

HELP-Link Workforce Program Report

Legislative Finance Committee

June 9, 2016

The Montana HELP Act authorized the Montana Department of Labor & Industry (DLI) to administer a workforce program in conjunction with the health coverage provided through expanding Medicaid. This program, HELP-Link, was launched on January 1, 2016 to correspond with the start date of Montana HELP Plan benefits coverage. This report provides information to the Legislative Finance Committee on participant numbers, assessments conducted, services provided, and associated costs for the first five months of the HELP-Link program.

HELP-Link Participant Data

Figure 1. Number of HELP-Link Participants and Survey Completers by County

County	Active Participants	Survey Completers	County	Active Participants	Survey Completers
BEAVERHEAD	6	40	MEAGHER	1	3
BIG HORN	7	30	MINERAL	1	14
BLAINE	0	10	MISSOULA	27	463
BROADWATER	2	7	MUSSELSHELL	1	8
CARBON	0	9	PARK	9	55
CASCADE	27	388	PHILLIPS	2	8
CHOUTEAU	1	5	PONDERA	1	2
CUSTER	4	44	POWELL	1	24
DAWSON	5	35	PRAIRIE	0	2
DEER LODGE	4	40	RAVALLI	38	202
FALLON	1	8	RICHLAND	5	45
FERGUS	1	28	ROOSEVELT	8	41
FLATHEAD	54	376	ROSEBUD	0	10
GALLATIN	22	165	SANDERS	18	50
GARFIELD	0	1	SHERIDAN	0	3
GLACIER	4	39	SILVER BOW	17	193
GRANITE	0	5	STILLWATER	1	22
HILL	13	95	SWEET GRASS	0	1
JEFFERSON	5	22	TETON	0	7
JUDITH BASIN	0	1	TOOLE	1	9
LAKE	41	149	TREASURE	0	1
LEWIS AND CLARK	24	201	VALLEY	4	28
LIBERTY	0	5	WHEATLAND	0	2
LINCOLN	28	121	WIBAUX	0	1
MADISON	1	12	YELLOWSTONE	38	422

Notes: Data compiled on 06/02/16. Counties not listed do not have any active participants or survey completers.

Figure 2. Services provided to HELP-Link Active Participants

Service Category	COUNT
Career Guidance	69
Career Assessment Inventory	1
Career Interest Inventory	2
Interest Profiler - Onet	3
Montana Career Information System Assessment and Profile	18
Job Search Services	289
Application Instructions & guidance including ATS	35
Assistance with job matching	52
Cover Letter Assistance	24
Interview Tips & Guidance	32
Job Development	10
Job Seeker Workshops	13
Resume Assistance *	142
Workforce Information Services	426
Job Identification of high growth / high demand	14
Labor force supply and demand	93
Short and long term projections	6
Intensive Services	426
Total Active Participants with a Service¹	426

Notes: Excludes services that occurred before they became an active participant.
Participants receive more than one service.

Referral Description	COUNT
<i>Auxiliary aides and services for participants with disabilities</i>	3
<i>Childcare</i>	2
<i>Financial counseling</i>	3
<i>Health care</i>	9
<i>Housing</i>	3
<i>Internet Services</i>	7
<i>SNAP/Food Stamps</i>	13
<i>TANF</i>	3
<i>Transportation</i>	11
<i>Vocational Rehabilitation</i>	35
Number of People Receiving Referrals	80

Notes: Data compiled on 06/02/16.

¹ All 426 active participants have received a HELP-Link Service, which a service recorded separately from any of the four reportable service categories.

Figure 3. Demographics of HELP-Link Participants

		All HELP-Link	HELP-Link Only	RESEA Only	Dual Enrolled
Number of Participants		426	270	1976	156
<i>Average Age</i>		42	43	44	41
<i>Gender</i>	Female	54.0%	55.9%	36.7%	50.6%
	Male	46.0%	44.1%	63.3%	49.4%
<i>Race</i>	American Indian	10.3%	10.7%	3.5%	9.6%
	Unknown	12.0%	12.2%	2.3%	11.5%
	White	75.4%	75.6%	14.1%	75.0%
<i>Employed</i>	No	81.2%	80.0%	84.6%	83.3%
	Yes	18.8%	20.0%	15.4%	16.7%
<i>Work Disability</i>	No	93.9%	93.3%	96.5%	94.9%
	Undefined	5.4%	5.6%	2.9%	5.1%
	Yes	0.7%	1.1%	0.6%	0.0%
<i>ADA Disability</i>	Blank	4.9%	5.2%	4.1%	4.5%
	No	89.4%	88.1%	92.1%	91.7%
	Yes	5.6%	6.7%	3.7%	3.8%
<i>Homeless</i>	Blank	3.1%	4.4%	1.9%	0.6%
	No	92.0%	89.6%	96.9%	96.2%
	Yes	4.9%	5.9%	1.3%	3.2%
<i>In School</i>	Blank	19.0%	15.9%	28.9%	24.4%
	In School, Alternative School	0.9%	0.7%	0.6%	1.3%
	Not Attending School, H.S. Dropout	6.3%	5.2%	5.7%	8.3%
	Not Attending School, H.S. Grad	65.7%	68.1%	59.3%	61.5%
	In School, H.S. or Less	1.4%	1.9%	0.9%	0.6%
	In School, Post-H.S.	6.6%	8.1%	4.7%	3.8%

