

Wyoming Department of Workforce Services

FY 2008 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 2008 expenditures were \$37,340,568.32. By division, Administration expended \$1,494,849.49, the Business Training and Outreach Division expended \$6,553,610.79, the Employment Services Division expended \$14,580,301.10, and the Vocational Rehabilitation Division expended \$14,711,806.94.

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 2008 (July 1, 2007 through June 30, 2008)

Contribution to Wyoming Quality of Life Result

The Wyoming Department of Workforce Services works to develop a diverse economy that provides a family sustaining income and ensures wage equality as well as to advance technologies and a quality workforce to allow Wyoming's businesses and communities to adapt and thrive.

Basic Facts

This agency has 281 employees and operated with a 2007-2008 biennium budget of \$76,947,172 of which \$16,967,269 were in general funds, \$50,954,262 were in federal funds and \$9,025,641 were in other funds.

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

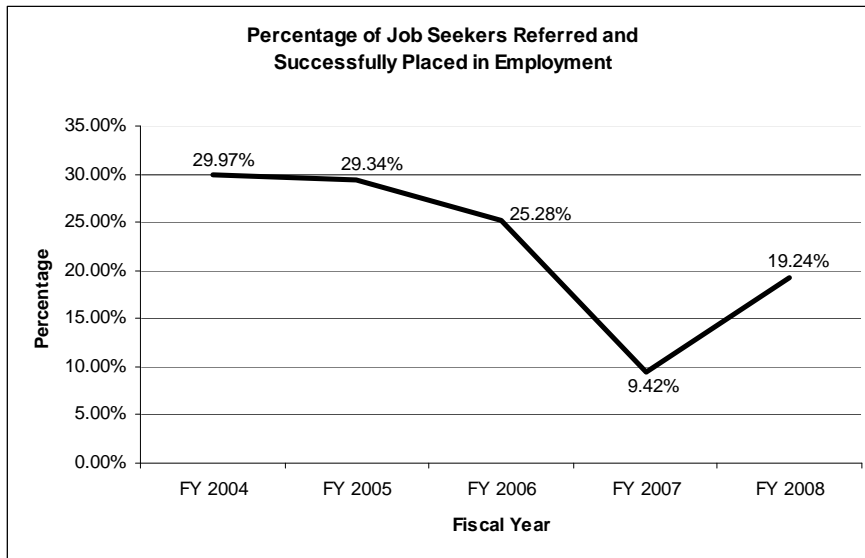
<i>Recruitment</i>	Process of connecting an individual job seeker to a business who has identified specific skills and qualifications.
<i>Employment</i>	Job placement and retention
<i>Training</i>	Programs focused on providing skill development leading to placement, retention and wage progression
<i>Career Guidance</i>	Assessing interests and aptitudes leading to establishment of career pathways
<i>Rehabilitation Counseling</i>	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 serve 4,798 businesses and 39,530 individuals. 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

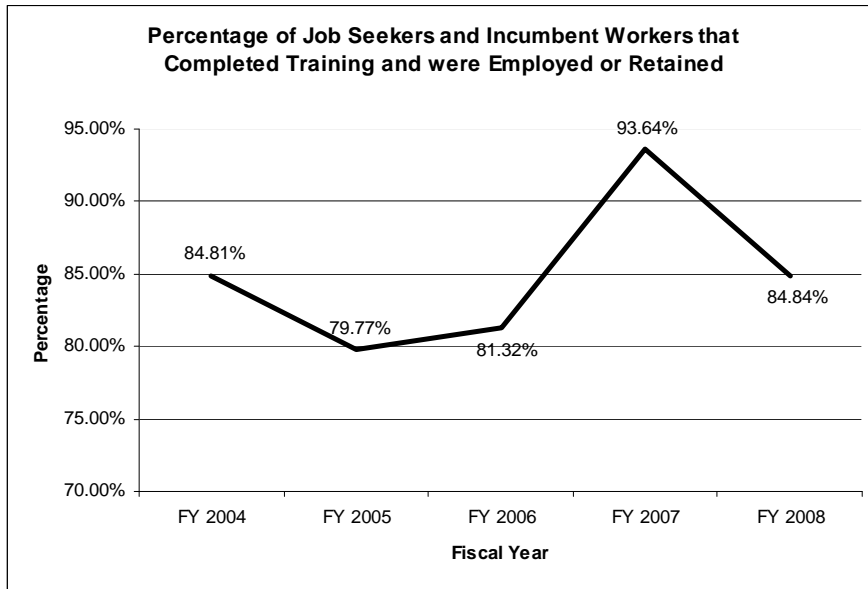


	Total Matched	Total Available
FY 2004	9,853	32,874
FY 2005	9,414	32,083
FY 2006	7,064	27,941
FY 2007	4,743	50,324
FY 2008	6,599	34,284

