

MONTANA'S WORKFORCE INVESTMENT ACT PROGRAM YEAR 2010 ANNUAL REPORT



July 1, 2010 through June 30, 2011



A MESSAGE FROM THE GOVERNOR OF THE STATE OF MONTANA

September 2011

I am honored to present the WIA Program Year 2010 Annual Report.

Montana's economy is moving forward. Despite the downturn in the national economy; the hard working men and women of Montana have put us in a great position for generations to come. The state has balanced its checkbook five years in a row with no tax increases, no cuts to education or other essential services, and with \$340 million in cold hard cash left in the bank. State revenue continues to be strong. General fund revenue collections in June were the highest in the history of the state and the year over year growth rate for fiscal year 2010 was a staggering 9.55%; further proof that Montana continues to outperform the rest of the nation.

That is why it is more important than ever that we keep investing in our most treasured natural resource, our workers. During the past year our One-Stop Workforce Centers have increased their partnerships throughout the state. The Interagency Rapid Response Team created the website www.survivingalayooff.mt.gov, giving dislocated workers all the resources they need in one location. But we don't want to stop there; with new economic opportunities on the horizon for Montana it's more important than ever that our workforce is trained for the jobs that will come with those opportunities.

There's no doubt Montana is the best place to raise a family, start and grow a business, and build a community. As stakeholders in the development of Montana's workforce we must ensure that our workers are ready for tomorrow's jobs today.

Sincerely



Brian Schweitzer
Governor



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EXECUTIVE SUMMARY

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

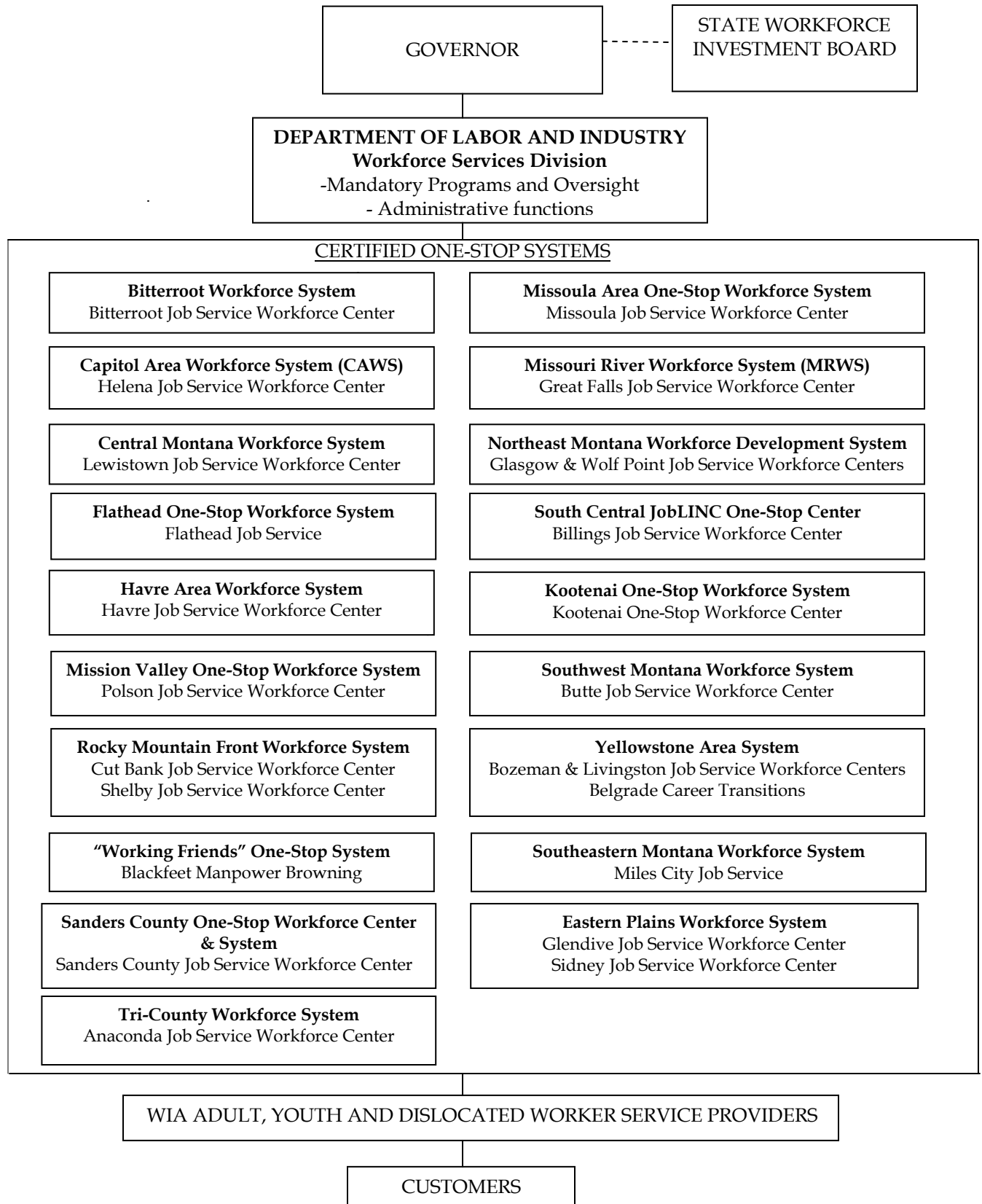
- ❖ promoting a diverse in information and advanced technology, health services, value-added agriculture, and economy by providing skilled workers to emerging Montana industries, specifically those communications; and
- ❖ promoting continual skill development, increasing wages, and an enhanced standard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

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

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

MONTANA'S WORKFORCE SYSTEM

ORGANIZATIONAL CHARTS



WIA SERVICE PROVIDERS

Adult, Dislocated Worker and Youth Programs by Workforce Area

BALANCE OF STATE WORKFORCE AREA SERVICE PROVIDERS

MACo District 1

Glasgow & Wolf Point Job Service Workforce Centers
Adult & Dislocated Worker

Action for Eastern Montana/Glendive - Youth

MACo District 2

Glendive & Sidney Job Service Workforce Centers
Adult & Dislocated Worker
Career and Placement Center/Miles City - Adult

Action for Eastern Montana/Glendive - Youth

MACo District 3

Miles City Job Service Workforce Center
Adult & Dislocated Worker
Career and Placement Center/Miles City - Adult

Action for Eastern Montana/Glendive - Youth

MACo District 4

Havre Job Service Workforce Center
Adult & Dislocated Worker
District IV HRDC/Havre - Adult & Youth

MACo District 5

Cut Bank, Shelby & Great Falls JS Workforce Centers
Adult & Dislocated Worker

Opportunities, Inc./Great Falls - Youth

MACo District 6

Lewistown Job Service Workforce Center
Dislocated Worker

District VI HRDC/Lewistown - Adult & Youth

MACo District 7

Billings Job Service Workforce Center
Adult & Dislocated Worker
Employment & Training Center/YWCA - Adult

District VII HRDC/Billings - Youth

MACo District 9

Bozeman & Livingston Job Service Workforce Centers
Adult & Dislocated Worker
Career Transitions/Belgrade - Adult

District IX HRDC/Bozeman - Youth

MACo District 10

Polson, Sanders County & Kootenai JS Workforce Centers
Adult & Dislocated Worker

Flathead Job Service Workforce Center
Dislocated Worker

Community Action Partnership of NW MT - Kalispell
Adult & Youth

MACo District 11

Missoula & Bitterroot Job Service Workforce Centers
Adult & Dislocated Worker

District XI HRDC/Missoula - Youth

CONCENTRATED EMPLOYMENT PROGRAM

MACo District 8

Adult & Youth Helena Job Service Workforce Center
Adult & Dislocated Worker
Career Training Institute - Helena

Career Training Institute - Helena
Adult & Youth

MACo District 12

Butte, Dillon and Anaconda Job Service Workforce Centers
Adult & Dislocated Workers
Career Futures - Adult

District XII HRC - Butte
Youth

CUSTOMERS

SINGLE STATEWIDE PLANNING AREA

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

State Workforce Investment Board Certified One-Stops: The State Workforce Investment Board has 19 Certified One-Stop Systems and 24 Certified One-Stop Centers as well as the first Tribal One-Stop on the Blackfeet Reservation. Recertification occurs every two years. Several One-Stop Centers are located on a Native American Reservation. SWIB staff has created a web based recertification process and currently over a dozen have successfully been recertified for another two year period. The recertification process focuses Standards for Management and Planning. i.e., Leadership, Community Management Team Membership & Quality, Planning, Human Resources), Standard of Facilities, Standards for Service Delivery (Customer Focus, Access, Core , Intensive, Training and Employer Services) and Long and Short Term Goals accomplished and challenges faced along with the establishment of new Long and Short Terms Goals for their next two year certification period.

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

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

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

The certified One-Stops are listed in this report and may also be found at the Governor’s State Workforce Investment Board at www.swib.mt.gov:

Bitterroot Workforce One-Stop System: Serving Ravalli County, the Bitterroot Workforce System utilizes a campus approach to their One-Stop System. The designated One-Stop Center is at the Bitterroot Job Service Workforce Center in Hamilton. An affiliate site is located at the District XI HRDC. The communities of Corvallis, Darby, Hamilton, Stevensville, and Victor have satellite sites.

The Capitol Area Workforce System (CAWS) is a group of employment and training providers serving Lewis & Clark, Broadwater, Jefferson and Meagher counties who came together to form a new partnership in September of 1998. The designated One-Stop Center is the Helena Job Service Workforce Center.

The Central Montana Workforce System is made up of two formalized entities, the CMWS Community Management Team (CMT) and the Central Montana One-stop Center (CMOC). These two entities are made up of numerous agencies, organizations, and individuals located throughout MACo District VI as well as agencies and organizations from outside the district whose service area includes parts of MACo District VI. Over 200 different entities and programs offered throughout the district leverage their resources to serve Ferguson, Judith Basin, Petroleum, Wheatland, Golden Valley, and Musselshell Counties. The designated One-Stop Center is located at the Lewistown Job Service Workforce Center.

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

The Flathead Workforce System Community Management Team provides an integrated service delivery system for education, employment and training, business support, and economic development resources and services to the citizens of Flathead County. The designated One-Stop Workforce Center is located at the Flathead Job Service.

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

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

The Mission Valley One-Stop Workforce System is a collaboration of service providers throughout the Greater Mission Valley, located in various physical locations. The designated One-Stop Center is in Polson at the Lake County Job Service Workforce Center. Close collaboration between agencies in this region has developed an effective network of communication and service delivery to a diverse base of customers, including businesses and job seekers.

Missoula Area One-Stop Workforce System: The Missoula/Mineral One-Stop Workforce Center is the Missoula Job Service Workforce Center. The Center has a commitment to serve all of Missoula and Mineral counties. The Missoula One-Stop Workforce Center houses Experience Works, Job Corps, Job Service and Rural Employment Opportunities (REO). Center services and programs include: Wagner-Peyser, WIA Adult IB, WIA Dislocated Worker, Rapid Response, TAA, Veterans Employment and Disabled Veteran Programs, Re-employment services, Business and HR consulting services, links to Unemployment Insurance, WoRC, FSET and Older Worker services.

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

The Northeast Montana Workforce Development System is located in MACo District I. It serves Phillips, Valley, Daniels, Sheridan, and Roosevelt Counties. Northeast Montana Workforce System has two centers; one at the Glasgow Job Service Workforce Center, and one at the Wolf Point Job Service Workforce Center. A satellite site is in Poplar. The Wolf Point center and Poplar satellite site are on the Ft. Peck Indian Reservation.

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

The Sanders County One-Stop Workforce Center & System encompasses Sanders County and includes areas lying within the boundaries of the Flathead Indian Reservation. This is a rural area with seven different communities lying along US Hwy 200, which runs east and west through the geographic area. It also includes MT Hwy 28 and towns located along that north-south route. A significant portion of the Flathead Indian Reservation lies within Sanders County. Sanders County is Montana's eighteenth most populous county, with an estimated 11,138 residents as of July 2006. Thompson Falls is the county seat is the state's 48th largest city, with a population estimated 1,403 in 2006.

The South Central JobLINC (SCJ): The South Central JobLINC One-Stop Center (SCJC) is located in the Billings Job Service Workforce Center. The SCJC services the counties of Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone. The SCJC has a Hotelling Center at the HRDC office in Hardin and provides outreach services at locations in Carbon, Stillwater and Sweet Grass Counties. Fourteen programs and agencies are located in the SCJC and nine programs and agencies hotel at the SCJC.

The Southeastern Montana Workforce System, for the purpose of the Consortium Agreement is the counties of Custer, Carter, Fallon, Prairie, Garfield, Powder River, Rosebud and Treasure. The Southeastern Montana Workforce System is the name of the partner agencies and organizations that provide an integrated service delivery system for education; employment and training; and economic development resources and services to the citizens of southeastern Montana. The mission of the Southeastern Montana Workforce System is "To meet the needs of our customers in the vast reaches of rural Southeastern Montana by providing efficient, coordinated, and continuously improving resources and services through a "no wrong door" concept."

The Southwest Montana Community Management Team in Butte serves the counties of Powell, Granite, Deer Lodge, Silver Bow, Madison and Beaverhead. The Center is located in the Butte Job Service Workforce Center. The Southwest Montana Community Management Team is active across a

large region and has centers located in Dillon and Anaconda and computers for use in rural libraries and courthouses. They have clearly demonstrated responsibilities and cross training to other programs. Each site has resource manuals and works with employers, not just job seekers, supplying resources and assistance.

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

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

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

Workforce Investment Act Adult, Youth and Dislocated Worker Service Delivery System:

Montana has 37 service providers that deliver adult, dislocated worker and youth services in Montana's two workforce areas. There are seven adult, youth and dislocated worker service providers are in the Concentrated Employment Program (CEP) workforce area and 30 in the Balance of State (BOS) workforce area. Adult, youth and dislocated worker service providers are active members of the One-Stops in their area and some adult and dislocated worker providers are a One-Stop Center.

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

LEADERSHIP

GOVERNOR'S STATE WORKFORCE INVESTMENT BOARD

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

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

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

- ❖ **Build An Aligned System Of Education And Training That Is Responsive To Montana's Industries:** Connect and facilitate alignment so that supply-side systems are efficiently and effectively meeting the demand of industry for skilled workers;
- ❖ **Focus On Workforce Challenges In Priority Industries:** Using a sector-based approach, convene system stakeholders and develop solutions for key industry workforce challenges that leverage both WIA and external resources; and
- ❖ **Oversee WIA Programs:** Direct and monitor Federal investments and system service delivery, developing policies and standards to increase efficiency and performance

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

As a high-performing, business-led Board, the SWIB's charge is to lead broad strategic initiatives that leverage resources beyond WIA funding, while providing necessary system oversight. In 2009 the SWIB underwent an intensive planning process that resulted in identifying the following as key priority areas for action and have continued into PY 2010.

- ❖ Sector Strategies (forest/timber, energy i.e. coal & bio mass/bio fuels, healthcare i.e. IT nursing, allied health & long term care, green), Industry Skills Panels
- ❖ Youth – Statewide GED Initiative & Summer Employment Programs
- ❖ Life Long Learning Opportunities, Models i.e. I-Best Pilot, Adult Pathways & Credentialing
- ❖ Technical Assistance Award on Pathways, Bridge Programs and Adult Credentialing – Governor's Forum on Adult Credentialing
- ❖ Pathways Projects- PEP Talk, I-Best, College Now grant, Governor's Forum
- ❖ WIN/Work Keys Pilots/ Projects

- ❖ Incumbent Worker Program – New State Program
- ❖ Apprenticeship – on going outreach, modernization and new opportunities i.e. Green Technology Curriculum, Pre –Apprenticeship Linemen Program , Women’s Prison Pre-Apprenticeship Culinary Program
- ❖ Interagency Rapid Response
- ❖ UI – grant with job service one/stop workforce centers
- ❖ One-Stop Center Coordination & Service Gap Identification
- ❖ 2 Year College System Changes and the Adult Learner (College! Now)

The SWIB committees include the Executive Committee, Workforce Investment Act (WIA) Committee, Life-Long Learning Committee, Sector Strategies Committee, and The Youth Council. These committees conduct business as an advisory body to the Governor on statewide workforce system issues, as well as to assume responsibility for performing all Workforce Investment Act (WIA) local workforce board duties.

Executive Committee: The Executive Committee consists of private sector leaders from each of the three workgroups (described below), appointed representative(s) from the WIA Committee, the SWIB Chair, the SWIB Director, and others as deemed necessary. The Executive Committee leads the SWIB workgroups and has the authority to act on behalf of the SWIB. The Executive Committee’s responsibilities are to:

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

WIA Committee: The WIA committee is the Regulatory committee that provides oversight, ensures compliance with the applicable laws and regulations governing WIA Title IIB employment and training programs and develops meaningful accountability measures and outcomes.

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

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

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

GOVERNOR'S DISCRETIONARY (15% SET-ASIDE): The following are projects that were funded using the 15% Set-Aside funds:

- ❖ Jobs for Montana's Graduates proposal for SWIB Governor's WIA Set Aside Funds was awarded \$49,500.00 for the following activities:
 - Middle School program: Regional Adventure Day
 - High School program: Student Scholarships
 - Student Conferences – Funding to attend the JAG National Student Leadership Conference in Washington D.C.; the Career Development Conference, Billings MT; and the Fall Leadership Conference, Helena MT
 - Career Specialists for JAG National Training Seminar
 - Winter Training Professional Development
 - Supplemental Funding for Schools to allow JMG to offer select schools additional funding so they can retain the program at its current levels.
- ❖ Montana Associations of Counties (MACO) received \$7,500 in annual support from Set-Aside funds to support the SWIB's MACO representative's attendance at the national association. Currently one MACO representative serves on the SWIB.
- ❖ State Workforce Investment Board Youth Council received \$20,000 for the Montana Share Youth Vision Future ForGED Outreach Campaign. The action plan is host partner meetings, define the Future ForGED campaign for regions, garner support and find champions, publish and distribute materials, launch campaign to include social media, track numbers, monitor the culture change
- ❖ WIN Courseware/WorkKeys System: The Governor's set-aside provided funding in the amount of \$80,000 to be used for eight job service workforce center sites across Montana to implement the in a two year pilot project. The WIN Courseware provides basic workplace skills training, based on the ACT, Inc. *WorkKeys*® assessment system. The Career Readiness Certificate is the result of combining the three components. A positive outcome of workplace skills training is that a person who obtains the Career Readiness Certificate may receive extra consideration when applying for a position. Additional goals include transitional credits, preferential screening and pay differentials with select employers and workforce readiness credentials recognized at a local, state and national level-going.
- ❖ Math and Science Initiative received Governor's discretionary funds in the amount of \$59,000 to continue the promotion of math and science as a key to preparing a workforce capable of competing in a global economy. Key accomplishments that occurred with the previous year's funding include:
 - Producing and airing a public service announcement statewide to inspire and support K-12 students to imagine themselves as future scientists, engineers and apprenticeships.
 - Developing a program of classroom materials that encourage hands-on exploration of math and science through classroom gardening.
 - Continued promoting program of Roadside Geology Markers that provide innovative teaching opportunities for early childhood and K-12 classrooms. The signs are tied to career pathways by connecting volunteer scientists to future jobs in the students' communities.
 - Award recognition of a volunteer math tutor, a conservation education nonprofit, an environmental educator and a university event that have partnered with Montana's school systems to enhance math and science education tied to high-demand fields.
 - Coordinating with the Inspiring Young Minds Under the Big Sky: Governor and First Lady's Math & Science Camp, also supported by the SWIB.

- Coordinated the following statewide outreach events to inspire students to study math and science as a pathway to careers and promote math and science education as a policy priority for Montana.
 - Teachers and Technology grant program
 - Early Childhood Conference, Missoula, MT
 - Building Readers Early Literacy Event, Helena, MT
 - Redesigning a website that informs the public on opportunities and resources across the state that promotes education and careers in math and science.
 - Participation in a steering committee leveraging post secondary resources to increase the quantity, quality, and diversity of mathematics and science teachers and expanding outreach to teachers' organizations.
 - Montana's participation in a consortium of states and federal grant program to adopt internationally benchmarked college and career ready standards to better align K-12 and higher education and apprenticeship programs.
 - Growing a program of Roadside Geology Markers that provide innovative teaching opportunities for early childhood and K-12 classrooms. The signs are tied to career pathways by connecting volunteer scientists to future jobs in the students' communities.
 - Creating a new set of math and science trading cards focused on the energy sector to spark an early interest in math and science leading to emerging job fields in Montana.
 - Award recognition of a community organization, a private research organization, and an individual who have partnered with Montana's school systems to enhance math and science education tied to high-demand fields
 - Numerous statewide outreach events ranging from science fairs to water monitoring to inspire students to study math and science as a pathway to careers.
- ❖ The Eureka Forest Restoration Training Program received \$20,000. This project is a partnership that is the result of numerous studies, including the Regional Comprehensive Economic Development Strategy and the recent Department of Labor's Regional Innovation Grant (RIG) process identifying the need to build relationships with forest management agencies as it relates to the need to train the forest/timber industry. Eureka Rural Development Agency (ERDA) is leveraging a number of local, state, and federal resources to fund the pilot project/program including local ERDA dollars, ARRA, CDBG-ED and Governor's WIA Set-Aside. ERDP is working with the Federal Forest Service on an ARRA project within the national forest, specifically wild land urban interfacing while providing training and carrying out field research for curriculum development. This is a pilot project in partnership with the local Forest Service, unique to the State and not tried before. The outcome is to have an accredited training program that can be replicated across Montana through the MSU-Extension program. This is a new innovative pilot project unique to this region and State. A partnership and training project of this nature has not been tried before. This project is designed to address those hard hit by the massive decline in the forest/timber industry resulting in high numbers of dislocated timber industry workers.
- ❖ Second Annual Inspiring Young Minds under the Big Sky: A Technology and Science Camp for at-risk youth was awarded \$30,000. Inspiring Young Minds will achieve the following objectives:
1. Introduce low-income, at risk youth (including young women and minorities) to science, technology, engineering and math-related (STEM) career opportunities.
 2. Increase awareness of academic preparation for STEM careers.
 3. Provide hands-on, experiential learning in small groups that connect real life activities with STEM education.
 4. Inspire curiosity and interest in science and math.

- ❖ Angel Investment: An Opportunity for Montana Entrepreneurs Model Training Proposal "Starting and Growing High Impact Montana Businesses" was awarded \$55,000 to assist entrepreneurs who have the intent and skill sets necessary to create jobs. The project will train entrepreneurs how to understand the private investor's point of view and to conceive how new businesses can more effectively raise equity which will help ensure business success and enhance job creation; serve to connect the entrepreneur with angel fund mentors and advisors, a connection that has proved to be critical on the path to successful enterprise creation; help put the focus on building the entrepreneur training and development side of the equation for companies and individual who want to scale a business beyond self employment or lifestyle.
- ❖ Northern Cheyenne transportation project received an award of \$7,018 to transport six to ten Northern Cheyenne members from Lame Deer to Colstrip, Montana a 60 mile round trip, to attend 288 hours pre-apprenticeship training conducted by Boilermaker's Local Union 11 instructors. The pre-apprenticeship training will include hands-on welding and welding safety, taught by certified instructors. The request for funding is to cover the cost of transporting the trainees to and from the training facility. The welding pre-apprenticeship training is being offered to the Northern Cheyenne at no charge. The training program will operate five days a week for an estimated ten week period.
 - The training will provide Northern Cheyenne Tribal members the opportunity to obtain industry recognized welding skills and enhance their future employment opportunities with the pending Otter Creek coal development on tribal property.
 - There will be no charge or fees levied by the Boilermakers Local Union 11 to the Northern Cheyenne for the cost of the training. Successful graduates of the pre-apprenticeship training program will also be given advanced placement opportunity to enter into the Boilermakers registered apprenticeship program.

WAIVERS

To make the best use of resources, Montana continues to take advantage of federal waiver opportunities to seek relieve from provisions that restrict flexibility and creativity or limit efficiencies. Montana submitted waiver requests covering a broad array of workforce issues as part of the revised State Plan in 2011. The waivers are extended through June 30, 2011. The waivers were developed with the Governor's State Workforce Investment Board. The waivers are listed below:

- **Waiver to implement the common measures performance standards only for WIA Title IB Adult, Youth and Dislocated Worker Programs:** Montana is currently working under an approved waiver that allows Montana to implement the nine common measures for WIA Title IB adult, youth and dislocated workers and stop reporting on the 17 performance measures (15 core and 2 customer satisfaction). WIA Staff in the Workforce Services Division continue to develop policies and provide technical assistance to adult, youth and dislocated worker service providers to ensure their understanding of the programmatic and reporting impacts of the measures. The benefit of this waiver to Montana and its providers has been the ability to focus on employment placement and retention, earnings, placement in education, attainment of degree or certificate and literacy and numeracy gains thereby making meeting performance standards more attainable. The State has found that ability to focus on only the common measures ensures a greater probability of success.
- **Waive the Subsequent Eligibility Determination of Eligible Training Providers:** Montana is currently working under an approved waiver to post-pone the implementation of the subsequent eligibility determination process for Eligible Training Providers. The benefit of this waiver to Montana is that it allows the State to keep previously approved providers and add new providers

to the ETPL thus providing customers with training option choices. The result is skilled customers entering the labor marked with increased earnings and retention.

