

A Message from the Governor of the State of Montana



It is with great pleasure that I present Montana's Workforce Investment Act Annual Report for Program Year 2001.

Montana's workforce development system has grown tremendously in the period of time following implementation of the Workforce Investment Act. The system is aligned with the vision and goals of designing a coordinated and accountable system for assisting Montanans to gain marketable employment skills. It is my hope, that we continue to meet these goals through a state-wide delivery system that provides a balance between our one-stop delivery system partners and boards to assure a seamless delivery of services. This balance will enable training programs to meet local job market needs as they respond to rapidly changing conditions.

We recognize that our workforce development system must not become static and unresponsive to market conditions. We must continue to assess where we are and where we want to go to prepare our workforce for the challenges of tomorrow's workplace.

Sincerely,

A handwritten signature in black ink that reads "Judy Martz".

JUDY MARTZ
Governor

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Executive Summary

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

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

These two objectives are guided by five key principles – that our workforce investment system be:

- 1) accountable to the people we serve;
- 2) customer driven to meet individual needs and choices;
- 3) accessible to all;
- 4) efficient in providing services to guarantee maximum impact; and
- 5) focused on promoting personal responsibility.

Because of Montana's rural nature, a strong component of our workforce investment system is information

technology. We must share our resources because we don't have any to spare. We must deliver our services in innovative ways because huge distances separate many of our citizens from in-person access. The workforce investment system must model the economy of the future which is based upon ever expanding information technology.

The population of Montana (approximately 900,000) and the extremely large geographic area dictates that funding for all programs is stretched very thin. Service delivery points may be few and far between. Service delivery is dependent upon partnerships, referrals and collaboration to ensure all Montanans have access to information and services.

Montana's State Workforce Investment and the two Local Workforce Investment Boards continue to work simultaneously to create Montana's vision of a workforce investment system.

The state and local Boards efficiently and effectively administer publicly funded workforce programs and work collaboratively with private partners. Mandatory and optional partners collaborate on the planning, delivery and evaluation of their programs.

Montana's vision encompasses at least one JobLINC Center (Montana's name for One-stop Centers) in each local workforce area supple-

mented with a network of associated providers. These providers are often the first point of contact by resident and non-resident employers seeking to fill job vacancies, or seeking labor market or other information regarding workforce issues. Based on employers current and emerging needs, the local workforce boards and the JobLINC System is a major source for supplying or influencing the supply of qualified workers to fill employer needs. Montana's JobLINC system is the first call by job seekers seeking employment or labor market, education, and training information for personal career development. Customer choice is maximized by an extensive list of eligible training providers with demonstrated, high performance ratings offering competency-based curricula developed with input from area employers that prepare individuals with appropriate employability and occupational skills.

Expansive, high quality, integrated youth services ensure broader choices for youth completing, or otherwise leaving, secondary school. The local boards, with input from the youth councils and the State Board's Youth Committee, selected youth program providers based on the highest standards.

Montana began looking at the issue of program integration in late 1995. Governor Marc Racicot replaced the

State Job Training Coordinating Council with a human resource investment council, called Montana Workforce Preparation Coordinating Council (WPCC). The WPCC was organized in expectation of block grants replacing some of the silo-funded programs. While that didn't occur, the WPCC did continue its work recommending ways for system integration to provide businesses and workers with seamless access to government services. In addition, the WPCC conducted a comprehensive review of the current programs with recommendations for ways to strengthen the ties between job preparation and job creation.

The Community management teams (CMTs) that are organized within regions around the state have development business plans and receiving planning funds that assist in moving them toward establishing one-stop centers.

WIA affected the manner in which Montana proceeded so that our one-stops would be in compliance with federal law and regulation. At the heart of this continued development was the collaborative work already done by the community management teams and their partners.

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 904,433 people spread over 147,138 square miles. It is the fourth largest state in land area and 44th in population. Approximately 34% of the population lives in urban areas.

Montana continues to experience positive growth in population, jobs and income. More people are living in Montana, more jobs are available, and those people working are earning more money. This growth, however, is not spread evenly across the state, and per capita income continues to rank near the bottom of states at 46th.

Statewide, 2000 to 2001

Payroll employment covered by unemployment insurance increased 1.3 percent or 5,000 jobs, 2001 compared with 2000. The previous year (2000), growth was 2.1 percent (8,000 jobs), so the Montana economy definitely slowed in 2001, but avoided the national recession. It was one of only 8 states to avoid a recession in 2001. At the same time, the unemployment rate continued to decline from 4.9 percent of the workforce in

2000, to 4.6 percent in 2001. The 2001 unemployment rate was the lowest since 1970 when it was 4.3 percent. Unemployment declined a bit further over the first half of 2002 so that for Fiscal Year 2002 (July 2001 through June 2002), unemployment averaged about 4.5 percent. The rate of unemployment has basically declined in Montana and the U.S. since 1983.

Montana's total personal income increased by 4.8 percent in 2001 as compared with 6.7 percent for 2000 over 1999. Average income per person, per capita (personal) income also increased for 2001, by 4.7 percent, more than the inflation rate of 2.8 percent. Inflation adjusted per capita income has increased since 1969 and before. The growth in jobs and inflation adjusted per capita income; coupled with a decline in unemployment, indicate that the economic welfare of Montanans, on the average, improved in 2001. The State's rank among all states for per capita income stayed at 46th however. Montana's average income per person was 79 percent of the national average in 2001. Population for Montana only increased by 1,300 people from July 2000 to July 2001, or 0.14 percent. This very small increase along with job growth is part of the explanation for the decrease in

Montana's Labor Situation: As Diverse as the Geography

unemployment for 2001. The small population increase last year also implies that more people left the state than moved in. In the absence of migration, Montana's population increases about 2,800 people per year due to the excess of births over deaths.

Statewide, 1990 to 2000

Taking a longer historical view, the population of Montana increased by about 103,000 between 1990 and 2000, or 12.9 percent. The experience of the 1990s was in sharp contrast to the 1980s, when total Montana population increased by only 12,000.

The 2000 population was much older, on average, than the 1990 Montana population. Median age increased to 37.5 years as compared with 33.8 years in 1990. The U.S. median age was 35.3 years in 2000. Montana's median age was higher than the U.S. median, primarily because Montana had a larger proportion of people 45+ years old, along with fewer people 25-34 years old, and less than 10 years old.

The increase in the principal working age population (16-64) was about 87,000 between 1990 and 2000. The baby-boom generation (age 35 through 53 in year 2000) accounted for almost half (46 percent) of the prime working age population in 2000. A small portion of the leading edge of this group is starting to retire and

(Continued on page 5)

leave the workforce. This will accelerate over the next 10-15 years. The baby-bust group (age 23-34 in 2000), are fewer in number and are at an age of high participation in the workforce. The echo-boomers (age 5-22 in 2000) are working their way through school and entering the labor force. The echo-boomers are smaller as a group as compared with boomers partially because of declining birth rates. A portion of the oldest members of this group started entering the workforce about 1994. Members of the echo baby-busters (less than age 5 in 2000) are either just entering school, waiting to enter school, or to be born. The labor force participation of this smaller group will start about 2012, the same time as the leading edge of boomers reaches age 65.

On the employment side, total jobs (including self-employed) increased by 126,000 from 1990 to 2000; the payroll jobs increase was about 89,000. The yearly jobs growth rates averaged 2.6 and 2.4 percent, respectively.

Uneven Population Growth Across the State

Over the 1990s, population growth was uneven across Montana. Between 1990 and 2000, 23 of Montana's 56 counties lost population, while 33 others experienced growth. Nearly all the counties losing population were in the eastern third and

north central part of the state. Anaconda-Deer Lodge County in the western third of the state was the exception, declining 9 percent. This county has declined in population since 1960. Nineteen counties (all in the western third and south central portion of the state) experienced more than 10 percent population growth.

For the period 2000 to 2001, 38 counties lost population and 18 showed an increase. Because most of the larger counties were in the increase category Montana overall had a population increase, as indicated above. Carter and Prairie County in eastern Montana were estimated to increase in population, which may be revised downward later. Basically, only counties in a portion of south-central and western Montana increased in population.

Uneven Employment Growth Across the State

Employment growth also was uneven across the state. For payroll jobs covered by the unemployment insurance program (excludes self-employed, most of production agriculture, work-study jobs in higher education, railroads, the military and elected officials) for the period 2000-2001, 36 counties increased in employment and 20 declined. This pattern is similar to the pattern for 1999 to 2000 and

other time periods. Five counties accounted for all the total statewide net-increase of about 5,000 payroll jobs. These were: Yellowstone, Flathead, Missoula, Gallatin, and Stillwater. Employment increases and decreases in the other 51 counties cancelled each other in total.

For Yellowstone County, payroll jobs increased by approximately 1,700, up from 600 for the 1999 to 2000 period. Growth was concentrated in services (1,000), especially in health and social services. Retail trade added 500 jobs, 400 of which were in department stores. Yellowstone County's 2001 employment growth rate was about 2.6 percent, twice the statewide rate of 1.3 percent.

For Flathead County, the 2001 increase was roughly 1,200 jobs, down from 1,700 for 2000. The increases were concentrated in services (including high-tech), retail trade and construction. Flathead County's growth rate was 3.7 percent, more than twice the statewide rate of 1.3 percent.

Payroll jobs in Missoula County went up by about 800 and at a rate of 1.6 percent, just above the 2001 statewide rate. The increase for 2000 was 1,700.

Gallatin County, the third largest county in total jobs since 1999, increased by about 700 payroll jobs as compared with 1,900 for 2000. Gallatin County's employment in-

crease was concentrated in services (including high-tech computer services).

Stillwater County's 2001 payroll employment increased about 550 jobs, with a growth rate of about 19 percent, the highest in the state. This was largely the result of the well-publicized expansion of the palladium/platinum mine in that county.

Lake County led the group of 20 declining counties with a decline in payroll jobs of 500 jobs (6 percent). The well-publicized Chapter 11 bankruptcy and subsequent sale of the Jore Corporation was primarily responsible for this decrease. Big Horn County lost about 350 jobs. The layoffs of Crow tribal employees were the basic reason for the decline. These layoffs were also reported in the press. Silver Bow County lost approximately 200 jobs. Most of this decrease was accounted for by the closure of the Montana Resources copper mine. Other counties declined by 50 or less jobs for 2001.

Geographic Uneven Incidence of Unemployment

The incidence of unemployment is also distributed unevenly across Montana. For 2001, 9 counties had a relatively high unemployment rate of above 7 percent, with Big Horn County still the highest at about 17 percent. This compares with 11 counties in 2000 and 13 counties in

1999 that had unemployment rates above 7 percent. Anaconda-Deer Lodge County and Musselshell County dropped below 7 percent in 2001. Twenty-six counties, nearly half of all Montana counties, had low rates below 4 percent (the very low national average rate for 2000), with Carter and Madison Counties being the lowest at 2.3 percent. Carter County had the lowest unemployment rate for 2000. Of the 9 high unemployment counties, 6 were counties with Indian reservations, where historically employment opportunities have been limited.

The other 3 counties were in western Montana (Lincoln, Mineral, and Granite). The economies of these western Montana counties are partially dependent on seasonal (part-year) industries such as logging and wood processing, recreation and tourism, and construction.

The presence of seasonal industries in itself keeps the annual unemployment rate higher than it would be otherwise. Workers are counted as unemployed for the months they are not working due to spring breakup, the off-season for tourism, winter weather and other factors.

The average Montana worker...

- ▶ Has a high school diploma (or equivalent) or some college, no degree
- ▶ Is a full-time employee of a private-for-profit company
- ▶ Works in the services sector, the wholesale/retail trade sector, or the public administration sector
- ▶ with a working spouse
- ▶ Earns about \$25,000 per year
- ▶ Is married and sometimes with one child residing at home
- ▶ Lives within 16 minutes of the workplace and does not carpool or take public transportation

SOURCE: 2000 Census, 2000 Current Population Survey, Covered Employment & Wages Report, and U.S. Department of Commerce, Bureau of Economic Analysis. Compiled by Montana Department of Labor & Industry, Research & Analysis Bureau

Leadership for a Continually Improving Workforce Investment System

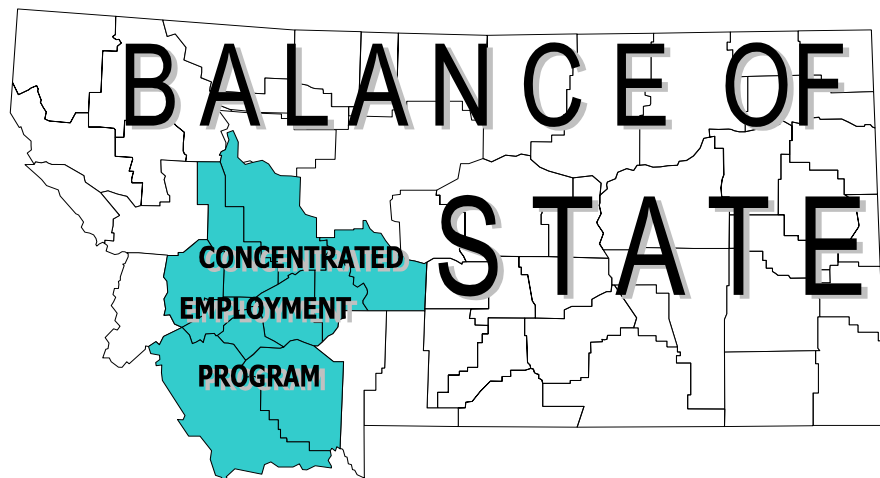
Taking the Local Workforce Boards to the Next Level

Program Year 2001 saw the Balance of State and Concentrated Employment Program Local Workforce Boards continuing to develop one-stops and workforce programs. The process was based on the jointly developed Continuous Improvement Plan and Business Plan Guide. Both Boards have adopted a Strategic Plan and have committed to continuous board training meant to move the boards to a

