



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 5, 2012

Part I. Contact Information

One-Stop Workforce System: Northeast Montana Workforce System

CMT: Northeast Montana Workforce System

One Stop Operator: Glasgow Job Service

One Stop Operator: Wolf Point Job Service

One-Stop Contact: Steve Andersyn

CMT Chair: Sue Dalbey

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

- Both full service
- Customer Services desk always staffed
- Bulletin board with job posting
- Assistance for employers to post job listings
- multiple computers for public employment related use such as, electronic job applications, web for job search, resume, interview, and application preparation, skills (hard/soft) practice, career assessment tools, labor market information, UI, veterans resources, employer information (wage and hour laws and employer management, Facebook to reach public
- Computer available in outreach locations i.e., libraries, colleges, and public offices)
- Staff travel regularly to Malta, Poplar, and Plentywood to serve job seeker and employers

- Staff will also meet with client at locations of convenience to relieve significant travel burden
- Glasgow is a certified GED testing center with a volunteer
- Other testing available: TABE, Compass, Prove It skills testing, etc.
- Phone access for customers to address UI needs
- Spanish interpreter is available on staff
- Equipment available for customers with disabilities i.e., low vision reader, high contrast keyboard, TTY phone and track ball mouse

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 • DISLOCATED WORKER • MIGRANT & SEASONAL FARMWORKER • VETERANS WORKFORCE PROGRAMS • WAGNER-PEYSER • TRADE ADJUSTMENT ASSISTANCE • ON SITE VETERANS EMPLOYMENT REPRESENTATIVES AND DISABLES VETERANS OUTREACH (staff) 	<ul style="list-style-type: none"> • JOB CORP • MIGRANT& SEASONAL FARMWORKERS PROGRAM (REO) • ADULT BASIC & LITERACY EDUCATION • VOCATIONAL REHABILITATION & EMPLOYMENT SERVICES • Other: Rural Employment Opportunities • Fort Peck Community College, • North Central Independent Living Services, HILINE HOMES, ETC. *See attached 	<ul style="list-style-type: none"> • SENIOR COMMUNITY SERVICE EMPLOYMENT TRAINING PROGRAM • ADULT BASIC & LITERACY EDUCATION • VOCATIONAL REHABILITATION AND EMPLOYMENT SERVICES • ON SITE VETERANS EMPLOYMENT REPRESENTATIVES AND DISABLED VETERANS OUTREACH (staff) ? • UNEMPLOYMENT COMPENSATION • PUBLIC ASSISTANCE • ECONOMIC DEVELOPMENT • Other: Rural Employment Opportunities • Fort Peck Community College, • North Central Independent Living Services, HILINE HOMES, ETC * See attached

Part III. Marketing & Identifiers

- Job Service Flag Logo, 2012 MT Department of Labor Logo and the new nationally recognized American Job Center Network logo

- Marketed in a variety of ways: brochures, building signs, daily radio shows, letterhead, business cards, meeting agendas, web sites and office Facebook pages
- New national currently being incorporated as directed when supplies are replenished and updated

Part IV. Local Economy

Major Industries/Economy:

- Serve 5 counties including Fort Peck Indian Reservation
- Top Employers Valley/Roosevelt: Northeast Montana Health Services, Frances Mahon Deaconess Hospital, Cottonwood Inn & Suites, Valley View Home, Agland Coop, Roosevelt Medical Center, Albertsons, Assiniboine and Sioux Tribes, Fort Peck Community College, Branch offices for BNSF and Nemont (phone)
- Data not available for Daniels, Sheridan, or Phillips counties
- Top Industries: local government, farming, retail, finance/insurance, construction, accommodations/foodservice, health care, social assistance
- Petroleum industry growing with the BAKKEN formation
- New grain storage and transportation facilities have recently been developed to also include railroad activity

Current trends/challenges:

- Unemployment rates continue to drop due to the expansion of the oil field development and supportive services and construction infrastructure (man-camps, hotel/housing, additional accommodations and food service)
- Housing biggest challenge
- Employers hard time finding skilled workers with clean driving and background records
- local versus oil field wages