* Employment Services Division Data Reporting Year -- FY 2007: July 1, 2007 – June 30, 2008

** The 2006 and 2007 Employment Services Data was revised due to clarifications in the Agency's Audit.

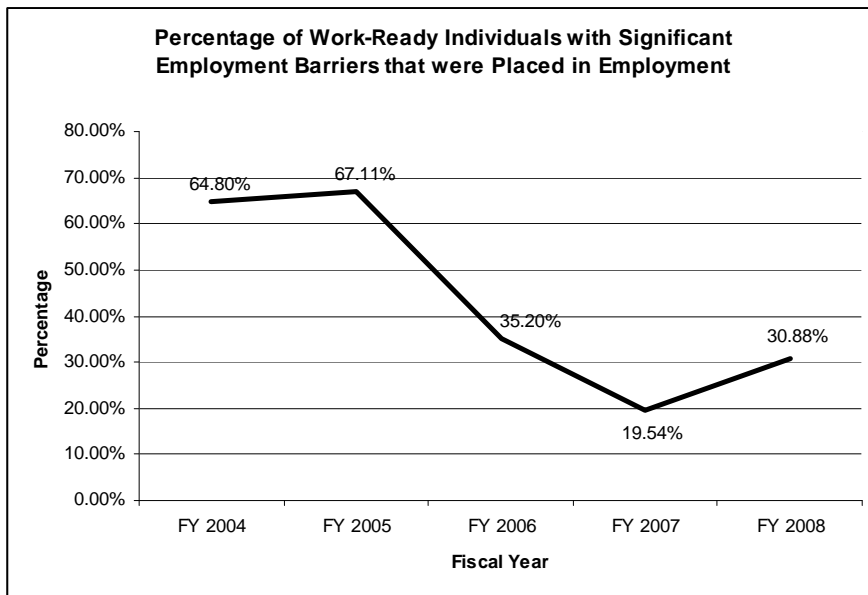
#2 Percentage of Job Seekers and Incumbent Workers that Completed Training and were Employed or Retained



	Total Matched	Total Available
FY 2004	1,743	2,055
FY 2005	2,879	3,609
FY 2006	2,483	3,053
FY 2007	1,488	1,589
FY 2008	4,345	5,121

- * The 2006 and 2007 Employment Services Data was revised due to clarifications in the Agency's Audit.
- ** Employment Services Division Data Reporting Year – Calendar 2007: January 1, 2007 – December 31, 2007
Business Training and Outreach Division Data Reporting Year --
Employment and Training for Self-Sufficiency, FY 2008: Oct. 1, 2007 – June 30, 2008
Workforce Development Training Fund, FY 2008: July 1, 2007 – June 30, 2008
WY Quality Counts!, FY 2008: July 1, 2007 – June 30, 2008
Vocational Rehabilitation Division Data Reporting Year -- FY 2008: July 1, 2007 – June 30, 2008

#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
FY 2005	1,257	1,873
FY 2006	1,776	5,045
FY 2007	1,545	7,903
FY 2008	1,767	5,722

- * Employment Services Division Data Reporting Year -- FY 2008: July 1, 2007 – June 30, 2008
- ** The 2006 and 2007 Employment Services Data was revised due to clarifications in the Agency's Audit.
- *** Business Training and Outreach Division Data Reporting Year --
Senior Community Service Employment Program, FY 2008: July 1, 2007 – March 31, 2008

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.

With the workforce shortage facing Wyoming, the Agency, over the past several years, has seen fewer job seekers actively searching for employment and/or that qualify for the positions employers are listing. However, employer demand for workers continues to increase despite the lack of available workers. This employer-demand has created a more staff-intensive approach to find qualified workers than would be if there were pools of qualified applicants that the Agency could refer to employers.

The Agency's primary objective is to place 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 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 continually add skills to the workforce.

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 Employment Services Division, Performance Measure #2 consists of the individuals training in the Workforce Investment Act (WIA) Program. In the 2008 data period the division received general fund dollars and was able to leverage those dollars with federal dollars to develop a Career Training Program. This accounts for the increase individuals trained and placed/retained in employment in the 2008 data period.

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 rolled out a marketing effort in Fiscal Year 2007; the results of which were seen in Fiscal Year 2008. Due to the success of that marketing effort, the Workforce Development Training Fund's budget was exhausted resulting in the shutdown of the Business Training Grants program from November 2007 to February 2008. Additionally, businesses were given the option to apply for Business Training Grants online during Fiscal Year 2008. As a result, businesses have found applying for grants more user friendly.

