

Wyoming Department of Workforce Services

FY 2009 Annual Report

Name of Department	Wyoming Department of Workforce Services Joan K. Evans, Director 122 W. 25 th Street, Herschler 2-East Cheyenne, WY 82002 www.wyomingworkforce.org
Agency Contact Person	Shelli Stewart, Public Information Officer (307) 777-6911 or sstewa@state.wy.us
Field Office Locations	Cheyenne, Laramie, Wheatland, Glendo, Torrington, Lusk, Douglas, Glenrock, Casper, Hanna, Rawlins, Saratoga, Baggs, Rock Springs, Green River, Lyman, Evanston, Kemmerer, Afton, Big Piney, Pinedale, Jackson, Lander, Riverton, Dubois, Thermopolis, Worland, Basin, Lovell, Powell, Cody, Sheridan, Buffalo, Gillette, Sundance and Newcastle

Statutory References

Formation of Agency:

W.S. 9-2-2601 through 9-2-2607

Employment Services Division:

Job Placement Activities

Wagner-Peyser Act of 1933, as amended (29 U.S.C. 49); 20 CFD 652 and 20 DFR 653 W.S. 27-3-605

38 USC, Chapters 41 and 42 (Veterans Employment and Training)

Migrant and Seasonal Agricultural Worker Protection Act, (29 USC § 1801 et seq.)

Workforce Investment Act of 1998 (P.L. 105-220) W.W. 27-2-111

TANF Work Program:

W.S. 42-2-102 through 42-2-211

Federal-Social Security Act, Title IV-A, as amended; (P.L. 104-193)

Food Stamp Employment Program

W.S. 42-1-101 through 42-1-131

W.S. 42-2-101 through 42-2-102

Federal Food Stamp Act of 1997, as amended and 7 CFR 271 and 273.7

Job Training Activities

Workforce Investment Act of 1998 (P.L. 105-220)

Trade Act of 1974 (P.L. 93-618, as amended)

North American Free Trade Agreement Implementation Act (P.L. 103-182)

Worker Adjustment and Retraining Notification Act (P.L. 100-418)

Economic Dislocation and Worker Adjustment Assistance Act (P.L. 100-418)

W.S. 27-13-101 through W.S. 27-13-103

Business Training and Outreach Division:

Senior Community Service Employment Program

Title V of the Older Americans Act of 1965, as amended in 2006

Apprenticeship Utilization Program
W.S. 16-6-901 through W.S. 16-6-902
Workforce Development Training Fund
W.S. 9-2-2604
WY Quality Counts!
W.S. 14-4-201 through W.S. 14-4-207

Division of Vocational Rehabilitation:

Vocational Rehabilitation Program
W.S. 9-2-109 through W.S. 9-2-115
W.S. 27-14-408
Title IV – Rehabilitation Act Amendments of 1998 under the Workforce Investment Act of 1998 (P.L. 105-220)
Social Security Disability Determination Services Program
Title II and XVI of the Social Security Act
Telecommunications Relay Service for the Communications Impaired Program
W.S. 16-9-201 through W. S. 16-9-210
Title IV of the Americans with Disabilities Act (ADA) of 1990
Federal Communications Act of 1934, as amended, U.S.C. Section 225 (f)(2)

Budget Information The Agency’s fiscal year 2009 expenditures were \$38,877,565.43. By division, Administration expended \$2,251,616.31, the Business Training and Outreach Division expended \$7,387,577.08, the Employment Services Division expended \$13,958,383.96, and the Vocational Rehabilitation Division expended \$15,279,988.08.

Council Information The agency works collaboratively with the Wyoming Workforce Development Council. The Council has 27 members and meets quarterly. More information of the Wyoming Workforce Development Council can be found at www.wyowdc.org

Annual Report Period: FY 2009 (July 1, 2008 through June 30, 2009)

Public Benefit or Wyoming Quality of Life Result

The Wyoming Department of Workforce Services strives to develop a diverse economy that provides family-sustaining incomes and ensures wage equality. The Agency also endeavors to advance technologies and a quality workforce to allow Wyoming’s businesses and communities to adapt and thrive.

