

MONTANA'S WORKFORCE INVESTMENT ACT  
PROGRAM YEAR 2015 ANNUAL REPORT  
PROGRAM YEAR 2014 FINAL ANNUAL REPORT



July 1, 2015 through June 30, 2016



OFFICE OF THE GOVERNOR  
STATE OF MONTANA

STEVE BULLOCK  
GOVERNOR



ANGELA McLEAN  
LT. GOVERNOR

**A MESSAGE FROM THE GOVERNOR OF THE STATE OF MONTANA**

October 2016

I am honored to present the Workforce Innovation and Opportunity Act (WIOA) Program Year 2015 Annual Report.

Montana's economy is strong today and well positioned to experience further economic growth over the coming year, including:

- Montana has more people working than ever before in our state's history with over 500,000 people in the labor force;
- Montana has unemployment well below the national average;
- Montana has the 5<sup>th</sup> fastest Gross Domestic Product (GDP) growth over the last five years;
- Montana has the 6<sup>th</sup> fastest wage growth over five years
- Montana has the 9<sup>th</sup> fastest personal income growth over the last five years

The best way to take advantage of our position of strength is by investing in our workforce through more and greater educational opportunities and improved job training programs. Our investments must carry throughout the educational career of Montanans – from early learning programs, elementary, middle and high school, colleges and universities and apprenticeship and other training opportunities. These investments not only attract new businesses and increase wages, they will make sure Montana continues to be have a solid economic base for current and future generations.

I'm excited for the future of Montana. Through sound fiscal management, strong partnerships between the private, public and non-profit sectors, and investments in our workforce, we stand ready to build on our strengths as a state and confront our challenges. Working together, I'm confident that Montana will continue to be an economic and workforce leader for years to come.

Sincerely,

A handwritten signature in blue ink, appearing to read "S. Bullock".

STEVE BULLOCK  
Governor

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## EXECUTIVE SUMMARY

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

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

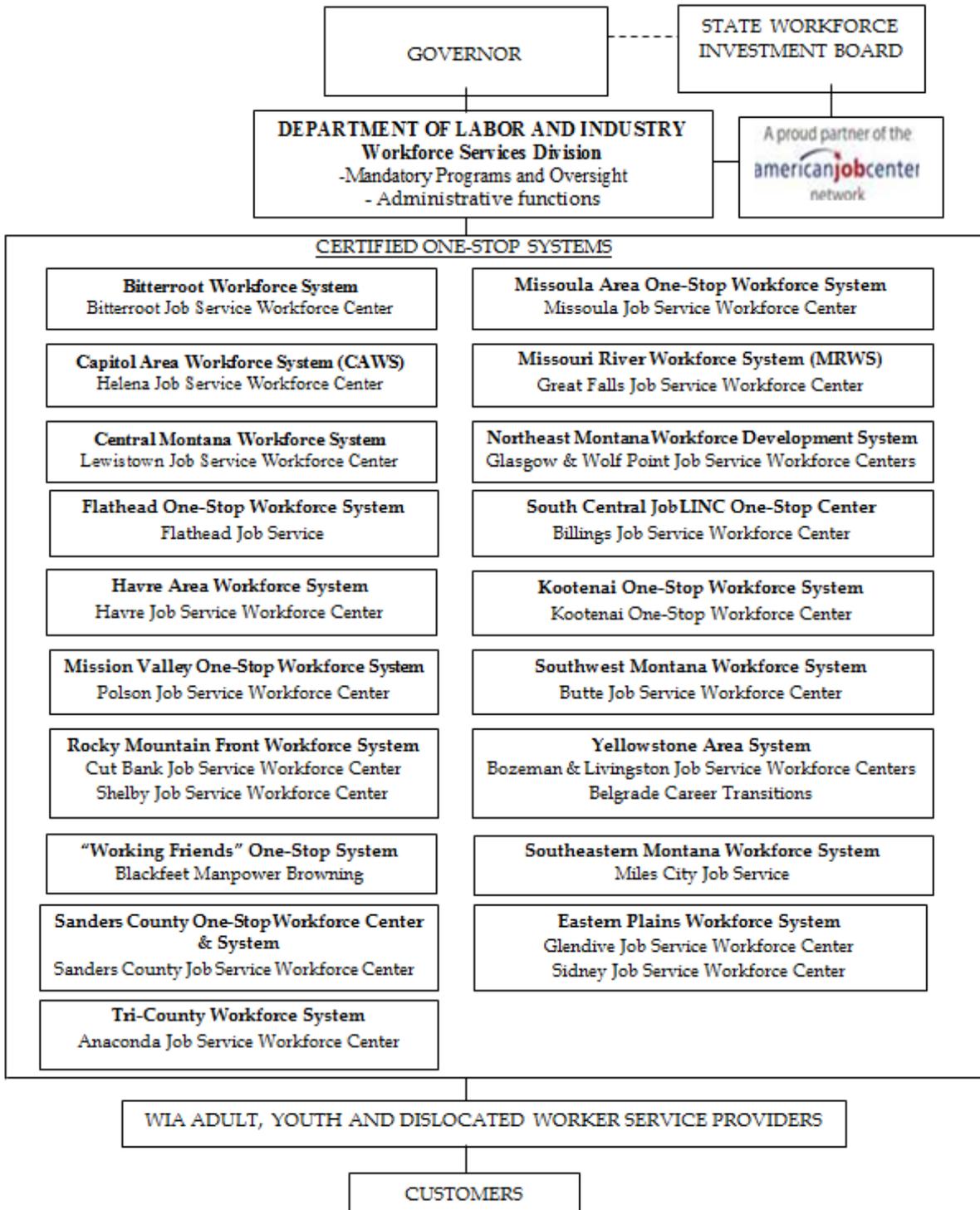
These two objectives are guided by the following five key principles:

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

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# MONTANA'S WORKFORCE SYSTEM

## ORGANIZATIONAL CHARTS



**WIOA SERVICE PROVIDERS  
ADULT - DISLOCATED WORKER - YOUTH**

<i>MACo District</i>	<i>Providers</i>	<i>Program</i>
1	Glasgow & Wolf Point Job Service Offices	Adult & Dislocated Worker
	Action for Eastern Montana/Glendive	Youth
2	Glendive & Sidney Job Service Offices	Adult & Dislocated Worker
	Miles City Career and Placement Center	Adult
	Action Eastern for Eastern Montana/Glendive	Youth
3	Miles City Job Service	Adult & Dislocated Worker
	Miles City Career and Placement Center	Adult
	Action for Eastern Montana/Glendive	Youth
4	Havre Job Service	Adult & Dislocated Worker
	District IV HRDC/Havre	Adult & Youth
5	Cut Bank, Shelby & Great Falls Job Service Offices	Adult & Dislocated Worker
	Opportunities, Inc./Great Falls	Youth
6	Lewistown Job Service	Dislocated Worker
	District 6 HRDC/Lewistown	Adult & Youth
7	Billings Job Service	Adult & Dislocated Worker
	Employment & Training Center/YWCA	Adult
	District VII HRDC/Billings	Youth
8	Helena Job Service	Adult & Dislocated Worker
	Helena Job Service	Adult & Dislocated Worker
9	Bozeman & Livingston Job Service Offices	Adult & Dislocated Worker
	Career Transitions/Belgrade	Adult
	District IX HRDC/Bozeman	Youth
10	Flathead Job Service Workforce Center	Adult & Dislocated Worker
	Polson, Sanders County & Kootenai JS Workforce Centers	Adult & Dislocated Worker
	Kalispell and Libby Jobs for Montana's Graduates	Youth
11	Missoula & Bitterroot Job Service Workforce Centers	Adult & Dislocated Worker
	District XI HRDC/Missoula	Youth
12	Butte, Dillon and Anaconda Job Service Offices	Adult & Dislocated Workers
	Butte Career Futures	Adult
	District XII HRC/Butte	Youth

## **SINGLE WORKFORCE AREA**

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

**State Workforce Innovation Board Certified One-Stops:** The State Workforce Innovation Board has 19 Certified One-Stop Systems and 24 Certified One-Stop Centers including the first Tribal One-Stop on the Blackfeet Reservation. One-Stop Centers provide services in all 56 counties and 7 Indian Reservations. Recertification occurs every two years. SWIB has recently amended the certification and recertification process based on the feedback from service providers. Guidelines and forms can be found on the SWIB website, [www.swib.mt.gov](http://www.swib.mt.gov). The recertification documentation requires One-Stop System Contact Information, Organizational and Facility Information, Marketing and Identifiers, Local Economy data, Partnerships, Service Delivery, Employer Services, Challenges, Innovation & Success information. MOU's are required between the SWIB and Operators as well as One-Stop and their partners to also include a roster of their One-Stop Community Management Team.

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

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

Co-location of One-Stop Centers is encouraged, however Virtual One-Stops and affiliate sites are allowable under this plan where local CMTs and the State Board determine it is in the best interest of the community, or when it is not financially or otherwise reasonable to co-locate. Montana has a large land mass so this approach allows access to services, not to a single "site". This will actualize the Governor's vision to coordinate and integrate services to effectively leverage local resources and meet needs at the local level.

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

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

***The Central Montana Workforce System*** is made up of two formalized entities, the CMWS Community Management Team (CMT) and the Central Montana One-stop Center (CMOC). These two entities are made up of numerous agencies, organizations, and individuals located throughout MACo District VI as well as agencies and organizations

from outside the district whose service area includes parts of MACo District VI. Over 200 different entities and programs offered throughout the district leverage their resources to serve Ferguson, Judith Basin, Petroleum, Wheatland, Golden Valley, and Musselshell Counties. The designated One-Stop Center is located at the Lewistown Job Service Workforce Center.

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

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

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

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

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

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

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

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

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

***The Sanders County One-Stop Workforce Center & System*** encompasses Sanders County and includes areas lying within the boundaries of the Flathead Indian Reservation. This is a rural area with seven different communities lying along US Hwy 200, which runs east and west through the geographic area. It also includes MT Hwy 28 and towns located along that north-south route. A significant portion of the Flathead Indian Reservation lies within Sanders County. Sanders County is Montana's eighteenth most populous county, with an estimated 11,138 residents as of July 2006. Thompson Falls is the county seat is the state's 48<sup>th</sup> largest city, with a population estimated 1,313 in 2010.

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

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

***The Southwest Montana Community Management Team*** in Butte serves the counties of Powell, Granite, Deer Lodge, Silver Bow, Madison and Beaverhead. The Center is located in the Butte Job Service Workforce Center. The Southwest Montana Community Management Team is active across a large region and has centers located in Dillon and Anaconda and computers for use in rural libraries and courthouses. They have clearly demonstrated responsibilities and cross training to other programs. Each site has resource manuals and works with employers, not just job seekers, supplying resources and assistance.

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

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

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

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

Adult and youth service providers are selected through the Request for Proposal process. As a single workforce area, the funds are distributed using Montana Association of Counties (MACo) Districts. There are 12 MACo districts in Montana (refer to the chart on page 3 for the providers by workforce areas and MACo districts). In most MACo districts the Adult program funding is split between two providers, generally a private non-profit and a job service workforce center, through a single contract between the Statewide Workforce Programs and Oversight Bureau and the providers. New contracts are put in place on July 1<sup>st</sup> and run through June 30<sup>th</sup> of each program year. Dislocated Worker funding is contracted to the Job Service Operations Bureau by the Statewide Workforce Programs and Oversight Bureau and distributed to Job Service Workforce Centers across the state. Youth funding is contracted to providers in each MACo district. The majority of the service providers have traditionally been providing WIOA adult, youth and dislocated worker services since 2006.

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## LEADERSHIP

### **GOVERNOR'S STATE WORKFORCE INVESTMENT BOARD**

The **mission** of the Governor's Montana State Workforce Innovation Board (SWIB) is to Advise the Governor on statewide workforce development strategies that maximize the state's education, training, and employment resources in support of economic development. The board leads the state in broad strategic workforce initiatives that leverage resources beyond WIOA funding, while providing necessary system oversight.

To fulfill this mission, board members and staff work together to:

- Create policy recommendations for the Governor related to the establishment and maintenance of an efficient, integrated, statewide workforce development system to train the maximum number of unemployed and underemployed Montanans as possible;
- Lead the strategic planning process for an integrated workforce development system, in consultation with Community Management Teams;
- Create performance standards that identify effective workforce development initiatives;
- Coordinate the state's workforce investment initiatives with the state's economic development plan;
- Promote a system of workforce development that responds to the lifelong learning needs of Montana's workforce;
- Encourage public/private partnerships and facilitate innovations in workforce development policy and practices; and
- Ensure a quality workforce system by evaluating results and supporting high standards and continuous improvement.

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

As a high-performing, business-led Board, the SWIB's charge is to lead broad strategic initiatives that leverage resources beyond WIOA funding, while providing necessary system oversight. The SWIB accomplishes this through the utilization of standing committees. The SWIB standing committees include the Executive Committee, Workforce Innovation and Opportunity Act (WIOA) Committee, Apprenticeship-Career Pathways-On the Job Training Committee, Sector Strategies Committee, and The Youth Services Committee. These committees conduct business as an advisory body to the Governor on statewide workforce system issues, as well as to assume responsibility for performing all Workforce Innovation and Opportunity Act (WIOA) local workforce board duties.

**Executive Committee:** The Executive Committee consists of the private sector Chairpersons from each of the four standing committees (described below), the SWIB Chair, the SWIB Director, and others as deemed necessary. The Executive Committee leads the SWIB workgroups and has the authority to act on behalf of the SWIB. The Executive Committee's responsibilities are to:

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

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

**Apprenticeship/Career Pathways/OJT Committee:** The Apprenticeship/Career Pathways/OJT Committee focuses on training and educational models that provide the current and future workforce with opportunities that are responsive and aligned with new and changing economies. Such opportunities emphasize “earn while you learn” models while meeting employers needs immediately (i.e. on-the-job training, apprenticeship, workplace-based); and using skills upgrading as a strategy to re-build declining economies, and to bring policy issues and recommendations to the Governor and State Workforce Innovation Board (SWIB).

**Sector Strategies Committee:** The Sector Strategies Committee works to develop a deeper understanding of the interrelationships between business competitiveness and the workforce needs of target industries, crafting workforce tailored solutions for those industries and their specific regions, and to bring policy issues and recommendations to the Governor and State Workforce Innovation Board (SWIB).

**Youth Services Committee:** The Youth Services Committee will provide leadership by serving as a catalyst to connect out-of-school youth and at-risk youth with quality secondary and post-secondary educational opportunities and high growth and other employment opportunities. The Montana State Workforce Innovation Board and Youth Services Committee will ensure that workforce youth activities complement and reinforce academic and occupational curriculum, as youth policy makers and system builders.

#### **ACTIVITIES OCCURRING FROM 7/1/2015 – 6/30/2016**

The SWIB and its standing committees held 23 meetings between July 1, 2015 and June 30, 2016.

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

***September 17, 2015:*** The board reviewed and approved its bylaws, and discussed a strategic vision for the board. In addition, it accepted the ETA Workforce Information Grant Annual Report as presented. The board received a presentation on the 2015 Labor Day Report and discussed the data with the state’s chief economist. Last, the board received a draft of the Workforce System Guide and discussed its application in the state’s one-stop system. [Complete minutes.](#)

***February 23, 2016:*** The board reviewed the one-stop certification process and approved the move of certification from July 1, 2016 to July 1, 2017. The board approved the partnership between the SWIB Sector Strategy Committee, the Department of Labor, and the Department of Commerce as conveners and reviewers of specific Department of Commerce projects regarding workforce development. The board approved the establishment of the Jobs for Montana’s Graduates Teacher Advisory Committee as a subcommittee of the Youth Services Committee. The board approved the endorsement of the finalists for the TechHire Committee selections as Billings, Bozeman, and Missoula. The board approved the reestablishment of the Apprenticeship Advisory Council as a subcommittee to the Apprenticeship, Career Pathways, On-the-Job Training Committee. Last, the board approved Montana’s WIOA Combined Plan for Program Years 2016-2019 to proceed to the Governor for final approval and submission. [Complete minutes.](#)

***June 8-9, 2016:*** The board adopted a statewide local workforce development model to establish and ensure alignment with a common starting point and language for workforce development, education systems, economic development partners and industry. In addition the board adopted the Southwest Montana Regional Workforce Coalition workforce development partnership as the pilot organization to validate the

model. The board adopted Service Provider Goals as presented by the WIOA Oversight Committee. The board approved the PY2016 WIOA funding allocations provided that all surplus discretionary funds go to the Service Providers budget. [Complete minutes.](#)

***Executive Committee Meetings (3 meetings):***

***September 8, 2015:*** The committee approved the updated SWIB bylaws and agreed to review the bylaws annually. The committee approved the full board agenda for its September 17, 2015 meeting. [Complete minutes.](#)

***February 11, 2016:*** The committee approved the full board agenda for its February 23, 2016 agenda and approved moving the certification for the state's one-stop operator from July 1, 2016 to July 1, 2016. [Complete minutes.](#)

***May 24, 2016:*** The committee approved moving the SWIB to paperless meetings and using Agenda Action Reports in all meetings. [Complete minutes.](#)

***Youth Services Committee (4 meetings):***

***September 17, 2015:*** Members discussed changes to youth programs in WIOA and how the changes will impact the work of the committee. [Complete minutes.](#)

***October 28, 2015:*** The committee asked SWIB staff to work with the Department of Labor and the Governor's Office of Indian Affairs for guidance on cross-training between state and tribal WIOA programs. The committee also reviewed the Success Skills Project, which is a series of online modules serving all employers and job seekers to train on soft skills. [Complete minutes.](#)

***January 6, 2016:*** The committee agreed to assign members to sit on the Jobs for Montana Graduates Teacher Advisory Subcommittee. The committee approved the Additional Assistance Policy with the removal of the characteristics section since the characteristics section could apply to eligibility requirements for both in-school and out-of-school youth according to WIOA. [Complete minutes.](#)

***May 9, 2016:*** Meeting cancelled, no quorum.

***Workforce Innovation and Opportunity Act Committee (5 meetings):***

***September 17, 2015:*** The committee discussed the draft state plan, the eligible training provider list requirements and update, the one-stop certification process, and new WIOA requirements. [Complete minutes.](#)

***October 7, 2015:*** The committee discussed the state plan and the WIOA committee's role in the development and approval of the plan. In addition, the committee also discussed the one-stop certification process. [Complete minutes.](#)

***November 23, 2015:*** The committee discussed the progress on the state plan and the looming WIOA timeline for implementation. [Complete minutes.](#)

***January 7, 2016:*** The committee discussed the updated sections of the state plan. [Complete minutes.](#)

***May 17, 2016:*** The committee approved updated, measurable, Service Provider Goals, which reflect updates within WIOA. The committee also approved the WIOA funding allocations for PY16. [Complete minutes.](#)

***Sector Strategies Committee (3 meetings):***

***September 17, 2016:*** The committee discussed sector partnership alignment, the key industry networks, and the integration of the SWIB. In addition, the committee also discussed developing a mission statement.

[Complete minutes.](#)

***January 8, 2016:*** The committee discussed the Big Sky Economic Trust Fund, which is a state-funded program to assist in economic development in Montana. In addition, the board discussed the Primary Sector Workforce Training Grant Program, which is a state-funded program that provides grants to businesses for training new full-time and part-time workers. The committee also continued its work in developing its mission statement. [Complete minutes.](#)

***April 26, 2016:*** The committee discussed and agreed to have regular updates on the Regional Sector Strategies and Career Pathways Model as well as the model on stages of local workforce development.

[Complete minutes.](#)

***Apprenticeship/Career Pathways/On-the-Job Training Committee (3 meetings):***

***September 17, 2015:*** The committee discussed using apprenticeship for college credit in Montana and the different models of apprenticeship and higher education credit. In addition the committee discussed the partnership between the Montana Department of Labor & Industry and the Montana University System.

[Complete minutes.](#)

***February 3, 2016:*** The committee discussed the state's registered apprenticeship program and dual enrollment options. The committee also discussed the apprenticeship advisory council and the appointment of SWIB members to the advisory council. [Complete minutes.](#)

***April 26, 2016:*** The committee discussed the state's registered apprenticeship program and the HealthCARE Montana apprenticeship program. [Complete minutes.](#)

***TechHire Community Proposal Selection Committee (2 meetings):***

A sub-group of the SWIB reviewed eligible proposals for the inclusion in a \$3.9 million Montana Department of Labor & Industry TechHire grant application from the U.S. Department of Labor's \$100 million TechHire Grant Initiative.

***February 16, 2016:*** The committee received an overview of the proposal components and instructions on how to score the documents. Nine community partnership teams submitted proposals to the committee.

[Complete minutes.](#)

***February 22, 2016:*** The committee agreed to Missoula, Bozeman, and Billings as its candidates for the TechHire Grant. [Complete minutes.](#)

**Current SWIB and Staff Involvements:**

- ❖ Montana Area Health Education Center/Office of Rural Health Advisory Board
- ❖ Montana Health Care Workforce Advisory Committee
- ❖ Statewide Career and Technical Education Advisory Board
- ❖ Main Street Montana Project and its Key Industry Networks (KINS)
- ❖ TAACCCT grants
- ❖ National Governor's Association

- National Association of State Workforce Board Chairs
- National Association of State Liaisons for Workforce Development Partnerships
- Talent Pipeline Policy Academy
- Work-Based Learning Policy Academy
- ❖ Beyond the Classroom: Building Montana's 21st Century Workforce Symposium
- ❖ Main Street Montana Peer-to-Peer Symposium Series
- ❖ Moving Pathways Forward – Adult Basic Education Technical Assistance Award
- ❖ Jobs For Montana's Graduates

**GOVERNOR'S DISCRETIONARY (10% SET-ASIDE):** No new projects were considered during this time due to the current reduction in funds to 10%.

- ❖ **Montana Associations of Counties (MACO)** receives annual support from Set-Aside funds to support the SWIB's MACO representative's attendance at the national association. Currently one MACO representative serves on the SWIB.

## **WAIVERS**

With the implantation of WIOA, Montana's federal waivers expired June 30, 2015. The federal waiver opportunities Montana participated in to seek relief from provisions that restricted flexibility and creativity or limited efficiencies are listed below:

- **Waiver to implement the common measures performance standards only for WIA Title IB Adult, Youth and Dislocated Worker Programs:** Montana is currently working under an approved waiver that allows Montana to implement the nine common measures for WIA Title IB adult, youth and dislocated workers and stop reporting on the 17 performance measures (15 core and 2 customer satisfaction). WIA Staff in the Workforce Services Division continue to develop policies and provide technical assistance to adult, youth and dislocated worker service providers to ensure their understanding of the programmatic and reporting impacts of the measures. The benefit of this waiver to Montana and its providers has been the ability to focus on employment placement and retention, earnings, placement in education, attainment of degree or certificate and literacy and numeracy gains thereby making meeting performance standards more attainable. The State has found that ability to focus on only the common measures ensures a greater probability of success.
- **Waive the Subsequent Eligibility Determination of Eligible Training Providers:** Montana is currently working under an approved waiver to postpone the implementation of the subsequent eligibility determination process for Eligible Training Providers. The benefit of this waiver to Montana is that it allows the State to keep previously approved providers and add new providers to the ETPL thus providing customers with training option choices. The result is skilled customers entering the labor market with increased earnings and retention.
- **Waiver to Allow a State Board to Carry out the Roles of Local Boards for a Single State Wide Planning Area Structure:** Montana received waiver approval from USDOL in 2006 to move to a single statewide planning area structure. The goals identified in the waiver were to: (1) reduce overhead costs and increasing program dollars; (2) expand the number of One-Stops in the State; (3) redesign youth programs and target youth most at-risk; (4) strengthen the administrative oversight and accountability processes; and (5) increase training opportunities. The positive outcomes that have occurred as a result of the waiver include: maximizing the available money directed to training and services to business; promoting the role of Community Management Teams (CMTs) and including mandatory partners and many optional partners in the One-Stops and CMTs; establishing a Youth Council that is a sub-committee of the SWIB; and serving a greater percentage more participants with WIA dollars.

