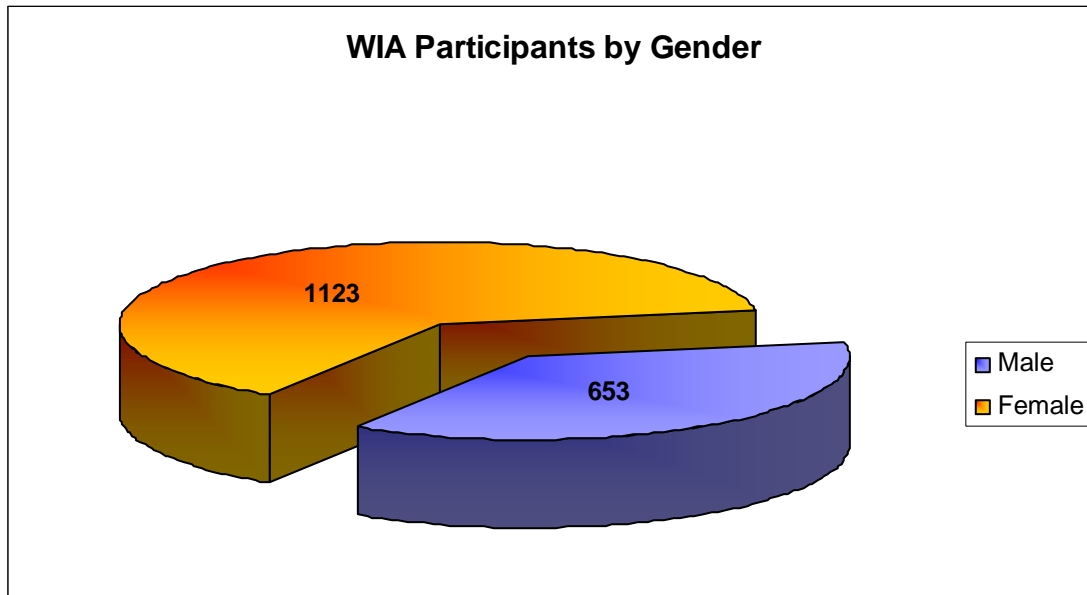
- ◇ Annual monitoring of WIA Title IB adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process. Written reports are prepared and submitted to the service providers by the State oversight staff conducting the review. All written reports are available for review by the Governor's State Workforce Investment Board upon request. Traditionally, the results of the reviews and interviews with service provider staff are positive from the viewpoint of oversight staff and service providers.
- ◇ Through Customer Satisfaction surveys of participants and employers as required for WIA performance. 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 2004. Staff visited 47 service providers, including Job Service offices; Human Resource Development Councils; and several miscellaneous nonprofit human service agencies. Staff reviewed 665 participant files for the Adult, Dislocated Worker, and Youth programs. Data validation for PY 2006 will start in October 2007.
  - Montana's WIA operations are not typical to other states. Management Information System (MIS) and Unemployment Insurance resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

### • WIA Participant and Program Information

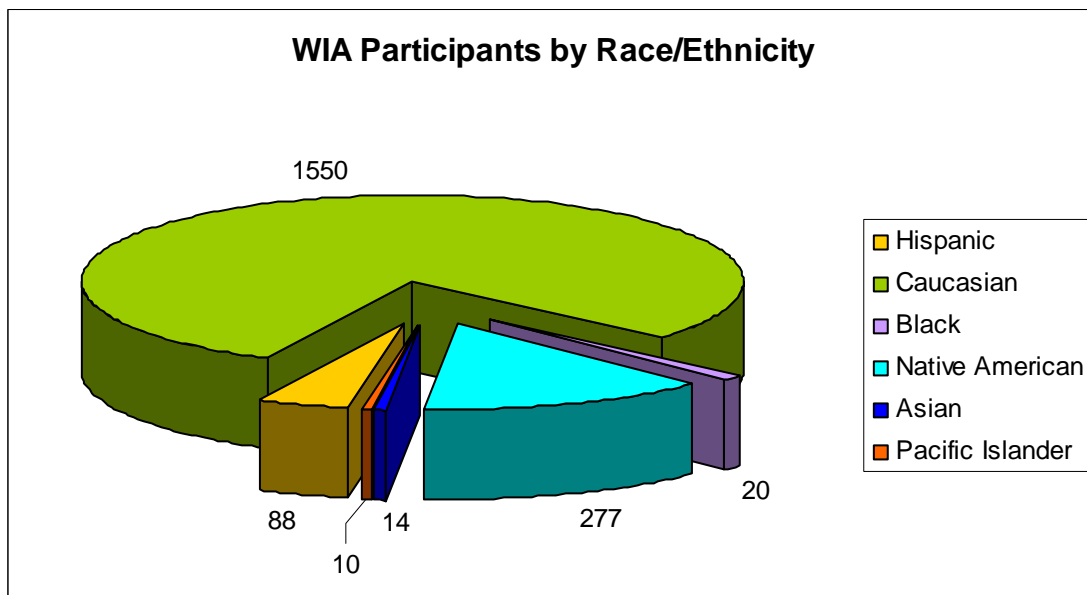
On October 1, 2007, data was converted from the old WIA database to the new MontanaWorks system. Data for this study was extracted from the old WIA database to alleviate any concerns about converted data.

• **Participant Demographics**

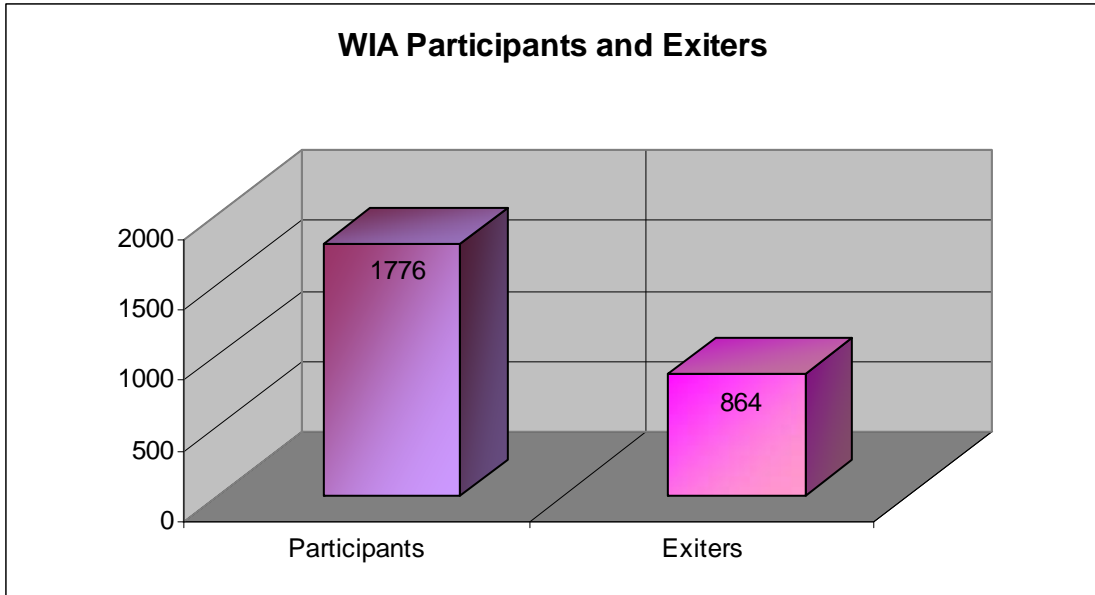
**Participants by Gender:** The WIA program served **1,776** participants and of those participants there were **1,123 females** and **653 males** enrolled in WIA programs.