- **Waiver to Allow A State Board to Carry Out the Roles of Local Boards for a Single State Wide Planning Area Structure:** Montana received waiver approval from USDOL in 2006 to move to a single statewide planning area structure. The goals identified in the waiver were to: (1) reduce overhead costs and increasing program dollars; (2) expand the number of One-Stops in the State; (3) redesign youth programs and target youth most at-risk; (4) strengthen the administrative oversight and accountability processes; and (5) increase training opportunities. The positive outcomes that have occurred as a result of the waiver include: maximizing the available money directed to training and services to business; promoting the role of Community Management Teams (CMTs) and including mandatory partners and many optional partners in the One-Stops and CMTs; establishing a Youth Council that is a sub-committee of the SWIB; and serving a greater percentage more participants with WIA dollars.
- **Waiver to Exempt a State From the Requirement to Provide Local Area Incentive Grants:** Montana received approval to exempt it from the requirement to provide local areas incentive grants to reward regional cooperation, local coordination of activities and exemplary performance. With the decline in WIA funds as a whole, the amount of money each provider would receive as an incentive would be insignificant, but the way the state is able to put the entire amount to more meaningful, proven use by providing technical assistance and training conferences and training on the use of the MontanaWorks computer system positively affects all WIA providers.
- **Waiver to Allow the use of Individual Training Accounts for WIA Eligible Youth:** Montana received approval in June 2011 to waive the regulatory prohibition of using Individual Training Accounts (ITAs) for Youth, with the exception of in-school and younger youth. The waiver is in effect until June 30, 2012. The benefit of this waiver is the flexibility in youth program delivery and providing the youth customer a choice regarding selection of schools on the ETPL. Youth learn responsibility by making informed decisions and the waiver allows participants to choose their post-secondary educational provider. Success with two of the youth common measure outcomes may be enhanced by this waiver; attainment of degree/certificate and entered employment/post-secondary education.
- **Waive the Performance Measures for Youth who Participate in Work Experience only under the American Recovery and Reinvestment Act to extend to youth who participated in the TANF-ARRA summer program:** In May 2010 the Montana Departments of Labor and Industry and Public Health and Human Services entered into a partnership for the TANF-ARRA youth program. The Montana Department of Labor and Industry contracted with existing WIA youth service providers to provide a TANF-ARRA summer youth program for youth between the ages of 16 and 18 who were WIA eligible. In 2010 Montana received a waiver approval extension to track only the Work Readiness Skills Attainment Measure for youth ages 16-18 who were enrolled under the TANF-ARRA program and who participate in Work Experience only beyond the summer months. The waiver extension was applicable for the period of May 1, 2010 through September 30, 2010.

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 989,415 people spread over 147,138 square miles. It is the 4th largest state in land area and 44th in population.

Montana continues to experience positive growth in population as indicated by an increase of about 14,426 people from 2008 to 2009, or 1.5 percent. Over the last year, Montana's economy has continued to expand, growing 3.1 percent from 2009 to 2010, with a decline in employment and a slight increase in annual average wages from 2009 to 2010. Some highlights of the past year include:

- Montana's total personal income increased 2.9 percent in 2010, which was the 25th largest increase over the year. Per capita personal income decreased by 1.4 percent over the same time period, which ranked 40th among all states for growth. Montana's rank among all states for per capita income was 39th in 2010.
- The average annual wage grew by \$827, which represents a 2.4 percent increase between 2009 and 2010. Montana ranked 48th among all states in average annual wage and 17th in average wage growth.
- The Consumer Price Index saw an increase of 3.6 percent between July 2010 and July 2011.
- Covered wage and salary employment decreased by 2,218 jobs between 2009 and 2010. This represents a change of -0.5% over the year, which was the 22nd lowest rate of decline in the nation.
- Montana's unemployment rate, seasonally adjusted was 7.7 percent of the workforce (July 2011), while the U.S. rate was 9.1 percent over the same period.

Unemployment in Montana has continued to remain one of the lowest in the nation. In July of 2011, the statewide unemployment rate reached 7.7%, which is the 18th lowest in the nation. Montana is expected to continue to maintain one of the lowest unemployment rates in the nation during the current economic recovery. The previous national recession did not affect all areas in Montana to the same extent. Counties that were heavily dependent on construction and the production of wood products experienced large declines in employment and economic growth, while counties with large public and health care sectors were less affected by the previous period of economic contraction.

WORKFORCE DEVELOPMENT ACTIVITIES

- ***Work Opportunity Tax Credit:*** The Work Opportunity Tax Credit Program (WOTC) was initially appropriated under the Small Business Job Protection Act of 1996 since which time has evolved with several reauthorizations currently under the Tax Relief, Unemployment Insurance Reauthorization and Job Creation Act of 2010.

As economic times change more and more employers are looking to the WOTC program. The WOTC credit is available to private, for profit employers who hire individuals from specific targeted programs and designed to assist those individuals facing barriers move into gainful employment. Employers hiring

individuals under one of the following targeted groups (Veterans, Disabled Veterans, Unemployed Veterans, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Vocational Rehabilitation Recipient, Disconnected Youth, Temporary Assistance for Needy Families (TANF), Designated Community Resident, Hurricane Katrina, Summer Youth, Long-Term Family Assistance Recipient (TANF) and Ex-Felons) are potential eligible to receive **up to \$9,000** in federal tax credits.

As of September 31, 2010 (FFY 10), the Montana Department of Labor and Industry processed 7,407 requests from Montana employers resulting in approximately \$7,395,000.00 in federal tax credit savings. Employers see approximately \$112.00 return for every dollar spent on the program. Since October 1, 2011 (FFY11) the programs requests have increased by 18% over FFY10 numbers for the same timeframe. Contact for WOTC program is Christy Robbins at crobbins@mt.gov

- ***Incumbent Worker Training Program*** serves the entire state with \$1,270,274 authorized through ESA funding. The Incumbent Worker Training Program is designed to increase the skills of Montana's Workforce which is a top priority of Governor Schweitzer and the Montana Department of Labor and Industry (DLI). An important segment of Montana's Workforce that has been overlooked for skill development is those workers who are currently employed by Montana businesses but who need to upgrade their skill level to remain competitive and productive in the work place. Equally important, Montana businesses – large and small – must have highly skilled workers in order to remain competitive in the global economy. Improving the efficiency and productivity of Montana's workers increases the ability of Montana's businesses to produce goods, serve customers, and remain competitive. With Montana's current economic situation, businesses understand that having the highest-skilled workers is increasingly important for meeting their customers' demands for products and services.

The business provides a 20% match for training attended within Montana, plus any amount beyond the \$2,000 allocation per worker. If training is attended outside of Montana, the employer provides a 20% match for the cost of training and a 50% match for travel and lodging. The final employer match varies depending on the training and training location.

Partnerships include the Montana Department of Labor and Industry's Job Service offices, workers, labor, businesses, Big Sky Economic Development Association, Beartooth Resource Conservation and Development (RC&D), Snowy Mountain Resource Conservation and Development (RC&D), chambers of commerce, and the Business Expansion And Retention (BEAR) programs in south central Montana. Collaboration remains strong with the initial partners, and has grown to include the Montana Manufacturing Extension Center (MMEC) and Small Business Development Center (SBDC).

◇ Benefits to Montana: Workers, because they acquire transferable skills, skills, talents, and knowledge which make them more valuable in the workplace; are positioned for advancement within the business, potentially availing entry-level positions for other workers or job seekers (talent pipeline); and have potential increase in wages; connect with lifelong learning. Business benefits because IWT elevates skills of Incumbent Workers; Increases productivity through efficient workers and processes; Increases customer base; Increases ability to compete in the national and global economy; Provides more flexible workforce; Increases retention of employees; Strengthens and grows the business; expands workforce. Montana and its citizens benefit because IWT develops increasingly more skilled and efficient workforce; Expands economy with an increased tax base; Potentially lowers unemployment rate; Cultivates lifelong learning; Cost-effective, timely training (bang for the buck).

➤ Comparing Statistics

- Grant Funding to employers increased from **\$140,055** in SFY'10 to **\$517,292** in SFY'11

- The number of applications processed in SFY'10 increased from **56** to **289** in SFY'11
- In PY'11 the number of Unique Employers applying for applications was **177** compared to **52** in SFY'10
- The number of workers trained in SFY'11 was **715** compared to **148** in SFY'10
- The Average Cost Per Worker decreased from **\$946** in SFY'10 to **\$723** in SFY'11

Examples of Incumbent Worker Training include: Adjuster Training – Workers' Compensation Claims; Automatic Door Certification; Branding / Marketing; Communication Training; Computerized Cabinet Making; Computer Software including Word 2010, Excel 2010, Publisher 2010, PowerPoint 2010, and Accounting Packages; Helicopter Mechanics; LEAN Manufacturing; Radiology; Tree Trimming and Disease Treatment; and many others.

The Incumbent Worker Training Contact is Chris Wilhelm at ChrisWilhelm@mt.gov

Incumbent Worker Training Program Testimonials and Success Stories

- ◇ A young Montana woman who was struggling with financing her Veterinary Technician training and was assisted monetarily to be able to move forward rapidly in being able to complete training to receive her certification.
- ◇ "This has ultimately been the reason as to why our company has stayed open," Incumbent Worker Training Program survey.
- ◇ From the survey of the initial 22 companies that participated in Incumbent Worker Training, 100% agreed that the trainings increased employees' production; 100% were satisfied with the IWT Program and would recommend it to other businesses;
- ◇ "The result is that we have added a new person in the last 6 months and are paying for them through the money saved in efficiencies," Dana Pulis, Kinetic Marketing Group.
- ◇ "The trainings provided two laborers with the skills to become the Company's main Installers in the six state areas that they cover so the two Lead Men in the field now can move in to business operations alongside Ron and help with marketing and expanding their client base. As a result of the training, his employees have an invested interest in the company, Ron will increase his workforce by hiring additional laborers to fill the positions vacated by the promotions plus additional spots that the increased business will require, and he has hired another Cad Operator to keep up with the demand of his growing business." Letter from WarmStone Fireplaces & Design.
- ◇ "Businesses that have less access to higher revenue have less opportunity to spend their precious dollars on necessary training for their employees. It seems that the State understands that assisting business in training Montana's existing workforce is key to strong local economic development - this is a very smart model in my opinion. Infusing greater skills into the State's workforce will clearly benefit Montana's overall economy and keep us competitive with the nation - a great way to utilize tax dollars for the good of the whole." Laura Salazar, Service Master.
- ◇ "As a direct result of attending this conference we have been able to increase our commission revenue with a top supplier due to the "face to face" nature of the conversations we were able to have at the Trade Show." Dani DiPentino Lema and Holly Coville, Mountainview Travel.
- ◇ "Thank you SO much for your assistance in this process. I cannot tell you how valuable the IWT grant has been to our company. When we originally applied for the grant we had 18 employees. Now we have over 50. We are thrilled with everyone who helped us and cannot say thank you enough. It is my sincere hope that all eligible businesses take advantage of this wonderful program!" Inga J. Lake, Agape Home Care, Inc.

- ***Energy Training Partnership:*** The Montana Electrical Joint Apprenticeship and Training Committee (MEJATC) and nine other partner JATC's (Ironworker, Plumbers and Pipefitters, Sheet Metal, Carpenter, Laborers, Operating Engineers, Local 44, Lineman, and Bricklayers) received a \$5 million dollar federal grant award from the American Recovery and Reinvestment Act to invest in new energy job training in the state of Montana. The Montana's Department of Labor and Industry acts as the fiscal agent and Montana's State Workforce Investment Board, with 24 certified One-Stop Centers, will compliment the grant.

This grant will help the state's current apprentices and journeyman receive upgraded training for the green energy industries, specifically wind, solar, geothermal, and energy efficiency. This upgraded training will enable Montana's workforce to compete for and/or retain employment in the growing field of renewable energy and grow our standards to meet the needs of the future workforce.

Participants of the grant are receiving training or skills education will be electricians, electrical line workers, sheet metal workers, carpenters, millwrights, laborers, weatherization technicians, ironworkers (welders), HVAC technicians, power plant technicians, plumbers/pipefitters, bricklayers, and heavy equipment operators. MEJATC works collectively with a consortium of nine other JATC partners that represent their respective labor organizations and over 475 business/employers in Montana.

- ***Northern Plains and Rocky Mountain Consortium: Researching the Green Economy:*** Montana's Workforce is prepared for the future challenges of a greener economy, according to a new report released by the Montana Department of Labor and Industry. The report details research results of the Northern Plains and Rocky Mountain Consortium, a group of labor market researchers from six states lead by Montana, that are investigating the size and characteristics of green jobs.

"Here in Montana, we wanted to know what the impact of a green economy is on our workforce, and what the impact will be in the future. This research gives us a good baseline so we can measure the growth of green jobs in the Treasure State," said Labor Commissioner Keith Kelly.

The report includes research on the skills of newly hired workers, a labor market supply and demand analysis, research on new and emerging renewable energy technologies, and other related studies to enhance knowledge about Montana's economy and workforce. Conclusions of the report include:

- Green jobs do not require education and training above that required for all Montana jobs, but may require special certifications or specialized training.
- New and emerging energy technologies reviewed by the Montana Manufacturing Extension Center at Montana State University, may have a substantial impact on Montana's workforce in the coming years. Combined job impacts from the reviewed technologies could exceed 57,000 jobs in the six Consortium States.
- Research into the economic impact of forest restoration activities indicate that for every million dollars of capital investment into forest restoration projects, 19.5 jobs were created.
- Currently 4.5% of Montana's jobs are green, compared to 3.5% for the full six-state region. Green jobs are found in every industry, with the largest concentration of green workers in the Agriculture and Construction industries.

With a limited supply and ever-increasing demand for natural resources, the need to reduce energy costs and limit environmental impact is likely to continue in the future," says Senior Economist Barbara Wagner. "Montana's businesses and workers are already responding to these market forces by adopting green practices into work habits."

The research into green jobs and related labor market research was made possible through a \$4million grant from the U.S. Department of Labor awarded in 2009. Along with Montana, the five other states included in the Consortium are: Nebraska, Iowa, Wyoming, South Dakota and Utah. Colorado also conducted research as a part of the grant. The research project finished under the original budget and rescinded money back to the federal government.

“One of the most positive aspects of the grant was capacity building, both in terms of staff abilities and data resources” said Todd Younkin, Consortium Director, “In the process of researching green jobs, we gathered data on benefits, job turnover, retention rates, and the labor supply that was unavailable in the past. This data has already been used by businesses and policy makers in planning for the future economy.”

STATEWIDE ACTIVITIES

- ***Governor’s Interagency Rapid Response Team:*** In response to the dramatic increase in the number and size of closures or mass layoffs affecting Montana’s workers in PY08, Governor Schweitzer formed the Interagency Rapid Response (IRR) Team in December 2008. The purpose of this team is to ensure that there is coordination and cooperation among the many state agencies that may provide a safety net of resources and information to assist workers and their families impacted by job loss. Agency team members include: Department of Labor & Industry; Department of Public Health & Human Services; Office of Public Instruction; Commissioner of Higher Education; Department of Commerce; Department of Natural Resources & Conservation; Department of Fish, Wildlife & Parks; and Department of Transportation. One significant accomplishment for the Team in PY10 was the development and rollout of “Surviving a Layoff”, a web-based resource geared toward dislocated workers. This new resource can be found at: <http://survivingalayoff.mt.gov/>

- ***GED Initiative:***



In PY’10 the GED Initiative *future ForGED* was launched. The Shared Youth Vision Core Team and the Governor’s Youth Council’s mission to transition Montana’s youth, ages 16-24 that have dropped out of school, and have not attained a diploma into labor force and/or on to post secondary education became the mission of the Governor’s State Workforce Investment Board. Through the SWIB the Governor awarded \$20,000 of discretionary funds to the GED Initiative. The State Workforce Investment Board’s Youth Council began the first phase of GED initiative launch in December when State Workforce Investment Board staff and the Core Team held two stakeholder meetings to

present *future ForGED*, garner support and build partnerships. Representatives from WIA service providers, public assistance offices, Job Corps, Adult Basic Education and GED Centers, Montana Indian Education Association, Community Colleges, University of Montana and extensions, Student Assistance Foundation, youth corrections, foster care, Economic Development, Faith Based organizations, HUD, Migrant youth, youth probation, school administrators and counselors and other community stakeholders including one-stop centers and community management teams. Stakeholders heard testimonials from three young people who had recently attained their GED, brainstormed promotional ideas and talked about what their role would be in supporting, mentoring and sharing the GED initiative.

In June 2011 the second phase of the GED initiative was launched with the distribution of promotional materials that included postcards, bookmarks, pens, pencils, brochures and stickers. The list of partners that received promotional materials for distribution included WIA providers, parole offices, youth correctional facilities, Job Corps, ABE and GED centers, Youth Challenge, adult and juvenile probation, Head Start, the Governor's Prevention Council, Foster Care, Libraries, Faith Based organizations, and Student Assistance Foundation. The GED Initiative *future ForGED* has a website at <http://www.montanagednow.mt.gov> and is also on face book.

• ***Governor and First Lady's Math and Science Camp: Inspiring Youth Minds Under the Big Sky:***

The 2011 Governor and First Lady's Math and Science Camp was truly a successful collaborative effort. Sponsoring partners included the Governor and First Lady Schweitzer's Math and Science Initiative, Montana Department of Labor and Industry Workforce Investment Act Youth program, Career Training Institute, Jobs for Montana's Graduates Foundation, Exploration Works, Montana Department of Public Health and Human Services, Student Assistance Foundation, and Dennis and Phyllis Washington Foundation. The three-day camp focusing on science, technology, engineering and math (STEM) was held at Exploration Works Museum of Science and Culture and Carroll College in Helena.

The camp featured exhibits, interactive workshops and experiential activities that facilitated the exploration of biology, physics, chemistry, earth science, technology, space science and other topics that inspire curiosity and interest in related careers. WIA and Job Corps youth ages 14-24 from around the state attended the science camp. The schedule was packed with a variety of exploratory, hands-on classes where students dissected sharks, participated in a six mile hike up Mount Helena and learned

about earth and environmental science, identified various mammals, participated in a video conference with an astronaut at NASA, learned about robotics and scratch animation, experimented with liquid nitrogen, studied river formation, and dabbled in physics. Teachers, physicians, engineers, researchers and scientists were among the guest speakers and trainers.



Look at us dissecting a Shark



Campers showing off their experiments



Science Camp Peer Group

A celebration banquet was held the second evening. The evening events included a raffle of t-shirts, educational games and miscellaneous prizes along with the grand prize, a Motorola



Zoom tablet. Each table featured a table host who talked about his or her career journey along with their educational background. The hosts included an information technology specialist, environmental engineer, orthopedic doctor, math professor, pediatrician, and science teacher. Kevin Connolly, an accomplished athlete, world traveler and photographer, born without legs and from Helena, was the keynote speaker. He talked about accomplishing great things and living life to its fullest and making the most of opportunities. On the last day, a resource fair was held after breakfast. Participating vendors included the

Montana Apprenticeship and Training Program, Student Assistance Foundation, Montana Guaranteed Student Loan program, Job Corps, Americorps, and TRIO/Educational Opportunity Center.

The camp ended with a trip to meet the Helena Brewers, a semi-professional baseball team, at the Memorial Park baseball stadium where youth were treated to a picnic lunch and met the players.



At the ball park the last day of camp.

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



With a graduation rate of 97.6% it's no surprise the Department of Labor and Industry's Jobs for Montana's Graduates (JMG) program was nationally recognized with the "5 for 5" award for the sixth year in a row. "The continued success of the JMG program is a reflection of the hard work and dedication of both the students and the career specialists. The transition from school into the workforce can be difficult for some, but JMG changes that," said Labor Commissioner Keith Kelly.

JMG is a program for high school and middle school students to assure that they graduate from high school and have selected a career path. Students are selected for the program due to barriers they may have to completing high school and entering the workforce. In school year 2009-2010, JMG supported a network of 49 programs offering 1079 students the potential for future career development by focusing on staying in school and finding a career path suited to their interests and abilities. JMG also has a middle school program which focuses on getting students to successfully transition into high school with a start on the development of their career plans.

Of the JMG seniors that have graduated, 46% of them are in post-secondary education or training one year after graduation. Of the graduated seniors, 90% are employed, going to school or in the military one year after graduation.

The JMG program is also a big success on Montana's Reservations. The graduation rate for Indian students is 92% with a 70% positive outcome after 1 year. These students typically enter the program with 5 barriers to success including: excessive absences, inadequate or no work experience, residing in economically disadvantaged conditions, low academic performance and lacking marketable occupational skills. There is a 99% return to school rate for the JMG middle school students. To learn more about the Jobs for Montana Graduates program contact Drea Brown (406) 444-0978.

OVERSIGHT RESPONSIBILITIES MONITORING

The Statewide Workforce Programs and Oversight Bureau as the oversight entity for WIA title IB programs has the responsibility for monitoring each WIA adult, youth and dislocated worker service provider. Monitoring 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.

TECHNICAL ASSISTANCE AND TRAINING

WIA Technical Assistance: The Statewide Workforce Programs and Oversight Bureau of the Montana Department of Labor and Industry hosted two Technical Assistance and Training (TAT) sessions in Program Year 2010. One session was held for adult and dislocated worker service providers in Missoula October 13 -14, 2010. The second session was held for youth service providers in Bozeman April 19-21, 2011. In addition to giving the service providers assistance on operating their WIA programs, case management training was delivered by Mary Ann Lawrence, a nationally recognized speaker for workforce professionals in both sessions.

TAA Round Table: In PY10, two statewide training and technical assistance sessions were provided to local Job Service staff working with Trade Adjustment Assistance (TAA) participants. The 2010 Trade Roundtable was held in October with training focused on the newly released Trade Policy and Procedure Manual.

In June 2011, the TAA case managers came together for the 2011 Trade Roundtable. This provided a timely follow-up on the practical application and usability of the resources introduced at the previous Roundtable; and introduction of policy revisions and new tools for staff.

PROGRAM MANAGEMENT

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

Rapid Response: The Dislocated Worker Unit in the Montana Department of Labor and Industry is the oversight entity for the Rapid Response program. Assistance and early intervention services for businesses and workers facing layoffs or closures are provided by Montana's Job Service Workforce Centers through individual appointments or in Rapid Response workshops. At the workshops, the affected workers receive information about various programs that will assist them in their transition to new employment. Rapid Response activities have included: commitments from state agencies for ongoing participation in the design and implementation of the States Rapid Response program to ensure timeliness, quality, and consistency in state services; compilation and dissemination to all state agencies of a comprehensive list of exiting services available to assist dislocated workers and their families, and the creation and maintenance of a master database listing all state jobs available to dislocated workers. In PY10, the Governor's Interagency Rapid Response Team continued to provide guidance and resources to local providers of Rapid Response services.

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

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

TAA eligible workers are also eligible for enrollment in the WIA Dislocated Worker program. In addition, some may also be eligible for enrollment in a National Emergency Grant (NEG). The standard practice in Montana is that TAA eligible workers be co-enrolled in the other dislocated worker programs for which they qualify, although there may be some exceptions.

In Montana, TAA activity has been predominately in the Western part of the state due to the downturn in the timber and wood product industries and the ripple effect on the region's economy in general. The TAA program is operated at the local level by the Job Service offices. In PY'10, Montana had 35 active TAA petitions covering 1888 impacted workers, and provided TAA services and benefits to **1,257** workers.

OJT/NEG: The OJT National Emergency Grant was awarded with an effective date of September 1, 2010 and is projected to end June 30, 2012. This grant was awarded to serve laid off workers in Job Service Regions 1, 2 and 4 which encompass most of Western MT. These three regions experienced 38 timber and mining related dislocations of varying sizes and durations affecting 1,723 workers. The intent of this grant is to address the re-employment and re-training needs of the workers affected by these dislocations taking a multi-industry, multi-community/region approach. On-the-Job Training has already been a successful strategy to get people back to work and this grant gave Montana the opportunity to re-employ 50 more workers. The OJT grant award amount was \$889,009 and Montana will fully meet the enrollment and expenditure goal of this grant.

Disability Program Navigator Grant: *Improving Outcomes for Individuals with Disabilities*
Montana's Disability Program Navigator Grant - *Providing Enhanced Service Delivery for Individuals with Disabilities*: The Montana Department of Labor & Industry has operated the Disability Navigator Program since PY'07 through a grant from the US Department of Labor. The main purpose of this grant was to fund Disability Navigators within the One-Stop system to assist individuals with disabilities to better understand and access the services and resources available through their local one-stops. Although the grant was originally scheduled to end June 30, 2009, USDOL was able to award enough additional funding to support continued implementation of the Navigator program to June 30, 2010. In March 2010, states were offered the option of a no-cost extension beyond June 30, 2010 if they anticipated they would not be able to expend all of their PY'09 allocation by that date. Montana requested and was approved for the no-cost extension; and the grant end date was extended to June 30, 2011. Local Job Service staff will continue to provide the same level of services and information for individuals with disabilities beyond the life of the grant.

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

The program is administered by the Workforce Services Division in the Montana Department of Labor and Industry and receives \$212,707 annually. Most of the funding, \$193,370 is directly granted to six private, non-profit organizations in local communities to serve individuals. In PY'10 over 100

participants received services through the State Displaced Homemaker program with 66% of the participants exiting the program to employment at an average wage of \$10 per hour. State Displaced Homemaker performance measures are entered employment and wage at placement. Program operators have consistently met and exceeded expected performance.