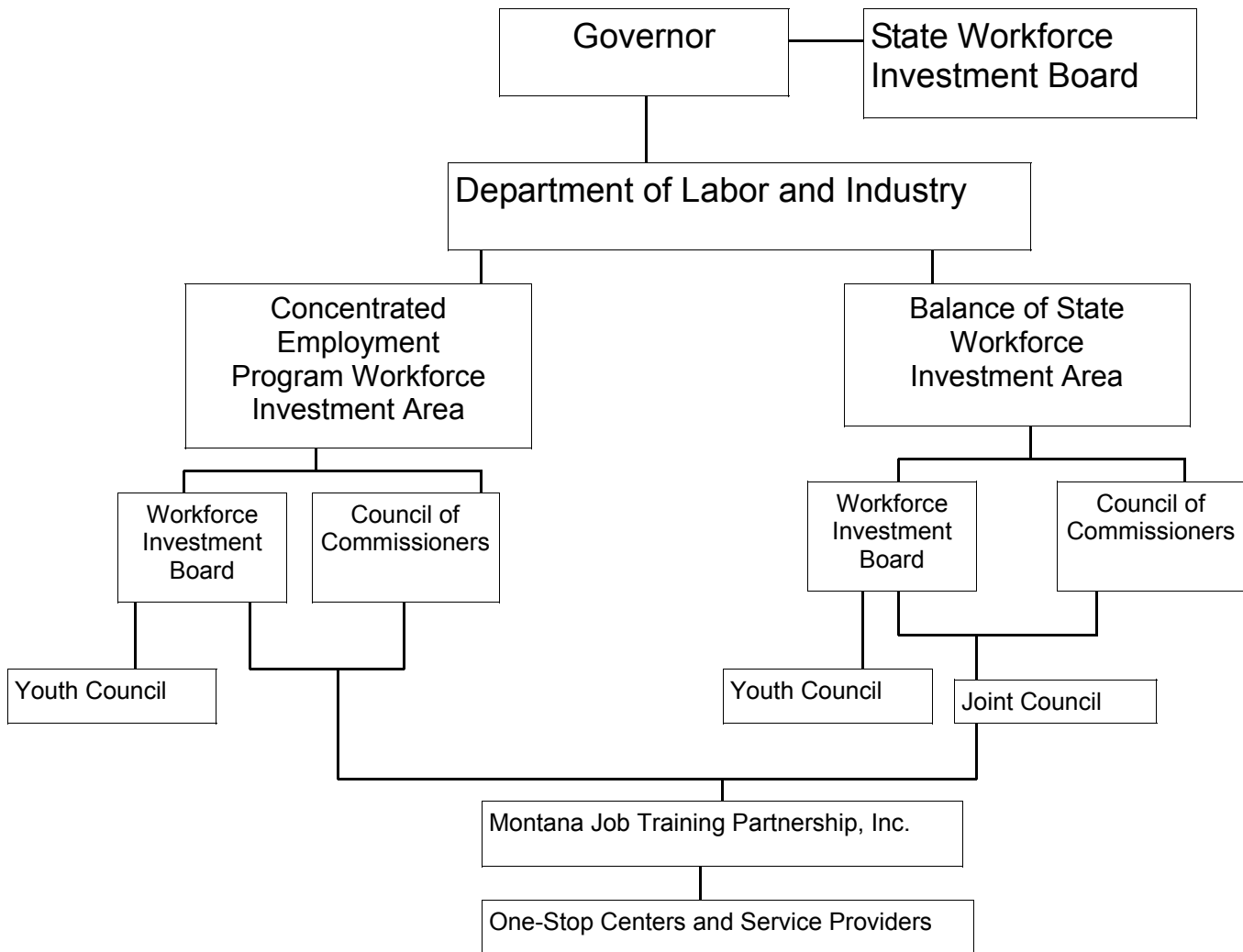
macro-level of management, focused on strategic issues.

Additionally, both Boards have dedicated efforts to address the lack of soft skills, noted by an overwhelming number of employers in the Governor's Economic Employer Focus Group listening sessions conducted in the spring of 2002. The results include the Employer Focus Group Report on Soft Skills and Board sponsored Soft Skills training.

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



Montana Workforce Investment System



Statewide Workforce Investment Board

Accountability, Regulatory, Economic and Business Retention

When the new State Workforce Investment Board, established in November 2001 by Governor Judy Martz, met for the first time in January 2002 they were ready to begin the important work and responsibilities of workforce development. With an impressive list of high-level individuals appointed to serve on the State Workforce Investment Board there was no doubt each person would be in a position to make an impact in enhancing workforce development in Montana.

Governor Martz told the Board at their first meeting that economic development is the cornerstone of our administration's initiatives and that Government cannot, should not, and, under my watch, will not replace private sector job creation. But, government has a vital role to play in ensuring that the environment is conducive to job creation and top quality workforce training programs are a key piece of that environment.

Governor Martz charged the SWIB with providing the insight and guidance needed to develop sound public policy on

workforce issues in relation to Montana's economic development goals. Additionally each member's input will be critically important to the implementation of Workforce Investment Act programs in local communities. Governor Martz further told the SWIB that private sector representatives on this board have the unique opportunity to make further improvements to the state's workforce training system.

With the Governor's charge in mind the SWIB established the Executive, Regulatory, Accountability and Economic Development and Business Retention Committees. Each committee was assigned a specific responsibility that would help the workforce system work toward meeting the Governor's goals and charge.

The Executive Committee is made of the State Workforce Investment Board Chair, and chairs from each of the committees.

The Economic Development & Business Retention Committee was established to: 1) coordinate the work of the board with the state's economic development strategy; and 2) ensure that the strategy is communicated to the local boards and used in the

evaluation of quality of local plans. This committee will conduct studies and analyses, as necessary, to determine the needs of Montana's employers and the workforce development strategies that are required to meet those needs.

The Regulatory Committee's responsibility is to oversee and coordinate the implementation of the Governor's and the Board's strategic workforce development plans through the actions and operational directives of the state's executive agencies. This Committee also has the responsibility to: 1) ensure compliance with applicable laws and regulations governing workforce development programs; 2) bring policy issues and recommendations to the Governor and the Board; 3) strengthen connections among the State's departments in meeting workforce development needs, including better coordination among K-12, post-secondary education, and workforce development services.

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

One-Stop Planning Conference

The second annual One-Stop Planning Conference was held in May 2002. The Conference provided Community Management Teams the opportunity to continue to work on their business plans, one-stop visions and continuous improvement. The Conference also provided the opportunity for community management teams to network with partners in their community and other Community Management Teams to:

- ▶ Define expectations of the Community Management Team; and
- ▶ Share best practices with other Community Management Teams.

Capacity Building and Technical Assistance

Regional technical assistance was provided to local area WIA Title I Adult, Youth and Dislocated Worker service providers as neither Local Workforce Investment Area met the negotiated performance standards for Program Year 2000. Funds from the Governor's Set-Aside, were used to provide the regional technical assistance.

The annual WIA service provider and partner conference was held in June 2002. WIA Title I Adult, Youth and Dislocated Worker service providers and our Native American, Education,

Montana's Workforce System Activities, Successes

Vocational Rehabilitation and Wagner-Peyser partners attended the conference.

Compass Award

The 2002 winner of the Compass Award was Montana's Integrated System to Improve Customer Service (MISTICS). MISTICS is an automated system developed to bring Montana's unemployment insurance program to the forefront using the latest technology to provide fast, accurate, and satisfying service to customers. The project combined business process reengineering and automation.

MISTICS combined all UI benefits applications into one integrated database in a client/service environment using Oracle tools. MISTICS is unique because nearly everything staff needs to serve customers is on the desktop. With the flick of a screen, Customer Service Representatives can answer employer and claimant's questions quickly and accurately.

Montana's benefits performance has improved significantly through the combination of reengineering and automating processes. In

spite of workload increases, performance in key areas has increased, which is a strong testimonial to the success of the MISTICS system given the change curve required for learning the new system.

MISTICS efficiencies allowed staff to be reassigned, thus averting costs and allowing them to lessen the impact of inflation, and put more emphasis on program integrity. The UI division realized approximately \$26,000 savings per year with the switch to imagin in the file and storage areas.

The new system has made it possible for the Montana Department of Labor and Industry to deliver on the promise of the system's name. It has definitely "improved customer service."

Citation Award

The Montana Chapter of IAPES (the International Association of Personnel in Employment Security) is part of a worldwide organization of professionals employed in public and non-profit programs that provide Employment Services, Unemployment Insurance, Labor Market Information, Job Training and a variety of services related to the workforce needs of citizens, businesses and organizations. Each year, state Chapters nominate individuals and organizations to be recognized for their contributions to and support of the workforce development field. State winners are then submitted to the International competition for review.

The Montana Chapter of IAPES nominated the Bitter Root Resource Conservation & Development Area, Inc. for the Group Citation Award for 2001. The Citation Award recognizes outstanding contributions to the association or to workforce development programs. The recipient(s) must be from a private sector or non-governmental, non-profit organization, from a nation affiliated with IAPES. The Citation Award also recognizes chapter activities in this area.

The Bitter Root R C & D took the initiative in coordinating Wildfire Disaster services in Ravalli County during the fires of 2000 and through the efforts of you and your organizations the BIRT-MAC meetings came into existence. The RC&D was then requested to implement and administer Montana's Workforce Investment Act Title I National Emergency Grant in 2001. R C & D coordinated with all agencies involved in mitigating the fire damage to burned areas by employing residents who lost jobs and income into restoring the public infrastructure and services so that regular business and employment could be resumed. As a result, laid off workers were able to put money in their pockets while working to restore their treasured public forests by building log barriers, wattle placement, contour tree falling,

seeding, and tree planting to stabilize erosion of the public watersheds. The leadership provided by R C & D has helped 'heal' much of our state.

At the Montana Chapter of IAPES spring conference, the Bitter Root RC&D was awarded the State Chapter of IAPES Citation Award. The award was accepted by Patti Furniss, Manager of the Bitterroot Job Service Workforce Center. At the local BIRT-MAC meeting in Hamilton, the award was presented to Jim Freeman, President of the RC&D.

The Bitter Root RC&D was awarded 2nd place in the International competition at the International conference in Salt Lake City, Utah.



Adult training programs provide services to persons age 18 and over intending to lead to increased employment, higher earnings, and reduced welfare dependency. WIA says that priority of services given to low-income families and recipients of public assistance. In addition to the WIA identified priority for service, Montana also includes the following customer groups identified to receive assistance beyond core services:

Individuals who are less than 80% self-sufficient and have a barrier such as

- a. Older worker or
- b. Language or
- c. Culture or
- d. Not receiving services from other programs in WIA (emphasis on "receiving" rather than "eligible")
- e. Other populations as determined by the local management teams.
- f. When obligations at the provider level require the provider to assess availability of sufficient funds to last through the end of the program, the provider may apply the WIA identified services.

The following self-sufficiency definition is used for adults:

-meeting basic expenses (such as housing, transportation, food, clothing, health care, child care, saving, and taxes) without subsidies;

Montana's WIA Adult Program: A Successful Cornerstone of Service Delivery

-independence from federal or state assistance, with access to affordable health care; and a wage of at least \$9.59 per hour (\$19,945 annually for an individual) as higher wages are necessary for families to become self-sufficient.

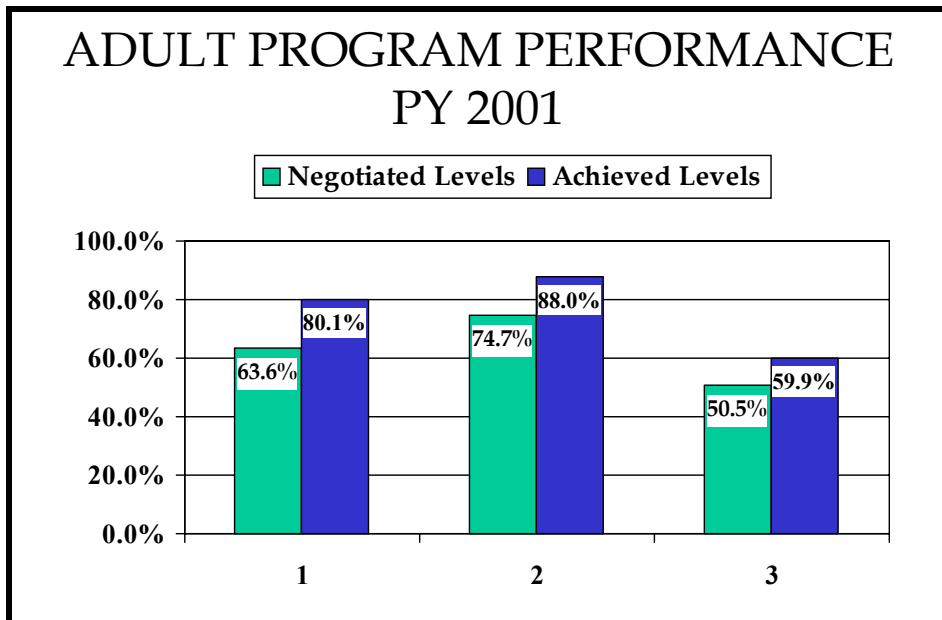
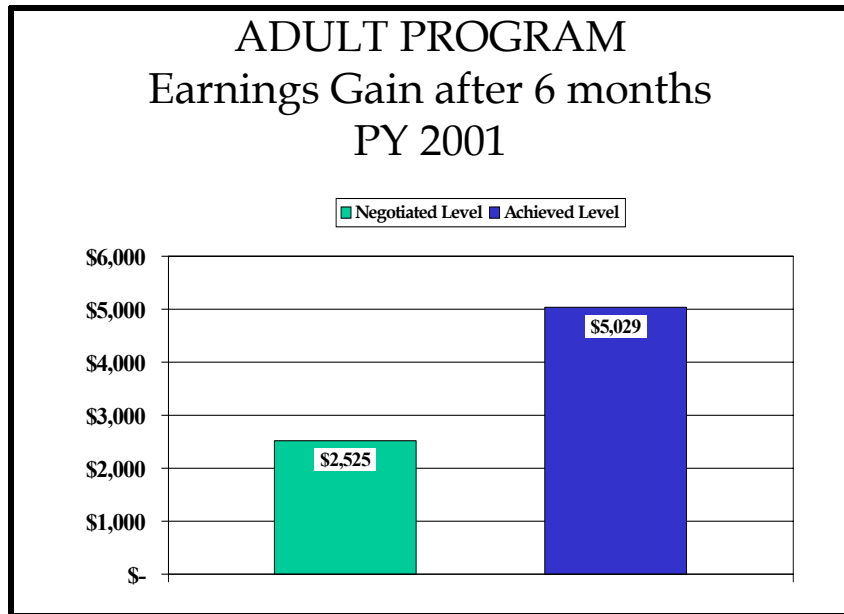
Adult intensive services provided in PY'01 included:

- Assessment of skill levels and service needs,
- Development of Individual Employment Plans
- Group and individual counseling
- Case management and career planning, and
- Short-term prevocational services including development of such skills as learning, communication and professional conduct to prepare individuals for unsubsidized employment or training.

Adult training services provided in PY'01 included:

- occupational skills training
- on-the-job training
- entrepreneurial training,
- skill upgrading and retraining,
- job readiness training
- Workplace training and related instruction that may include cooperative education programs,
- adult education and literacy activities provided in combination with the training activi-

ties, and
 -customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.