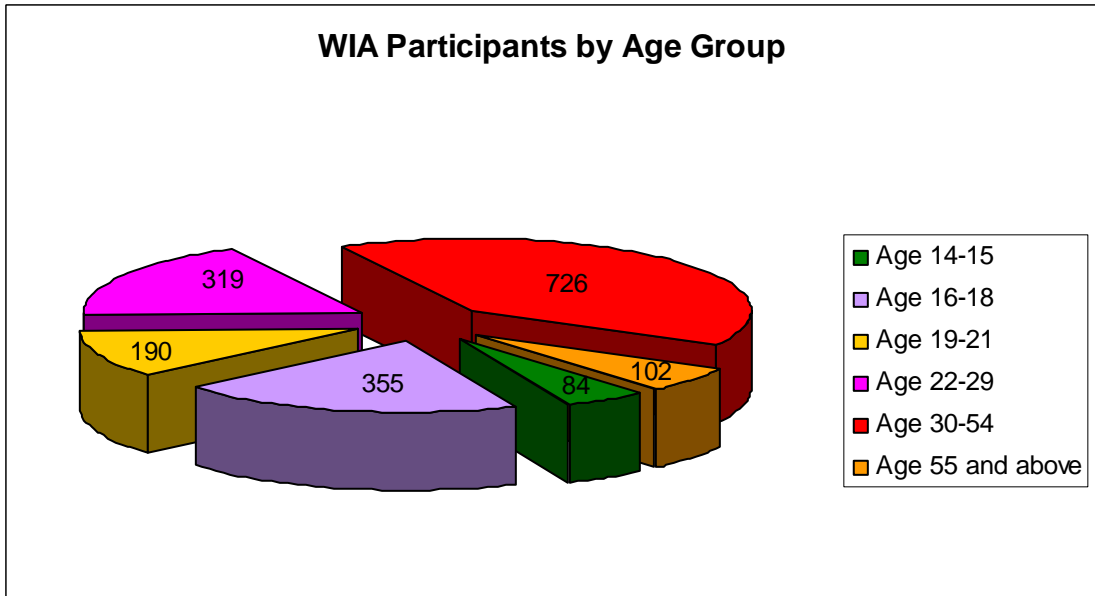
**Participants by Race/Ethnicity:** Participants can state that they are one or more race.



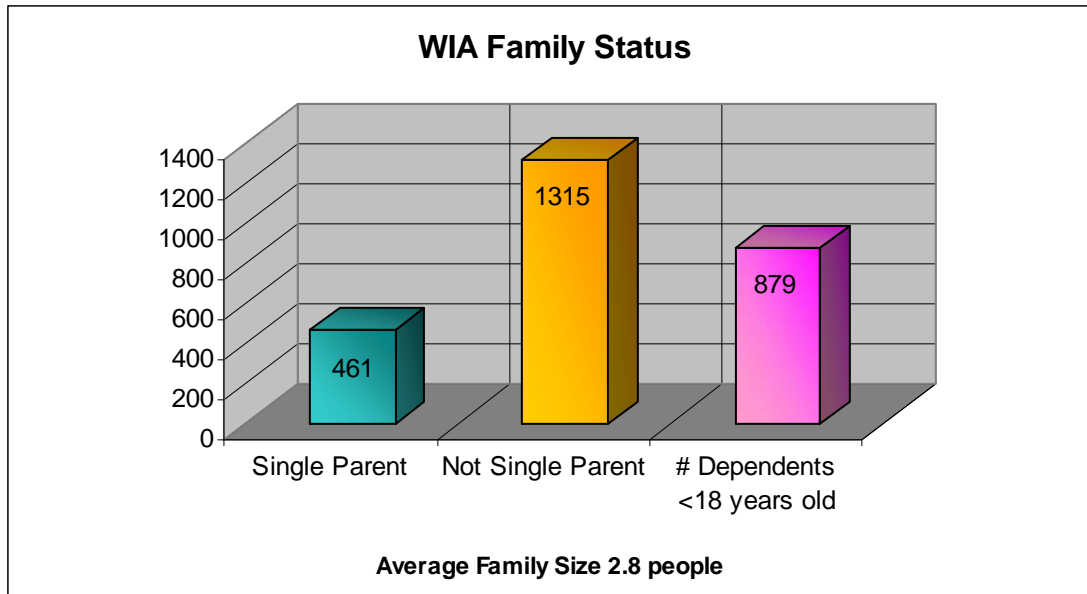
**Participants Exiting WIA Programs:** Of the 1,776 participants served **864** participants **exited** from WIA programs.



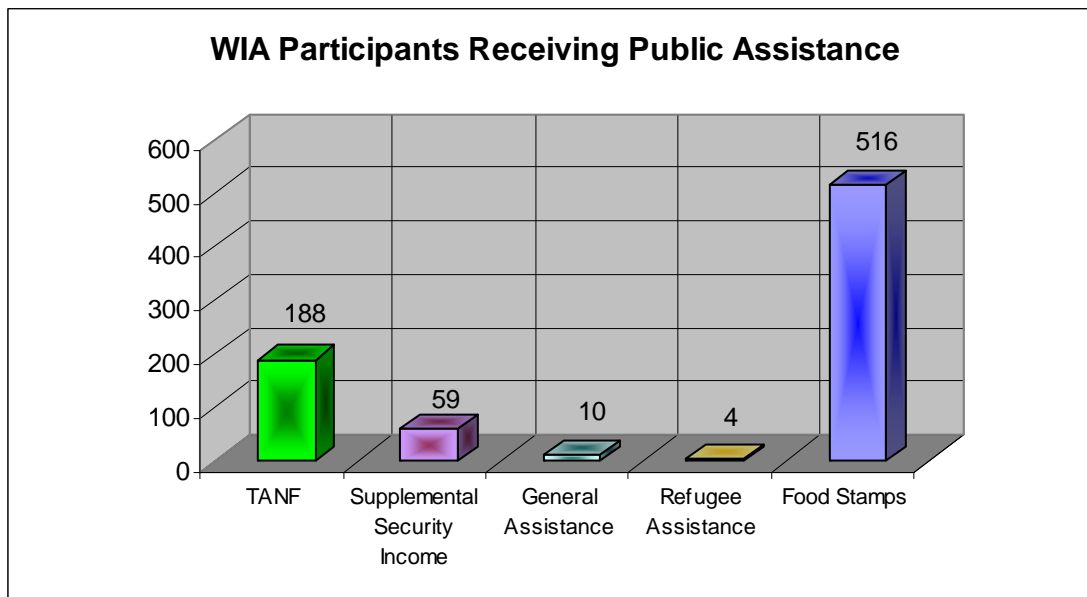
**Youth Served:** A total of **629** participants were served in the **WIA Youth Program**. The Youth Program serves participants age 14-21. The rest of the participants shown in this graph were served by WIA Adult or WIA Dislocated Worker Programs.



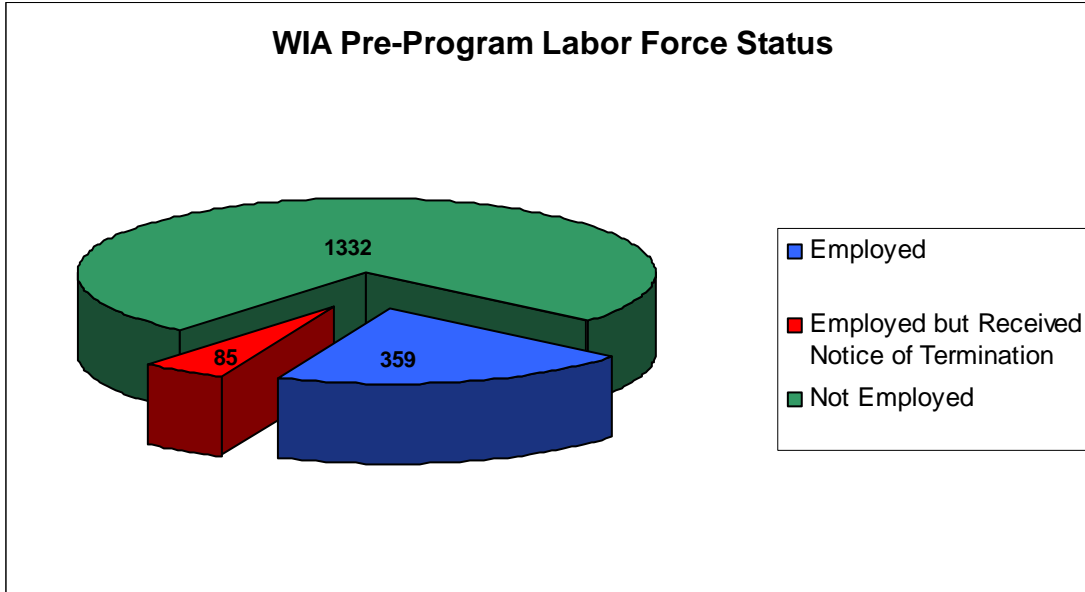
**Family Status:** A total of 461 WIA participants were single parents. As noted, the average family size for WIA participants was 2.8 people. WIA participants served had 879 dependents younger than 18 years of age.



