



Montana Department of **LABOR & INDUSTRY** State Workforce Investment Board

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One-Stop Re-Certification Executive Summary (For In-house Use Only)

Reviewer: Leisa Smith

Date: November 6, 2012

Part I. Contact Information

One-Stop Workforce System: Kootenai One-Stop Workforce System

CMT: Kootenai One-Stop CMT/JSEC

One Stop Operator: Community Action Partnership - HRDC 10

One-Stop Contact: Randy Holm

CMT Chair: Johnette Watkins

One-Stop Operator: Kootenai Job Service

One-Stop Contact: Johnette Watkins

One-Stop Operator: Flathead Valley Community College - Lincoln County

One-Stop Contact: Patrick Pezzelle

Required Documentation:

- A completed, signed One-Stop Re-certification Application
- Memorandum of Understanding (Between One-Stop Operator and Partners)
- A current Community Management Team (CMT) Roster

Optional Attachments/Notes:

Part II. Organizational & Facility Information

- Feature Internet, and ADA Accessible Resource Computers, various software packages, skills and assessment tools, along with hardcopy resource materials, printers, faxes, phones
- Job Service adding Facebook
- In Lincoln County the CMT is merged with the JSEC
- Partners worked together with the County Commissioner in Eureka to lease new office space for share location of partner agencies at the North end of Lincoln County (70 miles from Libby) enabling partners to provide more comprehensive and integrated services, increasing accessibility and hours of operation for Eureka, Rexord, Trego, Fortine, and W. Kootenai

- Working with Eureka County Commissioner and the Lincoln County Library to place internet accessible computer in a M-F publicly accessible area for UI Filing, Job Search, On-Line Applications, Career Exploration, etc.
- Business Expansion And Retention (BEAR) and Incumbent Worker Training Program (IWT) catalyst for outreach to businesses
- Other joint efforts include outreach surveys and joint grant applications for workforce training grants.
- Kootenai Job Service has utilized various National Emergency Grants (NEG) and other grants for Dislocated Workers to fund numerous local On-the-Job Training contracts that reimburse businesses for time spent training eligible new workers

Are Mandatory Programs Present? (Sec. 121(b)(1) of Workforce Investment Act of 1998)

- YES

Co-Located Programs	Hoteled Programs	Referred Programs
<ul style="list-style-type: none"> · WIA - JS · DISLOCATED WORKER - JS · WIA Youth - HRDC · MIGRANT & SEASONAL FARMWORKER - JS · VETERANS WORKFORCE PROGRAMS – JS · WAGNER-PEYSER - JS · SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM - EUREKA · ADULT BASIC & LITERACY EDUCATION - FVCC · TRADE ADJUSTMENT ASSISTANCE - JS 	<ul style="list-style-type: none"> · JOB CORP-JS · ADULT BASIC & LITERACY EDUCATION JS · VOCATIONAL REHABILITATION & EMPLOYMENT SERVICES - JS · HOUSING & URBAN DEVELOPMENT- JS 	<ul style="list-style-type: none"> · ON SITE VETERANS EMPLOYMENT REPRESENTATIVES AND DISABLED VETERANS OUTREACH (staff) · UNEMPLOYMENT COMPENSATION · PUBLIC ASSISTANCE · ECONOMIC DEVELOPMENT

Part III. Marketing & Identifiers

- Kootenai Job Service One-Stop utilizes Montana Department of Labor & Industry, Workforce Services Division but will also begin to incorporate the “American Lob Center” branding. Printed materials have been updated and plans are being made to update signs
- Partner agencies display each other’s brochures and marketing materials for public access
- All partner information is shared at Rapid Response activities, Assessment Interviews, and in Unemployment Insurance Worker Profiling and REA EUC appointments
- MT.Gov websites contain logos, links and partner agency information

Part IV. Local Economy

Major Industries/Economy:

- Areas is transitioning from a singular reliance on natural resource extraction (Timber, Mining & Milling) to a more integrated system incorporating small manufacturing, construction, and serviced industries
- Some mining has re-emerged since the reopening of the Revett Mineral Troy Mine,
- Libby is a designated Super Fund Site with obvious negative economic and social impacts but has spawned the development of related health, research and remediation industries.
- EPA & the Center for Asbestos Related Disease (CARD) work with the University of Montana to collect research data. Numerous companies under the umbrella of the EPA and their contracted agencies i.e., US Corp of Engineers, in asbestos remediation work

Major Employers:

