



THE WYOMING DEPARTMENT OF **WORKFORCE SERVICES**

NAVIGATOR JANUARY 2004

FORGING THE LINKS

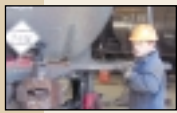
Workforce Services Connects Human and Economic Development for Wyoming

The Wyoming Department of Workforce Services is the state's newest agency, created in 2001 to build a workforce that meets the changing needs of Wyoming's diverse businesses, citizens and economy.

Workforce Services connects job seekers with jobs and employers with a skilled workforce.

With statewide resources in Employment and Training, Business Services, and Vocational Rehabilitation, Workforce Services can help you find the right job or the right employee.

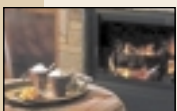
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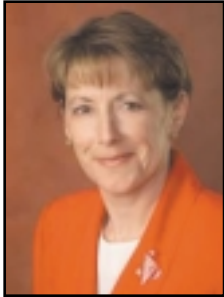
BIG TIRES, BIG BUCKS: Mining equipment, like the mining industry in Wyoming, is big business. Powder River Coal Company in Gillette used nearly \$34,000 in Workforce Development Training Fund grants to train workers. Find out more about the WDTF on pages 6 and 7.

RAISING THE BAR

Workforce Services Wins National Honors During Reorganization

The Department of Workforce Services (DWS) continues to work towards its goal of developing a demand-driven workforce responsive to private sector worker and employer needs through linking human and economic development.

On July 1, 2003 — less than three months since I first reported to work at DWS — we celebrated our first anniversary of operations as a consolidated agency. Since then, I learned quickly of our employees' dedication to providing quality workforce services to the people and businesses of Wyoming. Wyoming is fortunate to have so many dedicated pub-



Kathy Emmons

lic servants. As we begin 2004, it is important to look back on what we have accomplished and look to the future of Wyoming's workforce development system.

Vocational Rehabilitation

The Disability Determination Services (DDS), which is housed in our Division of Vocational Rehabilitation, earned recognition for being ranked second out of 54 similar programs in the nation. Social Security Administration Regional Commissioner James Everett formally presented the Commissioner's Citation to Gov. Dave Freudenthal and DDS Program Manager Vicki Johnson at a ceremony last July.

The citation was awarded for exemplary performance in accuracy, timeliness, and productivity in providing exceptional service to Wyoming's dis-

abled citizens, with an accuracy rate of 96.3 percent. Wyoming was one of only five states honored with a Commissioner's Citation this year.

Meeting Performance Goals

Wyoming also was one of 16 states eligible to receive an additional \$750,000 in federal funding, thanks to the efforts of the Wyoming Department of Education and DWS. The extra funding is part of a federal incentive program that encourages states to surpass performance goals for the Carl D. Perkins Vocational and Technical Education Act, the Workforce Investment Act (WIA) Title I-B program, Workforce Investment Systems, and Title II Adult Education and Family Literacy Act programs. Under the incentive program, Wyoming now has funds to support innovative workforce development and educational activities. Having all three programs meet performance goals is a great accomplishment that must be attributed to the dedication of the staff from both departments and our local partners.

Senior Services

The Department of Workforce Services' Senior Community Service Employment Program was ranked sixth in the nation for its outstanding placement of older workers into jobs. The state program, in conjunction with its sub-grantee, Wyoming Senior Citizens, Inc. in Riverton, had a successful employment placement rate of 45 percent of the older workers in the program.

Workforce Investment Act and Wagner-Peyser

Based on its review, the U.S. Department of Labor gave DWS a clean

bill of health, finding our programs in compliance with WIA and Wagner-Peyser Employment Services. Wagner-Peyser is a federal program that authorizes the nationwide employment services exchange system. DWS uses WIA funding to help adults, dislocated workers, and youth find employment that leads to self-sufficiency through various services available at local workforce centers.

The state's online job bank supports Wyoming's "Virtual" One-Stop for workforce services. About 135,000 of Wyoming's 275,000 workers are registered on the online job bank. About 65,000 job seekers and 17,000 Wyoming employers have used the Wyoming Job Network to access services during the past year. This is a critical tool to workforce development for a workforce system that covers 97,818 square miles.