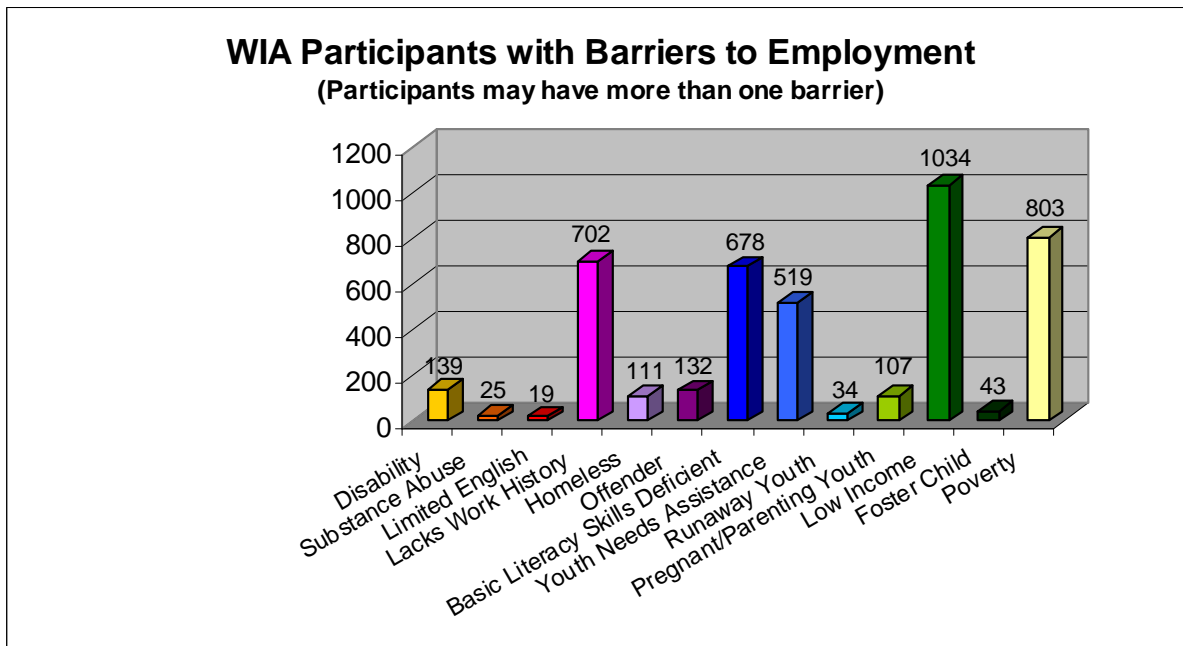
**Public Assistance Recipients:** Food Stamps and TANF were the most common sources of public assistance for WIA participants.



**Pre-Program Labor Force Status:** Participants who are employed at participation are not included in the Entered Employment performance measure. There were **1,417** participants who were considered not employed at participation. Those who were employed but received notice of termination are considered not employed.

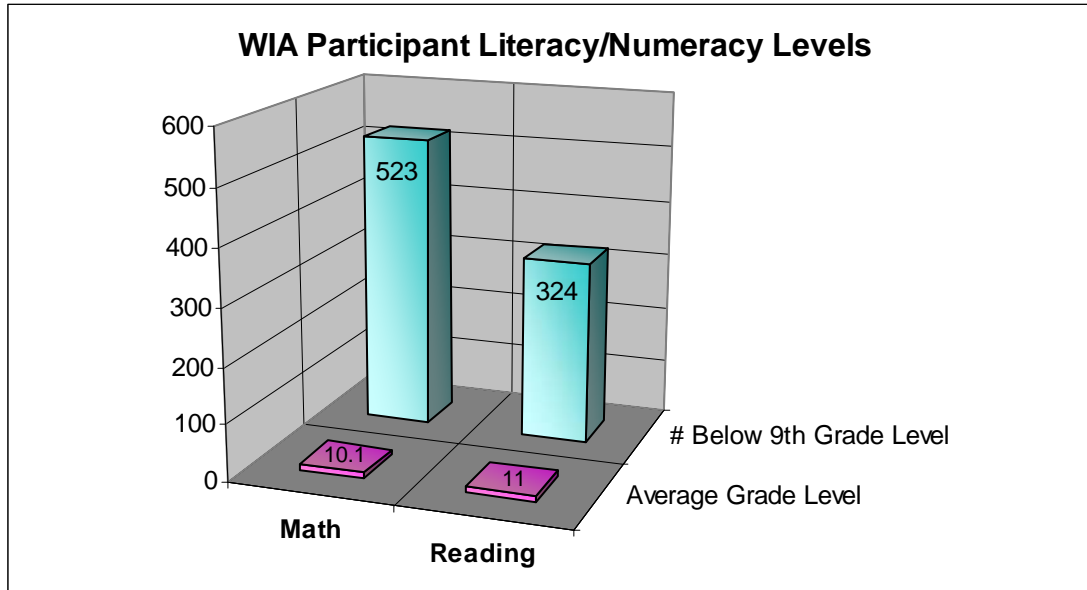


**Youth Barriers to Employment:** Many youth participants are enrolled in WIA programs due to barriers to employment. Participants may have more than one barrier.

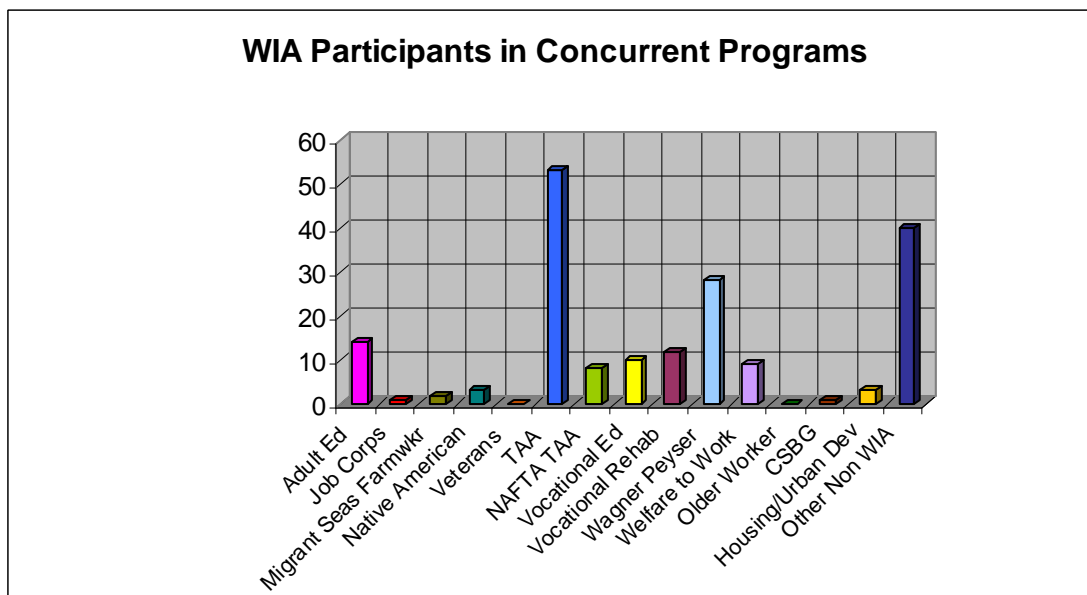




**Basic Skills Assessment:** Montana requires that all WIA participants (adults, youth and dislocated workers) are tested for basic skills proficiency. A total of 847 WIA participants were found to be Literacy or Numeracy deficient at participation. These participants had either math or reading skills below the 9<sup>th</sup> grade level. The average grade level for math skills was 10.1, while the average for reading skills was 11<sup>th</sup> grade.



**Concurrent Programs Serving WIA Participants:** WIA participants may get help from several sources. The following chart shows the programs where participants may also be enrolled.

