

October 1, 2008
Program Year 2007



Workforce Investment Act Title I-B Activities in Wyoming-- Program Year 2007



STATE OF WYOMING

Department of Workforce Services Workforce Investment Act, Title I-B Annual Report

The Department of Workforce Services was created with the purpose of organizing, coordinating and streamlining various state and federal employment and training services in Wyoming.

Since its inception in July 2002, the Department of Workforce Services has consolidated and aligned numerous state and federal programs to devise a more streamlined approach to service delivery.

The Department of Workforce Services is working toward its goal of implementing

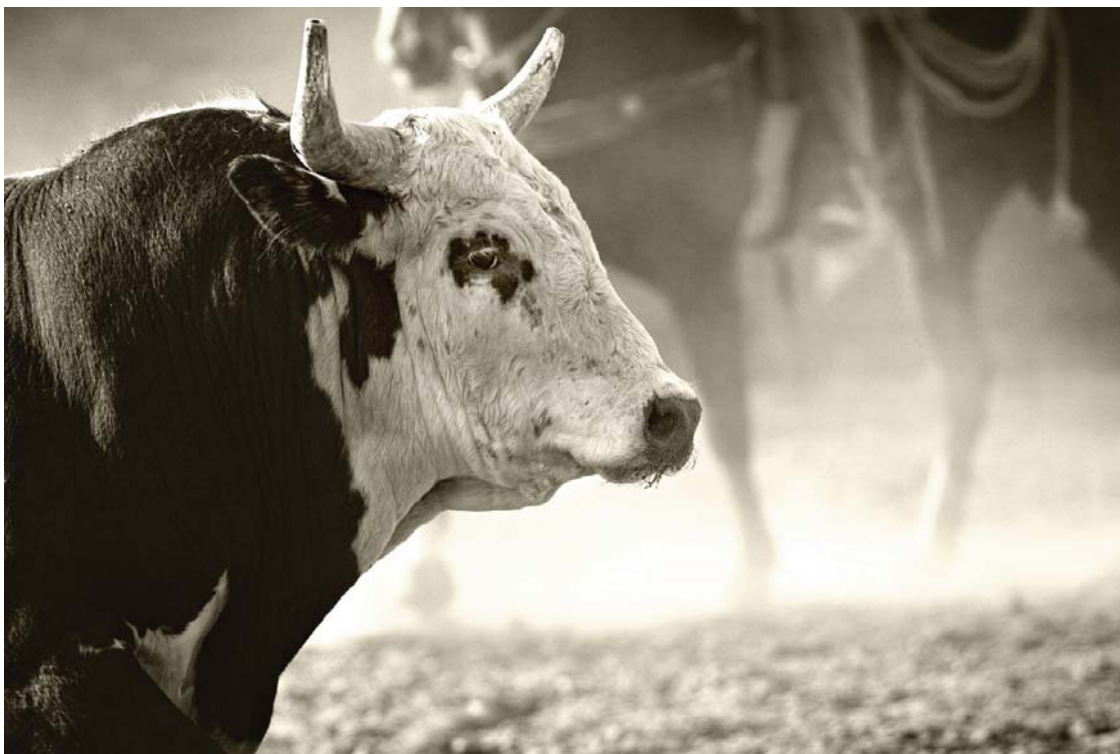
a high growth and demand driven approach with the many program services for which it has administrative responsibility.

This concept of common purpose and goals for varied programs has a significant impact on Wyoming's businesses, citizens and economy.

Wyoming realizes no organization can function without a firm grasp on the environment in which it operates; nor can an organization survive without the abil-

ity to foresee changes in the environment that will affect the organization and the services it provides. With an emphasis on data and information driven decision-making, the Department of Workforce Services strives to maximize its current resources and continues to identify ways to respond to new challenges and possibilities in its environment.

The Department's positive relationships with employers, community and job seekers are considered its most valuable resources.



NO BULL --Always known as part of the Wild West, Wyoming is proud of its Western roots.

Mission

The Department of Workforce Services will build a workforce to meet the changing demands of Wyoming's businesses, citizens and economy.

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A Message from the Director--Joan Evans



The Wyoming Department of Workforce Services is pleased to share its Program Year 2007 WIA Annual Report. As we look back over this past year, we have had many accomplishments and taken on many challenges.

Our Employment Services Division administers the WIA Title I-B programs. One of the Division's successes this past year has been the increase in performance outcomes.

As indicated later in this report, Wyoming improved its performance in 17 of the 20 WIA measures substantially.

We successfully reached 12 of the 17 negotiated plateaus, and surpassed the 80-percent level in each of the 17 measures where we had negotiated performance with the Employment and Training Administration.

While we are celebrating this success and others, we are keeping our focus on the state's challenges. Wyoming continues to be in the midst of an economic boom. The state simply has more jobs than it has qualified people to fill these vacancies.

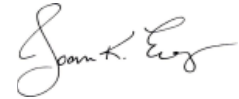
Our Department, alongside our partners, works diligently to move the small number of workers that Wyoming has into better jobs as well as to locate workers from outside our borders to fill the tremendous demand that our state faces. Our WIA program has allowed us to train individuals for the workforce needs of Wyoming's businesses.

Our partners help accomplish the many business goals, and it is important to us that they be recognized. Our strategic partners include:

- *The Governor's Office*--Governor Dave Freudenthal has a clear vision for Wyoming's statewide workforce investment system. His vision is to grow, strengthen and diversify Wyoming's economy and industry base.

- *The Wyoming Workforce Development Council*--Wyoming looks to the Workforce Development Council as a single point of origin for workforce policy, coordination and leveraging of resources and skills. The mission of the WWDC is to shape strategies and policies to develop, recruit and retain Wyoming's workforce.

- *The Wyoming Business Council*--The Wyoming Business Council takes the lead in defining the direction that partner agencies, in Wyoming, will take to create and maintain a diversified and growing economy. The Business Council has the majority of state and federal programs focused on economic development.



A Message from the Employment Services Division Administrator--Jim McIntosh



The Employment Services Division has undergone a major reorganization since April 2008. The reorganization was designed so that the division can better meet the needs of external and internal customers.

As part of the reorganization, the Department consolidated the Employment Services Division and the Vocational Rehabilitation Division under one administrator.

This decision allows for increases in the coordination and efficiency of the Department's

resources as well as being more effective in serving Wyoming's citizens.

While reorganizing the division, we were able to reduce the state's regional management layer and equip the local

Workforce Centers to collaborate more directly with their communities and partners. By consolidating the regional management level into the Workforce Centers, we have been able to streamline communications and cooperative efforts division-wide.

In addition, we added a Youth Coordinator position to the Employment Services Division. This position concentrates particularly on youth goals, challenges and collaboration among agencies and programs.

The Division also established a training unit that concentrates on staff training needs. This unit works in conjunction with the Agency's training initiatives.

Since becoming the Administrator of the Employment Services Division in April, 2008, I have been very excited to see all of the positive changes that have occurred. Our performance levels are increasing and the local leadership of our Workforce Centers have been able to create a broader reach throughout their communities. We look forward to a successful Program Year 2008.

Program Results

Wyoming's Economic Environment

Wyoming continues to be a good place to work. The state's economy flourished during PY 2007, as evidenced by the latest available data from the Wyoming Department of Employment, Research and Planning Section (see Wyoming Labor Force Trends, Vol. 45 No. 7 at <http://doe.state.wy.us/lmi/trends.htm>).

From the fourth quarter of 2006 to the fourth quarter of 2007, the total UI-covered payroll showed consistent growth (10.9 percent), which was marginally faster than the state's five-year average at 10.1 percent. In Wyoming, UI covered payroll represents approximately 92 percent of all wage and salary disbursements and 45 percent of personal income.

The state's average weekly wage also rose by \$54 (7.1 percent) during the period, which exceeded the five-year average (6.6 percent). Employment increased by 9,555 jobs (3.5 percent) during the same period. However, this is somewhat lower than the nearly 5.0 percent increase that occurred during 2006.

High Growth – High Demand Industries

As in 2006, the construction industry posted the largest job gains in 2007. Construction was followed by local government (including public schools, colleges, & hospitals), retail trade, transportation and warehousing, and health care and social assistance. In the fourth quarter, construction jobs increased by 9.3 percent and total payroll increased by 23 percent.

Within the industry, employment fell slightly in building construction, but increased in both heavy and civil engineering construction and specialty trade contractors. Also, strong job growth continued to be seen in the construction of oil & gas pipelines and related structures.

In other industries, local government's total payroll increased by 9.9 percent and employment grew by 3.8 percent. Educational services (including public schools and colleges) gained almost 600 jobs, public administration (including cities, towns, and counties) gained more than 500 jobs and public hospitals gained more than 250 jobs.