Training Fund

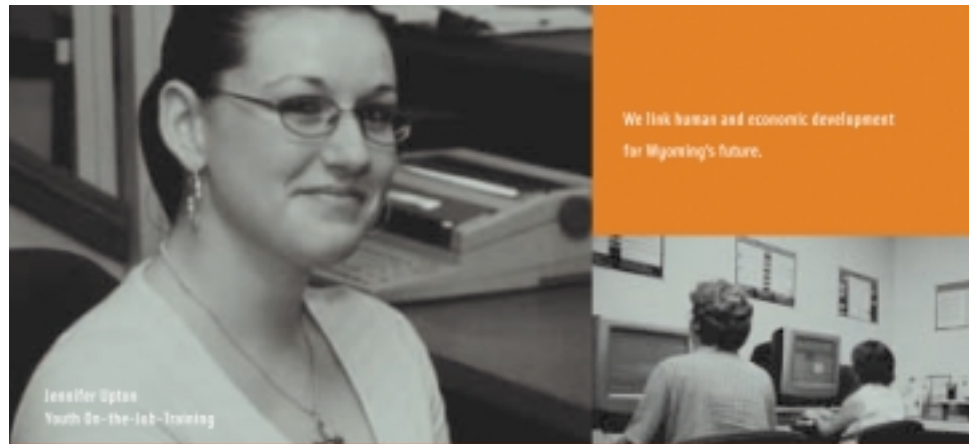
The Workforce Development Training Fund received the Friend of Manufacturing Award last August for its training assistance to existing and new industries in the state. The fund has been successful in filling training gaps in high demand occupations. This year alone, DWS awarded 580 grants - a 2,123 percent increase in utilization in the fund's first three years. The 5,857 people trained in Wyoming as a result of the fund are significant because they account for 3 percent of Wyoming's working population.

Workforce Development Council

Wyoming Workforce Development Council Chairman Charlie Ware testified before the U.S. Senate Subcommittee on Employment, Safety and Training, of which Wyoming Sen. Mike Enzi is chairman. The testimony focused on the reauthorization of WIA, Wyoming's workforce development system, and the importance of linking economic and workforce development in rural states. Wyoming is privileged to have a voice in the process.

Structure Changes

This past year we also retooled and streamlined internal operations of the



In Wyoming, opportunity has always been as much a part of the landscape as our friendly citizens, towering mountains and wide-open spaces.

The Wyoming Department of Workforce Services understands that, and we've designed our services with that philosophy in mind.

We are meeting the changing demands of Wyoming's businesses, citizens and economy.

Right now, in your town or city in Wyoming, someone is looking for a job. At the same moment, a business is looking for an employee.

The Wyoming Department of Workforce Services is here to make both of their goals come to a welcome conclusion, because it is our mission to connect human and economic development.

There are many different ways we can help.

Our Employment & Training Services provide assistance to anyone looking for a job. You can visit one of our workforce centers or search our online job bank. We can help you improve your job skills through job training programs. We offer Adult Basic Education to help improve reading, writing, math and computer skills. We can even help you prepare to take the GED - the General Educational Development test.



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CONTINUED ON PAGE 3

SAVE THE DATE

Governor's Summit on Workforce Development

Partnering Business, Education and Wyoming Government

Snow King Resort, Jackson, WY

JUNE
3-4
2004

Optional activities June 5 For Summit updates and registration, visit
<http://outreach.uwyo.edu/conferences/workforce>
www.wyomingworkforce.org

Sponsored by the Wyoming Workforce Development Council

START-UP FUNDING HELPS OPEN REPAIR BUSINESS

SHOSHONI — When Riverton-based firm BTI Inc/Bighorn Divide and Wyoming Railroad decided to expand their trucking and rail business, company officials were concerned about finding trained workers.

So they asked the Riverton Workforce Center for help.

Company President Cliff Root contacted the center, one of 19 regional offices operated by the Wyoming Department of Workforce Services (DWS), to help recruit and train employees for a new rail-car repair venture in Shoshoni.

DWS has invested more than \$58,000 in training the workers for the new facility.

“The Riverton Workforce Center helped us find and train our specialized workforce,” Root says. “This is a good example of public-private partnerships achieving win-win for Wyoming.”