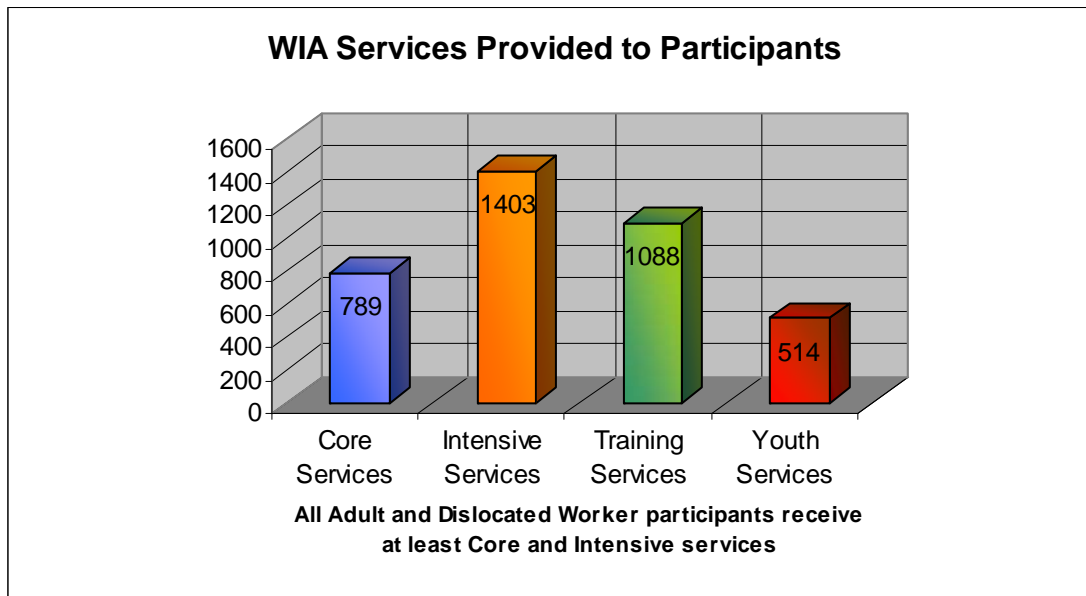


**Providing Core, Intensive and Training Services:** Montana follows the WIA requirement to provide three levels of services: core, intensive and training, with service at one level being a prerequisite to moving to the next level.

Core services are universally available to everyone entering a one-stop or WIA facility. All WIA adult and dislocated worker participants receive core services before they can receive intensive or training services. These services can be provided through other programs, such as Wagner-Peysner. The following graph shows core services provided by WIA.

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

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



**Youth Goal Attainment:** Although youth goals are not a Common Measure, WIA Youth Service Providers will continue to assign goals for youth participants to work toward helping them stay in school or gain employment-related skills.

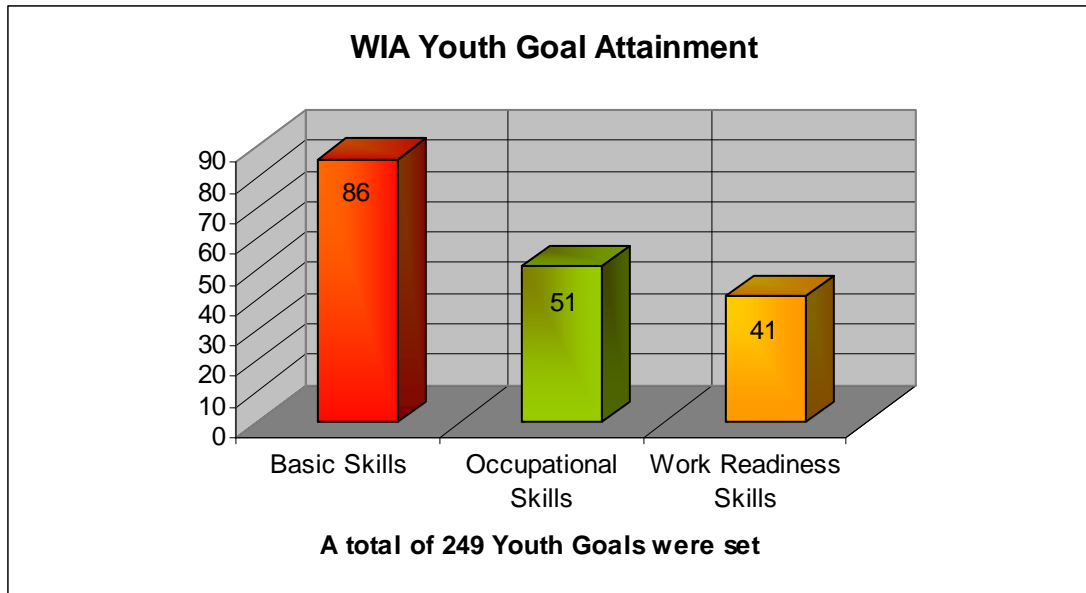
Basic Skills Goals increase basic education skills including reading, comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills for youth who have proficiencies below the Ninth grade level to a level greater than the customer held at assessment.

Work Readiness Skills Goals increase work readiness skills including labor market knowledge, career planning and decision making, and job search techniques; daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account; and positive work habits, attitudes, and behaviors.

Occupational Skills Goals increase the primary occupational skills encompassing the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.

Occupational Skills Goals also increase the secondary occupational skills resulting in familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

Of a total of 249 Youth goals set, 178 were attained.



### Training Activities

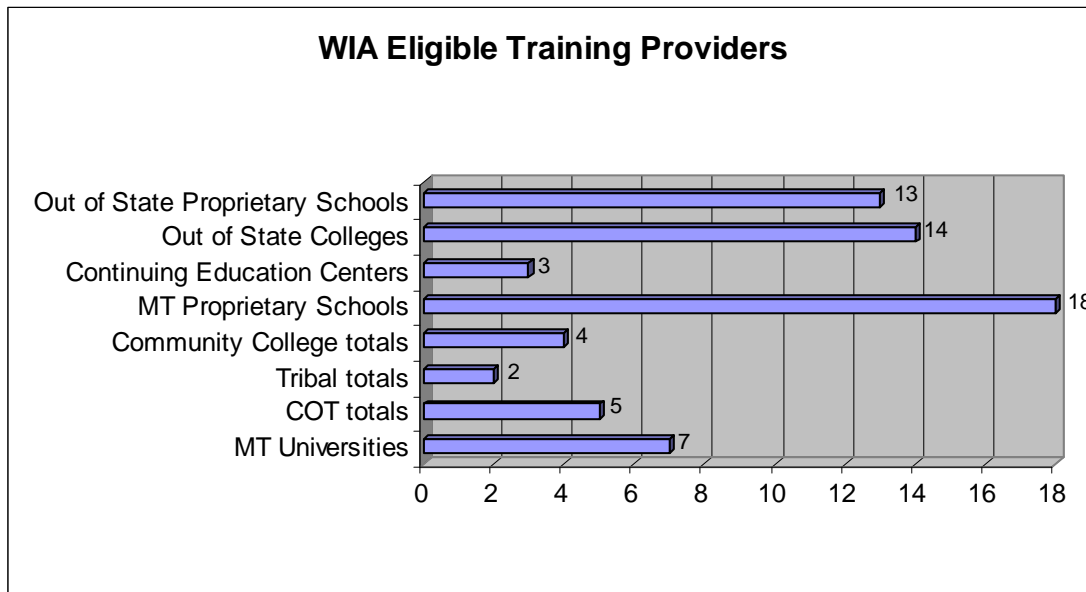
WIA participants are afforded opportunities for participation in training activities designed to improve participation in the workforce and lead to higher earnings for individuals who successfully complete training. Training services may be provided to adult and dislocated workers:

1. Who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;
2. Who, after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to participate successfully in the selected program of training services;
3. Who select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which individuals receiving such services are willing to relocate, and
4. Who are unable to obtain other grant assistance for such services, including federal Pell Grants; or
5. Who require assistance beyond that made available under other grant assistance programs, including federal Pell Grants; **and** who are determined to be eligible in accordance with the priority for services criteria and the service provider's determination of funds available to provide the training.

## Training Providers

Training services for WIA participants are provided only through providers listed on the Department of Labor and Industry's Eligible Training Provider List (ETPL). An eligible provider of training services must meet certain requirements in order to receive WIA funds. These requirements include submitting an application for the program in which the provider expects to provide training services. Information relating to program cost and program performance is required to meet initial appropriate levels of performance. To continue receiving funds from WIA programs for training, the provider is required to submit subsequent performance and program cost information on an annual basis, although Montana currently has a waiver from the US Department of Labor exempting performance data for Eligible Training Providers through June 2009.

