



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

A proud partner of the **americanjobcenter** network

1315 E Lockey • P.O. Box 1728 • Helena, Montana 59624
Phone: 406-444-4480 • Fax: 406-444-3037 • <http://swib.mt.gov>

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

Reviewer: Leisa Smith

Date: November 13, 2012

Part I. Contact Information

One-Stop Workforce System: Yellowstone Area Workforce System

CMT: Yellowstone Area Community Management Team

One Stop Operator: Bozeman Job Service One-Stop Workforce Center, Livingston Job Service One-Stop Workforce Center, Career Transitions, Inc. One-Stop Workforce Center

One-Stop Contact: Debbie Berg (Bozeman), Joyce Heiser (Livingston), Darla Joyner (Belgrade)

CMT Chair: Debbie Berg

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

Part II. Organizational & Facility Information

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

- YES

Bozeman:

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

Belgrade:

Co-Located Programs	Hoteled Programs	Referred Programs
<ul style="list-style-type: none"> · WIA · DISLOCATED WORKER · WAGNER-PEYSER · ADULT BASIC & LITERACY EDUCATION · ECONOMIC DEVELOPMENT · OTHERS: WORK READINESS COMPONENT PROGRAM (WoRC), SUBSIDIZED EMPLOYMENT PROGRAM, FAMILIY ECONOMIC SECURITY PROGRAM 	<ul style="list-style-type: none"> · WIA YOUTH PROGRAM · JOB CORP · MIGRANT & SEASONAL FARMWOKER · SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM 	<ul style="list-style-type: none"> · DISLOCATED WORKER · VETERANS WORKFORCE PROGRAM · WAGNER-PEYSER · ADULT BASIC & LITERACY EDUCATION · VOCATIONAL REHABILITATION AND EMPLOYMENT SERVICES · TRADE ADJUSTMENT ASSISTANCE · ON SITE VETERANS EMPLOYMENT REPRESENTATIVES AND DISABLED VETERANS OUTREACH (staff) · HOUSING & URBAN DEVLEOPMENT EMPLOYMENT & TRAINING PROGRAMS · UNEMPLOYMENT COMPENSTATION · PUBLIC ASSISTANCE · ECONOMIC DEVELOPMENT

Livingston:

Co-Located Programs	Hoted Programs	Referred Programs
<ul style="list-style-type: none"> · WIA · DISLOCATED WORKER · MIGRANT & SEASONAL FARMWORKER · VETERANS WORKFORCE PROGRAMS · WAGNER-PEYSER · TRADE ADJUSTMENT ASSISTANCE · PUBLIC ASSISTANCE · ECONOMIC DEVELOPMENT · OTHER: CHILD & FAMILY SERVICES 	<ul style="list-style-type: none"> · WIA YOUTH PROGRAM · JOB CORP · VOCATIONAL REHABILITATION & EMPLOYMENT SERVCIES · ECONOMIC DEVELOPMENT · OTHER:VETERANS ADMINISTRATION REPRESENTATIVE 	<ul style="list-style-type: none"> · WIA YOUTH PROGRAM · JOB CORP · SENIOR COMMUNITY SERVICE EMPLOYMETN PROGRAM · ADULT BASIC & LITERACY EDUCATION · VOCATIONAL REHABILITAITON AND EMPLOYMENT SERVICES · ON SITE VETERANS EMPLOYMENT REPRESENTATIVES AND DISABLED VETERANS OUTREACH (staff) · HOUSING & URBAN DEVELOPMENT EMPLOYMENT & TRAINING PROGRAMS · UNEMPLOYMENT COMPENSATION · ECONOMIC DEVELOPMENT

NOTE: REMAINDER OF SUMMARY IS FOR THE YELLOWSTONE SYSTEM INCLUDING ALL THREE CENTERS

- Resource rooms with computer and phones available for public use regarding employment & training activities i.e., registering with Job Service, filing UI, resume building, job search, on-line applications, MCIS career exploration, Prove-IT tutorials and testing, Labor Market Information, access to internet and business websites.
- One computer at each one-stop has been equipped to accommodate persons' with varying disabilities
- Resource rooms houses Job Service, community and partner brochures, local newspaper, fax and copy machines, phone books, and apprenticeship material, information bulletin boards with job postings and training opportunities, Facebook, Bozeman One-Stop has a computer lab for classroom instruction by Job Service staff, partner agencies and businesses, hotel room for business use, conference rooms for business and partner use for training, meetings, interviews, mini job fairs at all centers
- Notary staff at all three centers
- Career Transitions is located in the Community Workforce Career Training Center (CWCTC)/ Other co-located partners at the CWCTC are Responding to Economic Action through Dynamic