TANF-ARRA SUMMER YOUTH PROGRAM

In response to the joint letter issued in January 2010, from the US Department of Labor Employment and Training Administration and the US Department of Health and Human Services Administration for Children and Families encouraging co-enrollment of youth in TANF and appropriate Workforce Investment Act (WIA) programs to create and expand a subsidized summer employment program for low-income youth, the Montana Department of Labor and Industry and the Montana Department of Public Health and Human Services

developed an agreement to provide TANF-ARRA funds to Labor and Industry to run a summer employment program from June 1st through September 18, 2010. Both the TANF program and the WIA had a stake in the TANF-ARRA program; for TANF the project was designed to reduce dependency on public assistance by promoting job preparation; and for WIA the goal was to provide meaningful work experiences for youth, giving those youth invaluable opportunities to learn about career opportunities and to gain the skills necessary to

succeed in the workplace. Youth enrolled in the TANF-ARRA program were between the ages of 16-18 (in or out-of-school) or 19 if still in high school, receiving, or a member of a family receiving public assistance such as TANF or SNAP or WIA income-eligible and had one or more youth barrier. There were 341 youth placed in Work Experience through the TANF-ARRA summer youth program working an average of 32 hours a week with an average wage of \$7.95 per hour. Seven youth were hired as permanent employees at their summer worksites.



FINANCIAL ANALYSIS



Montana completed its **eleventh** year of the Workforce Investment Act with an overall spending rate at 81%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. Montana is a single planning state with no mid-administrative level; therefore local admin expenditures are quite low.

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

<p>WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT PROGRAM YEAR 2010 July 1, 2010 through June 30, 2011</p>
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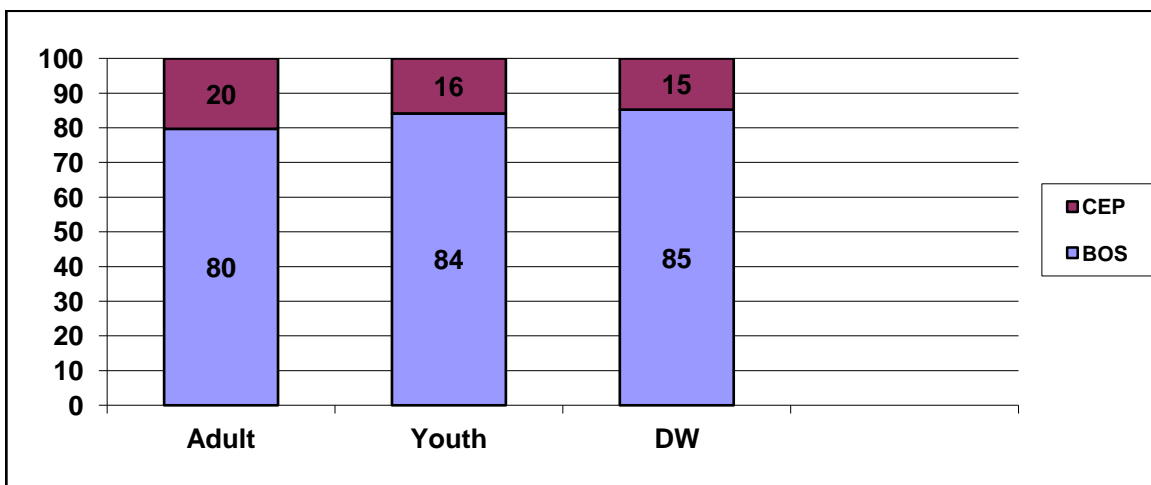
PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$1,019,157.00	\$ 194,817.74	\$ 824,339.26	19%
<i>Carry-in</i>	\$ 907,295.34	\$ 673,477.08	\$ 233,818.26	74%
Rapid Response	\$ 543,097.50	\$ 437,121.95	\$ 105,975.55	80%
<i>Carry-in</i>	\$ 3,569.34	\$ 3,569.34	\$ -	100%
Local Admin	\$ 149,258.50	\$ -	\$ 149,258.50	0%
<i>Carry-in</i>	\$ 147,933.25	\$ 97,931.80	\$ 50,001.45	66%
Local Adult	\$1,882,117.00	\$1,787,896.07	\$ 94,220.93	94%
<i>Carry-in</i>	\$ 112,945.41	\$ 104,873.95	\$ 8,071.46	92%
Local Youth	\$1,934,155.00	\$1,922,446.94	\$ 11,708.06	99%
<i>Carry-in</i>	\$ 55,936.36	\$ 53,347.21	\$ 2,589.15	95%
Local DW	\$1,266,595.00	\$1,204,879.60	\$ 61,715.40	95%
<i>Carry-in</i>	\$ 44,854.16	\$ 38,931.29	\$ 5,922.87	86%
Total All Funds	\$6,794,380.00	\$5,547,162.30	\$1,247,217.70	81%
	\$1,272,533.86	\$ 972,130.67	\$ 300,403.19	76%

As Montana completes its eleventh 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 2010, over 3,600 adults, youth and dislocated workers received intensive and training services under the Workforce Investment Act. Among the intensive and training services provided to participants were Work Experience and On-the-Job Training, short term prevocational training and occupational skills training. Services were provided with an overall investment of local and state resources totaling more than \$8,000,000. Some of these resources were invested in support systems, such as state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services.

Program Year 2010's cost evaluation of providing services to participants was calculated using a combination of both WIA formula funding and ARRA funding that was expended in PY'10. Montana required that service providers co-enroll all ARRA participants in WIA formula so the cost per was determined for all participants (ARRA/WIA) that received services in PY'10. The number of adults and dislocated workers that registered for services and the average cost per participant follows:

	Participants	Cost Per Participant
Adults	924	\$3,101
Dislocated Workers	2,256	\$ 863
Youth	775	\$5,453

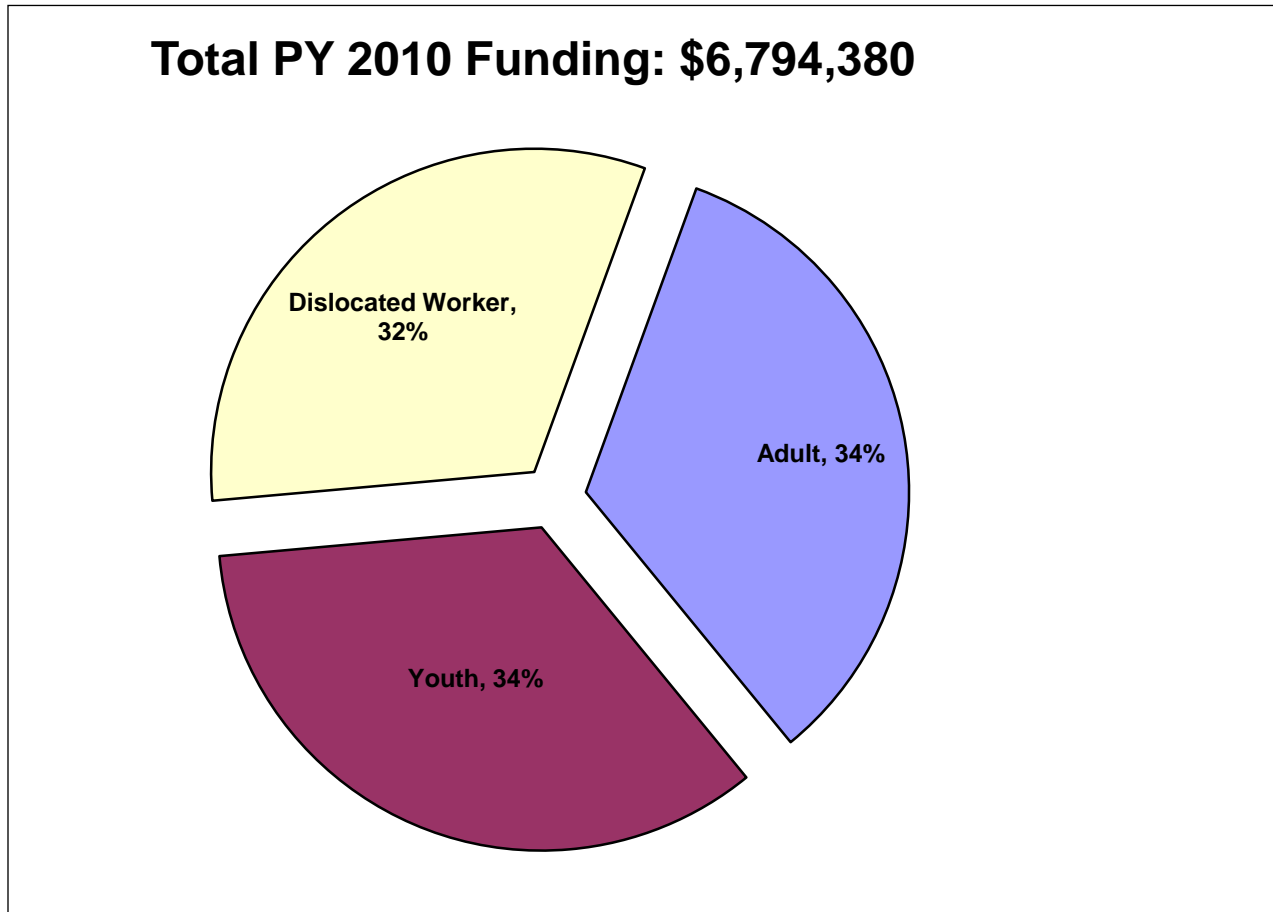
WIA funds were allocated per the funding formula as outlined in the State's Five Year Strategic Plan. In PY 2010 the formula funds were directed to the BOS and CEP as follows:



	Adult		Youth		Dislocated Worker	
BOS	80%	\$ 1,406,369	84%	\$ 1,687,589	85%	\$1,048,901
CEP	20%	\$ 358,209	16%	\$ 316,674	15%	\$ 180,760

TOTAL PY'10 WIA PROGRAM FUNDING

The total funding for Montana's WIA adult, youth and dislocated worker programs for Program Year 2010 was \$6,794,380. The chart below shows the percentage of the funding for each program.



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

PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 886,270.35	\$ 886,270.35	\$ -	100%
Rapid Response	\$ 439,009.50	\$ 439,009.50	\$ -	100%
Local Admin	\$ 155,266.02	\$ 155,266.02	\$ -	100%
Local Adult	\$1,013,542.65	\$1,013,542.65	\$ -	100%
Local Youth	\$2,396,160.48	\$2,396,160.48	\$ -	100%
Local DW	\$1,018,220.00	\$1,018,220.00	\$ -	100%
Total All Funds	\$5,908,469.00	\$5,908,469.00	\$ -	100%

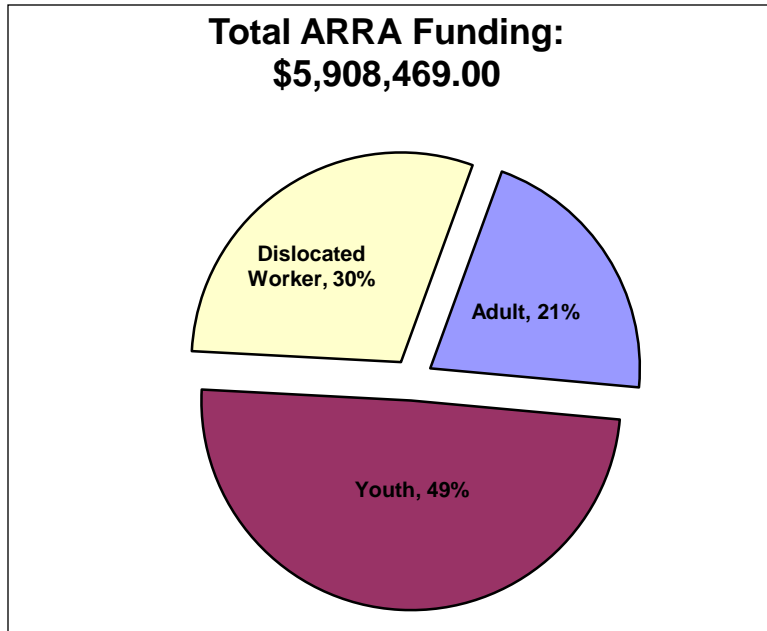


Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	1,917,596
Local Dislocated Workers	1,259,311
Local Youth	2,033,400
Rapid Response (Up to 25%) 134 (a) (2) (A)	440,691
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	648,291

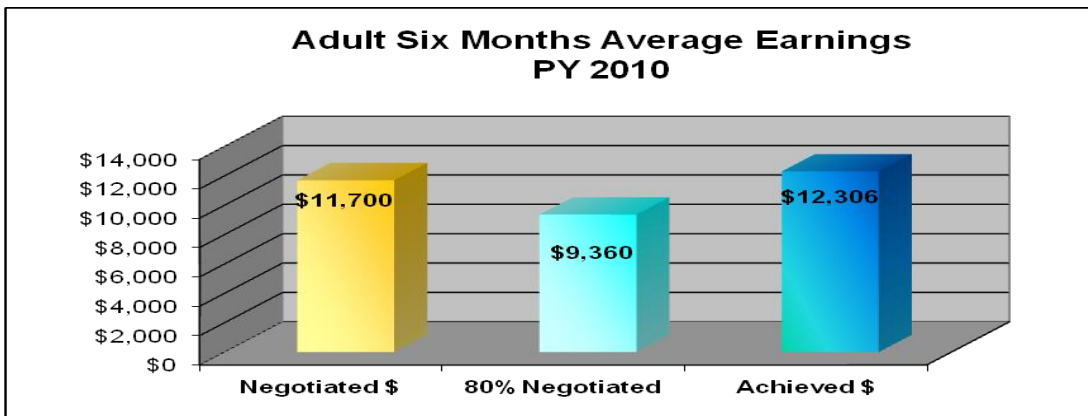
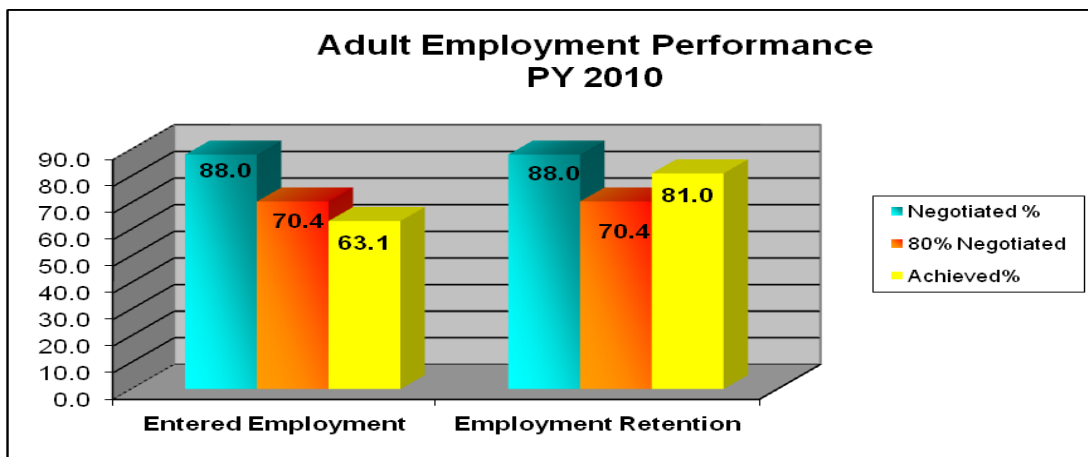
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	31,753
	MT Association of Counties	4,088
	Math and Science Initiative	59,798
	Work Keys	52,014
	Montana Tech of the University of MT	12,000
	Montana State University - COT	9,996
	Great Falls School District	10,530
	Marketing Lever	4,873
	Angel Fund	31,597
	Eureka Rural Development	3,355
	<i>Total of All Federal Spending Listed Above</i>	6,519,293

WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

MONTANA'S WIA ADULT PROGRAM

In Program Year 2010 697 adults were registered to receive intensive and training services. Training services that were generally provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that included cooperative education programs adult education and literacy activities provided in combination with the training activities; and customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.

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



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

ADULTS ACHIEVING SUCCESS

- *Floyd* was laid off from a mine in May 2009 and was receiving Food Stamps so he qualified for the Adult and Dislocated Worker Program. He took whatever jobs he could get until the summer was over. He had a family of 5 at the time and now 6 to take care of on his own. Once the seasonal work was over, Floyd came to me and asked if I would be able to help him get into driving trucks over-the-road. He had experience with driving but didn't have a Class A CDL and Forklift Certificate would be a bonus to load the trucks. I enrolled him into the Adult Program but the first class available for taking the forklift certification was not until February, 2010. He went ahead and took the class and received his Forklift Safety Certification on Feb. 3, 2010. Floyd had been watching for Over the Road Driving jobs that he qualified for. He found a job with a Missoula trucking firm and they trained him for free on the Refresher course. The very day Floyd passed the CDL test and received a temporary CDL license he was sent back to Helena to pick up a few clothes and was then sent out Over the Road. Floyd is still working for this employer and has plans of buying his own truck one of these days. In April of this year he was Awarded the **first ever** Driver of the Month award. He was picked for this award for his positive attitude, accident free driving and his dedication to customer service. Floyd is a team player. It is always a joy to talk with Floyd. Whenever he is asked how he is doing, he says "just another day in paradise". Floyd loves his job and the company he works for.
- On 07/12/11 *Madelyn* was driving down the road and a Helena Sand and Gravel Truck threw rocks up and cracked her windshield. So she drove to the main office to find out what they would be willing to do to fix the windshield. While she was standing there, she overheard a conversation that they needed to hire flaggers. Madelyn was a flagger and she offered that information to them. They informed her that she also needed Hazardous Materials Certification. 7/13/11 Madelyn came into our office on 7/13/11/. She was given the pre-enrollment paper work to fill out. She then went down to the Adult Learning Center and took the TABE Test. She turned in her paper work and the Team approved her for the Adult Program. I approved and authorized her enrollment into the 40 hour Hazardous Materials training in Butte. We had to hurry and get her fully enrolled because the trainer for the Hazardous Materials training was starting a class the first of next week and the flagging job started on July 25, 2011 which gave us 1 week to pull everything together. Madelyn drove over to Butte and took the 40 hour course and passed it and received her certificate on Wednesday July 20th, 2010. Madelyn was hired by Helena Sand and Gravel and she needed to get her belongings together to start working on July 25, 2011 out of town. July 24th, someone stole her vehicle and took it for a joy ride, rolled and totaled the bike. Now she was going to have to borrow a vehicle to get to this job and the paperwork for her I-9 was tossed out the windows. Luckily, I had taken copies of some of the documentation that she needed for her new job and I-9 so she was able to start her new job on time. On Friday, July 29th I received a frantic voice mail asking me for help to get her birth certificate over to her employer. If they didn't have a copy of it on the same day she would lose her job. I was able to go to the Vital Statistics and obtain another Birth Certificate for her and dropped it off at Helena Sand so that they could process her paper work and check.

- *Tim* is an Adult Applicant who wanted to get his CDL to become more employable. We are partnered up with State Vocational Rehabilitation who was willing to assist with training for Tim. State Voc Rehab can pay for the training but can't pay for supportive service so that is where we came in. We agreed to pay for gas for Tim to go to Missoula and return every week for five weeks. He came away from the training with three Instruction Certificates, Certificate of Attainment for the Professional Truck Driver Institute certificates from Sage Technical Services. On May 4, 2011 Tim received a Safety (CDL) and a Perfect Attendance award. After completing the training he had 3 job offers. They were all in the Glendive and Miles City area for the oil fields where Tim has concentrated his job search because he has family out near the oilfield. Tim started his employment on June 1, 2011 with San Jel USA as a Truck Driver working a fulltime, permanent position with the starting pay of \$15.00 per hour with quite a lot of overtime. There was a nice benefit package that went along with this job. In addition to his salary he get \$40.00 per day per diem, laundry money, the company puts him up in motels or man camps so he doesn't have to pay anything for living expenses. In addition to this, if he needs additional training on any equipment, San Jel will send him to training with Sage for free. Tim said he was enjoying his new job the last time I spoke with him.
- I have a customer I exited from the Adult program in September of 2010 with a degree in diesel technology. He has been working since then as a parts counter person. 3 weeks ago I helped him get an application over to Torgerson's in Havre and he started working for them as a field service technician on August 15th. When I texted him to see how it was going he called and left a voice mail for me at work and said he absolutely loved his job. I talked to him again this morning before work and he is so thrilled they are going to send him to some training this winter for their equipment. He said "this is what I always wanted to do". Took us some time but he got to where he wanted to be. I had faith in him. Now we are going to work on taking his over- time pay and getting some bad credit taken care of. We have even talked about buying a home eventually. Isn't that cool? Truly, this is why I do this job.
- *C. Jenkins* is progressing through her studies to earn her optician's license through Penn Foster. Cheryl went through a period of financial instability as her hours were cut at two of the hotels she worked in via a temporary staffing agency. However, her hours are steadily picking up and she is on track to be financially stable by July 2011. She is progressing steadily through her studies to earn her optician's license through Penn Foster and is working on networking to grow employment opportunities in the field. Her school progress is confirmed by monthly updates from Penn Foster confirming that she is on track and earning passing grades.
- *M. Deitsch* is currently enrolled at Montana State University in the two year Registered Dietician program. She reporting positive progress during her first year and is excited for the second year of her program to begin. She is actively networking to find part-time employment in the nutrition/health fields while she completes her degree.

- **McKenzie** was a single mother at the time of her enrollment (October 1, 2009). She was working two part-time jobs (one as a CNA and one as a Waitress) only grossing approximately \$880 per month and receiving SNAP benefits. She was in her second year in college, taking nursing classes. After our assistance in paying part of her tuition, she completed her Associate of Science in Nursing on December 16, 2010, and became licensed as a RN on February 17, 2011. She has been working full-time at GMC Extended Care since approximately February 21, 2011 as a Registered Nurse making \$21.67 per hour, now grossing approximately \$3,380 per month. My second one is Sadie. At the time of her enrollment (August 26, 2008) she was a single mother of two children, working as an Activity Assistant at the nursing home and grossing less than \$1,200 per month, and also received SNAP benefits. She enrolled in the nursing program. The WIA program assisted her in paying part of her tuition and books, along with some supportive service payments for rent, utilities and scrubs. She completed her Associate of Science in Nursing on May 13, 2011, and became licensed as a RN on July 1, 2011. She has been working full-time at Glendive Medical Center Acute Care since approximately June 3, 2011, as a Registered Nurse making \$22.67 per hour, now grossing approximately \$3,530 per month.

- **Helen** was enrolled in the WIA Adult Program in October of 2009. At that time, she was working part-time for a local movie theater. Helen desired full time office work but she had no related work experience and lacked the necessary computer skills to be marketable to employers. Helen was selected by YWCA staff for a work experience with the Yellowstone County Council on Aging in January of 2010. This was her first experience working in an office setting and her duties included filing, data entry, and scheduling appointments for the tax season. Helen really loved working with the YCCOA and was sad when the work experience had to end. Throughout the next year, Helen continued to fill in at the YCCOA when needed and utilized the YWCA computer lab when her hours at the movie theater allowed. In February of 2011, Helen received a call from YCCOA letting her know about an open position. Even though she had received a personal call from the employer, Helen was still reluctant to apply. The position, an Intake Specialist, usually requires a bachelor's degree and advanced computer skills. Employment Specialist, Misty Arneson encouraged her to give it a chance and helped her to apply for the position. Helen called the following day after her interview and said that she had been offered the job! The staff of the YCCOA was so impressed with Helen that they offered her the position even though she did not have the educational credentials. She began working there in February and she continues to upgrade her computer skills through evening classes. Participating in a work experience, gave Helen the opportunity to show her employer what a terrific asset she truly is. Helen has been very successful in her new position and received outstanding marks on her first performance evaluation. Her story is a testimony to how important employment & training programs are to empowering individuals and building stronger communities.

- The Bitterroot Job Service set up an OJT for a 40% disabled Veteran. Her disability has been a barrier to employment as she has good days and bad days with her pain. She needed an employer that understands disabilities and could be flexible on her difficult days. We were able to get her an OJT with funding through WIA Adult at the Valley Veterans Service Center training to be a claims agent. This employer works with Disabled Veterans on a daily basis and was the perfect fit for both the Veteran and the Employer. Vets understand and relate to other Vets. Her OJT has since ended and she has retained her position. She loves working with Veterans and through this OJT a stronger working relationship has been built for referrals for Veterans for services and employment with the participant and the DVOP/Programs Operator. The employer was also happy with her and the funding that has helped during the learning curve.
- *C. R.* finished the program in elementary education at MSU-Bozeman and is now doing part-time work along with raising her 2 children while she pursues permanent employment. She is showed great fortitude and did well in school with her GPA rising each semester-up to 3.31. She finished her student teaching in Kalispell where she has family. Job search now and we are helping from here as we can.
- *T.P.* continues his mechanic's course through Penn-Foster. He has completed over 80% of his auto mechanic training and we were able to get a 6-month extension on his deadline. His scores are consistently in the 90% range and he said that he is getting lots of unofficial work as he moves towards his graduation which should be during the coming late fall of 2011.
- We helped *J. C* get resources together to finish her degree. She has faced some serious health, family and debt difficulties. We helped her address some of the health and debt difficulties through intensive one-on-one discussions, advocacy and use of some supportive services to defray current expenses. She really wants to teach and she is moving forward with excellent prospects now that her degree is completed.
- *Carl* was willing to re-locate and drive over the road and is now employed over the road by Swift Transportation. He drove routes out of Lewiston, Idaho to all areas of the continent. Now he has found local hauling job and can be home with family each night.