Participants who are eligible for training may select a training program from an institution on Montana's ETPL or from another state, provided that the training institution/program is listed on that state's ETPL. This provides a choice of training for Montana's WIA participants, which leads to more buy-in from the participant to complete training successfully. The following chart shows the types of training providers utilized by Montana WIA participants:



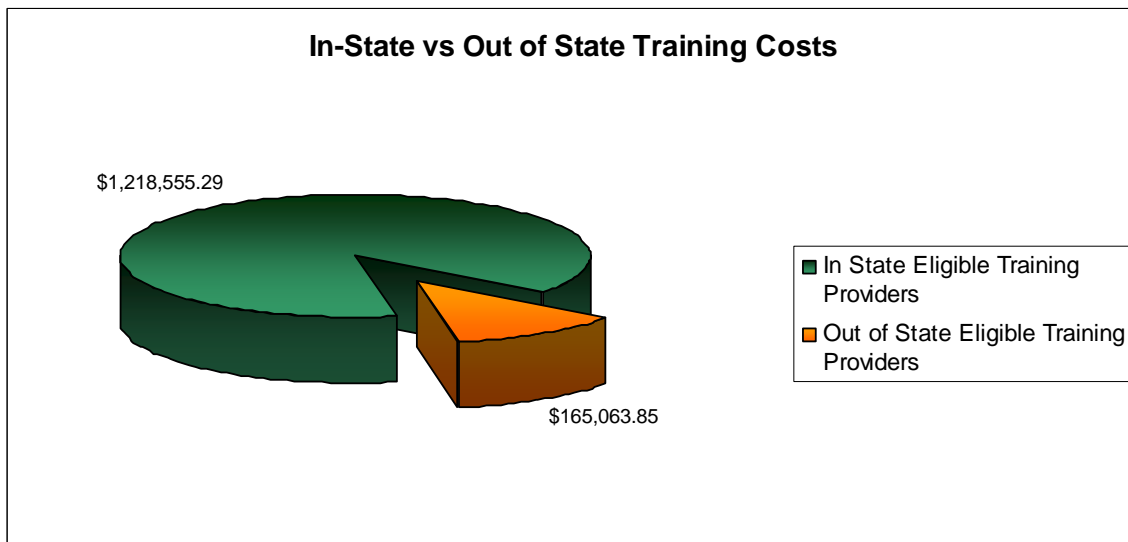
**Training Most Requested by WIA Participants:** Montana WIA participants were enrolled in 109 different training programs. The following chart shows the most requested training for WIA participants:



### **Training Costs**

A total of \$1,383,619.14 was spent on training WIA participants. These costs are calculated after the participant has exited from the WIA program and is the total for training spent on the participant during their entire enrollment period in WIA programs, not just a single program year.

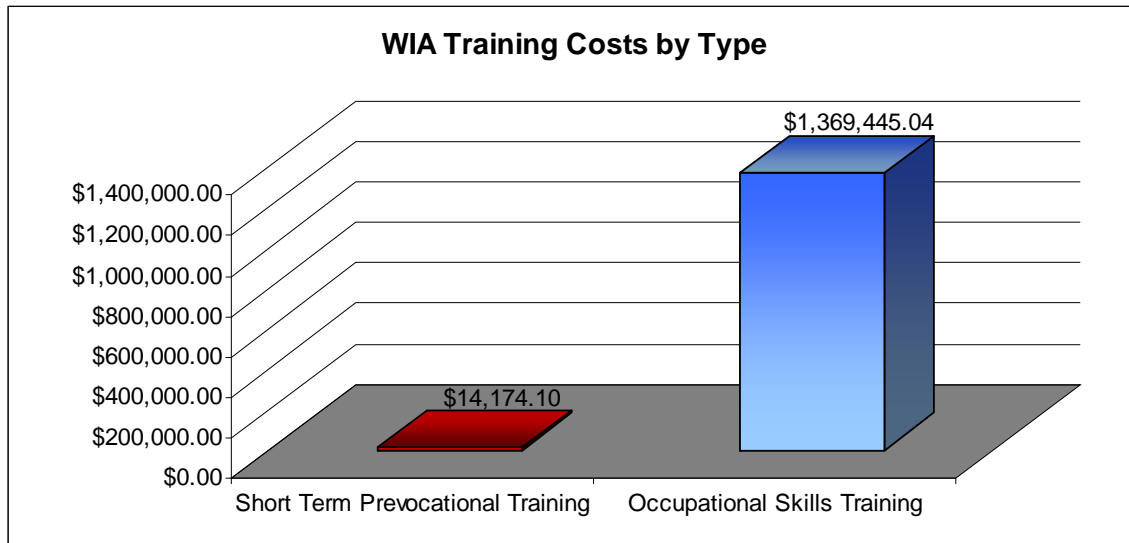
***In-State compared to Out-of-State training costs:***



**Training Services:** There were two basic categories of training offered to WIA participants:

- ✓ Short-Term Prevocational Training lasts one week or less and does not typically provide a certificate or degree upon completion. This type of training does not require a provider to be on the Eligible Training Provider List.
- ✓ Occupational Skills Training lasts more than 40 hours. A certificate or diploma is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. This type of training requires use of an Eligible Training Provider.

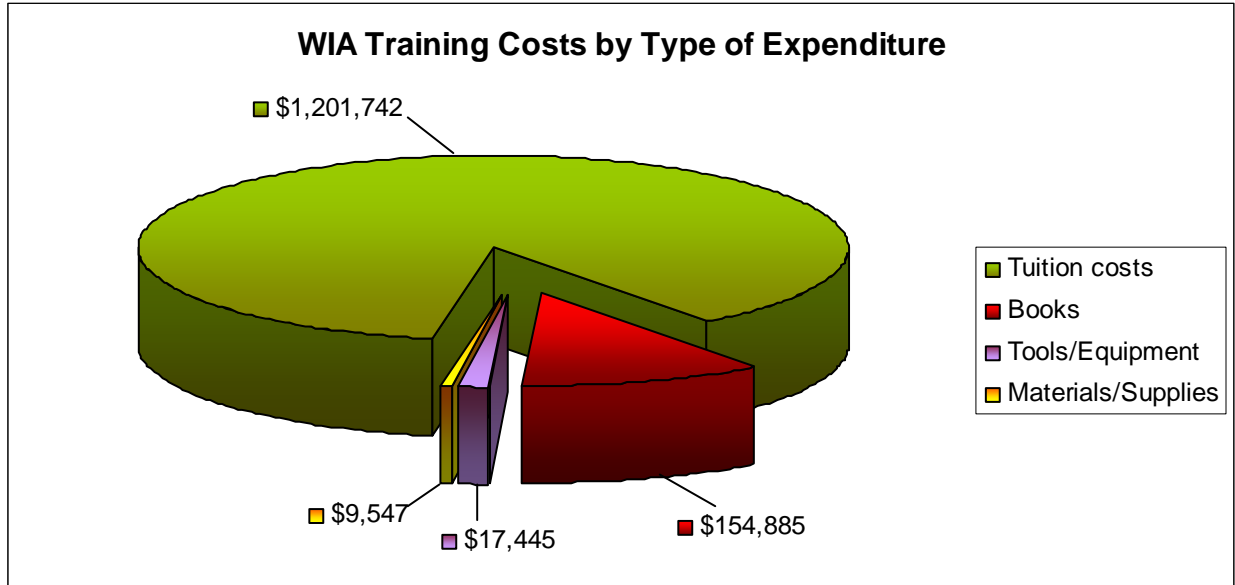
The following chart shows funding by type of training for WIA participants:



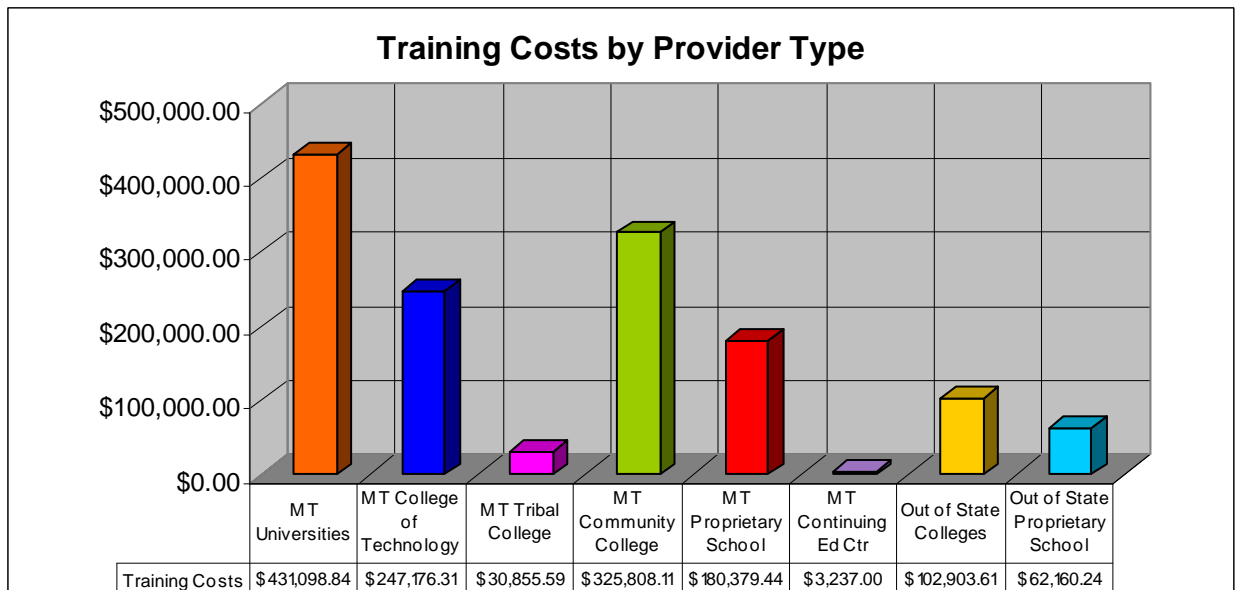
There are four categories of expenditures used to collect information on training costs for WIA participants:

- ✓ Tuition: funding for any training that provides an approved certificate or credential.
- ✓ Books: purchase of books that are required to start or continue a training program.
- ✓ Tools and Equipment: purchase of tools or equipment that are required to start or continue a training program.
- ✓ Materials and Supplies: purchase of materials or supplies that are required to start or continue a training program.