Arts, entertainment, and recreation added approximately 100 jobs. In the fourth quarter, retail trade job gains were 3.5 percent and total payroll grew by 8.4 percent. Large job gains were seen in motor vehicle and parts dealers (more than 150 jobs), building material & garden supply stores (more than 150 jobs), gasoline stations (more than 150 jobs) and general merchandise stores – including warehouse stores and supercenters (more than 250 jobs).

Total payroll in transportation and warehousing increased by 16.0 percent and employment grew by 10.8 percent. The largest job growth occurred in warehousing & storage (more than 500 jobs) and truck transportation (more than 200 jobs).

Employment also increased in air transportation (approximately 50 jobs), support activities for transportation (more than 50 jobs), and couriers and messengers (approx-

A WIA Younger Youth Success Story...

Career Advisor Vermona Petersen first started seeing T.W. while he was going to an alternative high school in Crook County, Wyoming. T.W. was 16 and going to be a father, with a young woman who was two years older. At that time, T.W. wasn't ready for the WIA program. When T.W. turned 18, he came into the Gillette Workforce Center asking for assistance to go to school for Diesel Technology. He was trying to support his girlfriend and daughter, and had a child on the way, earning \$7.00 per hour.

He had received his GED in mid-summer, just a couple of weeks before he came to the Workforce Center. The Workforce Center staff did assessments and determined Diesel Technology would be a good fit. With WIA assistance, T.W. started school, his girlfriend had a second child and they moved to Gillette so he could be closer to school during the winter months.

T.W. worked full time while going to school and achieved his goal of earning a Diesel Certificate in May 2007. His grades in the Diesel Technology courses were the best he had ever received in school!

T.W. is now working for a major support contractor to the coal mines in Campbell County. He likes his job; he is making over \$17.00 per hour with benefits and overtime.

T.W.'s whole goal was to be able to support his family. He never imagined he would be able to support them in the manner that he can at this time. He is saving money to purchase a home that he has chosen. T.W. is very appreciative of the emotional support and financial assistance the Gillette Workforce Center and WIA were able to give to him.

mately 50 jobs). Health care and social assistance saw a job increase of 3.6 percent and its total payroll grew by 9.1 percent. Social assistance had the largest job growth 9.2 percent, followed by ambulatory health care services at 3.2 percent.

Even though employment growth in mining (including oil & gas) was slow (0.8 percent), its total payroll increased by 6.2 percent. Coal mining added more than 400 jobs and oil & gas extraction added approximately 200 jobs.

Employment in support activities for mining (including drilling oil & gas wells) fell by approximately 450 jobs. Employment fell in manufacturing, information, and management of companies & enterprises, but total payroll increased in each

of these sectors. Manufacturing employment decreased by 1.6 percent in the fourth quarter. Job losses were also seen in wood product manufacturing (approximately 200 jobs), beverage & tobacco product manufacturing (fewer than 50 jobs), and printing and related support activities (fewer than 50 jobs). Employment increased in petroleum & coal products manufacturing (more than 50 jobs) and machinery manufacturing (approximately 50 jobs).

Total payroll in the information sector rose by 6.1 percent, but employment fell by 2.4 percent. This employment decrease was partially related to noneconomic code changes within the Bureau of Labor Statistics.

Employment in management of companies and enterprises fell by 81 jobs (9.4 percent). Most of the job losses were in corporate, subsidiary, and regional managing offices.

Total payroll increased by 16.3 percent and the average weekly wage rose by 28.3 percent, mostly because of a large bonus in the fourth quarter.

Wyoming's Unemployment Rate

Whereas new claims for unemployment benefits rose nationally, as employers coped with a slowing economy and a collapsing housing market, Wyoming's economy remained robust in 2007, and continued strong through the first three calendar quarters of 2008. This has had a very positive effect on unemployment in the state.

As of May 2008, Wyoming's seasonally adjusted unemployment rate, at 2.9 percent, was the lowest in the nation;

nearly 3.0 percent below the national average. Wyoming's rate has remained below the national average for the past two years. See Figure 1 for a description of Wyoming's Unemployment Rate.

Partnering for Success

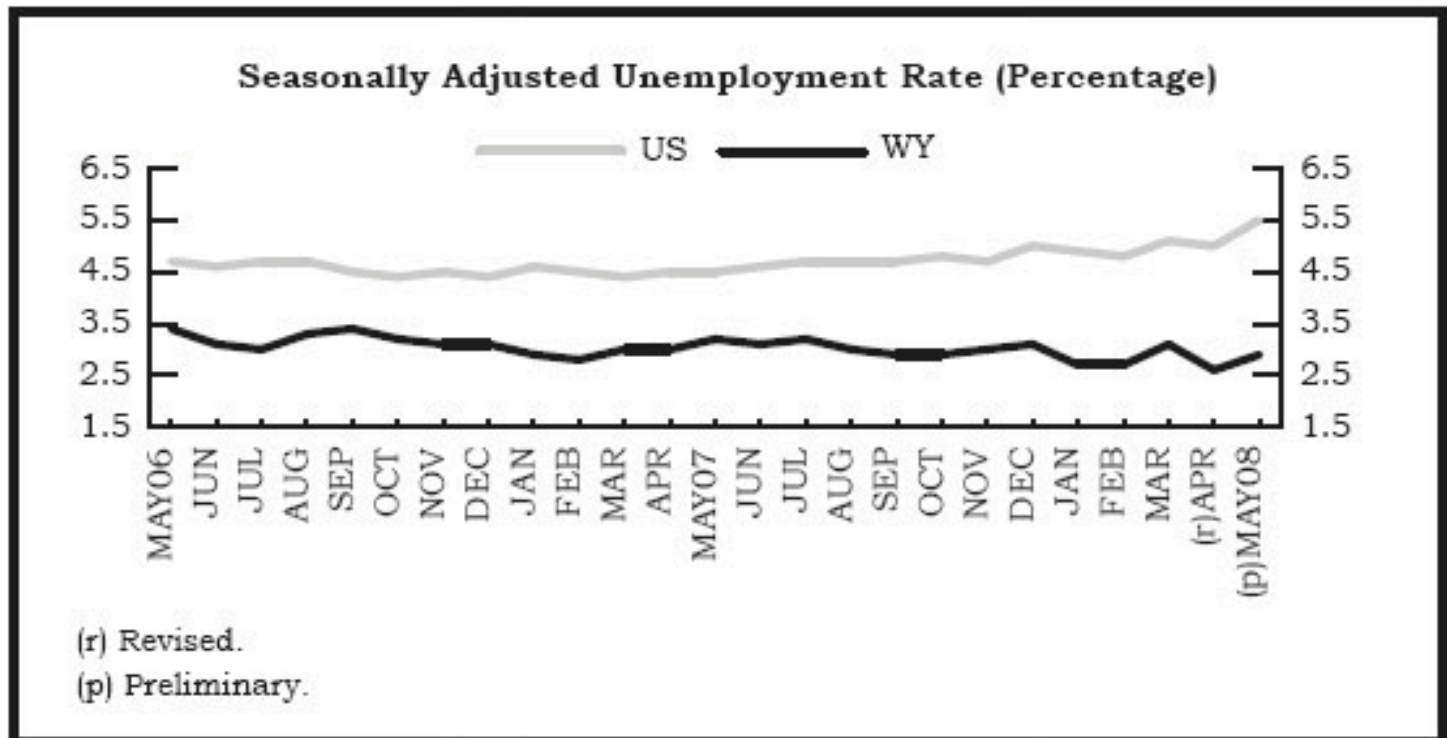
Wyoming's WIA program achieved some excellent outcomes in PY 2007 through its partnerships with other programs. These partnering efforts have enabled Youth to successfully transition to adult roles and responsibilities, and to become contributing members, at that level, in society. Also, Adults and Dislocated Workers were able to pursue goals of successful employment, reemployment, and education.

These partnerships have enabled both Youths and Adults to overcome the bonds of poverty, too. Following are some examples of how partnerships work in Wyoming. In addition, the success stories contained in this report describe ways that partnerships have helped individual participants to reach their goals.

Climb Wyoming, a non-profit organization, trains and places low-income, single mothers in higher paying jobs. Climb graduates consistently double or triple their monthly wage income. This enables them to successfully bridge the wage gaps that frequently occur between genders, and successfully support their families, thus effectively "climbing" out of poverty.

Climb programs provide employer-driven job training and job placement, life skills training, counseling, and the sup-

Figure 1: Seasonally Adjusted Unemployment Rate



*Last modified on 07/16/2008, WYOMING LABOR FORCE TRENDS, Vol. 45 No. 7
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A Dads Making a Difference Success Story...

Sam was a young dad with a positive outlook on life, but a low income and limited ability to support his daughter. He was getting by with a lot of assistance from his family, but he wanted to be self-sufficient.

