

# ANNUAL REPORT 2004 MONTANA

## WORKFORCE INVESTMENT ACT



# A Message from the Governor of the State of Montana



Dear Friends:

As the 2004 chapter of the Montana Workforce Investment Act closes and moves toward a new day, significant changes will occur in the way Montana delivers service to its current and future workforce.

On August 30, 2005, I appointed a new State Workforce Investment Board. I charged each member to honor the following five key principles:

- Ensure financial accountability to the people we serve,
- Support increased genuine local involvement that meets individuals needs/services,
- Invest more dollars in job training -- more dollars into the hands of those that need it most,
- Create efficiencies in our service delivery to guarantee maximum impact, and
- Develop a system that is available to all Montana's citizens.

On September 20, 2005, the State Workforce Investment Board (SWIB) approved a modification to Montana's 2-Year Strategic Plan to move Montana to a Single Statewide Planning Area. The Board, with my full support, believes this revised structure will allow Montana to make great strides toward achieving the goals established in our original plan. In addition, the modified structure allows Montana to better address the USDOL's challenge of improving efficiencies and increasing accountability.

Prior to the changes, nearly \$1.2 million (20%) a year was being spent on administrative overhead at the local level. By eliminating unnecessary and duplicative operational layering, the potential exists to free up nearly \$1 million of those dollars. That money can be put into the hands of more program participants -- as many as 350 additional Montanans can receive assistance to prepare for real jobs tied to the state's economic development efforts.

The current system of doing business has to change. Although I recognize change is not always easy, I'm confident the changes adopted by the SWIB will deliver positive results for years to come for Montana and its workers.

Sincerely,

BRIAN SCHWEITZER  
Governor

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## EXECUTIVE SUMMARY

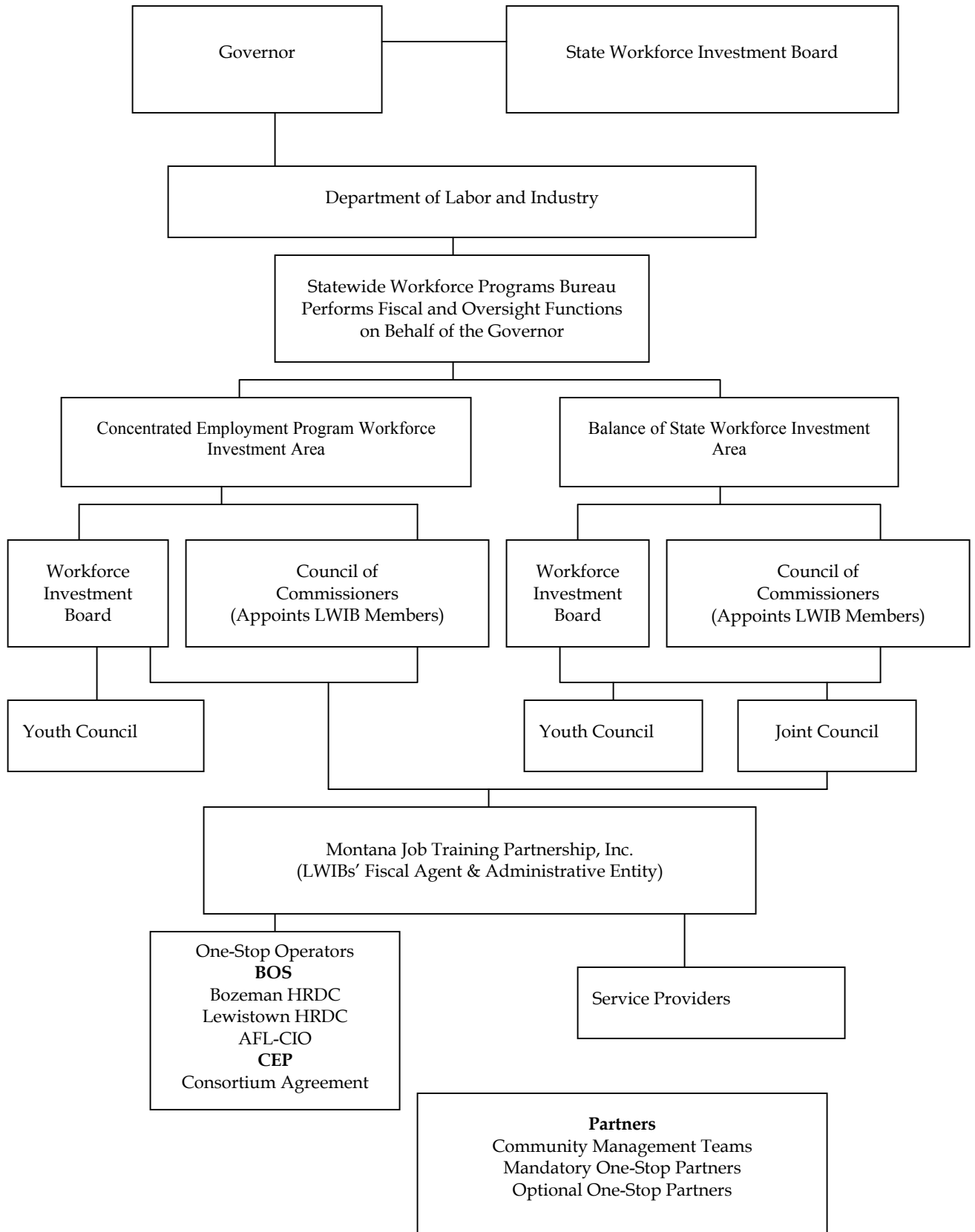
Montana's vision for its workforce investment system is based upon two long-term goals:

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

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

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

## Montana Workforce Investment System



## LEADERSHIP

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

Haley Beaudry Chair

The State Workforce Investment Board continued its work toward meeting Governor Martz's charge of 2001 of providing the insight and guidance needed to develop sound public policy on workforce issues in relation to Montana's economic development goals.

The four SWIB committees, the Executive, Workforce System, Accountability and Economic Development and Business Retention were assigned specific responsibilities that helped move the workforce system toward meeting the Governor's goals and charge.

**Executive Committee** is made of the State Workforce Investment Board Chair, the chairs from each of the committees, and up to 10 other members.

**Economic Development & Business Retention Committee** coordinates the work of the board with the state's economic development strategy; and ensures that the strategy is communicated to the local boards and used in the evaluation of quality of local plans.

**Workforce System Committee** has the responsibility to oversee and coordinate the implementation of the Governor's and the Board's strategic workforce development plans through the actions and operational directives of the state's executive agencies.

**Accountability Committee** is charged with developing meaningful accountability measures for Montana's workforce development investments. Measures will be used to evaluate the quality of training programs, local boards, local workforce planning efforts, and the services offered through the JobLINC Centers in the state.

The Accountability Committee produced the "Snapshot 2004" document. This tool is a spreadsheet that shows a clear picture of Montana's Workforce System, the oversight agency, who administers the services, the intended client, and the funding allocated to the program. It is intended that the SWIB will publish this document annually to provide a historical review of the system, and to provide a tool for comparing system performance from year to year.

Apprenticeship Advisory Committee. During 2004, the SWIB also developed and appointed an Apprenticeship Advisory Committee. This group serves as an advisory body to the State Registered Apprenticeship Program, and in the future will work to better link education with apprenticeable occupations.

The SWIB has partnered with the Research and Analysis Bureau in the Department of Labor and Industry to collectively submit the LMI Grant Plan to the USDOL. By working together to determine the products and tools needed by the workforce system, the SWIB and the R & A Bureau are building a partnership that will improve efficiencies in the delivery of LMI data, and also ensuring the products that are created are more demand driven.



Montana has two local workforce investment areas for the Workforce Investment Act programs: the 10 county Concentrated Employment Program and the 46 county Balance of State. Local Workforce Investment Boards for both areas are staffed by Montana Job Training Partnership, Inc., a private non-profit organization.

### **Balance of State (BOS)**

Norma Boetel Chair

In the Balance of State, the WIB and Council of Commissioners have joined to form the BOS Joint Council. The Joint Council functions as the primary body for establishing policies and programs for the BOS area. Nowhere else in the nation do the local elected officials participate to this degree. This strong partnership is a source of strength for the Balance of State area, leading to high performance programs attuned to the needs of the area. 28 members of the Local Workforce Investment Board together with the eleven-member BOS Council of Commissioners, make up the BOS Joint Council.

All members of the BOS Joint Council serve on one of three standing committees:

- **Revenue Development Committee** oversees financial systems including recommending funding allocations, tracking program expenditures, reviewing program and administrative budgets as well as overseeing financial audits;
- **System Development Committee** is involved in all aspects of designing, selecting and certifying One Stop Centers; commenting on the State MOU and the State's Unified Five-Year Strategic Plan; evaluates the effectiveness of coordination and participation of one-stop partners; conducts needs assessments in the area and determines strategies for meeting the workforce needs; develops and implements the Request for Proposals process; develops and implements the strategic long-term plan for the Joint Council; and develops and reviews the comprehensive Five-Year Local Plan;
- **Customer Satisfaction/Continuous Improvement (CS/CI) Committee** is responsible for: developing and implementing continuous improvement instruments and benchmark standards; reviewing contract and provider agreements; and monitoring policies and procedures.

- **Executive Committee** is composed of the Chairs of the BOS Council of Commissioners, the BOS Local Workforce Investment Board, and the Joint Council as well as the Chairs of each standing committee created by the Joint Council.
- **Youth Councils** are required in each local workforce investment area. In Montana the BOS and CEP local boards established the Youth Council as another committee. The 20 member BOS Youth Council includes individuals representing the BOS Joint Council, youth interests, education, Job Corps, juvenile justice, individuals with youth expertise, parents of current and/or former youth program participants and WIA youth.

### **Concentrated Employment Program (CEP)**

Robert Henry Chair

The CEP Workforce Investment Board is made up of 28 members. All members of the CEP Local Workforce Investment Board serve on one of two standing committees:

- **Planning and Finance Committee:** This Committee is responsible for reviewing and commenting on the State's Unified Five-Year Strategic Plan; the development and oversight of the Comprehensive Five-Year Local Plan; coordination and marketing of system design to stakeholders and customers; selecting and certifying one-stop centers; determining allocation of funds to One-Stop systems in the area; and recommends funding allocations and incentive and carryover awards to the CEP WIB; and reviews and develops program policies.
- **Customer Satisfaction/Continuous Improvement Committee (CS/CI):** This Committee is responsible for developing and implementing continuous improvement instruments and benchmark standards; reviewing contract and provider agreement instruments; and monitoring policies and procedures and performance standards; evaluating the effectiveness of coordination and participation of partners; developing and implementing incentives and continuous improvement plans based on provider performance; evaluating programs; developing and monitoring the participant follow-up system; overseeing policy and procedures for resolving issues of noncompliance; evaluating program expenditure, performance and follow-up reports; developing monitoring and technical assistance plans; and reviewing and developing program policies.
- **Executive Committee:** This Committee is composed of the Chair and Vice-Chair of the Board, the Chair of each standing committee and one other director as appointed by the Chair.
- **Youth Council.** WIA requires a youth council in each local workforce investment area. In Montana the BOS and CEP local boards established the Youth Council as another committee. The 19 member CEP Youth Council includes individuals representing the local board, youth interests, juvenile justice, individuals with youth expertise, parents of current and/or former youth program participants and WIA youth

Montana Job Training Partnership, Inc. (MJTP) is the administrative entity and staff for the Balance of State and the Concentrated Employment Program Local Workforce Investment Boards.

## 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 926,865 people spread over 147,138 square miles. It is the fourth largest state in land area and 44<sup>th</sup> in population.

Montana continues to experience positive growth in population as indicated by an increase of about 8,700 people from 2003 to 2004, or 0.9 percent. Examining the population increase since 2000, 10,300 more births to deaths have been recorded, with an additional increase of 14,755 accounted for by new entrants to the state.

More people are living in Montana, more jobs are available, and those people working are earning more money. This growth, however, is not spread evenly across the state.

- Montana's total personal income increased by 6.7 percent in 2004, as compared with 5.2 percent for 2003. Per capita personal income also increased in 2004, by 5.7 percent, which was significantly more than the inflation rate of 2.7 percent for the same time period. Montana's rank among all states for per capita income was 45<sup>th</sup> for both 2003 and 2004.
- Over the 1990s, population growth was uneven across Montana. Between 1990 and 2000, 23 of Montana's 56 counties lost population, while the remaining 33 experienced growth. Most of the counties losing population were in the eastern third and north central part of the state. Nineteen counties, all in the western third and south central portion of the state, experienced more than 10 percent population growth.