- U.S. Forest Service, St John's Lutheran Hospital, Libby Care Center , Stinger Welding, Libby Public Schools, Rosauers Supermarket

Current trends/challenges

- Lincoln County consistently has the highest UI rate in the state and a large percentage of all jobs are seasonal in nature
- Timber and mining have diminished greatly over past 15 years
- A Copper/Silver mine is currently in production after being shut down for 10 years
- Another mine with huge mineral deposits remains mired in Federal/State permitting processes
- EPA Superfund site however cleanup activities has helped the local economy with good wages and lucrative opportunities for contractors
- Seasonal nature of most jobs
- Lacking skilled workers
- Lacking locally available training
- Flathead Valley Community College undervalued making it difficult to offer stable courses to a small population base
- Generational poverty, with long standing reliance on government assistance
- Many skilled workers have moved to the oil fields

Part V. Partnerships

Utilization of partnerships for successful delivery of services

- Community Management Team and Job Service Employer Council is main catalyst for identifying needs and planning and developing strategies
- Hard to find members who can devote time as many businesses are small owner operated
- BEAT Team , Incumbent Worker Training Program and On-the-Job Training Programs have been widely utilized
- The recent award of a TAACCCT grant to FVCC will provide a staff person who will have a physical presence in each of the one-stops
- Partners are surveyed for current needs and challenges which are prioritized and discussed in meeting to strategize solutions

Information sharing between partners

- CMT meetings
- Outlook Distribution List of members/Distribution List of Private Business who are interested in receiving information.

- Information is forwarded to the Chamber of Commerce who distribute their members
- The Employment Exchange Database and the Montana Works Database is sometimes used to send Info Cards to all employers and job seekers in the system, if appropriate
- Survey Monkey utilized to poll members and identify/ prioritize community concerns, interests relating to economic health, workforce and training needs. Results are shared with employers, educators, CMT members and are used to guide One-Stop operators in structuring services effectively, to strategize and apply for grants
- Staff maintains active presence at community events, meetings, and committees
- Local public radio used to promote job openings, workshops and job fairs
- BEAR program excellent vehicle for sharing information with businesses
- OJT programs successful vehicle for outreach to business

Community Events/relationships

- 2012 Veterans Energy Job Fair forged new and productive partnerships with the USDOL, American Legion, the ESGR, Chamber of Commerce and Job Service
- Tours of local businesses have been arranged for JSEC/CMT members
- Job Service has greatly expanded their services to UI recipients and has partnered with the library to use their computer lab for on-line questionnaires
- Due to new Homeland Security requirements and heavy competition from other mines out of the area many local employers having a hard time finding qualified workers
- Host work experience opportunities for Youth programs

Cultivating new partnership and relationships:

- Presentations on programs, services, and roll of CMT to staff, members and potential members/partners
- Social media networking and Facebook
- Job Service has partnered with FVCC-LCC, CAP & Economic Development to apply for several targeting Federal grants
- National Emergency Grants enhanced relations with business
- OJT contracts for employers
- CMT actively recruits and planning to bring in speakers that will appeal to the wider community and promote opportunities

Part VI. Service Delivery

Service design and delivery methods for streamlined services

- MWorks statewide database used by Job Service and Community Action Partnership to track participants and provides excellent method to share information and provide more seamless integration of services and co-enrollments. Also a great way to share information with Job Seekers and Businesses using the Info Card feature
- FVCC will track participants data for the new TAACCCT grant using MWorks
- Jobs.mt.gov gives universal access to current job openings and employers have access to job seeker data and can post new jobs without leaving their business
- Numerous information links are posted for both job seeker and employers i.e., resume, applications, job descriptions
- WIA Program Providers attend statewide training
- Webinars – low cost and convenient
- Resource rooms offer computer, phone access for those who no longer have services at home
- Each operator gears their particular services to fit the unique needs of employers and job seekers

- FVCC has created customized training to meet specific needs of area employers such as welding certifications and various Haz-worker certifications for laborers and contractors doing Asbestos Remediation.
- Offer on-site interviewing for new employers, skills testing, employer specific informational recruiting events, assist with various screening tools, assist with HR challenges
- Tours of businesses are arranged for one-stop staff and partners to better assist with employer needs and enable more appropriate referrals
- Survey Monkey is used to identify Job Seeker interest in training opportunities as well as employer needs for Workforce Training & Recruitment
- Intensive assessments are used to help identify job seeker skills, deficiencies and barriers to employment for referral to partner programs and services

