

Wyoming Department of Workforce Services

FY 2010 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@wyo.gov
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 2010 expenditures were \$46,033,642.10. By division, Administration expended \$2,274,868.58, the Business Training and Outreach Division expended \$9,149,652.62, the Employment Services Division expended \$18,507,959.13, and the Vocational Rehabilitation Division expended \$16,101,161.77.

Council Information The agency works collaboratively with the Wyoming Workforce Development Council. The Council has 36 members and meets quarterly. More information on the Wyoming Workforce Development Council can be found at www.wyowdc.org.

Annual Report Period: FY 2010 (July 1, 2009 through June 30, 2010)

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 bridge human and economic development for Wyoming's future.

Basic Facts

This agency has 254 permanent employees and 21 At-Will Employment Contract (AWEC) 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

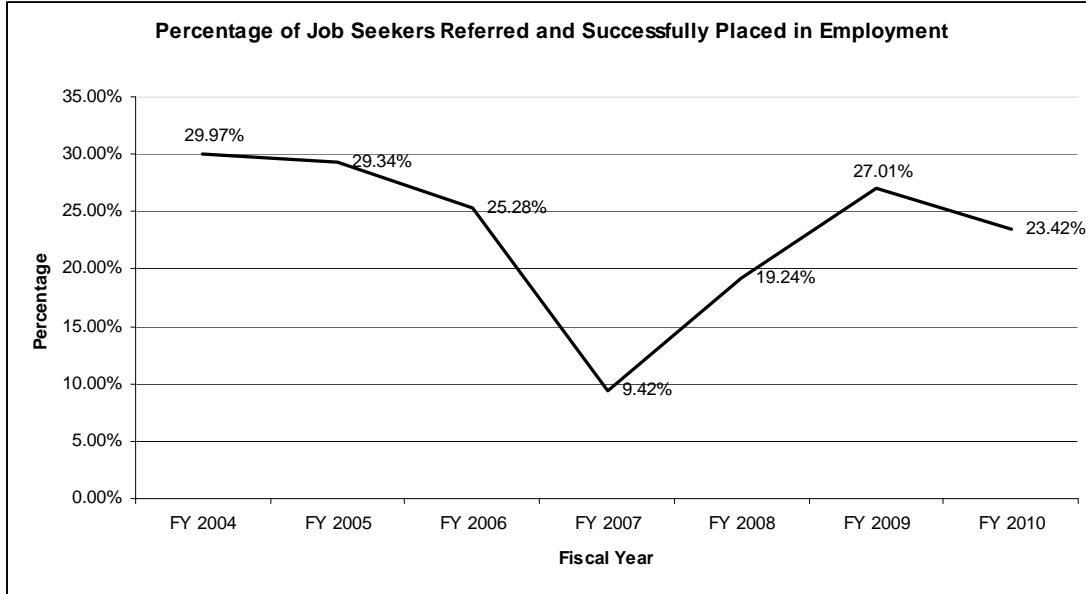
- Rehabilitation Counseling* Assisting clients with disabilities to gain or retain employment that they cannot engage in without specialized services such as assessment, vocational counseling and guidance, physical and mental restoration, training, placement and job development

The Department has 28 programs that served 5,516 businesses and 97,222 individuals in fiscal year 2010. We serve job seekers and businesses as well as work-ready populations with significant employment barriers.