MONTANA'S WIA DISLOCATED WORKER PROGRAM

Achieving Re-employment for Montanans

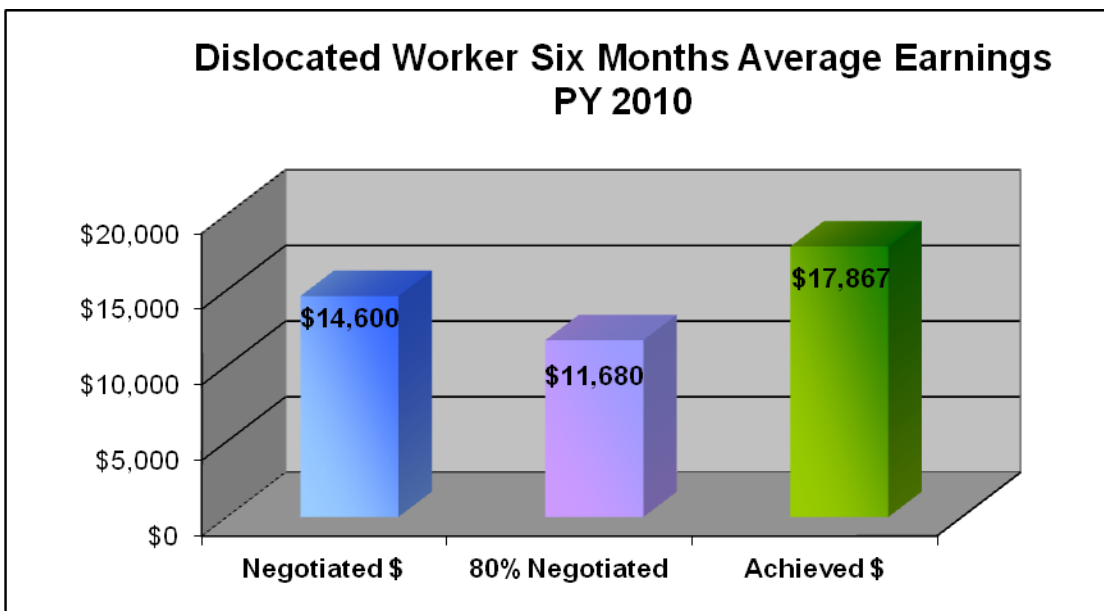
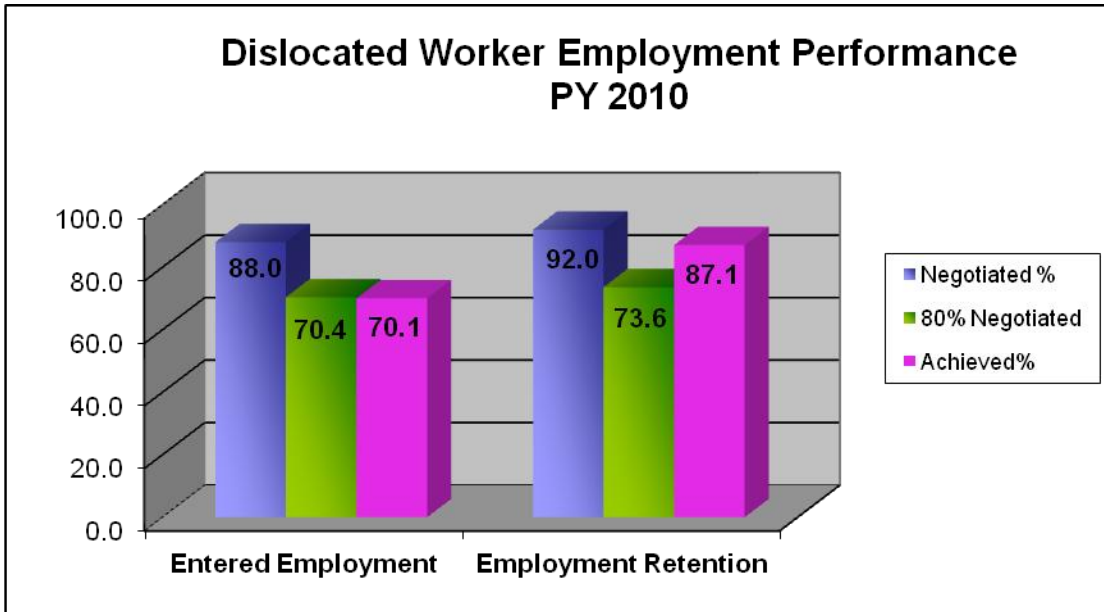
In Program Year 2010, a total of **1,815** dislocated workers were served in the formula funded WIA Dislocated Worker program. In addition, certain groups of dislocated workers received services through National Emergency Grants (NEGs) funded with discretionary Dislocated Worker funds. Participants in these programs received services such as remedial training, classroom training, skill upgrade and retraining, workplace training, relocation assistance to a new job, assistance in buying tools and equipment needed for training or a job, and various other supportive services needed while a person is advancing their skills or looking for work.

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 provide the same types of services as the regular Dislocated Worker program. Grants are awarded for a two year period; however, that period can be extended in some situations.

In Program Year 2010, Montana operated two continuing NEGs and one new NEG. The continuing grants were the Columbia Falls Aluminum Company NEG and the Western Montana Timber & Wood Products Economic Impact NEG. The new NEG is the OJT (On-the-Job Training) NEG. A total of **729** participants have been served through these three grants as of June 30, 2011.

- The **Columbia Falls Aluminum Company (CFAC) NEG** was awarded on August 1, 2008 in response to the initial mass layoff at the plant in Columbia Falls, MT. This NEG was originally scheduled to end on July 31, 2010 - but, USDOL approved a modification to extend the end date to June 30, 2011 in order to accommodate the last large wave of CFAC impacted workers who were not laid off until February 2009 and a smaller number laid off even later. As of the grant end on June 30, 2011 a total of **252** former CFAC workers had been served through this NEG.
- The **Western Montana Timber & Wood Products Economic Impact NEG**. The state received notification of grant approval in late June and enrollments of impacted workers began on July 1, 2010. This is a \$1.8 million grant that will serve hundreds of impacted workers from timber and wood products companies in the 7 western counties of the state. The primary companies included in this grant are Smurfit-Stone Container out of Missoula and Plum Creek Lumber operating in multiple locations throughout western Montana. In addition, worker dislocations that were a result of the Smurfit and Plum Creek closures and downsizing are eligible for services under this grant; as well as small operations - such as, logging and log hauling companies - within the timber and wood product industries. Since the inception of the grant to June 30, 2011 ~ **430** workers have been enrolled for services.

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



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DISLOCATED WORKERS ACHIEVING SUCCESS

- *Kristopher* of Butte began with the TAA program in June of 2009 stating he wanted to attend school to become a **Diesel Mechanic**. He was laid off at Montana Tunnels in May of 2009. Kris wanted to go to Helena COT because he felt it was the best program around, signed up and started attending classes in August of 2009. He has been an excellent student from the beginning, in fact, made the Dean's list for most of his semesters. He graduated on Friday, May 6th and began work on Monday, May 9, 2011. He is working at New Holland Trader Company in Belgrade, Montana at a starting wage of \$18.00 per hour. He will be commuting on a daily basis, but does not want to leave Butte for family reasons. Kris was very proactive while going to school. Every holiday and summer break he had, he spent working for Montana Resources in Butte to hone his skills with hands on experience. I think Kris will do very well in his future. He is dedicated, resourceful and fully committed.
- *Alexandria* from Kalispell was laid off from Semitool in January 2009. She took advantage of her opportunity to retrain under TAA. She began training at Flathead Valley Community College immediately after layoff and graduated as a **Medical Administrative Assistant** in May 2011. She found a job at an orthodontist office in Wisconsin before she graduated and moved there the day after graduation using her TAA relocation benefits.
- *Beau* was laid off from Columbia Falls Aluminum Company in July of 2008 where he was making \$20/hr as laborer. Though he had an associate's degree at the time, this level of education was not useful to him in connecting to employment. He spent many months searching for work. During this time he explored a number of training options that would lead him to a stable career that he and his young family could depend on in an economy where manufacturing jobs were dwindling. In June of 2009, Beau entered the **Occupational Safety & Health** program at Montana Tech in Butte. He worked diligently at his studies and earned nearly all A's. During his last semester he requested to do his last two classes on-line so he could be poised to accept employment (and relocation if he needed to) at any time. Beau graduated in December 2010 and accepted employment one week later as an **EHS Training Specialist** at Petrohawk Energy Corporation in Tulsa, OK for \$56K/year. Thanks to TAA he was able to obtain the training he needed to move quickly into the workforce in a high demand, high wage position. CFAC NEG was also able to assist with the relocation expenses for him and his family.
- *Dennis* was employed at Plum Creek Lumber in Pablo from 1986-2009 until being laid off June 18, 2009, when the mill closed. Dennis made a good salary with good benefits as a Forklift Operator. In the aftermath of the business closure, Dennis searched within our area as well as outside of the County for suitable employment. In July 2010 Dennis approached his Case Manager with the idea of doing an **OJT** and learning the **Meat Cutting** trade. The Case Manager contacted Frank's Meat, in Pablo and explained the TAA OJT program. The company was very interested and a contract was subsequently signed, with Dennis starting training in meat cutting on July 15, 2010. He started working training on July 26, 2010 @ \$10/hr and in January received a \$2/hr raise. Dennis continues learning the trade is making a livable wage. It has been a win-win for both Dennis and the employer. Dennis has completed his OJT successfully and continues working full time.

- **Albert** was employed at Plum Creek in Pablo, MT from January 2006 to January 2009 until being laid off. At the time of lay off Albert had made a good salary as a Millwright. He has a young family and felt that he had good marketable skills and would find employment. After submitting resumes to various employers with no outlook for employment, he began to look at training. In July of 2009 he came to the local Job Service to discuss what options he had available through TAA. Al started his TAA training in **Recreation Power Equipment Repair** the following September and graduated with high honors the following May 2010. After completion of graduation Al submitted applications to various local employers. Al was contacted by a local company, S&S Sports who specialize in all terrain motor vehicles and personal watercraft for an interview. The employer was interested but did not feel that Al had the experience he needed to, the Case Manager contacted S&S Sports to discuss a possible NEG-OJT, and the employer was very interested in this program. A contract was written up and signed by the employer. Al started his OJT in July of 2010; the employer has been extremely pleased with Al's abilities. Al has completed his OJT at this time and continues full time employment with S&S Sports.

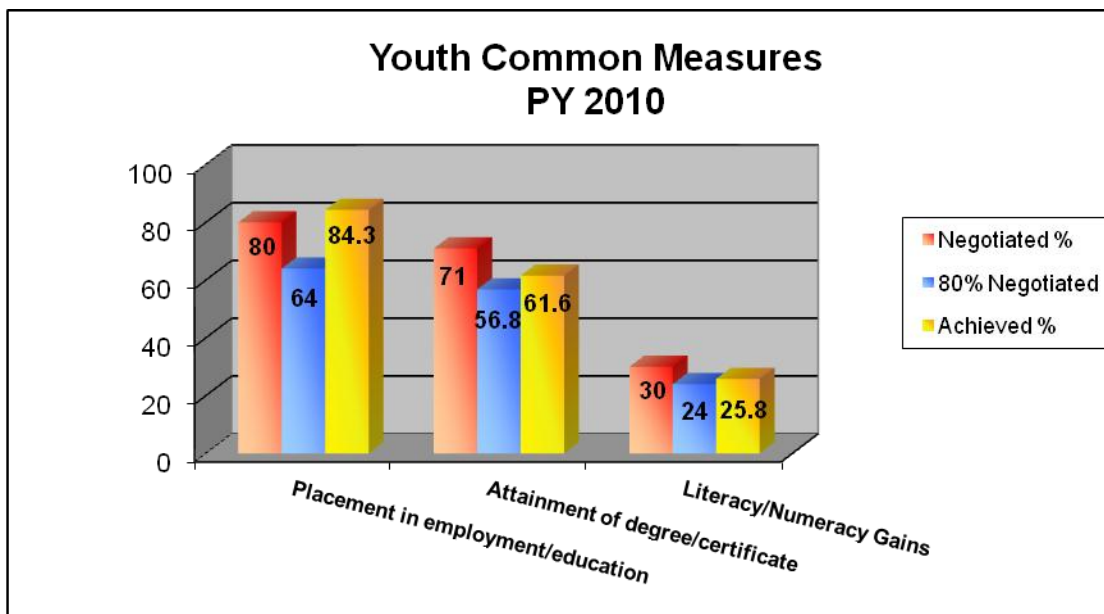
- **Joe** was a laid off laborer from Columbia Falls Aluminum Company when the plant initially began curtailment in July 2008 -which lead to its ultimate closure. He was unable to qualify for Unemployment Insurance at the time, and was only able to find a part time job at half his layoff wage. He relied on SNAP assistance to help take care of his family. Once he became UI-eligible he was able to pursue TAA training for a new occupation, outside of the dwindling aluminum industry. He earned an Associate's Degree in **Information Technology** at Flathead Valley Community College and took every opportunity to improve his marketability by also taking non-required IT Certifications with support from Columbia Falls Aluminum Company National Emergency Grant. He earned excellent grades. As always, Joe worked ahead to prepare for his new career and was applying for jobs prior to graduation. Recently, he was offered an IT job – locally. His “dream job”. He starts next week and the employer is going to work around his school schedule to allow him to graduate next month. I have no doubt that his opportunity to go to college and connect with this job will change his life by again enabling him to provide for his family and continue be a strong role model to his children.

- **John** was employed at Plum Creek Timber Company in Pablo, MT, from August 3, 1990 until being laid off on July 31, 2009, when the mill closed. John had made a good salary as a Plant Superintendent, supervising all products at the plant. John had sent resumes to mills outside Lake County in the hopes to finding a good paying position. One of the places he applied to was Silver City Lumber in Three Forks, MT. He indicated he would like the job but that it was in sales, and that while he had many years supervising products and was familiar with wood products, he had no experience in sales. The Case Manager contacted Silver City Lumber and explained the TAA OJT program. The company was very interested, and a contract for **TAA OJT** training was subsequently signed, with John starting training in **Sales and Marketing** on January 4, 2010. It was felt that the OJT would provide training in sales and marketing of the wood products for the mill, and also provide a stable salary while he established a clientele base, as he would be moving to a commission-based pay structure upon completion of the training period. John did very well during OJT training. He was able to bring new customers to the mill; he learned the product line very quickly and received training in sales. John completed his OJT in the fall of 2010. In the two quarters following completion of the OJT, Silver City has reported \$28,000 in gross wages for John.

MONTANA'S WIA YOUTH PROGRAM

In PY'10 **821** youth enrolled in the WIA youth program with **383** of those youth co-enrolled in the TANF-ARRA summer youth program that ran from June to September 2010. When the TANF-ARRA summer youth program ended **140** youth that were co-enrolled in WIA and TANF-ARRA were exited from both programs leaving **681** youth receiving services through the formula program. Montana again received waiver approval from USDOL that excluded youth who were enrolled in WIA specifically for the purpose of co-enrollment in TANF-ARRA from the Common Measures Performance and only track the Work Readiness Measure. There are ten youth service providers in Montana that provided WIA and TANF-ARRA to Montana's youth. Nine are Human Resource Development Councils and Career Training Institute which is a private non-profit agency.

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



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

YOUTH ACHIEVING SUCCESS

- **Jami** is mom to a beautiful 1 year old girl who dropped out of high school about 3 years ago in her senior year. Jami's mom heard about our program and told her daughter that we would be able to help her get her GED. Jami resisted for several months - stating that she had no motivation to "get on with life". Finally when she had enough of being aimless she decided to give me a call. She said that I had one chance to prove to her that I might be able to help her get unstuck. Jami had just found out that she was pregnant and felt that life was over and life could only be a burden and a struggle for the rest of her life. Jami said, "After meeting with Debi, I realized that being a single mom wasn't the worse thing in the world." She also realized that it was possible to move forward in life. She said, "I was no longer stuck - it was not the end of the world - I could make it". We developed a plan and Jami immediately began working on it. Within a matter of weeks Jami received her GED. She signed up for low-income housing and moved in and was able to establish a home for her daughter and herself. Jami began working at Albertson as a stocker. Jami recalls being extremely stressed as she was not able to get any assistance with child-care when she saw me shopping one day. She ran over to me and explained the problem. I reassured her that I would do my best to help with the situation. Jami said, "She knew what to do and I now receive child care - I honestly was about to throw in the towel". About two weeks ago Jami texted me asking if I thought it would be possible for her to go to college - as she has a dream of becoming a pharmacist. She came in two days later and worked on her FASFA application and is now planning on attending college next semester. She is so excited about life and is looking towards the future and providing a life for herself and her daughter. "I have a lot of negative people in my life - so to have someone who believes I can do whatever I set my mind to and encourages me has changed my life", states Jami.
- **Raymond** was enrolled as a sophomore in high school. Barriers included low income, lack of employment goals and history. Raymond received our Basic Employment Skills Training and was placed in a WEX. He tested low in his TABE and explained to staff that he had been struggling in school. Later during the school year Raymond had decided that he did not want to go to school anymore. His employer notified our office of Raymond's decision. Together with our staff and his employers we were able to intervene with his choice to drop out of school. His issues at school were addressed and staff was able to help client transfer from the high school to the Bridger Alternative school. Since Raymond has transferred to the Bridger Alternative school he has excelled in school and is ambitious about graduating. He will graduate this spring in 2012. Raymond has also begun developing plans for further education after high school. We view this as tremendous success both because our staff and his employer prevented this youth from dropping out of school but also because his WEX has been a major support for this youth and provided him with a positive environment where he sees he accomplishments met with awards.
- **Macey** entered program in a temporary living situation. She had attempted one semester at MSU but was not able to complete. Macey had a few jobs previous but had been fired from those jobs. She desired to gain some basic employment skills and was in need of supportive services. Macey faced many confidential barriers. Staff was able to provide Basic Employment Skills Training to youth and place her in a WEX. Macey completed her WEX and gained many valuable skills and gained much needed confidence. At this point she was able to identify career goals. She had wanted to work in childcare. Staff was able to set her up in a childcare WEX. At this worksite she learned all the necessary basics for beginning her employment goals. We were able to pay for training and certifications she would need to be a licensed provider. Macey completed her training and WEX and was immediately hired at a childcare center. Macey continues to work at Blessing Abound Daycare center fulltime and makes \$8.50 per hour.

- **Anna** is a 16 year old young lady who was part of the Summer Enrichment Program at Bozeman Senior High. Shortly after Anna completed the program successfully, we enrolled her in the WIA program with the Youth Development at HRDC. Anna was and still is on an Individual Education Plan (IEP) for behavioral issues in the classroom setting and a learning disability. Anna is a very upbeat youth with extremely high energy levels. This type of behavior causes distractions in the classroom and at work if not properly controlled and monitored. When I met this youth she was out of control with her classroom behaviors and was often times caught breaking the law and making poor decisions. Anna had previously been suspended from school and had been cited with an MIPI. Anna started her first WIA work experience working at the Bozeman Health and Rehabilitation Center as an activities assistant. Although Anna was a good fit for the job because she brought good energy to the facility and she always had a positive attitude, sometimes she was frowned upon for being too out of control. To put it in bold terms this youth was not well liked by the head staff at the facility. As time went by, Anna learned by the support of her supervisor at work, and advisors here at HRDC, how to properly behave in a professional setting. Anna scored high on her timesheet evaluations almost every time, came to work on time and stayed late when asked and she also went out of her way to be a part of activities and outings on a volunteer basis. Anna not only worked hard to calm down and learn how to work affectively but she took the time get to know residents and build lasting relationships. Residents are grateful to have someone young, active and vibrant to shed light on their days. The supervisor who watched over Anna tried to get her hired on as an employee but this was not working out in Anna's favor. Anna decided to train and take the exams to become certified for CNA employment. Anna is 16 years old and struggling with academics in school. Yet Anna went out of her way to study, and train for 75 hours and pass exams to become certified as a CNA, in order to stay involved with the staff and residents at the facility. Before Anna started to become certified she was approached by the head of staff and they let her know they have seen the biggest turn around in her character, they stated they were proud of her and glad to have her working with them. This let Anna know that what she was doing was making an impact and she was succeeding for the first time in her life. This recognition was important for Anna to hear. Anna is a prime example of a positive outcome through the WIA program. This outside work and skill building has given Anna the confidence to try harder in school and make it happen. Anna will be a junior in high school this fall and is looking forward to getting back to school. Anna still needs reminders, guidance and encouragement, that's where we come in. As long as Anna can stay focused and driven to do good things, nothing can get in her way.
- **Molly** is a seventeen-year-old high school drop out with multiple barriers to employment, she always wanted to go to beauty school but until she attained her GED she knew that it would be impossible. The Human Resources Council District XII Youth Program provided her with the opportunity and motivation to get her GED as well as a worksite to assist with her financial needs. Molly has also attained her driver's license in order to be more accessible to employment. She was placed on a work experience site at a Head Start Center which also sparked an interest in the Early Childhood Development Program. She has taken all the necessary steps to enter Beauty School in the fall. Upon completion she plans to work as a beautician and put herself through college to become a teacher.
- **Ashley** came into the WIA Youth program as a referral from the WoRC program and was receiving TANF benefits. While in the WIA Youth program she completed a four month work experience contract with Immanuel Lutheran Home. At the conclusion of her work experience she was hired on at Immanuel Lutheran Home splitting time between Recreation Coordinator and Housekeeping. Ashley has recently been promoted to the full-time Recreation Coordinator position at Immanuel Lutheran Home. She has been working at Immanuel Lutheran Home full-time for one year. During her enrollment in the WIA program she was also able to complete her GED certification.

- **Kent** is a recent high school graduate who was undecided about a direction after graduation. He was placed on a work experience site at a local market which was on his way home from school as transportation was an issue. He also had multiple barriers. He appreciated the opportunity for a second chance and became an excellent employee. Kent was hired at the market and through The Human Resources Council District XII Youth Program he has taken his ACT and gotten his driver's license. He has enrolled in the Wind Technology program at the COT and will be able to continue working while attending school. He has gained self confidence, motivation and a will to succeed.
- **Jason** came to the youth program as a seventeen-year-old high school drop-out in addition to multiple barriers to employment and education. He had been home-schooled for most of his life and was unsuccessful at his first attempt at high school. He was reluctant to try again. After several assessments it was determined that Jason's best options were to return to high school. The Human Resources Council District XII Youth Program assisted with the enrollment process and provided Jason with a work experience site. His first year was a roller coaster ride of issues. However, by the time Jason graduated this past May, he had grown to be a very mature, dependable and valuable employee. He attained his driver's license while on the program. We visited the Anaconda Job Corps Center where Jason became interested in the various trades and training available to him. He is now on Center and doing very well. He has become a confident, self reliant and mature leader.
- **Taylor** joined the Youth Program when he was entering his senior year of high school. He was eighteen years-old and had no work experience. Taylor also has many other barriers to employment and education. He had no direction for post graduation. The Human Resources Council Dist. XII Youth Program provided a series of options and work sites in hopes of sparking an interest. During his senior year we toured the MT Tech College of Technology, where he became intrigued by the Lineman's Pre-Apprenticeship Training program. We assisted him with the necessary steps to get enrolled at the COT and in the training. He completed the training and has been called to work in the field. He is now earning \$19.85 per hour.
- **Dan** was a seventeen-year-old entering his senior year of high school when he enrolled in the youth program. He had numerous barriers including involvement in the juvenile justice system. He was also in danger of dropping out of school. He was given a work experience site and monitored closely. He was continually struggling with his past. The Human Resources Council District XII Youth Program provided the motivation and encouragement to help him realize his potential. We learned of a Boilerman's Training Class and provided him with the information. He was interested so we assisted in the process of getting him enrolled. He completed the class and a work site was set up to help him get the necessary practical hours for his certification. Dan did very well and learned the trade quickly. He has decided to attend the U of M College of Technology this fall to further his education. He has enrolled in the electrician program.
- **James** was a seventeen-year-old high school dropout who was involved in the Juvenile Justice System when he entered the Youth Program. He attained his GED but was undecided about his future. He had no goals. We placed him on a work experience site with the school engineer. He developed an interest in the job and wanted to pursue it as a career. When we learned that a Boilerman's Training Class was going to be offered locally. James was very interested in the class and completed the course easily. He remained on his worksite to fulfill the practical hours required for certification. He has passed the Montana Boilerman's Certification test and is a licensed boilerman. He was placed on the substitute call-out list .for the School District and has been called for several shifts to fill in for vacationing engineers. He is hoping to work his way into a position as school engineer. He is earning more than \$15.00 per hour when he gets called out.
- One case manager said that in addition to the successes described above that seven youth on the caseload have graduated from high school while four others have successfully completed their GED. Five of those have enrolled in post secondary education, three youth are working and one has entered the military. Two others are attending the Job Corps for advanced training.