For the period 2000 to 2004, 33 counties lost population and 23 showed an increase. Because most of the larger counties increased in population, Montana overall had a population increase.

- Payroll (wage and salary) employment covered by unemployment insurance increased 10,000 jobs in 2004 compared with 2003. The previous year's growth was 5,500 jobs, indicating that job openings have increased in the short run.
- Montana's unemployment rate was 4.4 percent of the workforce in 2004, which was unchanged from 2003. The U.S. rate was 5.5 percent in 2004, which was down from 6.0 the previous year, indicating a surge in payroll positions nationally.
  - The incidence of unemployment is distributed unevenly across Montana. For 2004, 3 counties had a relatively high unemployment rate above 7 percent, with Lincoln County the highest at 9.7 percent. The other two counties with high unemployment rates each contained Indian reservations, where employment opportunities have historically been limited. Additionally, two of the three counties are in western Montana, and have economies that are partially dependent on seasonal (part-year) industries such as logging and wood processing, recreation and tourism, and construction.

Nineteen counties, or a third of all Montana counties, had unemployment rates below 4 percent, with Sweet Grass County being the lowest at 2.1 percent.



## MONTANA'S WORKFORCE ACTIVITIES AND SUCCESSES

### **Rapid Response**

The State 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 Rapid Response Workshops. At the workshops, information is given to the workers about various programs that will assist them in their transition to new employment. Unemployment Insurance is always one of the programs that are invited to provide information and possibly take Unemployment Insurance claims for the workers. The Dislocated Worker Program, Employment Services, Trade Adjustment Assistance, and various community agencies are invited to present information to the worker on their programs. The workers are also given information on how to survive a layoff among other pieces of information on how to become re-employed.

### **Governor's Discretionary Funds**

#### **Training for Incumbent Workers**

Funds were directed to the Montana Department of Commerce to leverage activity with community development block grants. The Department of Commerce developed projects for customized training for new and expanding businesses in Montana to provide needed skills and better-paying jobs for their workers. The combination of funding sources provided job training and skills upgrading.

#### **Health Care Projects**

- The Office of the Commissioner of Higher Education (OCHE) continued the process started in Program Year 2002 of building an infrastructure that would lead to helping reduce the shortage in the health care field with the expected benefits of providing individuals access to health care training for place and/or time bound individuals as well as the opportunity to cross-train into another health care career and support the needs of rural medically underserved areas.
- The Office of Public Instruction continued its project to pilot the statewide Health Occupations Education system that runs for a period of three to five years.

The Health Care Projects were funded by Governor's discretionary dollars and the programs were scheduled to end June 30, 2005.

### **WIA SECTION 503 INCENTIVES**

In Montana the health care industry represented the largest overall service sector economy gross state product with health care wages averaging 21% higher than the overall average wage in the state. However, the state was experiencing an unacceptable shortage of qualified health care workers. The federal government designated 50 of Montana's 56 counties as Health Professional Shortage Areas. With the demand for health care services ever increasing as the population is aging, too few people are entering or remaining in the health care professions.

As recipients of Program Year 2001 incentives, the WIA Title IB, Carl D. Perkins Vocational and Technical Assistance Act, and AEFLA programs identified the shortage of health care workers in health care occupations as the priority statewide project and proposed that over the next two years, the State develop an infrastructure to coordinate activities and services to address the priority project.

Incentive funds were used to:

- educate the partners about shortages in the health care industry and bring them together to jointly develop education and training for the health care industry;
- target participants in WIA Title IB adult, youth and dislocated worker programs; adult basic literacy and Carl Perkins vocational education by pointing out the various paths that will lead to careers in the health care industry through activities such as high school career days, assessments to determine an individual's aptitude, desire and academic ability to participate in education and training associated with health care occupations.
- targeted groups also included incumbent workers, dislocated workers, eligible WIA Title IB adult and youth participants and students enrolled in secondary, post secondary and adult basic literacy education.

Montana was again awarded WIA Section 503 Incentives for Program Year 2002 and continued the priority project putting the infrastructure in place for increasing awareness of the opportunities in health care occupations.

**Technical Assistance for Local Areas**

For a fifth year, Statewide Workforce Programs and Oversight Bureau and Montana Job Training Partnership, Inc., staff conducted a series of Workforce Investment Act Regional Technical Assistance and Training sessions. These sessions are designed to bring together front-line staff, supervisory staff and other individuals working in the Local Workforce Areas' WIA Adult, Youth and Dislocated Workers programs. The regional sessions covered WIA Montana Management Information System (MTMIS) reports, WIA performance measures, and WIA program policies and procedures.

## **DESIREE TAGGART MEMORIAL AWARDS**

The Desiree Taggart Memorial Awards are given in memory of Desiree Taggart, the first Director of Workforce Development in the Governor's Office of Economic Opportunity. Desiree is remembered for her inspiring dedication to Montana's workforce development efforts, for her abundant energy and willingness to go the extra mile, for her inquisitive mind and creative solutions, her passion for quality and excellence in workforce development, and fostering positive relationships among workforce development professionals, businesses, and the workforce.

The awards publicly acknowledge outstanding efforts of individuals and organizations that have improved workforce development in Montana through the use of quality principles as promoted by the State Workforce Investment Board (SWIB) and the Montana Council for Workforce Quality (McWQ).

There are three (3) categories of awards given annually:

1. **Outstanding Business of the Year Award** –Awarded to businesses (private or public) for outstanding contribution to the success of Workforce Development Programs. This award recognizes an employer in a Montana community who supports quality processes AND who participates in the workforce development programs or activities.
2. **Quality Program Award** –Awarded to a Workforce Development Agency or Program or a group of cooperating agencies or programs that exemplify the principles of quality in providing workforce development services. This award recognizes a workforce development organization (governmental, nonprofit or for profit), one-stop center or Community Management Team (CMT) in Montana who demonstrates leadership in promoting principles of quality initiatives a commonly described under the Malcolm Baldrige National Quality Award Program.
3. **Workforce Development Achievement Award** –Awarded to an individual workforce agency staff member, employer, council member, county commissioner, etc., for outstanding contribution to the success of Workforce Development Programs in:
  1. Fostering teamwork;
  2. Initiative and versatility;
  3. Total quality improvement activities;
  4. Leadership; and/or
  5. Other acts that promote excellent customer service or support the goals/mission/strategic plan of the workforce system.

The first Desiree Taggart Memorial Awards were presented at the September 2004 Governor's State Workforce Investment Board meeting. Award recipients were:

### ***OUTSTANDING BUSINESS OF THE YEAR***

Kalispell Chamber of Commerce  
Crossroads Correctional Center

### ***INDIVIDUAL WORKFORCE DEVELOPMENT ACHIEVEMENT***

Lynn Long  
Julie Foster

### ***QUALITY PROGRAM***

Rocky Mountain Front Community Management Team  
Southwest Montana Workforce System

## WIA SUCCESS STORIES

**Dislocated Worker Success:** I would like to take this opportunity to praise an employee of the Glendive Job Service. Her name is Connie. Connie has been my personal angel. I am so thankful for the day our lives crossed.

In February 2002, I was laid off due to the economy. My employer at that time had made an appointment for us to visit with Connie at the Job Service. Connie explained to us the different programs that were available to us through the Displaced Workers Program. In an instant I thought maybe this would be my chance to fulfill my life long dream of being a nurse. After the meeting I visited with Connie, she assured me that she would help me out where she could, depending upon her budget.

Four years later I will graduate from nursing school at Miles Community College on May 6<sup>th</sup>. This would not be possible if it wasn't for Connie and the displaced workers program. I will go from a job that paid \$7.25 an hour to an RN position paying \$17.50 an hour. This grant money will not only improve our lifestyle but it will also help with the shortage of nurses in eastern Montana.

Please commend Connie for several reasons for a job well done on her part. Her organizational and communication skills were absolutely wonderful. I truly appreciated her phone calls of encouragement, this meant more to me than words can express. She would research and urge me to utilize resources such as tutor's (etc) to help me when classes were getting tough. Only in Montana do we get service like this.

I could go on and on singing praise about the Displaced Workers Program and Connie. However I am afraid I will sound like a broken record. Please let Connie know that I appreciate everything she has done for me.

Please let it be known that this Displaced Workers Program is a win-win situation. Not only does it help our personal income but it also helps the economy and shortage situation in Montana. I hope other individuals have the same opportunity as myself to utilize this wonderful program.

I have just one last request. My pinning is on May 6<sup>th</sup>; in Miles City is it at all possible for Connie to attend since it is just as much her accomplishment as it is mine!!

**Justin:** Justin was in an OJT with his current employer and received schooling through the Flathead Community College to train as a chef. He said he would not be in the job he has today without Holly's help and guidance. Not only did she provide him with excellent case management and resume' skills, she also was able to put him in contact with businesses in their community so he was able to learn from those businesses their management style. He said he loves his job and that he is a "Success Story" because of Holly's help and guidance.

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### **MONTANA CHOICES PROGRAM:**

The Montana Choice project is designed for individuals on SSI or SSDI and serves as a learning laboratory of how self-employment and business ownership can be viable options for people with disabilities, especially those living in rural Montana. The eligibility requirements of the Montana Choice Project are more relaxed than most programs for individuals with disabilities.

In the Balance of State Workforce Area Montana Choices is operated in the Bitterroot (through the Job Service Workforce Center and Ravalli Services); Rocky Mountain Front region (Cut Bank Job Service Workforce Center); and northeast area (through Glasgow Job Service Workforce Center); in the Concentrated Employment Program area Montana Choices is operated through the Butte Job Service Workforce Center.

### **DISABILITY NAVIGATORS:**

In 2004, Montana Job Training Partnership received a grant from the US Department of labor to fund four Disability Navigators. The navigators have been assigned to the state's One-stop service areas in Cut Bank, Belgrade, and Lewistown in the Balance of State area and Helena in the Concentrated Employment Program area. The Disability Navigator's job is to provide resources regarding disability accommodations in school and the workplace; help with issues of transition of youth from high school to adult services and/or higher education; help answer questions and connect with resources regarding SSI and SSDI, and work, including specific incentives; provide professional development on disability topics; and assist individuals with disabilities to understand and work with various systems and resources they might need in work, school, or training.

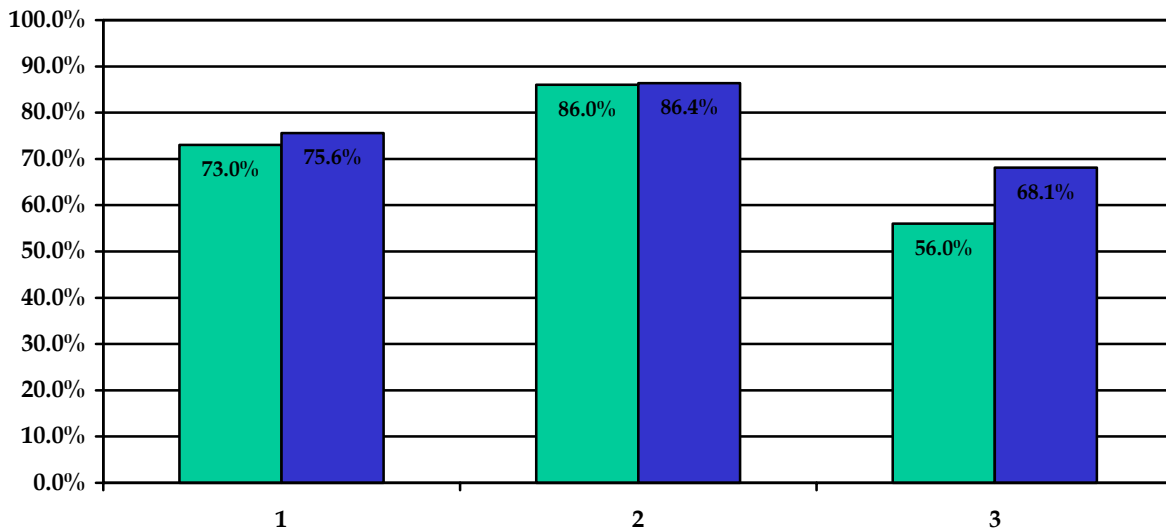
# WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

## ADULT PROGRAM

In Program Year 2004, 760 adults were registered to receive intensive and training services. The training services that were provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that may include 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.

