



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: Leisa Smith

Date: Nov. 5, 2012

Part I. Contact Information

One-Stop Workforce System: Southwest Montana Workforce System

CMT: Southwest Montana Workforce

One Stop Operator: Butte Job Service

One-Stop Contact: Marilyn Ohman

One-Stop Operator: Dillon Job Service

One –Stop Operator: Marilyn Ohman

CMT Chair: Mary 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

- 2 staff available for immediate assistance
- Training room with 8 public access computers
- Telephone for UI or job search
- Disability accessible tables, TTY lines, low vision accommodations
- Partner agency information
- Job search resource information
- Program information
- Trained staff for business and job seeker needs i.e., BEAR Team and knowledgeable resources in Beaverhead County

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

YES

Butte and Dillon One-Stop Centers

Co-Located Programs	Hoteled Programs	Referred Programs
WIA DISLOCATED WORKER MIGRANT & SEASONAL FARMWORKER PROGRAM VETERANS WORKFORCE PROGRAM WAGNER-PEYSER TRADE ADJUSTMENT ASSISTANCE ON SITE VETERANS EMPLOYMENT & DISABLED VETERANS OUTREACH (staff)	JOB CORP SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM SOUTHWEST MONTANA CMT	WIA TITLE I WIA: YOUTH PROGRAM JOB CORP MIGRANT & SEASONAL FARMWORKER SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM ADULT BASIC & LITERACY EDUCATION VOCATIONAL REHABILITATION AND EMPLOYMENT SERVICES HOUSING & URBAN DEVELOPMENT EMPLOYMENT AND TRAINING PROGRAMS UNEMPLOYMENT COMPENSATION PUBLIC ASSISTANCE ECONOMIC DEVELOPMENT SOUTHWEST MONTANA CMT

Part III. Marketing & Identifiers

- Marketing & Signage Information Here
 - America’s Job Network Logo and is on web

Part IV. Local Economy

- Major Industries, employers
- Butte Silver Bow: Manufacturing, Mining, Energy, Health Care, Retail and Tourism
 - Top Employers: Acadia, REC Silicon, Montana Resources, NW Energy, Town Pump, Wal-Mart
- Dillon/Beaverhead: Cattle, Health Care, Mineral Processing
 - Top Employers: Barrett Hospital and Health Care, Barrett Minerals, Inc., Parkview Acres Care and Rehab Center, MCI MedClaim
- Current trends/challenges
 - High aging population
 - Skills matching

- Business survey indicates higher percentage require high school or GED diploma at minimum
- High percentage of business not expanding in next year
- Majority of skills required: clerical, bookkeeping/accounting, administrative, management and maintenance with average wages between \$8 - \$10 dollars
- Job seekers not being job ready and lacking necessary skills
- Trainings/workshops offered based on employer “wants”

Part V. Partnerships

- Utilization of partnerships for successful delivery of services
 - Job Service Employer Council
 - Community Management Team
 - Regional Economic Development Cooperation
 - BEAR Team
- Information sharing between partners
 - CMT minutes
 - MOU's
 - Resource Guides, Contact information and partner services available
 - Shared forms
 - Staff/partner education/training, capacity building
 - Coordination of resources and programs
- Community Events/relationships
 - Staff and CMT's members serve on Chamber, Economic Development Corps, BEAR TEAMS, JSEC, and Community College groups (Butte Tech and UM Western)
 - Co-sponsored career fairs
 - Butte Business Days for middle school students
- Cultivation of new partnerships over the next 2 years
 - Continuous education of staff, CMT & BEAR (twice weekly via conference calls regarding economic trends and community need, resource identification, and training opportunities for business and job seeker)
 - PSA's for promotion of services
 - Broadening use of Social Media
 - Goal: coordination and collaboration in training opportunities and work together to avoid duplication

Part VI. Service Delivery

- Service design and delivery methods for streamlined services
 - Printed, on-line and direct referral
 - One Stop applications, Employment & Training Needs Assessments, determining appropriate programs and services, referrals to programs not co-located at center
 - No wrong door approach
 - Community Resources Guide - updated annually
- Customized services for job-seekers and employers
 - Offers job search, basic computer skills, interviewing skills and resume writing
 - Offer hoteling space

- JSEC offers employer training twice a year, currently offering an 11 part series “First Line of Defense for Managers and Supervisors”
- Yearly DLI ABC Clinics
- New renovated training lab with free WiFi to employers and job seekers
- Quarterly CMT meetings
- New Facebook page
- Data tracking & sharing/utilization
 - Job Service Montana Works System (door count, referrals, services for both business and job seeker, program performance measures analyzed and discusses quarterly at CMT meetings, monitoring information with partners and continuous improvements set into place. DLI’s yearly summary of regional programs shared with Governor’s Office.
- Measureable goals
 - Keep staff educated on partner agency services and employer workforce needs
 - WIA performance measures set by federal regulation
 - surveys
 - ADA accessibility and accommodations
 - WIA goals: Obtained Employment, Retained Employment, Increased Earnings (reviewed quarterly)
 - Continuation of cross training

Part VII. Employer Services

- Relationship with local employers, including services/employer input
 - Chamber, BEAR, Economic Development committees, JSEC
 - Employer “interview” rooms available along with computer lab and conference room
 - Provide required employment law posters at no cost
 - Staff educated on wage and hour information and resource
 - Daily outreach to employers to ensure they are aware of services
 - websites
- Unique services offered to employers/partners
 - video training series on wage and employment law offered free of charge to partner agencies and employers
 - JSEC 2 training sessions annually to business and partner community
 - Temporary office space, meeting space and computer training labs offered with PROVE-IT testing software that offers over a 100 different skills tests to job seekers and/or employers/partners free of charge
 - One-Stop trainings open to partner agencies for referral of customer or staff.

Part VIII. Challenges

- Challenges
 - Cost to marketing
 - Real time program changes communicated to partner agencies
 - IT policies
 - Budget cuts
- Response to challenges
 - Working with IR Policy people

- Working with other partners on marketing services to business sector
- CMT discussing future training academy concepts

Part IX. Innovation & Success

- Innovative or Unique programs
 - Training lab on basic computer skills, how to set up and use e-mail accounts, interviewing skills
 - JSEC sponsored DVD Series “Front Line Defense, Employment Law Training Systems for Supervisors”
 - Pertinent training is on-going for job seeker and business
 - Butte Center works directly with Pre-release
 - Butte Business Day - part of Butte Middle School curriculum with CMT partner participation
- Innovative methods of operation and resource sharing
 - Butte extended hours 7 - 5
 - websites 24/7 with instant job postings
 - e-newsletters quarterly to business and CMT partners
 - Developing Facebook page and training staff in use of Twitter
 - Resource room
 - Computer lab, conference room - not cost
 - Test proctoring or skill testing offered at no cost
 - Variety of trainings for employers, job seekers, and CMT partners
- Other
 - Resource Guide = updated yearly
 - Quarterly CMT meetings
 - Staff access to community services and resources has helped serving universal customers become successful