

STATE OF MONTANA
WIOA COMBINED PLAN 2016-2019
Effective Services to Employers Plan

B. State Strategic Vision and Goals

Montana's vision for the success of the workforce system and its plan partners during the low-unemployment environment and beyond will be to work with employers on their recruitment needs by providing information and resources on sound hiring and retention practices and by providing information and data on the value of hiring populations previously not considered by Montana's businesses. Montana's core partners will work collaboratively with employers to identify their training and skill set needs and match their needs with clients from Job Service and plan partners. As a measure effective employer servicing, total referrals to businesses with unemployment insurance accounts as well as the number of unique employers receiving a service will provide base measures of the volume of services provided. Measures such as job seeker retention with their initial employer and the share of client businesses that hire a referred job seeker client will serve as indicators of the quality of services provided to businesses.

B. State Strategic Vision and Goals

Workforce System Vision and Goals

Montana's vision for the workforce system is as follows:

- Agency partners will serve employers and job seekers as its primary customers
- The system will provide Montana employers with a trained workforce
- Montana's workforce system will continue to be a strong supporter of the Governor's Main Street project, specifically Pillar 1: Train and educate tomorrow's workforce today
- Vocational Rehabilitation and Blind Services (VRBS) will align with other workforce programs

The system's goals for this planning cycle include:

- Continue meetings (face-to-face or via conference call) with the core partners on a regular basis, to identify the workforce skills of program clients and to match them with employers' needs.
- Job Service staff will increase outreach to new and established businesses to determine their workforce skill needs. This will also assist in developing a baseline for measuring services to employers.

Performance Goals for Each of the Core Programs

The proposed performance goals for each of the core WIOA programs are as follows:

Indicator/Program	Title II Adult Education	Title IV Rehabilitative Services	Title I Adult	Title I Dislocated Workers	Title I Youth	Title III Wagner Peyser	Average Indicator Score
Employment 2 nd Quarter After Exit	48.0	71.0	71.0	60.1	49.6	70.9	
Employment 4 th Quarter After Exit	48.0	66.0	66.9	67.2	55.7	66.7	
Median Earnings 2 nd Quarter After Exit	\$2,767	\$3,540	\$5,913	\$7,192	\$2,727	\$5,384	
Credential Attainment Rate	18.1	11.6	51.9	52.7	50.0		
Measurable Skill Gains	36.9	21.2	33.3	33.3	34.8		
Effectiveness in Serving Employers			83.4	87.6	6.4		
Average Program Score							

Assessment of the System's Overall Effectiveness

Without any precedent for gauging the effectiveness of employer services, Montana will test new measures to fill this need. In the upcoming low-unemployment environment we will work with businesses seeking help with their hiring challenges by providing information and resources on sound hiring and retention practices and by educating them on the value of hiring populations previously not considered by Montana's businesses. Montana's core partners will collaboratively work with employers to identify their training and skill set needs and match their needs with clients from Job Service and agency partners. As a measure effective employer servicing, total referrals to businesses with unemployment insurance accounts as well as the number of unique employers receiving a service will provide base measures of the volume of services provided. For the Title I Adult, Dislocated Worker and Youth programs, employment retention will measure effectiveness in serving employers. Preparing clients to be reliable employees in the workplace, measured by job retention, can indicate how well employers are being served by these programs.

The total number of referrals to businesses with unemployment insurance accounts, as well as the number of unique employers receiving a service will provide base measures of the volume of services provided. Measures such as job seeker retention with their initial

employer and the share of client businesses that hire a referred job seeker client will serve as indicators of the quality of services provided to businesses.

C. State Strategy to Achieve Vision and Goals

Several strategies are planned to align programs, including:

- As noted below, the SWIB Apprenticeship, On-the-Job Training and Career Pathways Committee includes the leadership of Vocational Rehabilitation and Blind Services and Adult Basic Education staff. Through regular communication, partners will continue to align service strategies for job seekers with the workforce needs of Montana's employers.
- On a regular basis, DLI will invite the core partners to Job Service driven events such as Job Service Employer Committee meetings, meetings of Community Management Teams, Job Fairs and other events where the core partners can collaborate and leverage resources on behalf of their customers.
- DLI will invite agency partners to provide training to Job Service staff and promote interagency staff training for coordinated service strategies. Agency partners will also be invited to – and invited to present at – Job Service training events and conferences. This will also promote shared information and knowledge.
- Montana's workforce system will collaborate with economic development entities at the state level and local levels.

A. State Strategy Implementation

Partners are also working together to strengthen the coordination of services to employer customers, which are often initiated by the Job Service. The partners educate employers on the value of hiring diverse populations and discuss work-based opportunities, including Registered Apprenticeship and on-the-job training. Additionally, DLI works closely with the Governor's Office of Economic Development, the Montana Department of Commerce and the Montana Economic Developers Association to provide the Business Expansion and Retention (BEAR) program available statewide. The BEAR program is supported by local community entities that provide staff and financial support for businesses requesting support. They may receive assessments and technical assistance to help them sustain and expand their companies.

Montana was awarded a \$70,000 two-year grant to develop a statewide business engagement plan. The grant was intended to improve business engagement performance through the delivery of enhanced business-focused services. Specific goals of the grant were to: increase market penetration; increase repeat business of employer customers at Job Service offices; increase the fill rate on job orders; reduce the number of days to fill job orders; enhance the data system to allow better reporting; and increase business customer satisfaction. Services to businesses increased significantly during the initiative – from 12,008 business contacts made in the year prior to the grant – to 35,571 contacts in the second year of the grant. The Business Services Program performance was also enhanced, through stronger awareness by

staff of the need for outreach businesses, staff training, development of tools and resources and the enhanced database used to record services to employer customers.

E. Coordination with Employers

VRBS coordinates with employers through several avenues, including new initiatives that are in the planning stage, all of which are designed to enhance efforts to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of VR services and transition services, including pre-employment transition services.

These initiatives include:

- A VRBS website for businesses to use to learn about hiring individuals with disabilities, which will include a best practice guide regarding the areas a business should address to recruit and employ individuals with disabilities;
- VRBS is undergoing a reorganization of administrative staff and there will be a Section Chief charged with improving VRBS's knowledge about the availability of jobs across the Montana and how to improve VRBS's ability to match employment opportunities to job seekers;
- The development of a business tracking tool, which allows VRBS to document ongoing relationships with businesses and ensure deliverables and services are provided; and
- Using the Talent Acquisition Portal through the National Employment Team to open further opportunities for employment in Montana and the country.