- When **Brooke** was enrolled in the TANF-ARRA and WIA Youth programs her household was receiving TANF benefits. Through the TANF-ARRA program she was enrolled in a work experience site and was there for about three weeks. After the TANF-ARRA program was completed she continued her work experience for another four weeks in the WIA Youth Program. However, during this time she had to stop the WEX so that she could re-focus on school. Once she was re-enrolled in Bridge Academy Alternative School, and had worked out a manageable schedule, she started a new work experience site. This site was able to provide Brooke a new set of skills that her previous work experience did not offer. She was able to complete a three month work experience and go on to obtain part-time employment through this new WEX site. She worked as a part-time employee at Margie's Cafe for a number of months before she was able to obtain full-time employment on her own. She is now working full-time at Walmart, as a cashier, and has been there for there for a few months now. During Brook's enrollment in the WIA Youth program she worked very hard to balance the demands of a work experience with her educational requirements through Bridge Academy. While in the program she was able to complete her High School Diploma through the Bridge Academy alternative school.
- **Lauren** was enrolled into the TANF-ARRA and WIA Youth programs; her family was receiving SNAP benefits. She had also come into the WIA program with limited work experience, having worked for a short time as both a courtesy clerk and a sales associate. During her enrollment in the TANF-ARRA and WIA Youth programs Lauren was able to complete a work experience through an assisted living home after she had become interested in getting her CNA certification. She completed a four week WEX contract in the TANF-ARRA program. After the TANF-ARRA program was completed she continued her WEX in the WIA Youth program. She worked at this assisted living home for another four weeks before she completed the WEX contract. After her work experience Lauren continued to search for employment in a number of different fields. Unfortunately she did not want to continue with the personal care attendant/CNA career field, but has been able to obtain full-time employment at Nickel Charlie's Restaurant. Lauren has been employed at Nickel Charlies for six months now. During her time in the WIA Youth program, she was able to manage the demands of Laser Alternative High School as well as part-time work. She was able to complete her High School Diploma through Laser Alternative High School this year.
- When **Megan** was enrolled in the WIA Youth Program she was receiving both TANF and SNAP benefits. She had been working diligently through the TANF WoRC program to complete her GED a few weeks before her enrollment in the WIA Youth program. Coming into the WIA Youth program Megan had a spotty job history composed of short term employment, mainly revolving around the food service industry. During enrollment in the WIA Youth program she had completed a work experience at New West Health Services. While in the WIA program there had been an extensive amount of coordination between WEX supervisor and case manager to determine possibilities of continued employment. Supervisor at New West Health services was able to secure a temporary position for Megan. She has been working at New West Health Services full-time for nearly one year.
- When **Sara** was enrolled in the WIA Youth program she was receiving SNAP benefits and was at risk of losing her employment. She had a limited work history most of which revolved around the food service industry. She was looking at making a transition into the health care field. While enrolled in the WIA Youth program she completed eight weeks of full-time work experience followed by another six weeks of part-time work experience, while she was completing the CNA certification. While enrolled in the WIA program she had completed the CNA certification and was able to get hired on at MT Vets Home. She worked there for a while as an on call CNA and was getting full time hours. She has recently been hired on as a permanent staff member working as a CNA. She has been working at the MT Vets Home for nearly one year.

WIA SERVICES PROVIDED TO ADULT AND DISLOCATED WORKERS

INTENSIVE AND TRAINING SERVICES

July 1, 2010 to June 30, 2011

	ADULT	DISLOCATED WORKER
ENROLLED	* 697	* 1815
INTENSIVE SERVICES		
Case Management	572	1423
Counseling and Career Planning	149	838
Individual Employment Plan Development	633	1653
Short Term Pre-Vocational	37	33
Temporary Gap In Services	7	12
Job Search	214	249
Out of Area Job Search	6	171
EMPLOYMENT RELATED EDUCATION		
ABE/Literacy Combined with Training	3	15
Combined Workforce Training with Related Instruction	0	1
Entrepreneurial Training	0	1
Occupational Skills Training	445	1071
Training-Related Fees/Materials/Supplies	225	600
Skills Upgrade & Retraining	24	285
WORKSITE LEARNING		
Apprenticeship	0	8
Customized Training	0	1
On -the-Job Training	22	64
Work Experience	46	4

WIA SERVICES PROVIDED TO YOUTH

July 1, 2010 to June 30, 2011

ENROLLED	* 821
YOUTH SERVICES	
Individual Service Strategy Development	719
Tutoring, Study Skills, & Instruction Leading to Completion	77
Alternative Secondary School Services	8
Summer Employment Opportunities	44
Paid & Unpaid Work Experiences Including Internships and Job Shadowing	466
Occupational Skills Training	24
Leadership Development Opportunities	92
Supportive Services	247
Adult Mentoring During Participation & Subsequent Period	168
Follow-up services	231
Comprehensive Guidance and Counseling	271
Training-Related Fees/Materials/Supplies	22
Youth Stipends	44
Youth Incentives	230

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

EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES

Program Year 2010 continued to mark the strengthening of partnerships within Montana's workforce system and the continuous improvement journey that began several years ago. The mission of the workforce system is to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsible to all customers, continually improves the services provided, and which meets the needs of Montana's workers and business by providing workers with skills needed by business and businesses with the skilled workers they require.

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

- ◇ Annual monitoring of WIA Title IB adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring is conducted on the previous program year's activities and starts after July 1st of the new program year so the first monitoring of PY'10 will be in September 2011. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process. Written reports are prepared and submitted to the service providers by the State oversight staff conducting the review. All written reports are available for review by the Governor's State Workforce Investment Board upon request. Traditionally, the results of the reviews and interviews with service provider staff are positive from the viewpoint of oversight staff and service providers.
- ◇ Customer Satisfaction surveys of participants and employers is not required for WIA performance however the information resulting from the customer satisfaction survey is an important tool in ensuring services meet the needs of customers and is shared, as appropriate, with appropriate administrative and line staff and used to improve WIA service delivery.
- ◇ Through Data Element Validation
 - Data element validation evaluates the accuracy of participant data used to generate annual WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records. Data element validation is critical to ensure that performance results of Montana's WIA program are reasonably accurate. Each state is required by the U.S. Department of Labor (USDOL) to complete this process.
 - Montana staff completed data validation of WIA participant data for PY 2008. Staff visited 47 service providers, including Job Service offices; Human Resource Development Councils; and several miscellaneous nonprofit human service agencies. Staff reviewed approximately 470 participant files for the Adult, Dislocated Worker, and Youth programs. Data validation for PY 2010 will start in October 2011.
 - Montana's WIA operations are not typical to other states. Management Information System (MIS) and Unemployment Insurance resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

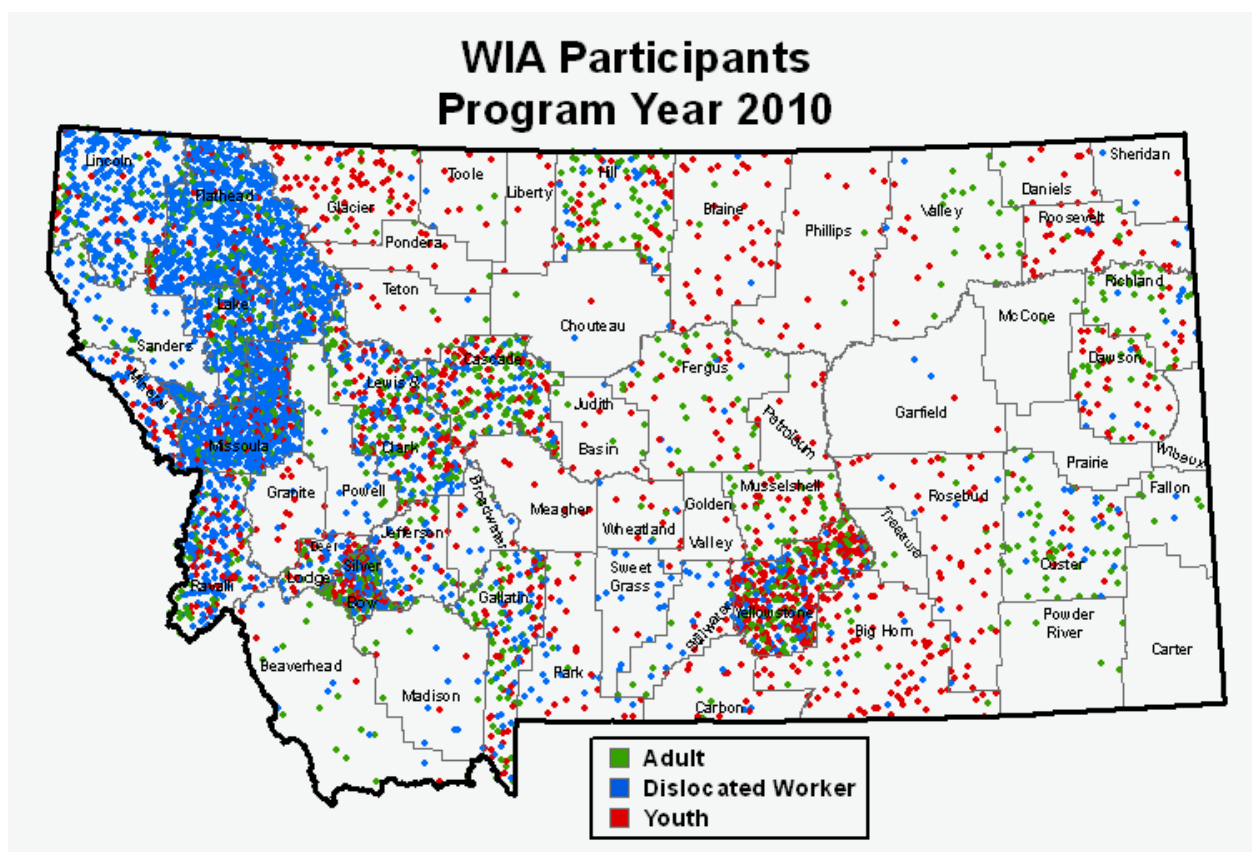
WIA PARTICIPANT INFORMATION, PROGRAM YEAR 2010

DEMOGRAPHICS, CHARTS AND GRAPHS

The WIA program served 4,219 participants who received staff-assisted services during Program Year (PY) 2010. This program year covered the time period July 1, 2010 through June 30, 2011.

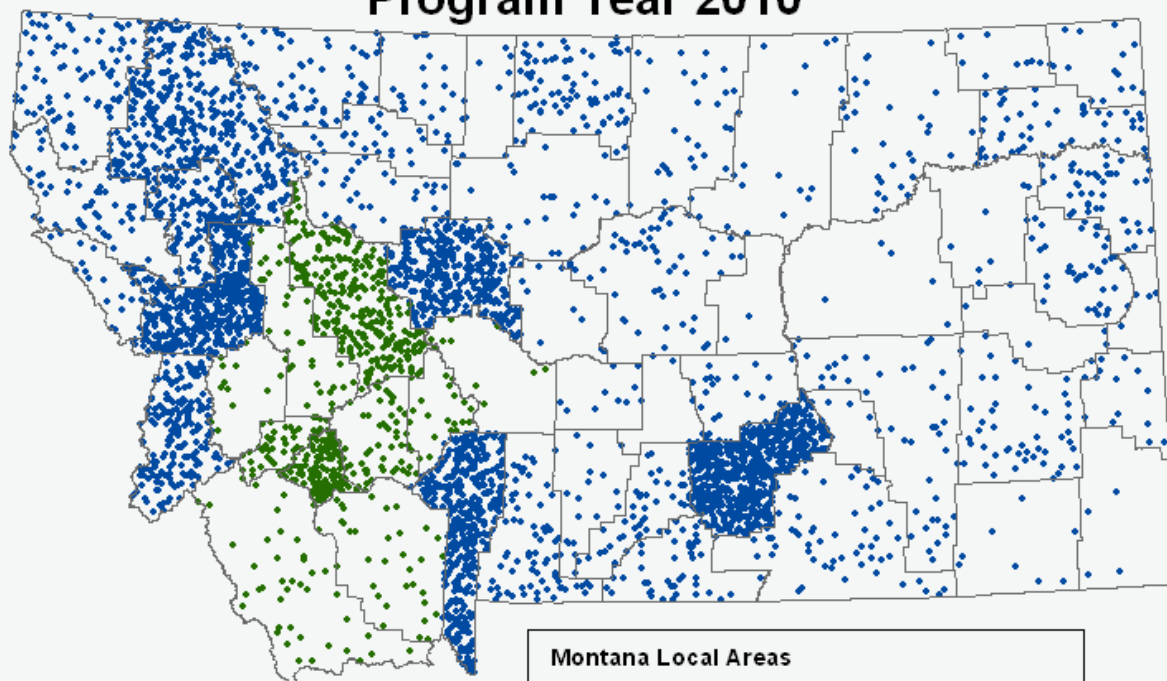
Data for this study was extracted primarily from Montana's PY 2010 annual WIASRD file, submitted in September 2011. MontanaWorks was used as a source for some of the data, as well as labor market information showing unemployment data by county.

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



PY 2010 participant numbers decreased from PY 2009 levels somewhat in the WIA Adult and WIA Dislocated Worker programs, due to the end of the American Recovery and Reinvestment Act (ARRA) funding. The majority of participants served were located predominately in the western half of the state, although service providers provide outreach services to rural areas.

Program Year 2010



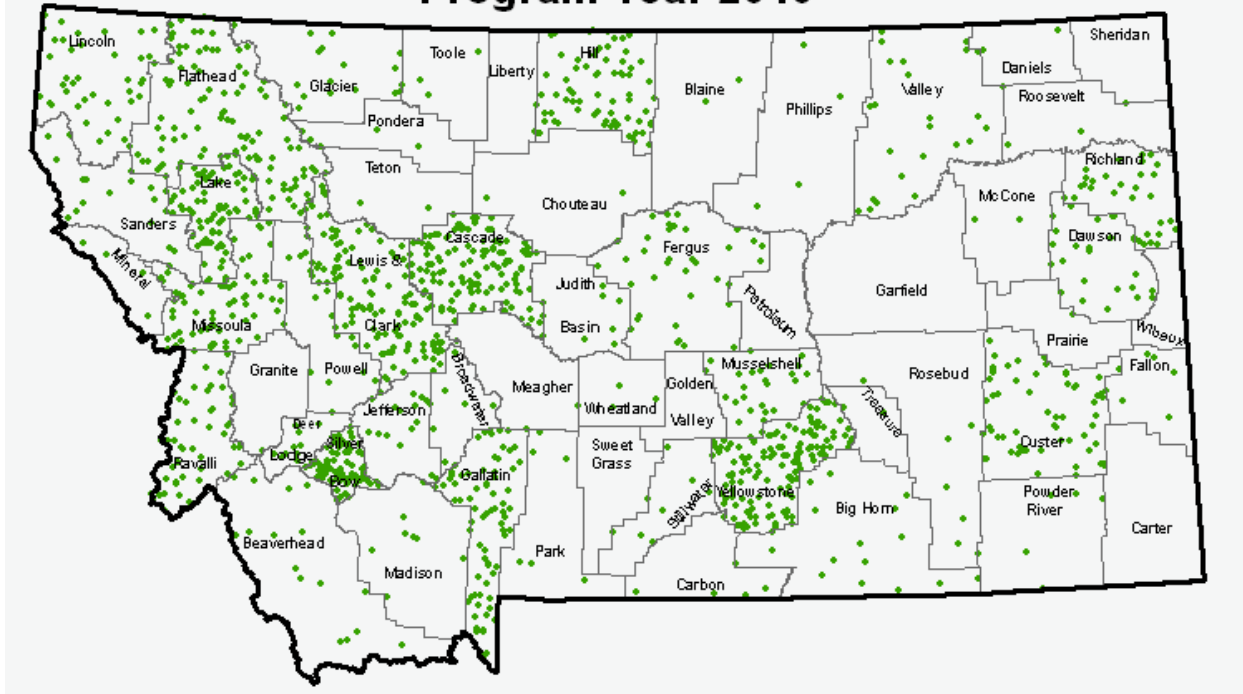
Note: Montana reported 111,427 self-service participants for PY 2010. Participant distribution by county is shown using ratios created from the latest county population estimates for Montana.

Montana Local Areas
■ Balance of State (BOS)
■ Concentrated Employment Program (CEP)
Each dot represents 25 participants

Self-Service participant numbers decreased from PY 2009 levels. Self-service activities are those core services made available and accessible to the general public. These services are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation. These services do not require significant staff involvement with the individual in terms of resources or time.

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

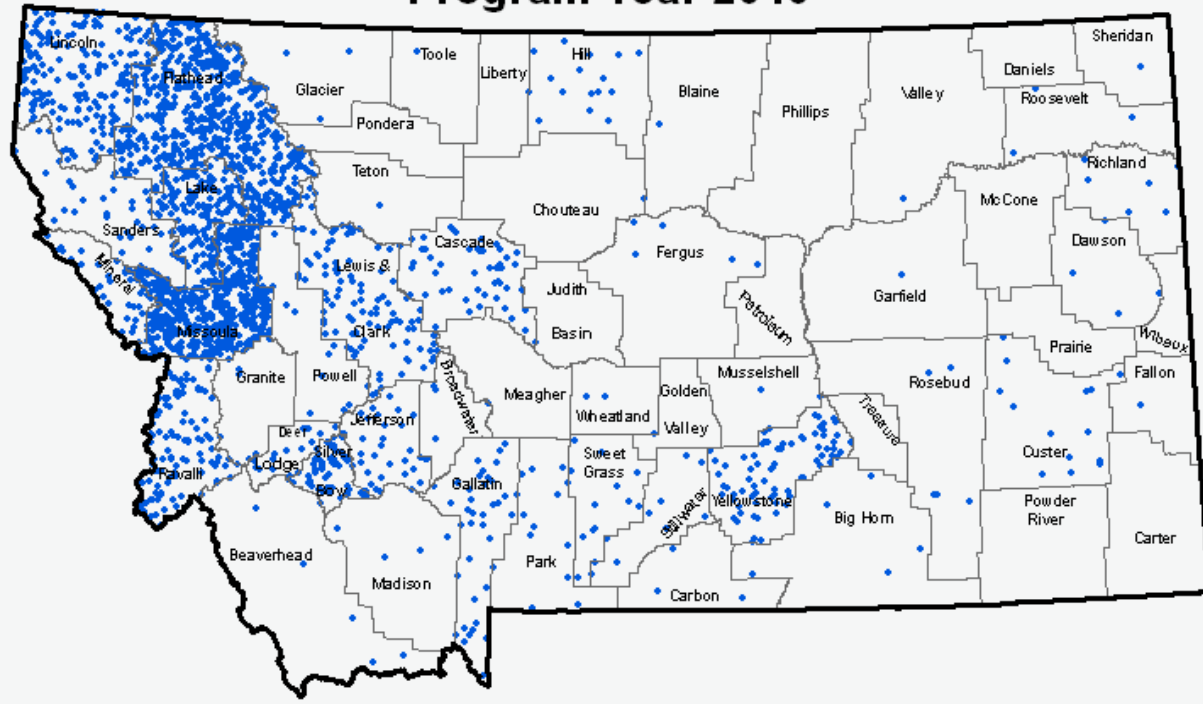
WIA Adult Participants Program Year 2010



WIA Adult services were provided to participants in all counties except Carter, Garfield, Meagher, Prairie, Sheridan, and Wibaux counties. These counties are very rural and do not have a large population base. All but Meagher County have unemployment rates well below the state's 12-month average unemployment rate for July 2010-June 2011. The 12-month average unemployment rates for these counties that correlate to PY 2010 are as follows:

Area	Unemployment Rate
MONTANA	6.9%
CARTER COUNTY	4.5%
GARFIELD COUNTY	4.5%
MEAGHER COUNTY	9.2%
PRAIRIE COUNTY	5.0%
SHERIDAN COUNTY	4.2%
WIBAUX COUNTY	3.8%

WIA Dislocated Worker Participants Program Year 2010

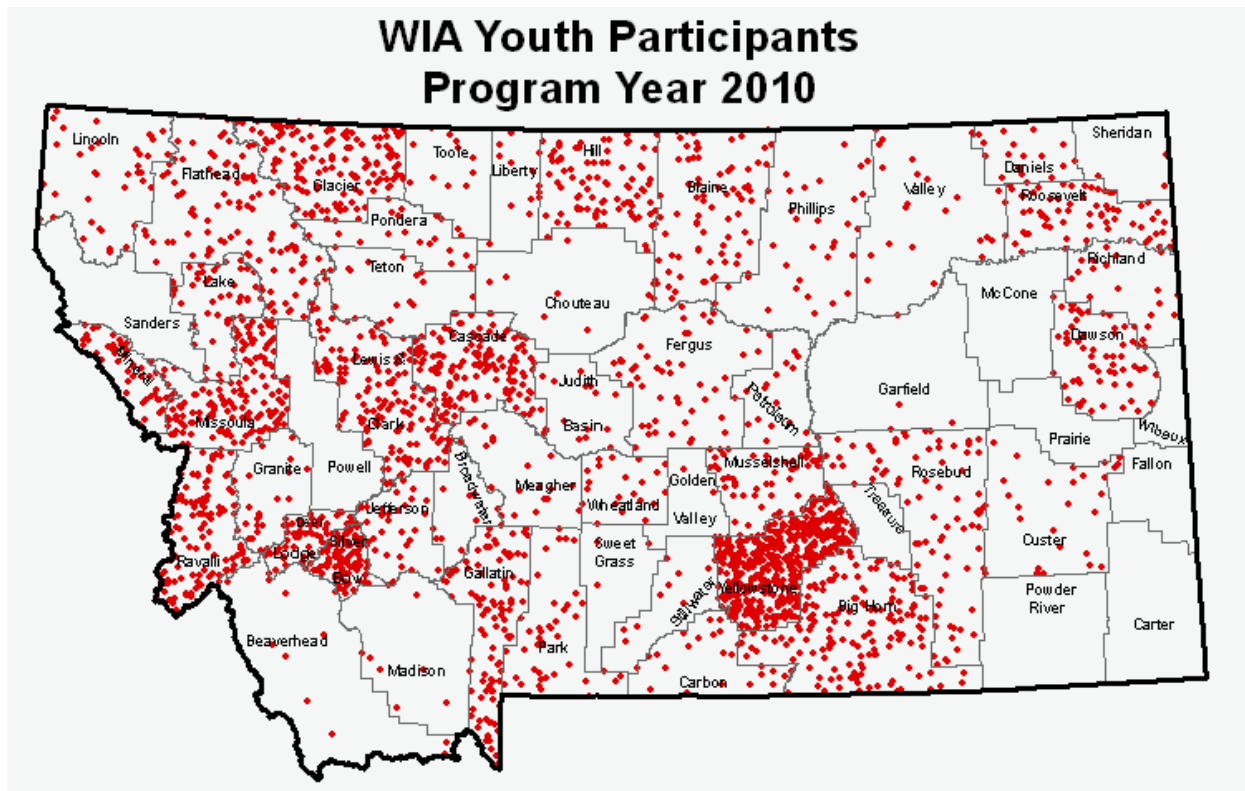


WIA Dislocated Worker services were provided to participants in most counties. No Dislocated Worker services were provided to Carter, Daniels, Liberty, McCone, Meagher, Petroleum, Phillips, Pondera, Powder River, Prairie, and Wibaux counties. These counties are very rural and do not have a large population base. Seven of the counties have unemployment rates below 5.0% for July 2010-June 2011; two are below the state’s 12-month average unemployment rate; one is considerably above the state’s 12-month average rate. The 12-month average unemployment rates for these counties that correlate to PY 2010 are as follows:

Area	Unemployment Rate
MONTANA	6.9%
CARTER COUNTY	4.5%
DANIELS COUNTY	4.8%
LIBERTY COUNTY	4.9%
MCCONE COUNTY	2.9%
MEAGHER COUNTY	9.2%
PETROLEUM COUNTY	6.3%
PHILLIPS COUNTY	6.3%
PONDERA COUNTY	7.1%
POWDER RIVER COUNTY	4.8%
PRAIRIE COUNTY	5.0%
WIBAUX COUNTY	3.8%

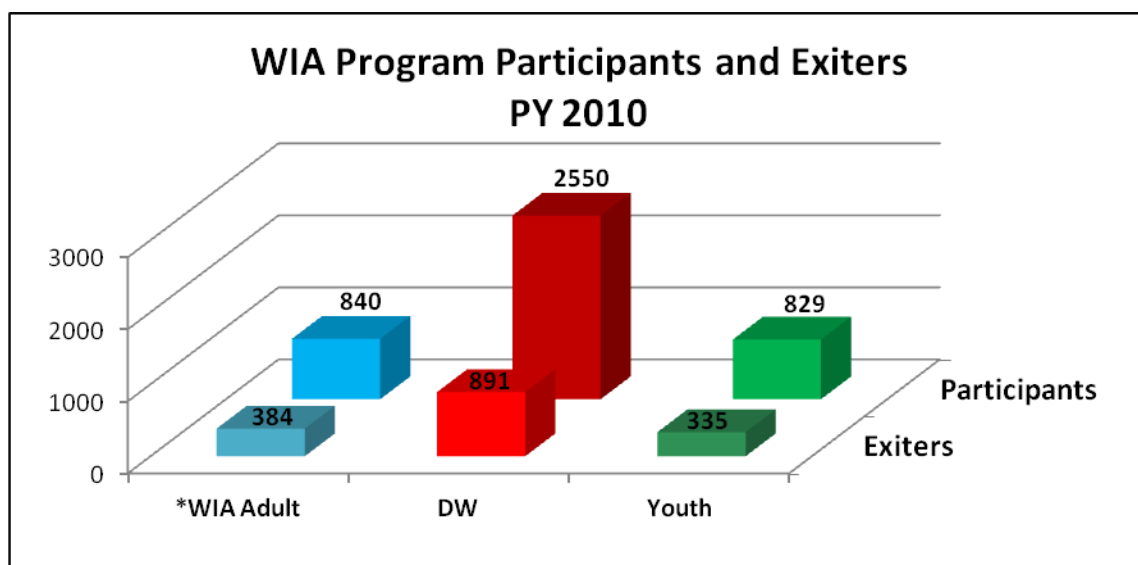
Most WIA Dislocated Worker participants were concentrated in Montana’s urban counties, with much smaller numbers of participants in rural counties. The majority were in the western counties, which have had many large layoffs related to the declining timber and manufacturing industries. The 12-month average unemployment rates for July 2010-June 2011 are higher than the state’s average unemployment rate as shown below:

Area	Unemployment Rate
MONTANA	6.9%
FLATHEAD COUNTY	11.8%
LAKE COUNTY	10.9%
LINCOLN COUNTY	16.1%
MISSOULA COUNTY	7.5%

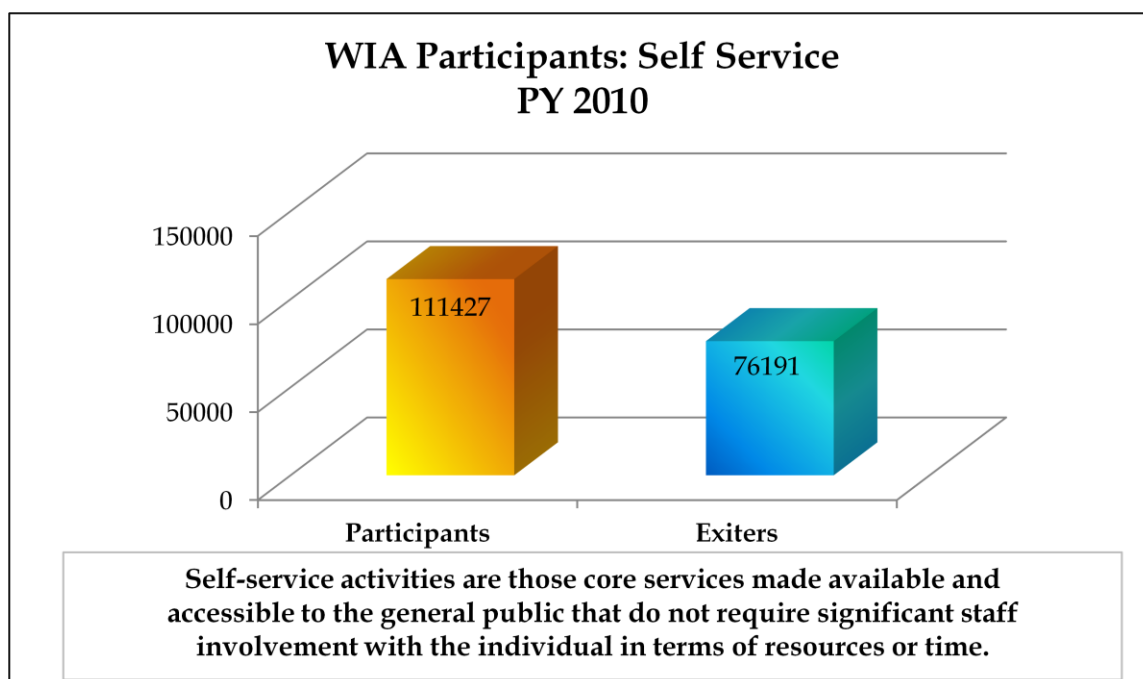


The largest numbers of WIA Youth participants are also concentrated in Montana’s urban counties, but Youth service providers served youth participants in most counties. No Youth participants were served in Carter, Fallon, McCone, Powder River, Prairie, or Wibaux counties. These counties are very rural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

Montana served 4,219 total WIA participants during PY 2010. Many of them remain as active participants because they receive continuing services from Labor Exchange (Job Service).

