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: November 9, 2012

Part I. Contact Information

One-Stop Workforce System: Tri - County Workforce System
CMT: Tri – County Community Management Team
One Stop Operator: Anaconda Job Service
One-Stop Contact: Marilyn Ohman
CMT Chair: Marilyn Ohman

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

- Resource room has five public access computer
- Offers two training labs (5 computer lab or 12 computer lab) with WIFI capabilities free to consumer
- Skills testing available in over 1000 skill areas along with free use of meeting and training rooms
- Employment law posters provided to any employer free of charge
- Front line staff available to provide one on one assistance to both employers and applicants
- Classes offered in job search assistance, resume writing, and interviewing

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

- YES

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

Part III. Marketing & Identifiers

- America's Job Network logo on all newly printed material, correspondence and signage. The local office website bears the logo along with the window clings visible to the public.
- When budget allows for updates the outside sign will be updated.

Part IV. Local Economy

Deer Lodge County: Major Industries/Economy: Healthcare, Recreation, Tourism, Corrections
Top Employers: Private - Community Hospital of Anaconda, AWARE Inc., Community Counseling and Correctional Services, **Public -** Montana State Hospital

Powell County: Major Industries/Economy: Farming, Ranching, Mining, Wood Products, Corrections, Healthcare, Tourism, **Top Employers: Priv**ate **-** Sun Mountain Lumber, Rock Creek Cattle Company, Deer Lodge Care & Rehabilitation, Easter Seals **Public -** Montana State Prison, Treasure State Corrections, Montana's Registrar's Office, Grant Kohr's Ranch

Granite County: Major Industries/Economy: Farming, Ranching, Wood Products, Tourism
Top Employers: Private **–** Granite County Hospital/Nursing Home, Sweet Palace, Discovery Ski Area.
Note: Anaconda recently saw the opening of the Northwestern Energy's Dave Gates Power Plant adding to its tax base with a minimum workforce of 15 highly paying engineering jobs

Current trends/challenges

- High number of Baby Boomers and more retirements
- Skills gap with challenges to fill the needs of employers
- UI rates of 6% in Deer Lodge Count, 6.1% in Powell County and 8% in Granite County
- Classes include: basic computer skills, Microsoft Office and QuickBooks
- Staff involved on the Southwest Montanan Business Expansion and Retention Team (BEAR) which assists with identifying training needs for employers
- Community Management Team (CMT), Job Service Employers Council (JSEC) and One-Stop Staff work together to address needs of employers and marketable skills for job seekers.
- Nearest secondary education facility is 25 miles away – assist with transportation with program resource whenever possible
- Staff sits on local economic development and chamber of commerce boards with business needs as main topic of focus
- Soft Skills training provided at the one-stop or through partner agencies
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Part V. Partnerships

Utilization of partnerships for successful delivery of services

- Active JSEC which is an advisory group to the Job Service focusing on the needs of the employer community. Information is shared with the one-stop staff and CMT partners looking to design and deliver relevant services within the communities served
- Assist business community with their HR needs
- Staff knowledgeable on partner services for effective referrals
- Staff involved in both JSEC committee and CMT making collaboration and cooperation efforts stronger

Information sharing between partners

- Information shared at quarterly CMT & JSEC meetings – minutes shared with all partners
- Quarterly newsletters to the business community
- Relevant information posted on Anaconda Job Service website along with e-mail, mail, phone and other partner webs
- Maintain a community resource guide available in hard copy an on-line

Community Events/relationships

- Standing relationship with the Anaconda Job Corp to assist students with job search/career information. See the students prior to graduation to assist with their transition to school or career
- Anaconda, Deer Lodge, and Phillipsburg Public School Districts have used one-stop staff and partner agency staff as resources in training on job search and career guidance
- Participate in local chamber events
- Participate in local Veteran's Stand Down events
- Participate in Anaconda High Schools Career Fair
- Serve on the BEAR team (meeting bi-weekly via conference call

Part VI. Service Delivery

Service design and delivery methods for streamlined services

- Access to partner agencies and programs via printed, on-line, or direct referral
- Designated one-stop staff to provide program information to customers
- One-Stop applications and Employment & Training Needs Self-Assessment" form utilize to gather customer information, assess needs, determine appropriate programs, services, and referrals (no wrong door approach)