Agency Mission Statement

To deliver comprehensive and effective services that build a workforce to meet the changing demands of Wyoming’s diverse businesses, citizens and economy.

Agency Vision Statement

To link human and economic development for Wyoming's future.

Basic Facts

This agency has 272 employees and operated with a 2009-10 budget of \$79,019,996 of which \$23,245,872 were general funds, \$48,454,298 were federal funds and \$7,319,826 were other funds.

The five most important functions of the Department of Workforce Services are:

- Recruitment* Process of connecting an individual job seeker to a business which has identified specific skills and qualifications.

- Employment* Job placement and retention

- Training* Programs focused on providing skill development leading to placement, retention and wage progression

- Career Guidance* Assessing interests and aptitudes leading to establishment of career pathways

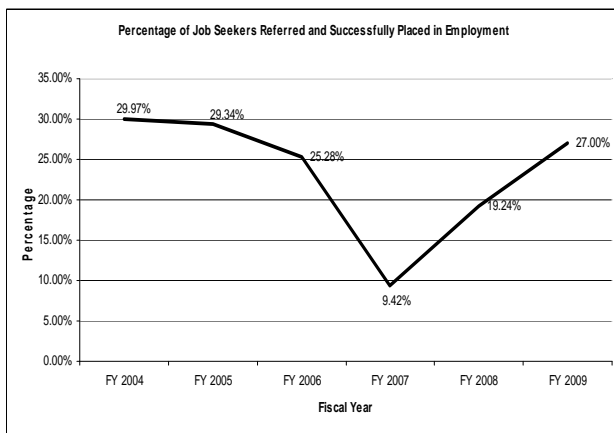
- Rehabilitation Counseling* Assisting clients with disabilities to gain or retain employment that they cannot engage in without specialized services such as assessment, vocational counseling and guidance, physical and mental restoration, training, placement and job development

The Department has 28 programs that served 5,162 businesses and 85,833 individuals in fiscal year 2009. We serve job seekers and businesses as well as work-ready populations with significant employment barriers.

Performance

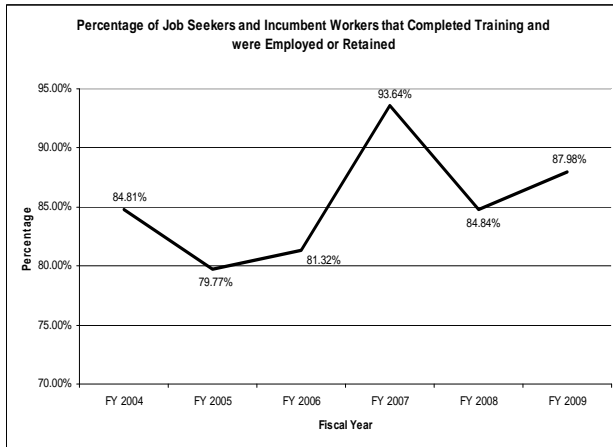
The Performance Measures that are most important to the Department's work are as follows:

#1 Percentage of Job Seekers Referred and Successfully Placed in Employment



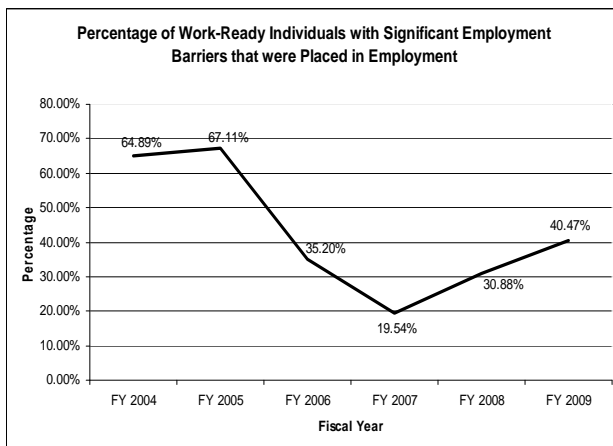
	Total Matched	Total Available	%
FY 2004	9,853	32,874	29.97%
FY 2005	9,414	32,083	29.34%
FY 2006	7,064	27,941	25.28%
FY 2007	4,743	50,324	9.42%
FY 2008	6,599	34,284	19.24%
FY 2009	5,796	21,452	27.01%