Innovation (READI)Workforce Training, Bozeman Job Service, Independent Electrical Contractors, Belgrade Panther Learning Center ((alternative school)

Part III. Marketing & Identifiers

- Workforce One-Stop Center or Workforce Center with each individual business name on cards, letterhead brochures, websites and correspondence.
- Adding new identifier “A proud partner of the American Job Center Network”

Part IV. Local Economy

Gallatin County:

Major Industries/Economy: Government 7,608 employees, Retail Trade 6,548 employees, Accommodation/Food Service 5,322 employees, Healthcare & Social Services 4,033 employees, Construction 3,285 employees, Professional/Tech Services 3,094 employees

Top Employers: MSU 3,385 employees, Deaconess Hospital 1,252, Bozeman Schools 963 employees, State Government non-MSU 691 employees, Federal Government 668 employees, Belgrade Schools 509 employees, Right Now/Oracle 495 employees, Gallatin County 480 employees, Wal-Mart 250+

Current trends/challenges:

- Last three quarters of 2012 have brought an increase in economic activity for Gallatin County
- UI rates , which stood at 6.0% in May had fallen to 4.7% in August
- Still 2,5000 unemployed workers in the county but the number of job openings at Bozeman Job Service Workforce Center returned to near pre-recession levels
- Many new jobs in the retail sector are lower paying than the construction sector which is not expected to return to pre-recession levels in the foreseeable future
- Construction jobs have resolved around new retail projects i.e., TJ Max, Olive Garden, Quoda, Town Pump, and City Brew. Ulta and Show Carnival also recently opened
- Likely a continued demand for new workers in the healthcare industry as the population ages
- Increasingly MSU research programs
- Travel industry likely to see some increase in activity and has been buoyed by the “stay-cation” phenomena
- Manufacturing is predicted to maintain its level of employment and above average wages
- Gallatin College was approved by the Board of Regents as another training option allied with MSU. They plan to add six month or two year programs each year and are up to six certificate and associates degree offerings. The Dean of Gallatin College states plans to add two new programs per year for the next five years.
- Two WIA-funded participants have graduated from Gallatin College

Part V. Partnerships

Utilization of partnerships for successful delivery of services:

- All three One-Stop Centers and other Community Management Team (CMT) partners have membership in the local Job Service Employer Council (JSEC)
- Communicate with local business via mailings, MWorks data base, Facebook to keep them informed of programs and activities.
- Staff from all three one-stops attend monthly meetings to keep each other informed of services, resources, and programs available to customers. Community meetings attended include: CMT, JSEC, Veteran’s Service Providers, American Legion, Eagles, Gallatin County Homeless Action Committee, Warming Shelter, Disability Interagency Group, Interagency Traumatic Brain Injury, Healthy Community, Mental Health, Pre-release Detention and Parole, Rocky Mountain

Economic Development District, Gallatin College, Child Care Connections, Chambers of Commerce, Prospera Business Network, Community Workforce Career Training Center, Gallatin Valley Human Resource Association, Area Schools, Livingston Food Pantry, Park County Community Foundation, Community Networking Group and Business Expansion and Retention (BEAR)

Information sharing between partners:

- Information shared at quarterly CMT meeting which rotate between Bozeman (Gallatin) and Livingston (Park)
- JSEC meets monthly
- BEAR Team meets a minimum of twice a month to conduct assessments and discuss business concerns and needs
- Job Service and BEAR participate on the Rocky Mountain Economic Development District (RMEDD) planning meeting in both counties
- Prospera Business Network is a Small Business Development Center (SBDC) and is a member of the BEAR Team in both Gallatin and Park Counties
- Job Service and members from the above mentioned committees also are active on the chambers of commerce
- Yellowstone Area System (YAS) CMT has developed a website to share information

Community Events/relationships:

- YAS CMT plans and facilitates an annual Training Academy to educate partners on services, eligibility, referral process and accessibility and is offered free of charge
- “Resource Ring” is a workforce employment and training listing of partner agency services and contact information
- One-stops participate in the annual “Stand Down” for veterans and homeless populations providing employment and training information
- Partner with the Women’s Entrepreneurial Network (WNET), Prospera and Chamber of Commerce to bring popular WNET meetings to the Livingston area

New Partnerships:

