

Department of Workforce Services

Mission and philosophy

Vision

The vision of the Department of Workforce Services is to link human and economic development for Wyoming's future.

Mission

The Department of Workforce Services will deliver comprehensive and effective services that build a workforce and to meet the changing demands of Wyoming's diverse businesses, citizens and economy.

Results of outcomes

The Department of Workforce Services provides recruitment, screening, employment, training, career guidance and vocational rehabilitation counseling to Wyoming's businesses and citizens. These services are provided statewide through our Workforce Centers and administered from Cheyenne. Our customers include job seekers, employers and customers seeking training. The services offered by the DWS range from self-service options for those seeking work via the internet 24 hours per day from their home to intensive services provided by counselors and career advisors working one on one with customers to training opportunities.

DWS continues the process of building a department that focuses on workforce development, supports economic development and integrates employment and training related programs. During 2005 the Department developed and rolled out to all staff statewide a three year business plan. This business plan, while unique in state government was developed to identify a course for the department with specific implementation strategies and a means to track progress. The three primary goals identified were: increasing customer focus on Wyoming businesses; becoming an agency that is information rich and uses the information to steer decisions to better serve customers; and forming a healthy and innovative work culture that makes DWS the premier place to work in Wyoming.

In 2005 a new deputy was appointed who also assumed responsibility for the service unit which previously had been identified as the Administration and Support Unit. This change was made due to the philosophical shift in integrating fiscal, IT and human resource functions into the operation of all programs as a support service. The Business Training and Outreach Division continues to provide support and oversight to statewide programs. The Employment Services Division provides state level programs offered through the statewide Work-

General information

Kathy C. Emmons, Director

Agency contact

Margo LaHiff
Herschler Building, 2nd Floor East
Cheyenne, WY 82002
mlahif@state.wy.us
307/777-8728

Other locations

Cheyenne DWS Administrative offices
Herschler Building, 1st and 2nd Floor East
Cheyenne, WY 82002

Casper Administrative office
100 West Midwest St.
Casper, WY 82601

Statewide locations: See division reports

Year established

2002

Statutory references

HEA 47-HB101

Organizational structure

- Executive Level: Executive Staff
 - Fiscal Unit
 - Human Resources Unit
 - IT Unit
 - Facilities support
- Business Training and Outreach Division:
 - GED Program
 - Adult Basic Education Program
 - Senior Community Service Employment Program
 - Employment and Training for Self-Sufficiency Program
 - Apprenticeship Utilization Program
 - Workforce Development Training Fund
- Employment Services:
 - Six regions - 19 local Workforce Centers
 - Labor Exchange programs
 - Training programs
- Vocational Rehabilitation:
 - Five regions – 16 local Vocational Rehabilitation Offices
 - General Rehabilitation Programs
 - Disability Determination Program
 - Telephone Relay Program and Services

Budget information

The Department is approximately 80% funded through federal funds. Revenues are also received from general funds which primarily serve as matching dollars in the Vocational Rehabilitation program and to provide resources for the Workforce Development Training Fund. The department also receives General Funds for the administration of the GED program.

force Centers. The Division of Vocational Rehabilitation continues to focus on providing services and meeting the needs of individuals with disabilities statewide in local offices.

Director's Office

Executive staff, Workforce Center Staff and Program Activities

The Director and staff of the Executive section provide leadership and oversight of all programs, staff, activities and responsibilities of the Department of Workforce Services (DWS). Support to the Wyoming Workforce Development Council, the Wyoming Youth Workforce Council and various other subcommittees is also provided.

The Regional Managers in both Employment Services and Vocational Rehabilitation divisions are responsible for management of services delivered through local offices across Wyoming.

In 2005 the fiscal function within DWS was modified to add a Chief Fiscal Officer (CFO) with responsibility for department wide oversight. Each of the three divisions maintained and/or strengthened fiscal expertise within their unit to ensure that federal and state requirements were met as well as increased attention to fiscal impacts in decision making. The CFO also serves as a critical resource to each division in the efficient operation of programs.

Similar to the fiscal shifts, a Chief Information Officer (CIO) was hired with oversight of all information technology functions. The CIO, however, manages all IT staff and functions at the departmental level to ensure cost effectiveness and efficiency. Much more attention has shifted to improved communication both inside and outside of the department which also fall under the purview of the CIO.

Human Resource functions and Physical Facilities functions continue as before serving as an important service to all divisions and programs within the department.