Business Expansion

Bighorn Divide and Wyoming Railroad Inc. is the only fully operating shortline railroad in Wyoming. The company has trackage rights on 23 miles of Burlington Northern Santa Fe RR that extends from Bonneville to just east of Lysite, and also operates 10 miles of its

own track, which includes sidings and mainlines.

The company’s principle business is servicing, loading and switching 5,000 sulfur cars from Burlington Resources at Lost Cabin, says Root. They also provide railcar weighing, switching, transloading, rail maintenance, and now, rail car repair.

“I believed that expanding into the rail car repair field was a niche that could benefit the company and the community,” Root said.

The new facility, located on 140 acres adjacent to the Town of Shoshoni, holds up to six rail cars and has a locomotive pit. There are two rail lines running through the facility, which now employs 13 workers.

Matching Workforce to Economic Development

The Riverton Workforce Center staff and the company developed several options for hiring and training a specialized workforce.

On-the-job training agreements through the Workforce Investment Act were used to aid the company in offsetting the initial start-up costs associated with the specialized training required for Railroad Certifications of Carman and



Rail-car repair specialists are working in a new facility in Shoshoni, thanks in part to more than \$58,000 in start-up funding from the Wyoming Department of Workforce Services.

specifically, the welding procedures involved in the process.

A \$23,000 Workforce Development Training Fund grant also was used to obtain specialized instruction for some of the workers.

Eleven people were placed on on-the-job training. Tools and other items were also purchased for the participants to enhance their chances of being successful.

The workers at the repair shop have received certification in various phases of railroad welding, while others have certifications allowing them to perform rail

car inspections and other sensitive industry testing.

“The benefit to these workers is immeasurable as these skills will serve them well now and in the future,” said Burl Gies, office manager of the Riverton Workforce Center. “The benefit to the company has been the ability to train a workforce as its needs dictate and at a substantial savings, keeping costs down during the expensive start-up phase.

For more information, contact the Riverton Workforce Center, 307-856-9231.

RAISING THE BAR, from 2

department to provide improved services to customers. The changes focus on cutting layers of administration and helping staff respond to local customers’ needs. Under a new regional structure, our workforce centers and satellite offices will be more responsible for business operations.

We are, literally, in our first year of operation under a new structure. The new structure delivers comprehensive workforce developmental services in partnership with state and local small businesses, economic and community development groups, health and family services, employment, and education-related state agencies.

Our new structure also aligned programs into five divisions: Administration and Support, Business Training and Outreach, Employment Services, Quality Assurance, and Vocational Rehabilitation. My office includes our Deputy Director Jim Elias, support for the Wyoming Workforce Development Council, and the Wyoming Youth Workforce Development Council, and our six regional managers.

These changes were designed to enhance and smooth the transition of programs from four state agencies into one department. During the last two years, the department has continued to successfully offer employment services to our customers. That is an incredible testament to the dedication and work of the staff. These structural changes are based on staff input and are meant to fine-tune the current system.

Our regional management focus will

provide increased flexibility in delivering comprehensive and effective workforce services throughout Wyoming. More decisions now will be made locally, with six regional managers overseeing the delivery of employment and training services to customers in their communities.

Our Quality Assurance Division has begun applying the Baldrige performance excellence principles to measuring the quality and effect of DWS programs. In 2004, staff members will conduct an organizational profile identifying strengths, challenges, and key business factors to successfully serve our customers.

New Strategies

Last year set the bar for the future of Workforce Services in Wyoming. It was a year of transition, new partnerships, and achievement for the employees of DWS.

We at DWS continue to seek new strategies to strengthen Wyoming’s workforce. This next year, we look forward to visiting with you in your communities and developing solutions to meet your workforce needs. If you haven’t visited one of our 19 workforce centers, drop in during the week of Jan. 20-23 and see the services we have to offer.

Our goal is to provide opportunities for a well-trained, highly skilled Wyoming workforce responsive to the changing demands of the regional, national and global economy. For 2004 and beyond, we are committed to creating these opportunities for the people of Wyoming and our future.

Kathy Emmons is director of the Wyoming Department of Workforce Services.

PARTNERS

Pioneer Printing, Project Paycheck Launch Worksite Program

CHEYENNE — There's a new bindery worker at Pioneer Printing whose job is more than a paycheck.

For 18-year-old Abby Powell, joining the print shop crew is bringing "the satisfaction of knowing that I'm actually working."