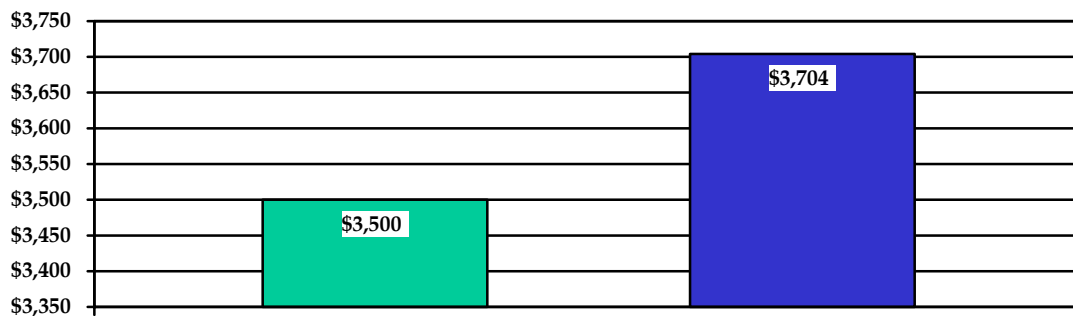
PY 2004 ADULT PROGRAM PERFORMANCE

■ Negotiated Levels ■ Achieved Levels



1. Entry into unsubsidized employment
2. Employment retention rate after six months
3. Credential attainment rate

Earnings Gain after 6 months



## **Montana's WIA Dislocated Worker Program**

### **Achieving Re-employment for Montanans**

#### **NATIONAL EMERGENCY GRANTS**

National Emergency Grant (NEG) funds are the Secretary of Labor's discretionary Dislocated Worker funds that are set aside to serve a specific population 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 the dislocated workers. Some of the services a dislocated worker can receive under an NEG are remedial training, classroom training, relocation assistance to a new job, assistance in buying tools and equipment for training or a job, and various other supportive services used to support a person while they are advancing their skills or looking for work.

In PY 2004, Montana continued to operate six National Emergency Grants. Those six NEG's are the Columbia Falls Aluminum Company (CFAC), Stimson Lumber, Flathead Community NEG, Missoula Community NEG, Talk America/Bresnan NEG, and Northwest Montana Timber NEG.

The Columbia Falls Aluminum Company NEG is currently serving the people who were dislocated from that business in Columbia Falls. This layoff affected 175 workers.

The Stimson Lumber NEG is serving people who were dislocated as a result of the Stimson Lumber mill closing in Libby in December 2002. This project was extended until December 2004 to allow one extra semester of training for the participants.

The Flathead Community NEG is serving people laid off from several different businesses in Kalispell. The biggest layoffs occurred at Semitool and Stream International. This project was extended to December 2005.

The Missoula and Bitterroot Valley Community NEG was awarded to Montana to serve people who were dislocated from several businesses in Missoula and Hamilton Montana. This project ended on September 30, 2005.

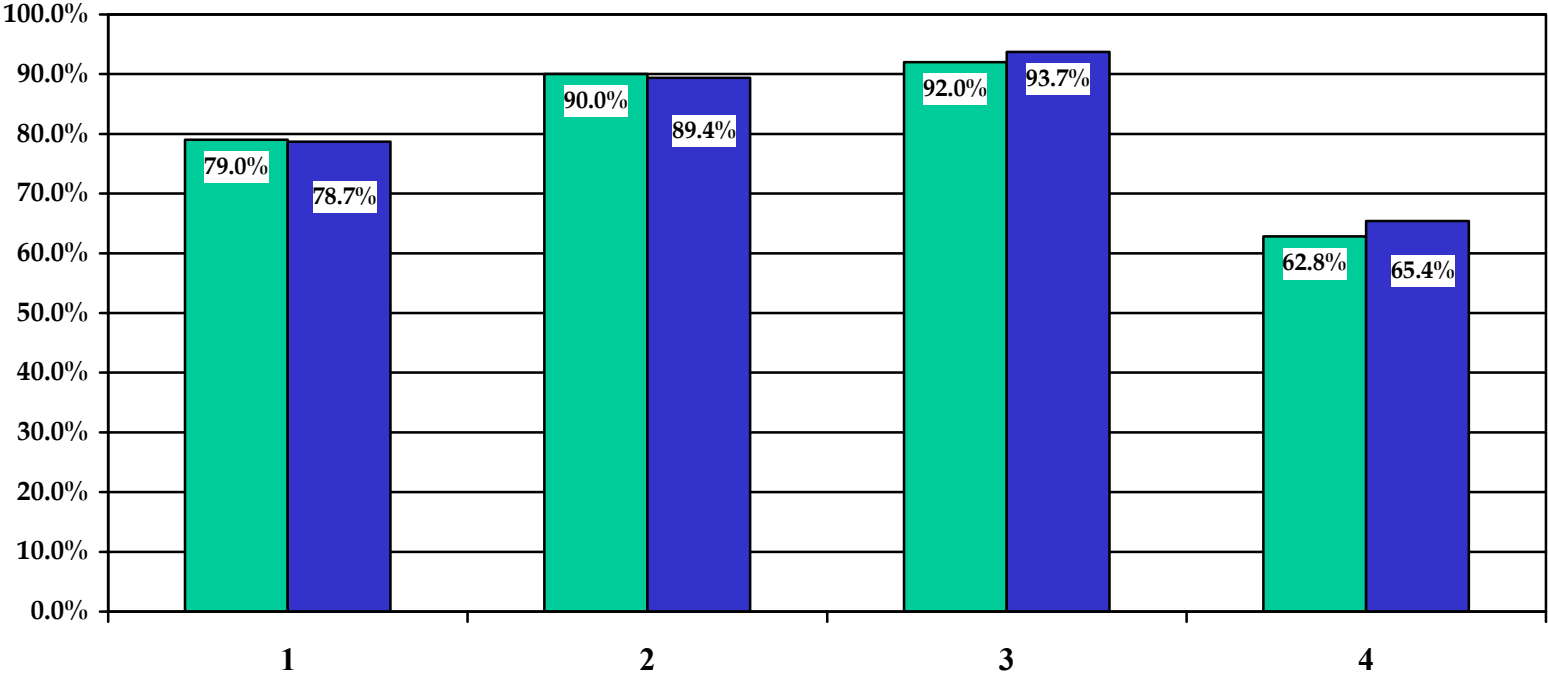
The Touch America NEG was awarded to Montana to help assist the workers dislocated from Touch America in Missoula and Butte, MT. This project will end on December 31, 2005.

The Talk America/Bresnan NEG was awarded to serve the workers dislocated from Talk America in Butte, MT and from Bresnan Telecommunications located across the State. This project will end in December 2006.

The Northwest Montana Timber NEG was awarded in response to the closure of the Owens and Hurst lumber mill in Eureka, MT. This project will also serve workers who have been dislocated from the businesses that closed or had a reduction in force due to the lumber mill closing. This NEG was awarded in March 2005 and continues through March 2007.

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

DISLOCATED WORKER PROGRAM  
PERFORMANCE  
PY 2004

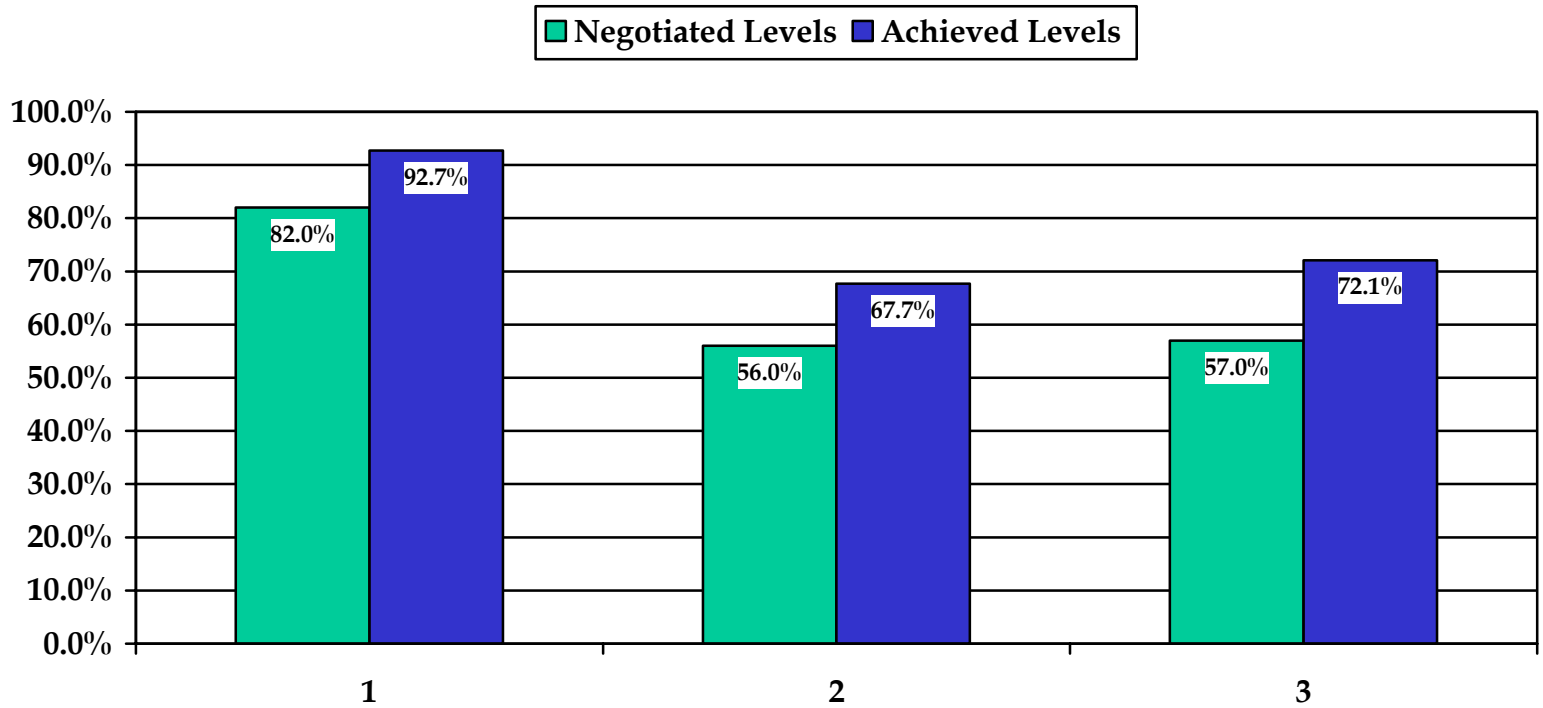


1. Entry into unsubsidized employment
2. Employment retention rate after six months
3. Earnings replacement rate
4. Credential attainment rate

### Montana's WIA Youth Program

In PY 2004, Montana's two Local Workforce Investment Area Youth Councils continued to take an active role in all aspects of both the younger and older youth programs including reviewing and recommending on expenditure and performance reports.