Joe was a high school graduate and had never been in any real trouble. It took fatherhood to help him see that it was time to assume more responsibility and find a way to take care of himself and his family financially.

Joe was looking for a fresh start in life. After his mother's death during his teenage years, Joe turned to meth to deal with his pain. He sometimes stole to support his habit, and this got him into some legal trouble. His first child was born while he was in jail, and was placed for adoption while he was incarcerated.

Joe earned his high school diploma while he was in jail, and got great grades. When he was released, he went back to hanging out with his old friends and quickly went back to old habits. Joe was arrested for a felony this time, and went to prison – but not before he had fathered a daughter.

This time he worked hard for his release, determined that he would not miss out on his daughter's life the way he had missed out on his son's life. He was released early for good behavior, and within six months had found an opportunity with the Dads program. He was ready to start anew, and this program was willing to take a chance on him.

Sam excelled quickly through the academic portion of the Dads program. He and his girlfriend lived together and raised their daughter.

They enjoyed the parenting classes, and their relationship remained solid. While they struggled financially throughout the program, it helped that Sam could go to his WIA Career Advisor and get help when unexpected barriers came up.

Upon completion of the program, Sam had some of the highest grades in the class. He graduated and was employed by a great local heating, ventilation and air conditioning (HVAC) company.

Sam now earns almost twice the amount he did before he entered the Dads program. Additionally, his family now has health insurance, he works regular business hours and has weekends off, he drives a company vehicle, and in January of 2009 he will start a five-year apprenticeship program – fully paid for by his employer.

Joe did well in the Dads program, and worked hard to get ahead so he could take a vacation with his fiancé and her children – as well as the daughter he was working hard to establish a relationship with after his incarceration. By the end of the program, Joe was married and reveling in his renewed relationship with his daughter.

Joe was voted “honorary valedictorian” by his fellow Dads, and gave an emotional and heartwarming speech at the graduation ceremonies.

Within a week of graduation, Joe was employed. He currently works as a laborer for a construction company earning a better wage than he previously earned, has health benefits for his family, plays on a local softball team, has saved up and paid for a formal wedding ceremony (and honeymoon), and is excited about his future.



port necessary to ensure self-sufficiency now and in future generations.

When the women qualify for WIA assistance, the WIA program teams with Climb Wyoming to provide supportive services, some training services, and career advisement.

The Dads Making a Difference program began in early 2008 to help income eligible custodial and non-custodial dads obtain job training and education. The program is funded through Temporary Assistance for Needy Families (TANF) associated with the Employment and Training for Self-Sufficiency (ETSS) program.

The Dads program is modeled similarly to CLIMB Wyoming in that all participants receive family centered case management services as well as individual and group counseling during the course of training.

Because the Dads program is a joint partnership between the Business Training and Outreach and Employment Services Divisions, within the Department of Workforce Services, participants also work with a Workforce Specialist who helps provide added assistance through the WIA program, as well as job placement services.

The Sheridan/Johnson County Opportunity Project for Education (SCOPE) mission is to create an employment atmosphere, in order to empower youth who have left high school, to become self-sufficient by providing employment training, life skill instruction, and GED preparation.

The WIA program partners with SCOPE to pay for training and a training stipend to each trainee, provide career internships, and to provide incentives upon completion of

the program.

In addition to these benefits provided through the WIA funds, a Department of Workforce Services' Workforce Specialist assists trainees in creating their own employment portfolio, which includes the following items: 1) trainee's resume, 2) sample cover letter, 3) completed sample job applications, 4) the trainee's results from a mock interview, and 5) a personal career interest profile.

Opportunities for Employment through Training

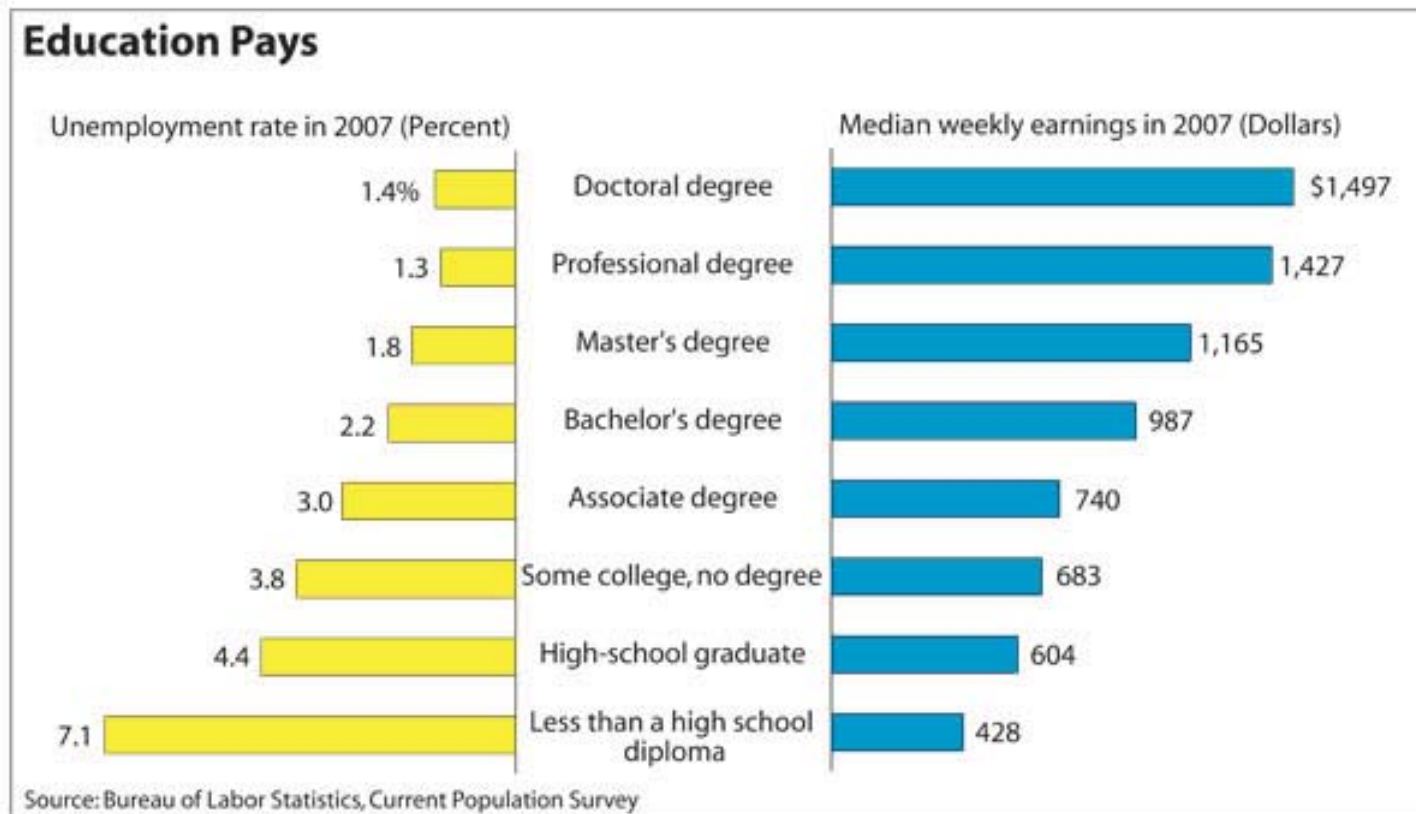
Wyoming's WIA program offers opportunities for participants to gain new job skills and improve existing skills through training. As shown in Figure 2, training and education can be expected to enhance employment opportunities and reduce joblessness. This is one of the primary areas of emphasis in WIA.

Of the 437 Adult and Dislocated Worker participants who received staff-assisted services in PY 2007, 318 of them (73 percent) received training through WIA or one of its partner programs. Also, of the 175 Youth who were out-of-school when they started WIA participation, 93 (53 percent) received training services. Most of the youth who were trained came from low-income backgrounds.

Wyoming's performance data also support the importance of training. Tables D and G show that the Adults and Dislocated Workers generally fared better in the marketplace when they were trained, compared to those who received only core and intensive services.

Entered employment and employment retention rates, as

Figure 2: Education pays in higher earnings and lower unemployment rates



Note: Data are 2007 annual averages for persons age 25 and over. Earnings are for full-time wage and salary workers.

A WIA Younger Youth Success Story...

Nicole Clifton began the WIA and Sheridan/Johnson County Opportunity Project for Education (SCOPE) programs in the fall of 2007 with a bit of trepidation, since she was not sure if she would be successful in completing the GED exam. Prior to her acceptance into these programs, Nicole had been home-schooled, so this was the first time she had entered a structured educational/employment training environment.