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

Montana continued to experience an unusually large number of layoffs and closures over the last year. The timber and wood products industry in the state has suffered extensively over the last decade from factors common to the industry in the northwest, specifically lack of access to affordable federal timber reserves and competition in the softwood lumber market by Canada and other wood producing countries.

In addition to the Dislocated Worker formula program Montana provides dislocated worker services through the timber and manufacturing project to four lumber mills, all located in small, rural communities. The job loss has had a large impact on the economies of those communities. The manufacturing portion of the timber and manufacturing project continued to serve workers dislocated from two businesses: a factory, located on the Flathead Reservation, that produces hand tools for the retail consumer market and a smelter located in East Helena, that produced lead and other metals for the industrial market. A persistent downturn in the global

Montana's WIA Dislocated Worker Program: Achieving Re-employment for Montanans

metals market and an increase in costs for ore caused the corporation to indefinitely curtail operations at this plant, resulting in layoffs for over 250 workers.

Montana has historically been a natural resource producing state. Wood products, precious metals, industrial metals, fossil fuels, and agricultural products have long been the backbone of the state's economy and the primary source of good paying jobs. Today, several factors detrimental to these industries are converging to cause a series of mass layoffs and closures. The rapid and extreme rise in the cost of electricity for industrial customers due to electric industry deregulation has caused the curtailment or cessation of operations at several plants.

Two of those are the subject of a National Emergency Grant (NEG) Project funded through the U.S. Department of Labor's Secretary Reserve -- an alumi-

num smelter (Columbia Falls Aluminum Company), and a copper mine (Montana Resources Inc.). A steep decline in the global market price for gold and other precious metals, as well as environmental restrictions, have contributed to the near collapse of the gold mining industry. The markets for copper, lead, zinc, and other industrial metals have also taken a downturn. This has contributed to the layoff of hundreds of workers in the copper and lead producing industries.

Prices for wood products are at a ten-year low. The wood products industry also is being impacted by federal timber policies. Agricultural production, especially wheat and cattle, has been suffering from low commodity prices and high input costs.

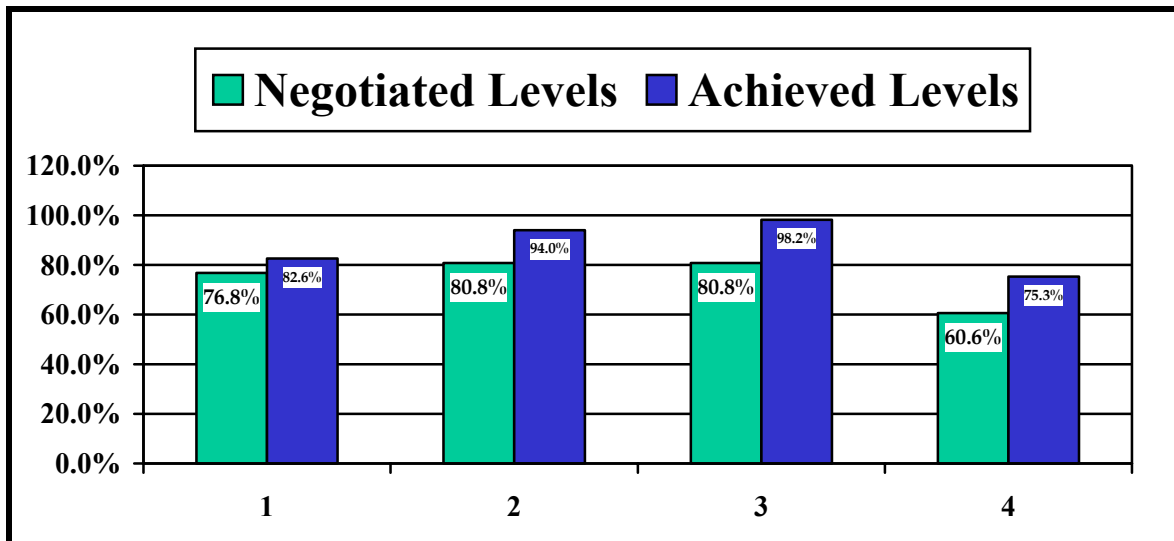
Another factor that impacted Montana's economy was the unprecedented wild fire season of 2000. Over 900,000 acres were burned in the state, due to an extended and continuing drought. The Governor and the President declared most of Montana a disaster area, virtually closing all of

the wild lands in the state and creating a negative impact on the recreation, tourism, agriculture, and timber industries. The Montana Department of Labor and Industry received a National Emergency Disaster grant to mitigate the effects of the fires.

Montana's economy is seeing the rise of tourism and other service industries as the manufacturing and production industries decline. There is a small rise in high tech enterprises in the state. Professional and medical services and construction remain in demand. These and other

good paying jobs require training, which the dislocated worker system provides to the workers of Montana.

**DISLOCATED WORKER PROGRAM PERFORMANCE
PY 2001**



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

Service providers, originally selected through the competitive request for proposal process in Program Year 2000, continued to manage quality youth programs in Program Year 2001. There are ten youth service providers across the state: the Human Resource Development Councils represent nine youth service providers, the tenth youth service provider is a non-profit agency.

The state's annual program performance report for youth programs in program year 2001 shows that the state is doing very well in performance. This is in part due to revising the definition of credentials and providing guidance on appropriate documentation for service providers to follow. The state is aware of the need for continued capacity building for the local workforce investment areas and their service providers to help meet all performance measures and continues to work closely with the Denver associate regional office to ensure that Montana's youth workforce system receives the technical assistance it needs to provide well rounded services to youth and ultimately meet performance

Montana's WIA Youth Program: Preparing Young Montanans for a Bright Future

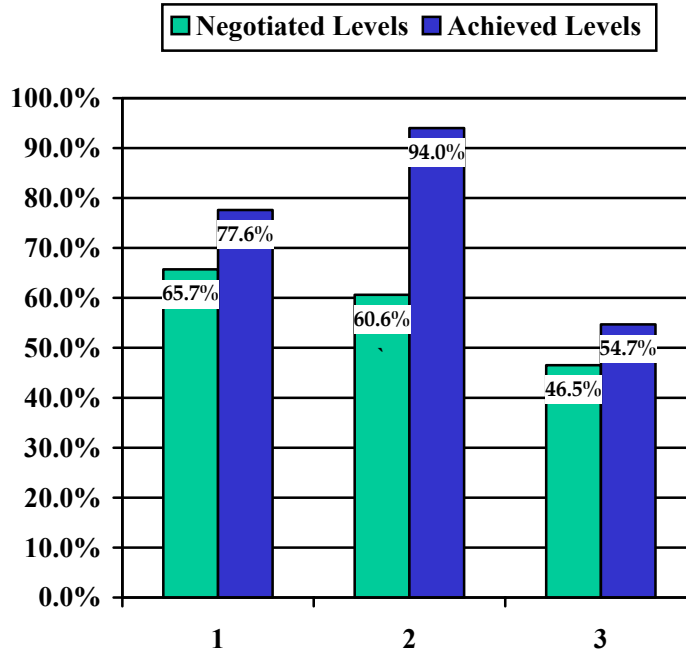
standards.

Montana's two Local Workforce Investment Area Youth Councils have been actively involved in both the younger and older youth programs. The Youth Council memberships comprises youth and employment and training providers, representatives from Job Corps, post-secondary education, present and past participants, parents of WIA youth, law enforcement, juvenile justice, private sector and programs representing youth activities such as 4-H, foster care, and youth services agencies.

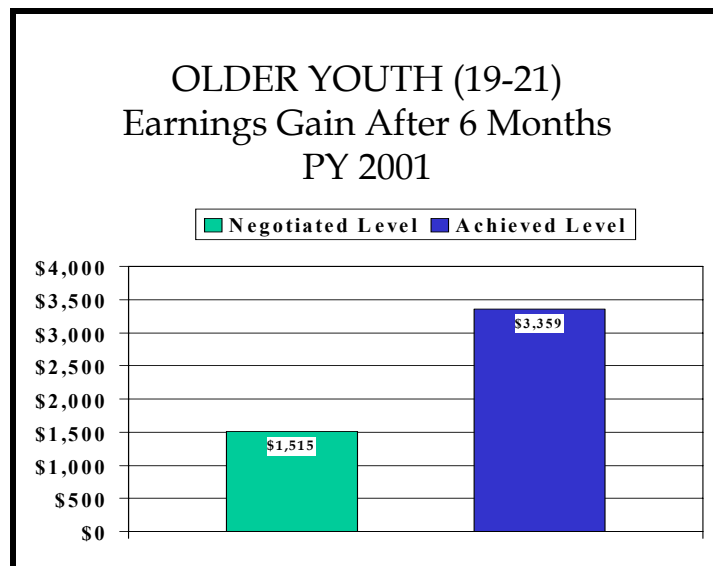
In Program Year 2001, the Governor used a portion of her discretionary dollars to provide funding to the Local Workforce Investment Areas to use for an innovative statewide project. The BOS and CEP Youth Councils selected members to serve on a joint committee to develop and design this statewide project. This combined effort the youth development program was off to a good

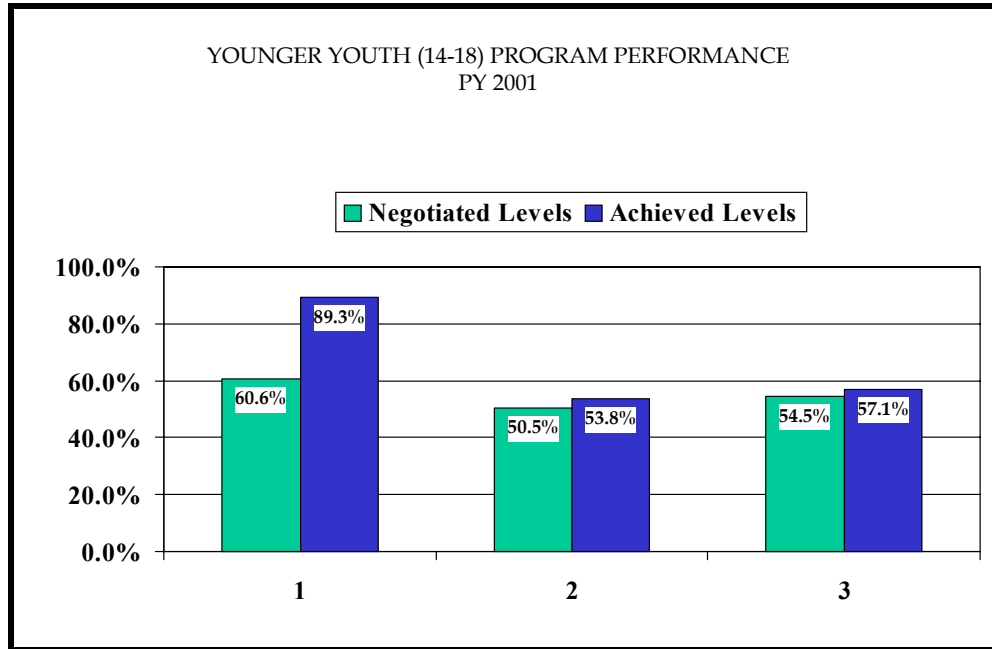
start. The joint subcommittee developed a plan to combine opportunities and activities to strengthen the statewide youth workforce development system beyond the current composition.

OLDER YOUTH (19-21) PROGRAM PERFORMANCE PY 2001



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





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

Training Services Eligible Training Providers

Training services such as occupational skills training, on-the-job training, adult education and literacy activities, entrepreneurial training, skill upgrading and retraining, and job readiness training are provided by training providers. Potential training providers must be on the Eligible Training Provider List to be considered an eligible training provider and provide training services to WIA participants.

This past year has been a very productive one for Montana in regards to the Eligible Training Provider process and procedures.

Currently, there are 106 providers on the Montana Eligible Training Provider list with over 1,250 programs offered. Training providers range from Universities (University of Montana, Montana State University) to smaller businesses (Taxidermy, Gunsmithing) and our courses run from University programs to Beauty Colleges, Horseshoeing, and Massage Therapy.

In an effort to improve our processes as well as listen to the concerns of our training providers, Montana requested a waiver of the Subsequent Eligibility Requirements from the Department of Labor on March 4, 2002. The waiver was approved on June 24, 2002 and waives the subsequent eligibility requirements through June 30, 2004. The intent of the waiver request was to allow Montana the time to develop an efficient and effective method of data collection, set reasonable criteria for subsequent eligibility performance information, alleviate provider concerns with the types and amount of information being requested, complete the design of our Eligible Training Provider website, and review the current Eligible Training Provider application and process.

Once the waiver request was sent to the U.S. Department of Labor, Montana began working on updating the training provider application as well as defining the process to be followed. A committee was formed with State and Local Workforce Investment Area staff that developed a new provider application that

not only provided additional information to the State and Local Areas, but met our Training Providers suggestions to make the process less cumbersome. This new application was completed and distributed in June to all WIA Adult, Youth and Dislocated Worker service providers and has been very successful. The number of incomplete applications and calls from potential training providers has drastically reduced.

While the Eligible Training provider web site is not yet completed, the listing is posted on Montana's JobLINC website for service providers, program participants and others to access. Based on conversations with Department of Labor and Industry staff, and service providers improvements are also being made to the listing. Some of these improvements include: the addition of e-mail and URL addresses, adding a legend for the degrees/certificates obtained, and expanding the course descriptions. It is our goal to have the updated listing posted on the completed Eligible Training Provider website by the end of the next Program Year.

Financial Analysis

Montana completed its second year of the Workforce Investment Act with an overall spending rate at 76%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. The Governors set-aside for state-wide activities helped provide services for incumbent workers, youth projects, and re-

employment.

The average percent of participants exiting the programs and entering employment is 79.77% and the average 6-month retention rate is 85.63%. The WIA program has made a significant difference in providing participants with the training and skills needed to enter the workforce at a self-sufficient wage.



**WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT
PROGRAM YEAR 2001
July 1, 2001 through June 30, 2002**

Program	Expended	Authorized	Percent of Allocated
Statewide Activities	\$403,189	\$2,265,962	18%
Rapid Response	\$1,718,997	\$1,718,997	100%
Local Administration	\$ 212,700	\$ 999,472	21%
Adult	\$2,900,322	\$ 3,026,789	96%
Youth	\$2,715,186	\$3,269,491	83%
Dislocated Worker	\$3,519,399	\$3,824,704	92%
Total All Fund Sources	\$11,469,793	\$15,106,415	76%

Statewide activities and local administration funds were fully obligated at year end, however, actual expenditures were not realized until after June 30, 2002.