Part V. Partnerships

Utilization of partnerships for successful delivery of services:

- Business outreach regular activity
- Regular dialogue with Great Northern Development Corporation, Two Rivera Economic Growth, BEAR
- Common or shared customer training and/or employment plans and support service needs
- MWorks application provides documentation to assist with contacting or sending referrals

Information sharing between partners:

- Quarterly CMT meetings (information sharing, enhancements to integration and continuous improvement)
- Cross training of staff and partners
- Education outreach at all levels including administrators, counselors, faculty
- County and city officials
- Direct visit to employers
- Outreach to rural government officials and agencies in outlying areas of Plentywood, Poplar, Malta
- Community events; JSEC meetings, economic development organization, Chamber of Commerce and other agency and business strategic planning meetings

Community Events/relationships:

- Itinerate office to hold meetings, meet with clients and coordinate activities
- CMT and Service Provider meetings
- Joint job and college fairs
- JSEC sponsors two or more seminars annually - one for employers/one employees
- Seminar in Plentywood and other workshops as needed
- job and college fairs in coordination with the Fort Peck Assiniboine and Sioux Tribes and Fort Peck Community College
- Host volunteer tutor for GED testing
- Local police force, community resource office actively work with partner services and helps builds relationships with community and key partners
- Cultivation of new partnerships over the next 2 years
- Working to ensure have working partners versus simple contact names in all five counties

Part VI. Service Delivery**Service design and delivery methods for streamlined services:**

- Cross train
- MWorks
- CMT
- Coordinate with school systems
- Utilize county and city offices to display materials and educate employees that work with the public
- Regularly contact rural government officials and other agencies in outlying areas
- web sites, job service radio reports
- Customized services for job-seekers and employers
- Computer labs and other public computers, smart phones or private computers promoted
- Facebook
- free Alcohol Server Training program monthly and by request
- Administer Incumbent Worker Training Program in conjunction with the BEAR and Small Business Development Council
- Expanded ability to provide Compass testing and continue to be a GED testing site with a volunteer tutor
- upgrades website with more resources and tools for employers
- Subscribe to HR Law to assist employers

Data tracking & sharing/utilization:

- Montana Works which can be viewed select other partners
- CMT meetings
- One-on-one contacts
- Continual effort

Measureable goals:

- number of client served, job orders produced by staff, monthly
- evaluation of quality job orders
- Staff recognition for outcomes
- Program Operating Goals fiscal reviews
- Activities reported quarterly

- Performance monitored

Part VII. Employer Services

Relationship with local employers, including services/employer input:

- Research for economic development
- Determine training needed for employee skills
- Provide labor exchange
- Administer Incumbent Worker Training program
- Work with partners to identify services gaps
- Take the lead to coordinate fall and spring JSEC seminars targeting information for employers and employees
- Unique services offered to employers/partners
- On site employer visits to assist with employer hiring and marketing needs
- Provide labor market information and publications
- Provide employer resource area
- Resource for research needs
- Manage On-the-Job Training contracts
- Manage IWT Training Program
- Free Alcohol Server Training courses
- Offer Prove It testing to identify skills and deficiencies
- Coordinate CMT meeting
- Document and help place referrals using MWorks

Part VIII. Challenges

Challenges:

- Five county area with 17,000 square miles
- Attendance to CMT meetings and other partner travel
- Great need for ABE services in Glasgow but volunteer tutor is retiring
- Requests for ABE in Plentywood, Scobey and Malta
- GED testing requirement changing
- Distance for GED takers to nearest testing sites

Response to challenges:

- Continual communication and outreach especially regarding resources that can be found on-line. Trying to assist with self-service due to limited staff and travel resources
- Identifying new CMT membership
- Exploring options to address the need for ABE and GED testing

Part IX. Innovation & Success

Innovative or Unique programs:

- Administering IWT Program
- GED testing site
- COMPASS testing site
- ABE testing

- WoRC program
- Alcohol Server Training
- WIA Adult and Dislocated Worker Program
- Regular outreach to Malta Poplar, Plentywood (biweekly or monthly)
- local police force actively works with community partners in relationship building
- Innovative methods of operation and resource sharing