**Type of Expenditures:** The following chart shows the categories in which WIA training funds were expended for WIA participants:



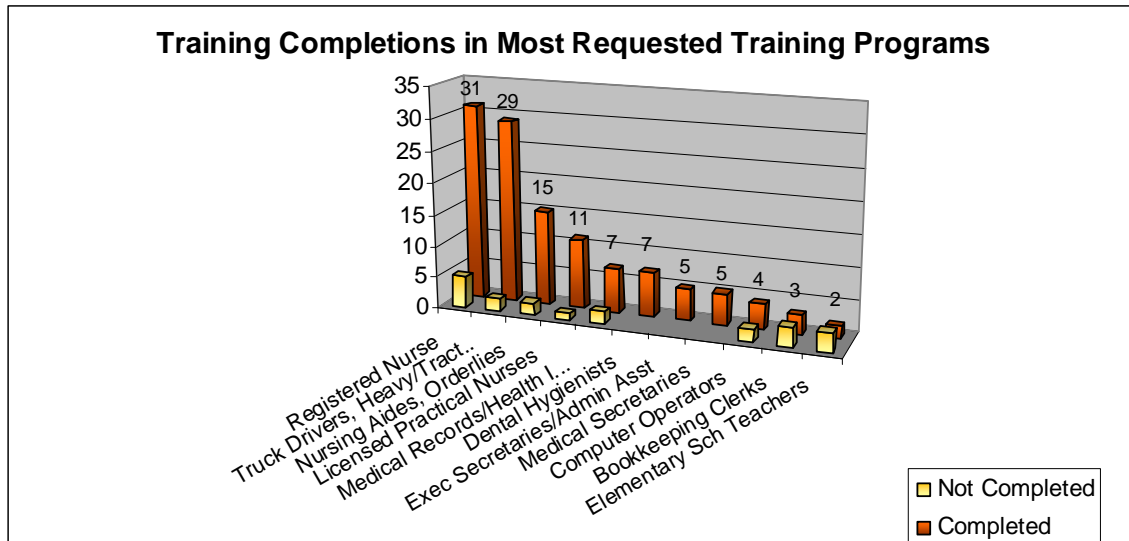
**Training Provider Types and Costs:** There are eight types of training providers on Montana’s Eligible Training Provider list. The following chart shows the amount of funding expended by type of Eligible Training Provider for WIA participants:



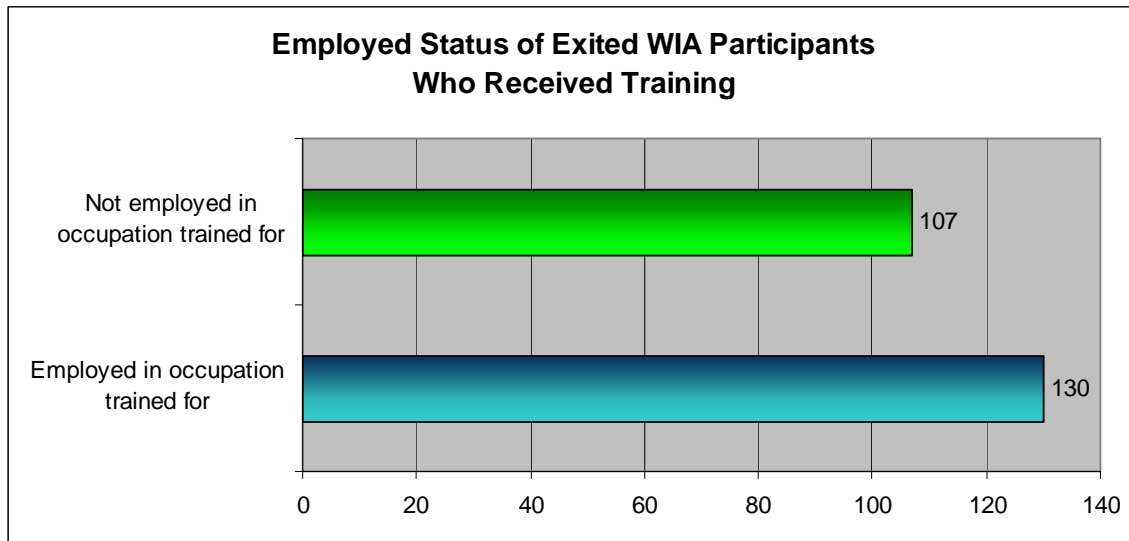


## Training Completions and Outcomes

A total of 287 WIA participants who were exited from the program were enrolled in a training program. The following chart shows the number of successful program of study completions in the most requested training programs:

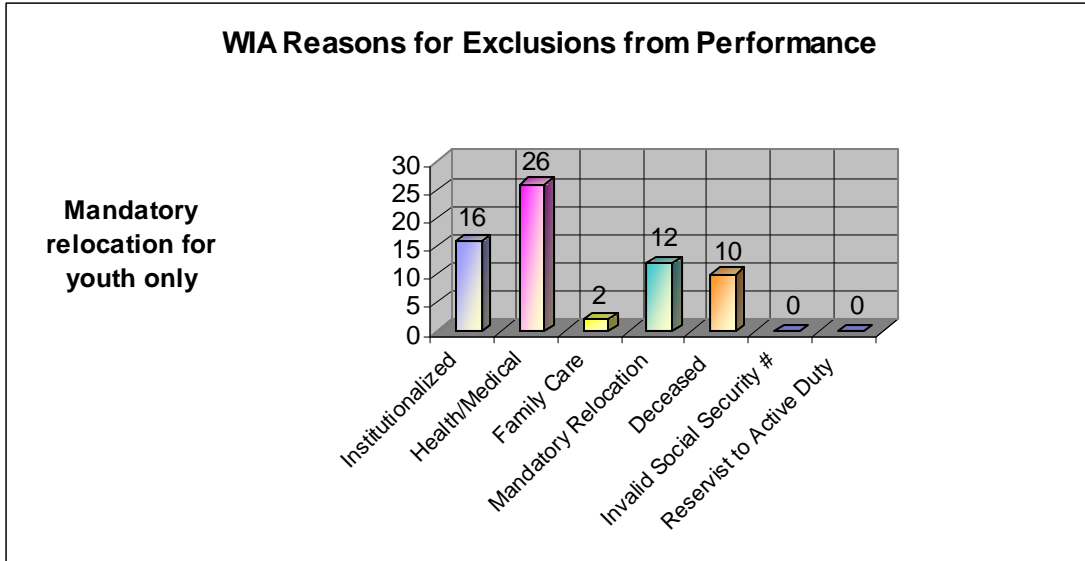


Of the 287 WIA participants who were in a training program, 130 participants exited to employment in the occupation or field in which they trained.