2001 Montana Workforce Investment Act Annual Report

More than 3700 individuals were registered to receive intensive and training services under the Workforce Investment Act in Program Year 2001. This was done with an overall investment of local and state resources totaling more than \$15,100,000. Some of these resources were invested in support systems, such as local and state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Core services and some intensive services were made available to an undetermined number of individuals.

Rapid response services were provided to many dislocated workers who were not registered to receive intensive or training services.

Those individuals who were registered for intensive services and training services were:

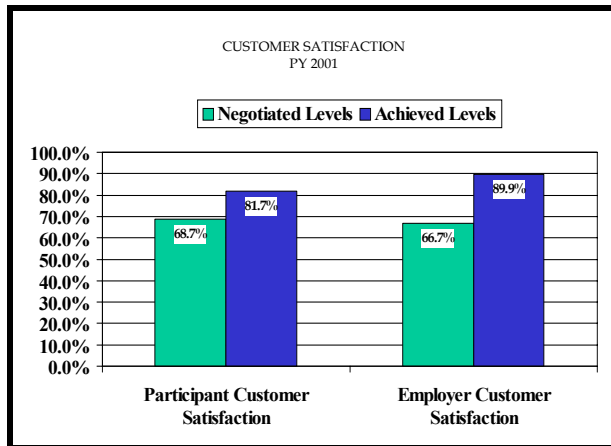


	Participants	Cost Per Participant
Adults	877	\$3,411
Youth	930	\$3,516
Dislocated Workers	1,929	\$1,983

WIA funds were allocated per funding formula outlined in the State Five Year Plan. That formula directed funds to:

	Adult	Dislocated Worker	Youth
BOS	78% \$2,584,158	68% \$2,890,532	79% \$2,869,886
CEP	22% \$ 739,882	32% \$1,360,251	21% \$ 762,882

Customer Satisfaction: What WIA Customers Are Saying About The Programs



Montana is in the second year of the negotiated stretch goals for customer satisfaction for both job seekers and employers.

Statewide, Montana met and exceeded the goals negotiated with U.S. Department of Labor for Program Year 2001 and is proud of the effort expended by the service providers and local boards in order to achieve high results.

Customer Comments:

♦ "...This program is so important, because of the economy and employment rates being so low. This program must not be cut. For some people, this Workforce Investment Act is the only hope some of us will have."

♦ "...I would not have been able to attend college and make a career change if not for the WIA program. I truly hope

that others may have the same opportunity to be in these types of programs and benefit the way I have."

♦ "Thank you so much for all of your help. You not only helped me find a job, but you also boosted my confidence when I started to lose faith. Now on top of that, you guys are going to help me buy uniforms. Once again, thank you very much for your help. Thanks"

♦ "The Butte Job Service had done an excellent job assisting ASiMI with recruitment activities from the commencement of operations to the present."

♦ "We only use Job Service to recruit and they have provided many training tools for us!"

♦ "Job Service is an excellent

resource for us!" - Butte Orthopedics

♦ "We only use Job Service to recruit and they have provided many training tools for us!" - Ramada Copper King

♦ "ASiMI has and will continue to rely on the Butte Job Service for the recruitment and testing of qualified candidates for a number of positions at the Butte facility. The Butte Job Service had done an excellent job assisting ASiMI with recruitment activities from the commencement of operations to the present." - Advanced Silicon Materials, Inc.

♦ "Job Service is proactive in economic development. They put together a labor market information package for our sales proposal." - Louisiana Pacific

"Montana State Hospital relies on the Job Service Workforce Center to provide quality recruitment." - Montana State Hospital

WIA Success Stories: Touching and Changing Lives

Jane

Jane was a battered woman and a drug addict whose children were placed in the custody of her parents. She enrolled in a 3-week job search class at Career Transitions where her self-esteem rose tremendously. Jane became employed at MSU-Bozeman in an administrative position and has since moved to another, higher, position at MSU.

Jane has been a spokesperson for battered women at a national association meeting and serves as a board member for the local battered women's network. Jane is also an advocate for the program and its benefits.

Wes

Wes is a father of four and was a field/farm worker. He obtained his GED and received training for his Commercial Driver's License. Through benefits such as the combination of grants, in-kind and donated services Wes is now employed as a farm manager and is fully supporting his family.

Sarah

Sarah was a student in the job search/computer literacy classes and is now fully employed. She is working toward obtaining her GED so she can move ahead to the future.

Joanne

Joanne, the sole support of six

children was told by her potential employer that she must have computer experience to get the job. Joanne enrolled with Career Transitions where she received training. She is now employed in manufacturing, but using a computer in her job duties.

Tom

Tom was on SSI (he was disabled because of a broken back) when he came to Career Transitions. Through a variety of sources, including WIA, SCORE, the Bozeman Business Information Center (BBIC), Vocational Rehabilitation and Career Transitions, he created a business plan for a retail outlet for health supplements in the mall. He has since moved from a kiosk to a permanent mall location and is showing a profit. We continue to assist with ongoing consultation through SCORE, BBIC and Career Transitions.

Dan

Dan received the financial help from the Bozeman Job Service that made it possible to complete his degree and get a good job. When Dan began graduate school at MSU Bozeman it had been with the understanding that he would be receiving an opportunity to do an internship with the university in his second year of the masters program that came with a tuition waiver. This was basically the only way he was going to be able to go to grad school, as he was paying out of state tuition at the time, and he and his wife had twin toddlers.

Dan was informed at the end of the first year that budget cuts in the program removed his internship opportunity. At that point Dan had some serious contemplation about what to do, after having been in school for 6 years, and the goal of becoming a family therapist. Dan's family had taken out sizable student loans, lived in student-poverty the whole time with one final career goal in mind and were now faced with the very real possibility of having to drop out for a year or two to work and prepare for continuing school later on. In all likelihood Dan knew that at age 27, with a wife and two kids that he would likely never return to school. Additionally, he knew he would never make near the salary that he could make if he finished that one final year of school.

One day out of the blue Dan got a call from the Bozeman Job Service, who had gotten his name from the public assistance office and was wondering if their office might be able to help. Job Service funds paid for the bulk of Dan's tuition for the final two semesters of school. Dan got a job in Oregon and the Job Service had the supportive services funds available for them to provide some financial assistance to facilitate the family's move. The agency Dan went to work for has ironically transferred him back to Montana. Dan is now making enough to support his family, pay back student loans, and purchase a house.

(Continued on page 24)

Dan said "I can't stress enough how this assistance was a perfectly timed godsend. I can only imagine where life would have taken us had I not gotten that call. I am now a contributing, taxpaying transplanted Montanan. I don't imagine it will take too long for the taxes I pay here to outpace the assistance I received in so timely a manner. This is a great, and a worthwhile program in my view, as it has as its goal the financial *independence* of Montanans. This is certainly what the program has produced in me."

Diane

Diane has only praise for the Cut Bank Job Service Workforce Center. "Thank you so much for all of your help. You not only helped me find a job, but you also boosted my confidence when I started to lose faith. Now on top of that, you guys are going to help me buy uniforms. Once again, thank you very much for your help. Thanks"

Mary

Mary had multiple barriers that included basic literacy skills deficiency, one-parent household, lacked work history, long-term TANF recipient, poverty, Food Stamps recipient, and low income. She wanted to work in an office environment but did not have the skills to attain the entry-level positions. Mary received assistance with typing, computers, adult basic education, job development, job searching, resume, and Micro Computer Seminars at MSU College of Technology. She was placed in a work experience site at the Blackfeet Tribal REACH Program as and Administrative Assistant. Mary completed her WEX and attained

full-time unsubsidized employment at the WEX site.

Gary

Gary had several barriers including a one-parent household, a TANF and Food Stamp recipient, low income, poverty, offender, and lacked work history. Through services he received through the Job Service Workforce Center he upgraded his skills, received training, and job search assistance. Gary attained employment with Glacier County Roads Department as a truck driver.

Laura

Laura was a long term TANF and Food Stamp recipient, considered to be low income and at the poverty level. She was unemployed for 26 weeks and lacked work history. Laura received assistance with training, job search, and supportive services. She completed her AA degree in Human Services and attained employment with the Browning Public School District as a Teacher Assistant.

Mark

Mark was low income and poverty stricken and trying to complete his BS degree in Diesel Technology. He did not qualify for TANF or Food Stamps because he had no children in his household. He lacked work history in his chosen field of study. When Mark completed his degree the Job Service Workforce Center developed an OJT worksite with American Pipe and Supply Co. He completed his OJT and entered unsubsidized employment as a Parts Salesperson at \$10.00 per hour. He also has the possibility of advancing to the Office Manager.

Rhonda

Rhonda had multiple barriers including one-parent household, displaced homemaker, long term TANF and Food stamp recipient, low income, and poverty, and lacked work history. She completed her occupational skills certification and work experience. Rhonda has attained full-time employment with the Glacier County Office of Public Assistance and entered post secondary education to complete her degree.

John

John had multiple barriers such as health, exhausted UI benefits, low income, poverty, self-esteem issues, and Food Stamp recipient. He received assistance with his medical and clothing issues with supportive services as well as training and job development and work search. He completed training at the Montana Law Enforcement Academy. He completed his work experience as a jailer and attained full time employment with the Glacier County Sheriff's Department.

Donna

Donna was a 28 year-old single mother of 4 children under the age of 10 in June of 1999. She has been in an on and off again relationship with the father for 10 years and has now decided she can no longer depend upon him to support her and her family and they have separated. She had been receiving cash assistance, Medicaid and Food Stamps off and on since November 1991.

Donna worked as a CNA for 8 months and decided she wanted to do more and looked into the nursing program. Started school in the fall of 1999. Donna needed assistance with uniforms

and shoes for the program, transportation (auto repairs, gas) and help with child-care. Donna graduated in June 2002 as an RN with an AS degree and passed her boards in September. She is working at Ft. Belknap IHS and Northern Montana Hospital and averages 30 hours per week with an average wage of \$16.63. She is also continuing her education and plans to receive her BS in June 2003 when she will pick up more hours working. The Havre Job Service assisted her with tuition and books, and provided some supportive services to assist her with a heating bill, auto repairs, uniforms and shoes, gas, meals and lodging and board exam fees.

Thanks From Participants

“Thank you very much for your insights and assistance at our meeting on Thursday. I really appreciate the Butte Job Service’s services and feel confident I will soon land a job with the information you and the Center have provided.”

“I would like to take this opportunity to express my gratitude to you for all the extra time and effort you put forth helping me find employment. I am sincerely grateful to you for the personal service you put forth in my search for better employment. Without your help and personal attentiveness I would have never landed the position that I have received. In closing I would like to say that the Job Service has a very valued employee in you, Mr. Hall, and I hope that they realize this. Once again thank you for all your help in this matter.”

“I would like you to know how valuable Career Training Institute (CTI) has been in my life. To begin with when I became a single mother in need of assistance CTI was there for me in many ways. I

am a mother of three and my youngest son was just six weeks old when I began a Career Preparation Class at CTI. This class helped me acquire the skills, knowledge and confidence to become financially secure and self-supporting. Connie Erickson was my instructor in the Career Preparation Class. Connie promoted self-esteem, self-care and self-love to each of her students, by setting a professional and friendly persona. The class not only promoted confidence, but also showed you your strengths and weaknesses. We had tests, lectures and assignments to enhance our strengths and work on our weaknesses. Then my journey to higher education began at Helena College of Technology and transferring to the University of Great Falls. CTI caseworkers, Merida Hoffman and Leisa Smith, assisted me with gas vouchers, automobile expenses, books and classroom expenses. Other caseworkers, Becky, gave me odd jobs to supplement my income and promote my willingness to work while attending college and being a full-time mother. Kay at the front desk always had a smile for everyone, even when the line to her desk was backed out to the doorway.

I have an AS in Human Services with the University of Great Falls; I am currently working a temporary position with Risk Management & Tort Defense, Department of Administration. I have recently interviewed for two good paying positions with benefits and am waiting for the news. I am currently enrolled half time with the University of Great Falls working toward my BA in Counseling Psychology. I have twenty-one credits left to complete this degree. CTI has been the gateway for my career and higher education goals.”

“I have been involved with your youth program for awhile now. The youth program has helped me financially with rent, utilities, gift card to purchase food, medicines and clothing. They provided classes to attend like jump start, career prep, computer classes, and the financial fitness course. Also with the help and support of CTI I was able to study for and pass my GED test. The summer work program was a wonderful experience. I learned about the work force. The responsibilities of an employee, getting along with co-workers, handling pressure, being on time and consistent. Communication skills and asking questions when I am not sure about something. CTI has offered so many helpful programs and classes. Thank you.”

“I was a participant in the WIA program and attended computer and clerical training through the Adult Learning Center. I feel that the program has helped me become more efficient and confident as an adult and parent. Due to the training, I was successful in finding a job that would not have been available to me without the skills I acquired with the program. I am now certified in many computer programs such as WordPerfect 6.1, Lotus 123, Microsoft Office 2000, and many more. I also was trained in Basic Bookkeeping.”

“I am a participant in the Workforce Investment Act (WIA) through the Helena Adult Learning Center. I’m now in training for a clerical position. The intake was so fast, I was barely ready, but I’m in. The training covers all areas in clerical, from 10-key and computer to bookkeeping and filing. The positive result of all this is not just the training, but my self-esteem and
(Continued on page 26)

confidence are growing, thanks to this program. This will allow me to seek and get a challenging job with adequate pay to support my children and allow me to be with them weekends and holidays as I am a single parent and sole provider. I am the only person my children can count on to support and be there for them. I am grateful for the opportunity to further my education, skills, better myself, so that I may contribute to my family and community."

"I would like to thank the WIA (JTPA) program and all the employees involved with making my career change possible. Thanks for the assistance with tuition, school books, dental and medical emergencies, automobile fuel to travel to school, and the encouragement to hang in there when the going got rough. The JTPA (WIA) programs, along with the Pell grant, made it possible for me to attend the Helena College of Technology of the University of Montana to study Computer Technology. I now have an Associates Degree and a position working for the State of Montana with the Apprenticeship and Training Program as an Administrative and Technical Program Assistant. I would not have been able to attend college and make a career change if not for the JTPA (WIA) program. I truly hope that others may have the same opportunity to be in these types of programs and benefit the way I have."