#2 Percentage of Job Seekers and Incumbent Workers that Completed Training and were Employed or Retained



	Total Matched	Total Available	%
FY 2004	1,743	2,055	84.81%
FY 2005	2,879	3,609	79.77%
FY 2006	2,483	3,053	81.32%
FY 2007	1,488	1,589	93.64%
FY 2008	4,345	5,121	84.84%
FY 2009	2,694	3,062	87.98%

#3 Percentage of Work-Ready Individuals with Significant Employment Barriers that were Placed in Employment



	Total Matched	Total Available	%
FY 2004	1,242	1,914	64.89%
FY 2005	1,257	1,873	67.11%
FY 2006	1,776	5,045	35.20%
FY 2007	1,545	7,903	19.54%
FY 2008	1,767	5,722	30.88%
FY 2009	1,579	3,901	40.47%

Story Behind the Performance

Performance Measure #1: Percentage of Job Seekers Referred and Successfully Placed in Employment

Performance Measure #1 examines the number of individuals the Agency referred and placed in employment compared to the number of individuals that were staff-referred to an open position. A staff referral occurs when a staff member has identified a job seeker as being qualified for a position and directing that job seeker to the employer. Data for this measure has been retrieved from the Agency’s Employment Services Division and shows the Agency’s trend in successfully matching these workers to jobs.

The primary components to the Employment Services Division are the Workforce Center staff and *Wyoming At Work*, an online job matching system, which brings together job seekers and potential employers. Using *Wyoming At Work*, employers can post job vacancies

and job seekers can post resumes. This tool allows staff to interact with job seekers and employers to make successful matches. The Workforce Center staff recruit, screen, train and place workers based on employer needs. *Wyoming At Work* serves as the central tool that Agency staff use to perform job matching functions.

The Workforce Centers continue to use a staff-intensive approach to find qualified workers to refer to employers, in order to achieve their primary objective of placing qualified workers in Wyoming's businesses. The Agency wants to place the right person with the right company in the right position at the right time. When these four elements come together, the Agency creates a success story. Job seekers come to the Agency not only to discover open positions, but to also gain value-added services, to become successfully employed. The Agency assists job seekers to identify employment needs that match their unique situations, to meet the qualifications for employment and to work towards a successful placement. In addition, the Agency provides to employers recruiting, screening and training services to identify qualified workers to fill their current and future open positions. The Agency's continued partnerships with community colleges and businesses will ensure an increase in successful placements.

Performance Measure #2: Percentage of Job Seekers and Incumbent Workers that Completed Training and were Employed or Retained

Performance Measure #2 examines the number of individuals who completed training and were placed into or retained employment compared to the number of individuals who received training and could have completed the training in the same period yet were not placed in or did not retain employment. Data for this measure have been retrieved from all three of the Agency's Divisions: the Business Training and Outreach Division, the Employment Services Division and the Vocational Rehabilitation Division. Data shows the Agency's trend in successfully training workers and placing them in employment.

Agency-wide, training services are provided to eligible individuals based on unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. The Agency's goal is to add skills to the workforce. Wyoming's economy is continuing to become more of a knowledge-based economy where all positions are requiring higher levels of technological expertise. The Agency remains dedicated to meeting the current needs facing Wyoming's economy and future workforce demands as new industries evolve within the state. As the demand for higher-skilled, technological workers increases, the Agency, alongside its partners, is working to create innovative strategies that identify those skills needed, develop training opportunities and style its services/funding streams to meet Wyoming's evolving economy.