Performance

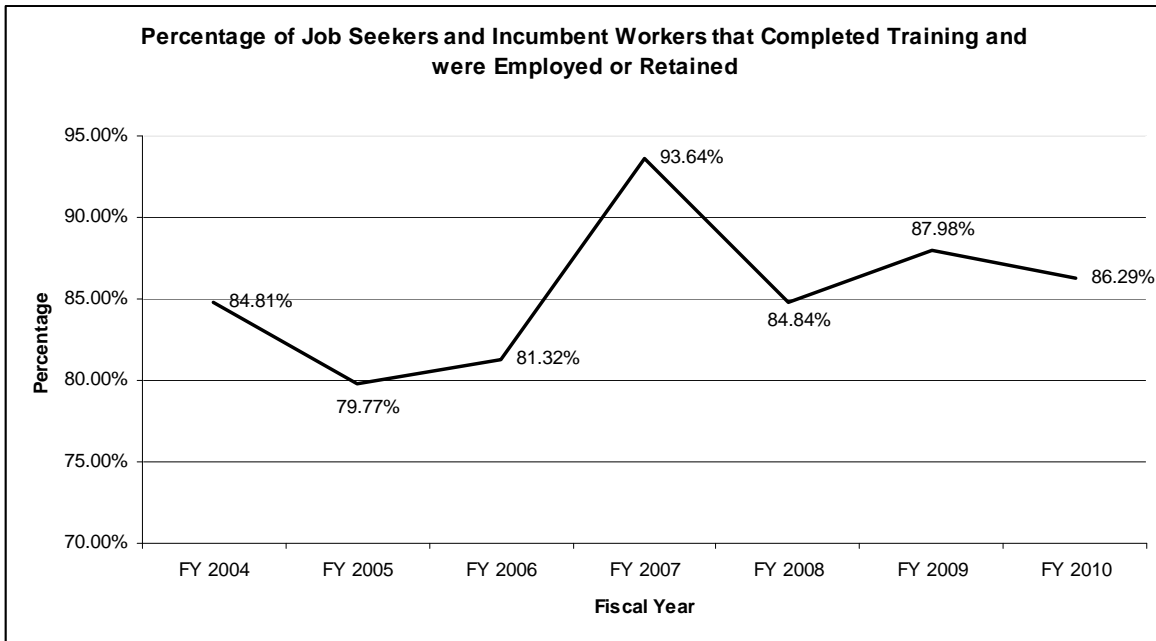
The Performance Measures that are most important to the Department's work are as follows:

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



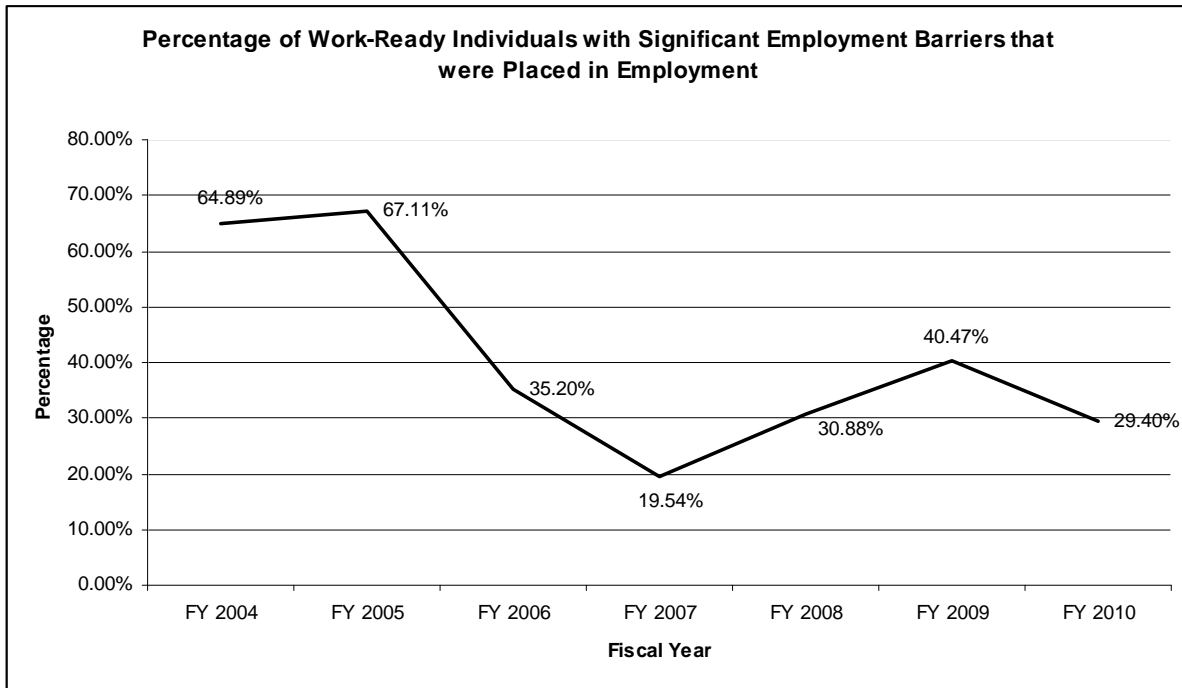
	Total Matched	Total Available	%
FY 2004	9,853	32,874	29.97%
FY 2005	9,414	32,083	29.34%
FY 2006	7,064	27,941	25.28%
FY 2007	4,743	50,324	9.42%
FY 2008	6,599	34,284	19.24%
FY 2009	5,796	21,452	27.01%
FY 2010	4,973	21,227	23.42%