"I moved here about four years ago from Oregon to find a better life for my two children and me. I was one of those statistics you always heard about. Either on welfare or unemployed. That is until recently. I have suc-

cessfully completed the Montana jobs program; they helped me get the training I needed to get out of the unemployment line to a very successful career. I was cleaning motel rooms and getting laid off every winter. I also cleaned office buildings at night to help keep a roof over my two children's heads. My children never got to see me hardly at all. Since I have completed my Clerical/Computer training program I have a steady job, I put my kids to bed at night and most of all I can spend time with them on the weekends. This may not seem much to you but being a single parent it has a lot of meaning. The program helped me get my car running, helped me with gas when I went to school and they also helped me with a car payment when I was still attending school. If it were not for this program, I would be in a mess right now, unemployed or on welfare getting cash assistance. Now I have that change to get that kind of life I want for me and my children and if I need the help to add to my training I could ask the Helena Job service for the help and if they could not help they tried to find someone who could. I know there are a lot of people out there who feel the same way I do, who have completed the program or they helped in some way. If you decide to cut this program you will find that there will be more people unemployed or on the welfare system. If you want to cut some things from the budget how about those big fat raises that the rich people get and start helping the Lower class out a little more. I would like to thank those who helped me, Carol Rule who constantly made sure that everything was going good and made sure that I was getting the help that I needed and rest of the

staff at the Helena Job Service. I think the training programs and the staff at the Helena Job service are wonderful and they definitely know how to serve the public. Thank you!"

"First off I apologize for not calling or writing sooner. Days fly by so fast anymore it's unreal. But I am doing wonderful and hope this letter finds you doing equally as well. To answer your question... Yes, I am still working for Nightingale Nursing. I can honestly say I thank God each and every night that I shot my smart mouth off that day in Job Service and you were there to help. I am so happy with my job and can never thank you enough for your help, Carol. I was at such a very, very low point in my life. I went from total despair and crying every single day and wondering how to climb out of the mess I was in. Couldn't find a decent job, couldn't get my money back from the horse deal, losing everything - except a marginal amount of optimism, a marginal amount of a sense of humor and a strong belief in God. I remember the morning just before I came into Job Service - AGAIN I was sitting in my dump of an apartment looking out the window at a perfectly sunny day. My daughter laughing and playing in the yard with her puppy, squirrels chattering in the tree, birds singing, everything was perfect outside but inside I sat and watched all the perfection and felt no joy, no happiness, just despair. I look back now and it is really hard to believe I was there. So danged low and unhappy. I could see no way out - I can't explain the little ray of hope you gave me the first time I talked to you. I had no idea there were any programs like that. Your help, your encouragement. God, Carol, if you only knew what
(Continued on page 27)

you did for me that day. Hope at the end of my rope. I can never thank you enough. Have you ever heard the song "Angels among us"? I truly believe there was an angel among us that day - you! I'm happy, I love, love, love my job. I have a wonderful client. Nightingale is an awesome company to work for. I'm living in Kalispell, some place I've wanted to move to for 8 years. I'm a totally different person. I look forward to each and every morning. I'm making a good wage; it feels so good to know I can be totally self-sufficient again. I can honestly say I'm getting caught up on bills, and getting my life back to normal. It's going to take about a year to line everything out again, but it's a year of hope & happiness and something to look forward to. Nothing like the previous year of despair. Yes, Carol, I remember you warned me that I'd be "stuck" with you for a long time - you know what lady - I don't mind one little bit."

"Mike, I just wanted to drop you a note to say thank you again for the help with the job search. You are truly an asset to this community and it would be lacking without you."

"You did a great job and have helped in what direction I wanna go. Keep up the great work and thank you. I truly appreciate it. Thank you."

"Thank you! Excellent presentation!"

"WOW!! What an inspiration you were to me! Sitting and listening to you just gave me the extra "shot in the arm" that I needed to keep going on the track of right choices that I have de-

ecided, not only for myself, but for my children. We have all had to learn lessons from the school of hard knocks, but what you said about making the choices that we have to make, and what directions in life we are going to take will stay with us and make us who we are in life. I want to personally say 'thank you' for letting us know that we can make it! It was such an honor to have you in our class! Thanks again."

"Yesterday, Mary came to the office specifically to speak to me about her experience with the Butte office. The last time she was in our office was approximately two years ago. At that time she said she could feel the tension of the staff and was treated okay, but uncomfortable. She felt she never received any help and staff seemed like they could care less about her as a person. She said this time the minute she walked in the door, she could feel the calm and soothing atmosphere. She was immediately greeted by Mike Hall, who made her feel very comfortable. She said she felt she could be herself and relate her needs without feeling berated. She then had the opportunity to work with Dave and Mark, who not only assisted her in her job search, but gave her the courage and confidence to find a job. She found a job at Wal-Mart by self-referral, but felt without Dave, Mark and Mike's assistance and encouragement she wouldn't have. I don't think we all see the positive changes that have been made in each of us and our office in the past two years and Mary's testimonial is proof that we are doing the right thing. Bottom line results are 100% about the cus-

tomers. Mary will be writing a letter for me to send to Helena.

"I would like to thank not only Dave, Mark and Mike, but all staff in both offices. Without us as individuals making the changes in ourselves to be more positive, we wouldn't be able to provide the positive encounters with our customers. You are all wonderful!!!!"

"To all, Brenda just received a very nice and wonderful letter, commending Dave C., Mark and Mike H. on how supportive and helpful they were. The bottom line is she was so appreciative of the advice and direction to gain employment and felt very accepted and at ease in our office. Again sometimes we just think we are doing our job, this is living proof perceptions and courteous action are very noticed by the public we serve. So to all when you see these fellow staff members tell them good job!"

"I have been in the WIA program for about 2 years. My family was struggling to make ends meet because my husband was hurt on the job and I was trying to support our family of 7 on minimum wage. There were not a lot of options open to us at the time. My husband had applied for social security in 2000 and we have yet to hear from them after going through the judge's review in February of this year. We finally had to get on public assistance to help with bills and food while I continued to work. Linda Case at the Job Service talked to me about maybe going back to school and getting a higher education to support my family. My concern at this time was how I could financially afford college when I couldn't even afford everyday bills. That is when I

(Continued on page 28)

was introduced to Marilyn Ohman. She helped get me the financial help I needed to go back to school and fulfill my dream of becoming a nurse. I have noticed, however that the past year or so the funding has not been there like it was in the past. I believe that this program is invaluable and would be a great loss to everybody involved, including the government. People who would otherwise milk the system get the opportunity to make something of themselves. I believe that in order to be in this program you should have to maintain at least a "C" average in every class, or you're out of the program. That would keep a lot of people from taking advantage of the system. Without this program I would not have been able to start getting my nursing degree, or even continue to get my education. This is one of the most needed programs to help people out and get them on their feet and off of public assistance, or get them out of the job market of minimum wage. Without this program I believe a lot of people would suffer, not just the ones in the program but also the government because these people would be paying taxes rather than getting a free check every month. I have said it many times and I will say it again this program is invaluable to a lot of people who might not otherwise have a chance."

"I would like to thank not only Dave, Mark and Mike, but all staff in both offices. Without us as individuals making the changes in ourselves to be more positive, we wouldn't be able to provide the positive encounters with our customers. You are all wonderful!!!!"

"To all, Brenda just received a very nice and wonderful letter, commending Dave C., Mark and Mike H. on how supportive and helpful they were. The bottom line is she was so appreciative of the advice and direction to gain employment and felt very accepted and at ease in our office. Again sometimes we just think we are doing our job, this is living proof perceptions and courteous action are very noticed by the public we serve. So to all when you see these fellow staff members tell them good job!"

"I would like to tell you how important the Workforce Investment Act is to me. At 47, I was informed that I was disabled and unable to do the kind of work I had done for the majority of my life. Through this Act, I was able to work with Vocational Rehabilitation, Butte Job Service, the Montana Job Training Partnership Act, and Career Futures. Through Vocational Rehabilitation, I was able to go to College and get an Associate Degree. Through MJTP, I was able to work at the Office of Public Assistance, until a job opened for me at Career Futures, Inc. During this time, I was given supportive services to help me get to job interviews and appointments, both in town and out of town. Now because of the closing of the Food Stamp Employment and Training Program, I have been laid off. I will now need this Act again. I will need to work with Vocational Rehabilitation, Denise, Job Service, and Lynn, at Career Futures. This program is so important, because of the economy and employment rates being so low. This program must not be cut.

For some people, this Workforce Investment Act, is the only hope some of us will have."

"I am writing this letter in support of the WIA Program formerly known as the JTPA Program. I was involved with this program for several years; because of this program, I was able to attend Western Montana College and graduate with a Bachelor of Science Degree. I am a single parent and would not have been able to pay school fees, gas, and school supplies without this program. The WIA Program offered several opportunities that helped my son and I to complete this life transition. I became employed by Career Futures and I am now laid-off due to funding cuts to this program. Programs such as the WIA and agency's like Career Futures are invaluable to a single parent or low income family trying to get a start in a new and stable life."

"I wanted to take this time to inform you about my experiences with the Workforce Investment Act program operated by Career Futures in Butte, MT. As a single parent with a disability, I was in need of assistance to find employment that would allow me to provide for my children. In 1996, I was referred to Career Futures and the JTPA program. Through job training and computer literacy classes, I was able to obtain employment, and become the first person in Montana to receive the Governor's Excellence in Training Award. Through this recognition, my employer received assistance in hiring me, as well as my receiving help with transportation costs. I would never have been able to transition from welfare to a new job without help with clothing, transportation, and daycare. Four years later, I was again searching

for a job. Career Futures and the Butte Job Service were able to assist with a job search that gave me actual work experience in a social service agency office. From this experience, I was hired as Office Assistant at Career Futures – my dream job. My employment gave me not only a way to support my family, but a sense of worth, and learning to contribute to a great team effort. Best of all, in a small way, I was helping men and women who were in the same situation I had been in.

My dream job has now been eliminated. I am writing this letter on my last day of employment with Career Futures. Due to the elimination of the Food Stamp Training Program and other budget cuts, nine workers are being laid off. Not only am I losing a dream job that took five years to obtain, I will once again be dependent on the welfare system. I feel that the state budget cuts have taken a wonderful piece of my life away from my children and me. Please think of my family, many others, and me when you are deliberating the state budget this year. I will be relying on Lynn at Career Futures and Denise at the Job Service to help me find employment – please help them to help all of us by funding job training programs and assistance to families.”

“I hope you and the Job Service will benefit from all the people you have helped. I am 50 and have held numerous jobs in the past – some quite substantial – and the changes in economy, culture, and my own personal growth patterns have led in strange, albeit most likely, the correct directions for me on an individual level.

That is the very point about counselors in the Job Service setting. The ability to communicate with heightened skills in truly listening supply so much more than mere job information. Life must be more than simply earning a living. Jobs – even in the lower order of work performance and salary grade – enrich (or should do so) the person’s existence. “

A Season of Recovery



In the summer of 2000 Montana suffered one of the worst wildfire seasons in decades. Over 900,000 acres were burned in the state, due to an extended and continuing drought. The governor and the president declared most of Montana a disaster area, virtually closing all of the wild lands in the state and creating a negative impact on the recreation, tourism, agriculture, and timber industries.

The Montana Department of Labor and Industry was awarded \$4,314,800 from the U.S. Department of Labor's National Emergency Disaster fund to mitigate the wildfires damage to the forest infrastructure. Over a two-year period, the grant provided temporary employment to dislocated workers completing critical projects in several areas. The Confederated Salish and Kootenai Tribes (CSKT) operated the por-

tion of the project on the Flathead Reservation. The Bitter Root Resource Conservation and Development Area, Inc. (RC&D) located in Hamilton operated the remainder of the project overseeing several locations - the Hamilton area, the Helena area and the Mineral County area.

In order to coordinate Montana's approach to the wildfires devastation many agencies and organizations were brought together. The CSKT and RC&D enlisted many local partners to enhance the work begun by a variety of Montana's agencies/organizations: Department of Labor and Industry's Dislocated Worker Unit, Unemployment Insurance, and Local Job Service Workforce Centers, Military Affairs Disaster and Emergency Services, Department of Commerce, Department of Natural Resources and Conservation.

RECOVERY IN THE HAMILTON, HELENA, AND MINERAL COUNTY AREAS - Bitter Root Resource Conservation and Development Area, Inc. (RC&D) was selected to operate \$2.6 million of the Wildfires Project by the Montana Department of Labor and Industry (DLI). The goal was to mitigate the damage in those areas most affected by the wildfires of 2000 by improving the public watershed by rehabilitating burned areas, decreasing subsequent flood damage, and reducing hazardous fuels. Nearly 516,000 acres of forested land in Ravalli, Lewis and Clark, Boulder and Mineral counties were devastated by this natural disaster.



Typical Severe Burn

The rehabilitation efforts began with a State and Private Forest Grant from the US Forest Service, to the RC&D, to create the Bitterroot Interagency/Community Recovery Team (BIRT). The Wildfires Project

augmented the rehabilitation efforts of federal, state and private entities through the employment of dislocated workers



Post-Fire Flood

as field and support personnel.

The RC&D organized and lead the Multi Agency Coordinating Group (MAC) to assure the collaboration of more than 30 agencies and private groups in overall post fire recovery. These partnerships included, but were not limited to, the collaborative efforts of the Bitterroot Job Service Workforce Center, the U.S. Forest Service, the Natural Resource Conservation Service, the Department of Natural Resources and Conservation, the Ravalli County Weed Department, Ravalli County Commissioners, the American Red Cross, and the Farm Service Administration. With project support, each participating agency temporarily hired dislocated workers to assist in their specific fire rehabilitation practices. According to Mark Lewing of the Montana Department of Natural Resources and Conservation, "This (Department of Labor and Industry Project) is the best thing since sliced bread, there is no way we could have accomplished the rehab work that we did, without them. I don't know how we will go forward without the program."

The first DLI project began in

May 2001 when 28 volunteers, lead by 8 RC&D/DLI field crew members, began the first tree-planting project in the southern part of the Bitterroot Valley. By the end of the project over 88,000 trees were planted in the Bitterroot and Lewis and Clark forests, marking the beginning of the fire recovery process. Rehabilitation practices were organized into 6 main categories of forest health recovery:

Erosion Control—methods used to stabilize soils, included wattle placement, seeding and mulching, straw diversion dams, contour and directional tree felling, erosion blanket placement, riparian area re-vegetation, and rocking culverts on burned roadways. In total over 300 miles of roads, 908 acres of land and 40 landowners were affected by these 7 practices.

Fuel Reduction—reducing hazardous forest fuel which includes chipping, slashing, thinning, pruning, hand piling, side-casting and burning. Over 1,724 acres of saw work, nearly 22,000 acres of beetle infestation areas were identified for timber sales, and 60 landowners were assisted. These practices were used to reduce the impact of future disease and fire in the adjacent areas.

Reforestation—the practice of renewing the forest cover by planting trees and shrubs. In this area over 16,500 acres were planted with over 88,000 trees and shrubs and 106 private landowners helped.

Water Course Stabilization—these practices include replacing culverts, building log barriers, and placing sandbags along streams to stabilize banks. Water stabilization practices were implemented on 15 public land sites and 41 different private properties.