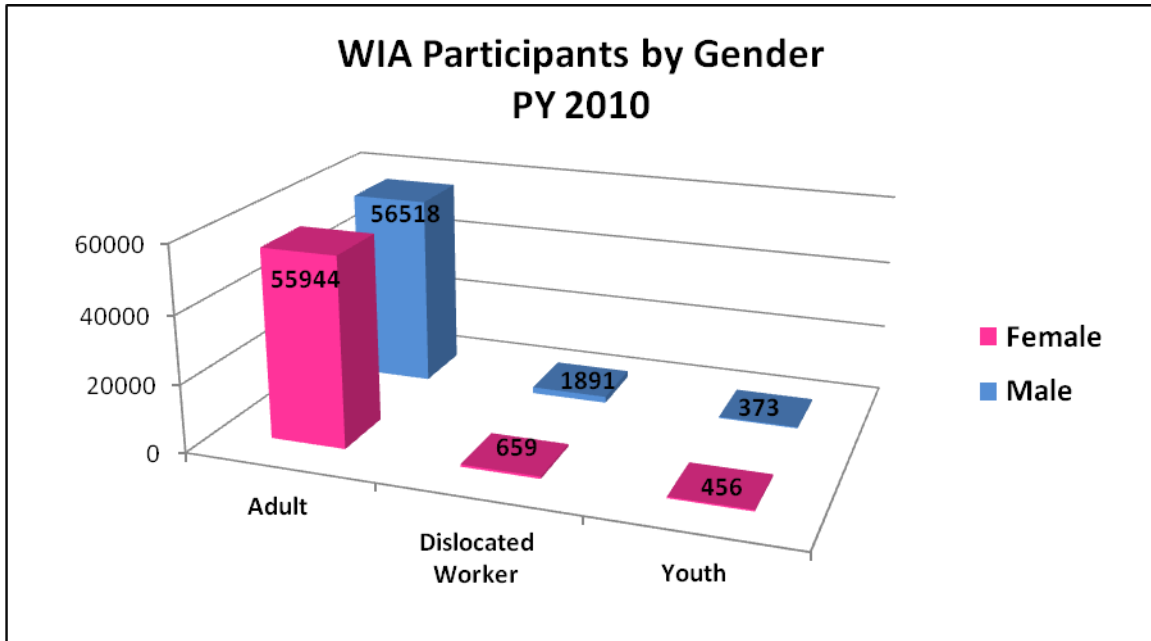


Montana served a significant number of Adult participants who received self-service activities in PY 2010. Self-service activities are those core services made available and accessible to the general public. These services do not require significant staff involvement with the individual in terms of resources or time.

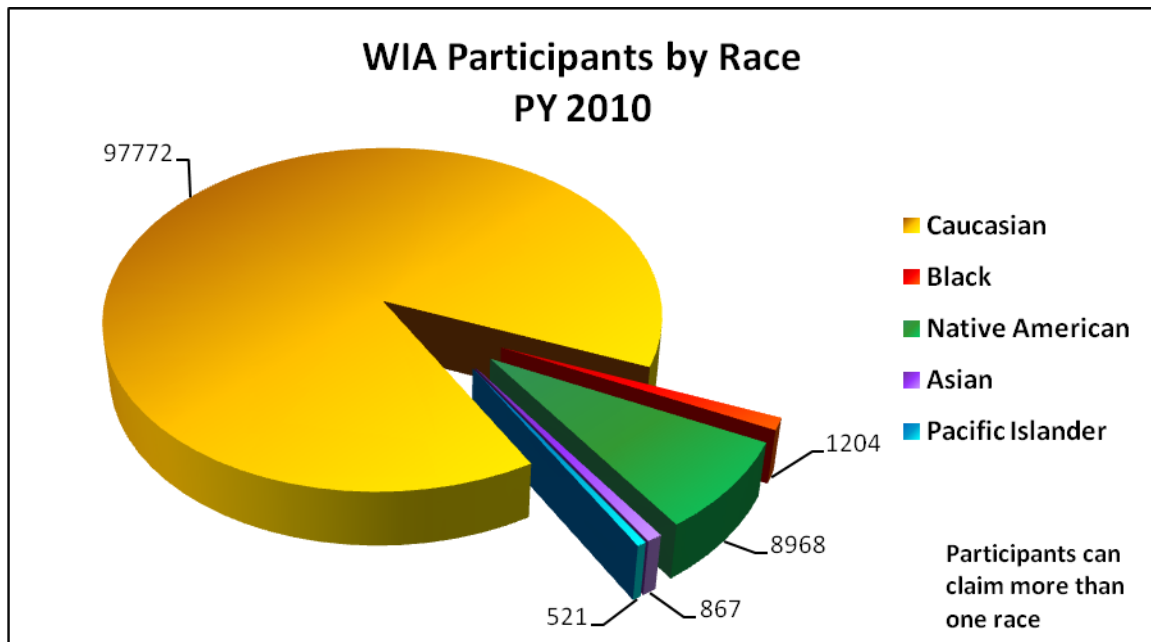


Participant Demographics

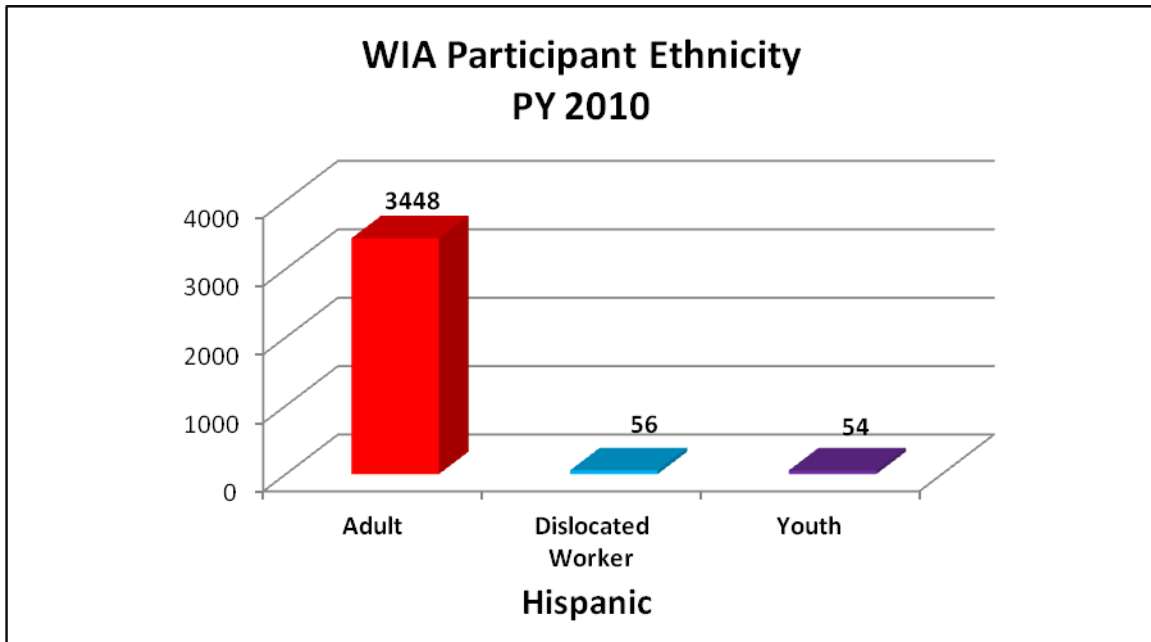
There were 59,409 females and 62,249 males enrolled in WIA programs during the program year. Approximately 74% of Dislocated Worker participants were male.



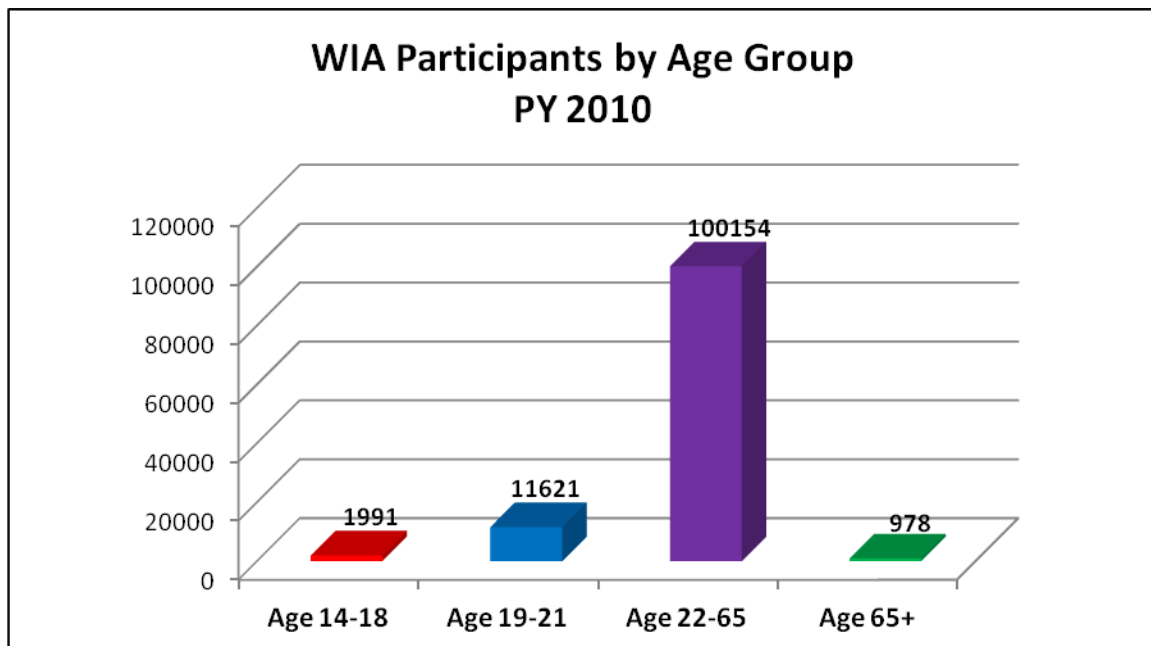
Participants can state that they are one or more race. They can also decline to provide the information.



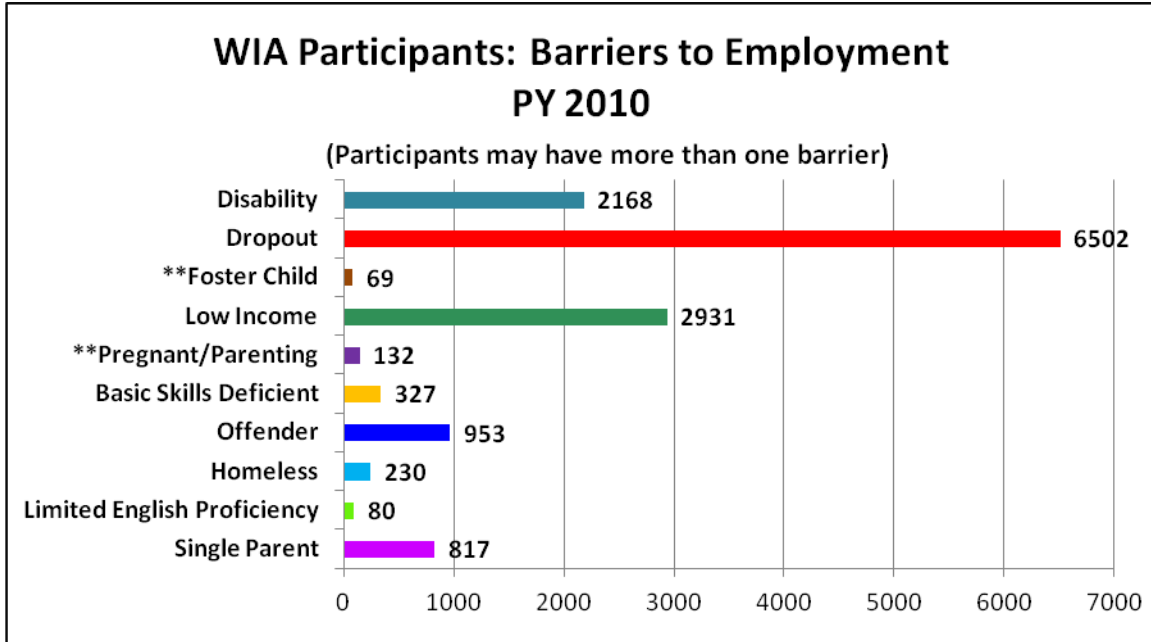
The majority of Montana’s Hispanic participants identified themselves through self-service functions. Participants can decline to provide ethnicity information.



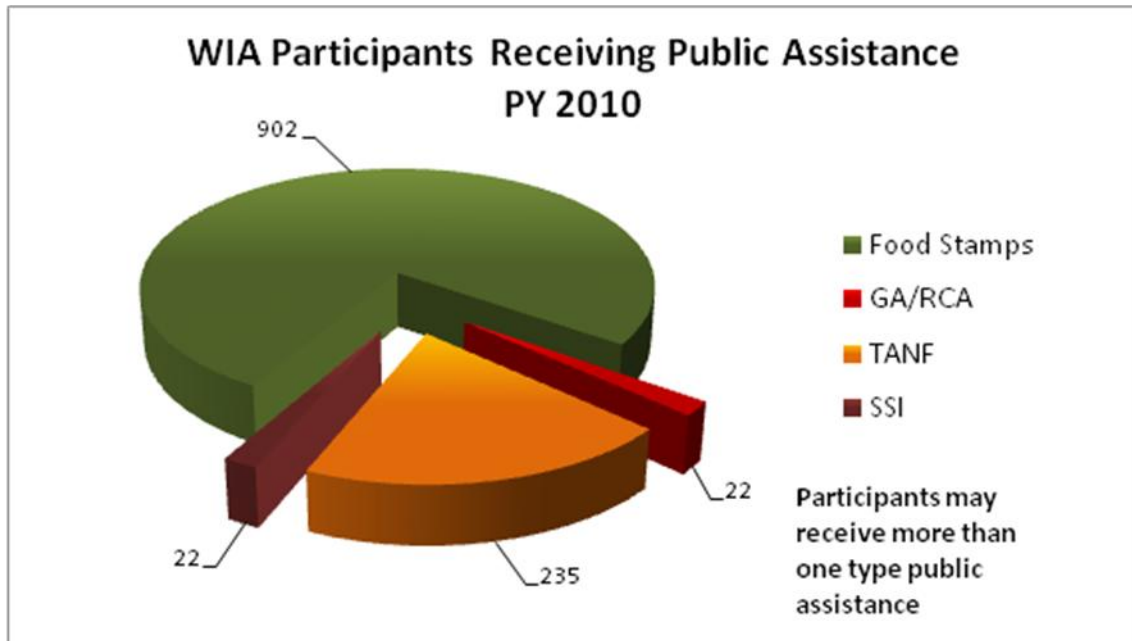
A total of 829 participants were served in the WIA Youth Program. The Youth Program serves participants age 14-21. The rest of the participants shown in the following graph were served by WIA Adult or WIA Dislocated Worker programs. The Adult and Dislocated Worker programs serve participants age 18 and over. Participants may be served by more than one program. Older Youth participants may also be served by Adult or Dislocated Worker programs.



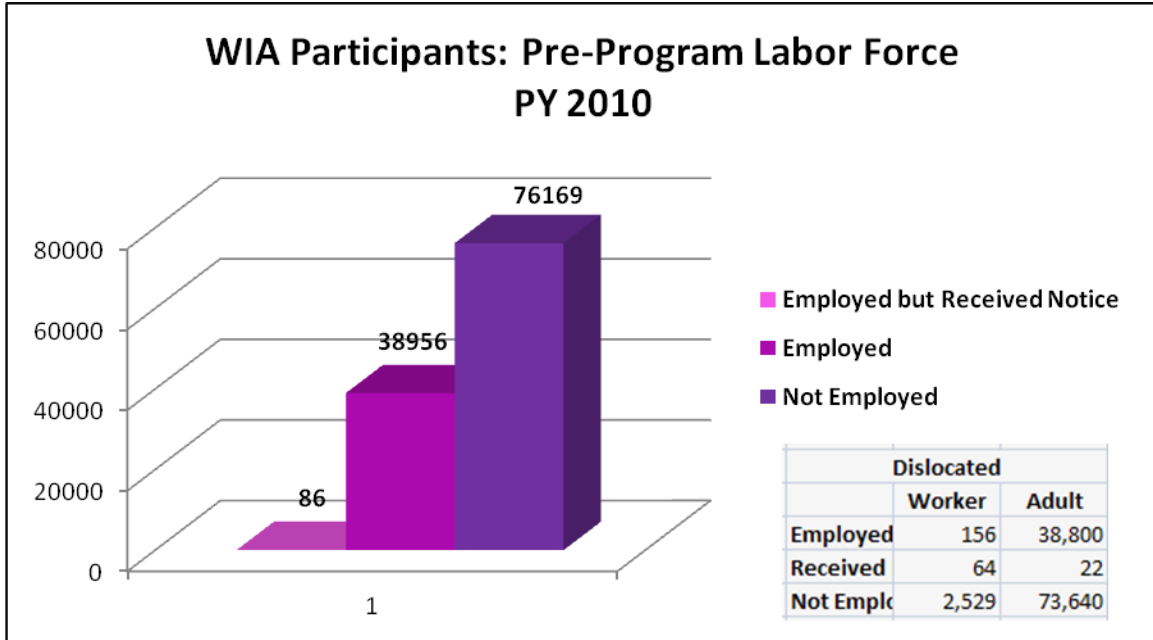
Many WIA participants have one or more barriers to securing employment.



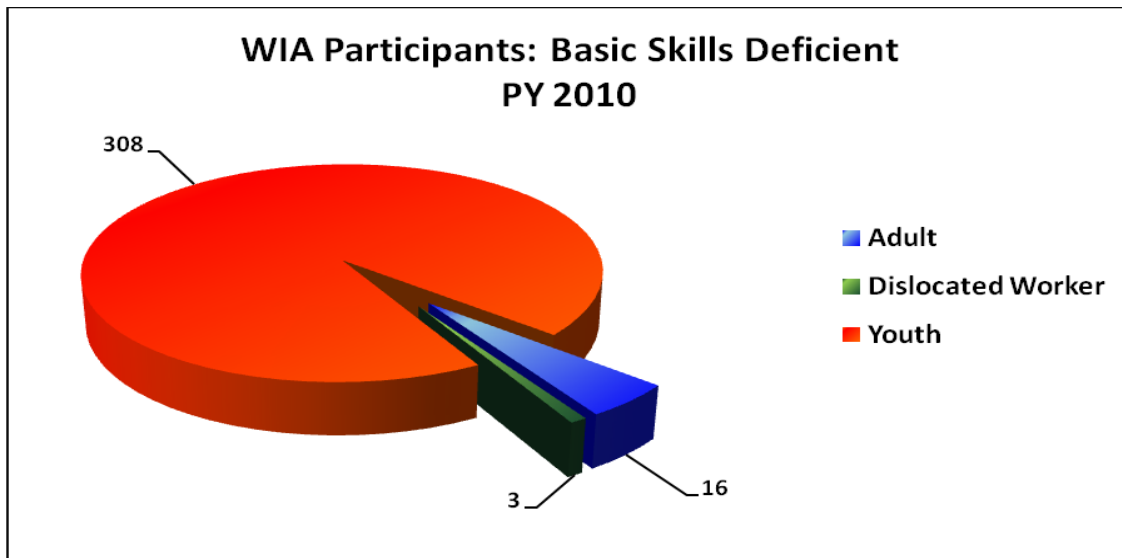
Food Stamps and TANF were the most common sources of public assistance for WIA participants in PY 2010. Other types of assistance included General Assistance, Social Security Income, Social Security Disability Income, and Refugee Assistance.



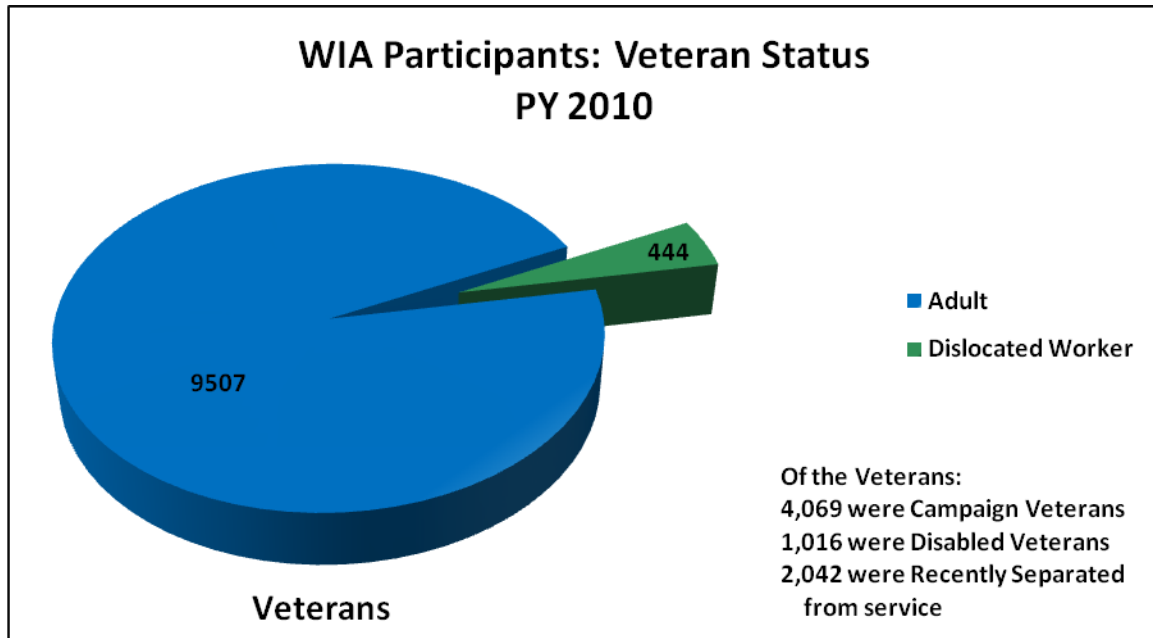
To be included in the Entered Employment performance measure, participants cannot be employed at participation. This performance measure only applies to Adult participants (includes Adult and Dislocated Worker participants). There were 76,169 participants who were considered not employed at participation during PY 2010. Those who were employed but received notice of termination are considered not employed.