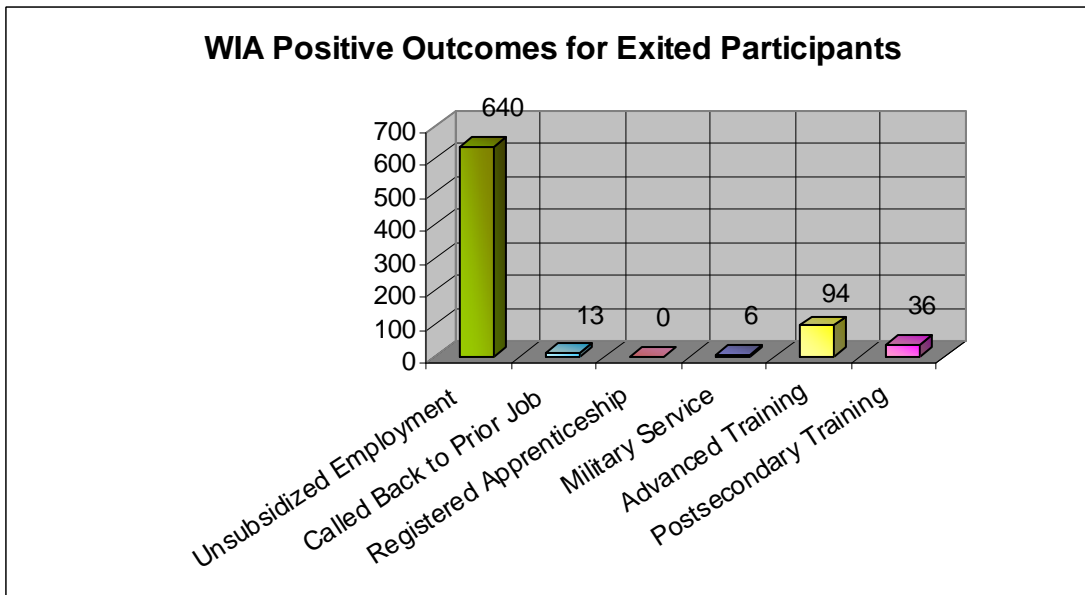


**WIA Participant Outcomes**

**Exclusions from Performance:** WIA participants that cannot continue their program participation are excluded from performance. The most common reason for exclusion was health or medical reasons.



**Exits to Unsubsidized Employment:** A total of 640 WIA participants exited to unsubsidized employment. All outcomes listed below were positive outcomes for exited participants.



## **ACHIEVING PERFORMANCE SHARING CUSTOMER SATISFACTION AND SUCCESS**

### **Achieving Performance**

The State of Montana **met and exceeded all but one of the Common Measures in PY 2007**. The measure not met was the **Literacy/Numeracy Gains**.

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

Additionally, in October 2007, the WIA Oversight converted the Management Information System (MIS) to a new system called MontanaWorks. The State reported from the new system in PY 2007 Second Quarter and then during PY 2007 Third Quarter, problems were discovered in the MIS database. The educational functioning levels for gains/losses between pre-tests and post-tests were incorrect and it was determined that the State had been reporting incorrect results for this measure in the past. The problems have since been identified and fixed as of the third quarter of PY 2007. We are confident that Montana's current and future achieved levels will be reported correctly.

### **Customer Satisfaction**

In 2007, Montana received a waiver from USDOL-ETA to report only on Common Measures for all WIA Title I-B programs starting July 1, 2007. The waiver exempts Montana from the federal requirement to report customer satisfaction results to USDOL-ETA. However, the Montana Department of Labor and Industry puts high value on customer satisfaction and continues to internally track customer satisfaction using the current performance measures of a minimum response rate of 70% which was required for both exited participants under the 17 WIA Performance Measures. Customer satisfaction results will still be compiled by Statewide Programs and Oversight Bureau staff on an annual basis. This will allow the State Workforce Investment Board to gauge the State's progress toward "continuously improving in performance.

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

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

### **Customer Satisfaction and What Customers Are Saying About the Programs**

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

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

The State conducts a 100% sample of all exiters that did not fall under exclusions, from WIA Title IB programs for the customer satisfaction survey.

The first question on the survey asks the exiters how satisfied they were with the services they received. Here is what participants had to say about their experience with the services they received through the Workforce Investment Act:

- It would not have been possible without the help of Job Service. I was a single mother of three; I got my associates degree and am just 3 credits short of my BA.
- The schools through the WIA program in Helena were wonderful
- Very pleased with Carole and Kris at HRDC.
- I got my CDL and am employed full time as an over-the-road trucker. I love my job.
- My cosmetology degree allowed me to get full time employment at a salon.
- With the help of Job Service I was able to complete my education and am now a Computer System Analyst.
- I am working as an LON in Washington State and would not have been able to complete without the help of Job Service and the WIA Adult program. Thanks a million.
- "Vickie Steele is a wonderfully professional lady and I appreciate all that she did for me."
- What great people there are at the Sidney Job Service; I couldn't have done it without their encouragement.
- Connie Balcer is one of the best!
- The ladies at the Missoula HRDC gave me all the help I needed to be able to graduate and get a good job.
- I was able to graduate from high school with Diane's help at Opportunities Inc.
- I really appreciate the help I received from the ladies at the Billings YWCA. They are great.
- I got my job through the WIA On the job training and am now a motorcycle mechanic. Thanks Dawn for all your help.
- We love Norma at the Great Falls Job Service. What a great help she was to us.
- Got my high school diploma and am leaving to join the Marines thanks to the ladies at the Lewistown HRDC.
- Jean did a wonderful job. I am now working as a pharmacy tech.
- Thanks to the Hazmat training I received I am working full time with a super wage.
- I got my job as a surveyor with the help of the WIA OJT program. Thanks Randy at the Libby HRDC.
- I got short-term training which helped me with my job.
- The Havre Job Service helped me so that I could complete my RN training.
- "I am forever grateful to the State of Montana for all their help."
- The people at the Missoula Job Serviced were wonderful.
- "Kathleen at Billings Job Service was very helpful; it was a great program."
- Carol at Miles Community College and Lonnie Cross at the Job Service did a wonderful job in helping me obtain my RN degree.

### **Compliments from an Employer**

Last November we were contacted by Career Training Institute (CTI) about the possibility of employing one of their work-experience clients. We have done this in the past, because helping young women achieve self-reliant lives is part of the mission of our Women's Foundation.

In this case we knew within a week we wanted this woman as part of our staff. Unfortunately, she was ready to have a baby and her time here was very short. However, at the end of March CTI called and asked if this woman could come back to work for us; they still had some hours left to pay for her experience. We said "yes" she can come back, but keep the hours because we will hire her.

We are delighted with her performance, ability to work independently and eagerness to stay busy. Knowing just a little about her background, I find it remarkable that she finds the strength every day to take one more step to put her life together and I'm learning how challenging it is to work with the programs that are available to help her. In addition, she is going to school to earn a business degree and being a great mother to a 6 month old. We are doing what we can to help. She works flexible hours so she can keep her appointments with professionals who are helping her. Right now she needs time off to meet with administrators of Section 8 housing and food stamps. And we let her bring her baby to work; that is a joy to all of us, a healthier environment for the baby and a real cost savings for her.

We do all of this because she is a woman worth investing in. So, I'm thanking CTI for giving her the skills to be a good office worker and the State for supporting these programs.

## Sharing Successes

**Helena:** I want to share that a WIA and YE\$\$ (FES) co-enrolled youth will graduate in May from UM-Helena. She is working at the VA at Fort Harrison. She started out as a WIA funded work experience. Later, the VA hired her on as a part-time employee. The VA has since offered her full time employment as a federal employee after graduation. She will speak to the UM-Helena President's Advisory Council. The youth stopped into CTI today to make sure she could credit CTI, WIA, the WoRC program (short-term training) and the YE\$\$ program for the assistance she received. I wanted to share this information with you because I do not know if you have the regular opportunity to hear these anecdotal success stories. Sometimes things really do fall in place and people move out of poverty with concentrated intervention, intense case management and pooling resources. This woman used everything available, jumped through all the hoops, used the match saving program, performed work experience, cared for her young son and maintained a grade point average which allowed her to graduate on the dean's list.

**Glendive:** When Mike Riva walked into the youth employment and training office at Action for Eastern Montana, workforce development specialist Nichole Jackson wasn't sure he fit the program. When he came in we all dropped our jaws, she said. Riva had long, blue hair and a punk rock look, she explained. He was a high school dropout with a history of substance abuse, the perfect stereotype of the teenager who has no chance of making it in the work force.

"Everyone stereotypes people," Riva said. "I just like to be different." Employment and training program director Mike Nephew had seen beyond the punk look. He saw a young person who was always polite, who said "thank you" and "please." He looks for signs of basic respect in youth applying for the program and was impressed with what he saw in Riva, he said.

Riva dropped out of school the day he turned 16. He was living in Libby at the time, but when his dad died at Christmas, he came back to Glendive to live with his mom. "I was sitting on my butt, doing nothing," he said.

A mutual friend introduced him to Nephew who encouraged him to apply for the Action program. Riva didn't follow up on the invitation, but about a week later Nephew saw him and his mother in the video store and asked him why he hadn't come out, Riva said.