Fencing—replacing burned fence and constructing new fence to protect re-growth areas threatened by wildlife and grazing damage. In this category, 15 different sites were worked and 41 miles of fence were built on 42 acres of land.

Weed Mapping—identifying areas of noxious weed infestations. 39,442 acres of burned land were mapped by means of the GIS system mapping programs, in order to continue Montana's "war on weeds".

These fire rehabilitation efforts had a major impact on the four rural communities of Ravalli, Lewis and Clark, Boulder and Mineral counties in Montana.

The Wildfires 2000 Project had far-reaching effects, which include:

Employing 230 participants in the program.

An extensive training program that included chain saw safety, first aid and CPR, and basic wild land firefighting was offered to project employees. In addition to the training program, employees were provided support services. According to one employee, "This (the DLI Wildfires Project) was the best thing that ever happened to me. I received an opportunity to get forestry experience and all the specialized training on the job. This would not have happened if it hadn't been for this project."

Nearly 30 employees have found subsequent employment.

Of the total participants, nearly 30 employees have found subsequent employment that utilized their project experience and training. More than 10 RC&D employees have formed private contracting crews to assist landowners with hazard-

ous fuel reduction grant programs. Other employees have found employment in firefighting, clerical, forestry, and GIS mapping, to name a few.

Landowners Benefit

Over 250 private landowners in Hamilton and Helena have benefited from assistance of RC&D field crews who repaired damage that caused deterioration of slopes and increased damage to the watershed areas. According to John Thomas, Sula Peak Ranch in Ravalli County, "Prior to the fires of 2000, we had a management plan for the ranch that included timber harvesting and fixing roads. When the fire hit, everything changed. There was too much for us to do. It was nonstop rehab through the winter. When we got rains the next summer, we had flash floods. At first, we were overwhelmed by it, but God put the people we needed, one after the other, right in front of us. The RC&D crews were right there, every time we called."

Volunteer Activities

Community volunteers planted nearly 10,000 trees with the assistance of project employees. In May of 2001, representatives from Congressman Dennis Rehberg's staff joined RC&D field crews for some "tree planting time." Having congressional staff assist in these rehab efforts is a powerful component. According to Becki Linderman, Volunteer Coordinator in the Bitterroot, "It tells the people who were af-

ected by the fires that they are not alone. They haven't been forgotten. That's really important since they are the ones who wake up every day to blackened landscapes."

Workers at nine participating agencies in four counties utilized funds from this project. The average spent per dislocated worker in the project was approximately \$10,490 with the total expended was



Tree Seedling Survival

\$2,412,806.53.

RECOVERY ON THE FLAT-HEAD RESERVATION – CLEAR CREEK AND VANDERBURG BURN AREAS

The Confederated Salish and Kootenai Tribes (CSKT) benefited greatly from the Montana Department of Labor and Industry's (DLI) disaster relief grant for the "Wildfires of 2000". The Tribes operated the project as a full partner with the State. While many of the outcomes of the project are "natural resource oriented", the project provided a superb opportunity for interagency collaboration, far beyond any previous local planning and coordination efforts.

Local agencies involved included: Tribal Forestry Department, CSKT Natural Resources Department, S & K Holding Enterprises, the

Salish Kootenai College (SKC) and the Department of Human Resources Development (DHRD). The project required coordination with the National Environmental Policy Act (NEPA) requirements on specific work projects involving biologists, hydrologists, foresters, soil scientists, etc. Following the initial fires and original lightning strikes in August of 2000, state agencies were involved in several Rapid Response meetings to discuss the dislocated worker program activities on the reservation.

The Flathead Wildfires Project accomplishments are many including the following highlights:

Total Tribal member participants benefiting from temporary jobs: **206**

Number of trees planted on Tribal land: **750,826 (two seasons)**

Total Tribal Acres planted: **2,892 planted (two seasons)**

Wild Crafting Job Development – cone collecting, seedling development, thinning and planting. **CSKT bundled these multiple activities into a single seasonal/living wage job on the Reservation.**

Fence built and or repaired to date: **40.25 miles**



Fire Prone Timber Stand prior to treatment



**Similar Stand
after treatment**

Pulp wood and fuel wood removal in Clear Creek - **Fuel wood removed to date is 555 cords**

Pulp Wood - 21 loads

Leveraging of fuel wood removed in the burned area. CSKT removed the fuel wood and distributed the same to persons eligible for **Low Income Heating and Energy Assistance (LIHEAP)**. Per LIHEAP rules, CSKT was then able to apply for additional federal funds for the Tribal LIHEAP program because of the "other contributions" provided by the workers in the **Wildfires Project**.

Construct a New Greenhouse in Pablo to provide native seedlings - Material costs paid for by Rural Housing and Economic Development (RHED). The greenhouse increases CSKT's capacity to grow new stock, replant and restore the entire burned area. All persons who worked on the greenhouse received continuing education credits from the Salish Kootenai College.

SKC Greenhouse and Native Plants - Project workers completed the GPS noxious weed component identification in com-

pliance with the BAER rehabilitation plan for the burned area. Produced area noxious weed management maps that will be incorporated into the CSKT Timber Management Plan at a future date.



**New greenhouse in
Pablo**

Hazard Fuel Reduction and Snag Removal Activities - CSKT purchased equipment and checked it out to Forestry for use by thinners in the accomplishment of hazard fuel reduction activities. We performed snag removal, HFR and hand piling in the burned area treating 24 acres.

Clerical work - In support of the crews and activities, Forestry, Early Childhood Services, Natural Resources Department and Department of Human Resources Development (DHRD) temp fire, LIHEAP wood.

Trail Maintenance - Of special note is the significant trail maintenance work to repair fire damage in the Magpie (Three Lakes Trail), Finley Lake Trail, Yellow Lake Trail, and Seepay Creek Trail for a total of approximately 12.5 miles (extremely rocky and steep terrain). The caliber of the work is such that the trail may not need this intense trail clearing for 5 - 10 years. The DHRD Department has received

numerous compliments on the work done by this project's crew.

Sign Replacement in the Clear Creek Area - CSKT refinished fire damaged logging road "signs" and re-hung them in the Clear Creek area as part of the overall area rehabilitation/restoration.

Supportive services costs as part of the disaster restoration and employment were significant including but not limited to: work clothing, boots, rain coats for planting, planting bags, hole diggers for planting, temporary subsistence costs until first paychecks come in (food and or rent), drivers license fees, etc.

Transportation costs have been very high including van rental/lease, tires, insurance, etc. DHRD had several staging areas for the crews but the general distance was over 180 miles daily depending on the job site.

Job Transition and Skills Identification for the participants through out the project CSKT documented the work experience of the participants for future employment purposes. CSKT case managed the temporary employment (disaster restoration) while looking for permanent reemployment opportunities. Nearly 40% of all "wildfires participants" agreed to a retraining plan and a similar number have obtained employment consistent with the retraining plan.

CSKT scheduled several short training courses for the participants trying to ensure employability and job transfer skills at the end of the grant.

Assisting Montana Employers for Continued Success

ers to employers' openings) and are more human resource (HR) management in nature. In Montana, a large majority of the businesses are small operations - lacking HR departments or staff. This provides the Job Service offices with a great opportunity to fill an unmet need of many business customers.

The types of HR services provided include such things as performing job analysis, developing job descriptions and effective hiring procedures, assisting with development of employee handbooks and providing information on labor market trends, labor and human rights laws. All services are customized to meet the needs of the individual business customer.

As the demand for these services has grown, local Job Service Workforce Centers have had to increase the amount of staff time devoted to these duties. Every center has at least one business advocate, and most large centers now have two or more advocates. It is noteworthy that the provision of these types of services to business

customers began in the Flathead Job Service Workforce Center at the urging of the local Job Service Employer Committee (JSEC).

There is no separate funding for the business advocate program. Since inception, expenses have included staff training and professional development, purchase of resource materials for use by staff and customers and, of course, staff time. All of these expenses are currently covered through WIA partner Wagner-Peyser funding. In instances where an expense cannot be picked up through Wagner-Peyser funds - such as national SHRM membership - the Job Service Employer Committee has often covered that expense through private funding raising efforts.

Job Service Business Advocate Program

The Wagner-Peyser Program is a mandatory partner under the Workforce Investment Act for workforce services. Montana's Job Service Workforce Centers take that role seriously and have brought a strong business focus to the workforce investment system. In the past few years, each of the 23 Job Service Workforce Centers has started to provide enhanced services to business customers that go beyond the traditional labor exchange (matching job seek-

Governor Judy Martz invested portions of the state-wide Workforce Investment Act funds into several projects in Program Year 2001

Incumbent Worker Training

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



Governor's Discretionary Funds: Investing in Montana's Future

Capacity Building for Local Areas

Funds were once again made available to the Local Workforce Investment Boards for general technical assistance and capacity building for Adult, Youth and Dislocated Worker service providers to improve program performance.

Investment in the Youth System

Governor Martz set aside a portion of the Governor's Discretionary dollars for use in the youth system to help meet the needs of the state's emerging workforce. The Governor gave the BOS and CEP Workforce Boards and their respective Youth Councils the flexibility in deciding how to spend the funds with the caveat that the boards and councils invest the funds in statewide youth workforce development activities and look at ways to strengthen the capacity of the current system and explore innovative ways to help Montana's youth develop the life and work skills necessary for them to be competitive in the workplace, as well as to provide a steady flow of new and skilled workers for Montana businesses.

Adult Basic Education

The Office of Public Instruction continued to provide "Training of Trainers" training through Program Year 2001. The training was for adult basic education providers, Job Service staff, Office of Public Assistance staff, community based organizations and other members of the one-stop system. The training which was on "Workplace Essentials", is a nationally recognized curriculum designed to provide adult basic education in the context of the workplace, and is accessed via video and on-line components.

Governor Martz established her Office on Economic Opportunity to strengthen the statewide integration of economic development with other statewide efforts, including workforce development. She appointed a workforce development officer to assist with the integration of education and workforce development, particularly as related to economic development.

Staffing of the State Workforce Investment Board was headed by the workforce development officer, Desiree Taggart, and focused on the following goal areas:

- ◆ Goal No. 1 - Facilitate and strengthen the statewide integration of education, workforce and economic development to maximize the return on investment.

Strategies:

- ◇ Clarify the roles of institutions and entities within the workforce system to strengthen the effective use of existing resources.
- ◇ Define system level measures and methodologies to assess statewide progress toward workforce outcomes.
- ◇ Create incentives for local communities, non-profits, state agencies, and post-secondary education institutions to share data and measure progress.
- ◇ Accountability Measure - design accountability measures that will indicate whether or not Montana has achieved this goal.
- ◆ Goal No 2 - Minimize the skills gap between the current and future needs for skilled workers in a dynamic economy.

Strategies:

- ◇ Provide high-quality labor market information that inte-

Linking Workforce Development with Economic Development

grates, workforce, education and economic data.

- ◇ Develop curricula, career guidance, and technology applications linked to industry skill standards using industry associations as resource for standards.
- ◇ Expand and improve access to education and training in post-secondary and alternative systems (i.e. distance learning).
- ◇ Strengthen apprenticeship training and apprenticeship preparation and vocational programs.
- ◇ Accountability Measure - Identify performance measures that will indicate whether Montana has achieved this goal.
- ◆ **Goal No 3** - Guarantee existing and emerging workforce has access to job opportunities and educational choices that allow them to improve their earnings potential and advance their skills.

Strategies:

- ◇ Strengthen local and regional marketing efforts about workforce development options.
- ◇ Invest adequate resources for small, medium, and large employers to participate in financing their employees or prospective employees' education and training.
- ◇ Provide worker training programs at times and locations that are accessible to working people.

- ◇ Accountability Measure - Identify performance measures that will indicate whether Montana is successful achieving this goal.

Evaluation of Workforce Investment Activities: Continuous Improvement

The State has a number of methods to use in evaluating workforce investment activities. One method was annual monitoring of the local workforce investment areas. In May 2002, the State conducted on-site monitoring at the local workforce areas' administrative entity Montana Job Training Partnership, Inc., as well as selected adult, youth and dislocated worker service providers in each local area. The monitoring consisted of a review of WIA adult, youth and dislocated worker provider agreements, fiscal and program policies, fiscal tracking system, eligible training provider application and approval process and a review of the management information system at MJTP and with service providers in each local area. Monitoring also included follow-up to areas on potential problems that were identified during the previous year's monitoring.

Customer satisfaction information and feedback is used to develop budgets and for planning and implementing systems. An example of the continuous im-

provement effort boards, and council members as well as technical assistance/capacity building conferences and workshop attendees are provided questionnaires on which individuals rate the quality of the meetings, conferences and workshops. The responses tell the board staff what the meeting, conference and workshop attendees consider important such as the quality of presentations, materials and handouts; the meeting facilities, time, location and length of meeting. The questionnaires also ask for their overall impression of the event, the next steps, what do they need or what could they do without, and what they liked or disliked about the meeting, the conference or the workshop. The information on the questionnaires provide valuable feedback for meeting improvement.

In June 2002, State and Local staff accompanied U.S. Department of Labor staff from the Regional and Associate offices in Dallas and Denver while they conducted a review of the WIA system in Montana's two local workforce areas. The federal review consisted of interviews with WIA staff in the Workforce Services Division of the Department of Labor and Industry and local workforce investment board administrative entity staff at MJTP. The team reviewed the Butte One-Stop Center, youth service providers and youth worksites. The team also reviewed the AFL-

CIO Project Challenge: Work Again dislocated worker program in both local areas. Interviews were conducted with Job Service Workforce Center staff and staff from WIA adult, youth and dislocated worker programs that are collocated in the One-Stop Center.

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

Strategies for continuous improvement include:

Program Manager/ Program Specialist Meetings.

The cooperation and coordination between state and local workforce investment board staff has been a tremendous asset in the WIA implementation process and the continuing WIA activities.

The Montana Council for Workforce Quality (McWQ).

McWQ comprises membership from partner organizations and continues to promote and enhance the quality of all workforce development services in Montana and recognizes the quality that exists in the system. McWQ has designed a variety of surveys

and questionnaires to solicit feedback that will enhance continuous improvement in the workforce system.

mented with associate service providers located throughout the state.

Shared Information

In Program Year 2001 partners in the workforce investment system in Montana elected to develop a one-stop operating system in two pieces. One piece was to acquire and install Washington State's version of U-Works (SKIES) which will replace the labor exchange system and provide for reporting capabilities under WIA. The other piece is a case management program that allows the remaining legacy systems to have an exchange of data for participants. Although some aspects of both pieces were completed during Program Year 2000 full implementation is not expected until June 2003.