- **Waiver to Exempt a State from the Requirement to Provide Local Area Incentive Grants:** Montana received approval to exempt it from the requirement to provide local areas incentive grants to reward regional cooperation, local coordination of activities and exemplary performance. With the decline in WIA funds as a whole, the amount of money each provider would receive as an incentive would be insignificant, and the way the state is able to put the entire amount to more meaningful, proven use by providing technical assistance and training conferences and training on the use of the MontanaWorks computer system positively affects all WIA providers.
  
- **Waiver to Allow the use of Individual Training Accounts for WIA Eligible Youth:** Montana received approval in June 2014 to extend the waiver of the regulatory prohibition of using Individual Training Accounts (ITAs) for Youth, with the exception of in-school and younger youth. The benefit of this waiver is the flexibility in youth program delivery and providing the youth customer a choice regarding selection of schools on the ETPL. Youth learn responsibility by making informed decisions and the waiver allows participants to choose their post-secondary educational provider and allows youth service providers to set up ITAs for youth. Success with two of the youth common measure outcomes may be enhanced by this waiver; attainment of degree/certificate and entered employment/post-secondary education.
  
- **Waiver to Allow a sliding scale employer reimbursement for On-the Job Training:** Montana received approval to apply a sliding scale of reimbursement to the employer of up to 90% of the wage rate and extraordinary costs defined by the law, based on the following criteria:
  - ❖ Up to 90%: Employers with 50 or fewer employees
  - ❖ Up to 75%: Employers with 51-250 employees
  - ❖ Up to 50%: Employers with more than 250 employeesNinety Seven percent of Montana employers are considered small business. Over 71 percent of these small businesses do not have employees and most employers have fewer than 20 employees. The benefit of this waiver maximizes flexibility needed to ensure speedy implementation of formula and discretionary grants; increases business usage of the workforce system; creates additional opportunities for workers, and for unemployed and underemployed workers to speed their return to full-time employment; and reduce the length of time for a UI claim, and reduce the need for usage of other public assistance benefits. Individuals impacted by this waiver are the unemployed and underemployed workers who do not have transferable or marketable skills; individuals entering work for the first time; hard-to-serve low-income youth who are unable to compete for limited job openings; and businesses needing to hire additional workers to sustain their productivity, who do not have the resources to do so.

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## **MONTANA'S LABOR SITUATION**

Montana is in the Rocky Mountain area of the northwestern United States, bordered by the Canadian provinces of British Columbia, Alberta, and Saskatchewan on the north, Idaho on the west, Wyoming on the south, and North and South Dakota on the east. Montana is sparsely populated with 1,032,949 people spread over 147,138 square miles. It is the 4<sup>th</sup> largest state in land area and 44<sup>th</sup> in population. Montana continues to experience positive growth in population as indicated by an increase of about 9,697 people from 2014 to 2015, translating to approximately 1% growth. Of the one million people living in Montana in 2015, 60.8% of the population fell within the normal working ages of 18 to 64 years old, which is below the national rate of 62.2% and reflective of Montana's aging population. Montana's economy continued to expand over the last year. Montana's real GDP grew 3.5% from 2014 to 2015, ranking Montana as the 5<sup>th</sup> fastest growing state. Some highlights of the past year include:

- Montana added roughly 9,200 jobs in 2015 for a growth rate of 2.1%. Private payroll employment, which does not include self-employed or agriculture workers, increased by approximately 8,570 jobs in 2015.
- Average annual wages in Montana reached \$40,065 in 2015. From 2014 to 2015 wages grew by 3%, outpacing national wage growth. Montana ranks 6<sup>th</sup> among states in terms of wage growth over the last 10 years. Much of the wage growth in Montana has been driven by the private sector.
- Montana's unemployment rate averaged 4.1% in 2015, a decrease of 0.6 percentage points from 2014. As employment in Montana continues to grow and the baby boomer generation retires Montana is expected to face low unemployment rates and a worker shortage.

While the state shows strong wage and employment growth, this is not evenly distributed throughout regions. Over the past year, the Billings and south central portion of Montana added 2,557 jobs for an annual growth rate of 2.5% and 5.5% gains in total wages. The southwest region, which includes the cities of Helena, Butte, Bozeman, Dillon and their surrounding counties, grew by approximately 2.8% for payroll employment and 7.4% for wage gains. The northwest region including Ravalli County, Missoula, Kalispell, and surrounding areas, also grew by approximately 2.8% for payroll employment with slightly lower wage gains of 6.4%. The north central region, including the Great Falls/Havre/Browning area, experienced a modest increase in total employment by adding 510 to total employment with wage gains of 3.6%. However, following the decline in oil prices, Eastern Montana lost 1,065 jobs from 2014 to 2015.

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## **SERVICES TO VETERANS**

*Services to Veterans:* Montana has approximately 99,646 Veterans residing in the state. It continues to have one of the largest veteran populations per capita in the country (Department of Veteran Affairs). Approximately 10% of the state's population are veterans. To serve the employment needs of those who have served, Montana's Department of Labor and Industry, Workforce Services Division, coordinates Priority of Service Veteran specific employment services and activities as outlined by federal Veterans Employment Training Services (VETS), Jobs for Veteran State Grant (JVSG) regulatory guidelines.

Current JVSG funding levels provide three full-time and six half-time Disabled Veteran Outreach Program Representatives (DVOP) in 8 Job Service Offices that facilitate employment needs for veterans and qualifying spouses with significant barriers to employment or a service connected disability. DVOP's use a case management approach and provide intensive services to achieve individual employment needs. One half-time LVER position was removed this year. An Intensive Services Coordinator works closely with VA Vocational Rehabilitation Counselors in providing services for disabled veterans undergoing Vocational Rehabilitation training in preparation for employment. Job Service Centers not covered by JVSG funded FTE positions have identified Employment Specialist (ES) staff to oversee employment and case management duties for qualifying veterans and spouses in addition to their regular duties. ES staff receive training equivalent to their DVOP counterparts and are a part of ongoing state veteran employment training events. For JVSG Program Year 2016, approximately 3903 services were provided to 6708 employment seeking veterans.

Veteran representatives regularly participate in meetings with local office staff, Community Management Teams, Labor Management Teams, Job Service Employer Committees, Veteran Service Provider and other community stakeholder meetings in designing and delivering services at the local level to veterans. Many of the communities in Montana have adopted the Joining Forces model for providing resources to assist Veterans. Stand Downs and ESGR (Employer Support for the Guard and Reserve) Job Fairs are two of the most recognizable events that occur annually in communities across Montana. DVOPs around the state have been participating in the newly created Veterans Court program. Veterans Courts are criminal court treatment programs devoted to military veteran offenders. Many of these Veterans require intensive services to assist them with their job searches. All Job Service Offices in Montana provide qualifying veterans (those with a dishonorable discharge do not meet federal requirements) with priority of service for employment related services. U.S. Code, title 38, Chapters 41 and 42, CFR 1001.120 (a) (b) and Montana Dept. of Labor and Industry Job Service Policy B3.60 are the source documents used in identifying priority of service eligible veterans and activities. Veteran priority of service is provided as well in Montana's Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Displaced Homemaker and Youth Programs in accordance with state WIOA policy and in the Senior Community Service Employment Program.

Program Year 2016 continued to see a focus of additional effort provided to tribal, homeless, recently separated and Chapter 31 veterans. DVOP and ES staffs work with each of the 7 reservations, plan and attend Stand Down events, attend National Guard and Army Reserve mobilization and demobilization events and reconcile Vocational Rehabilitation and Employment (VR&E) Chapter 31 veteran

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

Program Year 2016 negotiated performance measures and actual reported rates through third quarter are as follows;

<b>Disabled Veteran Employment Outreach Program</b>	<b>Negotiated</b>	<b>Actual</b>
Veteran Entered Employment Rate	65	69
Veteran Employment Retention Rate	84	79
Veteran Annual Earnings	18,100	17,710
Disabled Veteran Entered Employment Rate	56	60
Disabled Veteran Employment Retention Rate	79	80
Disabled Veteran Annual Earnings	19,700	21,860

<b>Local Offices</b>	<b>Negotiated</b>	<b>Actual</b>
Veteran Entered Employment Rate	63	63
Veteran Employment Retention Rate	86	82
Veteran Annual Earnings	20,500	19,035
Disabled Veteran Entered Employment Rate	58	59
Disabled Veteran Employment Retention Rate	86	80
Disabled Veteran Annual Earnings	23,750	21,383

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## WORKFORCE DEVELOPMENT AND STATEWIDE ACTIVITIES

**Incumbent Worker Training (IWT) Program** serves the entire state with \$1,289,608 authorized per biennium through State ESA funding. IWT is designed to increase the skills of and preserve existing jobs for Montana's Workforce, thus creating better jobs, which is a top priority of Governor Bullock and the Montana Department of Labor and Industry (DLI). An important segment of Montana's Workforce that has been overlooked for skill development is those workers who are currently employed by Montana businesses but who need to upgrade their skill level to remain competitive and productive in the work place. Equally important, Montana businesses – large and small – must have highly skilled workers in order to remain competitive in the global economy. Improving the efficiency and productivity of Montana's workers increases the ability of Montana's businesses to produce goods, serve customers, and remain competitive. Montana businesses understand that having the highest-skilled workers is increasingly important for meeting their customers' demands for products and services.

Full-time employees may receive up to \$2000 in grant funding, and part-time workers may receive up to \$1000 in grant funding. Eligible businesses may train up to 20 workers per location and up to 50 workers statewide, so grant limits vary depending on each employer's situation. The business provides a 20% match for training attended within Montana, transportation and lodging, plus any amount beyond the allowable grant limit per worker. If training is attended outside of Montana, the employer provides a 20% match for the cost of training, a 50% match for transportation and lodging, plus any amounts beyond the allowable grant limits. The final employer match varies depending on the training and training location.

Partnerships are numerous, vary by community, and include the business, the Montana Department of Labor and Industry's Job Service offices, the Business Expansion And Retention (BEAR) program, the Small Business Development Centers (SBDC), and the Montana Manufacturing Extension Centers (MMEC) throughout Montana.

- **BEAR** utilizes volunteer teams in communities comprised of local experts in a variety of topics such as marketing, finances, post-secondary education, and the workforce system. Each BEAR team's makeup is unique to their individual community.
- **SBDC's** The Montana Small Business Development Center (SBDC) Network is a partnership between the Montana Department of Commerce, the U.S. Small Business Administration, regional economic development organizations and the Montana higher education system.
- **MMEC** is a statewide manufacturing outreach & assistance center staffed by full-time professionals with degrees in engineering and extensive experience in manufacturing and business in a variety of industries, affiliated with Montana State University in Bozeman, Montana.

### Benefits to Montana:

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

Comparing Statistics

	SFY2010	SFY2011	SFY2012	SFY2013	SFY2014	SFY2015	SFY2016*
<b>Funding Granted**</b>	\$173,354	\$530,013	\$554,486	\$490,806	529,614	515,019	503,827
<b># Applications Approved</b>	54	295	405	321	325	261	259
<b># Workers Trained</b>	150	735	772	639	640	525	440
<b>Average Cost per Business</b>	\$3,210	\$1,797	\$1,1367	\$1,529	\$1,630	\$1,973	\$1,945
<b>Average Cost per Employee</b>	\$1,156	\$721	\$717	\$768	\$828	\$981	\$1,145

\* SFY2016 numbers are preliminary and will not be finalized until June 30, 2017 when final grants are closed out.

\*\*Funding available to grant fluctuates depending on administrative costs. The program has not seen an increase in costs, yet administrative costs continue to rise. Efforts are being made to streamline processes and costs, thus stabilizing administrative costs.

Examples of Incumbent Worker Training include: Accounting / QuickBooks, Arborist Certification, Asbestos Inspection, Business Management for Small Businesses, Facilitator Certification, Intra/Inter-Personal Communication, ISO 9001 Internal Auditor Certification, Management / Leadership Skills for New Managers, Media Certification, Product Launch Strategies, Sales and Marketing, Social Media Marketing, Strategic Planning, and many others.

Incumbent Worker Training Program Testimonials and Success Stories

- *Okamoto Arbor-Care* has grown their business from \$100,000 to \$400,000 a year by helping their employee become a certified arborist.
- *Flathead Animal Clinic* has increased their annual income by over \$30,000 when they trained employees to use new state-of-the-art ultrasound diagnostics and digital dental imaging equipment.
- *McCall Homes* was producing 5 houses a year. They utilized \$34,000 to train all staff on LEAN processes, and used those same skills with their vendors. One year after training they increased production to 25 houses a year. The following year they were producing 50 houses a year. Employees, customers, and vendors couldn't be happier.
- *Nova Café* expanded their facility, increased revenue 10%, and improved efficiency in service and customer experience when they utilized training for baristas and social media marketing.
- *Wolf Point Green* received training to be the only certified asbestos contractor in the northeastern region of the state. He is so busy he is now looking to purchase training for certified asbestos supervisor for staff.
- 99.8% of employees with UI-reportable wages who received grant funded training experienced wage growth in the next year, with an average increase of \$769 per quarter, or \$3,076 per year.

**Disability Resource Coordinating Services: Helping those with barriers to employment achieve financial independence and self-sufficiency through employment.** Disability Resource Coordinators (DRCs) who are located in One-Stop Job Service Centers assist individuals who have barriers to employment and employers in facilitating job placements. DRCs help in transitioning clients back into employment and economic self-sufficiency. The DRCs provide referral information for additional services, technical assistance and provide training to both employers and job seekers. They also facilitate access to programs and services that support the efforts of individuals in seeking employment. DRCs have been specially trained to offer additional assistance to clients and employers in areas concerning:

- ◀ **Physical Disabilities**
- ◀ **Mental Disabilities**
- ◀ **Learning Disabilities**
- ◀ **Youth at Risk**
- ◀ **Ex-Felons**
- ◀ **Aging Workforce**
- ◀ **Veterans**

The DRCs offer the following services:

- ◀ Improved access to One-Stop services through assistive technology
- ◀ Information and assistance in workplace accommodations
- ◀ Identifying appropriate community resources to help in removing barriers to employment and then making contact referrals
- ◀ Educating clients and employers on ADA topics
- ◀ One on One intensive service in navigating a job search
- ◀ Offering information to employers on hiring and retaining employees from our target populations
- ◀ Bringing together multiple partners who are working with one individual to foster a collaborative effort for a client's employment
- ◀ Provide specialized trainings and workshops for target populations
- ◀ Act as a liaison between job seeker and potential employer
- ◀ Provide intensive employment services that will complement other programs or services for which our target populations may be eligible
- ◀ Inform and educate clients and employers of possible tax incentive they are eligible to utilize
- ◀ Provide information and referrals for Social Security application and benefit questions

Disability Resource Coordinators are located in local Job Service Offices in Regions 1, 2 and are available to serve individuals with disabilities in all 56 Montana Counties.



Jobs for Montana's Graduates (JMG) is a program designed to assist youth in being successful in seeking, getting, keeping, and appropriately quitting employment. The foundation of the program is the 37 core competence that support and connect youth with barriers to be successful and empower them to gain understanding, tools, and resources to move forward and overcome barriers.

#### WHAT IS JMG:

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

#### STUDENT EXAMPLES:

- Bridger's JMG class help support the Inaugural Scout Service Day that benefits the Bridger community along with those over 40 miles away in Billings, Montana.
- Culbertson's graduates attribute their success in finding their way after graduation from the work they did within their communities and the skills learned through the class to pursue what made them feel they are contributing and giving back. They joined an organization called Youth for a Mission, and proceeded to use the skills they learned to move them forward.

JMG provides WIOA services in the Northwestern part of the state. The collaboration between the two programs demonstrates a lot of support for the youth in that region.

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## OVERSIGHT RESPONSIBILITIES

### MONITORING

The Statewide Workforce Programs and Oversight Bureau as the oversight entity for WIOA title IB programs has the responsibility for monitoring each WIOA adult, youth and dislocated worker service provider. Monitoring is conducted on the previous program year so the monitoring that took place in PY'15 was for the period of July 1, 2015 through June 30, 2016 and included a comprehensive review of program requirements, fiscal controls, management information systems, provider agreements and the eligible training provider application process. No major issues were found during regular PY'14 WIA monitoring and the monitoring process revealed that the service providers are doing a good job serving the participants of Montana.

### TECHNICAL ASSISTANCE AND TRAINING

***WIOA Kickoff:*** Montana held a WIOA Kickoff Meeting August 18 and 19, 2015. This meeting was attended by 300 attendees from Adult Education, Vocational Rehabilitation and Blind Services, TANF, WIOA Adult, Dislocated Worker and Youth service providers as well as staff from Montana's two TAACCCT Grants and Montana's 2 year education. This was the first of its kind in the nation that held joint meetings with core partners as well as other workforce partners. The training focused on delivering the WIOA messages of:

1. Increase access to training and support to people who have barriers to employment
2. To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system
3. Promote improvement in the structure of delivery of services

The Kickoff event provided information to Montana from USDOL with a WIOA Overview and WIOA Performance and Reporting. Staff from the USDOL traveled to Montana to present to everyone. We also heard from leaders of Montana's programs; Vocational Rehabilitation and Blind Services, Adult Education, TANF, and WIOA Adult, Dislocated Worker and Youth. Montana also heard presentations on Career Pathways from various different programs including MT Youth Transitions (a transition program for Youth with Disabilities), TAACCCT grants – RevUP Montana and HealthCARE Montana, and the Montana Office of the Commissioner of Higher Education. Presentations on Apprenticeship and Sector Strategies were also on tap for the kickoff event.

Josh Davies, CEO of The Center for Work Ethic Development came to Montana to deliver training on Leadership and Change which was very well received by everyone in attendance.

The attendees from all partners were broken up into groups according to the Job Service Regions of the state and participated in a moderated discussion surrounding Workforce Issues and Planning for WIOA.

***Case Manager Basic Training:*** The Statewide Workforce Programs and Oversight Bureau implemented case manager basic training that is held twice per year for new case managers. The new case managers come to Helena and spend a day and a half learning the basics of case management as well as the MIS system, MontanaWorks.

**WIOA Quarterly GoTo Meetings:** The Statewide Workforce Programs and Oversight Bureau continued to host quarterly go-to meetings with all service providers. These on-line meetings give the Bureau a chance to provide Technical Assistance in a very cost effective, quick manner. The topics that are chosen each quarter come from problems identified on the quarterly reports the service providers must submit to the Bureau and from any new requirements/initiatives that happen to come along.

## **PROGRAM MANAGEMENT**

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

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

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

The TAA program was originally established in 1974 with significant amendments made to the program in 2002, 2009, 2011, 2014 and 2015. Through the TAA program workers, may be eligible for training, job search allowances, relocation allowances, and other reemployment services. Weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers following the exhaustion of Unemployment Insurance (UI) benefits. Another benefit that may be available to TAA eligible workers age 50 or older is a wage subsidy when the worker obtains new employment that pays less than their previous wage.

Local Job Service offices operate the TAA programs in Montana. TAA eligible workers are eligible for enrollment in the WIOA Dislocated Worker program and may also be eligible for enrollment in a National Emergency Grant (NEG) program. Montana's standard policy is that TAA eligible workers are to be co-enrolled in other dislocated worker programs for which they qualify, although there may be some exceptions.

Montana's TAA activity in PY15 decreased dramatically from prior years. In PY15, Montana had only one active petition which was approved in November 2015. Sun Mountain Sports in Missoula laid off thirteen manufacturing workers – of which only one has chosen to access TAA services at this time. In PY15, only 13 participants received TAA services and benefits. Of those 13 participants, 4 were

eligible under petitions from other states. There were no participants who accessed the wage subsidy benefit for older workers in PY15. PY15 participants received training in occupations including, but not limited to: CDL, business management, paralegal, respiratory therapy technician, heavy equipment operator, civil engineering technology and sustainable energy technician.

**The following are TAA success stories submitted by TAA Service Providers:**

- *Janet relocated to Montana from Washington. She was TAA eligible for a petition out of Oregon. Janet came in to work on her career assessments to determine what direction to go. She first wanted to go the medical route but after completing and reviewing assessments it was determined the best career opportunity using her TAA would be Paralegal. Janet was co-enrolled in DW and TAA, she enrolled at the college in the two-year Paralegal program where she maintained a 4.0 through the program. She graduated this spring with an associate's degree with highest honors. Shortly after graduation, she went to work as a full time paralegal at the Lake County Attorney's office.*
- *Peter was laid off from Hostess Brands where he worked at the district sales manager. He applied for many jobs and found that he couldn't get an interview without his bachelor's degree. He was enrolled in TAA under a 2011 petition. He enrolled at The University of Montana and studied business management. He got a job at BMC Missoula Truss as an administrative supervisor and his employer wanted him to continue with school and complete his degree. Peter graduated in December and continues to work at BMC full time making \$21 per hour.*
- *Rick was laid off from REC Silicon in November of 2013 and was eligible for TAA under a 2011 petition. Rick started training at Montana Tech in January 2014 in the Civil Engineering Technician program and attained his AA Degree in December 2015. Rick is now a full time Civil Engineering Technician for the Montana Department of Transportation making \$16.50 per hour with full benefits.*
- *Doug W. was enrolled in TAA for training services under a 2009 petition. He successfully completed training as a Respiratory Therapy Technician in May 2015 and gained full time employment with a hospital in Great Falls at \$20.58 per hour.*
- *Doug D. was enrolled in TAA for training services under a 2002 petition. He successfully completed training as a Heavy Equipment Operator in March of 2016 and gained full time employment in April making \$23.89 per hour.*

**TAACCCT Grant:**

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

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

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

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

**National Emergency Grants:** National Emergency Grants (NEG) funds are the Secretary of Labor’s discretionary Dislocated Worker funds that are set aside to serve specific populations of dislocated workers. When a State suffers a major dislocation, they can apply for assistance for a specific population and receive a grant to serve those dislocated workers. In recent years, NEGs have also been awarded to states to provide additional reemployment services to the general population of laid off workers who are long-term unemployed (27+ weeks) or have been identified as at risk of being long-term unemployed. NEGs provide the same types of services as the regular Dislocated Worker program. Grants are awarded for a two year period; however, that period can be extended in some situations. In Montana, the local Job Service offices operating in the counties specified in each awarded NEG receive grant funds to provide services to the identified worker population.

In Program Year 2015, Montana operated two NEGs. The grants were the Dislocated Worker Training NEG and the Job Driven NEG.

- **The Dislocated Worker Training (DWT) NEG:** This \$1.4 million grant was awarded to provide training services for up to 280 eligible dislocated workers across the state with a priority on serving three specific target populations: the long-term unemployed (27+ weeks), those at risk of being long term unemployed as determined by the Unemployment Insurance Division, and unemployed post-9/11 veterans. Grant funds could only be spent on training services by way of either on-the-job training, apprenticeships or post-secondary training programs – including distance learning. The grant was awarded the end of June 2013 and was originally set to end on June 30, 2015. A no-cost

extension was approved and the grant end date was extended to December 31, 2015. As of December 31, 2015, Montana had served **511** workers through this grant.