His mother overheard part of the conversation and wanted to know what was going on. When she learned about the employment and training program she started bugging Riva to put in his application and finally he agreed, he said.

Before coming to Action he had been trying to work on his General Equivalency Diploma through Dawson Community College but wasn't having much success. Since Action also has a similar program he began studying there. While he was working on his GED, he heard about the Job Corps program, he said. The concept of the program appealed to him. He did an interview with a Job Corps representative, sent in an application and then waited a month or two before hearing anything from the program. He was about to give up, but Jackson encouraged him to hang in there, and finally he received word that he had been accepted, he said.

On June 10, he left for Anaconda and the Job Corps program. He is continuing to work on his GED there and is also learning masonry. He has a week of book work and then a week of trade work, he said.

His first choice of training was in heavy equipment operation, but that is one of the most popular programs at the Anaconda site and had a long waiting list, so he opted for masonry, a choice he doesn't regret. It doesn't involve a lot of book work and allows him to use his creative ability, he explained. By the time Riva finishes the program, he will have 1,500 hours of training and the program will help him find a job where he can use his new skills. At some point, he would like to start his own business, he added.

Living in one of the four dorms that house the 200-plus youth in the program has also been a good experience. He has made a lot of friends from all over Montana. The program also draws youth from out-of-state and he has met people from New York, Texas and Alaska. There are even a couple of students from Russia, he said. The Job Corps participants have to be up with their beds made by 6:30 a.m. every day. They have a roll call at 7:30 a.m. and report to school by 8 a.m. After a lunch break they have classes again until 4:20 p.m. The rest of the day is fairly unstructured. They have chores to do but also have quite a bit of free time. "It is an awesome program," he said.

That chance encounter with Nephew turned Riva's life around and he is grateful for the support he received. "If you are motivated to do something with your life, Action will help you get to your goals, but you have to be motivated," he said.

Motivation is the key, Riva's mother Kathy agreed. "I think this is a good program ... for the kids that really want to do it and really are motivated," she said, adding that since Riva has joined the program, "He's my Mike again. He's back to my original Mike." "All we had to do was point him in the right direction," Nephew commented. "He did the rest. He has good reason to feel proud." Riva was in Glendive for a short break but is already looking forward to going back to Anaconda, seeing his friends and working toward the goals he has set for himself. "I'm pretty stoked," he said.

By Cindy Mullet

Ranger-Review Staff Writer

## PROGRAM PERFORMANCE DATA

**Performance Levels  
July 1, 2007 through June 30, 2008**

	<i>PERFORMANCE GOALS</i>
<b>PERFORMANCE MEASURES</b>	<b>PY 2007 (07/01/07 6/30/08)</b>
<b>Adult Program – Common Measures Indicators of Performance</b>	
1. Entered Employment Rate	87.0%
2. Employment Retention Rate	87.0%
3. Six Months Average Earnings	\$11,600
<b>Dislocated Worker Program – Common Measures Indicators of Performance</b>	
1. Entered Employment Rate	82.5%
2. Employment Retention Rate	91.0%
3. Six Months Average Earnings	\$14,100
<b>Youth Program – Common Measures Indicators of Performance</b>	
1. Placement in Employment or Education	68.0%
2. Attainment of Degree or Certificate	57.0%
3. Literacy and Numeracy Gains	50.0%

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

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

**Date Ranges Used In Calculating Report Items**

Total Participants: 07/01/2007 – 06/30/2008  
 Total Exiters: 04/01/2007 – 03/31/2008  
 Entered Employment Rate, Youth Placement in Employment or Education, and Youth Attainment of Degree or Certificate: 10/01/2006 – 09/30/2007  
 Employment Retention Rate and Six Months Earnings Change: 04/01/2006 – 03/31/2007  
 Youth Literacy and Numeracy Gains: 07/01/2006 – 06/30/2007

**Table B – Adult Program Results At-A-Glance**

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	87.0	88.1	193	219
Employment Retention Rate	87.0	89.6	241	269
Six Months Average Earnings	\$11,600	\$13,825	\$3,165,827	229

**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	88.3	<u>91</u> 103	88.9	<u>8</u> 9	90.0	<u>9</u> 10	100.0	<u>9</u> 9
Employment Retention Rate	84.5	<u>87</u> 103	93.8	<u>15</u> 16	81.8	<u>9</u> 11	92.9	<u>13</u> 14
Six Months Average Earnings	\$11,952	<u>\$1,004,006</u> 84	\$18,671	<u>\$242,724</u> 13	\$17,994	<u>\$143,951</u> 8	\$11,134	<u>\$133,602</u> 12

**Table D – Other Outcome Information for the Adult Program**

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	86.3	<u>151</u> 175	95.5	<u>42</u> 44
Employment Retention Rate	89.9	<u>195</u> 217	88.5	<u>46</u> 52
Six Months Average Earnings	\$14,488	<u>\$2,694,685</u> 186	\$10,957	<u>\$471,142</u> 43



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

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

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

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	82.5	91.3	179	196
Employment Retention Rate	91.0	92.2	212	230
Six Months Average Earnings	\$14,100	\$17,107	\$3,421,409	200

**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	92.9	<u>26</u> 28	75.0	<u>3</u> 4	81.5	<u>22</u> 27	100.0	<u>4</u> 4
Employment Retention Rate	88.0	<u>22</u> 25	80.0	<u>4</u> 5	80.0	<u>12</u> 15	100.0	<u>3</u> 3
Six Months Average Earnings	\$19,894	<u>\$397,887</u> 20	\$11,300	<u>\$33,889</u> 3	\$22,827	<u>\$251,097</u> 11	\$14,021	<u>\$42,064</u> 3

**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	90.6	<u>135</u> 149	93.6	<u>44</u> 47
Employment Retention Rate	92.7	<u>178</u> 192	89.5	<u>34</u> 38
Six Months Average Earnings	\$16,514	<u>\$2,741,298</u> 166	\$20,003	<u>\$680,112</u> 34

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	68.0	81.1	146	180
Attain Degree or Certificate	57.0	78.4	91	116
Literacy or Numeracy Gains	50.0	20.0	11	55

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

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

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

**Table 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	92.1	<u>187</u> 203	\$8,175	<u>\$1,283,516</u> 157	15.5	<u>30</u> 193	\$5,536	<u>\$974,384</u> 176	65.6	<u>99</u> 151
Dislocated Workers	91.5	<u>173</u> 189	128.1	<u>\$2,818,329</u> \$2,199,755	11.2	<u>20</u> 179	\$7,748	<u>\$1,301,642</u> 168	61.5	<u>83</u> 135

**Table M - Participation Levels**

Program	Total Participants Served	Total Exiters
Total Adult Customers	53,543	33,181
Total Adults (Self-Service Only)	52,273	32,667
WIA Adults	52,874	32,953
WIA Dislocated Workers	669	228
Total Youth (14-21)	560	224
Out-of-School Youth	202	92
In-School Youth	358	132

**Table N - Cost of Program Activities**

Program Activity	Total Federal Spending
Local Adults	1,867,220.17
Local Dislocated Workers	1,373,088.67
Local Youth	2,357,421.83
Rapid Response (Up to 25%) 134 (a) (2) (A)	340,829.05
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	627,933.32

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	55,558.20
	MT Association of Counties	2,403.55
	Governors Economic Development	3,146.72
	(Please refer to Narrative Section for descriptions)	
	<b>Total of All Federal Spending Listed Above</b>	<b>6,627,601.51</b>

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

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

**Table O - Local Performance**

Total Participants Served	
a) Adults	601
b) Dislocated Workers	669
c) Youth	560
Total Exiters	
a) Adults	286
b) Dislocated Workers	228
c) Youth	224

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate				
a) Adults	87.0	88.1	193	219
b) Dislocated Workers	82.5	91.3	179	196
Retention Rate (6 months)				
a) Adults	87.0	89.6	241	269
b) Dislocated Workers	91.0	92.2	212	230
Average Earnings/Earnings Change 6 Months				
a) Adults	\$11,600	\$13,825	\$3,165,827	229
b) Dislocated Workers	\$14,100	\$17,107	\$3,421,409	200
Placement in Employment or Education	68.0	81.1	146	180
Attainment of Degree or Certificate	57.0	78.4	91	116
Literacy or Numeracy Gain	50.0	20.0	11	55

Description Of Other State Performance Indicators

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

Overall Status Of Local Performance  Not Met  Met  Exceeded