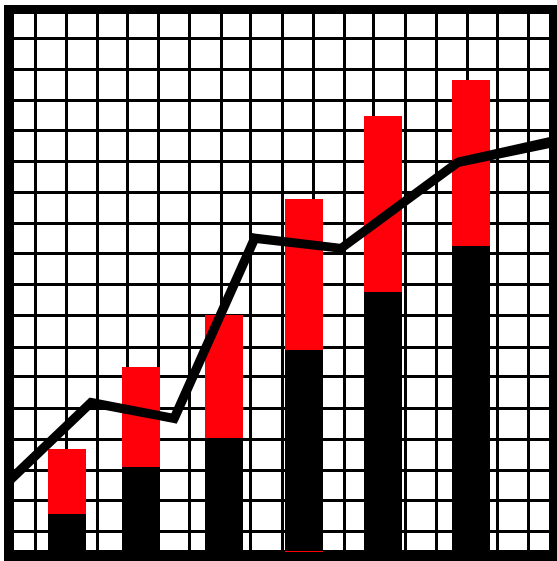
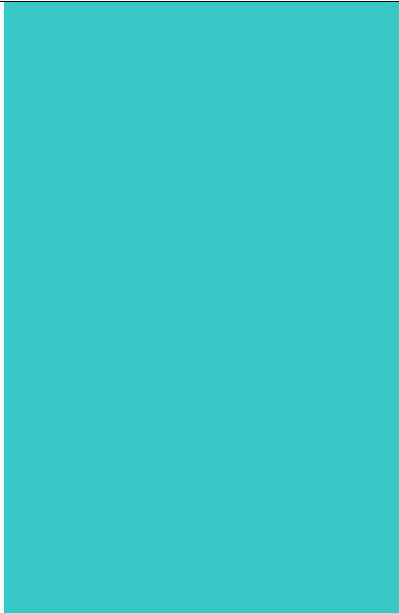
Montana will continue with this major project during the second and third years of WIA, working towards a fully operational data sharing among workforce development programs and agencies

One-Stop System

In Program Year 2001 the one-stop center development process took off in full force. With planning activities occurring at the local and community level the local boards began the process approving one-stop business plans and providing one-stop capacity planning and building funds to Community Management Teams.

The one-stop centers' services continued to be aug-

**Appendices:
Program Performance Data**



WIA Title IB Annual Report Form (ETA 9091)
 Report Period: 07/01/2001 to 06/30/2002

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

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	68.7	81.7	1148	1878	1878	61.1
Employers	66.7	89.9	303	377	377	80.4

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2001 – 06/30/2002

Entered Employment Rate, Credential & Employment Rate, Six Month Retention Rate, Six Month Earnings Change/Replacement Rate, Placement into Non-Trad Employment, Training Related Employment, and Wage at Entry Into Employment: 10/01/2000 – 09/30/2001

Twelve Month Retention Rate, Twelve Month Earnings Change, and Twelve Month Earnings Replacement Rate: 10/01/1999 – 09/30/2000

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

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Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	63.6	80.1	237	296
Employment Retention Rate	74.7	88.0	294	334
Earnings Change in Six Months	2525	5029	1423290	283
Employment and Credential Rate	50.5	59.9	200	334

Table C – Outcomes for Adult Special Populations

Reported Information	Public Asst	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	71.5	88 123	69.2	18 26	71.4	30 42	93.3	14 15
Empl Retention Rate	85.8	91 106	80.0	20 25	95.7	44 46	87.5	14 16
Earnings Change in 6 months	5491	472243 86	4132	86776 21	8382	335293 40	3770	49011 13
Empl & Credential Rate	50.8	62 122	42.3	11 26	61.2	30 49	80.0	8 10

Table D - Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	78.2	190 243	88.7	47 53
Employment Retention Rate	89.0	243 273	83.6	51 61
Earnings Change in 6 Months	5451	1248284 229	3241	175006 54
Employment & Credential Rate	59.8	198 331	66.7	2 3

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	76.8	82.6	669	810
Employment Retention Rate	80.8	94.0	629	669
Earnings Change in Six Months	80.8	98.2	6498298	6619742
Employment and Credential Rate	60.6	75.3	443	588

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Indiv	Num Den	Displaced Hm maker	Num Den
Entered Employment Rate	75.2	106 141	72.4	42 58	87.1	54 62	64.3	9 14
Empl. Retention Rate	95.3	101 106	97.6	41 42	88.9	48 54	100.0	9 9
Earnings Replace-ment 6 mo	88.1	1065122 1208742	149.7	441863 295107	62.1	444845 716457	230.8	90635 39278
Empl & Credential Rate	75.0	66 88	71.4	25 35	79.1	34 43	55.6	5 9

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	84.3	512 607	77.3	157 203
Employment Retention Rate	94.3	483 512	93.0	146 157
Earnings Change in 6 Months	100.0	5056847 5058723	92.3	1441451 1561019
Employment & Credential Rate	75.3	442 587	100.0	1 1

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Table H - Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	65.7	77.6	38	49
Employment Retention Rate	60.6	94.0	47	50
Earnings Change in Six Months	1515	3359	131016	39
Employment and Credential Rate	46.5	54.7	35	64

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Out of Schl Youth	Num Den
Entered Employment Rate	84.6	11 13	0.0	0 1	33.3	2 6	79.1	34 43
Empl. Retention Rate	100.0	13 13	0.0	0 1	100.0	2 2	92.7	38 41
Earnings Change in 6 months	3391	37306 11	0.0	0 1	0.0	0 1	3078	98494 32
Empl & Credential Rate	66.7	10 15	0.0	0 1	28.6	2 7	52.9	27 51

Table J - Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	60.6	89.3	590	661
Diploma or Equiv Attainment Rate	50.5	53.8	86	160
Earnings Change in 6 Months	54.5	57.1	96	168

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Indiv With Disabilities	Num Den	Out-of-Schl Youth	Num Den
Skill Attainment Rate	36.4	4 11	28.6	6 21	18.2	2 11
Diploma or Equiv Rate	46.9	15 32	66.7	32 48	57.6	19 33
Retention Rate	45.9	17 37	63.0	29 46	62.0	31 50

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Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsid Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	67.5	197 292	5215	1486370 285	4.4	13 296	5087	1439683 283	60.1	113 188
Dislocated Workers	77.2	321 416	122.9	5602293 4557018	5.9	48 810	7490	4179254 558	82.6	414 501
Older Youth	76.0	38 50	3487	174340 50	2.0	1 49	2869	111904 39		

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Adults	877	396
Dislocated Workers	2573	1205
Older Youth (Age 19-21)	187	83
Younger Youth (Age 14-18)	743	276

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Table N– Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 2,900,322.00
Local Dislocated Workers	\$ 3,519,399.00
Local Youth	\$ 2,715,186.00
Rapid Response (Up to 25%) 134 (a) (2) (A)	\$ 1,718,997.00
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	\$ 456,491.00

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incumbent Worker Training	\$ 150,000.00
	Reemployment Services	\$ 363,735.00
	Technical Assist-Local Bds	\$ 83,813.00
	Capacity Building for Local Boards	\$ 138,775.00
	ABE	\$ 52,000.00
	Integrated Technology Project	\$ 349,083.00
	Youth Project	\$ 0.00
	(Please refer to Narrative Section for descriptions)	
	Total of All Federal Spending Listed	\$12,447,801.00
Above		

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Table O – Local Performance

Total Participants Served	
a) Adults	877
b) Dislocated Workers	2573
c) Older Youth 19-21	187
d) Younger Youth 14-18	743
Total Exiters	
a) Adults	396
b) Dislocated Workers	1205
c) Older Youth 19-21	83
d) Younger Youth 14-18	276

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	68.7	81.7		
b) Customer Satisfaction – Employer	66.7	89.9		
Entered Employment Rate				
a) Adults (14)*	63.6	80.1	237	296
b) Dislocated Workers (19)*	76.8	82.6	669	810
c) Older Youth 19-21 (5)*	65.7	77.6	38	49
Retention Rate (6 months)				
a) Adults (2)*	74.7	88.0	294	334
b) Dislocated Workers (2)*	80.8	94.0	629	669
c) Older Youth 19-21 (5)*	60.6	94.0	47	50
d) Younger Youth 14-18 (24)*	54.5	57.1	96	168
Earnings Change/Replacement Rate 6 Months				
a) Adults (2)*	2525	5029	1423290	283
b) Dislocated Workers (1)*	80.8	98.2	6498298	6619742
c) Older Youth 19-21 (6)*	1515	3359	131016	39
Credential/Diploma Rate				
a) Adults (10)*	50.5	59.9	200	334
b) Dislocated Workers (11)*	60.6	75.3	443	588
c) Older Youth 19-21 (6)*	46.5	54.7	35	64
d) Younger Youth 14-18	50.5	53.8	86	160
Skill Attainment Rate				
a) Younger Youth 14-18	60.6	89.3	590	661

Description Of Other State Performance Indicators

- a. _____
- b. _____

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

* Figures in parenthesis indicate the number exempt from performance

2001 Montana Workforce Investment Act Annual Report

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	68.7	83.9	30	41	41	73.2
Employers	66.7	0.0	0	0	0	0

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2001 – 06/30/2002

Entered Employment Rate, Credential & Employment Rate, Six Month Retention Rate, Six Month Earnings Change/Replacement Rate, Placement into Non-Trad Employment, Training Related Employment, and Wage at Entry Into Employment: 10/01/2000 – 09/30/2001

Twelve Month Retention Rate, Twelve Month Earnings Change, and Twelve Month Earnings Replacement Rate: 10/01/1999 – 09/30/2000

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

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	63.6	0.0	0	0
Employment Retention Rate	74.7	0.0	0	0
Earnings Change in Six Months	2525	0.0	0	0
Employment and Credential Rate	50.5	0.0	0	0

Table C – Outcomes for Adult Special Populations

Reported Information	Public Asst	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Employment Retention Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Earnings Change in 6 months	0	0 0	0	0 0	0	0 0	0	0 0
Employment & Credential Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	0.0	0 0	0.0	0 0
Employment Retention Rate	0.0	0 0	0.0	0 0
Earnings Change in 6 Months	0	0 0	0	0 0
Employment & Credential Rate	0.0	0 0	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	76.8	72.3	34	47
Employment Retention Rate	80.8	79.4	27	34
Earnings Change in Six Months	80.8	133.6	354786	265545
Employment and Credential Rate	60.6	73.0	27	37

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Indiv	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	57.1	4 7	75.0	3 4	100.0	2 2	0.0	0 1
Empl. Retention Rate	100.0	4 4	66.7	2 3	50.0	1 2	0.0	0 1
Earnings Replacement 6 mo	270.4	72828 26932	180.5	39057 21644	47.7	13974 29289	0.0	0 1
Empl & Credential Rate	60.0	3 5	100.0	2 2	100.0	1 1	0.0	0 1

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	81.1	30 37	40.0	4 10
Employment Retention Rate	83.3	25 30	50.0	2 4
Earnings Change in 6 Months	184.6	333915 180906	24.7	20871 84639
Employment & Credential Rate	73.0	27 37	0.0	0 1

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Report Period: 07/01/2000 to 06/30/2001

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

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	65.7	0.0	0	0
Employment Retention Rate	60.6	0.0	0	0
Earnings Change in Six Months	1515	0	0	0
Employment and Credential Rate	46.5	0.0	0	0

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Out of Schl Youth	Num Den
Entered Employment Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Empl. Retention Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.0	0 0
Earnings Change in 6 months	0	0 0	0	0 0	0	0 0	0	0 0
Empl & Credential Rate	0.0	0 0	0	0 0	0	0 0	0	0 0

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	60.6	0.0	0	0
Diploma or Equiv Attainment Rate	50.5	0.0	0	0
Earnings Change in 6 Months	54.5	0.0	0	0

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Indiv With Disabilities	Num Den	Out-of-Schl Youth	Num Den
Skill Attainment Rate	0.0	0 0	0.0	0 0	0.0	0 0
Diploma or Equiv Rate	0.0	0 0	0.0	0 0	0.0	0 0
Retention Rate	0.0	0 0	0.0	0 0	0.0	0 0

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

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	0.0	0	0	0	0.0	0	0	0	0.0	0
Dislocated Workers	78.3	18	84.7	208664	2.1	1	6148	209015	76.7	23
		23		246427		47		34		30
Older Youth	0.0	0	0	0	0.0	0	0	0		

Table M – Participation Levels

Program	Total Participants Served	Total Exits
Adults	0	0
Dislocated Workers	116	41
Older Youth (Age 19-21)	0	0
Younger Youth (Age 14-18)	0	0

WIA Title IB Annual Report Form(ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 2,900,322.00
Local Dislocated Workers	\$ 3,519,399.00
Local Youth	\$ 2,715,186.00
Rapid Response (Up to 25%) 134 (a) (2) (A)	\$ 1,718,997.00
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	\$ 456,491.00

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incurbent Worker Training	\$ 150,000.00
	Reemployment Services	\$ 363,735.00
	Technical Assist-Local Bds	\$ 83,813.00
	Capacity Building for Local Boards	\$ 138,775.00
	ABE	\$ 52,000.00
	Integrated Technology Project	\$ 349,083.00
	Youth Project	\$ 0.00
	(Please refer to Narrative Section for descriptions)	
	Total of All Federal Spending Listed	\$12,447,801.00
Above		

2001 Montana Workforce Investment Act Annual Report

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table O – Local Performance

Total Participants Served	
a) Adults	0
b) Dislocated Workers	116
c) Older Youth 19-21	0
d) Younger Youth 14-18	0
Total Exiters	
a) Adults	0
b) Dislocated Workers	41
c) Older Youth 19-21	0
d) Younger Youth 14-18	0

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	68.7	83.9		
b) Customer Satisfaction – Employer	66.7	0		
Entered Employment Rate				
a) Adults (0)*	63.6	0.0	0	0
b) Dislocated Workers (2)*	76.8	72.3	34	47
c) Older Youth 19-21 (0)*	65.7	0.0	0	0
Retention Rate (6 months)				
a) Adults (0)*	74.7	0.0	0	0
b) Dislocated Workers (0)*	80.8	79.4	27	34
c) Older Youth 19-21 (0)*	60.6	0.0	0	0
d) Younger Youth 14-18 (0)*	54.5	0.0	0	0
Earnings Change/Replacement Rate 6 Months				
a) Adults (0)*	2525	0	0	0
b) Dislocated Workers (0)*	80.8	133.6	354786	265545
c) Older Youth 19-21 (0)*	1515	0	0	0
Credential/Diploma Rate				
a) Adults (0)*	50.5	0.0	0	0
b) Dislocated Workers (1)*	60.6	73.0	27	37
c) Older Youth 19-21 (0)*	46.5	0.0	0	0
d) Younger Youth 14-18	50.5	0.0	0	0
Skill Attainment Rate				
a) Younger Youth 14-18	60.6	0.0	0	0