Notes: Data as of 06/02/16.

Figure 4. Costs Associated with Service Provision and Program Administration

HELP-Link Financial Report		
As of May 31, 2016		
Administration		
<i>Personnel & Benefits</i>		
	Program Management	\$98,950.00
	Training	\$82,765.00
<i>Operating</i>		
	Supplies	\$2,571.00
	Programming/IT Costs	\$114,595.00
	Travel	\$19,956.00
	Indirect	\$39,321.00
Case Management		\$37,331.00
Training & Supportive Service Payments		
	Training	\$25,501.00
	Supportive Services	20,487.00
	<u>Total Expenses</u>	\$441,477.00

Participant Outreach

Montana HELP Plan enrollees may find out about HELP-Link through:

1. DPHHS mails an approval letter to all enrollees that includes the following language:

Additional Services Available to You

HELP-Link, a Montana Department of Labor and Industry workforce program

For more information about this program, please visit www.jobs.mt.gov or stop by your local Job Service Office. This high quality, free program will provide you with a customized employment plan, connect you with local employers, and open access to training resources to help you find employment or grow your own earning capacity.

2. The HELP-Link brochure is provided in Offices of Public Assistance.
3. DLI is conducting HELP-Link presentations to local Community Management Teams (CMTs) to increase direct referrals to the HELP-Link program. CMTs are led by Job Service Offices and include private and public social service agencies. These teams exist to improve coordination and local service delivery for low income Montanans. DLI has completed presentations in Glasgow, Miles City, Butte,

Helena, Kalispell, Billings, Missoula, Havre, Cut Bank, Livingston, Polson, Glendive, Anaconda, Hamilton, Bozeman, and Great Falls. HELP-Link brochures have been distributed to partner agencies and organizations who participate in CMTs to hand out in their own offices.

4. DLI sends follow-up emails to HELP Plan enrollees who complete the initial HELP-Link survey at jobs.mt.gov but have not yet come in for their first appointment. DLI is starting a one-on-one outreach program with participants who have completed the survey but who have not come in for services.

5. DLI has mailed a letter and brochure to all participants of the Montana HELP Plan to invite them to participate in HELP-Link. This letter went out in waves starting May 16, 2016.

6. DPHHS is notifying participants who are facing disenrollment about HELP-Link via letter.

Participant Life-Cycle

Participants who decide to enroll in HELP-Link can expect to follow the process below. Montana HELP Plan participants who are unable to come to a Job Service Office due to distance and/or transportation issues may complete the appointment process over the phone.

1. Participant signs in to jobs.mt.gov and take the HELP-Link assessment survey. If participants do not have internet access or computer skills to take this survey online, they may come in to the office or take it over the phone with an employment specialist (ES).
2. Participant makes appointment with Job Service (ES) to review assessment, receive an orientation to services, receive labor market information to better understand local job market, and develop an Individualized Employment Plan (IEP).
3. The IEP includes a list of services mutually agreed upon by the participant and ES. Example services include: resume classes, one-on-one interview coaching, career planning, and skills assessments.
4. The IEP may also include:
 - A) Referrals to in-house training resources, such as WIOA Adult, WIOA Dislocated Worker, services for veterans, and disability services.
 - B) Referrals to community training partners, such as Vocational Rehabilitation, private WIOA Adult providers and other workforce partners in the community.
 - C) Referrals to community, two-year, tribal, or four-year colleges.
 - D) Referrals to additional community resources, such as domestic violence, housing, or legal services.
5. Participants are instructed to receive a minimum of one in-house training service every 90 days to maintain active participation in the program. Staff has been trained to guide participants to take advantage of all applicable services to improve participant employment skills and earning capacity.
6. If participants go inactive due to failing to meet minimum program standards, they must repeat the initial assessment and IEP process to become an active participant once again.