As Wyoming's population and industry make-up continually evolves, so does the need to add skills to potential and existing workers. Typically, as workers or employers identify a skills need, the Agency facilitates access to training activities and supports to the Wyoming labor force and employers. Training Services that are offered by the Agency includes activities such as subsidized on-the-job training, classroom and customized training and supports provided to assure successful participation in those activities, ultimately intended to improve success in employment.

In the Business Training and Outreach Division, a primary contributor to this measure includes data from the Workforce Development Training Fund. The Workforce Development Training Fund serves the training needs of Wyoming businesses and with the 2009 downturn in the national economy the training fund was marginally impacted by the need for businesses to be conservative in this time of uncertainty.

New to contributing to this performance measure this year is the WY Quality Counts! Program. The WY Quality Counts! Program, which began in 2008 and is the newest program to the Wyoming Department of Workforce Services, focuses on delivering services to provide awareness and training about how the quality of child care impacts Wyoming's children, parents and future. In an effort to address continuing needs for quality child care in Wyoming, the WY Quality Counts! Program offers grants to licensed child care providers and their staff for professional development training. The aim of the WY Quality Counts! Program is to subsidize the cost of attending expensive training sessions offered in-state and out-of-state so that educated, skilled workers will remain employed in the child care industry.

Performance Measure #3: Percentage of Work-Ready Individuals with Significant Employment Barriers that were Placed in Employment

Performance Measure #3 examines the number of workers with significant employment barriers that were eligible for services offered by the Agency compared to the number of those individuals that were successfully placed into employment. Data for this measure have been retrieved from all three of the Agency's Divisions: the Business Training and Outreach Division, the Employment Services Division and the Vocational Rehabilitation Division. Data shows the Agency's trend in successfully placing workers with significant barriers in employment.

Workers included in this measure are offenders, individuals enrolled in Food Stamp Employment and Training Program, Temporary Assistance for Needy Families (TANF) eligible individuals in the Employment and Training for Self-Sufficiency Program, low income seniors enrolled in the Senior Community Service Employment Program and all clients receiving services through the Division of Vocational Rehabilitation. Veterans receiving specialized services unique to their veteran status are also included in this measure.

The Agency continues to view intensive counseling and guidance services as essential to the successful placement of program participants with significant employment barriers into unsubsidized positions. These counseling and guidance services empower participants and help to remove barriers to employment. The Agency will continue to create innovative strategies such as coordinated case management, intensive counseling and guidance to address future demands from populations with significant barriers to employment.

Over the past four years, the Agency's view has been that intensive counseling and guidance services are essential to the success in unsubsidized positions gained by participants contained in this measure. These counseling and guidance services empower participants and help to remove barriers to employment. The Agency will continue to create innovative

strategies such as coordinated case management, intensive counseling and guidance to address future demands from populations with significant barriers to employment.

Within the past 13 months, the Senior Community Service Employment Program (SCSEP) has transitioned between three contractors:

- Wyoming Senior Citizens, Inc. (WSCCI): July 2007-June 2008
- Synergy Human Resource Development Associates, Inc.: July 2008-February 2009
- Natalie Hancock, MPA: June 2008-Present

The transition from WSCCI occurred as a result of a request for proposals for the administration of the program for the 2008 program year (July 1, 2008-June 2009). Synergy was awarded the contract, but was terminated in February 2009 due to a lack of oversight by management. The Agency's SCSEP Program Manager served as the interim case manager during March and April 2009. From February through April 2009, the Agency sought to recruit a State AWEC position. After the implementation of the hiring freeze, the Agency hired a temporary case manager from April through June 2009, while a second request for proposals was released for case management services only. It was awarded to Natalie Hancock, MPA.

Performance during the past year declined from the previous year. At the end of WSCCI's contract, enrollment was relatively low (40 participants out of 64 positions). Under Synergy's oversight, it decreased into the 20s and stayed this low for the remainder of the contract year.