For Jerry Ziemann, president of Pioneer Printing and Stationery Co. Inc., adding Powell to his team is a proactive step for both the company and the community.

"One of our goals when we came here was to be involved in community action," Ziemann says. "It helps us because it's an avenue for us to train someone, and find out if they'll work out. She's doing a great job and progressing well."

Powell's job is the result of a partnership among Pioneer Printing, the Cheyenne Workforce Center, and



Jerry Ziemann

Project Paycheck, a job preparation program supported by a collaboration of youth services and funding sources, including the State of Wyoming Workforce Investment Act (WIA). Project Paycheck, which targets youth ages 14 through 21 who have dropped out of school, is an initiative of Laramie County Youth Services Council.

WIA is paying 100 percent of wages and worker's compensation rate for the Project Paycheck graduate, explains Monica Cropper, an employment services supervisor for the DWS Workforce Center in Cheyenne. The WIA funding provides intake services, case management, subsidized work-based training, funds for General Education Development (GED) test fees, and a year of monthly follow-up with participants, says Dave Griffin, administrator of DWS Employment Services.

Cropper says she had Powell in mind when she began searching for a print shop that would open its doors to the worksite program.

"She likes to work with her hands," Cropper says. "She's very creative."

Cropper approached the Ziemann family - Jerry, his brother, Stuart Ziemann, and sister-in-law Dianne Ziemann. The partners agreed to become a worksite for Project Paycheck two months after

purchasing Pioneer Printing in October 2003.

"Since taking ownership of Pioneer, we have increased business by 80 percent, most of which has come from Colorado," Ziemann says. "We are also working hard to keep Wyoming business in Wyoming. Having been raised in Wyoming, we feel we have a finger on the pulse of the needs of Wyoming."

Skilled staff is critical to meeting those needs, Ziemann says.

"Most of our required skills are trade skills, learned through apprentice programs," he explains. "We need strong mathematical and mechanical skills, people with dexterity and computer skills. That's why this worksite program is such a help to us. We're looking for people willing to work hard and have a good attitude."

Pioneer Printing enjoys a high staff retention rate, Ziemann adds. "We're very fortunate. The average person has been here at least 20 years. The longest is Gary Humphrey, with 43 years."

Exposure to career-focused coworkers is part of Powell's on-the-job training. Powell works hard, says her supervisor, Gayle Mosley. "She's also a sweetheart."

An involved supervisor like Mosley makes a big difference in worksite success, says Cropper. "She's teaching Abby those work ethics."

For more information about WIA and other Workforce Services programs and assistance, contact the Cheyenne Workforce Center at 307-777-3700 or the Workforce Center in your county.

A directory of Workforce Centers appears on page 8.

GOAL DRIVEN

GED Grad Finds Focus

CHEYENNE — Abby Powell was working a fast-food night shift and living on her own at age 16 when she decided to leave high school without a diploma.

"I didn't connect with school," recalls Powell.

But she wanted more for herself. So did her family. Powell says her grandfather, Pete Barajas of Granite Canyon, urged her to complete the General Education Development (GED) program. She kept her first appointment, worked through the intake process, and decided to be one of 14



Abby Powell, 18, of Cheyenne, says her new job at Pioneer Printing and Stationery Co. suits her personality and her goals. "I can see myself being successful," says the aspiring artist.

teens chosen for a spring 2003 Project Paycheck class. "I figured out that I wanted to be an adult," she says.

Last May, Powell earned her GED and now appears on track for college and a career.

"I want to go to college," she says. "I like ink work, abstracts in ink, and mixed media. Pastels. And I want a new car."

Powell credits the life skills, job skills, and academic training she received through Project Paycheck and LINK, a teen drop-in center in Cheyenne, for helping her maintain self-sufficiency.

The bindery apprentice says she didn't know what to expect when she began her new job, but rapidly discovered that the constant motion and sounds of the print shop helped keep her moving and focused. Powell feels at home with her coworkers and has a strong sense of her own future.

"Twenty years down the road, I want to be sitting in a nice house, knowing that I worked for it myself," she says confidently. "I can see myself being successful."



We connect human and economic development

And if you didn't have the opportunity to complete high school, we can help you prepare to take the GED - the General Educational Development test.

There's a job out there with your name on it. Let us help you find it.