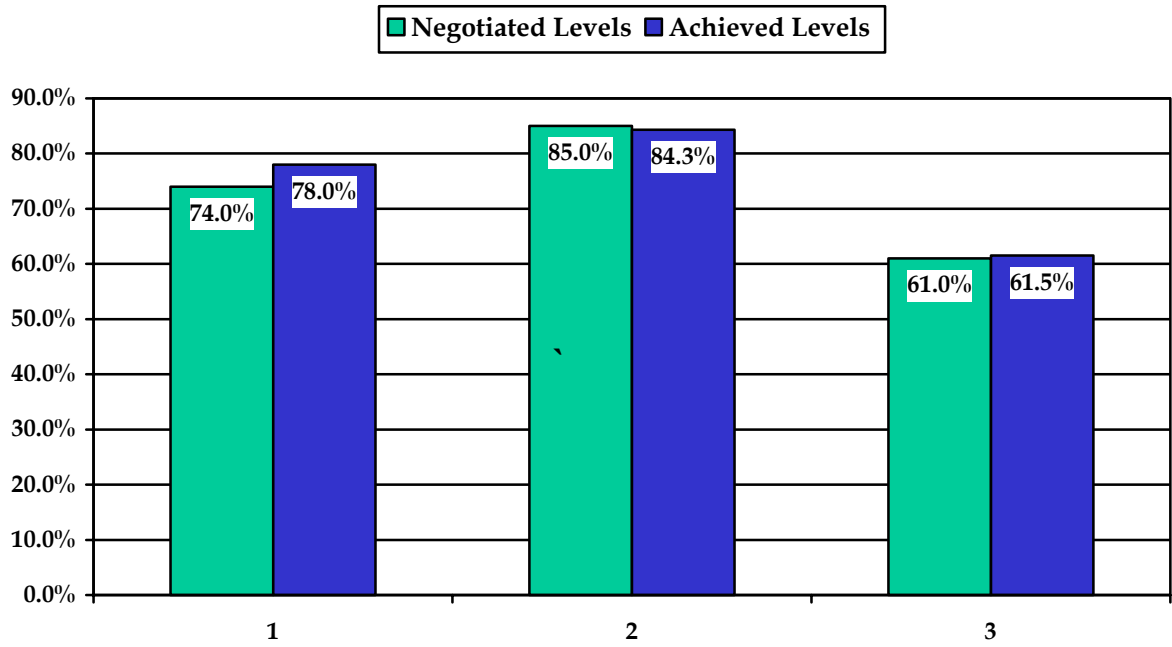
#### YOUNGER YOUTH (14-18) PROGRAM PERFORMANCE



1. Attainment of basic skill/work readiness occupational skills
2. Attainment of secondary school diploma/equivalent
3. Placement and retention rate in postsecondary education, military, training, employment, and apprenticeship

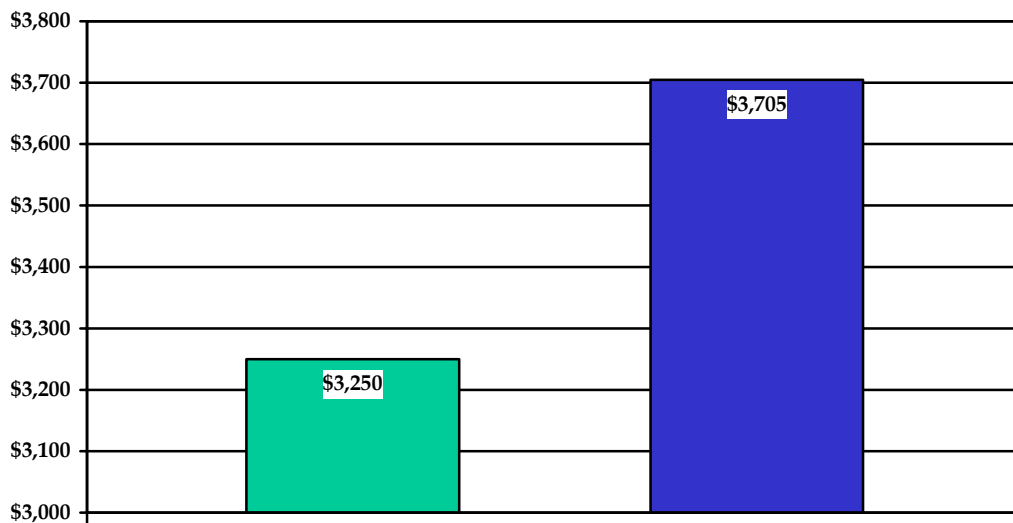


OLDER YOUTH (19-21) PROGRAM  
PERFORMANCE  
PY 2004



- 1: Entry into unsubsidized employment
- 2: Employment retention rate after 6 months
- 3: Credential attainment rate

Earnings Gain After 6 Months



## FINANCIAL ANALYSIS



Montana completed its fifth year of the Workforce Investment Act with an overall spending rate at 79%. 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. The Governors set-aside for statewide activities helped provide services for incumbent workers, youth projects, and re-employment.

The average percent of participants exiting the programs and entering employment is 79% and the average 6-month retention rate is 86%. 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.

**WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT  
PROGRAM YEAR 2004  
July 1, 2004 through June 30, 2005**

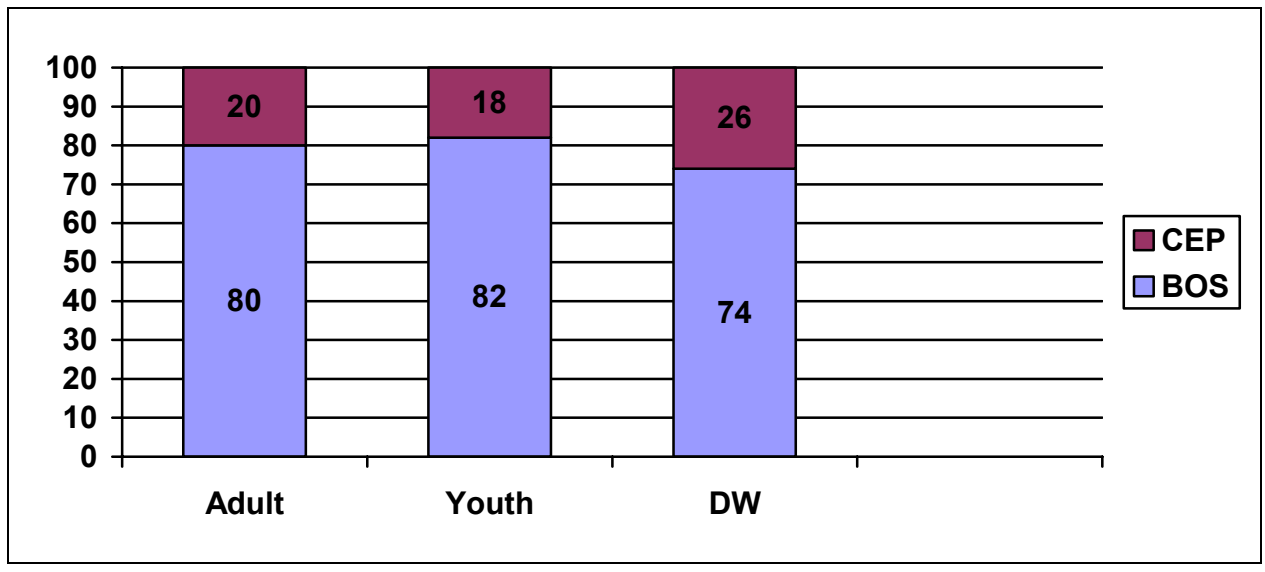
PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$1,102,704.00	\$ 754,158.00	\$348,546.00	68%
<i>Carry-in</i>	\$ 536,917.00	\$ 536,917.00	\$ -	100%
Rapid Response	\$ 403,043.00	\$ 400,995.00	\$ 2,048.00	99%
<i>Carry-in</i>	\$ 10,003.00	\$ 10,003.00	\$ -	100%
Local Admin	\$ 584,561.00	\$ 44,788.00	\$539,773.00	8%
<i>Carry-in</i>	\$ 456,397.00	\$ 456,397.00	\$ -	100%
Local Adult	\$2,186,553.00	\$2,005,325.00	\$181,228.00	92%
<i>Carry-in</i>	\$ 174,228.00	\$ 174,228.00	\$ -	100%
Local Youth	\$2,203,928.00	\$1,857,624.00	\$346,304.00	84%
<i>Carry-in</i>	\$ 451,731.00	\$ 451,731.00	\$ -	100%
Local DW	\$ 870,573.00	\$ 736,013.00	\$134,560.00	85%
<i>Carry-in</i>	\$ 165,137.00	\$ 165,137.00	\$ -	100%
Total All Funds	\$7,351,362.00	\$5,798,903.00	\$1,552,459.00	79%
	\$1,794,413.00	\$1,794,413.00	\$ -	100%

In Program Year 2004, more than 2,769 adults, youth and dislocated workers were registered to receive services under the Workforce Investment Act. Services were provided with an overall investment of local and state resources totaling more than \$7,500,000. Some of these resources were invested in support systems, such as local and state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Core, intensive and training services were made available to an undetermined number of individuals. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services. The number of adults and dislocated workers that registered for services and the average cost per participant were:

	Participants	Cost Per Participant
Adults	760	\$3,196
Dislocated Workers	1,372	\$ 704

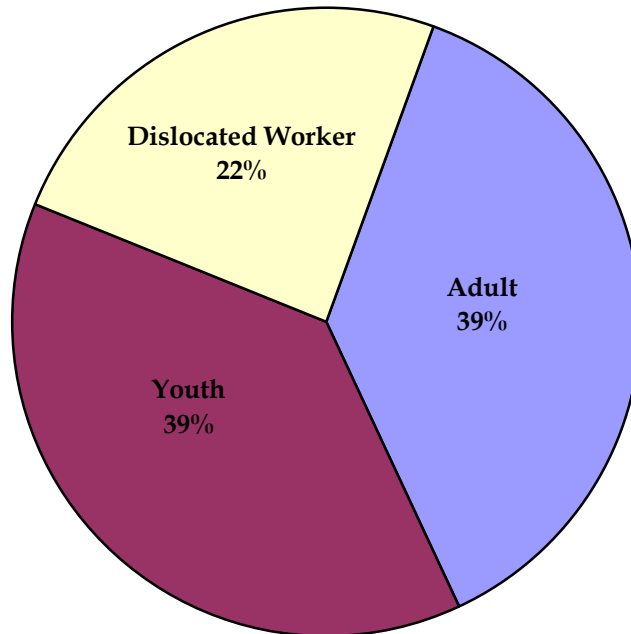
592 Youth (both older and younger) were served in PY 2004 with an average cost per participant of \$4,137

WIA funds were allocated per the funding formula as outlined in the State's Five Year Strategic Plan. In PY 2004 the formula funds were directed to the BOS and CEP as follows:



	Adult		Dislocated Worker		Youth	
BOS	80%	\$1,943,602	74%	\$715,803	82%	\$2,008,023
CEP	20%	\$ 485,901	26%	\$251,500	18%	\$ 440,786

## Total Funding \$7,378,926



As WIA finished its fifth year, Montana held steady with a 79% spending rate for formula dollars. The Governors set-aside for statewide activities helped provide services for incumbent workers and the health care shortage arena.

For the third year in a row, Montana's Dislocated Worker funding stream received a decrease. For PY 2004, Montana received a 22% decrease from PY 2003. Previously, Montana received a 37% decrease from PY 2002 to PY 2003 funding and a 53% decrease from PY 2001 to PY 2002. This decrease in funding followed an additional PY 2001 dislocated worker rescission of \$208,655. As a result of the company closures and industry layoffs, Montana applied for National Emergency Grants in specific targeted layoff areas around the state. Montana received \$1,566,318 in National Emergency Grants in PY 2002, \$3,838,131 in PY 2003, and \$1,731,339 in PY 2004.

## EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES STRATEGIES FOR CONTINUOUS IMPROVEMENT

Montana's workforce system began its continuous improvement journey 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 the two local workforce investment areas through onsite monitoring at MJTP (LWIA administrative entity), and at selected adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process.
- ◇ Through customer satisfaction and feedback from members of the Local Workforce Boards and Councils; and through questionnaires asking the attendees to rate the quality of meetings, workshops and conferences. This feedback may then be used for future planning.
- ◇ Through Customer Satisfaction surveys of participants and employers as required for WIA performance.
- ◇ Through the review, by the State, of the one-stop development process prescribed by the local workforce area boards. The review includes comparing the criteria with business plans and one-stop funding requests to ensure that both the criteria and the business plans are working toward providing a system with high quality services as well as providing universally accessible one-stops.
- ◇ Through the regional cooperation and coordination of Local Workforce Investment Boards as demonstrated by the Annual Leadership Conference.
- ◇ 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 2003. Staff visited 46 service providers, including AFL-CIO Project Challenge Work Again offices; Job Service offices; Human Resource Development Councils; and several miscellaneous nonprofit human service agencies. Staff reviewed 538 participant files for the Adult, Dislocated Worker, and Youth programs.
  - Montana's WIA operations are not typical to other states. MIS and UI resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

# ACHIEVING PERFORMANCE And CUSTOMER SATISFACTION

## Achieving Performance

The State of Montana met and exceeded performance standards in every category with the exception of the Employer Response Rate. The standard for the Employer Response Rate is 70%, statewide performance was 65.1%. Due to confusion by service providers on when to report the end of Work Experience or On-The-Job Training, the data was not entered when the service ended but instead was entered when the participant exited the program. Based on this discovery, State and Local Workforce Investment Board staff conducted four regional technical assistance sessions in which this issue was addressed.