- The **Job Driven (JD) NEG**: This \$5.1 million grant was awarded to serve up to 990 eligible dislocated workers across the state with an emphasis on the target populations of long-term unemployed (27+ weeks) and those at risk of being long-term unemployed as determined by the Unemployment Insurance Division. Job Service received the largest share of the grant to provide direct re-employment, training and supportive services to enrolled participants. The grant was awarded the end of June 2014 and scheduled to end on September 30, 2016; but, a no-cost extension was approved and the grant will now end on March 31, 2017. As of June 30, 2016, Montana had served **855** workers through this grant.

In addition, two other subgrants were awarded out of the Job Driven grant.

The Apprenticeship & Training Program received a subgrant to:

- Create a higher awareness and use of the Registered Apprenticeship and pre-apprenticeship programs in Montana in order to effectively grow and expand apprenticeship across multiple industries and occupations.
- Promote and market the Registered Apprenticeship dual training program as a proven and cost-effective training model to employers in traditional and non-traditional in-demand occupations as a means to build and maintain a pipeline of highly skilled workers.
- Build relationships with potential sponsors (employers across Montana with a focus on demand industries, especially healthcare), potential apprentice candidates, industry groups, the education community, and the workforce system statewide.
- Change the perception around apprenticeship and skilled labor employment.

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

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

### ***Montana's State Displaced Homemaker Program:***

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

State Displaced Homemaker service provider partners include programs such WIOA youth and adult program providers, public assistance programs (SNAP E&T), Voc-Rehab, Volunteers of America, YouthBuild, and the WoRC program.

The program is administered by the Workforce Services Division in the Montana Department of Labor and Industry and receives \$257,772 annually. Most of the funding, \$230,370 is directly granted to six private, non-profit organizations in local communities to serve individuals. In PY'15 there were 92 participants that received services through the State Displaced Homemaker program with 86% of the

participants exiting the program to employment at an average wage of \$12.75 per hour. State Displaced Homemaker performance measures are entered employment and wage at placement. Program operators have consistently met and exceeded expected performance.

**TANF-WEX Summer Youth Program:**

The Montana Department of Labor and Industry along with the Montana Department of Public Health and Human Services entered into an agreement to partner once again to run the TANF-WEX summer youth program from May 1, 2016 through September 30, 2016.

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

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

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## FINANCIAL ANALYSIS



Montana completed its first year of the Workforce Innovation and Opportunity Act with an overall spending rate at 87%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. Montana is a single planning state with no mid-administrative level; therefore local admin expenditures are quite low.

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

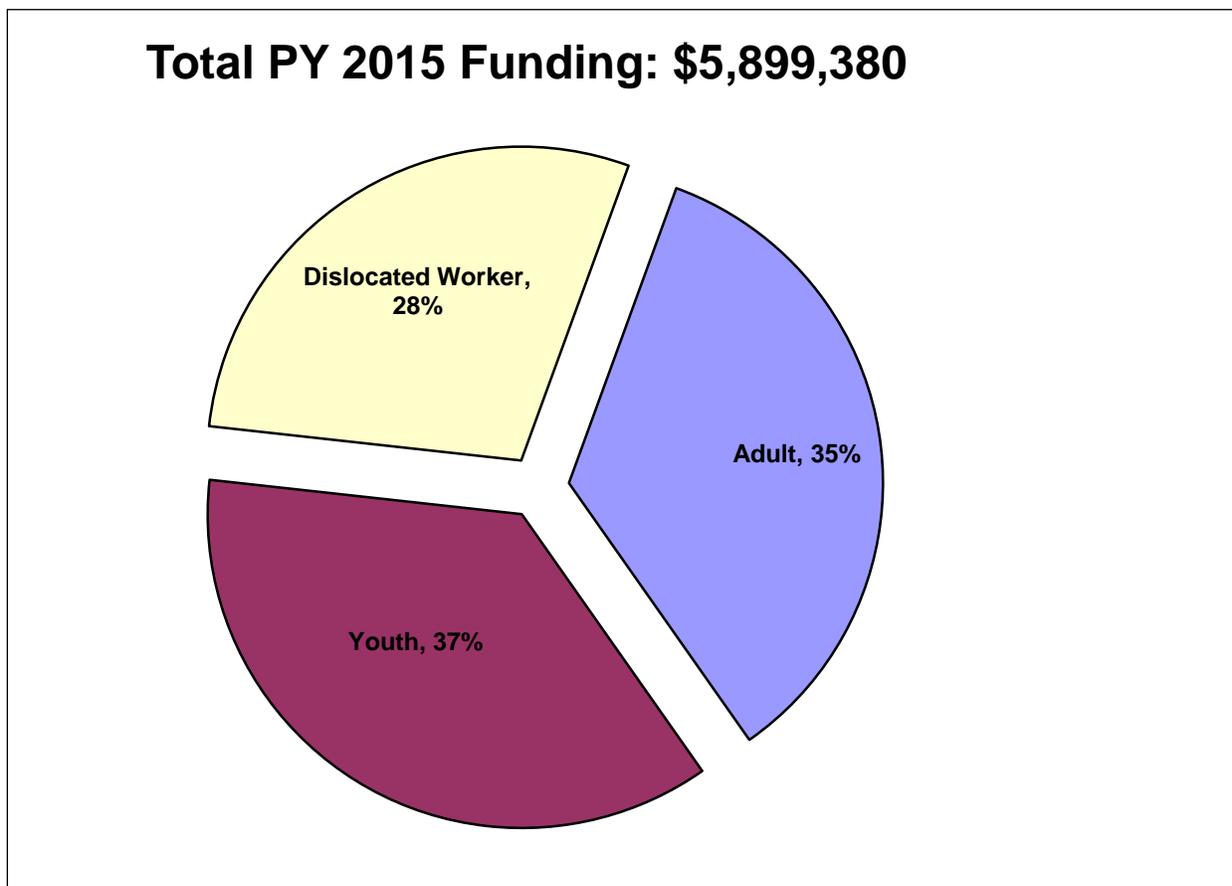
<p><b>WORKFORCE INNOVATION AND OPPORTUNITY ACT</b>  <b>FINANCIAL STATEMENT</b>  <b>PROGRAM YEAR 2015</b>          July 1, 2015 through June 30, 2016</p>
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PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 589,938.00	\$ 156,174.08	\$ 433,763.92	26%
<i>Carry-in</i>	\$ 174,529.77	\$ 174,529.77	\$ -	100%
Rapid Response	\$ 424,864.50	\$ 424,864.50	\$ -	100%
<i>Carry-in</i>	\$ 0.00	\$ 0.00	\$ -	100%
Local Admin	\$ 456,094.50	\$ 305,146.07	\$ 150,948.43	66%
<i>Carry-in</i>	\$ 370,228.09	\$ 370,228.09	\$ -	100%
Local Adult	\$1,673,582.00	\$1,632,493.97	\$ 41,088.03	97%
<i>Carry-in</i>	\$ 28,565.57	\$ 28,365.60	\$ 199.97	99%
Local Youth	\$1,743,754.00	\$1,612,098.36	\$ 131,655.64	92%
<i>Carry-in</i>	\$ 48,992.17	\$ 48,012.37	\$ 979.80	98%
Local DW	\$1,011,147.00	\$1,011,147.00	\$ -	100%
<i>Carry-in</i>	\$ 0.00	\$ 0.00	\$ -	100%
Total All Funds	\$5,899,380.00	\$5,141,923.98	\$ 757,456.02	87%
	\$ 622,315.60	\$ 621,135.83	\$ 1,179.77	99%

As Montana completes its first year of WIOA services, the state is in a better position to analyze and compare data from previous years and use this data to develop more effective and efficient program elements and service delivery systems. In Program Year 2015, over **2,000** adults, youth and dislocated workers received basic career and training services under the Workforce Innovation and Opportunity Act. Among the basic career and training services provided to participants were Work Experience and On-the-Job Training, short term prevocational training and occupational skills training. Services were provided with an overall investment of local and state resources totaling more than \$5,141,000. Some of these resources were invested in support systems, such as state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services.

### **TOTAL PY'15 WIOA PROGRAM FUNDING**

The total funding for Montana's WIOA Adult, Youth and Dislocated Worker programs for Program Year 2015 was \$5,899,380. The chart below shows the percentage of the funding for each program. The WIOA funds were allocated per the funding formula as outlined in the State's Five Year Strategic Plan.



**Table N – Cost of Program Activities**

<b>Program Activity</b>	<b>Total Federal Spending</b>
Local Adults	1,946,443
Local Dislocated Workers	1,167,669
Local Youth	1,893,379
Rapid Response (Up to 25%) 134 (a) (2) (A)	424,865
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	269,684

<b>Statewide Allowable Activities 134 (a) (3)</b>	<b>Program Activity Description</b>	
	Technical Assistance for Local Providers	12,070
	Technical Assistance for WIOA Transition	43,398
	MT Association of Counties	5,552
	<i>Total of All Federal Spending Listed Above</i>	5,763,060

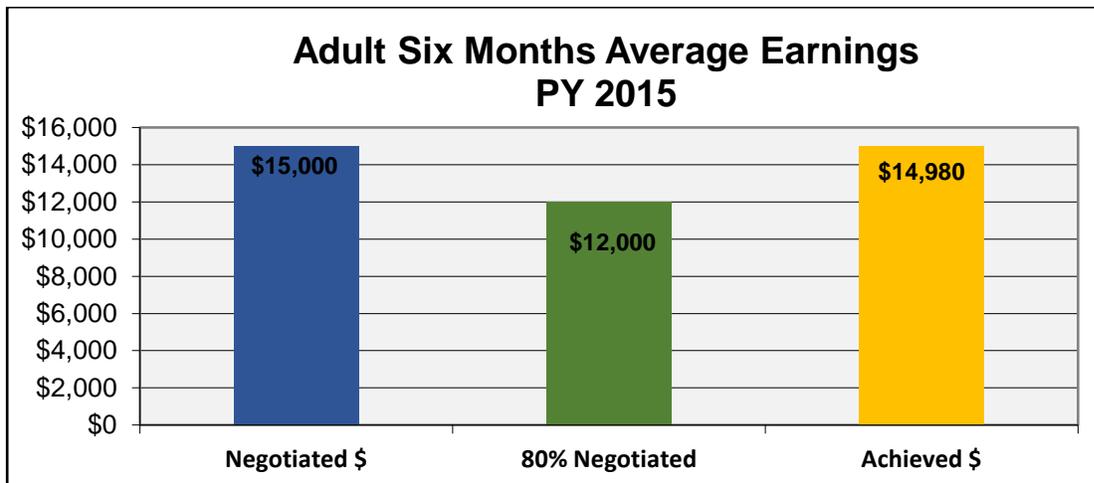
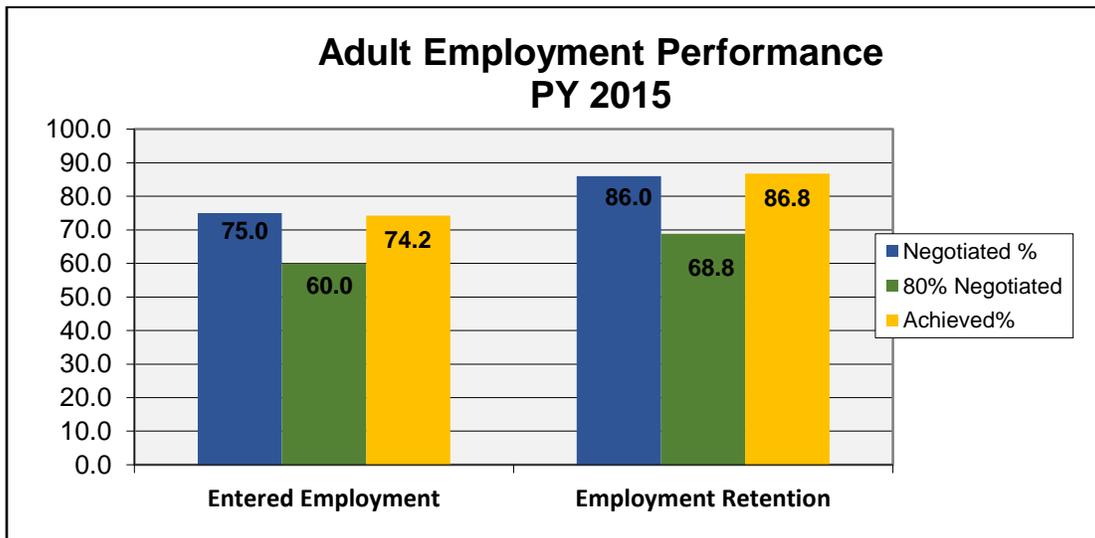
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# WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE IB PROGRAMS

## MONTANA'S WIOA ADULT PROGRAM

In Program Year 2015, a total of 577 adults were registered to receive intensive and training services. Training services that were generally provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that included cooperative education programs adult education and literacy activities provided in combination with the training activities; and customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.

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



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

## ADULTS ACHIEVING SUCCESS

The following are samples of WIOA Adult success stories that have been submitted by Adult program operators from all across the state during the past program year. While the successes have been varied and many, the samples below are shared based on positive employment outcomes for some of the individuals served.

- ◀ *Tina Miller was assisted with moving expenses and rent to move to a job in Havre. She greeted Glasgow Job Service staff with a big hug and smile when seen working in Walmart due to her subsequent success. She has a steady job, apartment, friends and her son has friends and is doing well in school. She was very appreciative of the assistance that WIOA provided.*
- ◀ *Spoke with one student that is now working full time as a nurse. She has 2 children and is able to now do things with her children and is able to enroll her children in extracurricular activities such as sports, dance and educational activities that she was unable to assist with in the past. She thanks Career and Placement, WIOA and SDH every chance she gets.*
- ◀ *We are currently assisting a single mom of one as she pursues her certificate in Phlebotomy. She and I have visited in the past, prior to her deciding to pursue school, and she always noted at that time that she didn't know what she wanted to do. She had worked in the healthcare field as a PCA so knew that she'd like to do something healthcare related. She decided on Phlebotomy because she could pursue and have her credential and license in 12-18 months. She will be done with classes in August 2016 and we look forward to assisting her with her license and subsequent job search. She has gained confidence over time and is eager to get to work.*
- ◀ *4 nursing students successfully graduated from MSUN. 2 of those have passed their boards and 1 is employed. My dental hygiene student is co-enrolled in HelpLink & HelpLink+ and will have additional funding under tier 1 to help her with her training costs. Very exciting ☺. Will also be able to get some tools required for school and for her to take into her world of work when done with training.*
- ◀ *1 student took the free EMT training offered through Stone Child College under Health Care MT. Did pass the skills portion of her exam and waiting to take her written*
- ◀ *Of the four participants exited this quarter, all of them were closed to employment. Their placements were as a registered nurse making \$27.63/hr; a janitor making \$8.05/hour, a pharmacy technician at \$16.25/hour and a retail salesman making \$9.25/hour.*
- ◀ *We had two nursing students graduate in May 2016 and are now employed as registered nurses. We have a participant who took an on-line class for her CNA and now has a job in Billings. We have a young man, who after job assistance, got a job on his own.*
- ◀ *Cari came to the YWCA in 2015 in the midst of a divorce. She enrolled in the Phlebotomy program at Adult Basic Education in hopes of becoming nationally certified. Cari completed her training in March and has since become a nationally certified phlebotomist. She relocated to Kalispell for a job and is currently working full-time supporting herself and two children.*
- ◀ *A single mom with one child who was unemployed and whose employment history consisted of fast food through co-enrollment of other programs was able to complete training, and obtain full-time employment through a local attorney's office for \$13.00 an hour.*
- ◀ *A married mother of two children whose husband was unemployed and she was also, is working through a program to complete her medical coding certificate, and also completed a work experience through the FES program and obtained employment as a claims processor for \$12.50 an hour.*
- ◀ *A single mother of two children who was unemployed and through the help of the SDH program as well as the FES program was able to complete her degree as an LPN and obtain*
- ◀ *Single mother of 4 who is job searching. The CT staff assisted with her resume and cover letter for the city jobs she was applying for. She took the Prove It test with the Bozeman Job Service at the CT office and passed with flying colors.*
- ◀ *Our WIOA Core Group meetings have exploded in terms of connections and action! (There are 33 resources on this list serve) We are making meaningful referrals and services just as we had hoped. The County Health Dept. Director asked if we would expand the time of the meeting!?! (WOW! Who requests a longer meeting?) The collaboration within this group is driven by the passion to serve and the desire to make our community a healthy and vibrant.*
- ◀ *Emmaline came to us as mom for kids aged 11, 8 and 3 years old. After we paid for a RN refresher training course that would help her pass her NCLIX exams and allow her to obtain her MT Nursing license, she not only completed the course, but also she passed the very difficult NCLEX exam on the first try!! Apparently the test has a less than 50% pass rate.*
- ◀ *Siobahn M. was a single Mom who was receiving SNAP benefits. She had a lapsed teaching degree and required two college level courses in education to renew her teaching certificate. She was approved to take two on line consecutive courses which enabled her to be able to accept temporary employment while training. She completed both courses successfully earning an A in each class and received her certificate, which is good for 5 years. The temporary position she was able to accept turned into a permanent position with benefits. She is confident that she will have a teaching job in the fall but feels grateful to have employment while pursuing a job in her field.*
- ◀ *Laura J. was working temporarily reduced hours as a P.C.A. when she came in to the Job Service in April. She was single parenting, receiving SNAP benefits and struggling to survive. She had been licensed previously as a Private Security Guard,*

however, the license had lapsed and she was unable to afford the renewal fee. With licensing, Laura would be able to pick up additional hours as a security guard, supplementing her P.C.A. work. We were able to assist by paying her license renewal fee, and covering one month of rent. Ultimately, Laura was able to connect with a full-time security guard position that allowed her to be available for her son. She also had a conversation with Cathy A. about wage negotiations and said it was extremely valuable. She stated she'd learned a great deal and felt much more confident and prepared for having that discussion with employers.

- ◀ Ken K. held a current Class A CDL but did not have a current DOT physical card. He had been out of the workforce for approximately 10 years taking care of family as well as dealing with a medical issue. He co-enrolled with Vocational Rehab. Helped him get DOT physical and passport for increased employment opportunities. Assisted with job search and resume to address gaps in employment history. He connected with employment driving for Glacier Paving.
- ◀ Brittany had been working part-time as a housekeeper and hoped to expand her opportunities by getting her CNA license. She was referred to our office by the training site for possible financial assistance with obtaining her C.N.A. license. She was eligible for the WIOA Adult and Help-Link programs and staff co-enrolled her. Brittany successfully completed her CNA training, and passed her tests on the first try. She is currently working as a CNA.
- ◀ Nichole was identified as a Help-Link participant and was contacted to complete the survey. At this appointment we discussed her career options in the medical field and what paths she could take to get there. She had goals in mind, she just needed guidance along the way. Nichole was co-enrolled in Help-Link, Help-Link Plus and Adult. She started her path by taking C.N.A. class and obtained her license. She immediately obtained employment, and has enrolled at the local college to obtain her L.P.N. Upon completion of the LPN program she will move toward the RN license.
- ◀ Deleen was working as a home health PCA and wanted to advance her career to earn a sustainable wage. She was identified as a client with a Help-Link survey. An appointment was scheduled to go over the survey and assist her with a career path. She enjoyed working with individuals and wanted to work full time with an employer who would offer more hours and benefits. After reviewing the local labor market and reviewing her assessments the plan was created to obtain her C.N.A. license. Deleen was co-enrolled into Help-Link and Adult. She currently is in the final days of the class and will have employment upon completion of the C.N.A. license.
- ◀ Years ago, Ginger was enrolled in WIOA Adult to help her obtain her C.N.A. license. She left the area, but came back later and was unemployed. We re-enrolled her at that time with the employment goal of obtaining her RN degree. While we were working on her employment plan, she took a part time with an assisted living facility as a C.N.A. Because of her people skills with residents and co-workers the employer approached her about a management position. Ginger was also Help-Link and Help-Link Plus eligible. Our staff brought in the Healthcare Montana and the Apprentice program to work with the employer and Ginger and we have written a OJT to work as Healthcare Manager / Healthcare Administration. At this time the OJT has started and the employer is setting up the apprentice program. This should result in high quality employment for this participant.
- ◀ RH was laid off from his employment as a small engine mechanic in February 2016. He did not have a High School diploma, but he does have a large family to support. RH came into the Job Service in March to seek help in obtaining new employment. He qualified for the WIOA Adult and Dislocated Worker programs and was enrolled to assist in obtaining his High School diploma and Automotive Mechanic certification. The employment plan included online courses to obtain the needed education while still being able to work. He has found work as a Small Engine Repair Mechanic earning \$16 per hour and will start work on July 18<sup>th</sup>. He will continue to work towards his education goals while employed. He has currently completed 70% of the required coursework for his High School Diploma with an average grade of 91%. He has also completed 21% of his Automotive Repair Technician coursework with an average grade of 94%.
- ◀ Amanda is a single mother of two children. She came to office seeking financial assistance for skills upgrade. She completed her HELPLink Survey in office and eligibility for WIOA Adult and HELPLink Adult fund sources was established. Staff assisted with her short and long term employment goals. At time of enrollment she was employed as a Personal Care Attendant (PCA). The initial goal was attain a Certified Nursing Assistant (CNA) certification which she received in June 2016. Her next goal is to attend Phlebotomy training in Missoula this fall and with her long term goal being a Registered Nurse. After she completed her CNA training in Polson, she received a \$1/hour raise. Amanda also stated that for the first time since becoming a mother she felt that she is becoming a role model for her two children and expressed her gratitude for this opportunity.
- ◀ Chris is a family of one, received SNAP benefits and was not employed at the time of enrollment. Chris was for work since moving back to the area after helping his family with medical care. He did have a bachelor's degree in computer science but didn't have the skills that Cedar Mountain Software required for the computer programming/software sales position for which they are training him. Chris is very excited with his continued employment with Cedar Mountain because of he believes in their mission of creating programs for non-profits organizations. Chris now makes \$15.00 an hour.
- ◀ Chris was a single unemployed low income participant who had some basic welding skills. Coaster Pedicab offered Chris a job dependent on his passing their welding test. He did not pass that test because his skill level was not what the company required. They believed Chris could be a good fit for their company. They were willing to take a chance that he could learn the skills needed to be a good employee given some training and time to learn. We enrolled Chris into the Adult program and

*did an on the job training contract for 6 months. There were a few ups and downs in learning the welding process but the trainer was able to work closely with Chris to overcome those obstacles. Chris absolutely loves his job and says it is a perfect fit for him. The company agrees that he is now a very valuable employee and a great addition to their team.*

- ◀ *Janet who is a Veteran and was laid off from our local Veterans center due to lack of funding. Janet had exhausted all of her unemployment benefits and was not finding suitable employment in our area. Once Janet started applying for work outside of our area, she was quickly picked up and received a job with the Department of the Army, to work as a Family Advocacy Program Victim Advocate at the Defense Language Institute in Monterey, CA. Janet requested assistance with a U-Haul, lodging and per diem. Janet started her new job on 5/16/16.*
- ◀ *One client started his own cell phone repair business. We assisted him with training supportive services when he attended a school in Arizona.*
- ◀ *We had an individual who was down to his last penny. The WIOA Program hooked up with Experience Works and got him a job with Powell County in Deer Lodge working for the Powell County Dumps p/t. He is now making some extra money to supplement his income now that his Social Security check has started coming in.*