Even if you currently have a job, we can help you upgrade your job skills.

You may be eligible for job training programs or **On-The-Job Training** that will upgrade your job skills. Our **Adult Basic Education** offers help with reading, writing, math, speaking and computer skills. And the best news is that most of the instruction is free.

To learn more about the services offered by the Wyoming Department of Workforce Services, please visit one of our offices. To find the office nearest you, call 307-777-8650. Or visit www.wyomingworkforce.org.



When you have the right job, it suddenly stops being a job, and becomes something you look forward to doing each day.

You don't have to be looking for a job for us to help you.

The Wyoming Department of Workforce Services can help make finding a job a reality. Our Employment and Training Services provide assistance to anyone in Wyoming looking for a job. You can visit one of our workforce centers. Search our **Online Job Bank**, from either your home or our offices. We can help you improve your job skills through **Job Training Programs**.

If you have a disability, you can access our **Vocational Rehabilitation Services**. With it, you may be eligible for job training, counseling, job search assistance and assistive technology.



COMPETITIVE EDGE

Workforce Development Training Fund At Work

The Workforce Development Training Fund was created during the 1997 General Session of the Wyoming Legislature. This fund helps existing and new industries in the state to train newly hired or current employees. Revenues to that fund are generated from interest earned on deposits to the State Unemployment Insurance Trust Fund, which was also created in 1997. In 2003, more than 580 grants have been awarded, accounting for a 2,123 percent increase in utilization from the first three years of operation. Since the inception of the Workforce Development Training Fund, more than 470 businesses in Wyoming have

accessed this program, and 5,857 people — about 3 percent of Wyoming's working population — have received a necessary skill upgrade that allows them to be more productive and competitive in the workplace.

Because of the success of the program, demand exceeded projections, and the application process is closed at this time. The Department of Workforce Services anticipates reopening the process as early as July, 2004.

For more information on the 2004 Workforce Development Training Fund application process, contact Jan Wilson at 307-235-3294.



HANGING ON: Greg Wilson works for Heart Mountain Farm Supply in Powell, a farm equipment sales and repair business. Heart Mountain used \$2,200 in Workforce Development Training Funds last year for diverse staff training, including online courses. "We also sent sales people to product schools," says Greg Wilson, business manager for Heart Mountain. "We trained a service technician on new equipment and new managers on their job development." The results, Wilson says, have helped Heart Mountain through a tough agricultural year. "It's helped to create a much more confident workforce," he says. "We've improved customer relations and it's helped sales." Heart Mountain has been in business for 20 years, selling Case IH, AGCO Hesston, and Kubota tractors and farm equipment.



BETTER BY THE DOZEN: Sierra Trading Post received \$12,000 from the Workforce Training Fund to train 12 customer service associates hired about a year ago in Cody. "We gave them twice as much training as we normally would," says Bob Koehler, director of customer service. The employees earned customer service certification after completing a QuickStart program in conjunction with Northwestern Community College in Powell. The more advanced training boosted customer satisfaction, says Koehler, and helped the new hires stay on course. "We have good retention of those associates," Koehler says. Sierra Trading Post is an online retail and catalog company, specializing in outdoor gear and equipment.



BUILDING BUSINESS: This monument, "A Leaf on a Stream," was created by artist Vic Payne and cast by Eagle Bronze, a Lander art foundry that employs 55 people. The monument was commissioned for Cabela's newest store in Hamburg, Pa. Eagle Bronze utilized \$8,200 from the Wyoming Workforce Development Training Fund to improve welding and metal-chasing skills for 31 employees. "The skills that we need here are unique," explains owner Monte Paddleford. "With the money and the flexibility the fund allowed us, we were able to bring in people from outside the state to train on metal chasing. A specialized welding program was also established in concert with the metal-chasing program. It helped us quite a lot as a small business on another level, too, because using outside staff didn't cut into production." Paddleford and his wife, Beverly, were raised in Lander and established Eagle Bronze in 1986. Since then, the company has become one of the largest monument foundries in the country, with pieces commissioned in Dallas, Nashville, Charlotte, N.C., southern California, and closer to home, Custer, S.D. and Cabela's Inc. outfitters. "We love it here," says Paddleford, who wants to apply for additional funding this year. "We want to be here and grow our business here."



