



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

A proud partner of the **americanjobcenter** network

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

Reviewer: Kali Wicks

Date: 11/9/12

Part I. Contact Information

One-Stop Workforce System: Bitterroot Workforce One-Stop System

CMT: Bitterroot Community Management Team

CMT Chair: Patti Furniss

One Stop Operator: Bitterroot Job Service

One-Stop Contact: Patti Furniss

One Stop Operator: District XI Human Resource Center

One-Stop Contact: Jim Morton

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:

*Marked None for HUD Employment and Training Programs, as none are currently available in the area. However, District XI Human Resource Council provides resources regarding housing assistance. District XI Human Resource Council provides resources through the Section 8 Housing program. They partner with SAFE on homeless grants and with Bitterroot Research Conservation & Development on first-time homebuyer education. They also partner with a private sector housing developer through the low-income housing tax credit program and coordinate services with Summit Independent Living (Housing for the Disabled), and work with Western Montana Mental Health and aging in the coordination of referrals and services including access to Low Income Energy Assistance and Weatherization.

Part II. Organizational & Facility Information

- The one-stop center is located in the Ravalli Entrepreneurship center which includes the Bitterroot Job service, Ravalli County Economic Development Authority, and the Bitterroot

College of the University of Montana. As a One-Stop, it is informally called the E3 One-Stop for Employment, Economic Development, and Education under one roof.

- We offer computer classes including MS Word Basics, MS Excel Basics, QuickBooks Basics, and QuickBooks Payroll Basics, all of which are required by local employers. We also offer a series of classes called business basics including Business Plan I, Business Plan II, Marketing, Choice of Business Plan Entity, Human Resources, and Debt and Alternative Financing, which are offered once a quarter.
- Our affiliate one-stop is located in the Human Resource Council’s building and houses many of our system’s partners, programs, and services. This includes: Literacy Bitterroot, Montana Work Solutions, Salvation Army, Summit Independent Living, Inc., Opportunity Resources, Valley Veteran’s Center, Haven House, and Voc. Rehab. They have a public computer room and community meeting rooms.

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

Co-Located Programs	Hoteled Programs	Referred Programs
<ul style="list-style-type: none"> • Title I WIA: Adult • Dislocated Worker • Title I WIA: Youth • MSFW • Wagner-Peyser • TAA • ABLE • Veteran’s Programs (On-Site Staff) • Economic Development 	<ul style="list-style-type: none"> • Job Corps 	<ul style="list-style-type: none"> • Veterans Workforce Program • SCSEP • Public Assistance • UI

Part III. Marketing & Identifiers

- The American Job Center Network logo is being incorporated in current signage on the website, front door, letterhead, business cards, and brochures. All Bitterroot Workforce One-Stop partners, programs, and services are including this new branding identifier in their new signs, brochures, and websites as they find available resources.

Part IV. Local Economy

- Major Employers: A@Z Personnel, Albertsons, Apex Human Resources, Countrywide Periodicals, Discovery Care Centre, Farmer’s State Bank, GlaxoSmithKline Biological, Kmart, Marcus Daily Memorial Hospital, McDonald’s, North Valley Health Care Center, Ravalli County Bank, Ravalli Services Corp., Selway Corporation, Shield Services, Stock

Farm Club, Super 1 Foods, Town Pump, Triple Creek Guest Ranch, and Valley View Estates.

- Ravalli County has suffered severely in the last 4 years. Businesses that were numerous in 2008, including log home builders and construction related companies are almost non-existent today. Those formerly employed in the timber and construction trades were the hardest hit by the recession.
- Currently, our major industries include manufacturing, retail trade, professional and technical services, administrative and support services, healthcare and social assistance, accommodation and food services, and government.

Part V. Partnerships

- The One-Stop System has increased outreach to employers through the Bitterroot Job Service to help understand their current and future needs. Examples include tours of local employer businesses each quarter and frequent meetings with local employers to determine their needs for trainings, both for business expansion and retention, and to assist them in providing Incumbent Worker Training opportunities (IWT). All employer outreach is coordinated with Ravalli County Economic Development Authority, providing wrap-around services through the one-stop for the business benefit of the economy.
- Other partnership events include holding Business Seminars in conjunction with the Job Service Employer Committee (JSEC), Bitterroot Valley Chamber of Commerce, and Stevensville Main Street Association.
- Information is shared at Community Management Team (CMT) meetings, where partners receive updates on other's programs and resources. The meetings rotate facilitation and location, giving each partner the opportunity to tour and learn first hand about the services of the host agency. E-mails are also used as a quick method of information sharing.
- The One-Stop takes part in numerous community events, including the past year's WECAN (Workers Employed Through Community Asset Networks) event, which was developed by our partner REO (Rural Employment Opportunities). This project brought job seekers together to learn how to network, and many workforce partners assisted as community resources. This group meets once a quarter and continues to be of value (*see application for more examples*).
- The One-Stop system reviews processes, systems, and partnerships annually for continuous improvement and to keep up with current economic trends. Plans for the next 2 years include re-focusing our CMT meetings into a Training Academy twice a year to provide workforce partners, interested parties, and front line staff updated information for continuous and seamless service. Ideas for Training Academies include receiving feedback from CMT members on training that would be appropriate and that would enhance their knowledge and help to address their needs for information.