Despite her personal concerns, Nicole was able to overcome her fears and jump whole-heartedly into the training the program provided. Her smiling face, genuine sense of humor, and gift of the gab earned her respect from her peers and endeared Nicole to her Workforce Specialist, Linda Barker, and the SCOPE Team. Nicole worked hard, assisting her colleagues with their studies as needed. She always responded with professionalism, maturity and integrity, which are rare traits to be found in a 16-year old youth. During the day, she worked at SCOPE and, in the evenings, she worked as a waitress in a stylish restaurant located in Story, WY. Nicole applied the skills she obtained through the employment training and the life skills instruction she received in the program to all aspects of her life. As a result, her mother responded, "...teach me what you are teaching Nicole, because it really works!"

Upon graduation from the program, Nicole received the prestigious award, "Most Outstanding Scholar" for her dedicated efforts. Each trainee is required to participate in a "community service project." The type of community service project varies from session to session. During the fall 2007 session, Nicole and her colleagues' project involved participation in a fundraiser for a pro-

gram that promotes literacy for children entitled, "Raising Readers."

This program held a Dr. Seuss "Green Eggs and Ham" breakfast at the local Elk's Lodge. Nicole brought her younger brother and mother along to assist with the fundraiser. Also, she helped to organize and decorate the Raising Readers program's marketing table at the fundraiser and manned the Scrabble booth, helped to clean tables, and served the participants their breakfast.

Nicole not only passed the GED; she has a goal to take the certified nursing assistant (CNA) exam. Nicole hopes to further her education at Sheridan College by enrolling in the fall 2008 semester. She was able to participate in Sheridan College's commencement ceremony on May 10, 2008.

The future is certainly bright for Nicole! She was able to accomplish her goals through the support she received from our community partners and community programs in Sheridan. Some examples of these community programs are Sheridan College, Department of Workforce Services, and Division of Vocational Rehabilitation (which is currently assisting Nicole with her educational costs, which include her CNA certification, so that she may pursue her dream of becoming a nurse). These necessary partnerships help to ensure the success of trainees like Nicole.



well as average earnings, tended to be higher for the population that was trained. Comparison data of this type are not provided for the out-of-school Youth participants. However, one of Wyoming's goals for Youth is to engage them in an overall strategy for life. Education and training play a large role in the strategy for reaching this goal.

Training was also provided during the year to program staff, to enable them to more effectively serve Wyoming's WIA participants and other customers.

The Department conducted new career advisor sessions multiple times during the year. Also, training was provided on performance reporting, use of the Wyoming at Work computer system, WIA policy and handbook updates, and methods to help Wyoming businesses to more effectively recruit and retain skilled workers.

Some of these sessions were coordinated with the Employment and Training Administration (ETA) of the United States Department of Labor, Social Policy Research Associates (SPRA), and Geographic Solutions, as well as other organizations. Of particular importance to performance re-

porting, was the "hands-on" training that staff received in the Wyoming at Work system.

Cost Analysis

Wyoming's WIA program served 20,563 individuals in PY 2007, compared to 15,120 in PY 2006. The increase was the result of continued growth in the number of Adults who self-served through the use of the Wyoming at Work computer system.

The PY 2007 self-served total was 19,765, which is nearly 29 percent more than the number of Adults who self-served in PY 2006.

Wyoming's share of Federal WIA Title I-B funds do not provide the same level of services as in past years due to the increase costs of operations and the lack in increases in the federal allotment.

Due to increased costs, Wyoming's workforce specialists were not able to assist as many participants as they did during PY 2006. To help serve more adult clients, Wyoming transferred funds from the Dislocated Worker Program. Wy-

A WIA Adult Program Success Story...

Workforce Specialist, David Hill, and his supervisor, Burl Gies, reported that the Riverton Workforce Center worked with Paul Galovich at B&G Industries, LLC, in Thermopolis, WY. Two adults were placed into WIA on-the-job training (OJT) components as computerized numerical controlled (CNC) machine operators. Both men, unemployed when they came to the Workforce Center, had worked locally at jobs which paid less than the B&GI machine shop. Local prospects for employment, with their level of skills, was limited to lower-paying jobs than what the machine shop offered.

The Workforce Center was able to reimburse the employer for 50 percent of the wages paid for the first 1,040 hours during the OJT, and convinced the employer to start them at \$2 more per hour than their experience level would have brought without the OJT. The Workforce Center also was able to help each new employee with \$400 worth of new work clothes and \$700 worth of specialized tools which they needed in the machine shop.

By reimbursing the employer for 50 percent of wages during a six-month training period, the Workforce Center was able to help the employer afford to hire new help, who did not have the skills needed to land those jobs by themselves at the time of hire. Also, the new employees would not have been able to afford working at the machine shop initially at the unskilled wage rate that would have been offered, had there not been a WIA OJT involved, so the business would have missed this opportunity to grow.

The employer, B&GI, has about 15 employees in the machine shop in Thermopolis, and would like to add more employees to their business in the next few years. They have a low employee turnover rate, and pay competitive wages in their market area. B&GI also has an aircraft repair and maintenance facility in Greybull, WY which has been accepted into the U.S. Dept of Defense Mentor-Protégé program to help B&GI grow into a defense contractor. For the next two years, B&GI, the protégé, will be taken under the wing of Lear Seigler Services, Inc., (LSI), the mentor, a major provider of services to government agencies and commercial customers in the United States, and worldwide. They face challenges in attracting skilled trades people in their market, and would greatly benefit from WIA OJT assistance in building their workforce in both Thermopolis and Worland, WY.

oming's low number of dislocated workers allowed for this move.

A total of 806 participants received staff-assisted services through WIA Title IB funds in PY 2007. This is nearly a 22 percent decrease in the total number of individuals served, compared to PY 2006, which was also 22 percent less than the PY 2005 level.

The 806 participants included eight individuals who were served by two WIA programs (i.e., Adult and Dislocated Worker Programs, and Adult and Older Youth Programs).

In PY 2007, the Department continued to target special need and hard-to-serve populations. Wyoming was successful in providing quality customer service to these clients, as illustrated by data in Tables C, F, I, and K in this report. For the complete PY 2007 WIA Financial Statement, please see Figure 3.

State Evaluation Activities

In addition to periodic federal WIA evaluations that are carried out in Wyoming, the state follows its own established monitoring plan each year, to evaluate WIA cases. These reviews involve representative samples of Adult, Dislocated Worker, and Youth cases from each region, and consist of evaluations of both electronic records and hard copy case files.

Local reviews, typically conducted by the office supervisor, also occur during the program year. Documentation of both local and State level reviews are maintained in the case file. State level reviews are also maintained in an electronic format which can be retrieved on demand.

Over the past several months, staff has implemented several changes in monitoring processing procedures that will lessen the impact of monitoring on field offices, as well as increase accountability and quality of the files while enhancing services to clients.

One of the most significant changes was to alter the frequency of monitoring from an annual to a bimonthly review. The number of files requested from field offices every other month is based on the annual volume of the respective office.

Annually, the number of files requested from each office total approximately 30 percent of the office's volume for PY 2007. Staggering the review of the files from a mass audit to a continuous review allows a smoother process, with less impact on staff schedules and client care.

In addition, the regular cycle of monitoring helps to create an ongoing quality improvement atmosphere instead of the "Once a year catch up" environment.

Another change was the creation of an electronic entry format for monitoring files. This process has significantly reduced the time required to review a case file, standardized much of the monitoring process, and added the ability to review management-directed items in addition to required fields.

Additionally, electronic data storage allows for easier retrieval of information, transfer of information between offices and leadership, and enhanced accountability at all levels of the Agency.

Figure 3: PY 2007 WIA Financial Statement

PY 2007 Financial Statement				
Period:				
Youth	4/1/2007 - 3/31/2008			
Adult and Dislocated Worker:	7/1/2007 - 6/30/2008			
Fund Source	Funds Available	Expenditures	Unliquidated Obligations	Total Obligations*
Local Adults	\$2,234,100.83	\$1,716,168.56	\$517,932.27	\$2,234,100.83
Local Youth Out of School	\$563,752.72	\$739,751.93	\$95,395.99	\$835,147.92
Local Youth In School	\$1,331,699.97	\$996,707.45	\$63,597.32	\$1,060,304.77
Local Dislocated Worker	\$53,184.73	\$10,028.79	\$32,570.60	\$42,599.39
Statewide Activities	\$1,506,515.93	\$1,126,171.34	\$0.00	\$1,126,171.34
Rapid Response	\$15,000.00	\$348.67	\$0.00	\$348.67
Total All Funds	\$5,704,254.18	\$4,589,176.74	\$709,496.18	\$5,298,672.92

*Local funds include local administration. Available includes funds carried over.