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# MONTANA'S WIOA DISLOCATED WORKER PROGRAM

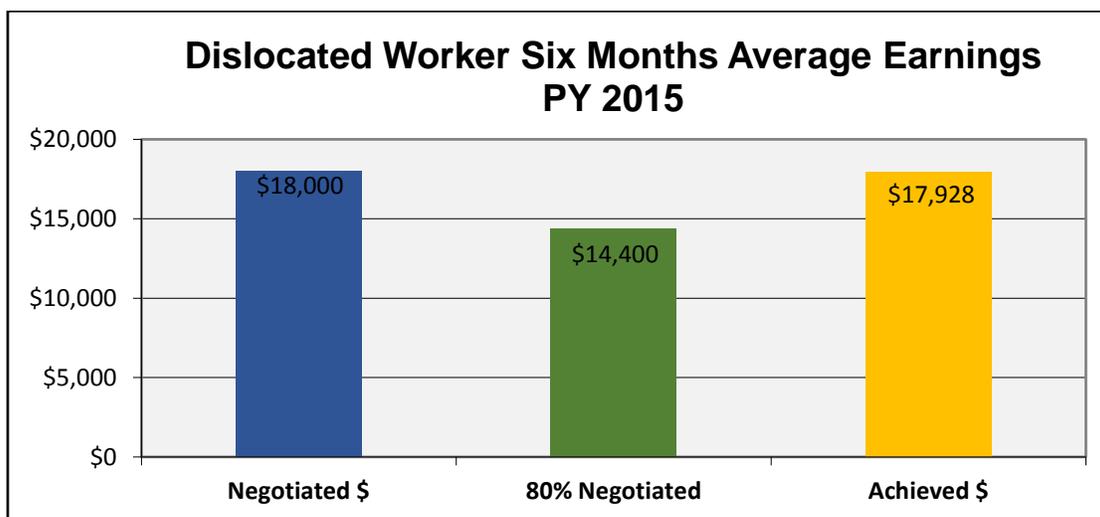
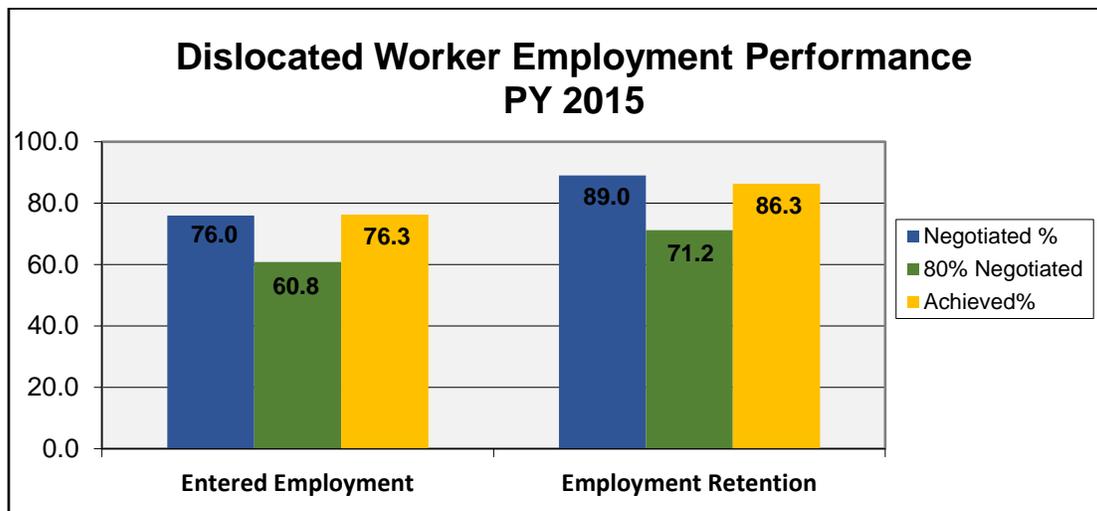
Achieving Re-employment for Montanans

In Program Year 2015, a total of 772 dislocated workers were served in the formula funded WIOA Dislocated Worker program. In addition, certain groups of dislocated workers received services through National Emergency Grants (NEGs) funded with discretionary Dislocated Worker funds. Participants in these programs received services such as remedial training, classroom training, skill upgrade and retraining, workplace training, relocation assistance to a new job, assistance in buying tools and equipment needed for training or a job, and various other supportive services needed while a person is advancing their skills or looking for work.

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

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

## DISLOCATED WORKERS ACHIEVING SUCCESS

The following are samples of WIOA Dislocated Worker success stories that have been submitted by program operators from all across the state during the past program year. While the successes have been varied and many, the samples below are shared based on positive employment outcomes for some of the individuals served.

- *Melissa started her training as a Medical Assistant in February 2014 and she is now employed at a local medical facility as a Certified Medical Assistant and is loving her work. A layoff after many years working as a paralegal, Melissa found herself underemployed and then unemployed. She came to the Job Service looking for some guidance and found that she was eligible for retraining and decided to make a career change into the medical field, something she had wanted to do for a long time. Melissa has been a star student and found that her participation in the medical assisting program helped her find work in the medical field. She worked full-time at a local hospital during the last six months of her training and this actually paved the way for other medical assisting students to find work there.*
- *Lara had been laid off from a payroll position after her employer down-sized the company. She had researched the possibility of beginning her own business and we ultimately assisted with purchasing the software necessary to begin taking on clientele. She is now operating her own business providing payroll and bookkeeping services.*
- *Jackie was laid off from REC Silicon and went back to school for her Associate of Science degree in Civil Engineering Technology. She received her degree on May 12, 2015 and is now working for Water and Environmental Technologies (WET) in Butte. Jackie is working full time, with full benefits at a wage of \$37,000.00 per year.*
- *Terry was laid off from her job at Roseburg Forest Products. She was a sander. Terry was assisted with getting her Associates degree in Licensed Practical Nurses training at Missoula College through the Dislocated Worker program. After completion of her LPN she continued her training and went on to get her Associates degree and licensing as a Registered Nurse. Terry excelled in her clinical rotations at St. Patrick Hospital. They encouraged her to apply when an opening was posted. Terry applied for an entry level position with Partners in Home Health Care. She was interviewed and offered a higher level position because of her clinical connections at St Patrick Hospital. She received a \$5,000.00 sign on bonus and is making \$24.10 per hour plus on-call increases and other bonuses. She loves her job, feels rewarded and is extremely grateful for the assistance provided by the Dislocated Worker program.*
- *Miranda was a recently graduated physician's assistant who had been laid off from a local oncologist's office right at the end of her probationary period. She needed continuing education credits to maintain her licensure to continue in the field, which would normally be provided through the employer. Miranda was unemployed and distraught when she entered the program. We were able to assist with two pertinent training programs, and through networking at one of the events she was able to connect with several other hospitals in the northwest. She ultimately landed a position at St. Luke's hospital in Spokane, earning \$98,000 per year, in a specialty area she considers her dream job – at a significant wage increase from her original position here!*
- *Chris is a veteran who was unable to obtain suitable employment since his release from military duty in November 2015. He felt that on the job training was the most cost effective suitable training available to him. We were able to connect him with a local company that does computer consulting, repair, and management. He was able to utilize his transferable skills that he received while in the service. He was excited to be earning an income while being trained in a field he wants to make a career. Chris successfully completed the OJT and has continued his employment with them receiving a good wage with full benefits.*
- *Bradd was a dislocated worker from Sanjel who needed assistance in obtaining his CDL. He was laid off in late 2015 and wasn't sure where to turn. He has always worked so this kind of took him off guard to now not have a job. We visited with him during Rapid Response meetings and also one on one. I worked with him to develop a plan to attend the CDL Training at Miles Community College. It was something he had interest in but didn't realize that the training was so accessible. He attended the training and graduated in mid-March. He soon became employed full time in Miles City as a CDL driver making \$16.00 per hour. The company is also assisting him with obtaining additional training as he is a new driver.*
- *Joe was an unemployed Dislocated Worker from the Eureka Pellet Mill. Wanting to stay in the Eureka area, he contacted one of the local grocery stores about a butcher position they had open. Through collaborative efforts between Kootenai Job Service and Stein's Market, we were able to set up an On-the-Job Training with Joe as a Butcher. Joe recently completed this OJT and is still full time employed and doing extremely well.*
- *Garrett and Nathan completed their OJT's as Glaziers with West Coast Glazing and are now fully employed at wage of approximately \$24/hour. They had been laid off in the oil fields of North Dakota after the drop in oil prices starting in*

early 2015. They have consistently been given high marks by their employer and are now training others. The employer is providing full benefits as well as gas reimbursement for travel to the Yellowstone Club where most of the high end glass installations occur.

- Cristina was laid off from a local company due to their relocation to Los Angeles to have all employees under one roof. Christina was a Software/Engineer Developer earning a very high wage which are hard to come by here. While researching LMI a need was found for a growing computer tech industry that was looking to hire local talent. She found a training facility that condenses one year of code training into 12 weeks. Actual Montana tech companies have actively engaged in this school to help shape the curriculum to meet their needs. This training would bridge the gap that she had in her work history and skill set to enable her gain employment. Cristina completed training successfully and connected with a local company as a software tester earning \$55,000.00 a year!
- Rick came into the office because he was worried that he was going to lose his job in the oilfield. Staff provided him with information regarding the services that are available should he be laid-off. A week later, he came back into the office because he had been laid-off. Staff co-enrolled him in WIOA DW and JD NEG for the purpose of retraining in Crane Operation. Rick completed his training and has passed his first NCCCO Crane Operator Certification exam. He interviewed for a Crane Operator position with Transportation Systems, was hired and is making \$39 per hour.
- Rodney has been in and out of our office for several months now. He was laid off from the Troy Mine last year and had worked very sporadically for the Montanore Mine for a short period of time. He was recently laid off from Montanore, and came to our office seeking assistance in obtaining employment in Alaska with Hecla Mining. In May, Rodney was invited to interview with Hecla in Juneau, AK. Soon after that he was offered employment and he spoke to us about obtaining assistance for travel to Alaska to accept this position with Hecla. Funding was available and Rod was assisted with his travel to Alaska and with the purchase of required work boots.

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## MONTANA'S WIOA YOUTH PROGRAM

In Program Year 2015, a total of **444** youth enrolled in the WIOA youth program. There are ten youth service providers in Montana that provided WIOA services to Montana's youth. Eight are Human Resource Development Councils and Career Training Institute which is a private non-profit agency and one is the Jobs for Montana's Graduates which is a Department of Labor and Industry program.

Out-of-school youth: While the out-of-school percentages have increased to 75% in WIOA, states were allowed to meet at least 50 percent out-of-school youth expenditures in PY'15. In Montana, WIOA youth providers were up to the challenge of meeting the out-of-school youth requirement for PY'15.

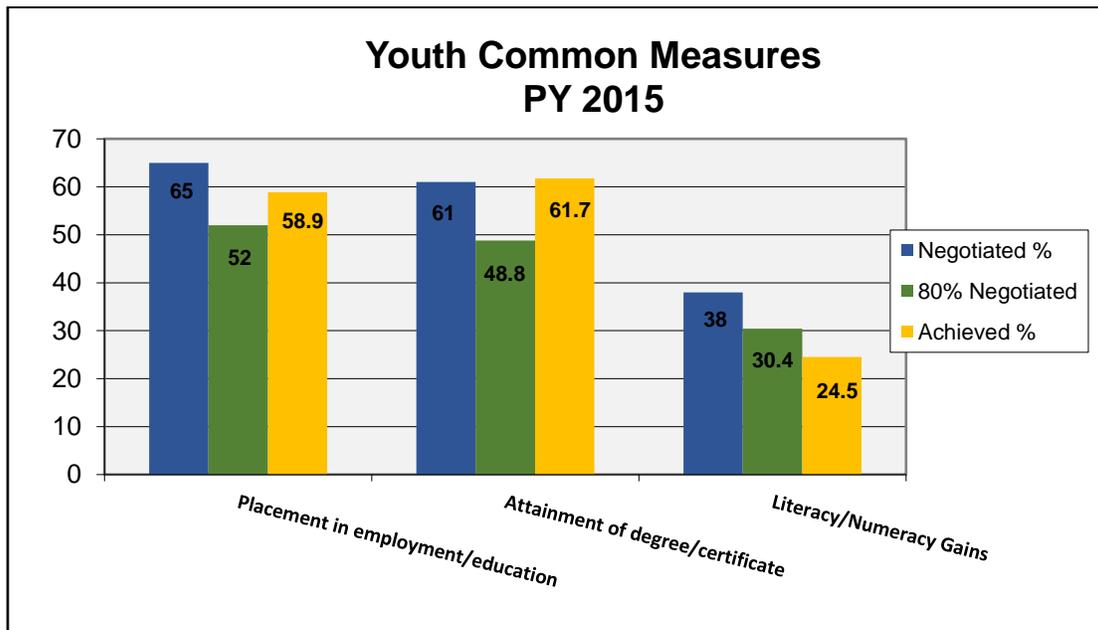
### PY2015 WIOA YOUTH In School/Out of School Percentages For Period Ending 06/30/16 - FINAL

		In-School	%- age	Out-of-School	%- age
Action for Eastern MT	Dist 1	28,672.57	37%	48,010.77	63%
Action for Eastern MT	Dist 2	18,446.78	40%	27,278.55	60%
Action for Eastern MT	Dist 3	24,571.23	36%	43,600.69	64%
Havre HRDC	Dist 4	36,413.17	41%	52,598.83	59%
Opportunities Inc.	Dist 5	64,350.92	32%	136,236.08	68%
Lewistown HRDC	Dist 6	27,347.70	47%	30,379.30	53%
Billings HRDC	Dist 7	47,811.21	26%	137,374.97	74%
CTI	Dist 8	26,232.54	21%	96,496.46	79%
Bozeman HRDC	Dist 9	30,721.33	19%	133,682.67	81%
JMG	Dist 10	19,509.29	9%	201,016.71	91%
Missoula HRDC	Dist 11	101,012.63	42%	139,841.37	58%
Butte HRC	Dist 12	61,301.22	38%	98,064.54	62%
Total					
Statewide		486,390.59	30%	1,144,580.94	70%

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

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

## YOUTH ACHIEVING SUCCESS

- ◀ *Two of our youth are participating in Money Magic and preparing to attend college. We had two youth enroll into college and two gain unsubsidized employment.*
- ◀ *Cinnamon enrolled in this quarter and has really taken off. She has not missed a case management meeting nor and has been early to every Life Skills class. She is about to be released from a pre-release program of the Montana woman's prison. She has already gained unsubsidized employment but will be starting a WEX by the end of April at a nursing home as an activities aide. Her career goal is to become a nurse. She is aware of the barriers that her past actions have created but none the less she wants to become a nurse so that she can help people.*
- ◀ *Jessika is working towards her HiSET with our onsite education specialist Penny. Jessika will begin taking her English and Social Studies HiSET Tests on May 2<sup>nd</sup> and should be finished with the Math portion by the end of the summer. Jessika wants to have a career in the Medical field so she has recently been placed at the Montana Migrant Council. The Montana Migrant Council is a clinic for migrant workers. Jessika helps with the filing as well as takes her turn manning the front desk. She is picking up some Spanish while she is working.*
- ◀ *I had a TANF-WEX summer participant that has been put on our regular WIOA program and his summer employer called and asked if he could still have this youth work for him.*
- ◀ *I was able to collaborate with our local ABE to the point that a participant has been transformed while working with the ABE Director. She is preparing to take her HISET in November, she was able to develop clerical/office skills, and she was even able to enter an art show at DCC (she's not enrolled) with help from her ABE director. Her art is fabulous.*
- ◀ *A participant is doing so well at his worksite, he can almost run the place by himself. His supervisor and mentor has recommended him for a science internship.*
- ◀ *A participant will be completing her training shortly. She had been ill for a while and missed a lot of class time. However, she was able to make it up and may complete her training in time.*
- ◀ *I have a young man that even though he has a disability he is able to work 20hrs/week and still maintain a GPA above 3.5.*
- ◀ *I have a 17 years-old lady who has a 2-year. old and a 1-year old. She has pretty much couch-surfed her whole life and continues to do so to this day. She has dropped out of high school, but understands the value of an education and doesn't want her children to grow up like she did. She has already taken her Hi-Set and we are waiting results. She has a job and we are working with another medical grant provider, which will help her move up the ladder in her home town and at some point become an LPN. Despite all the obstacles in this young lady's life, I have never met a more positive upbeat young lady who believes her only choice is to succeed.*
- ◀ *I am currently working with a young lady who is in the process of getting her Hi-set. We are paying for her Hi-Set and also for a phone card for minutes for her phone. She is a driven kid who would like to go into the medical field. I feel like we have supplied her with supportive services such as Adult Mentoring. I feel like she has succeeded more because of our program.*
- ◀ *We had a participant complete her cosmetology course and is now wanting to open her own shop.*
- ◀ *Natasha successfully completed ABE classes with Flathead Valley Community College and has now obtained her HiSET certification. Natasha plans to enroll in classes at Flathead Valley Community College next year and work toward obtaining a degree in counseling.*
- ◀ *Erin is now enrolled in classes full time at Flathead Valley Community College working toward a career in the medical field.*
- ◀ *Dominic was able to complete a work experience training through St. Luke's Community Health Center. He worked in the kitchen as part of the Dietary department and was recently hired through St. Luke's. He will be working there as he finishes up school at Ronan High School. His supervisor had nothing but positive things to say about Dominic throughout the work experience training.*
- ◀ *Tia is now participating in a work experience training program through Happy Pooch Professionals. Tia is interested in pursuing pet care/animal grooming as her full time career. She is gaining valuable experience in the field and is interested in completing school, obtaining her grooming certificate, and become an independent groomer. She is very excited about the opportunity to pursue her passion and gain the skills needed to obtain employment in this field.*
- ◀ *Sierra S. successfully obtained unsubsidized employment through skills and work experience that were obtained by her participation in a work experience activity. Site supervisor gave the participant a positive reference for her new job as a result of her superb performance during her work experience.*
- ◀ *Participants have been transferred from TANF WEX into WIOA so we can continue to follow their ISS. The success story belongs to the high number of youth who successfully completed a summer WEX.*
- ◀ *QW was enrolled at age 17 and needed extra assistance to complete her education. She was attending an alternative school program in Missoula. With the help of the program and the counselor, she successfully completed a paid WEX and graduated from high school in the fall of 2015. Since graduation, she has been working full time at a local natural food store. This job is related to the paid WEX she completed in October of 2015.*
- ◀ *This quarter we had three youth that had dropped out of school, re-enroll and are attending. Two of our youth are participating in Money Magic and preparing to attend college. We had two youth enroll into college and two gain unsubsidized employment.*

- ◀ *This quarter we had one youth complete her HiSET and eight youth obtain unsubsidized employment after completing a worksite experience.*
- ◀ *This quarter we had two youth earn a credential. One youth complete his HiSET and another youth obtained a CNA license. Four youth obtain unsubsidized employment after completing a worksite experience. Two youth completed a financial literacy program.*
- ◀ *Nine youth completed the required skill trainings and received an incentive for doing so. Two youth graduated from high school and one will be working toward a post-secondary degree.*
- ◀ *We have many who came back from last summer or were excited to be able to work once school let out. Many start calling at the end of April/early May to see if they can start the enrollment process. This speaks to the help the program provides the participants and that they enjoy it.*
- ◀ *We have three youth who decided to go on to post-secondary school. One youth is going to the University of Montana in Missoula, one is attending MSU Northern in Havre, and the third is attending University of Montana - Western in Dillion. We are very excited for these three youth and think that they will do well.*
- ◀ *We also have one youth who has begun contemplating attending a C.N.A. class here in Great Falls. She lives in Browning and we will provide any needed assistance. She is also trying to get assistance through Job Service in Cut Bank and we will be happy to co enroll her with the adult WIOA program.*
- ◀ *Marie enrolled in the Youth Employment and Training Program during the TANF-WEX 2015 summer program and then was accepted into the year-round program as well. Marie participated in work readiness, life skills classes, and paid work experience while enrolled in the program; Marie did so well at her paid work experience that she was hired on full time by her site supervisor. Marie still aspires to attend post-secondary education in her field of interest, and will be working with her case manager to complete her FAFSA this spring.*
- ◀ *Ashleigh began the program during her junior year of high school. At the time she was unemployed, but her career goal was to become a Pharmacist. Throughout the last year she has attended life skills classes and completed a WEX at a coffee shop. She is currently in her senior year and has gained unsubsidized employment. She will be attending the University of Montana in the fall of 2016 where she will be completing course work to further her goal of becoming a Pharmacist.*
- ◀ *Cinnamon enrolled in this quarter and has really taken off. She has not missed a case management meeting nor and has been early to every Life Skills class. She is about to be released from a pre-release program of the Montana woman's prison. She has already gained unsubsidized employment but will be starting a WEX by the end of April at a nursing home as an activities aide. Her career goal is to become a nurse. She is aware of the barriers that her past actions have created but none the less she wants to become a nurse so that she can help people.*
- ◀ *Jessika is working towards her HiSET with our onsite education specialist Penny. Jessika will begin taking her English and Social Studies HiSET Tests on May 2<sup>nd</sup> and should be finished with the Math portion by the end of the summer. Jessika wants to have a career in the Medical field so she has recently been placed at the Montana Migrant Council. The Montana Migrant Council is a clinic for migrant workers. Jessika helps with the filing as well as takes her turn manning the front desk. She is picking up some Spanish while she is working.*
- ◀ *One of our recent success stories in the Youth Employment and Training Program is Kennedy Locken. Kennedy enrolled in the program last fall as a 20-year-old single mother and high school dropout with limited work experience. Less than a year later, she has earned her HiSET through HRDC's Alternative Education Program and is now working toward her goal of becoming a certified childcare provider. Kennedy is happily employed as a childcare assistant, through our program, at the Center for Children and Families and is pursuing CPR and Infant/Toddler Caregiver certifications through HRDC's professional development courses.*
- ◀ *Chesa, a 20-year-old youth from Crow Agency, has also shown great progress in the WIOA this year. Chesa dropped out of school in her junior year of high school and struggled to maintain steady employment in the small reservation community in which she lives. She enrolled in the WIOA program in April and is now thriving as an activities assistant at the Awe Kualawaache Care Center in Crow Agency while pursuing her HiSET through the Hardin Adult Education Center. She anticipates completing her HiSET in August with the incentive from the nursing home of unsubsidized employment as a personal care attendant and then as a CNA after she completes a certification course.*
- ◀ *JM was enrolled as dropout in September 2014. JM took the TABE test at enrollment. His TABE scores were 12.9+ grade equivalency in reading and 9.5 in Math. His scores indicated JM was ready to take the HiSET exam. JM earned his HiSET in November 2014. His HiSET scores indicated he was college ready in several subjects.*
- ◀ *JM completed the MCIS PEP Talk Career Assessment in September 2014. His results supported JM's interest in working with computers. It also identified strengths in Business Technology and Finance. CM worked with JM for several months researching career paths and educational opportunities. In March 2015, JM started a work experience at Little Bird Computers as a phone repair technician. Although the work experience was brief, JM learned valuable skills that helped him be successfully complete a work experience at Wiggles Pet Shop during the summer of 2015. JM gained full-time employment at Walmart as a Stock Clerk in October 2015. JM continues to be employed at Walmart.*

- ◀ I first met Ally when she started tagging along with her friend's appointments at HRDC. She was first very quiet, but eventually opened up to me about some difficult things going on in her life. A family member that was close with her recently passed away and she was struggling to go to school. We talked briefly about mental health services in our area, and Ally promised to connect with someone. Eventually, she had to drop out of high school since she missed too many days to pass her classes. Ally enrolled in the Youth Program at HRDC and has been meeting with Bozeman Adult Learning Center to work on attaining her HiSet. She has applied to participate in HRDC's Culinary Training Program in March, is interested in being the first to complete HRDC's new Barista Training in the late spring, and hopes to earn her ServeSafe credential. Ally continues to see a mental health professional, but overall seems more motivated to succeed in education and employment. I cannot wait to see what the future brings this amazing young adult!
- ◀ Chris found HRDC through his local ABE Center in Livingston. At the age of 21, he hadn't experienced any independence or self-sufficiency; he never had a job and did not express any self-confidence. His family is low-income and he desperately needed glasses. Chris connected with the staff immediately and through our Work Ethics Skills Training, was able to meet some other participants that live near him. He also participated in a Dress for Success workshop sponsored by the local Job Service. Shortly after his enrollment, I was able to locate a small business that suites his musical passions and was willing to work with Chris and provide him with a work experience. This young man has grown so much as an individual, and in the work place. On our latest Leadership Development Day to Yellowstone National Park, I overheard Chris telling other youth participants that he didn't know where he would be without the program, and feels that we have helped his life tremendously.