Part VI. Service Delivery

- The main goal for the workforce system is to provide seamless service for customers in Ravalli County, which is 96 miles long with the Bitterroot Mountains to the West and Sapphire Mountains to the East. Major barriers to job seekers and employers are distances. To surmount this barrier, we provide services via computer with internet access. We also provide brochures,

resource guides for information, and telephone services. We also have access to established satellite sites around the county for virtual interviews, and partner with several community libraries for increased computer and internet access during evening and weekend hours. In addition, each community library coordinates with the Job Service to provide proficiency tests, saving the applicant transportation expenses to the One-Stop center, which is located at the county seat, in Hamilton.

- Several services have been customized to meet the needs of the job seeker, including specialized attention to the on-line application process and assisting with computer resources, as today's hiring process requires an increased ability to use the computer and e-mail. Services for employers include meeting with them in their place of business, evaluating their business through the BEAR (Business Expansion And Retention) program, and providing Incumbent Worker Training, along with outreach efforts from our Job Service Employer Committee (JSEC).
- One-Stop data is tracked on the MontanaWorks computer System. This information helps to quantify what services are being provided and value to the service delivery area.
- Goals for the One-Stop Include: Continued delivery of streamlined services, providing ease of accessibility to customers and partners, empowering customers to make educated decisions, increasing accountability of service providers to meet WIA performance standards, Re-Focusing monthly CMT meeting agendas to fit Core Workforce Provider and Interested Partner needs, Additionally holding 2 Training Academies based on partner requests per year.

Part VII. Employer Services

- Our JSEC (Job Service Employer Council) is an integral part of our community partnerships and our employer services, which ensures that we listen to employers, and make it our goal to be responsive and relevant to their needs in continuing their business and hiring practices. We assist with Human Resources, Incumbent Worker Training (IWT), Business Expansion and Retention (BEAR), and On-the-Job Training (OJT) where appropriate.
- Our One-Stop is unique to Montana in that we offer wrap-around services in one location, co-locating economic development, education, and employment services in one site.

Part VIII. Challenges

- As previously stated, the timber and construction industry was hardest hit by the recession, and Ravalli County's Unemployment rate reached 10% in July 2010, not decreasing below 8% until May of 2012.
- The One-Stop system has also faced challenges by the shortage of local post-secondary training opportunities.
- Funding shortfalls have also been a challenge.

Response to Challenges

- The job service was able to obtain National Emergency Grants for Timber related businesses and OJT for long term unemployed. Many participants were enrolled in these programs, along with traditional WIA service programs, utilizing short-term training to become employed in health-care and truck driving occupations. Case managers coordinated with the Sidney Job Service for placements in the Bakken Oil

Field for those who were willing to relocate or commute to Eastern Montana and North Dakota.

- OJTs were used for local businesses related to industries in manufacturing, nursery, and alternative energy. Montana was the only state receiving OJT NEG funds that spent their funds and the Bitterroot Job Service developed the most OJT contracts in Montana.
- The Bitterroot College has expanded classes so that Ravalli County residents can complete the first 2 years of General education classes before needing to transfer to a University, and has offered Anatomy and Physiology classes for those who wish to get started in Health-care fields. We are looking forward to the addition of short-term occupationally focused classes where students can find employment in growth jobs.
- Currently, we work diligently with program partners to provide timely services despite budget shortfalls. Core program providers and Interested Partners coordinate closely to maximize return on all investments.

Part IX. Innovation & Success

- Increased services to Veterans have been developed through partnerships with the One-Stop, including Veteran Upward Bound classes. These classes incorporate Basic Computers, Basic Math, and Refresher Writing, and have been important to veterans who need to improve skills in these areas to secure employment or are seeking entrance to Bitterroot College. We are also in the process of developing activities, along with our partners, for veterans who are disabled. We have several other initiatives being developed for veterans, revolving around outreach to those with PTSD, and conducting surveys to veterans who do not use one-stop services to find out about their employment and workforce needs. We recently received the 2012 Montana Veterans Performance Incentive Award for our accomplishments in serving veterans, and we are very proud of this achievement!
- Literacy Bitterroot received a grant from DPHHS to provide individualized educational services for those who are eligible for TANF, even if they are not receiving TANF, and these services are offered at the Job Service during one ½ day a week, and are offered at our affiliate site 4 days per week.
- We have worked very hard to be including on our One-Stop center, in that we believe that more partners, agencies, and organizations working together allows for creative problem solving. Through this coordination, we have been able to achieve grant funding to assist individuals in transitional housing provided by the SAFE (our shelter for individuals fleeing from domestic and sexual abuse), specialized employment programs for individuals with disabilities, GED coordination for TANF recipients, tutoring for College students, and a County-wide survey on the One-Stop.
- We use joint calendar through GOOGLE, which allows all partners in the one-stop to schedule and coordinate available conference rooms and classrooms at various locations.