

1. Is current technology adequate to provide training where and when needed?

16 yes - 6 No

1. Rural areas don't always have adequate technology
2. We have more go-to-meetings and training available where it is easier for people to attend and do not have to travel as much
3. Technology may be in existence, but it is not necessarily readily available and accessible to those who need/want the training. For example, video conferencing, on-line learning resources, high speed connectivity, etc. are not universally available throughout Montana. Right now, people must be able to travel to training locations such as Bozeman, Billings, or other large cities. We do not have adequate systems of public transportation; costs, distance and weather prohibit many people from traveling for training.
4. The following resources are excellent training tools: Go To Meeting, On-line courses, On-line tutorials and testing, Pep Talk, WinWay Resume and many, many others.
5. EXTENSION OFFICE HAS COMPUTER LAB.
6. Need real community college, night school, summer school in Bozeman
7. If you are talking about on-line opportunity for training at the post-secondary level and beyond, as far as my knowledge of technology goes, we do have what is needed for this type of application. In addition, the use of computer-based conferencing such as GoTo Meeting has been well utilized in my organization to disseminate information quickly with ability for immediate feedback and questions. I imagine there is something more coming that is bigger and better--that is the nature of technology.
8. Our One-Stop is finding a need for distance learning equipment, i.e., Vision Net to make training and meetings accessible to our very rural SDA.
9. This survey response is from a Rural area in Western Montana. While there is Internet available, many individuals are not able to afford it, there is limited availability in some areas, and there are very limited public resources available for access. Even basic Adult Education is very limited in Sanders County (Noxon, Thompson Falls, Plains, and more). Libraries have very few resources, and there are short time limits placed on using those facilities. Even the only community college in the area has limited resources, and students report that they

are unable to access technology there due to the high demand and few computers.

2. Are there enough short term training opportunities available where and when needed?

7 yes - 15 no

1. Many institutions of higher education do not have short term training for occupations which do not require certificates or degrees. Many job seekers cannot afford to commit to long term training. Would like to see more short term occupation specific training available at a reasonable cost. I think it would be a good idea to talk to employers to find out what minimal training is needed. Sometimes the optimum training is not necessary to start in an occupation.
2. This again is helpful through internet training and go-to-meetings.
3. It is very difficult for people--whether job seekers, business people, employers--to find pertinent and timely training. Topics include: Quickbooks, CDL, CNA, Medical related such as billing, transcription, coding, computer applications, customer service, HR, bookkeeping/accounting, etc. Again, because rural demand is often for small numbers of people at a time, there are limited resources for such training courses which again require the trainee to travel. Or, the cost to bring in the training is prohibitive.
4. Definitely not. Short term Job Specific skill training is sorely lacking. Most people cannot afford the time or the money needed to enroll in a traditional one or two year educational program. When entering a new occupation, they need to get the basic skills under their belt quickly and then hopefully fine tune and learn more on the job. Most need to get back to producing an income as soon as possible. That is why many Dislocated Workers who are eligible for retraining to upgrade their skills, do not take advantage of it. They need to make money to support

their families so they tend to find whatever work they can get, often in the same declining occupation where they feel comfortable, which then leads to another lay-off down the road. For instance, Libby has a new employer who intends to hire up to 200 welders in the next couple years. The closest welding training is in Kalispell and is a 2 year program which has been targeted specifically for this Libby employer. Very, very few Libby job seekers can afford to drop everything to commute or move to Kalispell for 2 years, therefore out of town workers will have a huge advantage and the local workforce will be left out. Community partners have worked together to apply for grants to provide the training for this employer locally so the local unemployed worker (currently 19.2%) have an opportunity to gain the necessary skills but have been unsuccessful. There is a private school in Spokane that offers a 15 week program that quickly teaches the specialized welding skills required by this employer, but the cost is \$9500 and that does not include housing, etc. Only a select few dislocated workers who are entitle to the TAA program are able to take advantage of this excellent training.