Description Of Other State Performance Indicators

- a. _____
- b. _____

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

* Figures in parenthesis indicate the number exempt from performance

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	68.7	81.7	821	1344	1344	61.1
Employers	66.7	88.8	239	298	298	80.2

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2001 – 06/30/2002

Entered Employment Rate, Credential & Employment Rate, Six Month Retention Rate, Six Month Earnings Change/Replacement Rate, Placement into Non-Trad Employment, Training Related Employment, and Wage at Entry Into Employment: 10/01/2000 – 09/30/2001

Twelve Month Retention Rate, Twelve Month Earnings Change, and Twelve Month Earnings Replacement Rate: 10/01/1999 – 09/30/2000

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

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Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	63.6	80.6	200	248
Employment Retention Rate	74.7	86.6	245	283
Earnings Change in Six Months	2525	4960	1205251	243
Employment and Credential Rate	50.5	59.0	167	283

Table C – Outcomes for Adult Special Populations

Reported Information	Public Asst	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	71.6	73 102	65.2	15 23	75.0	24 32	92.3	12 13
Employment Retention Rate	83.0	73 88	76.2	16 21	94.9	37 39	85.7	12 14
Earnings Change in 6 months	5119	368586 72	3715	63148 17	8325	283060 34	3450	41399 12
Employment & Credential Rate	49.0	49 100	42.3	11 26	67.5	27 40	77.8	7 9

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	79.5	163 205	86.0	37 43
Employment Retention Rate	87.8	208 237	80.4	37 46
Earnings Change in 6 Months	5431	1091544 201	2707	113707 42
Employment & Credential Rate	59.0	167 283	0.0	0 0

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	76.8	84.7	425	502
Employment Retention Rate	80.8	94.6	402	425
Earnings Change in Six Months	80.8	101.6	4111629	4046913
Employment and Credential Rate	60.6	76.8	301	392

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Indiv	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	79.2	61 77	73.5	25 34	85.0	34 40	55.6	5 9
Empl. Retention Rate	95.1	58 61	100.0	25 25	91.2	31 34	100.0	5 5
Earnings Replacement 6 mo	85.2	586119 687573	158.1	263204 166438	67.1	292372 435693	291.0	54178 18620
Empl & Credential Rate	78.4	40 51	73.7	14 19	80.6	25 31	50.0	3 6

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	87.1	345 396	75.5	80 106
Employment Retention Rate	95.4	329 345	91.3	73 80
Earnings Change in 6 Months	100.8	3379625 3353384	105.5	732004 693529
Employment & Credential Rate	76.8	301 392	0.0	0 0

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WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	65.7	73.2	30	41
Employment Retention Rate	60.6	92.5	37	40
Earnings Change in Six Months	1515	3190	105260	33
Employment and Credential Rate	46.5	51.9	28	54

Table I – Outcomes for Older Youth Special Populations

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	60.6	88.4	451	510
Diploma or Equiv Attainment Rate	50.5	53.3	72	135
Earnings Change in 6 Months	54.5	58.1	79	136

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	60.6	88.4	451	510
Diploma or Equiv Attainment Rate	50.5	53.3	72	135
Earnings Change in 6 Months	54.5	58.1	79	136

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Indiv With Disabilities	Num Den	Out-of-Schl Youth	Num Den
Skill Attainment Rate	25.0	2 8	16.7	3 18	25.0	2 8
Diploma or Equiv Rate	40.9	9 22	66.7	30 45	55.2	16 29
Retention Rate	44.8	13 29	63.4	26 41	63.9	23 36

2001 Montana Workforce Investment Act Annual Report

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in NonTrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	67.1	173 258	4855	1218703 251	4.8	12 248	4991	1212843 243	58.9	93 158
Dislocated Workers	78.5	219 279	128.2	3873676 3022654	7.6	38 502	7375	2625414 356	85.4	292 342
Older Youth	77.8	21 27	3919	105818 27	24	1 41	2886	95252 33		

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Adults	702	311
Dislocated Workers	1704	781
Older Youth (Age 19-21)	153	69
Younger Youth (Age 14-18)	594	244

WIA Title IB Annual Report Form(ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 2,900,322.00
Local Dislocated Workers	\$ 3,519,399.00
Local Youth	\$ 2,715,186.00
Rapid Response (Up to 25%) 134 (a) (2) (A)	\$ 1,718,997.00
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	\$ 456,491.00

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incumbent Worker Training	\$ 150,000.00
	Reemployment Services	\$ 363,735.00
	Technical Assist-Local Bds	\$ 83,813.00
	Capacity Building for Local Boards	\$ 138,775.00
	ABE	\$ 52,000.00
	Integrated Technology Project	\$ 349,083.00
	Youth Project	\$ 0.00
	(Please refer to Narrative Section for descriptions)	
	Total of All Federal Spending Listed	\$12,447,801.00
Above		

2001 Montana Workforce Investment Act Annual Report

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

Agy./PO: 02-00 Balance of State

Table O – Local Performance

Total Participants Served	
a) Adults	702
b) Dislocated Workers	1704
c) Older Youth 19-21	153
d) Younger Youth 14-18	594
Total Exiters	
a) Adults	311
b) Dislocated Workers	781
c) Older Youth 19-21	69
d) Younger Youth 14-18	244

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	68.7	81.7		
b) Customer Satisfaction – Employer	66.7	88.8		
Entered Employment Rate				
a) Adults (14)*	63.6	80.6	200	248
b) Dislocated Workers (9)*	76.8	84.7	425	502
c) Older Youth 19-21 (2)*	65.7	73.2	30	41
Retention Rate (6 months)				
a) Adults (2)*	74.7	86.6	245	283
b) Dislocated Workers (1)*	80.8	94.6	402	425
c) Older Youth 19-21 (2)*	60.6	92.5	37	40
d) Younger Youth 14-18 (22)*	54.5	58.1	79	136
Earnings Change/Replacement Rate 6 Months				
a) Adults (2)*	2525	4960	1205251	243
b) Dislocated Workers (0)*	80.8	101.6	4111629	4046913
c) Older Youth 19-21 (3)*	1515	3190	105260	33
Credential/Diploma Rate				
a) Adults (10)*	50.5	59.0	167	283
b) Dislocated Workers (5)*	60.6	76.8	301	392
c) Older Youth 19-21 (3)*	46.5	51.9	28	54
d) Younger Youth 14-18	50.5	53.3	72	135
Skill Attainment Rate				
a) Younger Youth 14-18	60.6	88.4	451	510

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance Not Met Met Exceeded

* Figures in parenthesis indicate the number exempt from performance

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2000 to 06/30/2001

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

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	68.7	81.7	297	493	493	60.2
Employers	66.7	94.2	64	79	79	81.0

Date Ranges Used In Calculating Report Items

Total Participants, Total Exiters, Customer Satisfaction, Youth Diploma or Equivalent Rate, and Skill Attainment Rate:	07/01/2001 – 06/30/2002
Entered Employment Rate, Credential & Employment Rate, Six Month Retention Rate, Six Month Earnings Change/Replacement Rate, Placement into Non-Trad Employment, Training Related Employment, and Wage at Entry Into Employment:	10/01/2000 – 09/30/2001
Twelve Month Retention Rate, Twelve Month Earnings Change, and Twelve Month Earnings Replacement Rate:	10/01/1999 – 09/30/2000

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

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	63.6	77.1	37	48
Employment Retention Rate	74.7	96.1	49	51
Earnings Change in Six Months	2525	5451	218039	40
Employment and Credential Rate	50.5	64.7	33	51

Table C – Outcomes for Adult Special Populations

Reported Information	Public Asst	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	71.4	15 21	100.0	3 3	60.0	6 10	100.0	2 2
Empl Retention Rate	100.0	18 18	100.0	4 4	100.0	7 7	100.0	2 2
Earnings Change in 6 months	7404	103657 14	5907	23628 4	8706	52233 6	7612	7612 1
Empl & Credential Rate	59.1	13 22	0.0	0 1	33.3	3 9	100.0	1 1

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	71.1	27 38	100.0	10 10
Employment Retention Rate	97.2	35 36	93.3	14 15
Earnings Change in 6 Months	5598	156740 28	5108	61299 12
Employment & Credential Rate	64.6	31 48	66.7	2 3

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Report Period: 07/01/2000 to 06/30/2001

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

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

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	76.8	80.5	210	261
Employment Retention Rate	80.8	95.2	200	210
Earnings Change in Six Months	80.8	88.1	2031883	2307284
Employment and Credential Rate	60.6	72.3	115	159

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Indiv With Disabilities	Num Den	Older Indiv	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	71.9	41 57	70.0	14 20	90.0	18 20	80.0	4 5
Empl. Retention Rate	95.1	39 41	100.0	14 14	88.9	16 18	100.0	4 4
Earnings Replacement 6 mo	82.2	406175 494237	130.4	139602 107025	55.1	138499 251475	176.5	36457 20658
Empl & Credential Rate	71.9	23 32	64.3	9 14	72.7	8 11	66.7	2 3

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	78.7	137 174	83.9	73 87
Employment Retention Rate	94.2	129 137	97.3	71 73
Earnings Change in 6 Months	88.1	1343307 1524433	88.0	688576 728851
Employment & Credential Rate	72.2	114 158	100.0	1 1

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table H – Older Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	65.7	100.0	8	8
Employment Retention Rate	60.6	100.0	10	10
Earnings Change in Six Months	1515	4293	25756	6
Employment and Credential Rate	46.5	70.0	7	10

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assist	Num Den	Veteran	Num Den	Indiv With Disabilities	Num Den	Out of Schl Youth	Num Den
Entered Employment Rate	100.0	4 4	0.0	0 1	0.0	0 1	100.0	6 6
Empl. Retention Rate	100.0	5 5	0.0	0 1	0.0	0 1	100.0	8 8
Earnings Change in 6 months	3722	11166 3	0.0	0 1	0.0	0 1	5344	26719 5
Empl & Credential Rate	80.0	4 5	0.0	0 1	0.0	0 1	62.5	5 8

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	60.6	92.1	139	151
Diploma or Equiv Attainment Rate	50.5	56.0	14	25
Earnings Change in 6 Months	54.5	53.1	17	32

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Indiv With Disabilities	Num Den	Out-of-Schl Youth	Num Den
Skill Attainment Rate	66.7	2 3	100.0	3 3	0.0	0 3
Diploma or Equiv Rate	60.0	6 10	66.7	2 3	75.0	3 4
Retention Rate	50.0	4 8	60.0	3 5	57.1	8 14

A Title IB Annual Report Form (ETA 9091)
 Report Period: 07/01/2000 to 06/30/2001

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Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change/Replacement Rate (DW)		Placements For Participants in Nontrad Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related To Training	
Adults	706	24 34	783	26667 34	21	1 48	5671	22840 40	667	20 30
Dislocated Workers	737	84 114	1180	151953 128797	34	9 261	8005	134825 168	767	99 129
Older Youth	739	17 23	299	6522 23	00	0 8	275	1662 6		

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Adults	175	85
Dislocated Workers	753	383
Older Youth (Age 19–21)	34	14
Younger Youth (Age 14-18)	149	32

WIA Title IB Annual Report Form(ETA 9091)

Report Period: 07/01/2000 to 06/30/2001

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

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 2,900,322.00
Local Dislocated Workers	\$ 3,519,399.00
Local Youth	\$ 2,715,186.00
Rapid Response (Up to 25%) 134 (a) (2) (A)	\$ 1,718,997.00
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	\$ 456,491.00

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incumbent Worker Training	\$ 150,000.00
	Reemployment Services	\$ 363,735.00
	Technical Assist-Local Bds	\$ 83,813.00
	Capacity Building for Local Boards	\$ 138,775.00
	ABE	\$ 52,000.00
	Integrated Technology Project	\$ 349,083.00
	Youth Project	\$ 0.00
	(Please refer to Narrative Section for descriptions)	
	Total of All Federal Spending Listed	\$12,447,801.00
Above		

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Table O – Local Performance

Total Participants Served	
a) Adults	175
b) Dislocated Workers	753
c) Older Youth 19-21	34
d) Younger Youth 14-18	149
Total Exiters	
a) Adults	85
b) Dislocated Workers	383
c) Older Youth 19-21	14
d) Younger Youth 14-18	32

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	68.7	81.7		
b) Customer Satisfaction – Employer	66.7	94.2		
Entered Employment Rate				
a) Adults (11)*	63.6	77.1	37	48
b) Dislocated Workers (13)*	76.8	80.5	210	261
c) Older Youth 19-21 (3)*	65.7	100.0	8	8
Retention Rate (6 months)				
a) Adults (3)*	74.7	96.1	49	51
b) Dislocated Workers (4)*	80.8	95.2	200	210
c) Older Youth 19-21 (1)*	60.6	100.0	10	10
d) Younger Youth 14-18 (2)*	54.5	53.1	17	32
Earnings Change/Replacement Rate 6 Months				
a) Adults (3)*	2525	5451	218039	40
b) Dislocated Workers (4)*	80.8	88.1	2031883	2307284
c) Older Youth 19-21 (1)*	1515	4293	25756	6
Credential/Diploma Rate				
a) Adults (2)*	50.5	64.7	33	51
b) Dislocated Workers	60.6	72.3	115	159
c) Older Youth 19-21 (3)*	46.5	70.0	7	10
d) Younger Youth 14-18	50.5	56.0	14	25
Skill Attainment Rate				
a) Younger Youth 14-18	60.6	92.1	139	151

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance Not Met Met Exceeded

* Figures in parenthesis indicate the number exempt from performance

WIA Annual Report Data

State Name: MT

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Concentrated Employment Program	Total Participants Served	Adults	176
		Dislocated Workers	751
		Older Youth	34
		Younger Youth	149
	Total Exiters	Adults	85
		Dislocated Workers	382
		Older Youth	14
		Younger Youth	32

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68.7	82.8
	Employers	66.7	93.1
Entered Employment Rate	Adults	63.6	77.1
	Dislocated Workers	76.8	82.8
	Older Youth	65.7	100
Retention Rate	Adults	74.7	96.1
	Dislocated Workers	80.8	95.4
	Older Youth	60.6	100
	Younger Youth	54.5	53.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,525	5,451
	Dislocated Workers	80.8	87.9
	Older Youth (\$)	1,515	4,293
Credential / Diploma Rate	Adults	50.5	66
	Dislocated Workers	60.6	72.3
	Older Youth	46.5	70
	Younger Youth	50.5	57.7
Skill Attainment Rate	Younger Youth	60.6	93.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		Exceeded	