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

The State conducts a 100% sample of all exiters 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 a few participants had to say about their experience with the services they received through the Workforce Investment Act.

- Havre HRDC people were great!
- Havre Job Service Workforce Center participant stated "what they said they would provide, they did".
- Kalispell HRDC Adult participant wanted them to "keep up the good work".
- Browning youth said Opportunities, Inc. gave me lots of help and I want to thank them.
- Butte Job Service and Denise McGivern were wonderful; I would not be a Registered Nurse without her help.
- The hands on experience I received through my WEX and the Lewistown HRDC was great.
- Norma and the Great Falls Job Service Workforce Center provided more resources than were available elsewhere and didn't hesitate to help me with my needs.
- Missoula Job Service Workforce Center personnel were very thorough.
- Sam is awesome! She customized the program to fit my needs.
- I am a success story and it is all due to my job specialist Laura at the Flathead Job Service Workforce Center.
- "I wish I was related to Norma; she was wonderful!"
- Larry at the Bozeman Job Service was great.
- A youth with the Missoula HRDC stated," everyone was so helpful from the people at the GED, Welfare, and Linda, they went out of their way to help me."
- Can't thank us enough, Angie great, even talked to my wife. Now I can stay in Montana. My wife can keep her job and my 10 year old daughter doesn't have to leave Montana.
- It was a good experience, Becci and Larry applied the program splendidly and the veteran coordinator shoots straight. I appreciated that.
- The people at the Billings YWCA were most impressive.
- "I appreciate what you guys are doing for people" states a dislocated worker who received services from the Bitterroot Job Service.
- A registered nurse had this to say about the Helena Job Service, "They went above and beyond my expectations. They helped me so much".
- Craig was the best; he was very helpful and I really appreciated it.
- The workers at the Billings Job Service were always available; always helpful.
- I am very happy with the services I received from the Lake County Job Service and I love my job.
- A registered nurse from Anaconda said it was a wonderful program.
- An LPN working in Billings had this to say about the Lewistown PC:WA; "great program, would not have been able to finish without their help".
- Lee with the Glasgow Job Service was extremely helpful.
- It didn't work out for him, but they did try.
- The Miles City Job Service is still calling and checking with me and providing job leads even though I am employed.
- Both Job Service and PCWA were very helpful and supportive in all ways. I was very pleased.
- One of the neatest programs she had ever found out about, according to an Adult participant with the Billings YWCA.
- A miner who went through the Billings PCWA program had this to say; "things went so well, I thought something might be wrong, but it was great!"
- A disabled youth said the Action for Eastern Montana people worked very hard to help her.
- A computer support specialist who worked with the PCWA in Kalispell said it was a wonderful program.
- A dislocated worker said the services received from the Glendive Job Service were wonderful.

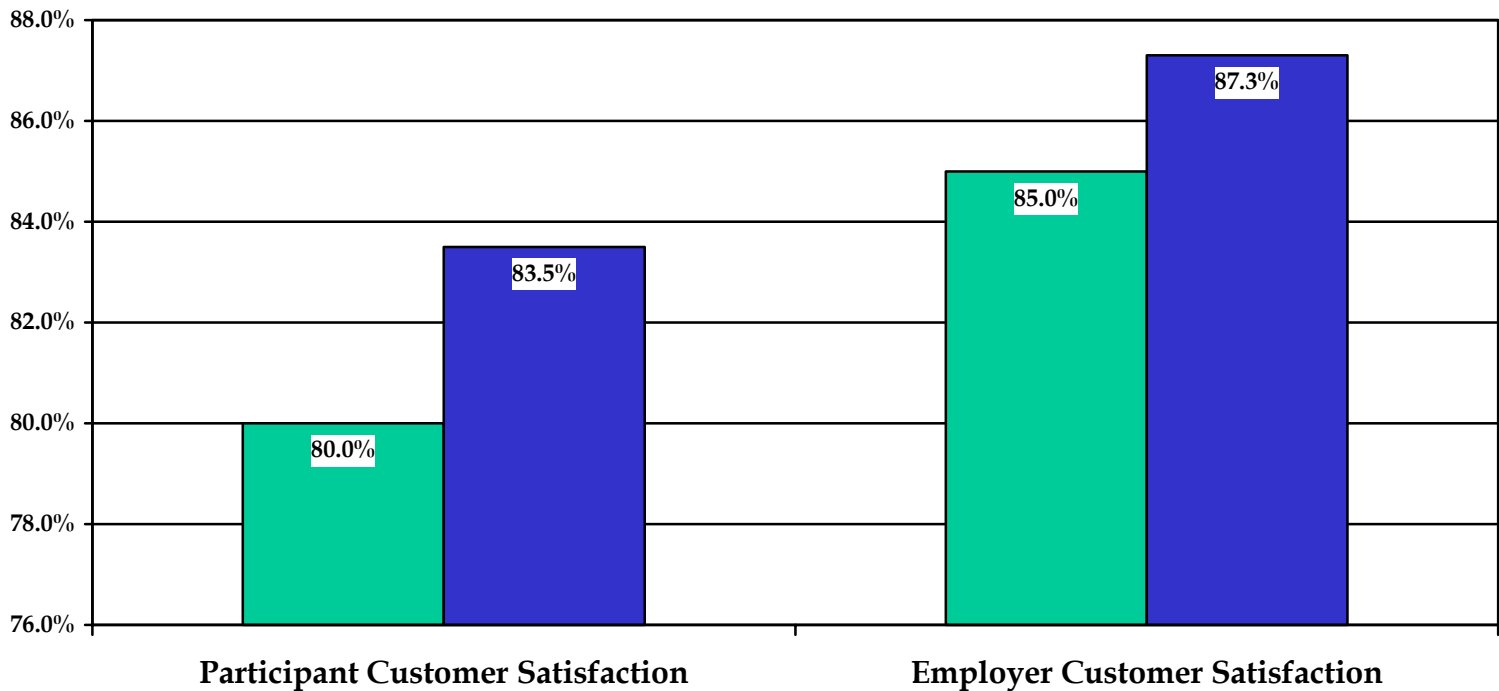
Employers had this to say about services they received from WIA Title IB services providers

- The people with the Flathead Job Service were very willing to work with our agency to make the OJT work.
- The sheriff's office was very pleased with the work done by the Rocky Mountain Front Workforce Center.
- Great Falls Job Service does a wonderful job for us; just wish they had more people to send us for WEX and OJT states the Director of Personnel for a central Montana medical center.
- The manager was so very pleased with the job Holly did for them with their OJT client from the Flathead Job service.
- An accounting firm in central Montana is very pleased with the quality of work done by the Lewistown HRDC.
- A state agency in Helena had nothing but praise for CTI and after the WEX for a youth was completed, they hired the individual full time.
- The pharmacy owner was very pleased with the job done by the Bozeman Job Service office.
- The building superintendent with a museum center has worked with the Billings HRDC for years and has always had great luck with them. They have many success stories and are always pleased to take the youth from the HRDC programs.
- The fish hatchery in Anaconda liked working with the people from the Butte HRDC.
- Bozeman HRDC does a wonderful job in placing the right youth with the right organization states a business owner in Bozeman.

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**CUSTOMER SATISFACTION  
PY 2004**

**■ Negotiated Levels ■ Achieved Levels**



## PROGRAM PERFORMANCE DATA

**Performance Levels  
July 1, 2004 through June 30, 2005**

<b>PERFORMANCE MEASURES</b>	<i><b>PERFORMANCE GOALS</b></i>
	<b>PY 2004 (07/01/04 6/30/05)</b>
<b>Adult Program - Core Indicators of Performance</b>	
1. Entered Employment Rate	81.0%
2. Employment Retention Rate	83.0%
3. Earnings Change	\$4,100
4. Employment and Credential Rate	70.0%
<b>Dislocated Worker Program - Core Indicators of Performance</b>	
1. Entered Employment Rate	80.0%
2. Employment Retention Rate	89.0%
3. Earnings Replacement Rate	\$275
4. Employment and Credential Rate	70.0%
<b>Older Youth (Ages 19-21) Program - Core Indicators of Performance</b>	
1. Entered Employment Rate	76.0%
2. Employment Retention Rate	86.0%
3. Earnings Change	\$3,400
4. Credential Rate	62.0%
<b>Younger Youth (Ages 14-18) Program - Core Indicators of Performance</b>	
1. Skills/Goals Attainment Rate	89.0%
2. Diploma/Equivalent Attainment Rate	63.0%
3. Retention Rate	67.0%
<b>Customer Satisfaction - Core Indicators of Performance</b>	
1. Participants	84.0%
2. Employers	88.0%



**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2004 to 06/30/2005

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

**Table A - Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80.0	83.5	1098	1501	1501	73.2
Employers	85.0	87.3	174	273	273	63.7

**Date Ranges Used In Calculating Report Items**

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate:	07/01/2004 - 06/30/2005
Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate:	04/01/2004 - 03/31/2005
Participant Customer Satisfaction and Employer Customer Satisfaction:	01/01/2004 - 12/31/2004
Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth):	10/01/2003 - 09/30/2004
Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate:	04/01/2003 - 03/31/2004
Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate:	10/01/2002 - 09/30/2003

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2004 to 06/30/2005

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

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

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	74.0	82.0	219	267
Employment Retention Rate	87.0	86.6	266	307
Earnings Change in Six Months	3550	4724	1403100	297
Employment and Credential Rate	57.0	72.9	215	295

**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	81.8	63 77	90.9	20 22	72.7	16 22	70.6	12 17
Employment Retention Rate	89.0	81 91	85.0	17 20	86.2	25 29	88.9	8 9
Earnings Change in 6 months	4741	426693 90	3202	60835 19	4160	116488 28	5492	43933 8
Employment & Credential Rate	78.9	56 71	70.8	17 24	83.3	15 18	58.8	10 17

**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	84.4	184 218	71.4	35 49
Employment Retention Rate	86.4	222 257	88.0	44 50
Earnings Change in 6 Months	5024	1246021 248	3206	157079 49
Employment & Credential Rate	72.9	215 295	0.0	0 0

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

Report Period: 07/01/2004 to 06/30/2005

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

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	79.0	78.7	695	883
Employment Retention Rate	90.0	89.4	495	554
Earnings Change in Six Months	92.0	93.7	6908312	7372166
Employment and Credential Rate	62.8	65.4	406	621

**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	73.5	97 132	85.7	30 35	67.1	49 73	73.7	14 19
Employment Retention Rate	82.0	73 89	92.0	23 25	91.7	33 36	91.7	11 12
Earnings Replacement 6 months	72.3	946018 1307806	83.5	247329 296034	82.8	423843 511826	133.9	92046 68738
Employment & Credential Rate	70.2	59 84	84.6	22 26	56.4	22 39	60.0	9 15

**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	79.2	492 621	77.5	203 262
Employment Retention Rate	89.9	346 385	88.2	149 169
Earnings Change in 6 Months	96.3	4643319 4821780	88.8	2264993 2550386
Employment & Credential Rate	65.4	406 621	0.0	0 0

**WIA Title IB Annual Report Form (ETA 9091)**  
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Agy./PO: 00-00 State of Montana (Statewide)

**Table H - Older Youth Results At-A-Glance**

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	74.0	78.0	32	41
Employment Retention Rate	85.0	84.3	43	51
Earnings Change in Six Months	3250	3705	151885	41
Employment and Credential Rate	61.0	61.5	32	52

**Table I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Out of School Youth	Num Den
Entered Employment Rate	71.4	10 14	~~~~~	~~~ ~~~	57.1	4 7	81.8	27 33
Employment Retention Rate	76.9	10 13	100.0	2 2	100.0	12 12	85.4	35 41
Earnings Change in 6 months	2489	24888 10	~~~~~	~~~ ~~~	4820	48196 10	3021	96665 32
Employment & Credential Rate	56.3	9 16	100.0	1 1	40.0	4 10	64.3	27 42

**Table J - Younger Youth Results At-A-Glance**

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	82.0	92.7	418	451
Diploma or Equivalent Attainment Rate	56.0	67.7	109	161
Earnings Change in 6 Months	57.0	72.1	137	190