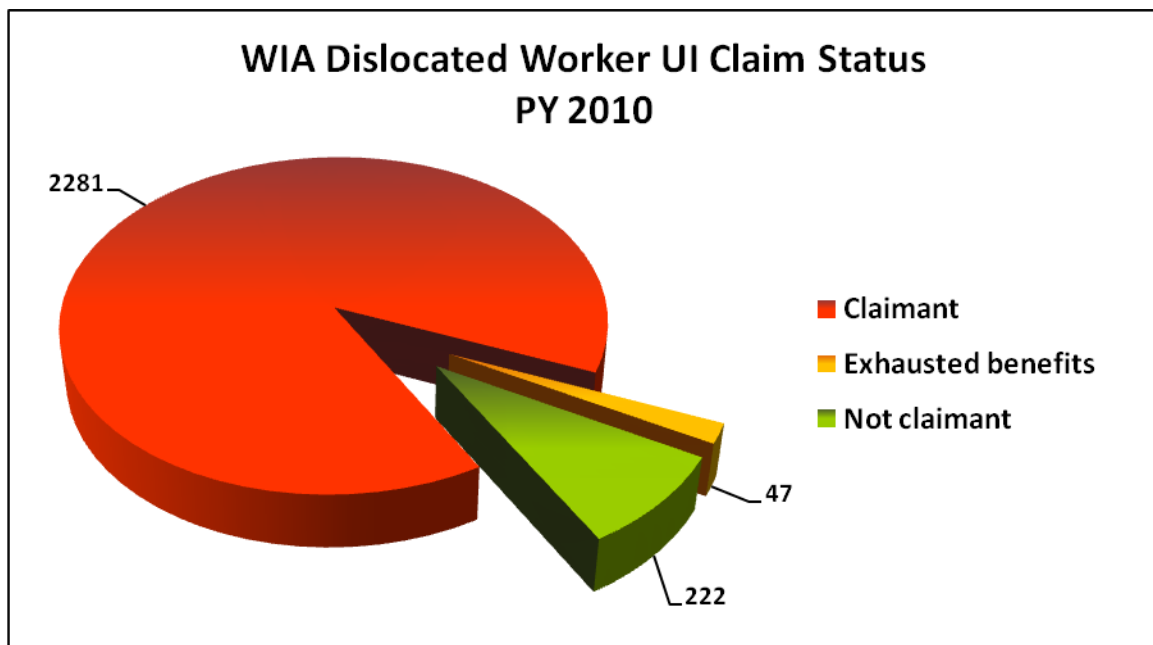
A total of 327 WIA participants were found to be basic skills deficient. These participants had either math or reading skills below the 9th grade level. The majority of basic skills deficient participants were in the Youth program.



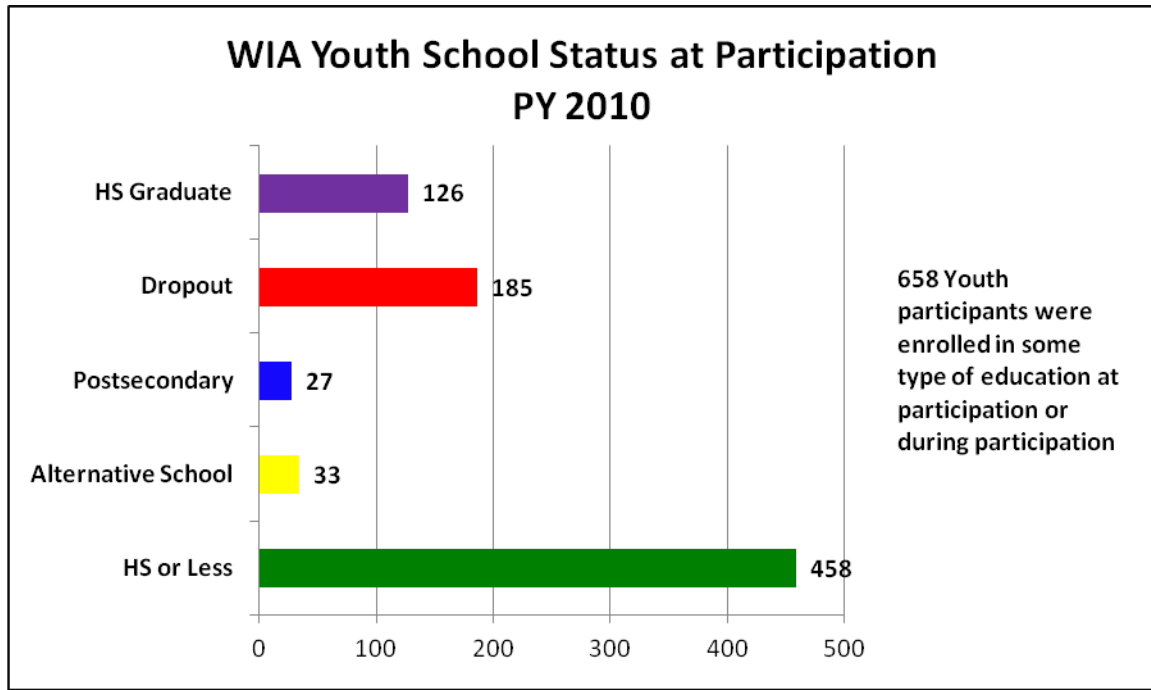
A total of 9,951 participants claimed Veteran status during PY 2010.



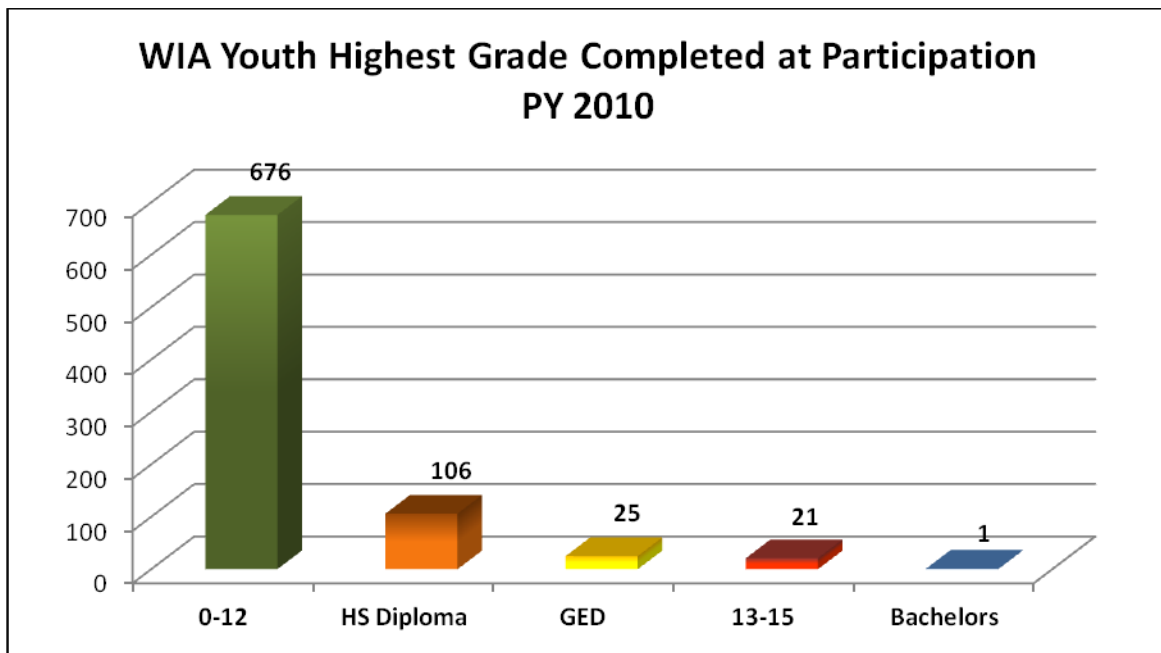
The majority of Montana's Dislocated Worker participants were identified or referred through Rapid Response but were receiving UI when enrolled.



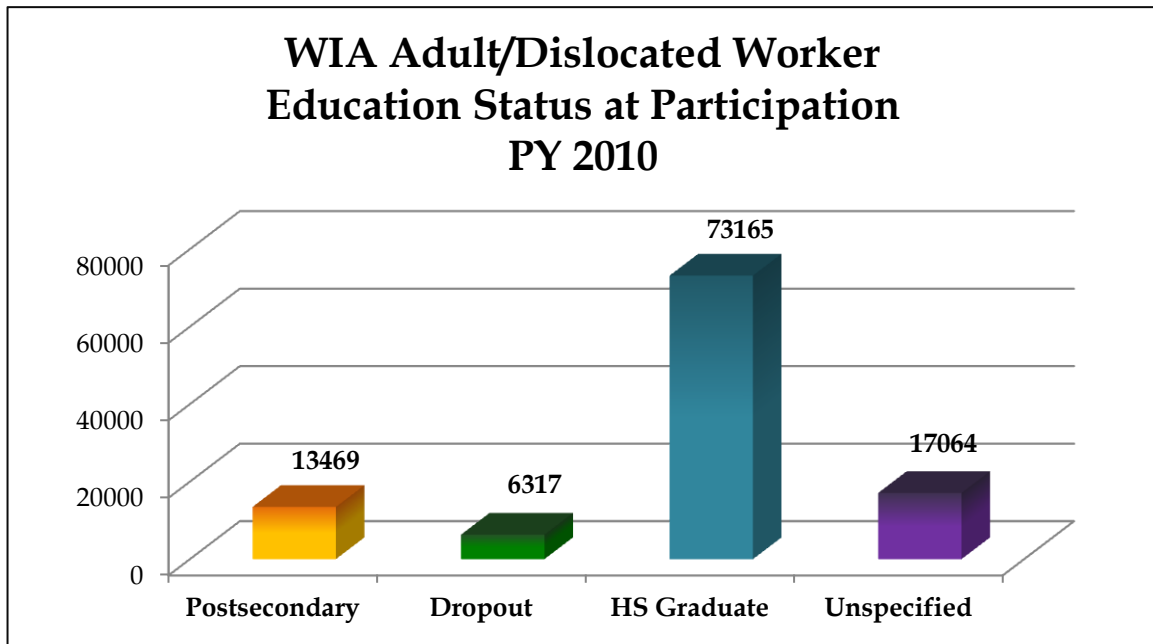
As expected, the majority of Montana’s WIA youth participants were in high school or less at participation. There were 658 youth participants enrolled in some type of education either at or during their participation.



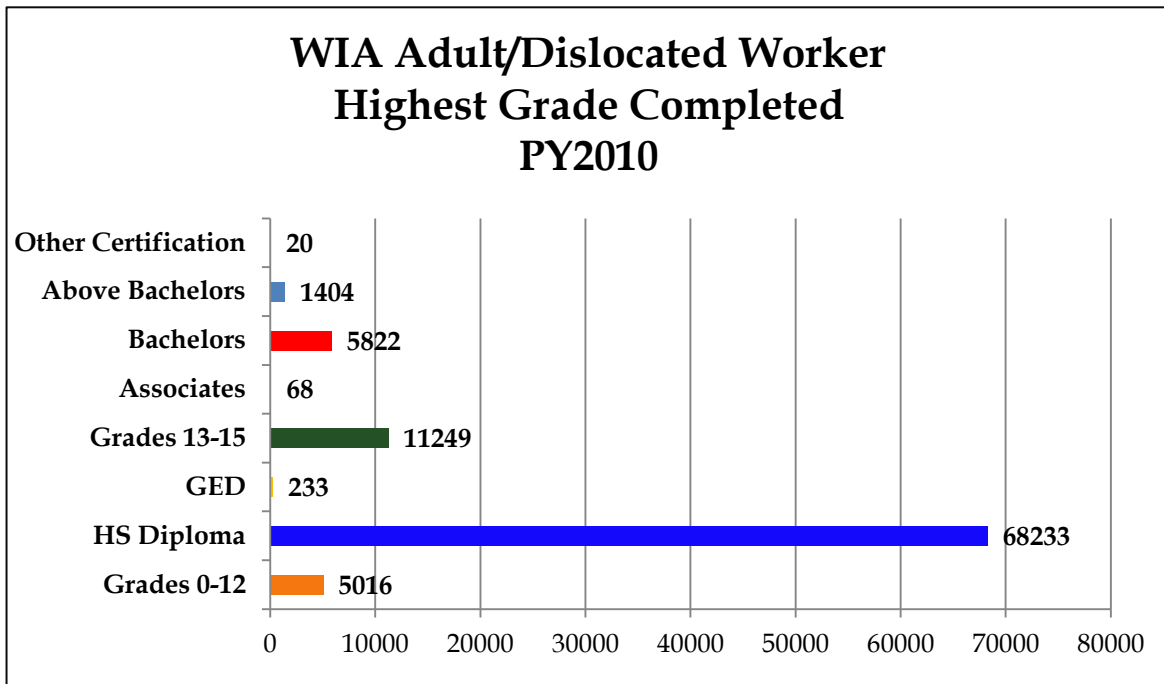
The majority of youth participants had not completed schooling above the 12th grade level.



Most of Adult and Dislocated Worker participants had completed high school at participation. Approximately 6% were enrolled in postsecondary education at participation.



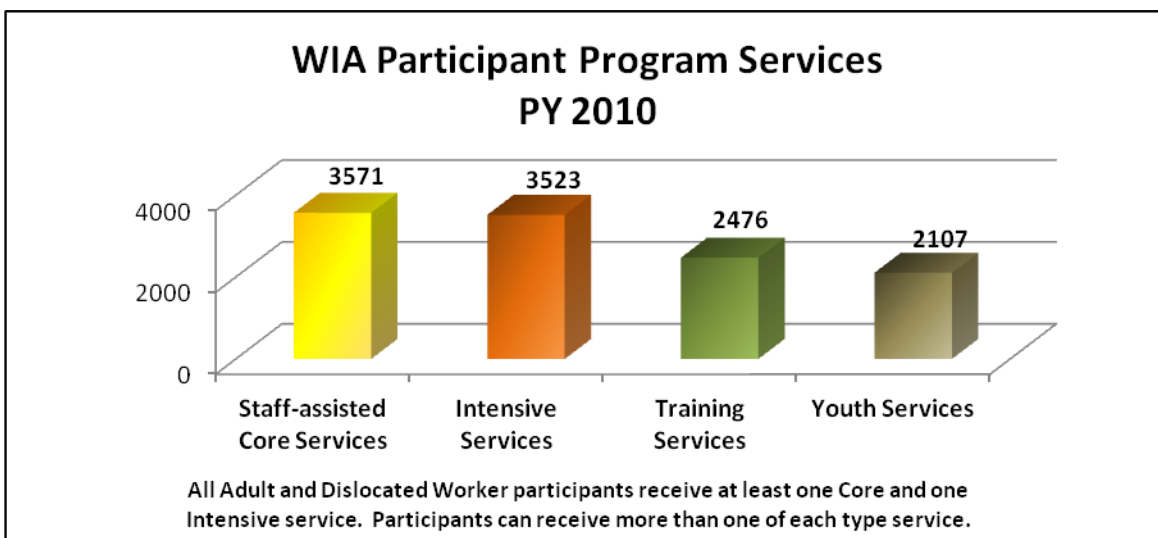
Coinciding with current education status, the vast majority of Adult and Dislocated Workers had attained a high school diploma by participation.



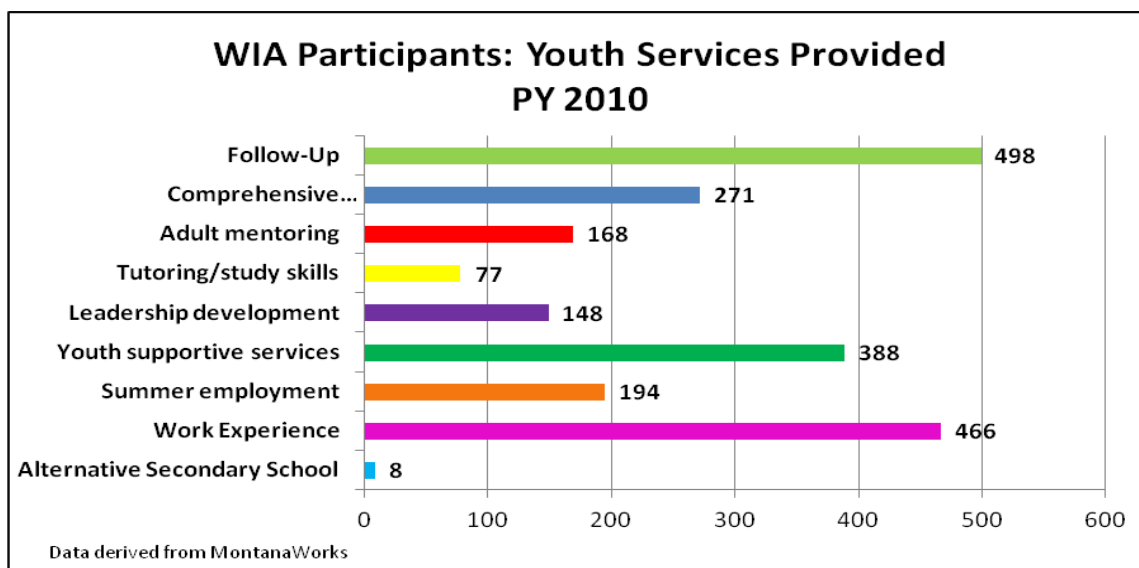
WIA Participation

WIA participants receive services according to their individual needs:

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

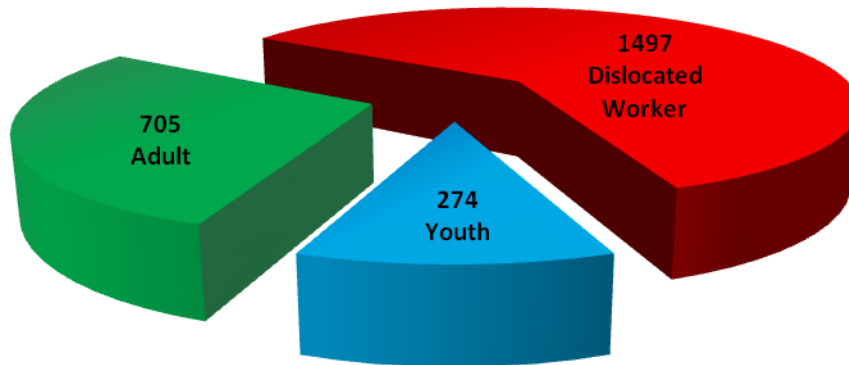


Youth participants may be placed in more than one required Youth component.



A total of 2,476 participants received training services during PY 2010.

WIA Participants: Received Training Services PY 2010



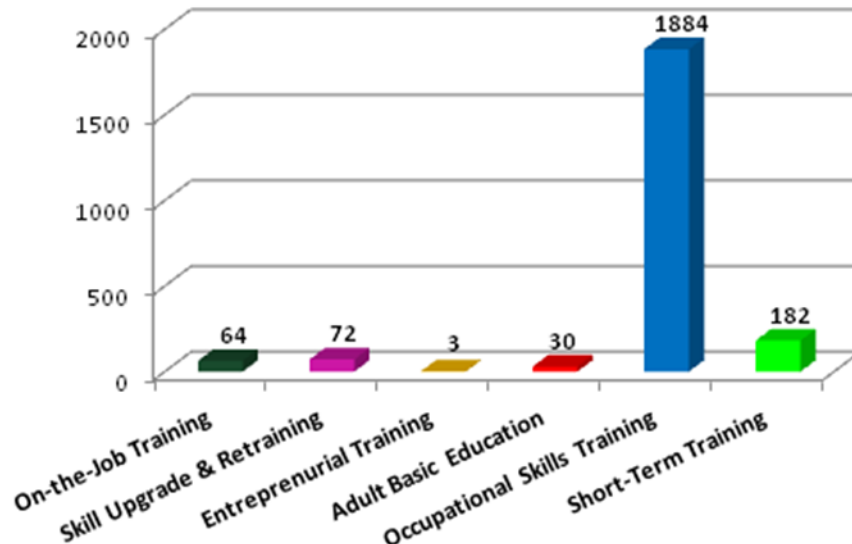
There are seven types of training services available to Montana’s participants. They may be provided more than one type of training. The majority of training services provided during PY 2010 were in Occupational Skills Training.

WIA Participants: Training Services Provided PY 2010

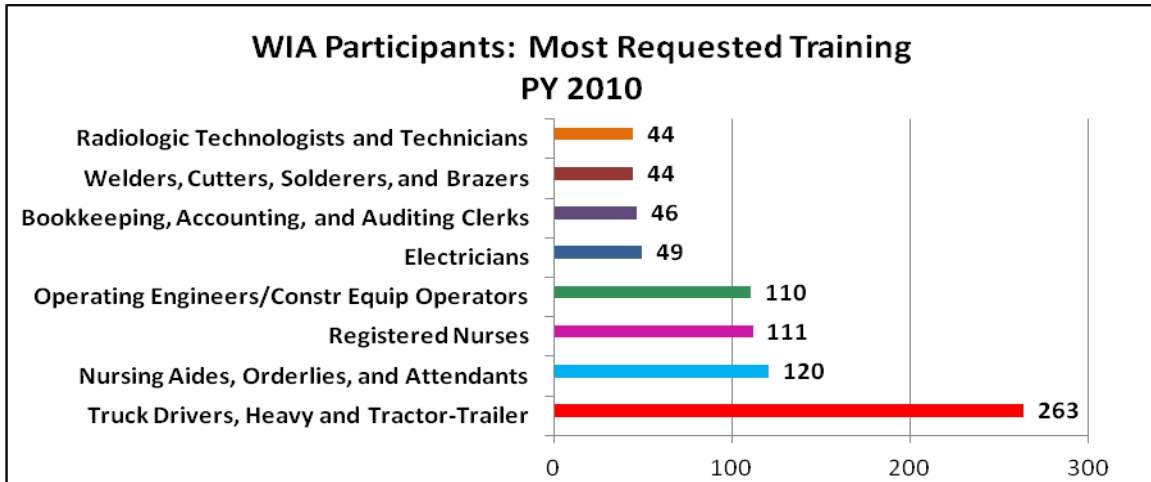
Participants may be placed in more than one type training.

This chart does not indicate whether training was successfully completed.

Short-Term Training is generally one week or less (40 hours).



The most requested type of training during PY 2010 was for Truck Driver training, followed by Nursing Aide, Orderly, and Attendant training.



Participants were placed in a variety of occupational training programs.

**Number of WIA Participants Attending
Occupational Training Programs
Montana PY 2010**

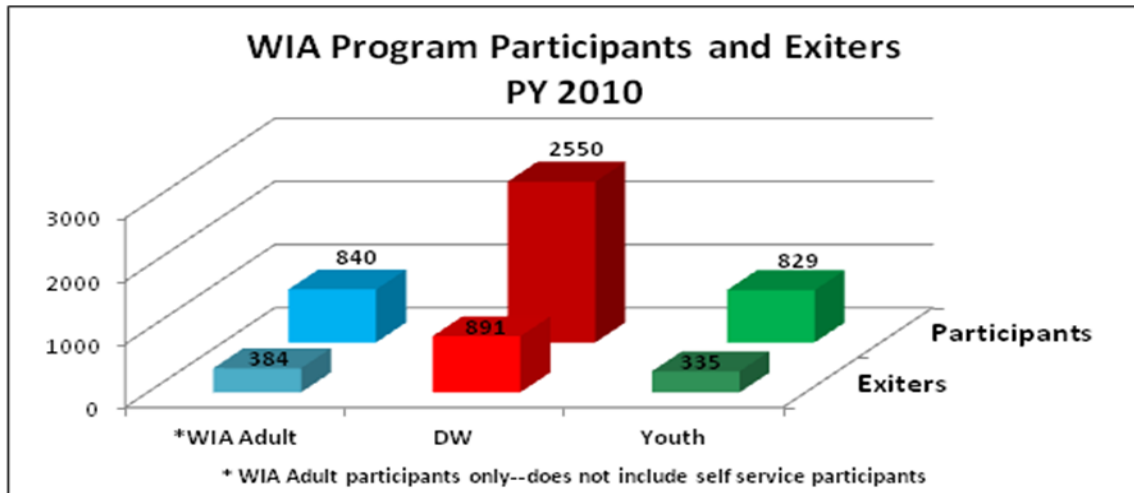
<u>Occupational Training Title</u>	<u># Participants</u>
Management	87
Business & Financial Operations	45
Computer & Mathematical	60
Architecture & Engineering	67
Life, Physical, & Social Science	49
Community & Social Services	44
Legal	9
Education, Training & Library	47
Arts, Design, Entertainment, Sports, Media	13
Healthcare Practitioner & Technical	298
Healthcare Support	179
Protective Service	17
Food Preparation & Serving Related	15
Building & Grounds Cleaning & Maintenance	7
Personal Care & Service	21
Sales & Related	27
Office & Administrative Support	139
Farming, Fishing, & Forestry	9
Construction & Extraction	252
Installation, Maintenance, & Repair	155
Production	180
Transportation & Material Moving	313

Exits/Program Outcomes

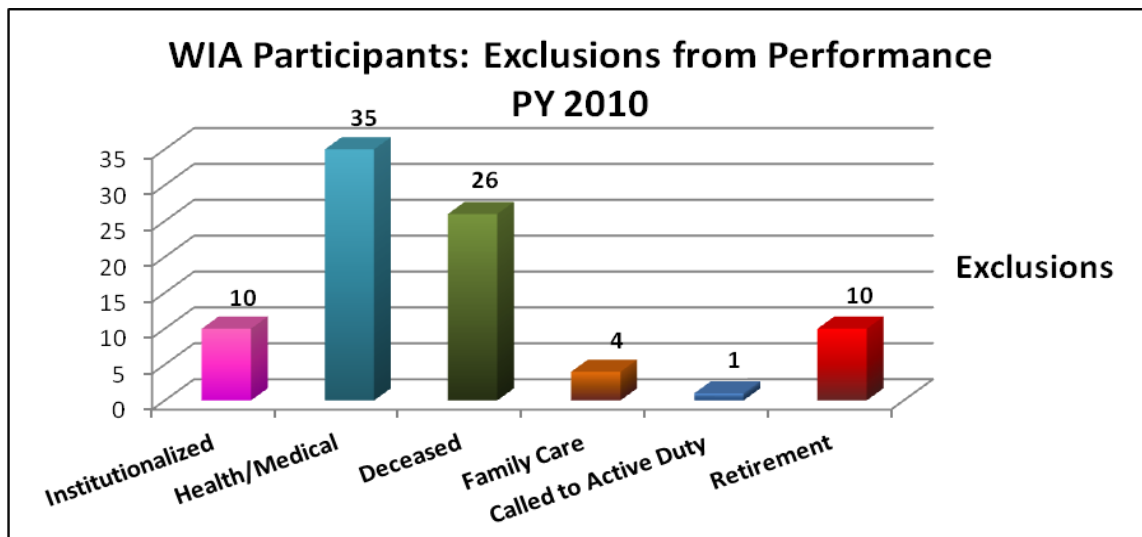
During PY 2010, 77,021 participants exited from WIA programs.