Figure 4 shows trends over a three-year period for the major subject areas of the Department of Workforce Services monitoring program. Of note, several areas have significantly lower ratings than in previous years. This is primarily due to the efforts of program staff to improve quality in case files through more in-depth reviewing.

As issues are resolved and procedures modified to improve case file management, these ratings will climb. We are highly optimistic about the future of case file management.

Performance Outcomes

The Wyoming WIA Title I-B programs experienced another good year of accomplishments! The Department successfully worked with its partners to serve participants in the

Average Participant Expenditures

WIA Program	PY 2007	PY 2006
Adults	\$4,038.00	\$4,278.00
Dislocated Workers	\$836.00	\$3,148.00
Youth	\$4,706.00	\$3,328.00

program.

Also, continued improvement was achieved in nearly all areas of performance, compared to PY 2006, as illustrated by Figure 5.

Prior to the beginning of each program year, performance

Figure 4: WIA Annual Monitoring Results

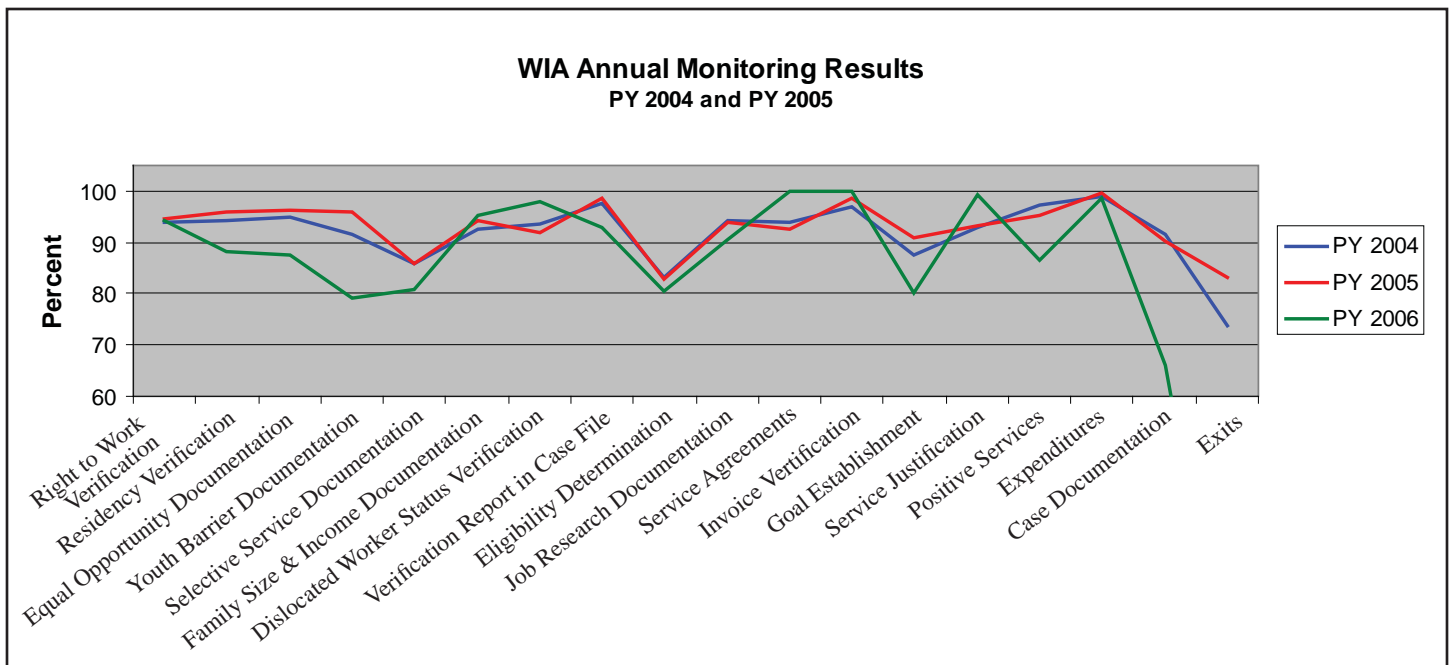


Figure 5: PY 2007 WIA Performance Measures Comparisons

WIA Performance Measures Comparisons					
WIA Core Measure	Negotiated Goal PY 06 (80% of Goal)	Negotiated Goal PY 07 (80% of Goal)	Actual Perform- ance PY 06	Actual Perform- ance PY 07	Difference Com- pared PY 06 to PY 07
Adult					
Entered Employment Rate	89% (71.2%)	87% (69.6%)	81.7%	83.3%	+1.6%
Employment Retention Rate	86% (68.8%)	88% (70.4%)	85.9%	91.9%	+6.0%
Average Earnings	\$ 11,700 (\$9,360)	\$ 12,350 (\$9,880)	\$ 13,817	\$ 12,907	-\$910
Employment and Credential Rate	70% (56%)	71% (56.8%)	64.4%	69.4%	+5.0%
Dislocated Worker					
Entered Employment Rate	93% (74.4%)	84% (67.2%)	78.8%	92.3%	+13.5%
Employment Retention Rate	92% (73.6%)	90% (72%)	85.7%	96.4%	+10.7%
Average Earnings	\$ 15,400 (\$ 12,320)	\$ 14,500 (\$ 11,600)	\$ 14,492	\$ 14,589	+\$97
Employment and Credential Rate	68% (54.4%)	71% (56.8%)	69.2%	58.8%	-10.4%
Older Youth (19-21)					
Entered Employment Rate	87% (69.6%)	83% (66.4%)	77%	88.9%	+11.9%
Employment Retention Rate	92% (73.6%)	85% (68%)	72.8%	85.2%	+12.4%
Earnings Gain	\$3,500 (\$2,800)	\$6,000 (\$4,800)	\$5,091	\$6,728.70	+\$1,637.70
Credential Rate	54% (43.2%)	44% (35.2%)	46.6%	42.6%	-4%
Younger Youth (14-18)					
Skill Attainment Rate	68% (54%)	54% (43%)	64.9%	71.0%	+6.1%
Diploma Attainment Rate	75% (60%)	44% (35%)	45.9%	67.9%	+22%
Retention Rate	78% (62%)	74% (59%)	72.5%	78.6%	+6.1%
Youth Common Measures					
Placement in Employ. or Educ.	Goal Not Established	Goal Not Established	68.8%	69.6%	+0.8%
Attainment of Degree or Cert.	Goal Not Established	Goal Not Established	40.8%	47.8%	+7%
Literacy and Numeracy	Goal Not Established	Goal Not Established	0.0%	27.8%	+27.8%
Customer Satisfaction					
Individuals	81% (64.8%)	81% (64.8%)	61.2%	83.9%	+22.7%
Employers	78% (62.4%)	78% (62.4%)	57.7%	78.6%	+20.9%

goals are negotiated with ETA for 17 performance areas, including common measures for Adults and Dislocated Workers. Three additional Youth common measures are also tracked, for a total of 20 measures, although negotiated performance goals haven't been required for the Youth common measures.

The state is required to achieve at least 80 percent of each negotiated goal. Between PY 2006 and PY 2007, some of these goals were renegotiated to a lower level, based on the challenges Wyoming faced during the past couple of years, implementing a new computer system and adopting ETA's common measures policy.

In PY 2007, Wyoming successfully reached 12 of the 17

negotiated plateaus, and surpassed the 80-percent level in each of the 17 measures. When PY 2007 results are compared with PY 2006 results, the level of improvement is even more dramatic! Wyoming improved its performance in 17 of the 20 total measures. The amount of improvement in 14 of those areas was by at least five percent, and in nine of the measures, improvement was by more than 10 percent.

These accomplishments were the culmination of a lot of dedicated cleanup work by staff, during three week-long sessions organized and carried out by the Department, to continue efforts begun in previous years, to enter data into the Wyoming at Work system, and clean data already in the system.

A WIA Adult Program Success Story...

Bonnie had completed her first year (2006-2007) of the nursing program at Western Wyoming Community College (WWCC) when referred to the Rock Springs Workforce Center for WIA assistance, by other nursing students. Bonnie is married and was unemployed. In order to continue her education and complete her degree, she needed financial assistance for her second year, for tuition/books and tools/supplies needed for training. Bonnie is considered a non-traditional student as she is an older student at WWCC.

She had been involved in the medical field previously to being accepted into the nursing program as an Emergency Room Technician/Medical Assistant where she found her desire to become a registered nurse. Bonnie completed her Associate of Nursing Degree on May 16, 2008. Her nursing student peers selected her to be the key student speaker at their Pinning Ceremony, which was attended by family and friends. Bonnie invited her WIA Career Advisor, Becky Goplerud, to attend this very important occasion and her family was present with shouts of congratulations!