Placements and clients served:

FY2003 (DWS's initial year of operations)

Individuals Registered.....	61,046
Veterans.....	4,935
Unemployment Insurance Claimants.....	11,548
Individuals Placed.....	30,297
Veterans.....	2,388
Unemployment Insurance Claimants.....	7,807

Business Services:

Job Openings Received.....	31,936
Work Opportunity Tax Credit applications (Employment Services).....	2,133

Training and additional services - clients served:

Adults.....	496
Youth.....	812
Dislocated Workers	173
TAA	32

Employment Services Division

The Employment Services Division provides the state level program administration necessary to effectively operate the array of federal programs that are provided in the Workforce Centers. The duties of the Employment Services Division include ensuring the funding and reporting requirements are met for all programs, developing and implementing policies for successful delivery of program services, and compliance oversight of all programs. Integration planning for service enhancement and the leveraging of resources continues as DWS evaluates opportunities for closer cooperation among programs and partners.

The Workforce Centers have been combined into regions and are located as follows:

- Northwest: Cody, Riverton, Worland, Lander
- West: Evanston, Jackson, Rock Springs, Kemmerer and Afton
- Central: Casper, Rawlins, Douglas
- North central: Sheridan
- Northeast: Gillette, Newcastle
- Southeast: Cheyenne, Laramie, Torrington, Wheatland

TANF POWER Work program

This program is a part of the pay-after-performance system for low-income households with dependent children. The program provides employment directed services to participants who must engage in an employment-related activity. The POWER Work Program supports families and individuals in achieving their goals of self-sufficiency and self-responsibility through a combination of employment, child support and other appropriate resources.

Case managers engage clients in activities such as employability assessment and planning, job readiness training including decision making, personal budgeting, time management, job maintenance and other activities which lead to successful self-sufficient employment. Close communication is required between the DWS case manager and DFS Benefit Specialists to meet the federally required work participation rates. Failure to meet the participation rate would result in a loss of federal TANF funding.

Wyoming has met the required rate and has also received a high performance bonus of \$1,089,072.00 for FFY01 and \$1,089,072.00 for FFY02, and \$877,787.00 for FFY03. The FFY04 (October 1, 2003 to September 30, 2004) will be announced later. To date, federal partners have not calculated the FFY04 bonuses. The high performance bonus is based on job entry rate, employment retention rate and earnings gain rate. Other key partnering programs include Adult Basic Education and coordination with community colleges.

Population Served: Low income households with dependent children.

Number Served: The average number of POWER recipients served per month in FY05 was 552 representing 322 cases. The POWER Work Program served an average of 43 mandatory individuals per month in FY04. This program has a mission of developing skills for successful transition to self-sufficiency during the period they receive assistance from TANF POWER from the Department of Family Services.

Food Stamp Employment and Training Program

The purpose of the Food Stamp Program is to boost the nutrition of low-income individuals and families by increasing their ability to buy food products. In FY03 the value of the Food Stamp benefits brought approximately \$50,000,000.00 into the Wyoming economy due to the sales through local grocery stores of food products, including those produced in Wyoming. Food Stamp benefits are distributed through the electronic benefit transfer process.

The Food Stamp Act of 1977, as amended, requires states to operate a Food Stamp Employment and Training Program (E&T). The E&T program is required for clients as a condition of eligibility to receive Food Stamp Benefits. The purpose of the E&T program is to provide recipients with the skills and opportunity to obtain and maintain employment and to increase earnings. The program provides clients with job seeking, interviewing, resume writing and job retention skills in a group setting, along with providing job leads. The E&T program served 1,356 clients in 2003.

The program operates in Laramie, Park, Sweetwater, Sheridan, Converse and Natrona counties, training slots from the private sector are contracted, which provides the employment, directed services and training. Active E&T job seekers are reimbursed \$15 per month for costs related to employment directed activities. In FY04, 28 percent or 385 of the 1,356 job seekers participating in E&T reported having become employed. This program will be coordinated in tandem with other appropriate DWS services. Federal Food Stamp E&T 100 percent funding for FFY03 was \$117,765.00, for FFY04 will be \$137,839.00, and for FFY05 was \$110,272.00. It is anticipated that funding for future FFYs will remain relatively consistent.

Population Served: Food Stamp-eligible clients and food retailers statewide. Food Stamp Employment & Training (E&T) applicants and recipients in Laramie, Park, Sweetwater, Sheridan, Converse and Natrona counties

Number Served: Comparison of Average Number of Food Stamp Cases and Recipients by Fiscal Year.

Year	Cases	Recipients
1999	9380	24,944
2000	8933	22,845
2001	9098	22,533
2002*	9,350	22,964
2003	10,255	25,710
2004	10,463	25,639

*the E&T portion of the Program transferred from DFS to DWS, same contractor retained.