Data tracking & sharing/utilization

- Mostly tracked by MT DLI Oversight Bureau and Federal agencies through Montana Works data base – tracks enrollments, services, contacts
- Local and Statewide reports are shared and used for goal getting and continuous improvement benchmarks and strategic planning
- Statewide training seminars providing an opportunity to share information and best practices

Measureable goals

- Common Measures are negotiated every year for the WIA Programs,
- Federal oversight tracks data on veterans, Wagner- Peysler, etc
- Track: new registrants (staff assisted and self-assisted), services, placements , number of job orders, business services such as: new business start-ups, BEAR interviews, IWT contracts, employment law, HR, Labor Market & Prevailing Wage Information, recruitment & retention, workshops and presentations, economic development, foreign labor, etc.

Part VII. Employer Services

Relationship with local employers, including services/employer input

- Services to employers: job listings and placement assistance, job descriptions, labor marker information and wage setting assistance, recruitment and retention assistance, job fairs, workshops, seminars, new business start-ups, economic development information and referrals, BEAR interviews, On-the-Job and Incumbent Worker Training financial assistance, employment law, HR, Labor Market and Prevailing Wage information, Foreign Labor information
- CMT and JSEC meetings are a main vehicle for information sharing, networking, assessing and prioritizing business and community needs regarding services offered, events
- Employers frequently surveyed regarding their needs and action plans
- CMT meetings provide a “take away” of value to employers i.e., speakers and workshops offers in direct response to requested needs
- Conference rooms heavily utilized to many CMT partners and private employers and job seekers for interviewing, assessments, evaluations and testing

Part VIII. Challenges

Challenges

- Lack of adequate funding
- Lack of full engagement from CMT/JSEC members as many are owners/operators of small business
- Understaffed agencies with added responsibilities and duties

- High workload to staff ration inhibits frequent collaboration and ability to offer high quality events frequently
- High unemployment rate and seasonal nature of jobs
- Geographic isolation limiting access to many services and resources
- Effects of generational poverty and reliance on government assistance
- Employers needs locally accessible training for their staff
- OJT funds have restrictions that create barriers for our area due to the seasonal nature of the jobs
- Need for soft-skills training and supportive services for low-income, entry level staff
- Job seekers need soft and hard skills training, work experiences and supportive services
- Big percentage of work focusses around UI- need stronger partner with this agency

Response to challenges

- Increasing and improving methods to track and evaluate customer satisfaction
- On-going presentations to CMT/JSEC members about WIA and the role of CMT'S
- The "What's In It For Me" approach will continue to be used to help members justify and prioritize engagement
- Use of social media i.e., Facebook
- Holding virtual training and webinars
- Bring in local presenters
- Continue with Incumbent Worker Training
- OJT's and Work Experiences valued by job seekers who lack experience and want to get a foot in the door and have chance to prove their value,
- Counseling provided to worker and employers if problems
- Co-enrollment in programs to leverage costs and develop curriculum to meet needs
- Workshops: basic computer skills, job application, resumes and interviewing
- Software for career assessment and skills identification

Part IX. Innovation & Success

Innovative or Unique programs

- All Job Service staff trained to provide wide range of services offered to both business and job seeker allowing for better connections between job seeker skills and aptitudes and employer needs
- Networking outside of business hours has led to many opportunities to provide needed services to employers and agencies
- OJT programs
- TAACCCT grant navigator position will provide additional resources for training, case management, and one-on-one assistance for job seekers and program participants that is difficult for One-Stop operators to provide in-depth
- FAFSA presentations to Libby High School College Planning Night for students and parents and to FVCC at their College Goal Information Night
- Present interviewing techniques to low income parents at the Lincoln County Head Start facility
- CMT/JSEC meetings often held at a members place of business
- Statewide webinars and Interactive TV are used for meetings among partners across the state
- In-house and off-site job fairs
- Incumbent Workers Training Program
- On-the-Job Training
- Vocational Rehabilitation meets with client in the Job Service leading to many opportunities to co-enroll

Other:

- Being mindful of providing something of value to businesses
- OJT's been a fantastic vehicle for building strong partnerships – they see strong economic benefits and they learn of other opportunities to learn and use services such as; job development, assistance with job descriptions, referrals to assistance with discipline handling, etc
- One-on-one visits to employers – although a challenge with staffing
- The Veterans Job Fair was a huge success and created new and productive partnerships