5. Have many people ask for training on Quickbooks, or other software programs, and these types of training are not always easily found in our area.
6. Technology for many is a barrier. A local (which means portable) training would be helpful.
7. Never enough!
8. NO CLASSES SCHEDULED
9. Same as above
10. This seems to be a struggle in our rural areas, which may be tied to the occasional SUDDEN need for training as an opportunity for business expansion arises with need for additional workers with specific skills. This may be happening more and more frequently. The university system seems to be sluggish in responding to this type of situation--or I possibly just do not understand the workings of the Board of Regents.
11. this is hard to answer as you develop training as needed.....doesn't make much sense to have a bunch of short term training available that no on needs.
12. The university system and OPI and individual post-secondary institutions need to re-tool their focus away form 4 year college degrees and realize that in this country 80% of the jobs (including those least likely to be outsourced to other countries) require a 2 year degree or less. The system also needs to focus on open entry time

frames. The existing semester system is not compatible with layoffs and economic downturns, which don't function on a semester system. An increased focus on distance learning would benefit the rural parts of Montana. The system has only scratched the surface in the area of distance learning.

13. Currently, we have truck driving school and the Bitterroot College Program is getting off to a good start in providing Gen. Ed. classes that can be transferred. Training in any other area requires travel or relocating.
14. This is an especially significant problem in rural Montana. The only short term training available on a regular basis is CNA training (in Lake County). Occasional flagger certification is offered. Even wildland fire fighter training is very limited and expensive. There is very little computer training offered locally. There are no ST trainings such as CDL, welding certification, etc-- unless they are brought locally on specific, one-time basis. Sanders County is especially far from training, and not even CNA training is available.
15. We have to send people to Billings for short term training, other than through our local group that has more training in the trades. We are working on a community learning center.

3. Do competing program regulations make it difficult to coordinate services? For example, the differences between TANF regs and WIA regs?

8 yes - 14 no

1. TANF regulations do not accommodate much post secondary training for occupations that would pay enough to not need public assistance.
2. But keep the training information coming..
3. Many programs can be coordinated but yes there those that do not share the same regulations.
4. What may be approved training under one program (WIA) may not be approved under another (TANF) thus preventing people

from obtaining training that would improve their employment options. Because training funds for most programs follow the individual, it is difficult to bring training to a community. In order to make it cost effective, multiple attendees are necessary. Program regulations rarely allow a workshop or training course to be brought in and then sign up people to attend.

5. Yes, sometimes, when it comes to Unemployment Insurance and retraining programs. There have been many improvements, especially recently, but often the UI regulations do not mesh with the WIA or TAA regulations and can end up causing financial hardship or instability. For instance, often in the middle of a retraining program, a person requalifies for a regular UI claim but due to being out of the workforce, the claim amount is very tiny (\$30/wk). At that point they often have to quit their training program. If someone is extra motivated to work part time while in a (TAA) 2 year retraining program, that part time work comes back to haunt them by making them eligible for a tiny regular UI claim in the middle of their retraining. The TAA regulations unintentionally provide an incentive for workers to go out of town for training due to the fact that they can receive very generous subsistence payments for housing, utilities, meals or, if commuting, for mileage. Many workers who choose to train locally cannot survive on just their Unemployment.
6. ??? I don't know what you are talking about.
7. Not that I have noted. I thought the programs worked together quite well. The only disconnect between TANF and WIA that I can recall is TANF's need for people to "work first" and WIA tends to educate first.
8. that is the only example I can think of.
9. In rural areas, these two programs communicate well, and actually are able to collaborate well to coordinate services. Our co-location in Sanders county makes this collaboration work almost seamlessly. Providers do seem to be "spread thin" at this time, and that is more the "issue" at this point, when one exists.
10. Because we operate many programs we are able to coordinate and find services. Sometimes just the paperwork is a barrier.

4. Are there specific federal, state and/or local policies, protocols or regulations that impede your ability to provide the best service to employers or job seekers?