The Employment and Training for Self-Sufficiency (ETSS) Program funds programs that are designed to meet the goals of providing employment and training opportunities that:

- Assist income eligible parenting adults develop skills so they can experience wage progression;
- Prepare individuals to enter high-demand occupations that pay above-average wages;
- Decrease the gender wage gap in Wyoming by providing female workers with training in non-traditional occupations; and
- Decrease the number of individuals who must work multiple jobs to survive.

The ETSS program empowers businesses to obtain well trained, well qualified employees that will help them meet customer demand, provides training that allows employees to gain necessary skills to compete in today's competitive work environment, provides funding for trainers to develop innovative programs that will serve the demand of businesses in their local communities and offer skills to low income parents that will allow them to achieve a livable wage

From October 1, 2006 – September 30, 2008, ETSS training programs served a total of 437 participants (an increase of 62% over the 2004-2006 time period). Of the total participants, 69% completed training and 70% of the participants who completed training were able to transition into unsubsidized employment with an average salary of \$13 per hour

In the Business Training and Outreach Division, the Employment Training for Self-Sufficiency Program has enrolled 304 participants into training programs statewide since

October 1, 2008. These participants are parenting adults who earn 185 percent or below of the Federal Poverty Guidelines. Of those enrolled, 154 have completed the training programs they entered and 71 were hired into full-time employment where they experienced wage progression.

What has been accomplished?

Performance Measure #1: Percentage of Job Seekers Referred and Successfully Placed in Employment

- Under the Employment Services Division:
 - As previously stated, the Employment Services Division adjusted its methodology for calculating the denominator for this measure, which decreased the number of job seekers who were actually referred. The result of this adjustment was that the Division's performance was 27.02 percent during FY 2009. By applying the same methodology to FY 2008 and using FY 2008 data that are currently available, it is estimated that the percentage of successful placements increased by approximately 2.6 percent from FY 2008 to FY 2009. This change is noted as an approximation because FY 2008 data did not remain static over the course of FY 2009.
 - The Employment Services Division continued to create improvements to its database records and job matching system as planned. In addition, the new Workforce Appraisal tool in *Wyoming At Work* is expected to greatly assist the Division in this effort during FY 2010 and succeeding years.
 - The Employment Services Division continued to implement low-cost and no-cost improvements to policy and instruction for staff, job seekers and businesses, to assist in more successful matches. The Division also increased its efforts to follow up with job seekers successfully matched and with job openings posted by employers.
 - The Employment Services Division successfully maintained uninterrupted services through its existing Workforce Centers and satellite offices, during a period of budget cuts, to assure that it could serve Wyoming's population.
 - The Agency's communications staff and Employment Services Division worked together to increase the number of job seekers and businesses using the services the Agency provides. The news media has been utilized heavily for this purpose. Also, the Division has partnered with other organizations to increase awareness of services that are provided by the Division.
 - The Agency's Information and Technology Section worked to continuously improve and maintain its system structures and software, to assure data integrity, security, and the ability of the systems to serve Wyoming's changing population.

Performance Measure #2: Percentage of Job Seekers and Incumbent Workers that Completed Training and were Employed or Retained

- Under the Employment Services Division:
 - In FY 2009 the Employment Services Division experienced a 3 percent decrease in the number of trained participants who were placed in employment. A number of factors could have affected this outcome. The Division will continue to concentrate on providing quality training to participants in need of training, and

the placement of those participants in suitable employment following their training, as one of its primary goals.

- The Agency successfully partnered with Wyoming's public schools, community colleges, the community college commission, and the University of Wyoming to strategically improve the training and education for employment process. The cost of training continued to rise during FY 2009, at the same time the Agency was dealing with diminishing budgets. As a result, these partnerships became even more important to the Agency.
- Under the Vocational Rehabilitation Division:
 - At the end of the State fiscal year 71% who completed training were employed; 82 of 116.
- Under the Business Training and Outreach Division:
 - The Workforce Development Training Fund implemented Lean Principles and a digital archival system and associated policy. In addition, the program developed a system for trainers to upload trainee reports for Pre-Hire and provided reports to all DWS regions as to which businesses utilize the Workforce Development Training Fund.
 - During FY09, the WY Quality Counts! program provided training grants to over 200 Wyoming citizens working in the child care industry. These grants invested over \$53,000 in quality training and professional development for Wyoming's child care workforce.