**Table K - Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance	Num Den	Individuals With Disabilities	Num Den	Out-of-School Youth	Num Den
Skill Attainment Rate	86.4	89 103	97.7	85 87	89.6	86 96
Diploma or Equivalent Rate	38.9	14 36	68.6	24 35	40.0	14 35
Retention Rate	84.8	28 33	59.2	29 49	82.4	42 51

~~~~~ - Data has been suppressed. An aggregate of at least three participants is required to disclose this information.

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

Report Period: 07/01/2004 to 06/30/2005

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

**Table L - Other Reported Information**

| Program            | 12 Month Employment Retention Rate |            | 12 Month Earnings Change/Replacement Rate (DW) |                    | 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             | 77.6                               | 229<br>295 | 4658                                           | 1313462<br>282     | 5.9                                                       | 13<br>219 | 4198                                                                       | 898339<br>214  | 69.3                                                   | 113<br>163 |
| Dislocated Workers | 86.3                               | 459<br>532 | 98.7                                           | 6059639<br>6141223 | 1.7                                                       | 12<br>695 | 6423                                                                       | 4463651<br>695 | 80.9                                                   | 334<br>413 |
| Older Youth        | 79.2                               | 42<br>53   | 3323                                           | 149532<br>45       | 6.3                                                       | 2<br>32   | 3090                                                                       | 80327<br>26    |                                                        |            |

**Table M - Participation Levels**

| Program                   | Total Participants Served | Total Exiters |
|---------------------------|---------------------------|---------------|
| Adults                    | 759                       | 384           |
| Dislocated Workers        | 1170                      | 817           |
| Older Youth (Age 19-21)   | 117                       | 62            |
| Younger Youth (Age 14-18) | 475                       | 253           |

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

Report Period: 07/01/2004 to 06/30/2005

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

**Table N - Cost of Program Activities**

| Program Activity                                          | Total Federal Spending |
|-----------------------------------------------------------|------------------------|
| Local Adults                                              | \$2,179,553            |
| Local Dislocated Workers                                  | \$901,150              |
| Local Youth                                               | \$2,309,355            |
| Rapid Response (Up to 25%) 134 (a) (2) (A)                | \$410,998              |
| Statewide Required Activities (Up to 15%) 134 (a) (2) (B) | \$336,157              |

| Statewide Allowable Activities 134 (a) (3)        | Program Activity Description                         |             |
|---------------------------------------------------|------------------------------------------------------|-------------|
|                                                   | Incumbent Worker Training                            | \$362,000   |
|                                                   | Technical Assistance—Local Boards                    | \$138,513   |
|                                                   | Youth Project                                        | \$88,104    |
|                                                   |                                                      |             |
|                                                   |                                                      |             |
|                                                   |                                                      |             |
|                                                   | (Please refer to Narrative Section for descriptions) |             |
|                                                   |                                                      |             |
|                                                   |                                                      |             |
|                                                   |                                                      |             |
| <b>Total of All Federal Spending Listed Above</b> |                                                      | \$6,725,830 |

**WIA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2004 to 06/30/2005

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

**Table O - Local Performance**

|                           |      |
|---------------------------|------|
| Total Participants Served |      |
| a) Adults                 | 759  |
| b) Dislocated Workers     | 1170 |
| c) Older Youth 19-21      | 117  |
| d) Younger Youth 14-18    | 475  |
| Total Exiters             |      |
| a) Adults                 | 384  |
| b) Dislocated Workers     | 817  |
| c) Older Youth 19-21      | 62   |
| d) Younger Youth 14-18    | 253  |

| Performance Items/Programs                | Negotiated Performance | Actual Performance | Numerator | Denominator |
|-------------------------------------------|------------------------|--------------------|-----------|-------------|
| Customer Satisfaction                     |                        |                    |           |             |
| a) Customer Satisfaction - Participants   | 80.0                   | 83.5               |           |             |
| b) Customer Satisfaction - Employer       | 85.0                   | 87.3               |           |             |
| Entered Employment Rate                   |                        |                    |           |             |
| a) Adults (12)*                           | 74.0                   | 82.0               | 219       | 267         |
| b) Dislocated Workers (31)*               | 79.0                   | 78.7               | 695       | 883         |
| c) Older Youth 19-21 (6)*                 | 74.0                   | 78.0               | 32        | 41          |
| Retention Rate (6 months)                 |                        |                    |           |             |
| a) Adults (12)*                           | 87.0                   | 86.6               | 266       | 307         |
| b) Dislocated Workers (5)*                | 90.0                   | 89.4               | 495       | 554         |
| c) Older Youth 19-21 (4)*                 | 85.0                   | 84.3               | 43        | 51          |
| d) Younger Youth 14-18 (25)*              | 57.0                   | 72.1               | 137       | 190         |
| Earnings Change/Replacement Rate 6 Months |                        |                    |           |             |
| a) Adults (12)*                           | 3550                   | 4724               | 1403100   | 297         |
| b) Dislocated Workers (5)*                | 92.0                   | 93.7               | 6908312   | 7372166     |
| c) Older Youth 19-21 (4)*                 | 3250                   | 3705               | 151885    | 41          |
| Credential/Diploma Rate                   |                        |                    |           |             |
| a) Adults (9)*                            | 57.0                   | 72.9               | 215       | 295         |
| b) Dislocated Workers (19)*               | 62.8                   | 65.4               | 406       | 621         |
| c) Older Youth 19-21 (8)*                 | 61.0                   | 61.5               | 32        | 52          |
| d) Younger Youth 14-18                    | 56.0                   | 67.7               | 109       | 161         |
| Skill Attainment Rate                     |                        |                    |           |             |
| a) Younger Youth 14-18                    | 82.0                   | 92.7               | 418       | 451         |

Description Of Other State Performance Indicators

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

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

\* Figures in parentheses indicate the number exempt from performance

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 01-00 State of Montana Operated Programs

**Table A - Workforce Investment Act Customer Satisfaction Results**

| Customer Satisfaction | Negotiated Performance Level | Actual Performance Level - American Customer Satisfaction Index | Number of Completed Surveys | Number of Customers Eligible for The Survey | Number of Customers Included in The Sample | Response Rate |
|-----------------------|------------------------------|-----------------------------------------------------------------|-----------------------------|---------------------------------------------|--------------------------------------------|---------------|
| Participants          | 80.0                         | 81.7                                                            | 101                         | 139                                         | 139                                        | 72.7          |
| Employers             | 85.0                         | 93.7                                                            | 1                           | 2                                           | 2                                          | 50.0          |

Date Ranges Used In Calculating Report Items

|                                                                                                                        |                         |
|------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: | 07/01/2004 - 06/30/2005 |
| Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate:                            | 04/01/2004 - 03/31/2005 |
| Participant Customer Satisfaction and Employer Customer Satisfaction:                                                  | 01/01/2004 - 12/31/2004 |
| Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth):                              | 10/01/2003 - 09/30/2004 |
| Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate:        | 04/01/2003 - 03/31/2004 |
| Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate:              | 10/01/2002 - 09/30/2003 |

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).



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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 01-00 State of Montana Operated Programs

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

| Performance Item               | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 74.0                   | 0.0                | 0         | 0           |
| Employment Retention Rate      | 87.0                   | 0.0                | 0         | 0           |
| Earnings Change in Six Months  | 3550                   | 0.0                | 0         | 0           |
| Employment and Credential Rate | 57.0                   | 0.0                | 0         | 0           |

**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      | 0.0               | 0<br>0  | 0.0     | 0<br>0  | 0.0                           | 0<br>0  | 0.0               | 0<br>0  |
| Employment Retention Rate    | 0.0               | 0<br>0  | 0.0     | 0<br>0  | 0.0                           | 0<br>0  | 0.0               | 0<br>0  |
| Earnings Change in 6 months  | 0                 | 0<br>0  | 0       | 0<br>0  | 0                             | 0<br>0  | 0                 | 0<br>0  |
| Employment & Credential Rate | 0.0               | 0<br>0  | 0.0     | 0<br>0  | 0.0                           | 0<br>0  | 0.0               | 0<br>0  |

**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      | 0.0                        | 0<br>0  | 0.0                                 | 0<br>0  |
| Employment Retention Rate    | 0.0                        | 0<br>0  | 0.0                                 | 0<br>0  |
| Earnings Change in 6 Months  | 0                          | 0<br>0  | 0                                   | 0<br>0  |
| Employment & Credential Rate | 0.0                        | 0<br>0  | 0.0                                 | 0<br>0  |

**WIA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 01-00 State of Montana Operated Programs

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

| Performance Items              | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 79.0                   | 75.5               | 114       | 151         |
| Employment Retention Rate      | 90.0                   | 91.6               | 120       | 131         |
| Earnings Change in Six Months  | 92.0                   | 90.3               | 1415792   | 1568663     |
| Employment and Credential Rate | 62.8                   | 69.9               | 58        | 83          |

**Table F - Outcomes for Dislocated Worker Special Populations**

| Reported Information          | Veteran | Num Den          | Individual With Disabilities | Num Den         | Older Individuals | Num Den         | Displaced Homemaker | Num Den    |
|-------------------------------|---------|------------------|------------------------------|-----------------|-------------------|-----------------|---------------------|------------|
| Entered Employment Rate       | 66.7    | 16<br>24         | 100.0                        | 4<br>4          | 57.9              | 11<br>19        | ~~~~~               | ~~~<br>~~~ |
| Employment Retention Rate     | 85.7    | 18<br>21         | 100.0                        | 8<br>8          | 100.0             | 9<br>9          | 100.0               | 2<br>2     |
| Earnings Replacement 6 months | 65.6    | 163457<br>249115 | 56.7                         | 57572<br>101461 | 79.1              | 93708<br>118416 | ~~~~~               | ~~~<br>~~~ |
| Employment & Credential Rate  | 80.0    | 8<br>10          | 100.0                        | 3<br>3          | 66.7              | 2<br>3          | 100.0               | 2<br>2     |

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

| Reported Information         | Received Training Services | Num Den          | Only Core and/or Intensive Services | Num Den          |
|------------------------------|----------------------------|------------------|-------------------------------------|------------------|
| Entered Employment Rate      | 81.9                       | 68<br>83         | 67.6                                | 46<br>68         |
| Employment Retention Rate    | 93.1                       | 81<br>87         | 88.6                                | 39<br>44         |
| Earnings Change in 6 Months  | 95.6                       | 932921<br>976176 | 81.5                                | 482871<br>592487 |
| Employment & Credential Rate | 69.9                       | 58<br>83         | 0.0                                 | 0<br>0           |

~~~~~ - Data has been suppressed. An aggregate of at least three participants is required to disclose this information.

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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 01-00 State of Montana Operated Programs

**Table H - Older Youth Results At-A-Glance**

| Performance Items              | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 74.0                   | 0.0                | 0         | 0           |
| Employment Retention Rate      | 85.0                   | 0.0                | 0         | 0           |
| Earnings Change in Six Months  | 3250                   | 0                  | 0         | 0           |
| Employment and Credential Rate | 61.0                   | 0.0                | 0         | 0           |

**Table I - Outcomes for Older Youth Special Populations**

| Reported Information         | Public Assistance | Num Den | Veteran | Num Den | Individuals With Disabilities | Num Den | Out of School Youth | Num Den |
|------------------------------|-------------------|---------|---------|---------|-------------------------------|---------|---------------------|---------|
| Entered Employment Rate      | 0.0               | 0<br>0  | 0.0     | 0<br>0  | 0.0                           | 0<br>0  | 0.0                 | 0<br>0  |
| Employment Retention Rate    | 0.0               | 0<br>0  | 0.0     | 0<br>0  | 0.0                           | 0<br>0  | 0.0                 | 0<br>0  |
| Earnings Change in 6 months  | 0                 | 0<br>0  | 0       | 0<br>0  | 0                             | 0<br>0  | 0                   | 0<br>0  |
| Employment & Credential Rate | 0.0               | 0<br>0  | 0       | 0<br>0  | 0                             | 0<br>0  | 0                   | 0<br>0  |

**Table J - Younger Youth Results At-A-Glance**

| Performance Items                     | Negotiated Performance | Actual Performance | Numerator | Denominator |
|---------------------------------------|------------------------|--------------------|-----------|-------------|
| Skill Attainment Rate                 | 82.0                   | 0.0                | 0         | 0           |
| Diploma or Equivalent Attainment Rate | 56.0                   | 0.0                | 0         | 0           |
| Earnings Change in 6 Months           | 57.0                   | 0.0                | 0         | 0           |