Upon graduating she worked at Sage View Care Center and has now begun working as an ER Nurse at Sweetwater County Memorial Hospital. Bonnie often came to the Workforce Center, to report on her testing and grade results (which were all top grades), and on how hard the nursing program was, and how proud her husband was of her success.

It also resulted from the multiple training sessions that were conducted for staff. Lastly – but most importantly – the improved performance came because of the efforts of workforce specialists who labored effectively and continuously to meet the needs of their clients during the year.

Adult Performance

Wyoming's Adult entered employment rate was two percentage points lower in PY 2007 than it was in PY 2006, although the outcome – at 87 percent – was still very good. The employment retention, average earnings, and employment and credential rates all showed improvement over the previous year.

Adult special population outcomes for public assistance recipients, veterans, individuals with disabilities, and older workers were also good to excellent in all of the measurement categories. With two exceptions – average earnings for individuals with disabilities and the veterans' employment

A WIA Dislocated Worker Success Story...

One of Anamaria Sandoval's most successful clients at the Laramie Workforce Center, was Kyle Decker. He was from Michigan, and was recently laid off with numerous others, by the Leer Corporation. Kyle started searching for other options online prior to the closing date at the Leer



Corporation. He found three training opportunities, and chose Wyoming Technical Institute (WyoTech) in Laramie, because of the excellent training it provided, the endless job opportunities that are available, and most of all, because of his commitment to graduate.

He knew that the Advanced Diesel Program is taught on an eight-hours-a-day, five-days-a-week schedule, and said, "This routine is just like having the full time job that I liked, for the past seven years before being permanently laid off." He added, "I am committed to going to WyoTech and graduating on time, at the top of my class."

Anamaria explained the procedures and the paperwork needed to get started, and the case management meetings that would be scheduled through the whole course. Kyle's training costs were to be covered by the Trade Adjustment Assistance program. Core and supportive services were to be provided through WIA, as needed.

Kyle arrived on time for the first meeting and was able to provide a class schedule to help in scheduling regular meetings. This was tough since he was in class all day long and was trying to make it to his meetings at 4:45 p.m. each second and fourth Monday of each month. From this point on, Kyle was always on time, with his goals for the week and report cards when they were available.

Kyle's grades were in the high 80's - 90' and all with no absences or tardiness. He began searching for jobs two months prior to completion of the course and had several positive opportunities. He completed and graduated with honors, maintaining his record of no absences or tardiness, and was nominated to be a member of the National Technical Honor Society. Kyle accepted a job with starting pay at \$17.00 per hour.

and credential rate – the outcomes exceeded performance results for PY 2006.

Particularly noteworthy, are the improvements in credential rates for these special populations which, with the exception of the veterans group, are much higher than they were in PY 2006. The veterans employment and credential rate dropped by five percent in PY 2007.

Dislocated Worker Performance

Dislocated Worker outcomes showed general improvement over the PY 2006 performance results.

Only the employment and credential rate was lower in PY 2007. However, the nearly 10-percent drop in that rate was significant.

Dislocated Worker special population outcomes were also mostly good to excellent, and generally fared well when compared with PY 2006.

The average earnings rate of displaced homemakers, which dropped by nearly 45 percent, compared to PY 2006, warrants further analysis and potential corrective action.

Youth Performance

One of Wyoming's goals is to provide seamless service to Youth participants through the One Stop operating system. Another goal is to engage Youth participants in an overall strategy for life, in coordination with partner organizations.

In most Wyoming communities where the Department of Workforce Services has Workforce Centers, facilities are shared between the Department's Employment Services Division and the Division of Vocational Rehabilitation.

Other state and local service providers are also frequently housed in these environments for the purpose of providing seamless coordinated service.

Workforce Center staff work to coordinate with other service organizations in their communities for the benefit of their clients. While there is always room for improvement, these goals are being met with a degree of regularity that is gratifying, as evidenced by the success stories contained in this report.

Wyoming will continue working to provide even greater services to its Youth through available means.

With regard to Older Youth outcomes, only the employment and credential rate was lower than the PY 2006 rate. While the state's performance exceeds 80 percent of the negotiated level, Wyoming needs to improve its performance in this area, as well as the credential rates for other WIA programs.

Marked performance increases occurred, however, in the Older Youth rates for entered employment, employment retention, and earnings gain. The latter rate, which is identified as average earnings in Table H.2, is actually a comparison between pre-WIA earnings and post-WIA earnings, and is meant to show the effect of WIA on the participants' earning capabilities.

The earnings gain for PY 2007 was a 24-percent increase over the PY 2006 performance, which is excellent improvement. Outcomes for public assistance recipients, individuals

A WIA Older Youth Success Story...

Desiree Crawford, a 19-year-old youth from Lander, WY, was referred to the WIA program, since her goal in life was to get a job and her own apartment. With substantial learning disabilities, along with speech, mental and hearing impairments, finding employment would not be easy.

With assistance from her WIA Case Manager, Lorrann Retel, the Business Leadership Network, the Lander School District and The National Outdoor Leadership School – Rocky Mountain Office (NOLS), Desiree was given the opportunity to gain work experience as a Rocky Mountain Aide. She helped file and repair maps, built first aid kits and performed computer data entry to track map inventory.

Desiree successfully completed her work experience and is now receiving on-the-job training at NOLS. She works for the Operations and Outfitting Departments and the Noble Hotel, a local historic landmark used by NOLS.

Desiree is now living independently and attends high school full time to attain additional life skills. Most notably, the employer has committed to offer unsubsidized employment when her training is completed.

with disabilities, and out-of-school Youth were also generally higher than during the previous year.

A problem was again identified involving employment and credentials. Only one of six individuals with disabilities received a timely credential.

Particularly gratifying are the improvements that have occurred in the three core measurement areas for Younger Youth participants, where performance was up by more than 6 percent in each category.

The diploma or equivalent rate increased by a whopping 22 percent, as a result of staff efforts to clean the data and insure that participants received high school or general equivalency diplomas.

Yet a need for improvement is noted for the out-of-school Youth diploma or equivalent rate and skill attainment rate, both of which are less than 60 percent. Assisting out-of-school Youth, so that they will not be left behind in our economy, is part of the vision Wyoming shares with ETA.

Even though negotiated performance rates did not exist in PY 2007 for the three Youth common measures (placement in employment or education, attainment of degree or certificate, and literacy and numeracy gains), the state has continued to work on improvements in these areas. The work paid off in PY 2007, as the performance rates increased for all three measures.

The low outcome in literacy and numeracy gains is par-

tially due to the fact that Wyoming is still getting used to the parameters of this measure.

Over the years, basic skills pre-tests were routinely conducted for participants, to assess their needs for services. However, these weren't necessarily followed up with post-tests or – if they were – the post-tests sometimes didn't meet the parameters of the literacy and numeracy gains measure. Furthermore, test results hadn't been entered into the Wyoming at Work computer system.

These challenges are being overcome. Another factor, which stifled literacy and numeracy improvement, is that the components of the measure were difficult to understand and therefore, utilize, as they were first written and released by ETA. This problem was rectified by ETA, with the release of new guidance materials for all of the state workforce agencies, at the conclusion of PY 2007.

One other factor affecting literacy and numeracy, is that Wyoming's WIA Youth program serves a small segment of society which has greater difficulty advancing from one educational functioning level to another.

These are individuals who may remain in the secondary school system for a few years beyond the normal age of graduation because of learning disabilities, or they have difficulty taking tests, etc.

The participants in this group will always be counted in the denominator of the measure, but usually will not be included in the numerator. Nevertheless, they have other needs for fulfillment and accomplishment which WIA can – and does – help meet. Therefore, the Department feels it is important to continue serving them.

It is expected that the three Youth common measures will play a weightier role in the evaluation of future performance, and that Wyoming's performance will continue to improve in these areas.

However, the state's improvement in literacy and numeracy gains may be more modest than in the other two measures.

A WIA Younger Youth Success Story...

Hillary Sexton entered into the WIA- youth program in 2006 as an in-school youth. Hillary is legally blind and has also worked in conjunction with the Division of Vocational Rehabilitation. Hillary has a love for animals and expressed interest in working with animals. For her first work experience in the summer of 2006, Hillary was employed as an animal caretaker for the Dog and Cat Shelter.

The following summer of 2007 and during her senior year of high school, Hillary worked part time with Children, Horses and Adults in Partnership (CHAPS), a non-profit equine assisted therapy program that allows children with disabilities to learn horsemanship and caring for horses.

CHAPS Director Sue Suddith said, "I rely on Hillary to make decisions and keep an eye on the horses when I can't be at CHAPS, or if I'm working on a deadline for a grant. Hillary started out almost one year ago and has really become an asset to our program. She had to learn everything from the ground up, but her love for horses and desire to do a good job really show in every aspect of her work here."