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

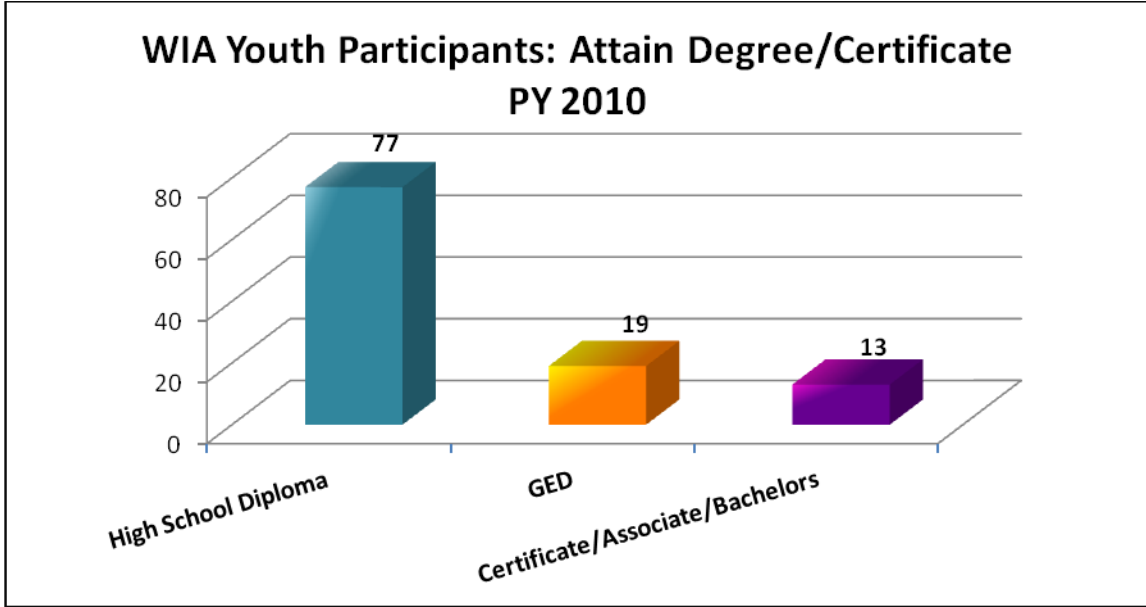
- Common exit means participants are not considered exited until they are totally done with Labor Exchange (Job Service), Trade programs, and WIA programs.
- To be counted as an exiter, the participant has to receive no countable services in these programs for 90 days.



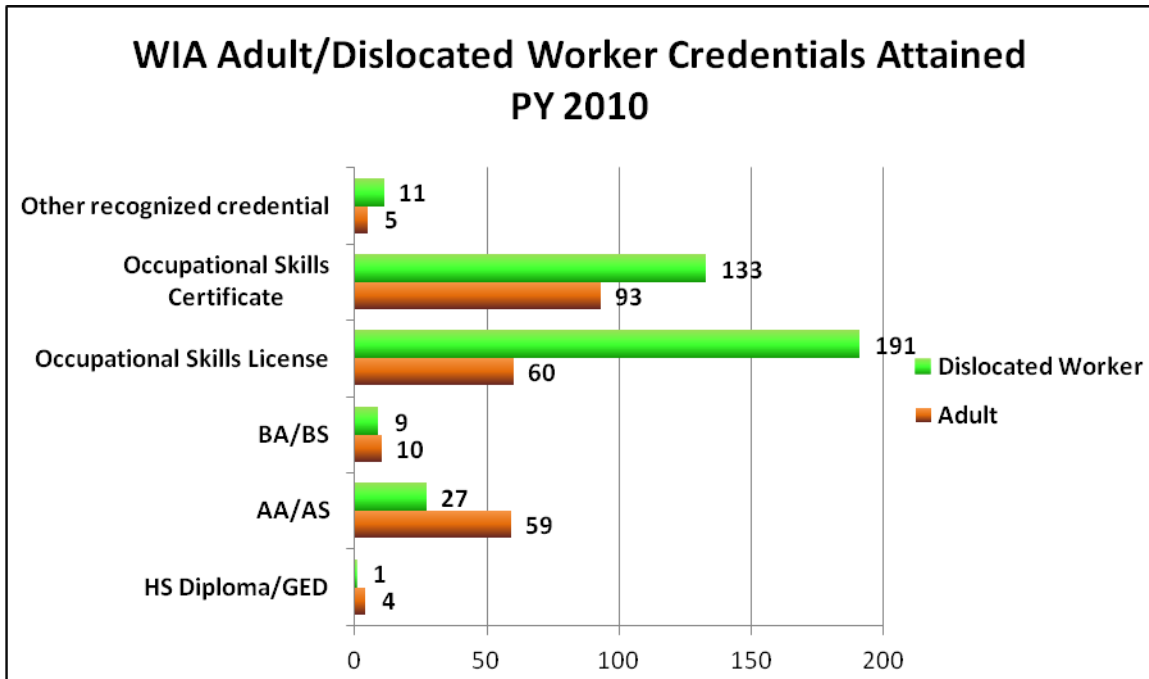
WIA participants that cannot continue their program participation are excluded from performance. The most common reason for exclusion during PY 2010 was for health or medical reasons.



Youth participants who were enrolled in education at participation or during their participation are included in calculation of the Attain Degree/Certificate performance measure. Of the Youth participants included in this measure, a total of 109 achieved a diploma or certificate during PY 2010. This number is fairly low because of Common Exit. Participants continue to remain active even though they have completed their WIA enrollment. The majority maintain their Labor Exchange (Job Service) enrollment by job searching, either to find employment or to improve their current employment situation.

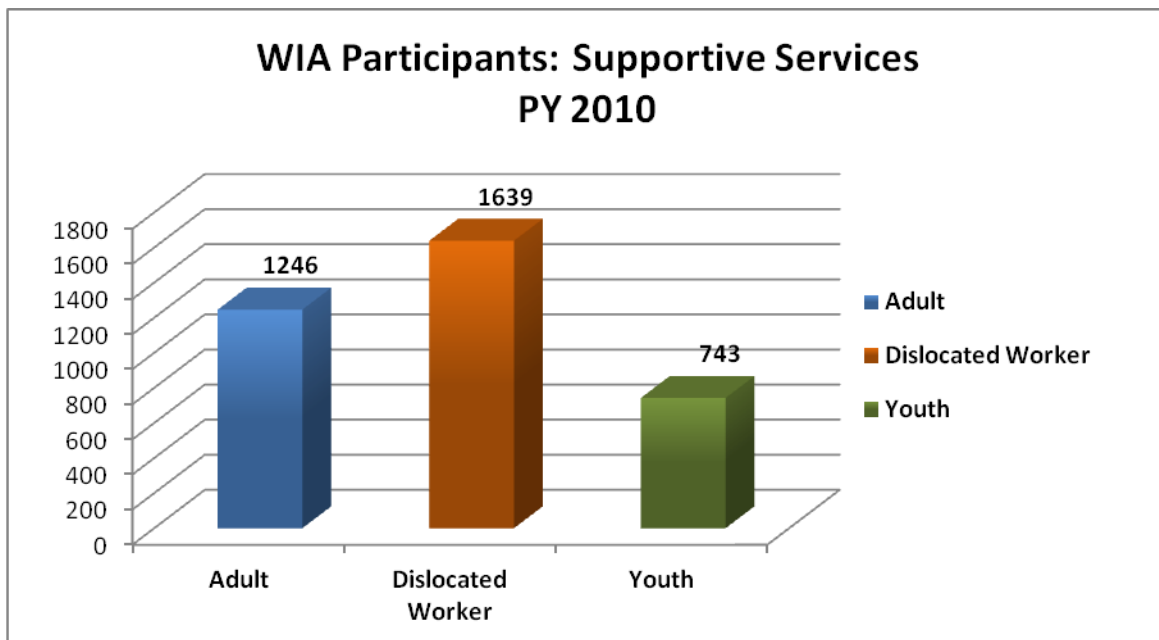


A total of 603 credentials were attained by Adult and Dislocated Worker participants in PY 2010.

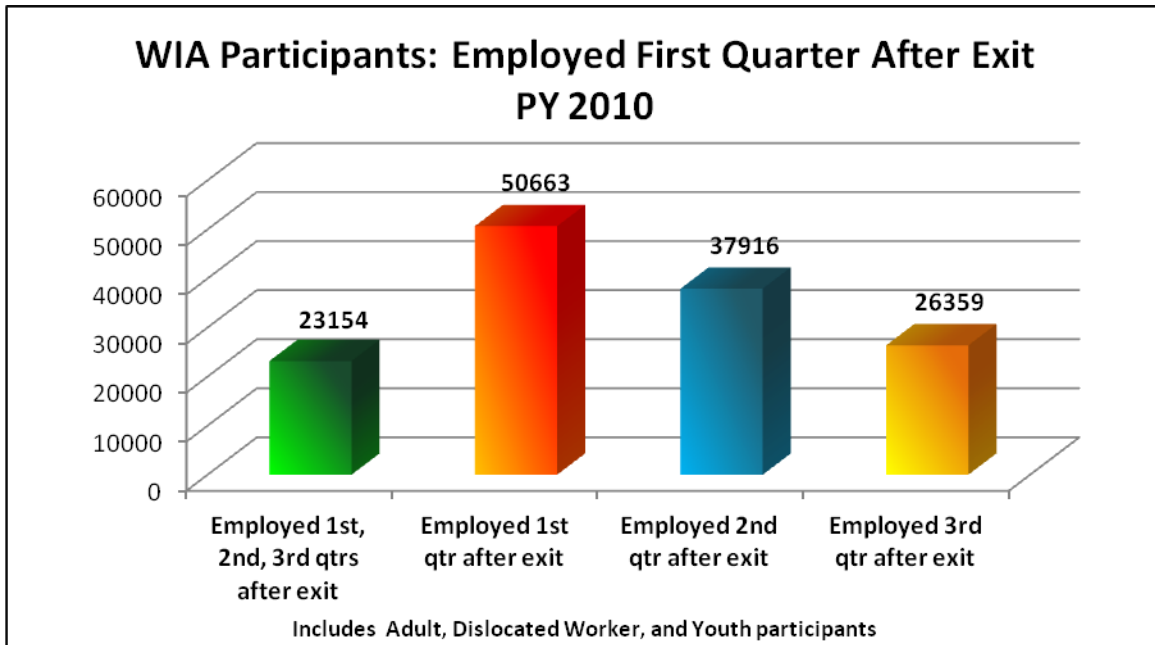


Supportive Services - The intent of WIA is to assist individuals to overcome barriers to employment. WIA participants are given necessary supportive services to support completion of their Individual Service Strategy or Individual Employment plan. The receipt of intensive and training services alone may not address other issues that can make the road to self-sufficiency difficult. The judicious use of supportive service assistance is an integral component of a comprehensive plan of service. Supportive services provided to Montana's WIA participants in PY2010 included the following:

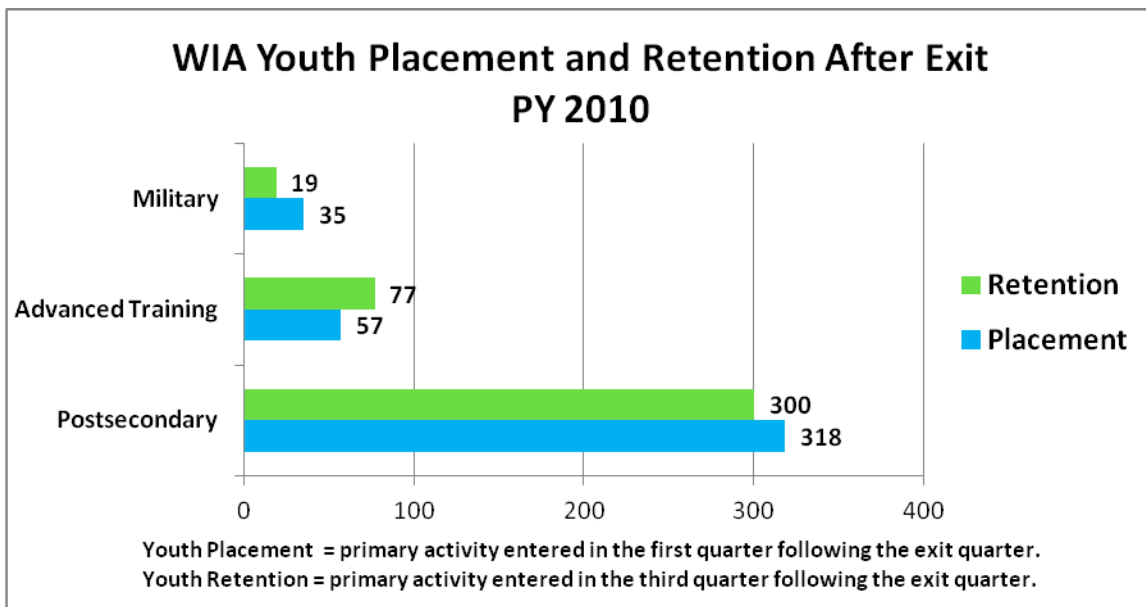
- Youth Supportive Services
 - Transportation assistance
 - Healthcare services
 - Child care assistance
 - Training-related clothing
 - Lodging assistance
- Adult and Dislocated Worker Supportive Services
 - Transportation assistance
 - Healthcare services
 - Child care assistance
 - Training-related clothing
 - Lodging assistance
 - Job search allowance
 - Relocation assistance



A total of 50,663 participants were employed during the first quarter after exiting from WIA programs during PY 2010. There were 23,154 participants who were employed first, second, and third quarters after exit. These numbers do not equate to the performance requirements set for WIA Common Measures.



Approximately 35% of Youth participants were placed or retained placement in postsecondary training, advanced training, or military employment. No Youth participants were placed in an approved apprenticeship for PY 2010.



SHARING CUSTOMER SATISFACTION AND SUCCESSES

❖ CUSTOMER SATISFACTION

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

Customer satisfaction survey responses are collected by telephone interviews. In-person interviews and mail questionnaires are used only in situations where the individual does not have a telephone or where the person has a hearing impairment. Participants are contacted as soon as possible after the date of exit and no later than 60 days after the date of exit.

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

❖ WHAT CUSTOMERS ARE SAYING ABOUT THE PROGRAMS

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 some of the participants had to say about their experience with the services they received through the Workforce Investment Act:

- Marilyn was a great help. Thanks.
- A Great Falls Opportunities Inc youth said she was very satisfied with the program.
- Brenda and the people at the Roundup HRDC were wonderful and continue to be wonderful. Great Program.
- "They met all my needs; the people at the Kalispell Job Service are hard core and great professionals."
- "Miles Community College and the Career Development Program were so good to me. They helped me with applications, resumes, travel expenses, scrubs and shoes. Their help was most appreciated."
- Lynn at Career Futures was so helpful.
- Deb with Action for Eastern Montana was so good to me. "She still contacts me."
- With the help of the Job Service, I now have a great job and I am so thankful said a dislocated worker.
- "Paula was wonderful to work with; she really cared."
- Norma in Great Falls would be given a 15 on 1-10
- Because of the program one participant said she was able to live in her home and take the nursing course. Thank you.
- Vickie in Hamilton followed-up to the client even if it was to say she was still waiting for information or that she hadn't received an answer. It was very much appreciated.
- Terry Aubrey in the Kalispell office has been awesome!!! Terry Aubrey always called back immediately; he was very helpful, client very satisfied.

PY 2010 PERFORMANCE

The U.S. Department of Labor-Employment and Training Administration negotiates Performance levels with each state by program year. Montana achieved the negotiated levels set for seven of the nine Common Measures performance measures.

Montana did not meet performance this year for two performance measures: **Adult Entered Employment** and **Dislocated Worker Entered Employment**. Rates for these two measures were not met due to economic conditions affecting Montana.

Traditionally, Montana lags behind the nation in employment trends. The lagging economy did not begin to affect Montana until a year after economic problems started affecting the rest of the nation. As the nation recovers, Montana will lag behind the recovery for a year to eighteen months. While the swing in unemployment numbers is not as drastic as what happened nationwide, Montana's unemployment rate did not start to rise until the rest of the nation had an unemployment rate above 8.0%.

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate				
a) Adults	88.0	63.1	238	377
b) Dislocated Workers	88.0	70.1	305	435
Retention Rate (6 months)				
a) Adults	88.0	*81.0	218	269
b) Dislocated Workers	92.0	*87.1	175	201
Average Earnings/Earnings Change 6 Months				
a) Adults	\$11,700	\$12,306	\$2,645,869	215
b) Dislocated Workers	\$14,600	\$17,867	\$3,091,014	173
Placement in Employment or Education	80.0	84.3	188	223
Attainment of Degree or Certificate	71.0	*61.6	109	177
Literacy or Numeracy Gains	30.0	*25.8	23	89

Blue = Met Performance Levels

Red = Did Not Meet Performance Levels

* Met 80% of Negotiated Performance Level

PROGRAM PERFORMANCE DATA

**Performance Levels
July 1, 2010 through June 30, 2011**

PERFORMANCE MEASURES	PERFORMANCE GOALS
	PY 2010 (07/01/10-6/30/11)
Adult Program - Common Measures Indicators of Performance	
1. Entered Employment Rate	88.0%
2. Employment Retention Rate	88.0%
3. Six Months Average Earnings	\$11,700
Dislocated Worker Program - Common Measures Indicators of Performance	
1. Entered Employment Rate	88.0%
2. Employment Retention Rate	92.0%
3. Six Months Average Earnings	\$14,600
Youth Program - Common Measures Indicators of Performance	
1. Placement in Employment or Education	80.0%
2. Attainment of Degree or Certificate	71.0%
3. Literacy and Numeracy Gains	30.0%

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2010 to 06/30/2011

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

Date Ranges Used In Calculating Report Items

Total Participants:	07/01/2010 - 06/30/2011
Total Exitors:	04/01/2010 - 03/31/2011
Entered Employment Rate, Youth Placement in Employment or Education, and Youth Attainment of Degree or Certificate:	10/01/2009 - 09/30/2010
Employment Retention Rate and Six Months Earnings Change:	04/01/2009 - 03/31/2010
Youth Literacy and Numeracy Gains:	07/01/2010 - 06/30/2011

Table B - Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	88.0	63.1	238	377
Employment Retention Rate	88.0	81.0	218	269
Six Months Average Earnings	\$11,700	\$12,306	\$2,645,869	215

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	55.7	<u>103</u> 185	54.8	<u>17</u> 31	61.1	<u>11</u> 18	55.0	<u>11</u> 20
Employment Retention Rate	80.5	<u>91</u> 113	73.3	<u>11</u> 15	75.0	<u>6</u> 8	72.7	<u>8</u> 11
Six Months Average Earnings	\$9,765	<u>\$878,842</u> 90	\$19,470	<u>\$214,164</u> 11	\$9,433	<u>\$56,595</u> 6	\$13,555	<u>\$108,441</u> 8

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	75.0	<u>60</u> 80	59.9	<u>178</u> 297
Employment Retention Rate	87.8	<u>43</u> 49	79.5	<u>175</u> 220
Six Months Average Earnings	\$12,657	<u>\$518,944</u> 41	\$12,224	<u>\$2,126,925</u> 174

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2010 to 06/30/2011

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	88.0	70.1	305	435
Employment Retention Rate	92.0	87.1	175	201
Six Months Average Earnings	\$14,600	\$17,867	\$3,091,014	173

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	55.4	$\frac{46}{83}$	63.6	$\frac{7}{11}$	56.8	$\frac{50}{88}$	100.0	$\frac{2}{2}$
Employment Retention Rate	73.9	$\frac{17}{23}$	100.0	$\frac{2}{2}$	86.5	$\frac{32}{37}$	0.0	$\frac{0}{0}$
Six Months Average Earnings	\$10,831	$\frac{\$184,128}{17}$	\$50,390	$\frac{\$100,779}{2}$	\$10,859	$\frac{\$351,533}{32}$	0.0	$\frac{0}{0}$

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	66.4	$\frac{95}{143}$	71.9	$\frac{210}{292}$
Employment Retention Rate	94.7	$\frac{36}{38}$	85.3	$\frac{139}{163}$
Six Months Average Earnings	\$25,310	$\frac{\$911,161}{36}$	\$15,911	$\frac{\$2,179,853}{137}$

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	80.0	84.3	188	223
Attain Degree or Certificate	71.0	61.6	109	177
Literacy or Numeracy Gains	30.0	25.8	23	89

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2010 to 06/30/2011

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	85.6	<u>190</u> 222	\$6,316	<u>\$1,332,697</u> 211	5.9	<u>14</u> 238	\$5,132	<u>\$1,164,898</u> 227	3.5	<u>2</u> 57
Dislocated Workers	85.7	<u>132</u> 154	116.6	<u>\$2,281,173</u> \$1,957,162	7.2	<u>22</u> 305	\$8,661	<u>\$2,485,820</u> 287	1.2	<u>1</u> 82

Table M - Participation Levels

Program	Total Participants Served	Total Exiters
Total Adult Customers	114,817	77,466
Total Adults (Self-Service Only)	111,427	76,191
WIA Adults	112,462	76,631
WIA Dislocated Workers	2,550	891
Total Youth (14-21)	829	335
Out-of-School Youth	333	141
In-School Youth	496	194

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$1,917,596
Local Dislocated Workers	1,259,311
Local Youth	2,033,400
Rapid Response (Up to 25%) 134 (a) (2) (A)	440,691
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	648,291

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	31,753
	MT Association of Counties	4,088
	Math and Science Initiative	59,798
	Work Keys	52,014
	Montana Tech of the University of MT	12,000
	Montana State University - COT	9,996
	Great Falls School District	10,530
	Marketing Lever	4,873
	Angel Fund	31,597
	Eureka Rural Development	3,355
<i>Total of All Federal Spending Listed Above</i>		6,519,293

WIA Title IB Annual Report Form (ETA 9091)
 Report Period: 07/01/2010 to 06/30/2011

Local Area Name: Balance of State (BOS)

Table O - Local Performance

Total Participants Served	
a) Adults	96,954
b) Dislocated Workers	2,071
c) Older Youth	150
d) Younger Youth	537
Total Exiters	
a) Adults	66,637
b) Dislocated Workers	681
c) Youth	63
d) Younger Youth	220

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	88.0	61.3
b) Dislocated Workers	88.0	69.6
Retention Rate (6 months)		
a) Adults	88.0	80.3
b) Dislocated Workers	92.0	86.8
Average Earnings/Earnings Change 6 Months		
a) Adults	\$11,700	\$12,803
b) Dislocated Workers	\$14,600	\$18,209
Placement in Employment or Education	80.0	82.9
Attainment of Degree or Certificate	71.0	61.8
Literacy or Numeracy Gain	30.0	16.7

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance Not Met Met Exceeded

WIA Title IB Annual Report Form (ETA 9091)
 Report Period: 07/01/2010 to 06/30/2011

Local Area Name: Concentrated Employment Program (CEP)

Table O - Local Performance

Total Participants Served	
a) Adults	15,506
b) Dislocated Workers	272
c) Older Youth	28
d) Younger Youth	114
Total Exiters	
a) Adults	9,994
b) Dislocated Workers	99
c) Older Youth	11
d) Younger Youth	41

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	88.0	76.9
b) Dislocated Workers	88.0	72.9
Retention Rate (6 months)		
a) Adults	88.0	80.0
b) Dislocated Workers	92.0	91.4
Average Earnings/Earnings Change 6 Months		
a) Adults	\$11,700	\$9,722
b) Dislocated Workers	\$14,600	\$16,634
Placement in Employment or Education	80.0	91.7
Attainment of Degree or Certificate	71.0	60.6
Literacy or Numeracy Gain	30.0	64.7

Description Of Other State Performance Indicators

- c. _____
- d. _____

Overall Status Of Local Performance Not Met Met Exceeded