This youth is a recent addition to our program. She is very positive and is looking forward to finding employment that will allow her to become more stable. This is what she had to say about the WIOA program: "This program (WIOA) really opened up my eyes to so many amazing opportunities. It really helped get me back on track with school, and work. This program is a great way to get started in life."

This young man has been on the program since this summer. He was first placed on the TANF program and then on to the WIOA program. He is an out of school youth who obtained his HiSet diploma under our program. He plans on attending Salish Kootenai College in Polson. "Youth Opportunities, Inc. has really helped me experience what it's like to have a job for quite a while. I had a job before this but I didn't have it very long. It has given me tons of experience compared to my last job. I learned how to do things I never thought I'd be able to do. They also paid for my HiSet test and I passed. But mostly it has helped me realize how important my future is."



This 16 year old youth wants to go on to college after high school to become either a Veterinarian Assistant or a Veterinarian. She likes to work with people. "Opportunities, Inc. Youth Employment & Training Program has made me able to gain work experience so that in the future, I am prepared. This program has made it possible for me to be more outgoing by interacting with Diane and others daily. They are also helping me work on my speaking and socializing with a wide variety of people. When I answer phones, it helps me work on how I articulate my words and how to multi-task. It has given me a chance to come out of my shell and relate to a wide variety of people."



*This 17 year old youth is currently working toward a HiSet diploma and, after he turns 18, he will try to get into an apprenticeship as a Tattoo Artist. “Opportunities Youth Employment Program is helping me study for my HiSet diploma. It is also helping me get job skills that will help me to get a good job in the future. I may even get a tattoo apprenticeship later on.”*



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## EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES

Program Year 2015 continued to mark the strengthening of partnerships within Montana's workforce system and the continuous improvement journey that began several years ago. The mission of the workforce system is to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsible to all customers, continually improves the services provided, and which meets the needs of Montana's workers and business by providing workers with skills needed by business and businesses with the skilled workers they require.

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

- ◇ Annual monitoring of WIOA Title IB adult, youth and dislocated worker service providers by the State WIOA oversight agency. Monitoring is conducted on the previous program year's activities and starts after July 1<sup>st</sup> of the new program year so the first monitoring of PY'14 was in August 2015. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process. Written reports are prepared and submitted to the service providers by the State oversight staff conducting the review. All written reports are available for review by the Governor's State Workforce Investment Board upon request. Traditionally, the results of the reviews and interviews with service provider staff are positive from the viewpoint of oversight staff and service providers.
- ◇ Through Data Element Validation
  - Data element validation evaluates the accuracy of participant data used to generate annual WIA/WIOA 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 WIOA 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 2015 in December of 2015. Staff visited all WIOA service providers, including Job Service offices; Human Resource Development Councils; and nonprofit human service agencies. Staff reviewed 508 Data Validation files for the Adult, Dislocated Worker, and Youth programs.
  - Montana's WIOA operations are not typical to other states. Management Information System (MIS) and Unemployment Insurance resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

### **Summary of Evaluation:**

Through the various evaluations that were done during PY15, the State was able to identify some problems and solutions:

- WIA Data Validation was instrumental in finding out that Montana was not reporting the WIA Adult number correctly. The reports were pulling in all Adults who were served in our system instead of just the number who were actually enrolled in the WIA Adult program. This problem has been fixed in the reporting system.

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# WIOA PARTICIPANT INFORMATION PROGRAM YEAR 2015

## INDIVIDUALIZED CAREER AND TRAINING SERVICES PROVIDED TO ADULT, DISLOCATED WORKERS July 1, 2015 to June 30, 2016

	ADULT	DISLOCATED WORKER
<b>ENROLLED</b>	* 577	* 741
<b>INDIVIDUALIZED CAREER SERVICES</b>		
Career Planning	92	119
Financial Literacy Services	1	0
Individual Employment Plan Development	552	725
Short Term Pre-Vocational	47	70
Out of Area Job Search	6	12
<b>EMPLOYMENT RELATED EDUCATION</b>		
ABE/Literacy Combined with Training	1	3
Combined Workforce Training with Related Instruction	0	0
Entrepreneurial Training	1	0
Occupational Skills Training	237	327
Training-Related Fees/Materials/Supplies	172	226
Skills Upgrade & Retraining	16	58
<b>WORKSITE LEARNING</b>		
Apprenticeship	4	4
Customized Training	0	0
On -the-Job Training	40	62
Work Experience	13	3
<b>OTHER SERVICES</b>		
Case Management	536	704
Job Search	179	255
Temporary Gap In Services	18	20

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

**WIOA SERVICES PROVIDED TO YOUTH**  
**July 1, 2015 to June 30, 2016**

<b>ENROLLED</b>	* 444
<b>YOUTH SERVICES</b>	
Case Management	387
Individual Service Strategy Development	420
Adult Mentoring	345
Alternative Secondary School Services, or Dropout Recovery Services	15
Career Awareness, Career Counseling, and Career Exploration Services	42
Comprehensive Guidance and Counseling	9
Education/Workforce preparation Activities/Training	10
Entrepreneurial Skills Training	1
Financial Literacy Education	39
Follow-up Services for Youth	27
Internships	0
Job Shadowing	0
Labor Market and Employment Information	31
Leadership Development Opportunities	44
Occupational Skills Training	10
On-the-Job Training (OJT) Opportunities	2
Pre-Apprenticeship Programs	6
Supportive Services for Youth	21
Transition to Post-Secondary Education and Training	7
Tutoring, Study Skills & Instruction	89
Work Experiences (Paid or Unpaid)	235
Youth Incentives	86
Youth Stipends	19

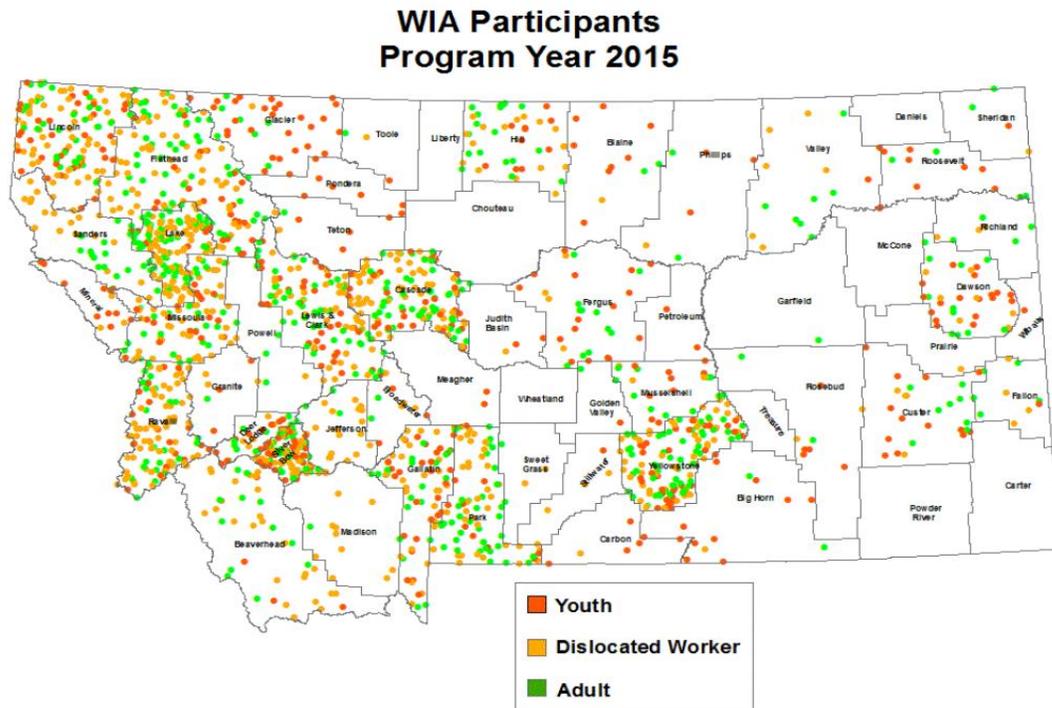
\* This information was pulled directly from MontanaWorks and may reflect some discrepancies from other total enrollment numbers in this report.

## WIOA Participant Information, Program Year 2015

The WIOA program served 1,945 participants who received staff-assisted services during Program Year (PY) 2015. This program year covered the time period July 1, 2015 through June 30, 2016.

Data for this study was extracted primarily from Montana's PY 2015 annual WIASRD file, submitted in September 2016. MontanaWorks was used as a source for some of the data, as well as labor market information showing unemployment data by county.

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



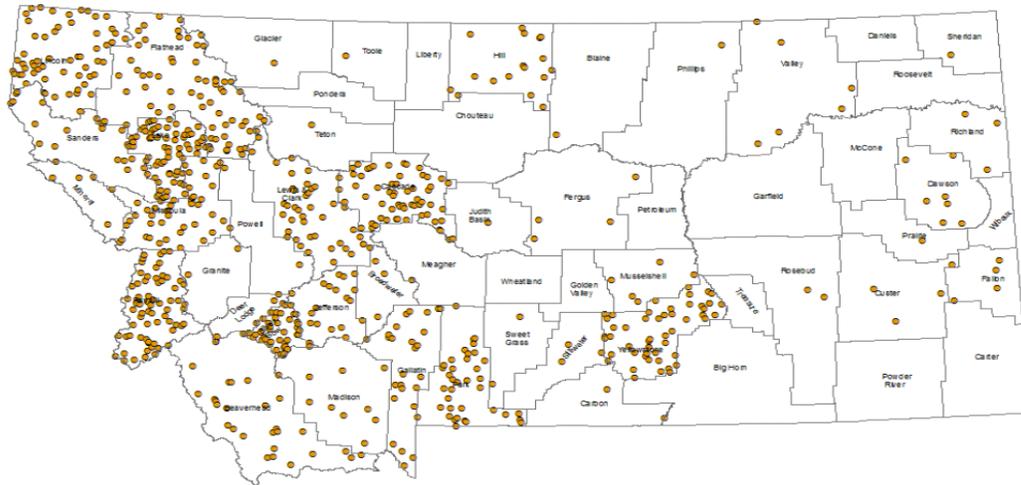
PY 2015 participant numbers increased slightly from PY 2014 levels. The majority of participants served were located predominately in the western half of the state, although service providers provide outreach services to all counties.

Self-Service participant numbers are similar to PY 2014 levels. Self-service activities are those basic career services made available and accessible to the general public. These services are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation. These services do not require significant staff involvement with the individual in terms of resources or time.

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



## WIA Dislocated Worker Participants Program Year 2015



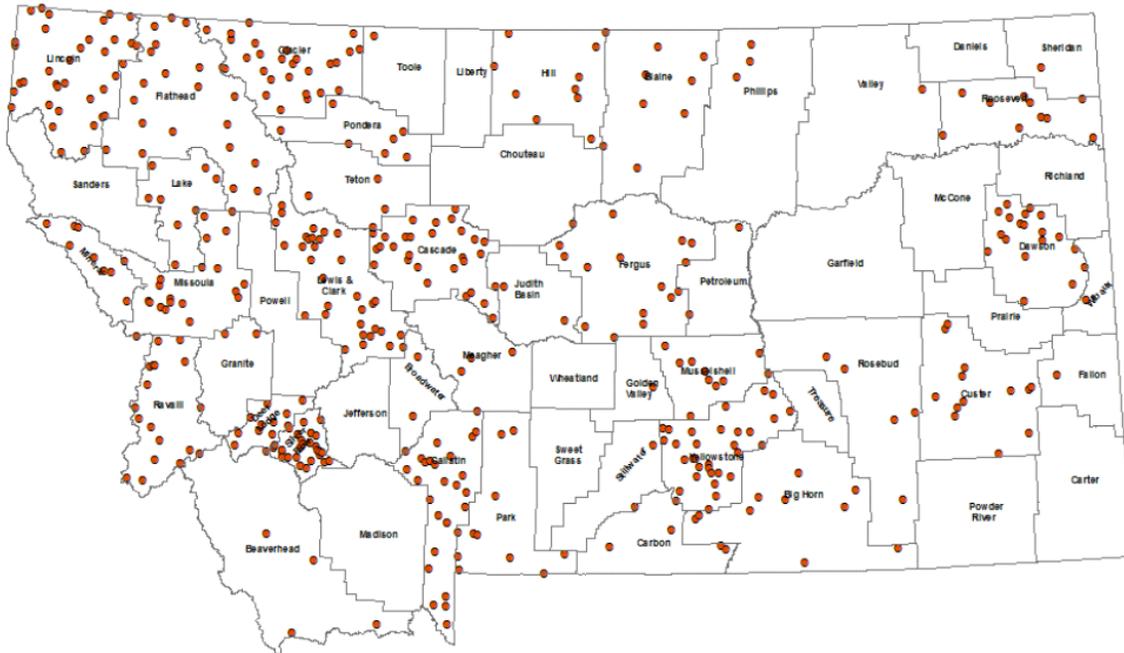
WIOA Dislocated Worker services were provided to participants in most counties. No Dislocated Worker services were provided to a group of 14 counties, which are very rural and do not have a large population base. All but five counties had unemployment rates below Montana's average of 4.4% for July 2015-June 2016. The 12-month average unemployment rates for these counties that correlate to PY 2015 are as follows:

Area	Unemployment Rate	Area	Unemployment Rate
Carter	3.2%	Meagher	3.7%
Choteau	3.0%	Petroleum	4.6%
		Powder	
Daniels	2.9%	River	2.6%
Garfield	2.7%	Roosevelt	5.1%
Golden			
Valley	4.5%	Treasure	4.5%
Liberty	2.8%	Wheatland	4.7%
McCone	2.3%	Wibaux	2.8%

Most WIOA Dislocated Worker participants were concentrated in Montana's urban counties, with much smaller numbers of participants in rural counties. The majority were in the western counties, which have had many large layoffs related to the declining timber and manufacturing industries. The 12-month average unemployment rates for July 2015-June 2016 for six of these counties are higher than the state's average unemployment rate of 4.4% as shown below:

Area	Unemployment Rate	Area	Unemployment Rate
Missoula	4.1%	Sanders	8.4%
Lake	5.1%	Mineral	8.7%
Ravalli	5.5%	Lincoln	10.4%
Flathead	5.9%		

## WIA Youth Participants Program Year 2015



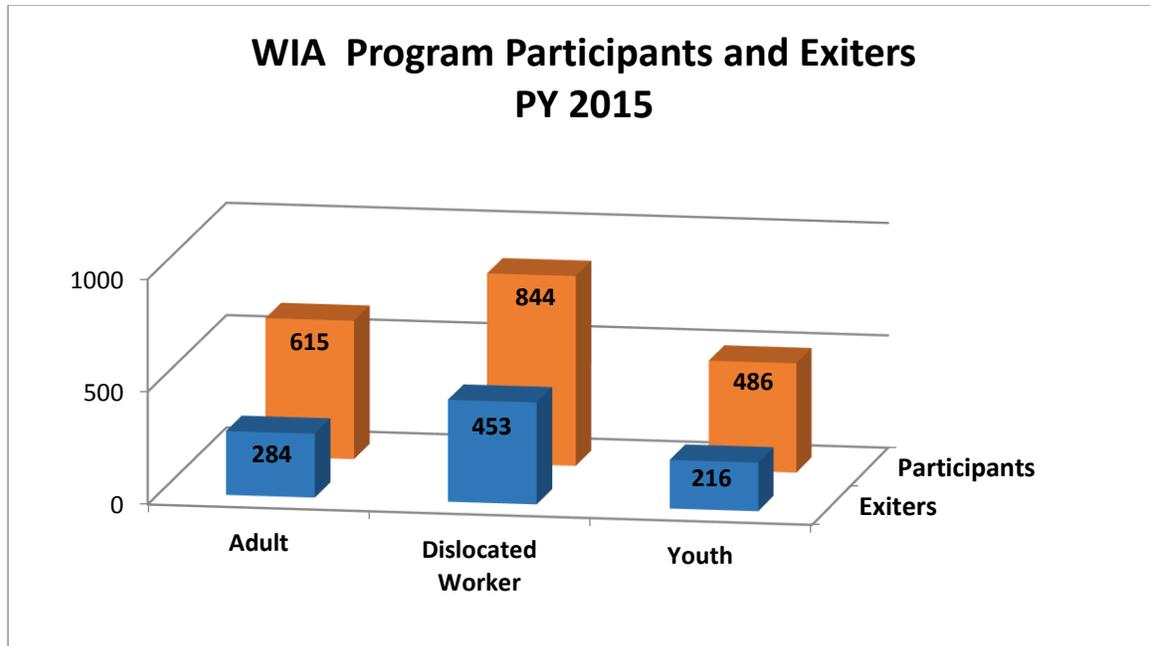
The largest numbers of WIOA Youth participants are also concentrated in Montana’s urban counties, but Youth service providers served youth participants in most counties. No Youth participants were served in 15 Montana counties during PY 2015. These counties are very rural most do not have a large population base, and most have unemployment rates close to or below Montana’s PY 2015 average unemployment rate. One service provider provides outreach services to the majority of the far-eastern counties.

Area	Unemployment Rate	Area	Unemployment Rate
Carter	3.2%	Powell	4.6%
Daniels	2.9%	Prairie	4.1%
Garfield	2.7%	Richland	2.6%
Jefferson	4.1%	Sanders	8.4%
		Sweet Grass	3.0%
Liberty	2.8%	Treasure	4.5%
McCone	2.3%	Wheatland	4.7%
Madison	4.0%		
Powder River	2.6%		

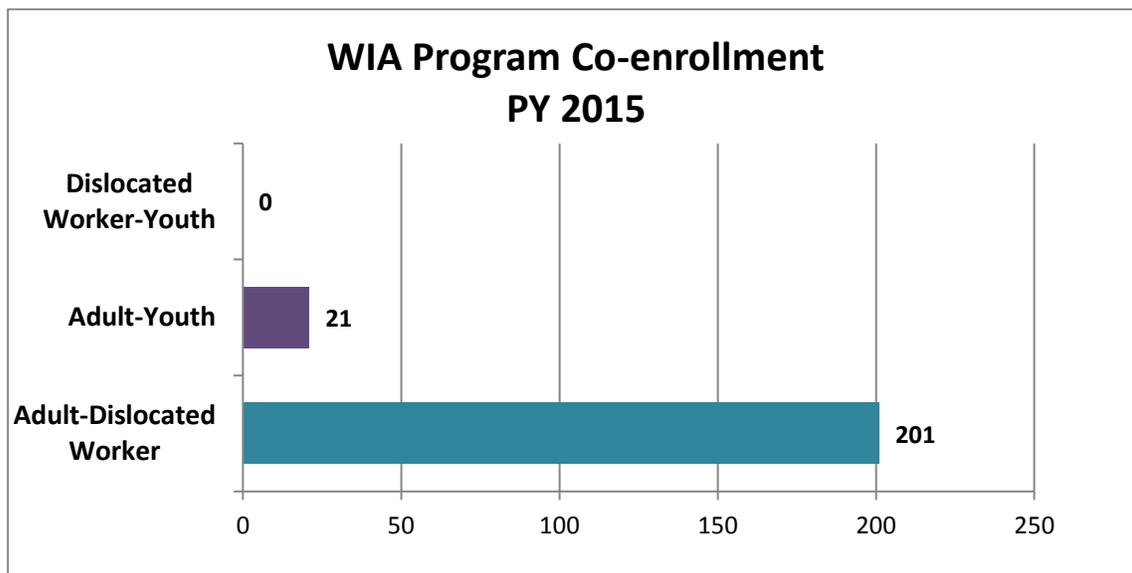
## Montana WIOA Participants

Montana served 1,945 total WIOA participants during PY 2015.

Montana served a significant number of Adult participants who received self-service activities in PY 2015. Self-service activities are those basic career services made available and accessible to the general public. These services do not require significant staff involvement with the individual in terms of resources or time.

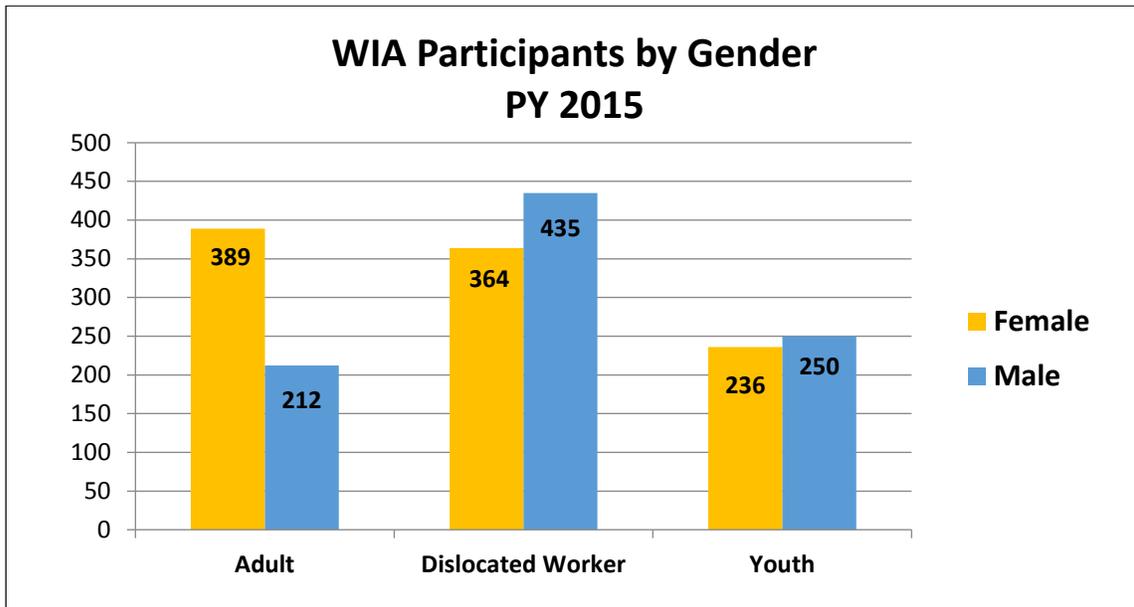


Approximately 11% of participants were co-enrolled in more than one WIOA program. This occurred most often with the Adult and Dislocated Worker programs.