- Training Academies bring in new members
- Challenged with getting employers on board but are developing plans to grow in this area

Part VI. Service Delivery

Service design and delivery methods for streamlined services:

- Individual customer assessments for basic skills, knowledge, abilities, life situation , and basic needs, training needs
- Websites
- Access to resource room and equipment
- Staff training in all partner agency information to make appropriate referrals
- “No wrong door” approach

Customized services for job-seekers and employers:

- All One-Stops are qualified to serve the “universal” customer
- Cross-training and information sharing is a priority i.e., Training Academies
- Specialized trainings for staff with identified focus and area of expertise. Able to provide more intensive services to identified populations such as: veterans, persons with disabilities, seniors, ex-felons, and youth
- Area businesses rely on the One-Stops for many of their employment needs. Centers host job fairs, employment related seminars, educational brown bag lunches, provide information

brochures and websites related to employment and employment law. Centers have employers packets available on CD or flash drives with pertinent employment related information and links to valuable websites

- Centers can assist with business start-up plans and required paperwork to refer them to business centers who offer more intensive services
- Career Transitions One-Stop is a satellite office for Prospera's Women Business Center and assists with writing business plans, mentors, and refers to other business partners for their individual needs
- Access to Spanish translators

Data tracking & sharing/utilization:

- Data is tracked through the Montana Works data bank system for Wagner-Peyser and common measures for WIA Federal reports. The system is shared by all three one-stops along with the Business Resource Center, and Human Resource Development Council #9 for operating and tracking WIA programs
- Each operators is monitored annually and is analyzed at CMT meetings for solutions to any problem findings
- Operators attend WIA Technical Assistance bi-annual trainings provided by the Department of Labor's Program & Oversight Bureau. Feedback provides opportunity to suggest future training ideas for program providers

Measureable goals:

- Common Measure standards are negotiated each year regarding WIA Adult, Dislocated Worker and Youth programs

Part VII. Employer Services

Relationship with local employers, including services/employer input:

- Job Service Employer Committee – employers partner with Job Service to strategize ways to meet the workforce and business needs in their respective community
- Employers invited to staff meetings
- Tours of Business to better assist with recruitment, hiring, retention. Also assist with Labor Law and Human Rights issues
- Free workshops on topics such as; "Marketing in a Down Economy" by a SCORE counselor, "Maintaining a Business Edge" series on variety of business topics

Unique services offered to employers or partners:

- Training Academies, Brown Bag Lunch and Learn for Employers, Job Fairs, Employer Business Packet and CD/Flash Drive, Resource Lending Library, Proficiency Testing, Business Seminars for Employers, Labor Law Information and Posters, Human Rights information, Veteran's Priority of Service, ADA Information on Accommodations in the Work Place, BEAR
- Community Workforce Career Training Center with several partners under one roof
- Career Transitions also offers business resource services and incorporates counseling by a Service Core Of Retired Executives (SCORE) counselor
- Career Transitions manages the Gallatin Valley Farmers Market, which has allowed many start-up businesses to do market research on their products and services at a very low cost

Part VIII. Challenges

Challenges:

- Time constraints of members
- Employer engagement

- Active CMT members who serve on numerous other committees, boards, and networking opportunities so prioritization is important which was more of a challenge during the recession due to increased customer flow and demand for services increased dramatically resulting in less time for networking, special projects and important events such as our Training Academy

Response to challenges:

- YAS CMT is very dedicated and have formed committees to work on projects outside of meeting time
- Have a membership development committee
- CMT members are also JSEC members
- GoTo Meeting format, webinars and conference calls, email

Part IX. Innovation & Success

Innovative or Unique programs:

- Promote Mini Job Fairs for Employers to have in our Centers
- Lunch & Learn Seminars for Business and Employers
- Share Staff and Resources
- Co-location
- Training Academies
- Resource Ring – reference guide
- Regional Management and Staff Meeting
- Meeting with WIA Operators from all locations, Job Service and Career Transitions and Human Resource Development Council
- YAS CMT website
- In Livingston we share a lobby with our co-located partners
- Job Service Resource rooms are available to all customers

Other:

- Newly updated website
- Organizational structure works well for the area
- “Ring of Resources” is a direct result of the need to bring concise, practical information to the hands of front line staff quickly and effectively. The “Ring” is designed to be small, fast and easily accessible reducing the need to constantly update and replace agency data
- CMT has a modest dues membership used to fund things such as our website, training academy, Ring of Resources, brochures and other projects that come up. In-kind and other arrangement are also accepted