Business Training & Outreach Division

The Business Training & Outreach Division (BTO) provides both business training and outreach services to the State of Wyoming, either as a direct service provided by BTO staff or through our various program contract staff. BTO provides services through six major programs: General Educational Development Testing Program, Adult Basic Education Program, Senior Community Service Employment Program, Employment & Training for Self-Sufficiency Program, Apprenticeship Utilization Program and the Workforce Development Training Fund.

General Educational Development (GED) Program

The General Educational Development (GED) Testing Program ensures high quality secure GED testing to adults who wish to earn high school equivalent credentials. The Department ensures that national standards are met through annual test site monitoring and appointment of GED examiners.

From July 1, 2004 to June 30, 2005, approximately 1,761 adults earned GED certificates in the State of Wyoming. The number of new certificates earned increases by 40 or 50 each year. Wyoming is the only state that does not charge a fee to issue certificates and transcripts. Wyoming's Adult Basic Education (ABE) and GED programs work well together and the average pass rate from July 1, 2004 to June 30, 2005 was 73 percent.

The GED Testing Service, the national organization governing the GED test, requires each GED examiner, approximately 60 throughout the state, to attend mandatory test security training each year. The state GED Coordinator must attend at least one national training

conference each year and each GED Test Center is also monitored once per year.

Adult Basic Education Program

The Adult Basic Education (ABE) Program strives to provide high quality adult basic education and English as a second language education. ABE services are provided throughout the state in partnership with the Community Colleges and community organizations.

During the first eleven months of the 2004-2005 program year, Wyoming's ABE program served approximately 4,372 students. Of the students who set a goal to achieve a GED, 79.4 percent have attained the goal so far during the first eleven months of the program year.

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is the only federally sponsored employment and training program targeted at low-income older workers. The SCSEP is funded by the US Department of Labor (USDOL) under Title V of the Older Americans Act (OAA). To provide SCSEP services in Wyoming, the USDOL grants with one state entity, the Wyoming Department of Workforce Services (DWS); and two national entities, Experience Works, Inc., and the USDA Forest Service.

The DWS has one sub-grantee, Wyoming Senior Citizens, Inc (WSCCI), who offers SCSEP services to businesses and older workers in DWS' service areas: Big Horn, Natrona, Fremont, Park, Hot Springs and Washakie counties.

Services to older workers include: case management, arrangement of employment training, arrangement of subsidized employment opportunities, assistance with entering unsubsidized employment earning a self-sufficient wage, and follow-up visits to ensure successful placements in both subsidized and unsubsidized positions.

Services to businesses include: arrangement of subsidized positions for 501(c)3 or government organizations; assistance in finding reliable older workers for unsubsidized positions; and follow-up visits to ensure the businesses' satisfaction in both subsidized and unsubsidized positions.

From July 1, 2004 to June 30, 2005, approximately 118 participants were served. Of these, 22 participants, or 18.64 percent, entered unsubsidized employment. During the same period, 93 businesses were served by the program.

Employment & Training for Self-Sufficiency Program

The Employment & Training for Self-Sufficiency Program (ETSS) provides funding for training opportunities for families who have at least one child and who meet minimum income requirements. The program does this by targeting two workforce development areas – gender

wage disparity and vocational training in high-demand/high-growth occupations.

The wage disparity program provides ETSS funds to programs that provide free education or training opportunities that enable low-income women to enter into higher wage positions or professions considered non-traditional or typically held by males. The vocational training program provides ETSS funds to programs that provide job skills training in high demand and high growth occupations to individuals in low-income families allowing them to earn a higher livable wage as well.

Both programs help individuals develop vocational and employment skills toward the goal of securing a family income that meets the Wyoming Family Self-Sufficiency Standard and/or decreasing the number of multiple job holders in the state.

Five contractors were selected to begin their programs in the fall of 2004 for a two-year period. So far, these programs have served 101 participants.

Apprenticeship Utilization Program

The Apprenticeship Utilization Program is a new program which is scheduled to begin in January 2006. The program is designed to encourage the use of registered apprentices on public works projects costing \$1 million or more. The program offers a bid preference to contractors submitting bids on public works projects released by state agencies, the University of Wyoming, community colleges, and school districts. In order to receive the bid preference, contractors must agree that at least 10 percent of the labor hours worked on the project will be worked by registered apprentices.

Workforce Development Training Fund

The Workforce Development Training Fund (WDTF) was created to provide funding to businesses to allow them to enhance employment opportunities and to meet the training needs of new and existing industries in the state. The Department recognizes that an educated, skilled workforce is vital for the economic growth of the State of Wyoming. The WDTF effectively supports the Agency's mission to deliver comprehensive and effective services that build a workforce to meet the changing demands of Wyoming's diverse businesses, citizens and economy.