**Table K - Outcomes for Younger Youth Special Populations**

| Reported Information       | Public Assistance | Num Den | Individual With Disabilities | Num Den | Out-of-School Youth | Num Den |
|----------------------------|-------------------|---------|------------------------------|---------|---------------------|---------|
| Skill Attainment Rate      | 0.0               | 0<br>0  | 0.0                          | 0<br>0  | 0.0                 | 0<br>0  |
| Diploma or Equivalent Rate | 0.0               | 0<br>0  | 0.0                          | 0<br>0  | 0.0                 | 0<br>0  |
| Retention Rate             | 0.0               | 0<br>0  | 0.0                          | 0<br>0  | 0.0                 | 0<br>0  |

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 01-00 State of Montana Operated Programs

**Table L - Other Reported Information**

| Program            | 12 Month Employment Retention Rate |     | 12 Month Earnings Change/Replacement Rate (DW) |         | 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             | 0.0                                | 0   | 0  | 0       | 0.0   | 0 | 0  | 0      | 0.0  | 0  |
| Dislocated Workers | 87.6                               | 134 | 97.6   | 1754160 | 0.9   | 1 | 6292   | 717299 | 76.4   | 42 |
| Older Youth        | 0.0                                | 0   | 0  | 0       | 0.0   | 0 | 0  | 0      |  |    |
|                    |                                    | 0   |  | 0       |   | 0 |  | 0      |  |    |

**Table M - Participation Levels**

| Program                   | Total Participants Served | Total Exiters |
|---------------------------|---------------------------|---------------|
| Adults                    | 0                         | 0             |
| Dislocated Workers        | 230                       | 147           |
| Older Youth (Age 19-21)   | 0                         | 0             |
| Younger Youth (Age 14-18) | 0                         | 0             |

**Table N - Cost of Program Activities**

See Table N, State of Montana (Statewide)



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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 02-00 Balance of State

**Table A - Workforce Investment Act Customer Satisfaction Results**

| Customer Satisfaction | Negotiated Performance Level | Actual Performance Level - American Customer Satisfaction Index | Number of Completed Surveys | Number of Customers Eligible for The Survey | Number of Customers Included in The Sample | Response Rate |
|-----------------------|------------------------------|---|-----------------------------|---|--|---------------|
| Participants          | 80.0                         | 83.9  | 788                         | 1089  | 1089                                       | 72.4          |
| Employers             | 85.0                         | 87.3  | 156                         | 235   | 235  | 66.4          |

**Date Ranges Used In Calculating Report Items**

|  |                         |
|--|-------------------------|
| Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: | 07/01/2004 - 06/30/2005 |
| Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate:                            | 04/01/2004 - 03/31/2005 |
| Participant Customer Satisfaction and Employer Customer Satisfaction:  | 01/01/2004 - 12/31/2004 |
| Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth):                              | 10/01/2003 - 09/30/2004 |
| Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate:        | 04/01/2003 - 03/31/2004 |
| Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate:              | 10/01/2002 - 09/30/2003 |

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 02-00 Balance of State

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

| Performance Item               | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 74.0                   | 80.7               | 188       | 233         |
| Employment Retention Rate      | 87.0                   | 86.9               | 232       | 267         |
| Earnings Change in Six Months  | 3550                   | 4757               | 1241677   | 261         |
| Employment and Credential Rate | 57.0                   | 71.2               | 185       | 260         |

**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      | 80.0              | 52<br>65     | 89.5    | 17<br>19    | 71.4                          | 15<br>21    | 64.3              | 9<br>14    |
| Employment Retention Rate    | 88.5              | 69<br>78     | 88.2    | 15<br>17    | 92.0                          | 23<br>25    | 85.7              | 6<br>7     |
| Earnings Change in 6 months  | 4872              | 379984<br>78 | 4137    | 66191<br>16 | 4105                          | 98519<br>24 | 6658              | 46605<br>7 |
| Employment & Credential Rate | 78.0              | 46<br>59     | 66.7    | 14<br>21    | 82.4                          | 14<br>17    | 57.1              | 8<br>14    |

**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      | 83.5                       | 157<br>188     | 68.9                                | 31<br>45     |
| Employment Retention Rate    | 86.8                       | 191<br>220     | 87.2                                | 41<br>47     |
| Earnings Change in 6 Months  | 5053                       | 1086441<br>215 | 3375                                | 155236<br>46 |
| Employment & Credential Rate | 71.2                       | 185<br>260     | 0.0                                 | 0<br>0       |

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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 02-00 Balance of State

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

| Performance Items              | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 79.0                   | 78.5               | 454       | 578         |
| Employment Retention Rate      | 90.0                   | 89.3               | 267       | 299         |
| Earnings Change in Six Months  | 92.0                   | 99.3               | 3661888   | 3686386     |
| Employment and Credential Rate | 62.8                   | 64.3               | 287       | 446         |

**Table F - Outcomes for Dislocated Worker Special Populations**

| Reported Information          | Vet  | Num Den          | Individuals With Disabilities | Num Den         | Older Individuals | Num Den          | Displaced Homemaker | Num Den        |
|-------------------------------|------|------------------|-------------------------------|-----------------|-------------------|------------------|---------------------|----------------|
| Entered Employment Rate       | 72.5 | 66<br>91         | 80.8                          | 21<br>26        | 66.7              | 30<br>45         | 61.5                | 8<br>13        |
| Employment Retention Rate     | 83.7 | 41<br>49         | 90.0                          | 9<br>10         | 90.5              | 19<br>21         | 85.7                | 6<br>7         |
| Earnings Replacement 6 months | 78.0 | 563356<br>722307 | 128.2                         | 107141<br>83597 | 93.7              | 268573<br>286643 | 189.6               | 67633<br>35663 |
| Employment & Credential Rate  | 65.6 | 42<br>64         | 78.9                          | 15<br>19        | 51.6              | 16<br>31         | 60.0                | 6<br>10        |

**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      | 78.5                       | 350<br>446         | 78.8                                | 104<br>132       |
| Employment Retention Rate    | 90.5                       | 201<br>222         | 85.7                                | 66<br>77         |
| Earnings Change in 6 Months  | 98.8                       | 2673746<br>2707388 | 100.9                               | 988142<br>978998 |
| Employment & Credential Rate | 64.3                       | 287<br>446         | 0.0                                 | 0<br>0           |



**WIA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 02-00 Balance of State

**Table H - Older Youth Results At-A-Glance**

| Performance Items              | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 74.0                   | 78.8               | 26        | 33          |
| Employment Retention Rate      | 85.0                   | 84.1               | 37        | 44          |
| Earnings Change in Six Months  | 3250                   | 3752               | 127565    | 34          |
| Employment and Credential Rate | 61.0                   | 56.1               | 23        | 41          |

**Table I - Outcomes for Older Youth Special Populations**

| Reported Information         | Public Assistance | Num Den    | Veteran | Num Den    | Individuals With Disabilities | Num Den    | Out of School Youth | Num Den     |
|------------------------------|-------------------|------------|---------|------------|-------------------------------|------------|---------------------|-------------|
| Entered Employment Rate      | 72.7              | 8<br>11    | ~~~~~   | ~~~<br>~~~ | 60.0                          | 3<br>5     | 80.8                | 21<br>26    |
| Employment Retention Rate    | 81.8              | 9<br>11    | 100.0   | 2<br>2     | 100.0                         | 11<br>11   | 86.1                | 31<br>36    |
| Earnings Change in 6 months  | 4029              | 32233<br>8 | ~~~~~   | ~~~<br>~~~ | 4743                          | 42685<br>9 | 3217                | 86847<br>27 |
| Employment & Credential Rate | 50.0              | 6<br>12    | 100.0   | 1<br>1     | 16.7                          | 1<br>6     | 57.6                | 19<br>33    |

**Table J - Younger Youth Results At-A-Glance**

| Performance Items                | Negotiated Performance | Actual Performance | Numerator | Denominator |
|----------------------------------|------------------------|--------------------|-----------|-------------|
| Skill Attainment Rate            | 82.0                   | 92.7               | 345       | 372         |
| Diploma or Equiv Attainment Rate | 56.0                   | 68.5               | 76        | 111         |
| Earnings Change in 6 Months      | 57.0                   | 73.2               | 120       | 164         |

**Table K - Outcomes for Younger Youth Special Populations**

| Reported Information  | Public Assistance | Num Den  | Individuals With Disabilities | Num Den  | Out-of-School Youth | Num Den  |
|-----------------------|-------------------|----------|-------------------------------|----------|---------------------|----------|
| Skill Attainment Rate | 84.4              | 65<br>77 | 97.5                          | 78<br>80 | 90.7                | 68<br>75 |
| Diploma or Equiv Rate | 36.4              | 8<br>22  | 76.7                          | 23<br>30 | 34.5                | 10<br>29 |
| Retention Rate        | 83.3              | 25<br>30 | 61.4                          | 27<br>44 | 81.6                | 40<br>49 |

~~~~~ - Data has been suppressed. An aggregate of at least three participants is required to disclose this information.

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 02-00 Balance of State

**Table L - Other Reported Information**

| Program            | 12 Month Employment Retention Rate |            | 12 Month Earnings Change/Replacement Rate (DW) |                    | 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             | 78.8                               | 201<br>255 | 4531                                           | 1105495<br>244     | 5.9                                                       | 11<br>188 | 4264                                                                       | 793126<br>186  | 69.8                                                   | 97<br>139  |
| Dislocated Workers | 85.2                               | 195<br>229 | 103.4                                          | 2616939<br>2529822 | 2.4                                                       | 11<br>454 | 6058                                                                       | 2750332<br>454 | 80.2                                                   | 235<br>293 |
| Older Youth        | 79.2                               | 38<br>48   | 2875                                           | 115001<br>40       | 3.8                                                       | 1<br>26   | 2991                                                                       | 65792<br>22    |                                                        |            |

**Table M - Participation Levels**

| Program                   | Total Participants Served | Total Exiters |
|---------------------------|---------------------------|---------------|
| Adults                    | 640                       | 330           |
| Dislocated Workers        | 716                       | 523           |
| Older Youth (Age 19-21)   | 96                        | 50            |
| Younger Youth (Age 14-18) | 374                       | 191           |

**Table N - Cost of Program Activities**

See Table N, State of Montana (Statewide)

**WIA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 02-00 Balance of State

**Table O - Local Performance**

|                           |     |
|---------------------------|-----|
| Total Participants Served |     |
| a) Adults                 | 640 |
| b) Dislocated Workers     | 716 |
| c) Older Youth 19-21      | 96  |
| d) Younger Youth 14-18    | 374 |
| Total Exiters             |     |
| a) Adults                 | 330 |
| b) Dislocated Workers     | 523 |
| c) Older Youth 19-21      | 50  |
| d) Younger Youth 14-18    | 191 |

| Performance Items/Programs                | Negotiated Performance | Actual Performance | Numerator | Denominator |
|-------------------------------------------|------------------------|--------------------|-----------|-------------|
| Customer Satisfaction                     |                        |                    |           |             |
| a) Customer Satisfaction - Participants   | 80.0                   | 83.9               |           |             |
| b) Customer Satisfaction - Employer       | 85.0                   | 87.3               |           |             |
| Entered Employment Rate                   |                        |                    |           |             |
| a) Adults ( 8 )*                          | 74.0                   | 80.7               | 188       | 233         |
| b) Dislocated Workers (17)*               | 79.0                   | 78.5               | 454       | 578         |
| c) Older Youth 19-21 ( 4 )*               | 74.0                   | 78.8               | 26        | 33          |
| Retention Rate (6 months)                 |                        |                    |           |             |
| a) Adults (12)*                           | 87.0                   | 86.9               | 232       | 267         |
| b) Dislocated Workers ( 3 )*              | 90.0                   | 89.3               | 267       | 299         |
| c) Older Youth 19-21 ( 4 )*               | 85.0                   | 84.1               | 37        | 44          |
| d) Younger Youth 14-18 (24)*              | 57.0                   | 73.2               | 120       | 164         |
| Earnings Change/Replacement Rate 6 Months |                        |                    |           |             |
| a) Adults (12)*                           | 3550                   | 4757               | 1241677   | 261         |
| b) Dislocated Workers ( 3 )*              | 92.0                   | 99.3               | 3661888   | 3686386     |
| c) Older Youth 19-21 ( 4 )*               | 3250                   | 3752               | 127565    | 34          |
| Credential/Diploma Rate                   |                        |                    |           |             |
| a) Adults ( 6 )*                          | 57.0                   | 71.2               | 185       | 260         |
| b) Dislocated Workers (11)*               | 62.8                   | 64.3               | 287       | 446         |
| c) Older Youth 19-21 ( 6 )*               | 61.0                   | 56.1               | 23        | 41          |
| d) Younger Youth 14-18                    | 56.0                   | 68.5               | 76        | 111         |
| Skill Attainment Rate                     |                        |                    |           |             |
| a) Younger Youth 14-18                    | 82.0                   | 92.7               | 345       | 372         |

Description Of Other State Performance Indicators

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

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

\* Figures in parenthesis indicate the number exempt from performance

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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 03-00 MT Concentrated Employment Program

**Table A - Workforce Investment Act Customer Satisfaction Results**

| Customer Satisfaction | Negotiated Performance Level | Actual Performance Level - American Customer Satisfaction Index | Number of Completed Surveys | Number of Customers Eligible for The Survey | Number of Customers Included in The Sample | Response Rate |
|-----------------------|------------------------------|-----------------------------------------------------------------|-----------------------------|---------------------------------------------|--------------------------------------------|---------------|
| Participants          | 80.0                         | 82.8                                                            | 209                         | 273                                         | 273                                        | 76.6          |
| Employers             | 85.0                         | 87.8                                                            | 17                          | 36                                          | 36                                         | 47.2          |

**Date Ranges Used In Calculating Report Items**

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2004 - 06/30/2005

Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate: 04/01/2004 - 03/31/2005

Participant Customer Satisfaction and Employer Customer Satisfaction: 01/01/2004 - 12/31/2004

Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth): 10/01/2003 - 09/30/2004

Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change/Replacement Rate: 04/01/2003 - 03/31/2004

Twelve Months Retention Rate, Twelve Months Earnings Change, and Twelve Months Earnings Replacement Rate: 10/01/2002 - 09/30/2003

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

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

Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 03-00 MT Concentrated Employment Program

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

| Performance Item               | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 74.0                   | 91.2               | 31        | 34          |
| Employment Retention Rate      | 87.0                   | 85.0               | 34        | 40          |
| Earnings Change in Six Months  | 3550                   | 4484               | 161423    | 36          |
| Employment and Credential Rate | 57.0                   | 85.7               | 30        | 35          |

**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      | 91.7              | 11<br>12    | 100.0   | 3<br>3     | ~~~~~                         | ~~~<br>~~~ | 100.0             | 3<br>3     |
| Employment Retention Rate    | 92.3              | 12<br>13    | 66.7    | 2<br>3     | 50.0                          | 2<br>4     | 100.0             | 2<br>2     |
| Earnings Change in 6 months  | 3892              | 46709<br>12 | -1785   | -5356<br>3 | 4492                          | 17969<br>4 | ~~~~~             | ~~~<br>~~~ |
| Employment & Credential Rate | 83.3              | 10<br>12    | 100.0   | 3<br>3     | 100.0                         | 1<br>1     | 66.7              | 2<br>3     |

**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      | 90.0                       | 27<br>30     | 100.0                               | 4<br>4    |
| Employment Retention Rate    | 83.8                       | 31<br>37     | 100.0                               | 3<br>3    |
| Earnings Change in 6 Months  | 4836                       | 159580<br>33 | 614                                 | 1843<br>3 |
| Employment & Credential Rate | 85.7                       | 30<br>35     | 0.0                                 | 0<br>0    |