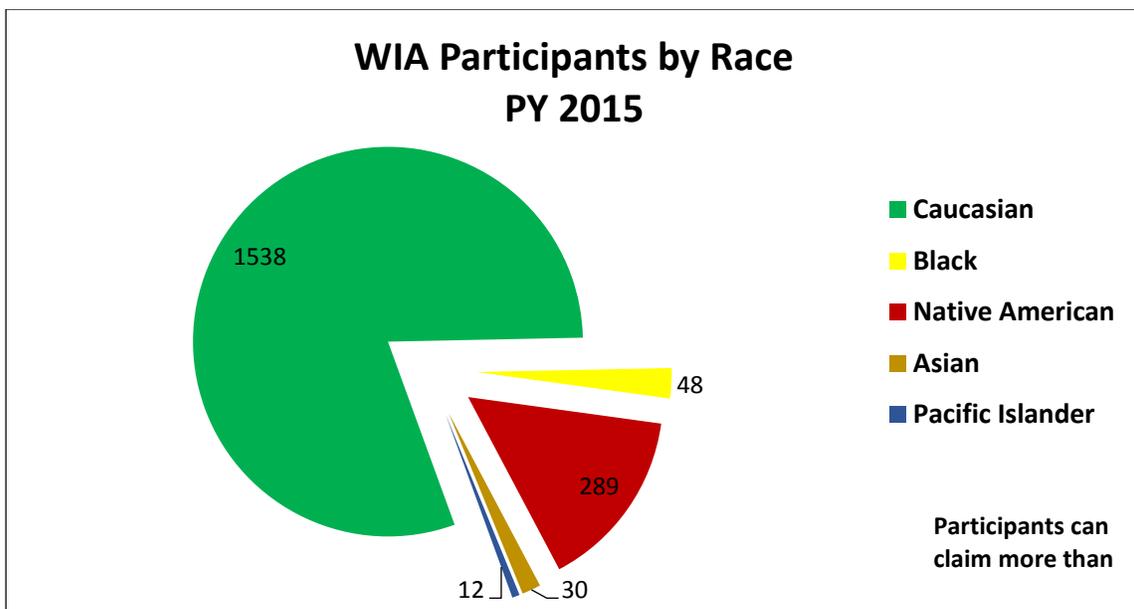


## Participant Demographics

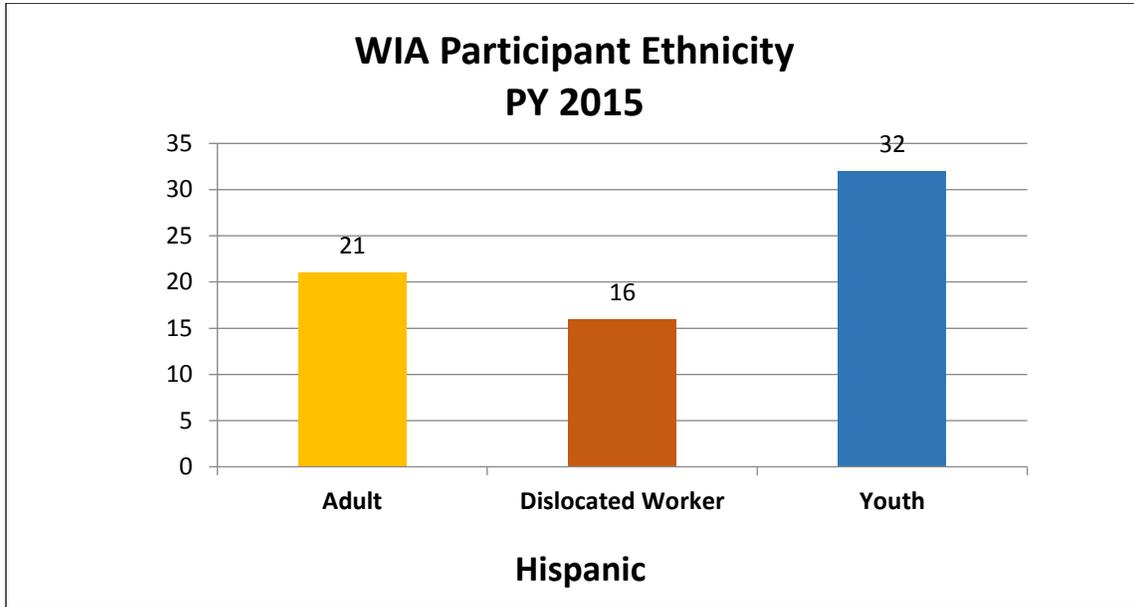
There were 989 females and 897 males enrolled in WIOA programs during the program year. Approximately 54% of Dislocated Worker participants were male.



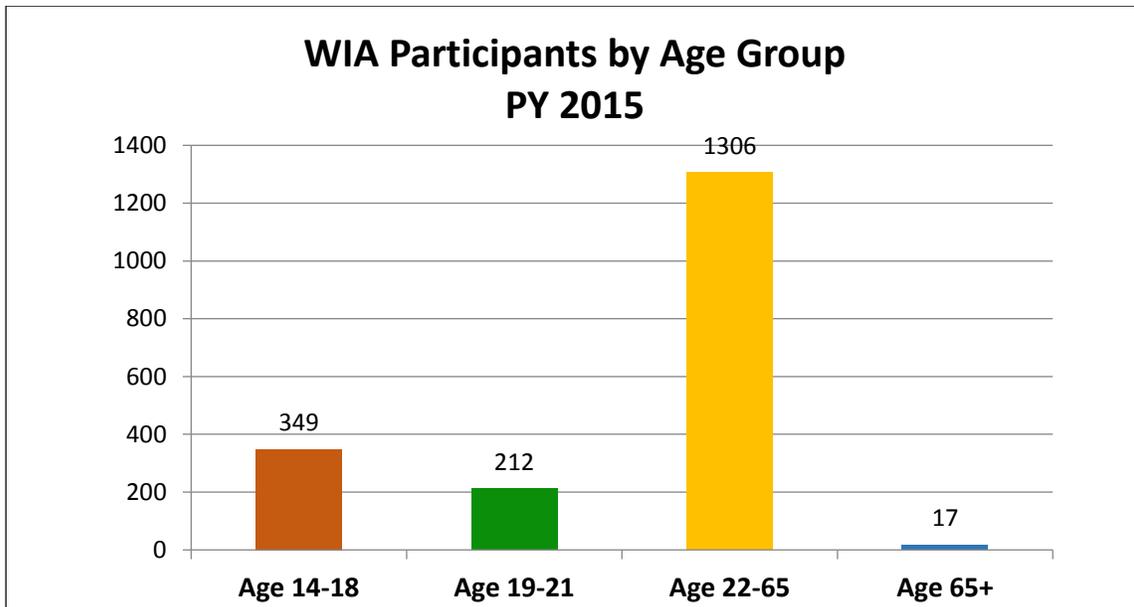
Participants can state that they are one or more race. They can also decline to provide the information.



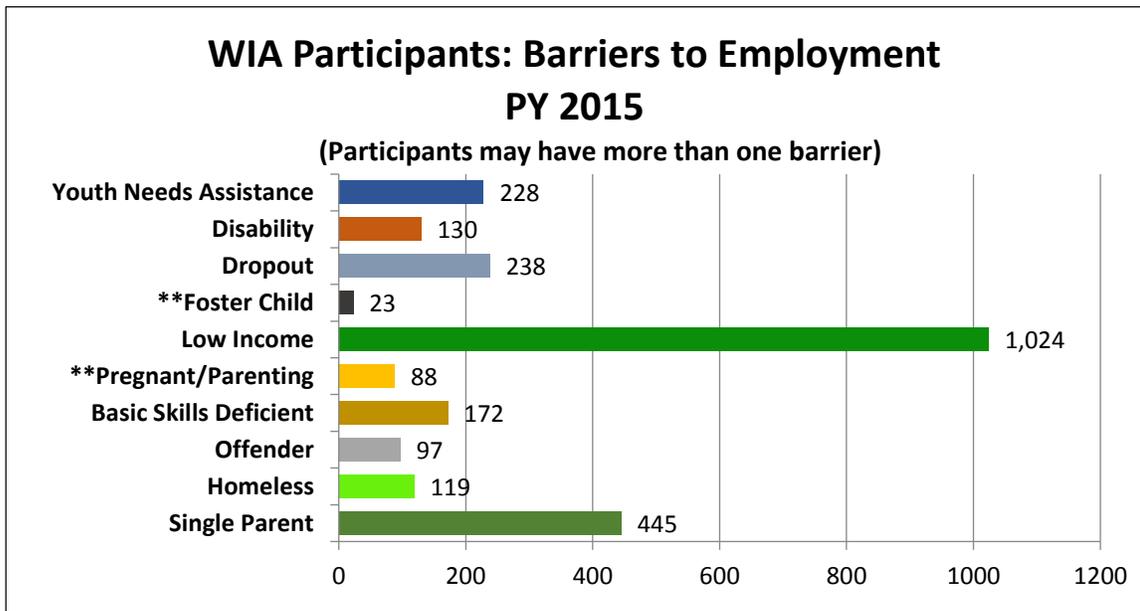
The majority of Montana’s Hispanic participants identified themselves through self-service functions. Participants can decline to provide ethnicity information.



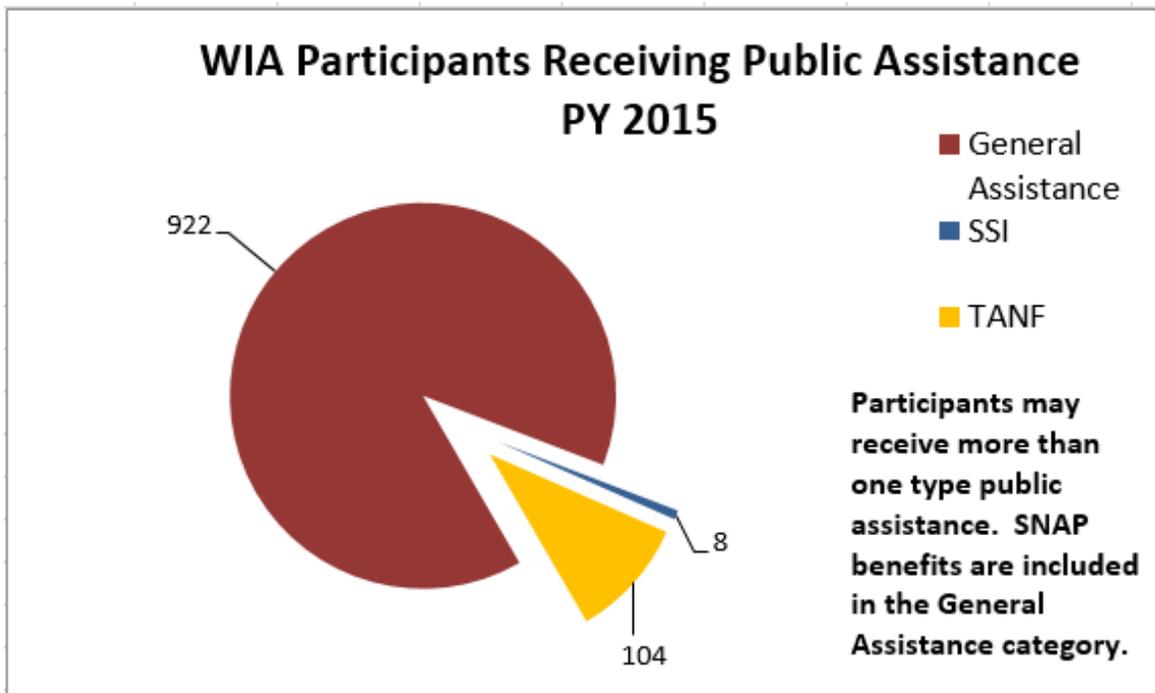
A total of 486 participants were served in the WIOA Youth Program. The Youth Program serves participants age 14-21. The rest of the participants shown in the following graph were served by WIOA Adult or WIOA Dislocated Worker programs. The Adult and Dislocated Worker programs serve participants age 18 and over. Participants may be served by more than one program. Older Youth participants may also be served by Adult or Dislocated Worker programs.



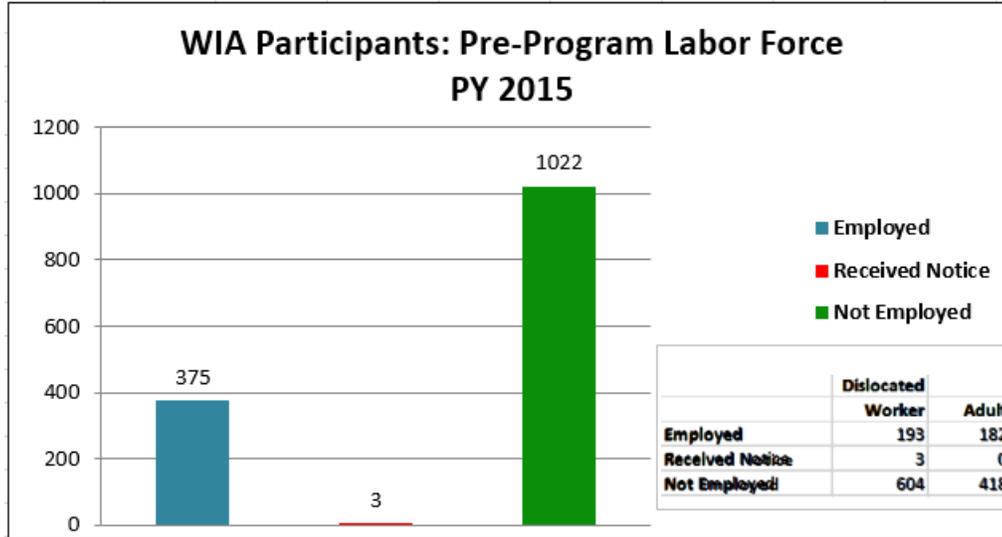
Many of Montana's WIOA participants have one or more barriers to securing employment.



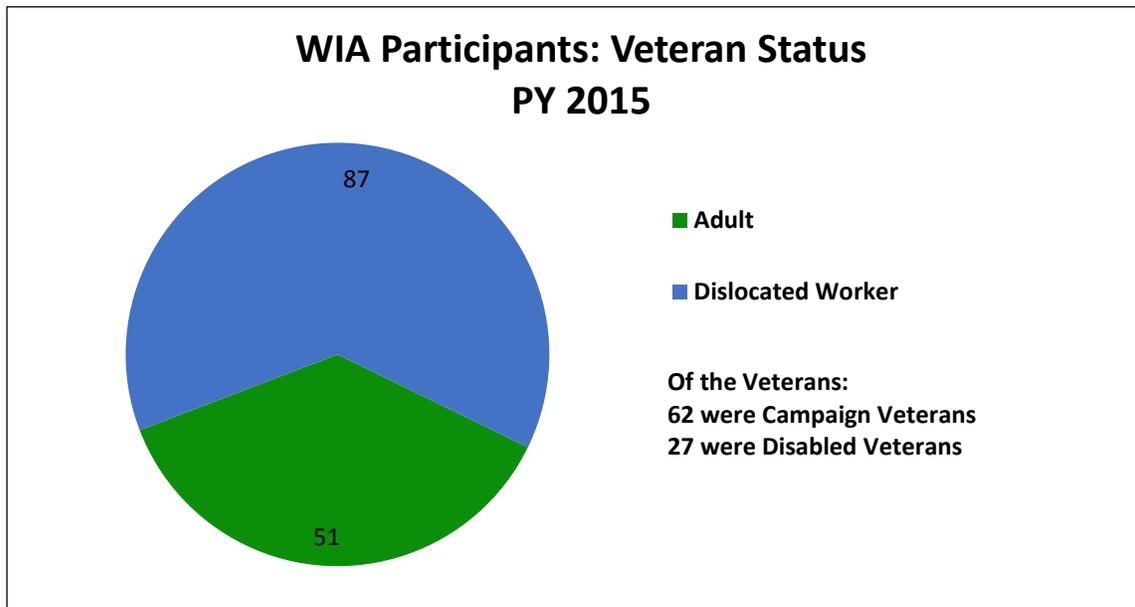
SNAP and TANF were the most common sources of public assistance for WIOA participants in PY 2015. Other types of assistance included General Assistance, Social Security Income, and Refugee Cash Assistance.



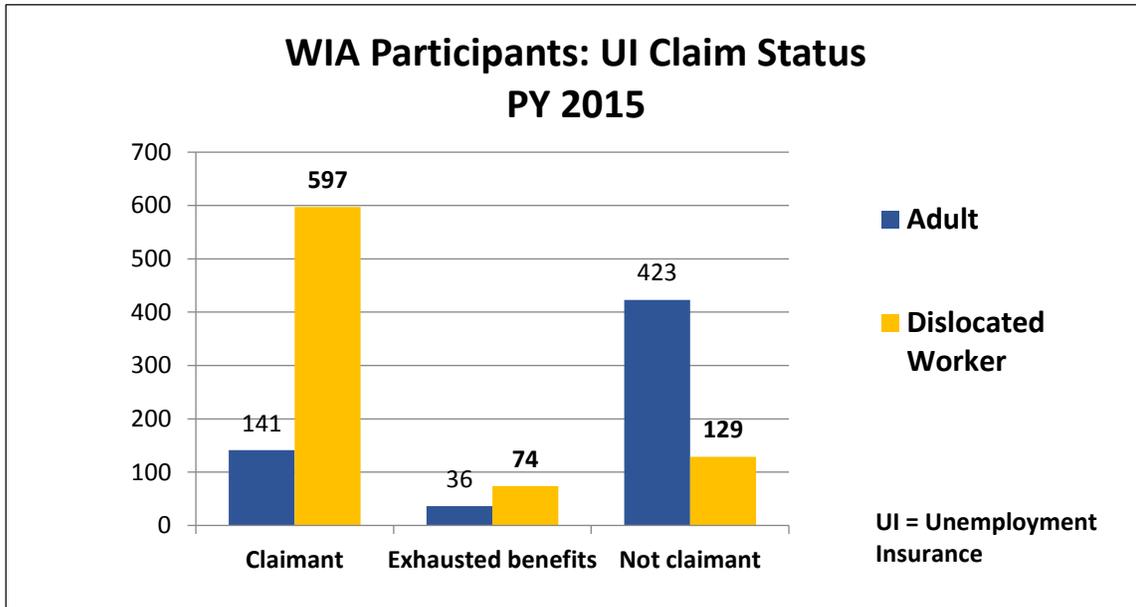
To be included in the Entered Employment performance measure, participants cannot be employed at participation. This performance measure only applies to Adult and Dislocated Worker participants. There were 1,022 Adult and Dislocated Worker participants who were considered not employed at participation during PY 2015. Those who were employed but received notice of termination are considered not employed.



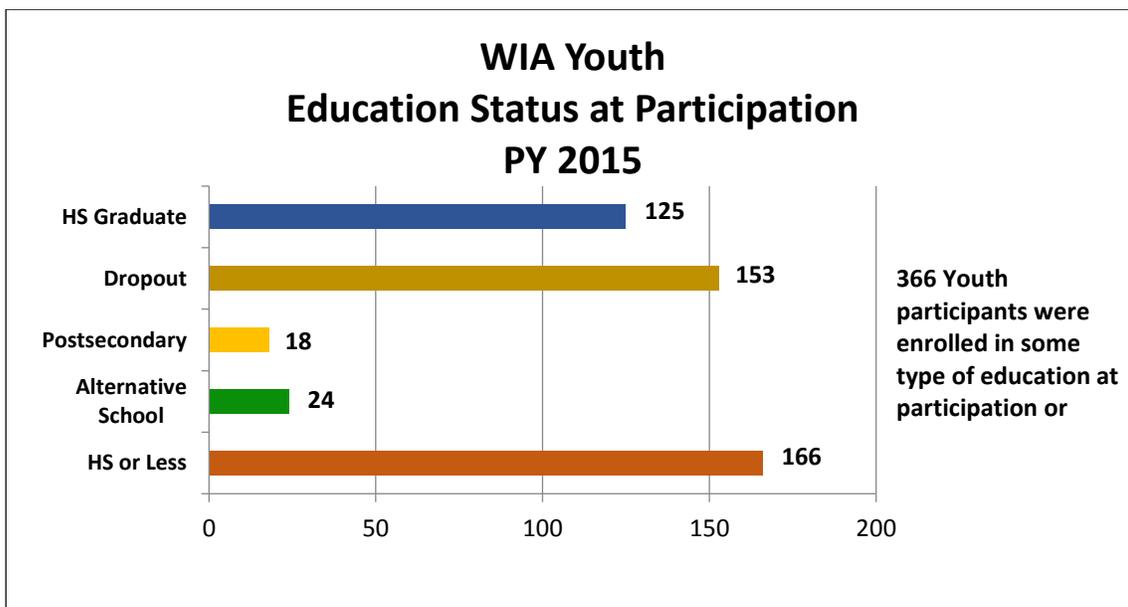
A total of 138 participants claimed Veteran status during PY 2015.



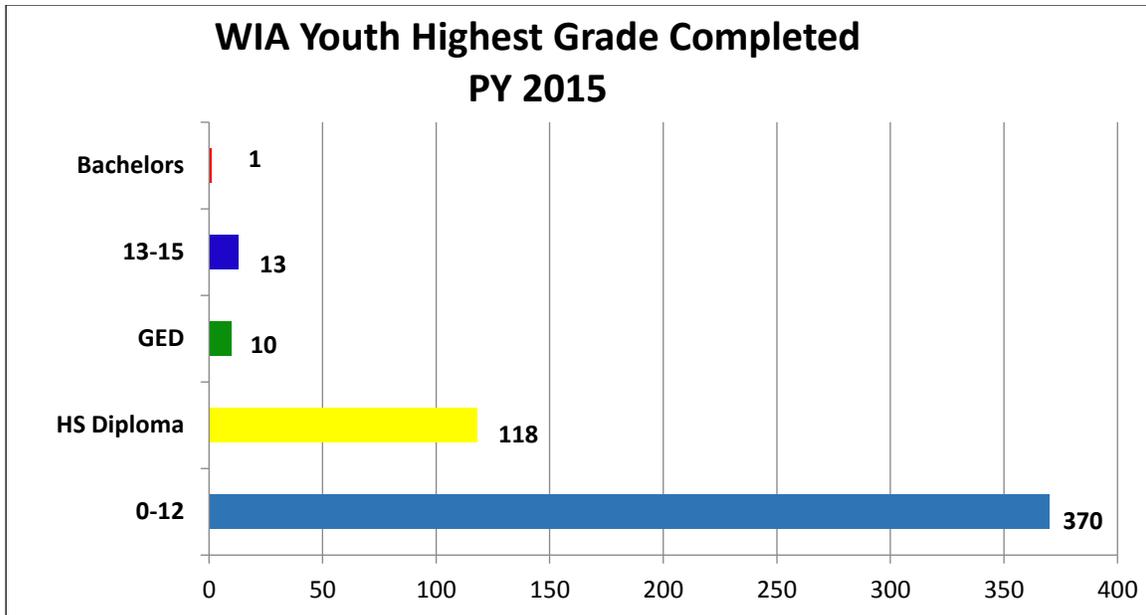
The majority of Montana’s Dislocated Worker participants were identified or referred through Rapid Response and were receiving UI when enrolled.



