

# HELP-Link Workforce Program Report

HELP Act Oversight Committee

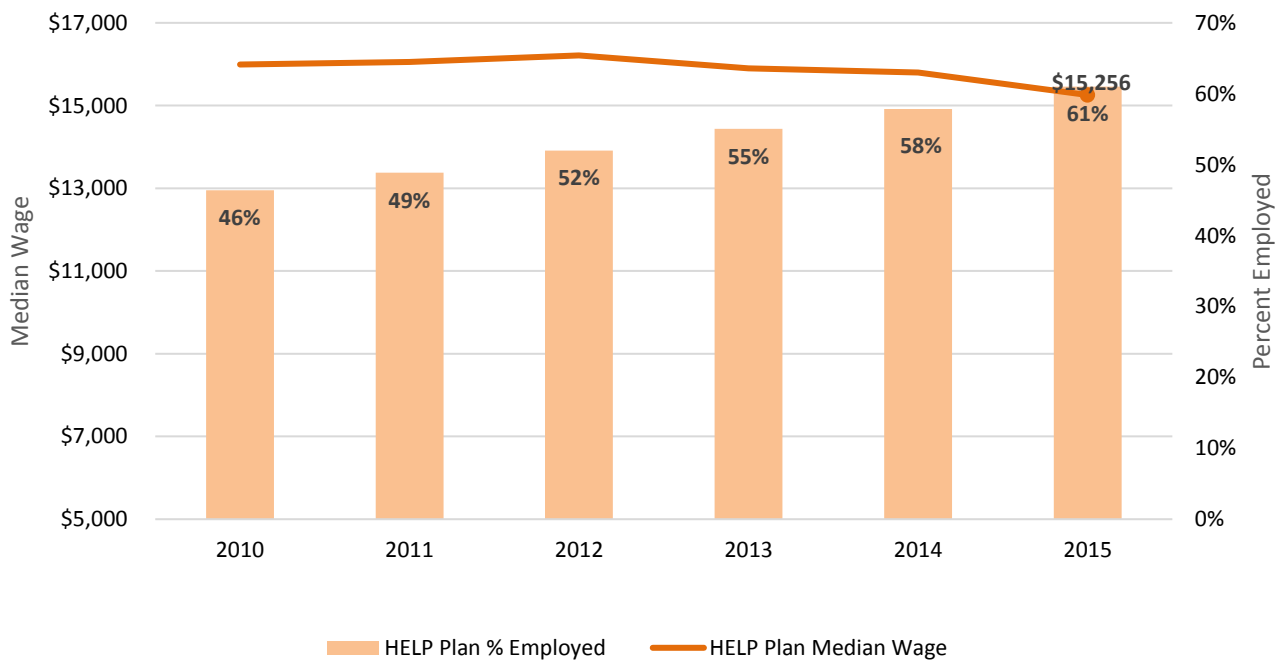
July 13, 2016

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 HELP Act Oversight Committee on participant numbers, assessments conducted, services provided, and associated costs for the first six months of the HELP-Link program.

As of June 30, 2016, 1,004 Montana HELP Plan participants have or are currently receiving workforce services from DLI through the HELP-Link, WIOA, and RESEA programs. WIOA is the DLI workforce training program focused on serving low income Montanans, and RESEA is the Unemployment Insurance partnership program that provides intensive services to Montanans who have recently lost a job and are targeted to receive intensive, early intervention employment services.

## Montana HELP Plan Employment and Wage History

Figure 1. Wage and Employment Outcomes of HELP Plan Participants prior to Medicaid Expansion



Source: Employment and Wage data from MT DLI Unemployment Insurance wage records.

## HELP-Link Participant Data

Figure 2. Number of Participants by Program

Program	Number of People
HELP-Link Survey Completers	3,787
<b>DLI Qualifying Program Participants</b>	<b>1,004</b>
Total HELP-Link Participants Served	565
Current HELP-Link Participants	487
RESEA Participants	379
WIOA Participants	400

Highlighted line indicates number of Montana HELP Plan participants who are participating in HELP-Link or one of DLI's similar workforce programs that includes the following components: labor market information, intensive one-on-one employment planning and case management, and access to subsidized training resources.