After graduating from high school in May of 2008, Hillary began a full-time work experience at CHAPS and director Sue Suddith assigned additional tasks to Hillary such as supervising volunteers.

As a WIA participant, the two work experiences have given Hillary the chance to combine her love for animals and horses with a career path.

A WIA Adult Veteran Success Story...

Jamie was an unemployed, single mom with two young children to support. She had recently lost her job as a parts clerk and had interest in the mechanic field for some time. Jamie is a Veteran and did check the GI bill, as it may have assisted her with personal bills if attending school. Western Wyoming Community College (WWCC) has a reputable diesel mechanic department. She could finish the course and be certified by the fall of 2008. Jamie stated that her family has been very supportive of her drive and motivation to become independent and go back to school.

Jamie was accepted into the program at WWCC and began in August 2007. Jamie kept her Career Advisor, Becky Goplerud, updated on her grades which were exceptional. She was selected by the College and Bridger

Coal Company to do a Summer Internship as an Assistant Mechanic. This was very exciting as she would work side by side with a certified mechanic and learn the trade while getting paid. The WIA program assisted with tuition/books and tools for her training. Jamie enjoyed her internship with Bridger Coal stating she would never have had this experience if it weren't for her schooling at WWCC and their partnership with Bridger Coal. She is always very appreciative of the assistance given to her through the WIA program as she would have had a very difficult time finding funding for this career. She is hoping that Bridger Coal may offer her a permanent position and she will be done with school by November 2008, as she has only one more class to take.

Tables A-D

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level–American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Survey	Response Rate
Participants	81.0	83.9	179.0	483.0	483.0	37.1
Employers	78.0	78.6	955.0	5,425.0	1,209.0	79.0

Table B - Adult Program Results

Reported Information	Negotiated Performance	Actual Performance	
Entered Employment Rate	87.0	83.3	165
			198
Employment Retention Rate	88.0	91.9	237
			258
Average Earnings	12,350.0	12,907.4	2,723,458
			211
Employment and Credential Rate	71.0	69.4	143
			206

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	75.0	6	84.2	16	100.0	5	100.0	7
		8		19		5		7
Employment Retention Rate	86.7	13	100.0	14	100.0	11	87.5	7
		15		14		11		8
Average Earnings Rate	11,180.5	134,166	17,274.3	190,017	8,336.7	75,030	15,058.0	45,174
		12		11		9		3
Employment and Credential Rate	85.7	6	75.0	9	100.0	2	80.0	4
		7		12		2		5

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals who Received Training Services	Individuals who Only Received Core and Intensive Services
Entered Employment Rate	85.7	79.2
Employment Retention Rate	93.5	86.4
Average Earnings Rate	13,365.6	11,217.1

Tables E-H.1

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84.0	92.3	12
			13
Employment Retention Rate	90.0	96.4	27
			28
Average Earnings	14,500.0	14,589.0	379,314
			26
Employment and Credential Rate	71.0	58.8	10
			17

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced	
Entered Employment Rate	0.0	0	0.0	0	66.7	2	100.0	3
		0		0		3		3
Employment Retention Rate	100.0	3	100.0	3	100.0	7	100.0	4
		3		3		7		4
Average Earnings Rate	14,274.0	42,822	6,927.0	20,781	11,447.4	80,132	11,180.0	44,720
		3		3		7		4
Employment and Credential Rate	0.0	0	0.0	0	0.0	0	100.0	2
		0		0		3		2

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals who Received Training Services		Individuals who Only Received Core and Intensive Services	
Entered Employment Rate	91.7	11	100.0	1
		12		1
Employment Retention Rate	96.2	25	100.0	2
		26		2
Average Earnings Rate	15,474.9	371,397	3,958.5	7,917
		24		2

Table H.1 - Youth (14 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0	70.0	133
			190
Attainment of Degree or Certificate	0.0	47.6	88
			185
Literacy and Numeracy Gains	0.0	27.8	5
			18

Tables H.2-K

Table H.2 - Older Youth (19 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0	88.9	40
			45
Employment Retention Rate	85.0	85.2	46
			54
Average Earnings Rate	6,000.0	6,728.7	316,247
			47
Credential Rate	44.0	42.6	26
			61

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	100.0	1	0.0	0	100.0	5	87.8	36
		1		0		5		41
Employment Retention Rate	100.0	3	0.0	0	66.7	2	85.7	42
		3		0		3		49
Six Month Earnings Increase Rate	4,615.7	13,847	0.0	0	5,399.3	16,198	7,085.7	304,685
		3		0		3		43
Credential Rate	50.0	1	0.0	0	16.7	1	42.9	24
		2		0		6		56

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	54.0	71.1	170
			239
Youth Diploma or Equivalent Rate	44.0	67.9	57
			84
Retention Rate	74.0	78.6	88
			112

Table K - Outcomes for Younger Youth Special Populations

Report Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	83.3	5	80.4	78	58.3	42
		6		97		72
Youth Diploma or Equivalent Rate	100.0	2	80.0	24	54.2	13
		2		30		24
Retention Rate	100.0	8	78.8	26	76.0	38
		8		33		50

Tables L-N

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Worker)		Placements for Participants in Non-traditional Employment		Wages at Entry into Employment for Individuals who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
Adults	94.1	288	9,589.9	2,522,145	3.0	5	6,080.5	948,562	53.7	58
		306		263		165		156		108
Dislocated Worker	96.9	31	382.0	411,981	0.0	0	5,494.4	65,933	9.1	1
		32		107,859		12		12		11
Older Youth	88.5	54	7,310.5	350,904	2.5	1	2,741.4	95,948		
		61		48		40		35		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	20,200	16,395
Total Adult self-service only	19,765	16,057
WIA Adult	20,190	16,383
WIA Dislocated Worker	12	13
Total Youth (14 - 21)	369	211
Younger Youth (14 - 18)	273	145
Older Youth (19 - 21)	96	66
Out-of-School Youth	175	107
In-School Youth	194	104

Table N - Cost of Program Activities

Program Activities	Total Federal Spending	
Local Adults	\$1,716,169.00	
Local Dislocated Workers	10,029.00	
Local Youth	1,736,459.00	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	349.00	
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	415,585.00	
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Council Budget	194,476.00
	Discretionary	516,111.00
Total of All Federal Spending Listed Above	\$4,589,178.00	

Table O

Table O - Local Performance (Include this Chart for Each Local Area in the State)

Local Area Name: State of Wyoming, Department of Workforce Services	Total Participants Served	Adults	20,190	
		Dislocated Workers	12	
		Older Youth (19 - 21)	96	
		Younger Youth (14 - 18)	273	
ETS Assigned #: 56005	Total Exitters	Adults	16,383	
		Dislocated Workers	13	
		Older Youth (19 - 21)	66	
		Younger Youth (14 - 18)	145	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	81.0	83.9	
	Employers	78.0	78.6	
Entered Employment Rate	Adults	87.0	83.3	
	Dislocated Workers	84.0	92.3	
	Older Youth	83.0	88.9	
Retention Rate	Adults	88.0	91.9	
	Dislocated Workers	90.0	96.4	
	Older Youth	85.0	85.2	
	Younger Youth	74.0	78.6	
Average Earnings (Adults/ DWs) Six Months Earnings Increase (Older Youth)	Adults	12,350.0	12,907.4	
	Dislocated Workers	14,500.0	14,589.0	
	Older Youth	6,000.0	6,728.7	
Credential/Diploma Rate	Adults	71.0	69.4	
	Dislocated Workers	71.0	58.8	
	Older Youth	44.0	42.6	
	Younger Youth	44.0	67.9	
Skill Attainment Rate	Younger Youth	54.0	71.1	
Placement in Employment or Education	Youth (14 - 21)	0.0	70.0	
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	47.6	
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	27.8	
Description of Other State Indicators of Performance (WIA 136 (d) (1)) (Insert additional rows if there are more than two Other State Indicators of Performance)				
Overall Status of Performance		Not Met	Met	Exceeded
			X	

Workforce Investment Board

Wyoming is a single state workforce investment area. The Wyoming Workforce Development Council (WWDC) serves as the state and local workforce investment board. The WWDC was established by former Governor Jim Geringer by Executive Order 1998-1 and reconstituted under the Workforce Investment Act (WIA) of 1998. A subcommittee of the WWDC, the Youth Council, serves to meet the youth council requirements of WIA. The WWDC continues under the leadership of Governor Dave Freudenthal. The WWDC's vision of Wyoming is a state with a strong and growing economy populated by educated, economically self-sufficient people who enjoy a high quality of life. The mission of the WWDC is to shape strategies and policies to develop, recruit and retain Wyoming's workforce.