~~~~~ - Data has been suppressed. An aggregate of at least three participants is required to disclose this information.

**WIA Title IB Annual Report Form (ETA 9091)**  
 Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 03-00 MT Concentrated Employment Program

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

| Performance Items              | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 79.0                   | 82.5               | 127       | 154         |
| Employment Retention Rate      | 90.0                   | 87.1               | 108       | 124         |
| Earnings Change in Six Months  | 92.0                   | 86.5               | 1830632   | 2117117     |
| Employment and Credential Rate | 62.8                   | 66.3               | 61        | 92          |

**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      | 88.2    | 15<br>17         | 100.0                         | 5<br>5          | 88.9              | 8<br>9          | 100.0               | 4<br>4         |
| Employment Retention Rate    | 73.7    | 14<br>19         | 85.7                          | 6<br>7          | 83.3              | 5<br>6          | 100.0               | 3<br>3         |
| Earnings Replacement 6 monts | 65.2    | 219205<br>336384 | 74.4                          | 82616<br>110976 | 57.7              | 61562<br>106767 | 73.5                | 20708<br>28169 |
| Employment & Credential Rate | 90.0    | 9<br>10          | 100.0                         | 4<br>4          | 80.0              | 4<br>5          | 33.3                | 1<br>3         |

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

| Reported Information         | Received Training Services | Num Den            | Only Core and/or Intensive Services | Num Den          |
|------------------------------|----------------------------|--------------------|-------------------------------------|------------------|
| Entered Employment Rate      | 80.4                       | 74<br>92           | 85.5                                | 53<br>62         |
| Employment Retention Rate    | 84.2                       | 64<br>76           | 91.7                                | 44<br>48         |
| Earnings Change in 6 Months  | 91.1                       | 1036652<br>1138216 | 81.1                                | 793980<br>978901 |
| Employment & Credential Rate | 66.3                       | 61<br>92           | 0.0                                 | 0<br>0           |

**WIA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2004 to 06/30/2005

Agy./PO: 03-00 MT Concentrated Employment Program

**Table H - Older Youth Results At-A-Glance**

| Performance Items              | Negotiated Performance | Actual Performance | Numerator | Denominator |
|--------------------------------|------------------------|--------------------|-----------|-------------|
| Entered Employment Rate        | 74.0                   | 75.0               | 6         | 8           |
| Employment Retention Rate      | 85.0                   | 85.7               | 6         | 7           |
| Earnings Change in Six Months  | 3250                   | 3474               | 24320     | 7           |
| Employment and Credential Rate | 61.0                   | 81.8               | 9         | 11          |

**Table I - Outcomes for Older Youth Special Populations**

| Reported Information         | Public Assistance | Num Den    | Veteran | Num Den | Individuals With Disabilities | Num Den    | Out of School Youth | Num Den   |
|------------------------------|-------------------|------------|---------|---------|-------------------------------|------------|---------------------|-----------|
| Entered Employment Rate      | ~~~~~             | ~~~<br>~~~ | 0.0     | 0<br>0  | ~~~~~                         | ~~~<br>~~~ | 85.7                | 6<br>7    |
| Employment Retention Rate    | 50.0              | 1<br>2     | 0.0     | 0<br>0  | 100.0                         | 1<br>1     | 80.0                | 4<br>5    |
| Earnings Change in 6 months  | ~~~~~             | ~~~<br>~~~ | 0       | 0<br>0  | ~~~~~                         | ~~~<br>~~~ | 1964                | 9818<br>5 |
| Employment & Credential Rate | 75.0              | 3<br>4     | 0.0     | 0<br>0  | 75.0                          | 3<br>4     | 88.9                | 8<br>9    |

**Table J - Younger Youth Results At-A-Glance**

| Performance Items                | Negotiated Performance | Actual Performance | Numerator | Denominator |
|----------------------------------|------------------------|--------------------|-----------|-------------|
| Skill Attainment Rate            | 82.0                   | 92.4               | 73        | 79          |
| Diploma or Equiv Attainment Rate | 56.0                   | 66.0               | 33        | 50          |
| Earnings Change in 6 Months      | 57.0                   | 65.4               | 17        | 26          |

**Table K - Outcomes for Younger Youth Special Populations**

| Reported Information       | Public Assistance | Num Den  | Individuals With Disabilities | Num Den | Out-of-School Youth | Num Den  |
|----------------------------|-------------------|----------|-------------------------------|---------|---------------------|----------|
| Skill Attainment Rate      | 92.3              | 24<br>26 | 100.0                         | 7<br>7  | 85.7                | 18<br>21 |
| Diploma or Equivalent Rate | 42.9              | 6<br>14  | 20.0                          | 1<br>5  | 66.7                | 4<br>6   |
| Retention Rate             | 100.0             | 3<br>3   | 40.0                          | 2<br>5  | 100.0               | 2<br>2   |

~~~~~ - Data has been suppressed. An aggregate of at least three participants is required to disclose this information.

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**Table L - Other Reported Information**

| Program            | 12 Month Employment Retention Rate |            | 12 Month Earnings Change/Replacement Rate (DW) |                    | 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             | 70.0                               | 28<br>40   | 5473                                           | 207967<br>38       | 6.5                                                       | 2<br>31  | 3758                                                                       | 105213<br>28  | 66.7                                                   | 16<br>24 |
| Dislocated Workers | 86.7                               | 130<br>150 | 93.1                                           | 1688540<br>1813656 | 0.0                                                       | 0<br>127 | 7843                                                                       | 996020<br>127 | 87.7                                                   | 57<br>65 |
| Older Youth        | 80.0                               | 4<br>5     | 6906                                           | 34531<br>5         | 16.7                                                      | 1<br>6   | 3634                                                                       | 14535<br>4    |                                                        |          |

**Table M - Participation Levels**

| Program                   | Total Participants Served | Total Exiters |
|---------------------------|---------------------------|---------------|
| Adults                    | 119                       | 54            |
| Dislocated Workers        | 224                       | 147           |
| Older Youth (Age 19-21)   | 21                        | 12            |
| Younger Youth (Age 14-18) | 101                       | 62            |

**Table N - Cost of Program Activities**

See Table N, State of Montana (Statewide)



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**Table O - Local Performance**

|                           |     |
|---------------------------|-----|
| Total Participants Served |     |
| a) Adults                 | 119 |
| b) Dislocated Workers     | 224 |
| c) Older Youth 19-21      | 21  |
| d) Younger Youth 14-18    | 101 |
| Total Exiters             |     |
| a) Adults                 | 54  |
| b) Dislocated Workers     | 147 |
| c) Older Youth 19-21      | 12  |
| d) Younger Youth 14-18    | 62  |

| Performance Items/Programs                | Negotiated Performance | Actual Performance | Numerator | Denominator |
|-------------------------------------------|------------------------|--------------------|-----------|-------------|
| Customer Satisfaction                     |                        |                    |           |             |
| a) Customer Satisfaction - Participants   | 80.0                   | 82.8               |           |             |
| b) Customer Satisfaction - Employer       | 85.0                   | 87.8               |           |             |
| Entered Employment Rate                   |                        |                    |           |             |
| a) Adults (4)*                            | 74.0                   | 91.2               | 31        | 34          |
| b) Dislocated Workers (8)*                | 79.0                   | 82.5               | 127       | 154         |
| c) Older Youth 19-21 (2)*                 | 74.0                   | 75.0               | 6         | 8           |
| Retention Rate (6 months)                 |                        |                    |           |             |
| a) Adults (0)*                            | 87.0                   | 85.0               | 34        | 40          |
| b) Dislocated Workers (1)*                | 90.0                   | 87.1               | 108       | 124         |
| c) Older Youth 19-21 (0)*                 | 85.0                   | 85.7               | 6         | 7           |
| d) Younger Youth 14-18 (1)*               | 57.0                   | 65.4               | 17        | 26          |
| Earnings Change/Replacement Rate 6 Months |                        |                    |           |             |
| a) Adults (0)*                            | 3550                   | 4484               | 161423    | 36          |
| b) Dislocated Workers (1)*                | 92.0                   | 86.5               | 1830632   | 2117117     |
| c) Older Youth 19-21 (0)*                 | 3250                   | 3474               | 24320     | 7           |
| Credential/Diploma Rate                   |                        |                    |           |             |
| a) Adults (3)*                            | 57.0                   | 85.7               | 30        | 35          |
| b) Dislocated Workers (4)*                | 62.8                   | 66.3               | 61        | 92          |
| c) Older Youth 19-21 (2)*                 | 61.0                   | 81.8               | 9         | 11          |
| d) Younger Youth 14-18                    | 56.0                   | 66.0               | 33        | 50          |
| Skill Attainment Rate                     |                        |                    |           |             |
| a) Younger Youth 14-18                    | 82.0                   | 92.4               | 73        | 79          |

Description Of Other State Performance Indicators

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

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

\* Figures in parenthesis indicate the number exempt from performance