Business Training Grants – Grants for Existing Positions allow businesses to provide training to incumbent workers to increase their skill level. Grants for New Positions allow new and expanding businesses to provide training to new workers to become productive employees. Between July 1, 2004 and June 30, 2005 a total of 699 contracts were written, and a total of \$2,118,306 was disbursed to Wyoming businesses.

High-Demand/High-Growth Occupation Grants – In FY 2004, grants were awarded to five training providers for eleven programs to provide initial skills training

for diverse occupations were obligated in the amount of \$761,863. All contracts written in FY 2004 will expire by December 14, 2005. The High-Demand/High-Growth Occupation Grant Program has been reworked into the Pre-Hire Economic Development Grant Program, with new rules and application procedures.

The Pre-Hire Economic Development Grant Program opened on July 25, 2005, with a total FY 2006 allocation of \$500,000. Pre-Hire differs significantly from the High-Demand/High-Growth Occupation Grant Program in that the grants are demand-based and require a partnership between the training entity, business, Economic Development entity, and the DWS Workforce Center. As of September 6, 2005, 2 grants have been awarded totaling \$172,246, with several additional applications expected.

Administrative services to the public include reviewing applications, making grant and award decisions and contracting funds to businesses and training entities. WDTF administration also provides data and performance management, quality control and technical assistance and seeks to build partnerships that accomplish the purposes of the program.

Vocational Rehabilitation Division

Budget information

General funds	\$2,001,897
Federal funds	\$11,848,052
Special revenue funds	\$366,280
Agency funds	\$101,700
Enterprise funds.....	\$105,828
Total	\$14,423,757

The Vocational Rehabilitation Division has a staff of 92 full-time positions and one part-time position. The Division serves Wyoming residents with disabilities who are unable to enter or reenter the workforce because of their disability.

Based on data from the 2000 Census, over 46,000 Wyoming residents between the ages of 21 and 64 have a disability; and nearly 40 percent of these individuals are unemployed. For individuals with the most significant disabilities who are not readily employable, independent living services are provided to prepare them for living independently within their local communities.

Division of Vocational Rehabilitation is responsible for three major programs:

Vocational Rehabilitation Program

The Vocational Rehabilitation Program offers an array of Vocational Rehabilitation services to persons with physical and mental disabilities with the goal of them

achieving living independently, enjoying self determination, making choices, contributing to society, pursuing meaningful careers, and participating fully in the economic, social, cultural, and education mainstream of America. General rehabilitation services are comprehensive and individualized per the 1998 Amendments of the Rehabilitation Act. The program includes 70 full-time positions and one part-time position. Located in the Division's field offices throughout the State are 56 of the 71 positions. The remaining 15 positions are located in the Division's Administrative Office in Cheyenne. The Program consists of 11 separate sub-programs, all of which served 3,939 persons in FY 2005.

Results of Outcomes - DVR Statistics

FY 05 Yearly Savings in Public Assistance	\$1,217,000
FY 05 Entered Employment Rate	61.3 percent
FY 05 Wage Progression	
Earnings prior to receiving a DVR service (at application)	\$1,855,400
Earnings after receiving a DVR service (at closure)	\$9,192,900

The Vocational Rehabilitation Program is DVR's largest program with nearly 79 percent of the program's funding provided by the U.S. Department of Education, Rehabilitation Services Administration.

Social Security Disability Determination Services

Social Security Disability Determination Services makes decisions of disability and blindness on initial claim, reconsideration and continuing eligibility cases under both the Social Security Disability Insurance (Title II) and Supplemental Security Income (Title XVI) Programs of the Social Security Act. Program services include; obtaining medical, psychological, and vocational evidence from the applicant and from his or her medical treatment sources, and where necessary, arranging for one or more examination(s) of the applicant by specialists. These services are provided by a staff of 20 full-time positions located in Cheyenne.

Telecommunications Relay Service for the Communications Impaired

The Telecommunications Services provides a state-wide, 24 hours per day, 7 days per week telecommunications relay service for persons who are deaf, hard of hearing or speech impaired. It gives communications impaired people access to telephone use through a text telephone (TTY) relay system, using operators at a central location, to relay messages back and forth from a communications impaired person to a non-communications impaired person. The relay system portion of this program is operated through a contractual agreement with Hamilton Telecommunications and is certified by the Federal Communications Commission. With a staff

of one full-time position in Casper and two half-time positions (one in Casper, and one in Cheyenne), this program also distributes TTYs and other communication equipment free of charge to individuals with disabilities who meet a financial needs test.

Department of Workforce Services organizational chart