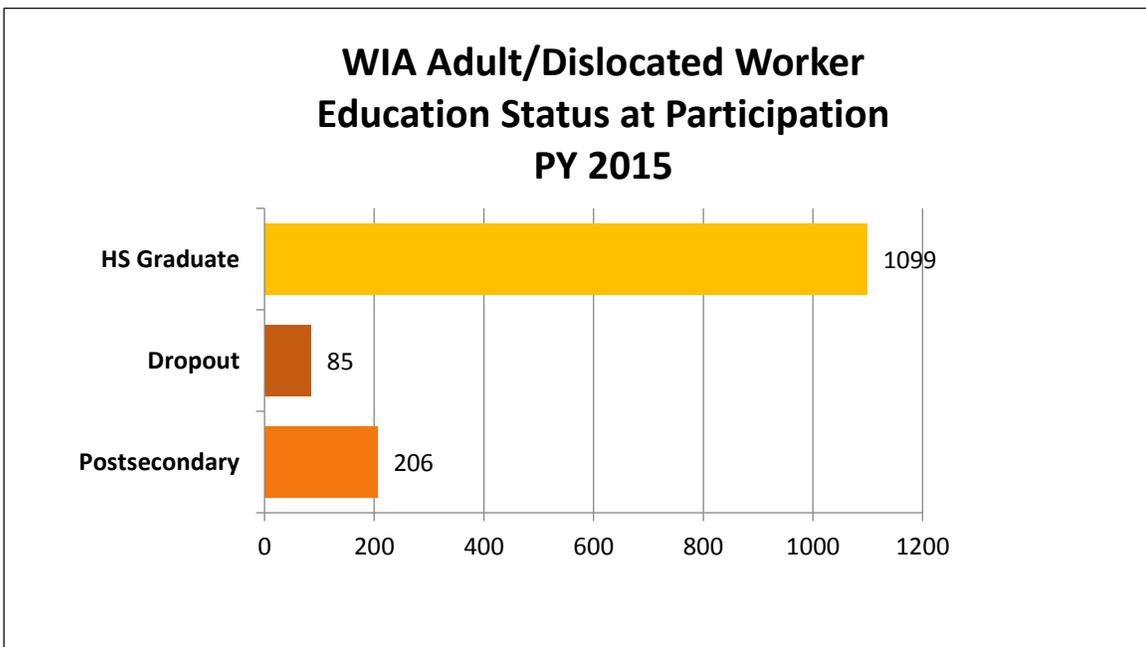
The majority of Montana’s WIOA youth participants were in high school or less at participation. There were 366 youth participants enrolled in some type of education either at or during their participation.



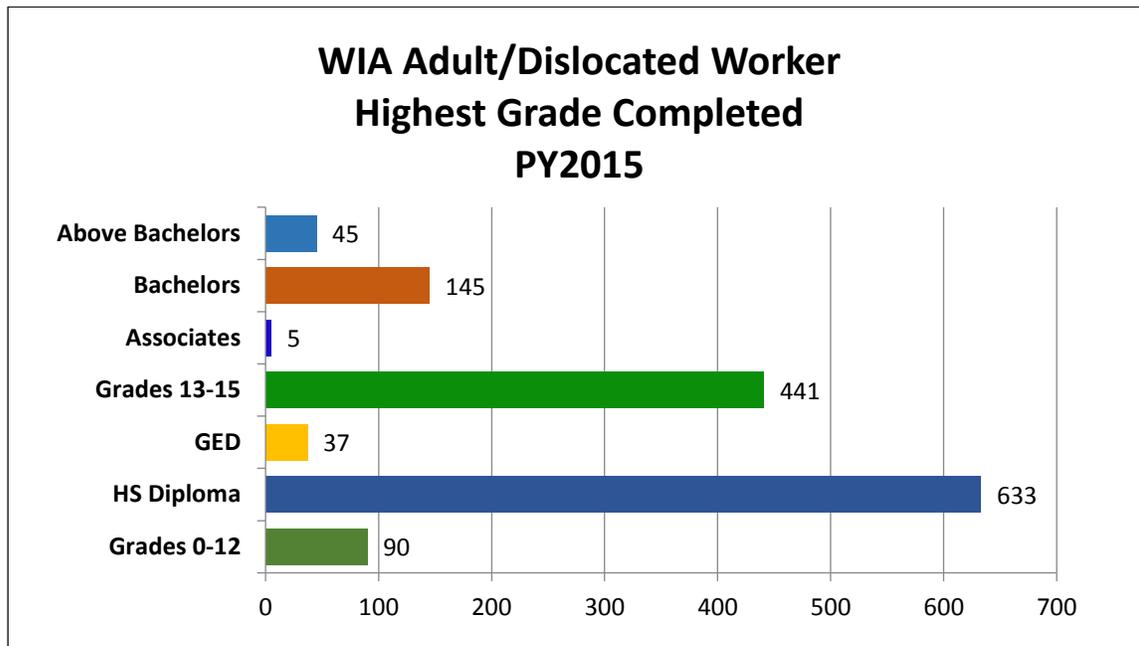
The majority of youth participants had not completed schooling above the 12<sup>th</sup> grade level.



Most of Adult and Dislocated Worker participants had completed high school at participation. Approximately 8% were enrolled in postsecondary education at participation.



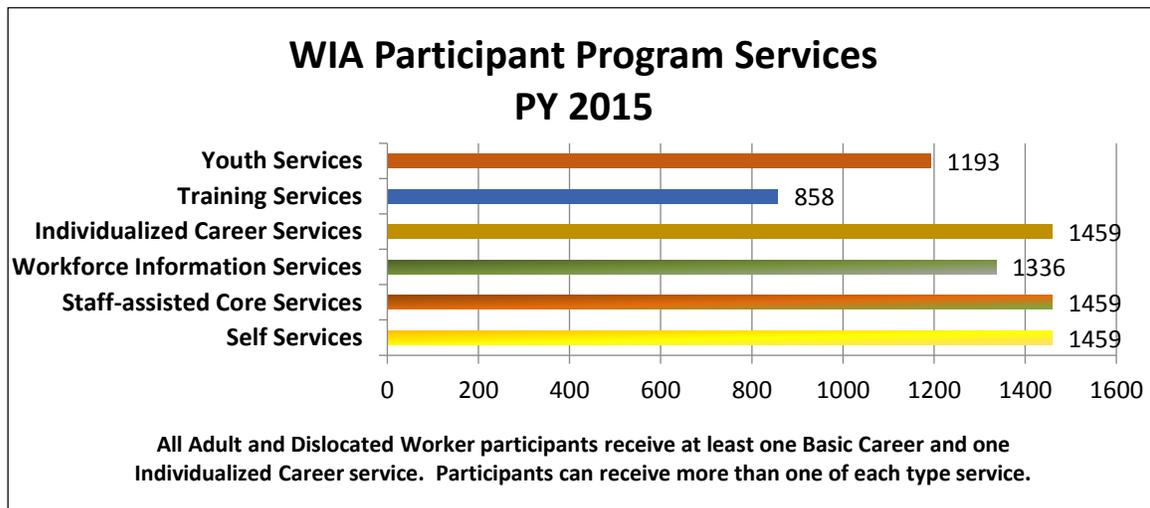
Coinciding with current education status, the majority of Adult and Dislocated Workers had attained a high school diploma by participation.



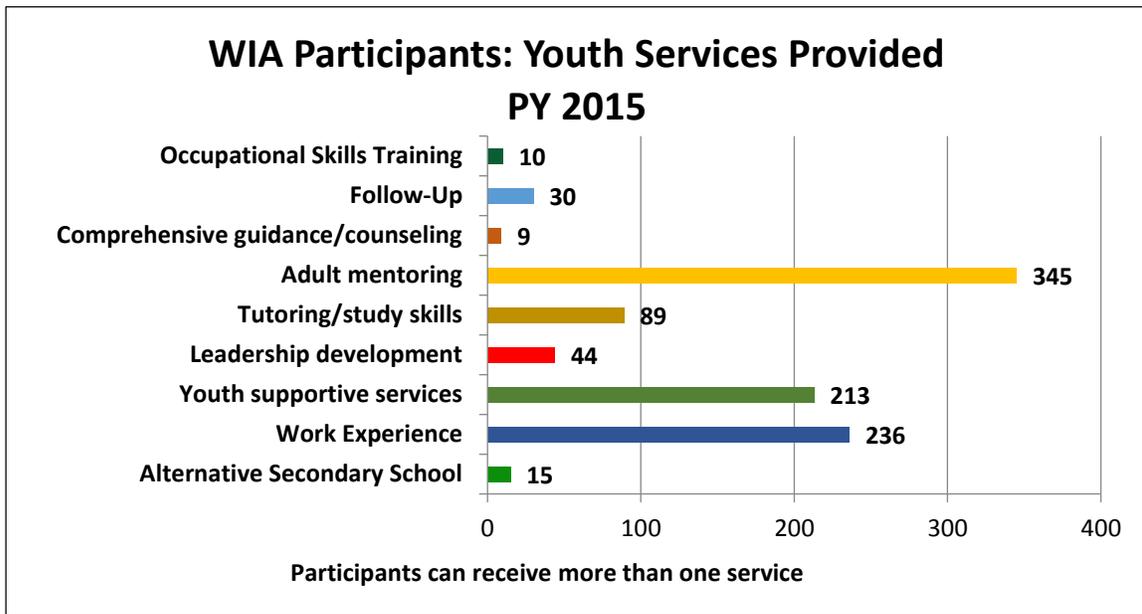
## WIOA Participation

WIOA participants receive services according to their individual needs:

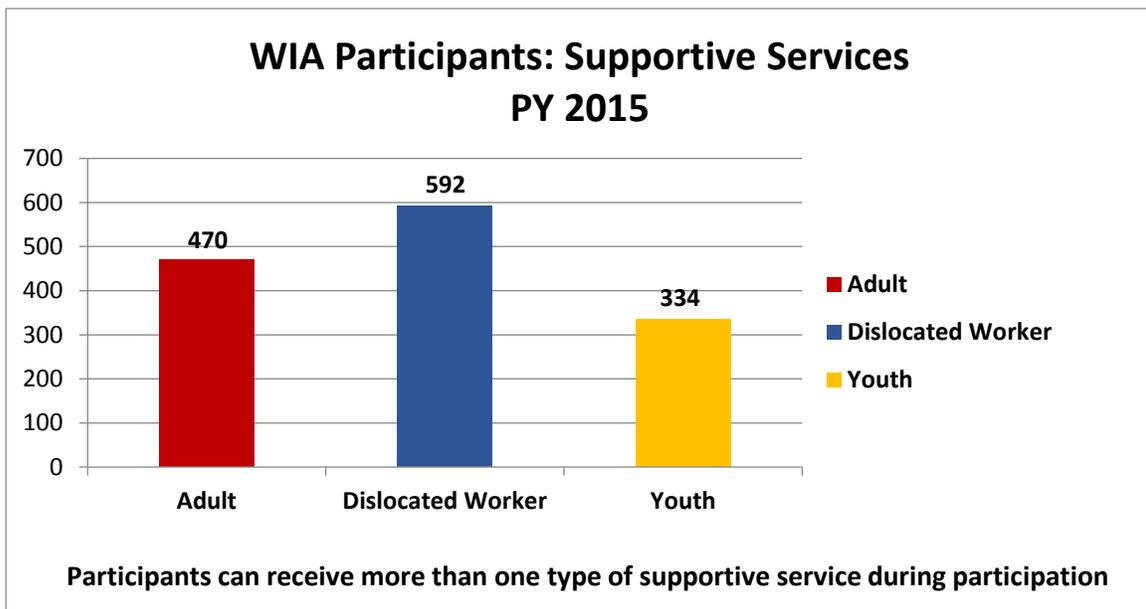
- Basic career services are universally available to everyone entering a WIOA facility and are the first services provided.
- Individualized career services are provided to adults and dislocated workers who are not able to obtain employment or who remain underemployed after utilizing core services. An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



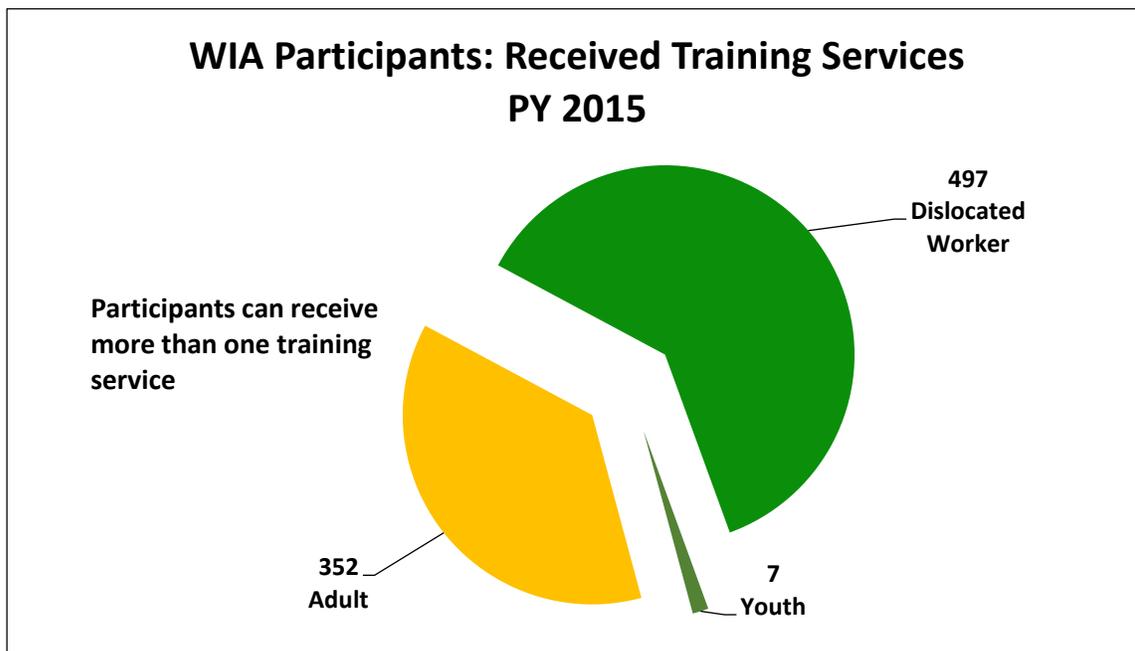
Youth participants may be placed in more than one Youth component.



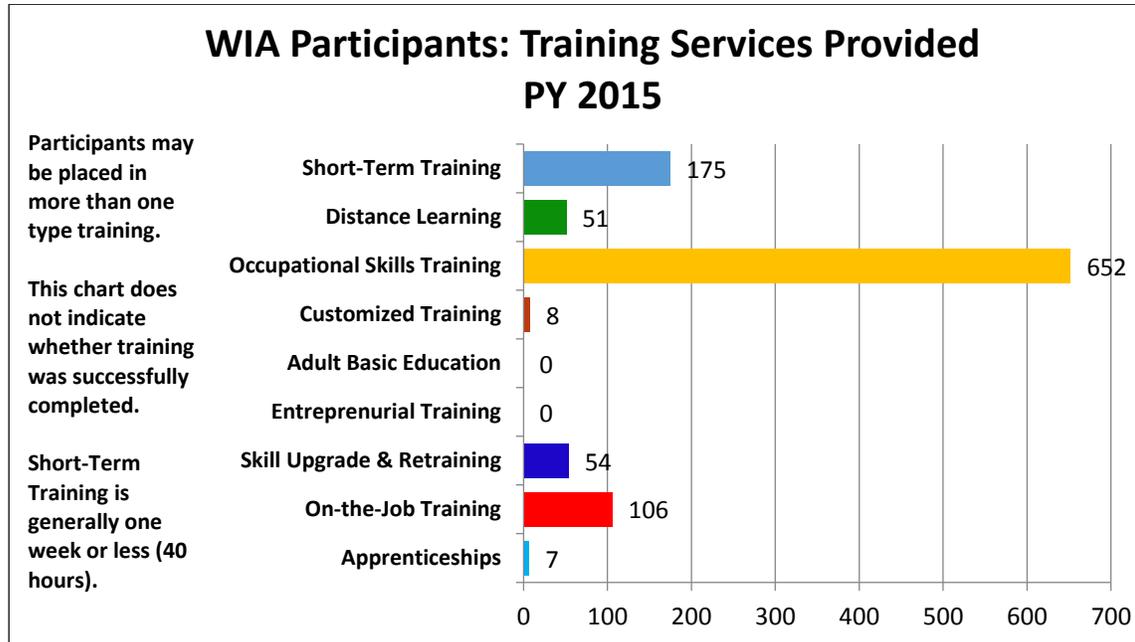
WIOA participants are given necessary supportive services to support completion of their Individual Service Strategy or Individual Employment plan.



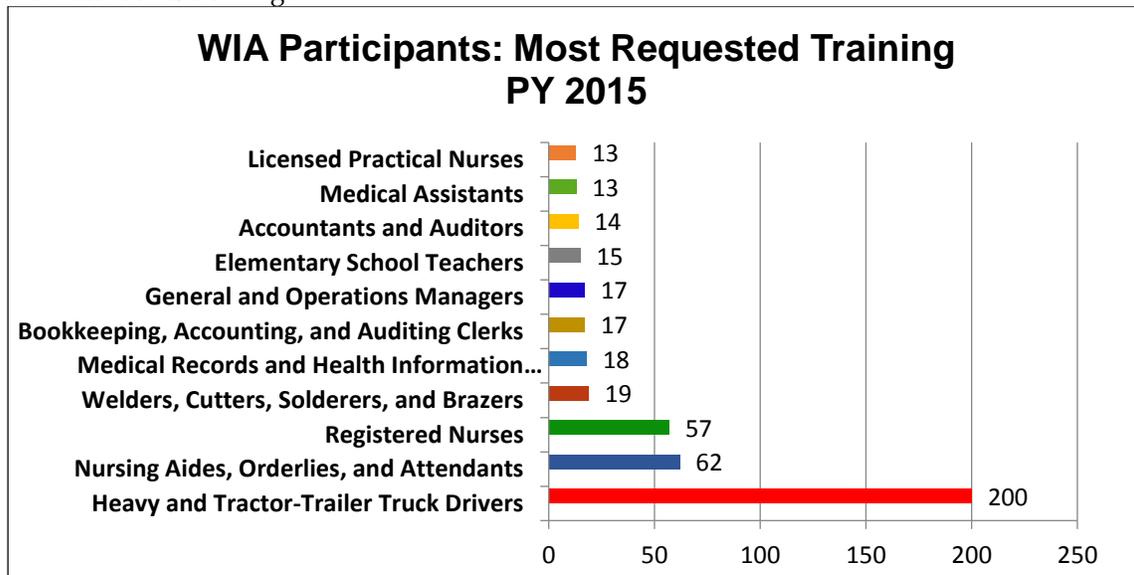
A total of 856 participants received training services during PY 2015.



There are seven types of training services available to Montana’s participants. Participants may be provided more than one type of training. The majority of training services provided during PY 2015 were Occupational Skills Training services.



The most requested type of training during PY 2015 was for Truck Driver training, followed by Nursing Aides, Orderlies, and Attendants training.



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

**WIOA Training Participants:  
Training by Major Occupational Grouping  
PY 2015**

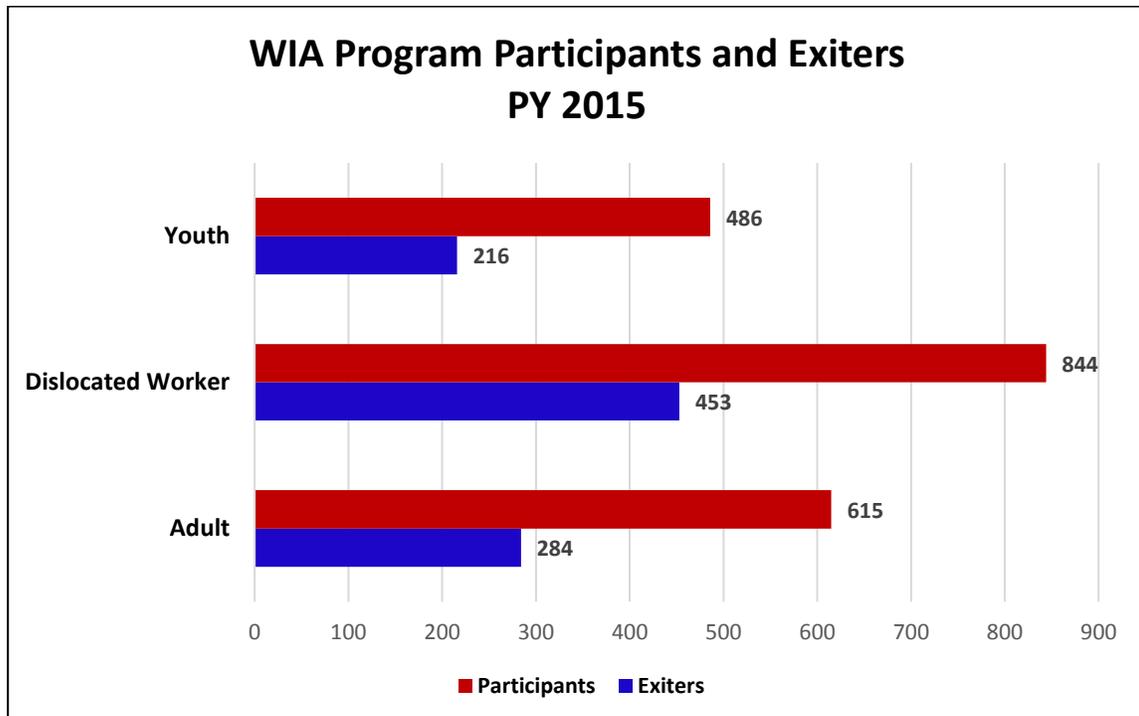
Major Occupational Grouping	# Participants
Management	41
Business & Financial Operations	29
Computer & Mathematical	25
Architecture & Engineering	20
Life, Physical, & Social Science	19
Community & Social Services	21
Legal	23
Education, Training & Library	25
Arts, Design, Entertainment, Sports, Media	27
Healthcare Practitioner & Technical	124
Healthcare Support	93
Protective Service	8
Food Preparation & Serving Related	1
Building Ground Cleaning & Maintenance	3
Personal Care & Service	19
Sales & Related	30
Office & Administrative Support	63
Farming, Fishing, & Forestry	0
Construction & Extraction	30
Installation, Maintenance, & Repair	28
Production	52
Transportation & Material Moving	209

## Exits/Program Outcomes

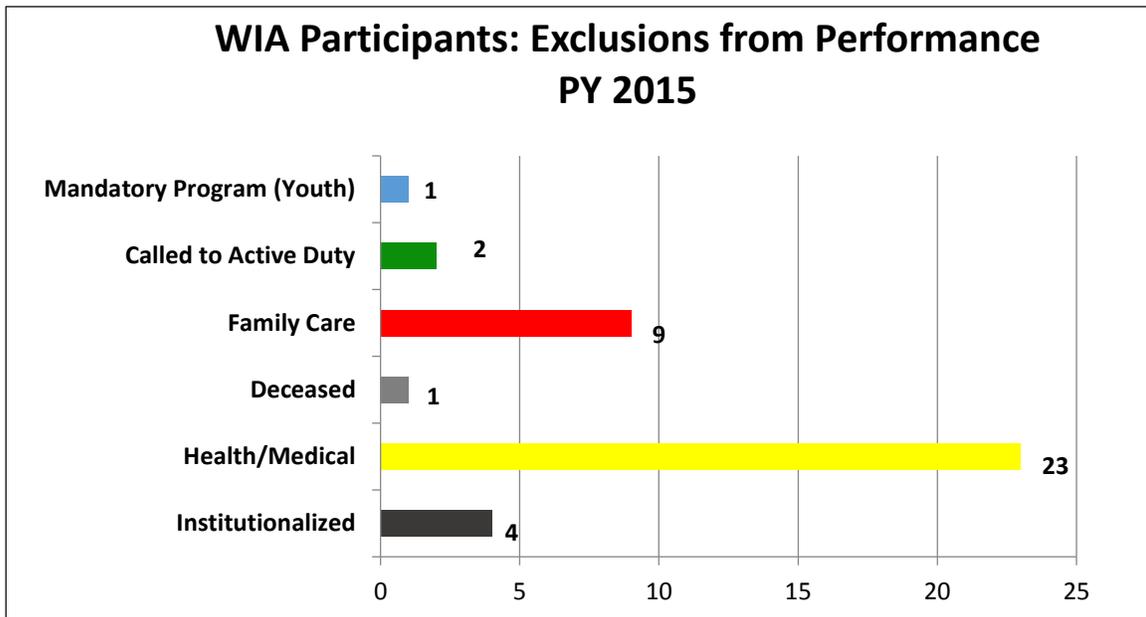
During PY 2015, 953 participants exited from WIOA Adult, Dislocated Worker, and Youth programs.