Also in the Business Training and Outreach Division, the WY Quality Counts! Program's successes can be attributed to advertising and participant re-utilization of program services. Consistent successes and marketing efforts by the Department of Workforce Services and its partners positively impacted Wyoming's children, families and economic development.

Wyoming's economy is quickly shifting to more of a knowledge-based economy where all positions are requiring higher levels of technological expertise. The Agency is not only dedicated to meeting the current needs facing Wyoming's economy, but also to future workforce demands as new industries become more pronounced within the state. As the demand for higher-skilled, technological workers increases, the Agency, alongside its partners, works to create innovative strategies that identify those skills needed, develop training opportunities and style its services/funding streams to meet Wyoming's evolving economy.

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.

Over the past three 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.

In the Business Training and Outreach Division, under the Senior Community Service Employment Program, performance during the past year has declined from the previous year. This may be due in part to staff turnover and program under-enrollment carrying over from the previous year into the 2007-2008 program year.

What has been accomplished?

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

- The Employment Services Division performance for this measure increased 10 percent from the 2007 data. The Division has been working for the last year to improve its process in finding and referring qualified applicants.

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

- In the Business Training and Outreach Division, the WY Quality Counts! Program is supporting the University of Wyoming's efforts to assure the development of educational opportunities in early childhood education will articulate from one level to the next throughout the system – from coursework toward a Child Development Associate credential through an Associates degree from any Wyoming Community College to a Bachelor's degree from the University of Wyoming.
- The Business Training and Outreach Division, represented by the WY Quality Counts! Program, recently pledged its support of the Smart Start initiative. The Smart Start initiative, or Wyoming Early Childhood Partnership, aims at building a comprehensive early childhood system in Wyoming.

- Also in the Business Training and Outreach Division, the Employment Training for Self-Sufficiency Program enrolled 186 participants in training programs statewide. These participants are parenting adults who earn 185 percent or below of the Federal Poverty Guidelines. Of those enrolled, 109 completed the training programs they entered and 76 were hired into full-time employment where they experienced wage progression.
- The Business Training and Outreach Division's Workforce Development Training Fund rolled out a marketing effort in Fiscal Year 2007; the results of which were seen in Fiscal Year 2008. Due to the success of that marketing effort, the Workforce Development Training Fund's budget was exhausted resulting in the shutdown of the Business Training Grants program from November 2007 to February 2008. Additionally, the Workforce Development Training Fund offered businesses the option to apply for Business Training Grants online during Fiscal Year 2008. As a result, businesses have found applying for grants more user friendly.
- In the Vocational Rehabilitation Division, individuals with disabilities were placed in a broad range of occupations including office and administrative support, sales, food preparation and transportation.
- In the Vocational Rehabilitation Division, clients participated in training at colleges and universities, vocational schools, on-the-job training and job coaching (on-the-job training and job coaching not included in statistics). Job coaching is a specialized service provided by rehabilitation professionals to individuals with severe and persistent mental illness, or developmental disabilities.
- The Vocational Rehabilitation Division often shares the cost of training with the client and other organizations, saving dollars for the Wyoming taxpayer.
- Wyoming also receives significant economic benefit due to reduced public assistance costs, and increased income of clients placed in employment.

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

- The Employment Services Division improved 10 percent in this measure from the 2007 data to the 2008 data.
- In the Business Training and Outreach Division, the Senior Community Service Employment program conducted two requests for proposals, which allows for fair and competitive awarding of public funds. Data validation protocols were piloted, which provided significant insight into methods of program administration. A federal program audit was conducted that provided a useful critique of the State Senior Community Service Employment Program with requirements to comply with federal legislation, rules and regulations. A State Coordination Plan was developed with input from stakeholders around the state.
- In the Business Training and Outreach Division, the Employment Training for Self-Sufficiency Program enrolled 186 participants into training programs statewide. These participants are parenting adults who earn 185 percent or below of the Federal Poverty Guidelines. Of those enrolled, 109 completed the training programs they entered and 76 were hired into full-time employment where they experienced wage progression.
- In the Vocational Rehabilitation Division, all eligible clients on the caseload have significant employment barriers. Many services have been provided by the Vocational Rehabilitation Division to assist individuals with disabilities to return to employment

including training, assessment, diagnostic and treatment services, job placement, transportation, rehabilitation technology, assistance in starting their own business and vocational counseling and guidance.

- The balance of the active the Vocational Rehabilitation Division caseload continues to make progress in the vocational rehabilitation process based on an Individualized Plan of Employment.
- The Vocational Rehabilitation Division’s clients usually have more than one significant disability and are an intensive, complicated process so getting them employed is a significant accomplishment.

Organizational Chart