#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%
FY 2010	3,155	3,656	86.29%

#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%
FY 2010	1,540	5,238	29.40%

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 those value-added services and to become successfully employed. The Agency assists job seekers to identify their unique employment needs 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.

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.

The Employment Services Division is a prime contributor to this performance measure. In this division, 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. 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. The Workforce Development Training Fund, in cooperation with the Agency's Marketing Team, developed and implemented a marketing plan through which awareness of the program was increased and the Workforce Development Training Fund experienced a significant expansion in the number and types of businesses that utilized the programs during Fiscal Year 2010.

Also contributing to this performance measure is data from the WY Quality Counts! Program (a program that is also housed in the Business Training and Outreach Division). 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.

The Vocational Rehabilitation Division is the final contributor to this performance measure. The Vocational Rehabilitation Division works to provide training and job skill upgrades to individuals with disabilities. In the Vocational Rehabilitation Division, there were 169 individuals that started a training program with 95 completing the training in Fiscal Year 2009. The reason for the gap between the two numbers could be accounted for in a number of ways. One, the person is still actively involved in the training process. Two, the client had stopped his or her training program either to find employment to meet his or her family needs. Third, the training program was not what the client needed to do or was not able to complete due to disability-related problems.

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, Food Stamp Employment and Training Program recipients, 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, especially in the Employment Services Division, 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.

In the Business Training and Outreach Division, the Senior Community Service Employment Program contributes to this performance measure. This program seeks to provide training opportunities for individuals aged 55 years old and over. In this program, a contractor maintained the case management services for the 2009 program year. During this time, enrollment increased from the previous year, as did some performance measures.

The Employment and Training for Self-Sufficiency (ETSS) Program also contributes to this performance measure and is housed in the Business Training and Outreach Division. This 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

The ETSS Program has enrolled 284 participants into training programs statewide since October 1, 2009. These participants are parenting adults who earn 185 percent or below of the Federal Poverty Guidelines. Of those enrolled, 147 have completed the training programs they entered and 68 were hired into full-time employment where they experienced wage progression.

The Agency's Vocational Rehabilitation Division also contributed to this measure. In order to qualify for Vocational Rehabilitation services, a person must have an impediment to employment. All of the 1,055 clients that the Division worked with met this criterion. Of that number, 597 were closed successfully in gainful employment. Vocational Rehabilitation has been able to close these individuals in a variety of positions, from truck drivers, to fast food workers, to janitors, to small business owners. Vocational Rehabilitation anticipates helping more individuals in the coming year to become gainfully employed and independent.

What has been accomplished?