Performance Measure #3: Percentage of Work-Ready Individuals with Significant Employment Barriers that were Placed in Employment

- Under the Employment Services Division:
 - The number of Employment Services Division program exiters, who identified themselves FY 2009 as having significant employment barriers, was down by approximately 40 percent, compared to FY 2008. However, the percentage of those who were placed in employment increased by nearly 12 percent. The reason for the decrease in the number of individuals served from one year to the next is not fully known. The Division will continue to strive to identify individuals who are challenged this way, and provide quality services to meet their needs.
 - During FY 2009 all Divisions within the Agency worked to maintain, and improve partnerships – and even establish new partnerships – that would enable them to serve individuals with barriers to employment. These partnerships have become increasingly important in the midst of the harsh economic climate that currently exists in Wyoming.
- Under the Vocational Rehabilitation Division:
 - 630 individuals with disabilities were closed as employed by the Division of Vocational Rehabilitation during the State fiscal year 65 percent of individuals who had an Individual Employment Plan were placed in employment.
 - The Division of Vocational Rehabilitation placed 41 individuals with significant disabilities in self employment last year.
- BTO Under the Business Training and Outreach Division:
 - Senior Community Service Employment (Program (SCSEP):

- Two requests for proposals, which allows for fair and competitive awarding of public funds were conducted.
- Data validation (i.e. records audits) was piloted for a second consecutive year providing insight into program administration.
- The Federal fiscal audit was completed in December 2008.
- The American Recovery and Reinvestment Act of 2009 (ARRA) SCSEP and regular SCSEP funds were awarded to the Agency.
- The Corporation for National and Community Service AmeriCorps-VISTA grant was redesigned to enhance SCSEP capacity in local communities. It was awarded under the ARRA.
- The Agency has internalized SCSEP marketing and the administration of trainee payroll through interdivision partnerships.
- The Agency's SCSEP has been branded as the 55 Plus Employment Network.
- The Agency has its first 55 Plus Employment Network Trainee Handbook, Training Site Handbook and Forms Handbook.
- The Agency distributes a monthly 55 Plus Employment Network newsletter to ensure accurate and timely communication with customers.
- Employment Training for Self-Sufficiency:
 - In the Business Training and Outreach Division, the Employment Training for Self-Sufficiency Program has enrolled 304 participants into training programs statewide since October 1, 2008. These participants are parenting adults who earn 185 percent or below of the Federal Poverty Guidelines. Of those enrolled, 154 have completed the training programs they entered and 71 were hired into full-time employment where they experienced wage progression.
 - In March 2009, the ETSS program worked with the Department of Corrections to create a Heavy Equipment Operating training program with inmates from the Women's Center in Lusk, Wyoming. In the course of designing the program, ETSS and DOC partnered with Wyoming Machinery, Wyoming Contractors Association, and McMurry Training Center. The participants completed the program in March 2009 and are working with local workforce centers for job placement upon their release date.
 - In January 2009, the ETSS program partnered with United Way of Laramie County to provide a two-day Bridges Out of Poverty training. 180 community service professionals from around the state attended the training;
 - The ETSS program worked with other community agencies to develop a Circles out of poverty program in Cheyenne. The Circles Campaign is an action plan that brings together the best efforts and resources of individuals, organizations, communities, and government in a program proven to raise people out of poverty. Initial training began in Fall 2008. In February 2009, the Laramie County Circles began training eight participants and their families. The campaign will also be utilizing LIFT mentors through the course of training.

- The Dads Making a Difference Program completed it's third training class in Cheyenne, A CDL program was developed with SAGE Technical Services
- LIFT mentor programs have expanded to Casper and Riverton. They provide adult mentorship services to ETSS program participants during the course of their training program and beyond.

Organizational Chart