WIOA participants were exited according to the Common Exit definition:

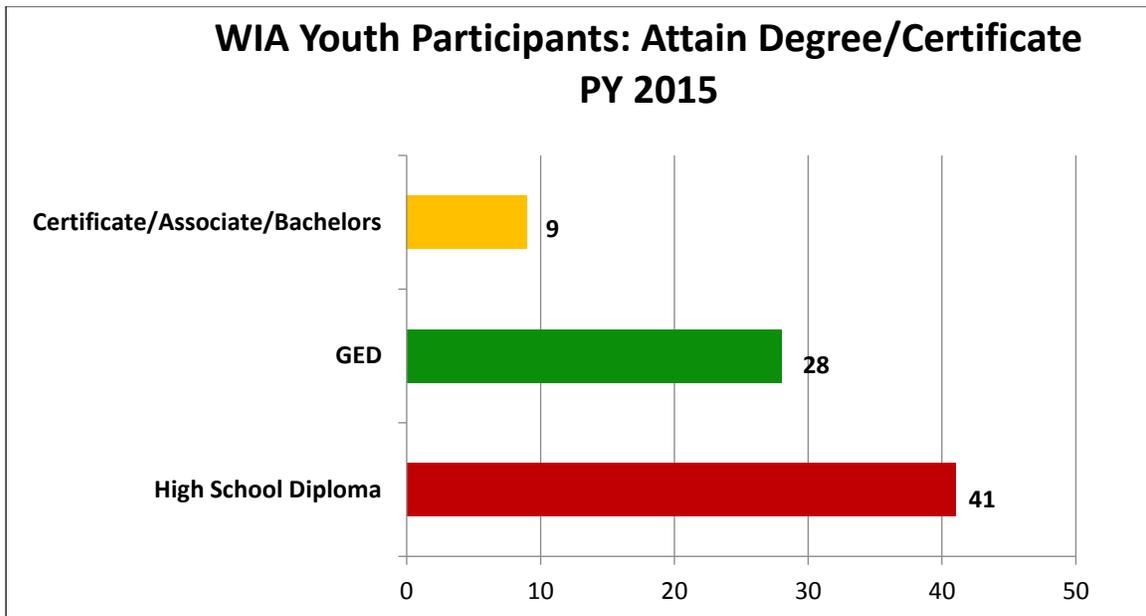
- Common exit means participants are not considered exited until they have completed all services provided by Labor Exchange (Job Service), Trade, and WIOA programs.
- To be counted as an exiter, the participant receives no reportable services in these programs for 90 days.



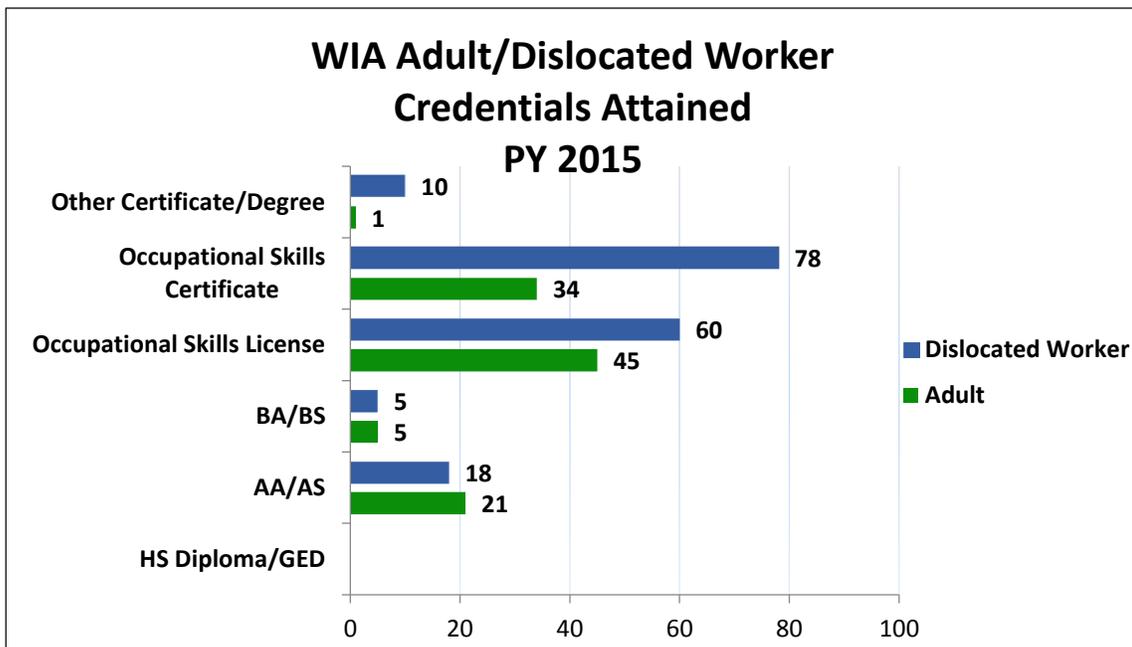
WIOA participants that cannot continue their program participation for several specific reasons are excluded from performance. The most common reason for exclusion during PY 2014 was for health or medical reasons.



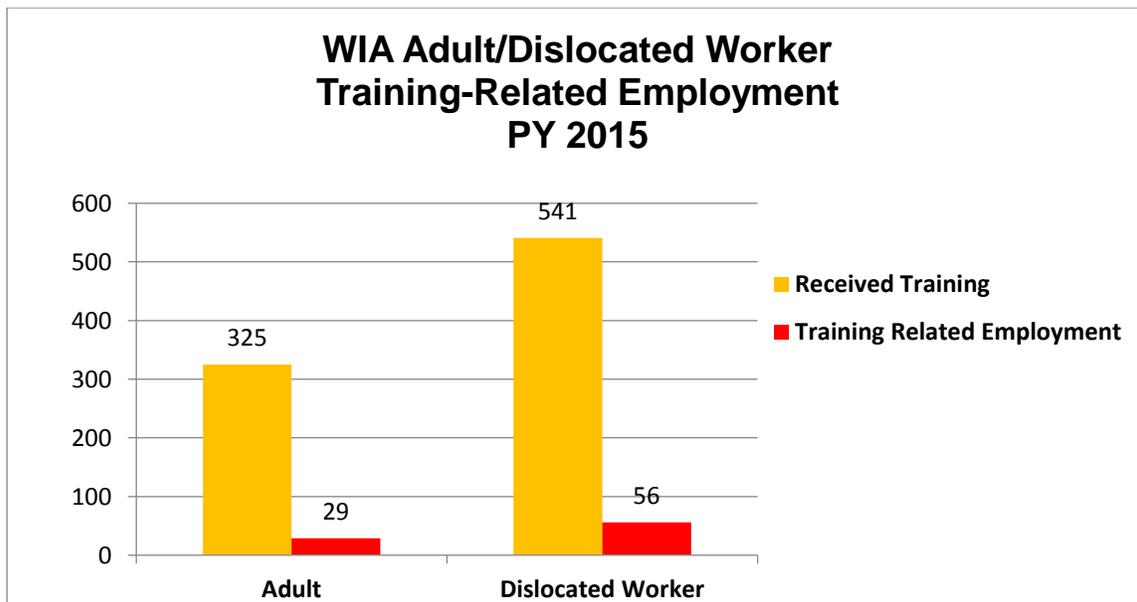
Youth participants who were enrolled in education at participation or during their participation are included in calculation of the Attain Degree/Certificate performance measure. Of the Youth participants included in this measure, a total of 78 achieved a diploma or certificate during PY 2015. This number is fairly low because of Common Exit. Participants continue to remain active in WIOA if they maintain their Labor Exchange (Job Service) enrollment by job searching, either to find employment or to improve their current employment situation.



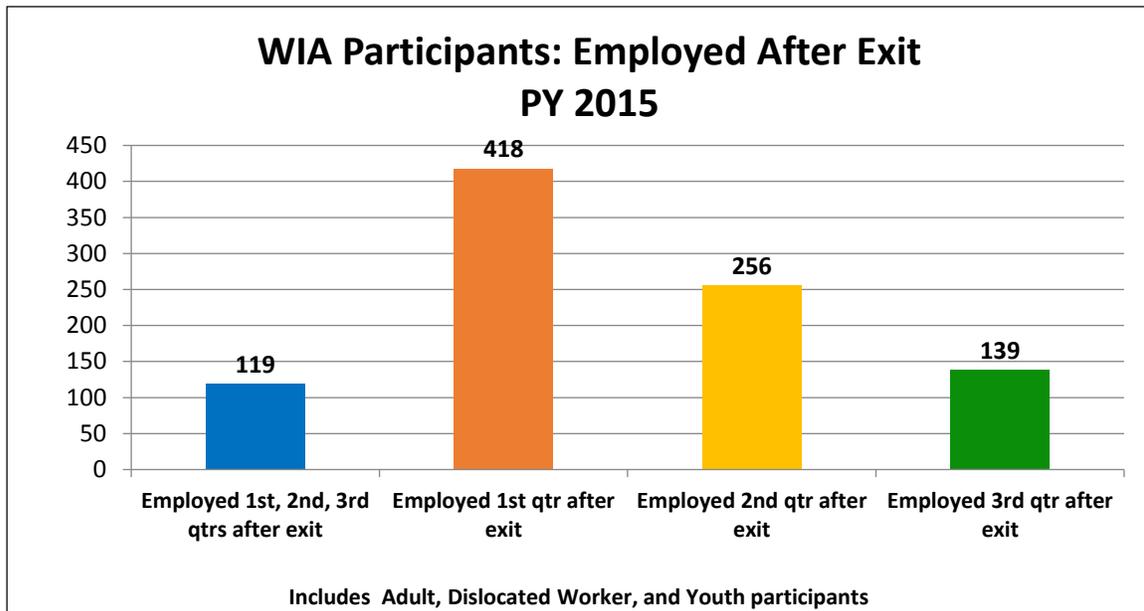
A total of 277 credentials were attained by Adult and Dislocated Worker participants in PY 2015.



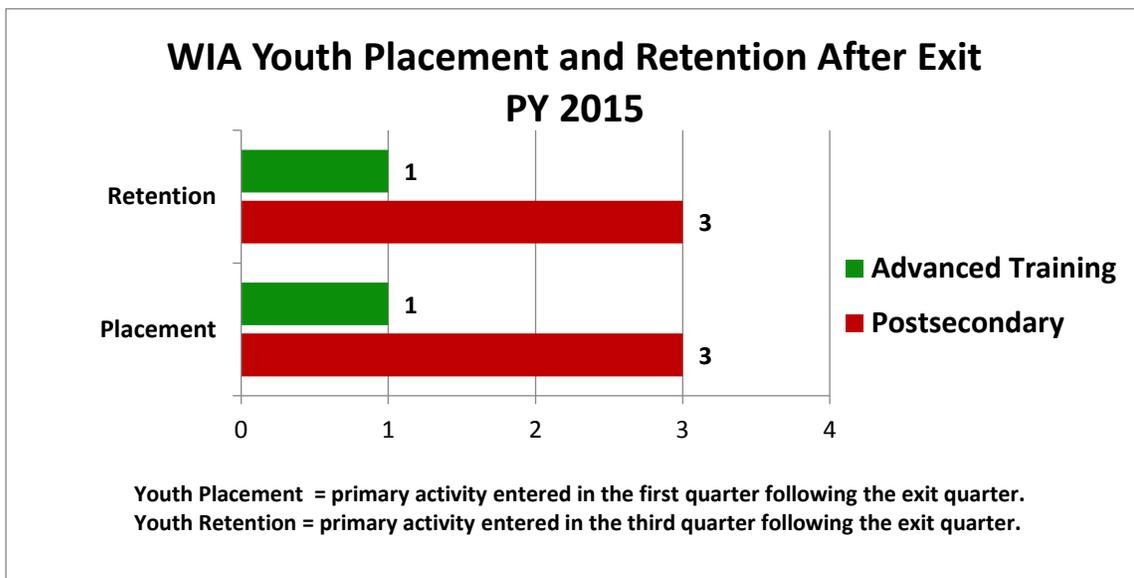
Of the 878 participants who received training, 85 were employed in their training-related field at the end of WIOA enrollment.



A total of 418 participants were employed during the first quarter after exit from WIOA programs during PY 2015. There were 119 participants who were employed first, second, and third quarters after exit. These numbers do not equate to the performance requirements set for WIOA Common Measures.



Approximately 1% of Youth participants were placed or retained placement in postsecondary training, advanced training, or military employment. No Youth participants were placed in an approved apprenticeship or in the military for PY 2015.



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## CUSTOMER SATISFACTION

Customer Satisfaction no longer was a performance goal for Montana in WIA, when WIOA was implemented, we dedicated our staffing resources to implementing the new law.

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## WIOA TITLE IB PERFORMANCE

The U.S. Department of Labor-Employment and Training Administration negotiates performance levels with each state by program year. Montana achieved the negotiated levels set for three Common Measures performance measures, met 80% of negotiated performance for five performance measures, and did not meet performance for one performance measure.

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
<b>Entered Employment Rate</b>				
a) Adults	75.0	*74.2	147	198
b) Dislocated Workers	76.0	76.3	225	295
<b>Retention Rate (6 months)</b>				
a) Adults	86.0	86.8	223	257
b) Dislocated Workers	89.0	*86.3	251	291
<b>Average Earnings/Earnings Change 6 Months</b>				
a) Adults	\$15,000	*\$14,980	\$3,340,519	223
b) Dislocated Workers	\$18,000	*\$17,928	\$4,449,915	251
<b>Placement in Employment or Education</b>	65.0	*58.9	89	151
<b>Attainment of Degree or Certificate</b>	61.0	61.7	79	128
<b>Literacy or Numeracy Gains</b>	38.0	24.5	13	53

**Blue = Met Performance Levels**

**Red = Did Not Meet Performance Levels**

\* Met 80% of Negotiated Performance Level

### Performance Levels July 1, 2015 through June 30, 2016

PERFORMANCE MEASURES	PERFORMANCE GOALS
	PY 2015 (07/01/15-6/30/16)
<b>Adult Program - Common Measures Indicators of Performance</b>	
1. Entered Employment Rate	75.0%
2. Employment Retention Rate	86.0%
3. Six Months Average Earnings	\$15,000
<b>Dislocated Worker Program - Common Measures Indicators of Performance</b>	
1. Entered Employment Rate	76.0%
2. Employment Retention Rate	89.0%
3. Six Months Average Earnings	\$18,000
<b>Youth Program - Common Measures Indicators of Performance</b>	
1. Placement in Employment or Education	65.0%
2. Attainment of Degree or Certificate	61.0%
3. Literacy and Numeracy Gains	38.0%

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

Report Period: 07/01/2015 to 06/30/2016

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

**Date Ranges Used In Calculating Report Items**

Total Participants:	07/01/2015 – 06/30/2016
Total Exiters:	04/01/2015 – 03/31/2016
Entered Employment Rate, Youth Placement in Employment or Education, and Youth Attainment of Degree or Certificate:	10/01/2014 – 09/30/2015
Employment Retention Rate and Six Months Earnings Change:	04/01/2014 – 03/31/2015
Youth Literacy and Numeracy Gains:	07/01/2014 – 06/30/2015

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

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	75.0	74.2	147	198
Employment Retention Rate	86.0	86.8	223	257
Six Months Average Earnings	\$15,000	\$14,980	\$3,340,519	223

**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	75.3	<u>113</u> 150	86.7	<u>13</u> 15	54.6	<u>6</u> 11	77.8	<u>14</u> 18
Employment Retention Rate	86.5	<u>154</u> 178	77.8	<u>21</u> 27	100.0	<u>8</u> 8	81.3	<u>13</u> 16
Six Months Average Earnings	\$13,278	<u>\$2,044,793</u> 154	\$15,336	<u>\$322,059</u> 21	\$11,104	<u>\$88,833</u> 8	\$13,771	<u>\$179,017</u> 13

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

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	33.3	<u>1</u> 3	74.4	<u>67</u> 90	75.2	<u>79</u> 105
Employment Retention Rate	50.0	<u>1</u> 2	87.5	<u>98</u> 112	86.7	<u>124</u> 143
Six Months Average Earnings	\$25,294	<u>\$25,294</u> 1	\$13,756	<u>\$1,348,075</u> 98	\$15,864	<u>\$1,967,150</u> 124

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

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	76.0	76.3	225	295
Employment Retention Rate	89.0	86.3	251	291
Six Months Average Earnings	\$18,000	\$17,928	\$4,499,915	251

**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	84.6	$\frac{33}{39}$	71.4	$\frac{5}{7}$	75.0	$\frac{42}{56}$	33.3	$\frac{1}{3}$
Employment Retention Rate	77.3	$\frac{34}{44}$	60.0	$\frac{3}{5}$	93.5	$\frac{43}{46}$	0.00	$\frac{0}{2}$
Average Earnings Rate	\$21,516	$\frac{\$731,547}{34}$	\$12,574	$\frac{\$37,723}{3}$	\$15,556	$\frac{\$668,898}{43}$	\$0	$\frac{\$0}{0}$

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

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	0.0	$\frac{0}{3}$	77.1	$\frac{81}{105}$	77.2	$\frac{142}{184}$
Employment Retention Rate	100.0	$\frac{1}{1}$	89.3	$\frac{92}{103}$	84.4	$\frac{157}{186}$
Six Months Average Earnings	\$5,289	$\frac{\$5,289}{1}$	\$20,136	$\frac{\$1,852,482}{92}$	\$16,444	$\frac{\$2,581,691}{157}$

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	65.0	58.9	89	151
Attain Degree or Certificate	61.0	61.7	79	128
Literacy or Numeracy Gains	38.0	24.5	13	53

**WIOA Title IB Annual Report Form (ETA 9091)**  
Report Period: 07/01/2015 to 06/30/2016

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

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

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Out of School Youth	Num Den
Placement in Employment or Education	55.9	$\frac{38}{68}$	0	$\frac{0}{0}$	51.7	$\frac{15}{29}$	62.1	$\frac{41}{66}$
Attain Degree or Certificate	63.2	$\frac{36}{57}$	0	$\frac{0}{0}$	64.0	$\frac{16}{25}$	42.9	$\frac{15}{35}$
Literacy or Numeracy Gains	25.0	$\frac{8}{32}$	0	$\frac{0}{0}$	33.3	$\frac{3}{9}$	24.5	$\frac{13}{53}$

**Table L - Other Reported Information**

Program	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) Or 12 Month Earnings Replacement (Dislocated Workers)		Placements For Participants in Non-Traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training Received of Those Who Completed Training Services	
Adults	82.7	$\frac{206}{249}$	\$501	$\frac{\$124,780}{249}$	6.1	$\frac{9}{147}$	\$6,593	$\frac{\$969,112}{147}$	24.1	$\frac{19}{79}$
Dislocated Workers	88.7	$\frac{258}{291}$	\$60	$\frac{\$2,402,166}{\$3,995,527}$	10.2	$\frac{23}{225}$	\$8,847	$\frac{\$1,990,645}{225}$	26.8	$\frac{38}{142}$
Older Youth	75.9	$\frac{22}{29}$	\$1,378	$\frac{\$39,975}{29}$	8.3	$\frac{2}{24}$	\$3,459	$\frac{\$83,016}{24}$		

**Table M - Participation Levels**

Program	Total Participants Served	Total Exiters
Total Adult Customers	84,362	76,568
Total Adults (Self-Service Only)	83,142	75,930
WIOA Adults	83,757	76,214
WIOA Dislocated Workers	844	453
Total Youth (14-21)	486	216
Younger Youth (14-18)	343	159
Older Youth (19-21)	143	57
Out-of-School Youth	259	104
In-School Youth	227	112

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

**Table N - Cost of Program Activities**

<b>Program Activity</b>	<b>Total Federal Spending</b>
Local Adults	\$1,946,443
Local Dislocated Workers	1,167,669
Local Youth	1,893,379
Rapid Response (Up to 25%) 134 (a) (2) (A)	424,865
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	269,684

<b>Statewide Allowable Activities 134 (a) (3)</b>	<b>Program Activity Description</b>	
	Technical Assistance for Local Providers	12,070
	Technical Assistance for WIOA Transition	43,398
	MT Association of Counties	5,552
<b>Total of All Federal Spending Listed Above</b>		<b>\$5,763,060</b>

WIOA Title IB Annual Report Form (ETA 9091)

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

Report Period: 07/01/2015 to 06/30/2016

Local Area Name: Balance of State (BOS)

**Table O - Local Performance**

Total Participants Served	
a) Adults	70,481
b) Dislocated Workers	639
c) Older Youth	116
d) Younger Youth	274
Total Exiters	
a) Adults	63,920
b) Dislocated Workers	366
c) Youth	39
d) Younger Youth	119

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	75.0	72.0
b) Dislocated Workers	76.0	75.0
Retention Rate (6 months)		
a) Adults	86.0	88.0
b) Dislocated Workers	89.0	88.0
Average Earnings/Earnings Change 6 Months		
a) Adults	\$15,000	\$15,123
b) Dislocated Workers	\$18,000	\$17,816
Youth:		
Placement in Employment or Education	65.0	59.0
Attainment of Degree or Certificate	61.0	60.0
Literacy or Numeracy Gain	38.0	14.0

Description Of Other State Performance Indicators

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

Overall Status Of Local Performance  Not Met  Met  Exceeded



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

**Table P - Veteran Priority of Service**

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	1,104	
Covered Entrants Who Received a Service During the Entry Period	978	88.6%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	73	6.6%

**Table Q - Veterans' Outcomes by Special Populations**

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans Who Received at Least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	84.6	<u>11</u> 13	84.6	<u>11</u> 13	0	<u>0</u> 0
Employment Retention Rate	85.7	<u>18</u> 21	85.7	<u>18</u> 21	0	<u>0</u> 0
Six Months Average Earnings	\$17,434	<u>\$313,811</u> 18	\$17,434	<u>\$313,811</u> 18	0	<u>\$0</u> 0

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