Figure 3. Demographics of HELP-Link, RESEA and WIOA Participants

		All HELP-Link	Dual Enrolled	All RESEA	All WIOA
<b>Number of Participants</b>		<b>487</b>	<b>228</b>	<b>379</b>	<b>400</b>
Average Age		43	41	41	35
Gender	<b>Female</b>	<b>52.8%</b>	<b>54.4%</b>	49.2%	<b>65.5%</b>
	Male	47.2%	45.6%	<b>51.6%</b>	34.5%
Race	American Indian	10.9%	10.1%	14.4%	17.3%
	Unknown	14.0%	15.4%	12.5%	8.5%
	<b>White</b>	<b>74.1%</b>	<b>74.6%</b>	<b>73.1%</b>	<b>74.3%</b>
Employed	<b>No</b>	<b>79.1%</b>	<b>82.9%</b>	<b>81.9%</b>	<b>78.8%</b>
	Yes	20.9%	17.1%	18.9%	21.3%
Work Disability	<b>No</b>	<b>93.6%</b>	<b>95.6%</b>	<b>95.5%</b>	<b>94.5%</b>
	Undefined	5.7%	4.4%	5.1%	5.5%
	Yes	0.6%	0.0%	0.3%	0.0%
ADA Disability	Blank	3.9%	4.8%	3.2%	8.3%
	<b>No</b>	<b>90.6%</b>	<b>92.1%</b>	<b>94.1%</b>	<b>86.5%</b>
	Yes	5.5%	3.1%	3.5%	5.3%
Homeless	Blank	3.1%	2.2%	1.3%	5.0%
	<b>No</b>	<b>91.4%</b>	<b>93.9%</b>	<b>95.7%</b>	<b>88.5%</b>
	Yes	5.5%	3.9%	3.7%	6.5%
In School	In-School, Alternative School	0.8%	0.4%	0.8%	2.0%
	Not Attending School, H.S. Dropout	7.4%	9.2%	8.5%	13.8%
	<b>Not Attending School, H.S. Grad</b>	<b>64.7%</b>	<b>66.7%</b>	<b>64.9%</b>	<b>61.0%</b>
	In-School, Post-H.S.	7.2%	7.0%	4.8%	16.5%
	In-School, H.S. or less	1.0%	0.0%	1.1%	3.5%

Notes: The most common responses of HELP Link participants is in bold. Employed, Worker Disability, ADA Disability, Homeless, and In School indicators came from the client table in MWorks. In the case of dual enrollment and Help-Link only, gender, date of birth, and race were taken from CHIMES. Data as of 06/30/16.

Figure 4. Number of HELP-Link Participants and Survey Completers by County

County	Active Participants	Survey Completers	County	Active Participants	Survey Completers
BEAVERHEAD	4	42	MEAGHER	1	3
BIG HORN	8	37	MINERAL	1	14
BLAINE	0	11	MISSOULA	36	532
BROADWATER	2	7	MUSSELSHELL	1	10
CARBON	0	15	PARK	11	54
CASCADE	34	453	PHILLIPS	2	8
CHOUTEAU	1	5	PONDERA	0	4
CUSTER	3	49	POWELL	1	26
DAWSON	6	38	PRAIRIE	0	2
DEER LODGE	4	53	RAVALLI	40	228
FALLON	1	8	RICHLAND	6	55
FERGUS	2	34	ROOSEVELT	8	51
FLATHEAD	56	412	ROSEBUD	0	12
GALLATIN	26	194	SANDERS	18	54
GARFIELD	0	1	SHERIDAN	0	4
GLACIER	5	43	SILVER BOW	23	220
GRANITE	0	5	STILLWATER	1	21
HILL	15	117	SWEET GRASS	0	1
JEFFERSON	5	22	TETON	0	10
JUDITH BASIN	0	1	TOOLE	1	9
LAKE	47	183	TREASURE	0	1
LEWIS AND CLARK	29	232	VALLEY	4	34
LIBERTY	0	5	WHEATLAND	0	2
LINCOLN	32	144	WIBAUX	0	1
MCCONE	0	1	YELLOWSTONE	50	496
MADISON	0	12			

Notes: Data compiled on 06/30/16. Counties not listed do not have any active participants or survey completers.

Figure 5. Barriers to Employment for HELP-Link Active Participants and Survey Completers

Barrier	Active HELP-Link Participants				HELP-Link Survey Completers	
	HELP-Link Only	Dually Enrolled	Total	% of Total Identifying Barrier	Total	% of Total Identifying Barriers
Felony/misdemeanor conviction	27	17	44	9.0%	415	11.0%
Probation	4	1	5	1.0%	100	2.6%
Pending felony/misdemeanor	1	1	2	0.4%	48	1.3%
Domestic violence	4	1	5	1.0%	57	1.5%
Court mandated programs or classes	3	1	4	0.8%	43	1.1%
Personal finances/credit history	23	14	37	7.6%	493	13.0%
Lack of housing	10	4	14	2.9%	178	4.7%
Lack of telephone	6	1	7	1.4%	179	4.7%
Poor physical health	20	10	30	6.2%	279	7.4%
Physical disability	9	10	19	3.9%	182	4.8%
Learning disability	6	6	12	2.5%	106	2.8%
Mental illness	14	10	24	4.9%	238	6.3%
Drug or alcohol addiction	3	4	7	1.4%	70	1.8%