7 yes - 15 no

1. See answer under question number 2.
2. I can not think of anything that would be real specific here at this time.
3. There are few, if any, options available to provide training to people (job seekers, employers, employees) unless the individual is enrolled in a specific program such as Dislocated Worker, Trade Adjustment Act, WIA Adult, TANF, etc. Programs such as Incumbent Worker Training Grants are a step in the right direction.
4. Some of the educational facilities have very specific regulations or protocols that they must follow which often do not work well for adult learners. Also, funding formulas for Dislocated Worker \$'s do not always disperse the \$'s to the areas of highest unemployment. Often, grants are provided "regionally" but the parameters and benefits often leave out the smaller areas with the most need.
5. ??? I had to answer but I don't know
6. I cannot think of anything specific. I might as soon as I hit "done!"
7. The formula used to disperse federal training dollars state-wide, for the most part is a formula that is slanted toward the more populous areas of Montana. In the past the rural counties of Eastern and other areas in Montana have had to fight for a sufficient amount of funding to even make program operation possible. The fact that participant costs in these rural areas is higher due to distance, and lack of available resources to begin with is not even considered in any funding allocation. We are currently serving a large area @25,000 sq miles with less than a full FTE for staffing when all program staff dollars are combined. The available participant dollars amounts to less than \$20,000 for the entire region for the entire year.
8. Our most difficult policy, protocols, or regulations deals with making training accessible.
9. Each program has different requirements, and keeping up with changes can prove to be a challenge. Interpreting the differences in policy for various programs is sometimes cumbersome.
10. Just the eligibility, which needs to be changed during economic downturns.

5. The SWIB is interested in providing education on strategic partnering for grant application as required by many grants now, including the role of the SWIB. Does this interest you?

19 yes - 3 no

1. Education and information on grant applications is very important for our funding.
2. Identifying and applying for grants
Understanding grant language
Data research
Creating partnerships, collaborative efforts
3. Yes. Our area has partnered with the One Stop Center, local economic development agencies, education and private industry to apply for grants but have not been successful. All One Stop partners could benefit and would welcome training in the grant application process.
4. We have requested SWIB support for grant writing activities in the past. It makes sense for us to partner with other providers in our area as well. YES--very interested.
5. We could use assistance in determining our eligibility for grants and then assistance in applying for them. We were most interested in the recent SGA for Community-Based Job training Grants but discovered we were not eligible.
6. A seminar on grants, best practices for communities and the grant process, and the role of the SWIB would be good!
7. I would like to see more focus groups with the operators vs. an outside "expert".

8. Are there any additional service barriers?

1. Our state needs more technological infrastructure and public transportation systems.
2. The demand on the Job Service resource room has increased dramatically. The biggest need is for additional funding for staff. With the increase of On-Line application requirements and resumes, many people need very intense one-on-one assistance for long periods of time. Often customers must wait for an available computers. Many government services for obtaining social security benefits, vocational rehabilitation and veterans services are not readily available locally. When people have to wait for a monthly visit or have to make a trip to Kalispell, this often creates barriers to eligibility for assistance programs and delays.
3. No.
4. Need for realistic short-term training aimed at actual job opportunities here in Gallatin county- from 9th/10th grade through re-training for adults. Must have coordination from high school through Vo-tech and the workplace.
5. It always comes down to funding:)
6. Transportation is always a problem for people in rural areas. Daycare resources are limited. Many individuals need basic computer training. Specific area training centers, where short term trainings could take place, adult basic education, computer and internet resources, and more would be very helpful for rural Montana counties.
7. Can't serve those who need service now due to the eligibility, so have more people that need service than we can provide.
8. I believe there is a knowledge gap within the 2-year educational community on the functions and goals of the State Workforce Investment Board. This gap becomes increasing evident when colleges are applying for U.S. Department of Labor Community Based Job Training Grants. Additional the US DOL is increasing wanting community based partners who will be included as strategic partners to be including in the planning and development process with 2-year educational institution from the beginning of grant development. I believe the SWIB could assist in a number of areas. 1. Educating 2-year institutions on the functions and role of the SWIB. 2. Assist communities and regions to develop strategic partnerships which are prepared to move forward as a partnership when a grant is announced. 3. Begin a dialog with the US DOL to increase the development time for CBJT grant requests. 4. Strengthen the

partnerships between Workforce Development Systems, One-Stop Centers and 2-year educational institutions.

9. Open a dialog with 2-year institutions in several areas. 1. Delivery of training in community without a 2-year institution and mobile training in all communities off the college campuses 2. Increased short term certificate and non-certificate training.
10. Different program requirements often prevent putting together the best training plan for an individual.
Example: TAA regs vs WIA; TANF regs vs WIA.
11. Technology Resources: Lack of broadband impacts rural access to training.
12. Federal requirement to spend only 18% of WIA Adult and slightly higher in DW funds in first quarter ending 9-30 which is exactly when we need to be case managing people and enrolling them in training.
13. Data validation is labor intensive and it is uncertain what the return on investment is.
14. Increasing costs for operators with marginal increase in funding.
15. Unfunded or underfunded mandates.