Customized services for job-seekers and employers

- Training in basic computer skills and Microsoft Office through a partnership with the local Horizon's group - they had purchased 12 computers and lost their training lab. The Anaconda One-Stop offered to house their computers with the agreement they could be used for one-stop classes they offer – "It has been a great partnership"
- JSEC sponsors employer based training at least twice a year. They offered "Safety Training" in Deer Lodge and Anaconda regarding safe work environment and came away with a completed safety plan in hand Next topic under consideration as it pertain to HR is "First Line of Defense for Managers and Supervisors
- Working on a Facebook page/Social media – showcasing tips, classes, other information for job seekers and employers
- Quarterly CMT meetings and training

Data tracking & sharing/utilization

- Montana Works - door count, referrals, services (employers and job seekers) WIA performance records are tracked in MWorks including WIA Title IB Adult, Youth and Dislocated Worker Programs along with Veterans, and TAA/TRA, Data analyzed and discussed quarterly at CMT meeting
- All monitoring information for the programs the one- stop or partner agencies operate are shared among partners for continuous improvement plans
- MT DLI provides annual program summaries for the region that is shared with the Governor's office and anyone wishing to review them

Measureable goals

- Mission statement "Promoting the well-being of Montana's workers, employers, citizens and upholding their rights and responsibilities" – staff continually educated on community workforce needs
- Strive to meet Wager-Peyser/WIA performance measures: employed, retained employment, increased earning – reviewed quarterly
- Employers and job seekers surveyed throughout the year on the quality of services provided by the One-Stop. Results discussed and enhancements to services provided are made when identified
- ADA accessibility and accommodation are followed
- Continuous cross training as changes occur in programs or services to help ensure CMT attainment of goals an outcomes

Part VII. Employer Services

Relationship with local employers, including services/employer input

- All staff trained in serving local employers in human resource and training needs.
- Staff serve on the local Chamber of Commerce, BEAR and Economic Development committees

- Local JSEC and serves as an advisory group to the Anaconda Job Service. This group along with job service staff develop employer training several times during the year
- One-Stop offers skills testing for employers and proctors employer tests whenever possible
- An Employer Room is available for interviews and contains business resource information
- Computer lab available along with a conference room that business can use to conduct business during normal office hours for no charge
- Staff coordinate job opening and referrals with businesses
- Provide the required employment law posters for no cost
- Staff trained in wage and hour information and resources
- Staff visit local employers daily
- Website maintains latest link and information to serve employer community
- Outreach to employers n Deer Lodge on a weekly basis and Philipsburg

Unique services offered to employers or partners:

- JSEC offers relevant training to employers when identified
- A Safety writer training seminar was sponsored by the local JSEC in Anaconda and Deer Lodge
- Employers developed a safety plan for their business along with learning safety tips from the staff of the Safety and Health Bureau
- Open house is offered on a bi-annual basis for employers to tour our facility and talk with staff about services. PSA's are utilized as well to promote services as well in addition to the one-stop website with vast resources for job seeker and employer
- Large and small computer labs available for partners to use for their training needs
- Resource library and interview available for use

Part VIII. Challenges

Challenges

- Lack of funding
- Look for "free" ways to inform customer i.e., information cards, RSS/twitter feeds, free public service announcements, Facebook, partner agencies
- Social media policies are still being reviewed

Response to challenges

- Working with IT policy people regarding social media and technology avenues
- Working with CMT on a training academy to keep staff up to date

Part IX. Innovation & Success

Innovative or Unique programs

- Staff developed a specialized job search and career pathway program for graduating students at the Job Corp Center touching 120 – 150 students annually
- Through Horizon's programs were able to put together a large training lab – Horizon's mission is to assist low income families in becoming self-sufficient and community engagement. Both missions accomplished!
- Offer classes as interest indicates
- Partner with other agencies to bring relevant services to customers that help with workforce/career goals
- Encourage the use of PEP TALK for those struggling with a career focus/goal

- Offer over 1000 skills test to employers when they are recruiting and have the ability to customize tests to meet employer needs
- Proctor tests for certifications for many employers/unions in the area
- Have extended hours by one hour a day
- Encourage use of internet job based job search
- Help job seekers set up personal email accounts
- Offer use of computer lab and classroom to partner agencies
- Safety classes. CPR and financial education classes are offered by other agencies in the center
- Innovative methods of operation and resource sharing

Other

- Strong CMT and JSEC committees play vital roles in the success of the one-stop and workforce system
- Having staff involved in agencies focused on workforce development assists in better communication within communities and improving economic footprint of that community
- Resource sharing assures “no wrong door” approach and keeps services provided by partner agencies relevant with better communication among the agencies