Lack of childcare	7	4	11	2.3%	285	7.5%
Caring for a family member with health issues	7	6	13	2.7%	162	4.3%
Lack of transportation	19	14	33	6.8%	371	9.8%
<b>Number Identifying At Least One Barrier</b>	<b>144</b>	<b>101</b>	<b>245</b>	<b>50.3%</b>	<b>1,717</b>	<b>45.3%</b>
<b>Total</b>	<b>259</b>	<b>228</b>	<b>487</b>		<b>3,787</b>	

Note: Active Help-Link participants include those who are dually enrolled in RESEA or WIOA. Compiled on 06/30/16.

Figure 6. Services provided to HELP-Link Active Participants

Service Category	COUNT
<b>Career Guidance</b>	<b>110</b>
Career Assessment Inventory	1
Career Interest Inventory	3
Interest Profiler - Onet	3
Montana Career Information System Assessment and Profile	23
PEP- Personalized Employment Plan and Career Testing	3
<b>Job Search Services</b>	<b>386</b>
Application Instructions & guidance including ATS	42
Assistance with job matching	60
Cover Letter Assistance	31
Interview Tips & Guidance	36
Job Development	10
Job Seeker Workshops	16
Resume Assistance	165
<b>Workforce Information Services</b>	<b>565</b>
Job Identification of high growth / high demand	15
Labor force supply and demand	112
Short and long term projections	10
<b>Intensive Services</b>	<b>565</b>
<b>Total Active Participants with a Service<sup>1</sup></b>	<b>565</b>

Notes: Data compiled on 06/30/16. Excludes services that occurred before they became an active participant.

Figure 7. HELP-Link Participant Referrals

Referral Description	COUNT	Referral Description	COUNT
Auxiliary aides and service	7	SNAP/Food Stamps	18
Childcare	3	TANF	3
Financial counseling	4	Transportation	13
Health care	11	Vocational Rehab	48
Housing	7	Internet Services	7
<b>Number of People Receiving Referrals</b>	<b>110</b>		

Notes: Data compiled on 06/30/16.

<sup>1</sup> There are 317 (65%) active participants who have received both LMI and an intensive service in Montana Works.

<b>Figure 8: Training Programs funded through HELP-Link</b>	
<b>Program Name</b>	<b>Clients Enrolled</b>
Accounting	1
Accounting Clerk	1
Biology (Bachelor of Applied Science)	1
Certified Nurse Assistant	5
Commercial Drivers License	3
Computer Science	1
IT-2000E IT Helpdesk Administrator	1
Psychology	1
Secondary Education (K-12)/Art K-12, Elementary Education (K-8)	1
Truck Driver Training	1
Truck Driving TTD 150	2
<b>Total Number of Clients</b>	<b>18</b>

Totals as of July 7, 2016

## Financial Report

<b>Figure 9: Funds and Service Types</b>	<b>Funds Spent</b>
<b>HELP Link</b>	<b>\$78,811.81</b>
Employment-Related Education	\$56,029.78
Individualized Career Services	\$1,382.75
Supportive Services	\$19,778.90
Supportive Services During Follow-Up	\$1,620.38
<b>HELP Plus</b>	<b>\$161.50</b>
Supportive Services	\$161.50
<b>Grand Total</b>	<b>\$78,973.31</b>

Totals as of July 7, 2016

*Costs Associated with Service Provision and Program Administration*

HELP-Link Financial Report		
As of June 30, 2016		
<b>Administration</b>		
<i>Personnel &amp; Benefits</i>		
	Program Management	\$110,345.00
	Training	\$84,901.00
<i>Operating</i>		
	Supplies	\$2,939.00
	Programming/IT Costs	\$133,005.00
	Travel	\$20,915.00
	Indirect	\$53,881.05
<b>Case Management</b>		\$45,501.00
<b>Training &amp; Supportive Service Payments</b>		
	Training	\$54,835.70
	Supportive Services	\$24,265.64
	Relocation Expenses	\$507.61
	<u>Total Expenses</u>	\$531,096.00

**Participant Outreach and Recruitment**

DLI is recruiting participants through the following outreach strategies:

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](http://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 partners and 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.
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.
7. Individuals that have taken the online survey and have not scheduled an appointment with a Local Job Service are being contacted by Local Job Service Offices by phone to help set an appointment. Some of these individuals have mentioned potential barriers they may have on the online survey and our Local Job Service Offices are addressing those barriers in their calls. Job Service Offices have been reaching out to individuals that mentioned a barrier on their survey, reaching back in the last month.
8. DLI is collecting success stories to highlight through earned and social media that can be used to showcase the program and recruit new participants into HELP-Link.