Wyoming Workforce Development Council

Mr. Alan "Rocky" Anderson

International Brotherhood of Electrical Workers, Training Director
1400 Elkhorn Valley Drive
Casper, WY 82609
(307) 234-8311
rocjate@tribcsp.com
Representation: Labor
Term Expires: 8/15/2009

Mr. Curtis Biggs

Sheridan College
3059 Coffeen Avenue
Sheridan, WY 82801
(307) 634-6446, ext. 3518
cbiggs@sheridan.edu
Representation: Youth
Term Expires: 8/15/2010
Alternate: Erin Butler

Mr. Bruce Brown

Wyoming Contractors Association
McMurry Training Center
General Manager
PO Box 23
Devil's Tower, WY 82714
(307) 237-4400
bruce@wyomingcontractors.org
Representation: Private Sector
Term Expires: 8/15/2009

Sen. Cale Case

Wyoming Senate, State Senator
787 South 4th
Lander, WY 82520
(307) 332-7623
ccase@wyoming.com
Representation: State Senator & Private Sector
Term Expires: 3/1/2009

Mr. Gary Child

Department of Employment, Director
1510 E. Pershing, 2nd Floor
Cheyenne, WY 82002
(307) 777-7672
gchild@state.wy.us
Representation: Ex-Officio
Term Expires: 1/1/2011

Mr. Jon Conrad

FMC
PO Box 466
Mountain View, WY 82934
(307) 872-2456
jon.conrad@fmc.com
Representation: Private Sector
Term Expires: 8/15/2010

Ms. Christine DeGrendale

YWCA Executive Director
PO Box 1677
Rock Springs, WY 82902
(307) 352-6635
christie@ywcawsweetwater.org
Representation: Youth
Term Expires: 8/15/2010

Dr. Kevin E. Drumm

Northern Wyoming Community College District, President
3059 Coffeen Avenue
Sheridan, WY 82801
(307) 674-6446, ext. 2850
kdrumm@sheridan.edu
Representation: Community Colleges
Term Expires: 8/15/2009
Alternate: Dr. Cindi Thiede

Mr. Jim Engle, Vice-Chair

Engle & Associates, President

PO Box 3709
Gillette, WY 82717
(307) 682-0658
jengel@vcn.com
Representation: Private Sector
Term Expires: 8/15/2009

Ms. Joan Evans

Department of Workforce Services, Director
122 W. 25th Street, Herschler 2-E
Cheyenne, WY 82002
(307) 777-8728
jevans1@state.wy.us
Representation: Ex-Officio
Term Expires: 1/1/2011
Alternate: Lisa Osvold

Dr. Ray Dinneen Fleming

Fleming & Associates, Psychologist
1001 W. 31st St.
Cheyenne, WY 82001
(307) 778-0094
ray@climbwyoming.org
Representation: Private Sector & Community Based Organization
Term Expires: 8/15/2009
Alternate: Jessica Barrett Speer

Gov. Dave Freudenthal

State of Wyoming, Governor
Capitol Building
Cheyenne, WY 82002
(307) 777-7434
Representation: Ex-Officio
Term Expires: 1/3/2011

Sen. John Hastert

Wyoming Senate, State Senator
1050 Boulder Drive

Green River, WY 82935
(307) 871-1001
jhastert2@wyoming.com
Representations: State Senator & Private Sector
Term Expires: 3/1/2009

Mr. Mark Herrmann

Mine Pro
5834 S. Winland Drive
Gillette, WY 82718
(307) 685-4100
mherrman@minepro.com
Representation: Private Sector
Term Expires: 8/15/2010

Mr. John H. Jackson

University of Wyoming, College of Business, Professor of Management
2215 Mountain Shadow Lane
Laramie, WY 82070
(307) 742-6427
jjackson@uwyo.edu
Representations: Education
Term Expires: 8/15/2010

Mr. Bob Jensen

Wyoming Business Council, CEO
214 W. 15th Street
Cheyenne, WY 82001
(307) 777-2826
bob.jensen@wybusiness.org
Representation: Ex-Officio
Term Expires: 1/1/2011
Alternate: Peter Reis

Mr. Tony Lewis

Department of Family Services, Director
Hathaway Building, 3rd Floor
Cheyenne, WY 82002
(307) 777-3431
tlewis1@state.wy.us
Representation: Ex-Officio
Term Expires: 1/1/2011
Alternate: Heather Babbitt

Dr. Jim McBride

Department of Education, Superintendent
Hathaway Building, Second Floor
Cheyenne, WY 82002
(307) 777-7675
supt@educ.state.wy.us
Representation: Ex-Officio
Term Expires: 1/1/2011
Alternate: Teri Wigert

Mr. Bryan Monteith

Park County School District #6, Superintendent
919 Cody Avenue
Cody, WY 82414
307-587-4253
bmonteith@park6.k12.wy.us
Representation: Education
Term Expires: 8/15/2010
Alternate: Alan Shotts

Dr. Jim Rose

Wyoming Community College Commission, Executive Director
2020 Carey Ave., 8th Floor
Cheyenne, WY 82002
(307) 777-7144
jrose@commission.wcc.edu
Representation: Education
Term Expires: 1/1/2011
Alternate: Amy Brockel

Mr. Greg Schaefer

Arch Coal
PO Box 406
Wright, WY 82722
(307) 689-7917
gschaefer@archcoal.com
Representation: Private Sector
Term Expires: 8/15/2010
Alternate: Rita Rurhins

Mr. Leonard Scoleri

Oregon Trail Bank, President & CEO
PO Box 219
Guernsey, WY 82214
(307) 836-2344
leonard@oregontrailbank.com
Representation: Private Sector
Term Expires: 8/15/2009

Mr. Dave Scriven, Chair

Western States Mining Consultants, President & CEO
6911 Casper Mountain Rd.
Casper, WY 82601
(307) 266-9117
davescriven@westernstatesmining.com
Representation: Private Sector
Term Expires: 8/15/2008

Mr. Tim Wells

514 Walnut Street
Rock Springs, WY 82901
(307) 382-2484
wytrades@sweetwater.net
Representation: Labor

Term Expires: 8/15/2009
Alternate: Kim Floyd

Ms. Kristen Wilson

Modern Electric, Owner
1921 Luker Drive
Casper, WY 82609
307-266-1711
wilsonk@modern-electric.com
Representation: Private Sector
Term Expires: 8/15/2010

Rep. Dan Zwonitzer

Wyoming House of Representatives, State Representative
521 Cottonwood Dr.
Cheyenne, WY 82001
(307) 214-7826
dzwonitzer@wyoming.com
Representation: State Representative & Private Sector
Term Expires: 3/1/2009

Wyoming Workforce Alliance

The Wyoming Business Council, Wyoming Community College Commission and the Wyoming Department of Workforce Services have formed a partnership to address workforce development issues at a state level.

The Wyoming Workforce Alliance (WWA) was formed in the Fall of 2002 to improve the access to short-term training, develop the competencies and work-readiness skills that Wyoming's workers need to obtain employment and advance in today's job market and respond to employer's need for qualified employees to successfully operate their businesses.

Commitment to Providing Quality Services

The Department of Workforce Services is Wyoming's newest state agency, dedicated to developing a demand-driven workforce that is responsive to Wyoming's businesses, citizens and economy. The Department of Workforce Services maintains a statewide network of workforce centers to deliver business services, vocational rehabilitation services and employment and training programs for businesses, jobseekers, older workers, veterans, youth, persons with disabilities and partners.

The Department of Workforce Services is committed to providing quality service, which involves developing a sense of ownership, working in tandem with partners and customers in order to define a strategic vision for change and identifying how the vision relates to individuals.

Cross-education and training of state personnel in all programs has resulted in more accurate assessments and referral of clients to partner agencies and services. This effort both inside and outside the agency allows for substantial increases in efficiency and effectiveness in all services provided to common clients.

Programs Provided by the Department of Workforce Services

The Department of Workforce Services is responsible for administering the following programs: Wagner-Peysner Act, Workforce Investment Act Title I-B, Temporary Assistance to Needy Families (TANF) Work and Employment and Training for Self-Sufficiency programs, Vocational Rehabilitation services, Veterans Employment Services, Senior Community Service Employment programs (SCSEP), Trade Adjustment Act, Food Stamp Employments and Training, Alien Labor Certification, Work Opportunity Tax and Welfare-to-Work Tax Credits, Wyoming Workforce Development Training Funds, the Business Enterprise program, Disability Determination Services, Apprenticeship Utilization Program, Employment Training for Self-Sufficiency, WY Quality Counts, and others.

Equal Employment Opportunity Employer

The Wyoming Department of Workforce Services is an equal opportunity employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.

**Wyoming Department of Workforce Services
122 W. 25th St., Herschler 2-East
Cheyenne, WY 82002**

**Phone: 877-WORK-WYO
(307) 777-8650
Fax: (307) 777-5857**

www.wyomingworkforce.org