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

- Under the Employment Services Division:
 - The Employment Services Division has experienced an approximate increase of 47 percent in walk-in traffic into the Workforce Centers. In order to accommodate the increase, the Division developed group orientations and a DVD that offers basic information to expedite the in-take process at the Workforce Centers. The Division is also offering job readiness/search, resume writing and basic computer workshops at the Workforce Centers.
 - The total number of job openings in Fiscal Year 2010 decreased by 19 percent from the previous year. The percentage of job seekers referred and successfully placed decreased by 4 percent from the previous year. The decrease in placements is linked to the decrease in job openings.
 - The Employment Services Division is dedicated to developing a demand driven workforce that is responsive to Wyoming's job seekers, businesses and economy. In order to accomplish this, the Division has partnered with numerous organizations, which have similar goals and objectives. Partnerships have become increasingly important in the midst of harsh economic times. Some of the partners from the past year include Wyoming's public schools, the Wyoming Community College Commission, Department of Family Services, Department of Education, Department of Health, Department of Corrections and the University of Wyoming.
 - Over the past year, the Employment Services Division partnered with ABE/GED centers and community colleges across the state to provide expanded services including job readiness/search workshops and career counseling to the unemployed on community college campuses and adult education centers.
 - The Employment Services Division continues 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 hiring limitations to assure that it could serve Wyoming's population.
- The Agency's Marketing Team 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 Fiscal Year 2010 the Employment Services Division experienced a decrease in the number of trained participants who were placed in employment. There are a number of factors which affected the outcome, which included a higher number of job seekers and a decrease in jobs available. 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.
- Under the Vocational Rehabilitation Division:
 - At the end of the Fiscal Year 2010, 41 percent of those that completed a training program were employed; 39 out of 95.
- Under the Business Training and Outreach Division:
 - The Workforce Development Training Fund, through marketing of the program, increased the number of businesses it served from 393 in Fiscal Year 2009 to 469 businesses in Fiscal Year 2010. The increase for trainees trained and retained increased by 75 percent from Fiscal Year 2009 to Fiscal Year 2010.
 - In the future, the Workforce Development Training Fund would like to offer grants to address the training needs of multiple employers, especially skills critical to competitiveness and innovation to the industry. The intent in supporting these partnerships is to concentrate resources on particular sectors that provide good wages and benefits, have the greatest potential for economic growth and/or have identified challenges to growth or retention.
 - The WY Quality Counts! Program aimed to increase use of continuing education grants by at least 15 percent in Fiscal Year 2010. Program data show that grant use increased significantly more than anticipated from Fiscal Year 2009 to Fiscal Year 2010. Grant contracts completed increased by 77.2 percent (237 ct to 420 ct), and overall volume of grant applications received increased by 81.3 percent (299 ct to 542 ct).
 - The WY Quality Counts! Program also aimed to increase outreach by creating a registration system for providers. The program has succeeded in improving

outreach in two ways, by creating a database of child care provider contact information for mailings and email alerts.

- In Fiscal Year 2011, the WY Quality Counts! Program aims to increase use of continuing education grants by at least 20 percent.

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 in Fiscal Year 2010 as having significant employment barriers, was up by approximately 31 percent, compared to Fiscal Year 2009. However, the percentage of those who were placed in employment decreased by nearly 13 percent. The reason for the decrease in the number of individuals placed is due in part to the increase in job seekers and decrease in job openings in the same period. The Division will continue to strive to identify individuals who are challenged this way, and provide quality services to meet their needs.
- Under the Vocational Rehabilitation Division:
 - 597 individuals with disabilities were closed as employed by the Division of Vocational Rehabilitation during the Fiscal Year 2010. Of those, 56 percent of individuals who had an Individualized Plan for Employment were placed in employment.
 - The Division of Vocational Rehabilitation placed 36 individuals with significant disabilities in self-employment last year.
- Under the Business Training and Outreach Division:
 - Senior Community Service Employment Program (SCSEP):
 - The American Recovery and Reinvestment Act (ARRA) SCSEP grant was awarded to and administered by the Agency.
 - The Corporation for National and Community Service AmeriCorps-VISTA grant was redesigned to enhance SCSEP capacity in local communities.
 - The Agency has internalized SCSEP marketing and the administration of trainee payroll through interdivision partnerships.
 - Employment Training for Self-Sufficiency (ETSS):
 - In Fall 2009, the ETSS program worked with the Department of Corrections to create a welding training program with inmates from the Honor Farm in Newcastle. In the course of designing the program, ETSS and the Department of Corrections partnered with Eastern Wyoming College. The participants completed the program in October 2009 and were working with local Workforce Centers for job placement upon their release date.
 - The Dads Making a Difference Program completed its fifth training class in Cheyenne -- nine-month Diesel Technology program that was developed with Laramie County Community College.
 - The Dads Making a Difference Program completed its third training class in Rock Springs. A semester-long welding program that was developed with Western Wyoming Community College.

Organizational Chart