## 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.

## **Status of Implementation of HELP Act Fraud and Waste Prevention in UI**

In June of 2016, the Montana Department of Labor & Industry contracted with Lexis Nexis to provide the Department with identity authentication tools to reduce the risk of fraudulent unemployment claims. The suite of tools provided by this contract with Lexis Nexis will help to confirm the UI claimant's identity before processing their unemployment insurance claim, identify high risk claims, and allow for more accurate and efficient debt collection.

This contract was the result of a successful six-month pilot project conducted from September 2015 through March of 2016. Lexis Nexis was selected through a contractor engagement process from the State of Montana's IT service contractors list.

Kickoff for implantation of this solution is scheduled for mid-July 2016. Implementation of the identity authentication software solution is slated to include three phases: identity management (Fall 2016), beneficiary integrity batch scan (Spring 2017) and identity contact resolution batch processing (Summer 2017).

## **Supplemental TANF Funding: HELP-Link Plus**

### **Total funds available:**

\$1,000,000 for one year. Funding began May 1, 2017. Funds cannot be used to pay for program administration or funding. 100% of funds go to supportive services and training for participants. Participants receive case management paid for by HELP-Link funds (ESA), as well as staff support from the HealthCARE Montana career coaches, RevUp navigators, and Montana Registered Apprenticeship field representatives.

### **Eligibility**

The HELP-Link Plus is available to participants who are enrolled in HELP-Link (and therefore the Montana HELP Plan) **and** who are also eligible for TANF. Generally, these individuals are HELP Plan participants who have minor children in the home. Individuals receiving TANF cash assistance are not



eligible for HELP-Link Plus. Individuals participating in other TANF programs (such as FES) **are** eligible for co-enrollment in HELP-Link Plus.

Participants may access HELP-Link Plus by speaking with their local Job Service Office.

## Overview

HELP-Link Plus follows WIOA Adult guidelines, with exceptions made to comply with TANF funding restrictions, pertaining to Services and Activities as delineated in the truncated Section 4 of the WIOA Policy Manual. Program participants will have access to training, supportive services, and subsidized employment within the modified WIOA Adult Program parameters.

## Funding Preference

To ensure that program participants receive meaningful training that improves job opportunities and increases wage potential in their local community, HELP-Link Plus will prioritize program dollars for participants who are enrolling in training for high demand occupations requiring specialized training. This service preference is broken down in to two tiers.

### Tier 1 – TAACCCT Programs and Registered Apprenticeship

- Participants who wish to seek a credential through registered apprenticeship, college enrollment, or other training provider program in one of the occupations/pathways covered by either of Montana’s statewide TAACCCT programs
- Maximum of \$12,000 in combined training, supportive services, and subsidized employment supports over the course of one calendar year
- Qualified manufacturing occupations: [revupmontana.com/manufacturing-industry-training-programs/](http://revupmontana.com/manufacturing-industry-training-programs/)
- Qualified energy occupations: [revupmontana.com/energy-industry-training-programs/](http://revupmontana.com/energy-industry-training-programs/)
- Qualified healthcare occupations: [healthcaremontana.org/training-programs-1/](http://healthcaremontana.org/training-programs-1/)
- Training program must lead to an industry recognized credential/license
- Credential does not need to be completed in one year; participant must only be enrolled in a program that leads to a credential. Funding is not guaranteed beyond one year.

### Tier 2 – Other Training Programs

- Participants who wish to earn a credential through college enrollment or other training provider program in a high demand occupation not covered by the Montana TAACCCT Programs or another registered apprenticeship
- Maximum of \$6000 in combined training, supportive services, and subsidized employment supports over the course of one calendar year
- Training program must lead to an industry recognized credential/license
- Examples include: cosmetology, accounting technology

## Additional Program Guidance

- This funding should not supplant funding available to participants through college financial aid offices, scholarships, or other funding sources.

- Tier 1 participants must be matched with both a WIOA case manager AND a TAACCCT navigator/career coach/transformation specialist OR a Registered Apprenticeship Specialist. Case management will be a team approach, with TAACCCT and apprenticeship staff providing program expertise in their fields, and Job Service staff providing ongoing case management.