PALATABLE PROGRESS: A chef prepares an entrée at Snake River Lodge and Spa in Jackson, where staff recruitment is getting a boost from the Workforce Development Training Fund. The resort received \$154,000 from the fund to train 117 employees last year. Snake River Human Resources Manager Lynne Wagner said the grant was essential in developing teamwork among the resort staff, because it helped front-desk and housekeeping employees understand one another's roles. The results, she said, created "seamless delivery of guest services."

GED PROGRAM TRANSFORMS LIVES

ROCK SPRINGS — Young and recently widowed, Mandi needed her General Educational Development (GED) certificate to get a job.

Her previous educational experiences had not been successful due to a variety of personal problems and she had spent time living on the streets. Mandi had attempted the GED program a number of years ago, but couldn't finish.

Mandi entered the GED program at Western Wyoming Community College (WWCC) in July 2003, determined to complete the program and make something of her life. She completed her GED last October and is continuing to build her skills in the program.

She also has been accepted at WWCC for the spring semester.

Mandi says the support she received as she worked towards her GED was the most important factor to her in achieving her goal and even though she still "doesn't like math," she is now excited about her future.

"Trouble reading, writing or speaking English can become serious obstacles to employment and community involvement as are personal problems, childcare and transportation," said Jami Anderson, director of developmental studies at the college.

The college Learning Center helps develop the literacy skills of residents of Sweetwater, Lincoln and Sublette counties. Adult Basic Education, GED

preparation and testing, computer skills classes and English language classes are provided by the center to help people enter college, advance to other training opportunities, become employed and participate more fully in their communities. The center also has outreach sites in Kemmerer, Afton and Pinedale.

For the last several years, the campus GED program has graduated an average of 150 students annually. Last year, the number of GED graduates was up 108 percent over 1998.

Anderson said national statistics show a clear link between low literacy skills and poverty.

According to the National Institute for Literacy, 43 percent of individuals at Level One Literacy (the lowest level) live in poverty, compared to 4 percent of those at Level 5 (the highest level).

"The cost of illiteracy to business and taxpayers is upwards of \$20 billion per year nationwide."

- Jami Anderson

Three of four food-stamp recipients perform in the two lowest literacy levels.

Individuals at Level One work on the average only 19 weeks per year, compared to 44 weeks for Level Five. They earn an average of \$240 per week, compared to \$681 per week for the highest literacy level.

"The cost of illiteracy to business and taxpayers is upwards of \$20 billion per year nationwide," Anderson said. "Having their GED has opened many doors for the students and significantly improved their ability to become



Adult Basic Education participants Kalaya and Kathy study in the Western Wyoming Community College Learning Center.

employed and participate in training or college to further advance their skills."

The Learning Center is working on transitioning more GED graduates into college, Anderson said. The center offers a one-credit, pre-college class with the credit sponsored by the Sweetwater Board of Cooperative Educational Services (BOCES) for all Sweetwater County residents. The seminar takes students through the enrollment process, and helps them complete their financial aid paperwork and become familiar with the campus.

The Learning Center helps Sweetwater County's large immigrant population through English language and citizenship classes, offered by pro-

grams in adult education and computer literacy. These are multi-level classes and all instruction is in English.

Computer skills are now considered to be a necessary "literacy" skill, and the Learning Center has partnered for a number of years with Sweetwater BOCES to provide basic computer skills to anyone in the community.

Anderson said students learn the basics of word processing, publishing, email and shopping on EBay, the international auction website. Students from this program who want additional skills are encouraged to enroll in college classes.

For more information, visit <http://www.wvcc.cc.wy.us/lcenter/>

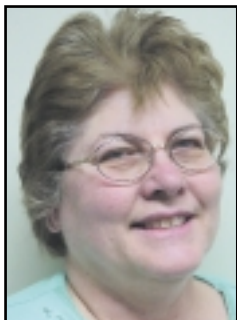
GED EXAMINER EXPLAINS SUCCESS

BY RUTH BECK

Extending a helping hand has always been my philosophy of life.

Tutoring English as Second Language students was my entry into Adult Education. I advanced to an evening instructor in the program and then was given an opportunity to move to the administration of General Education Development (GED) testing in August 1994.

Some 2,000 students have sat for the exams since that first day. Most were grateful for the opportunity to



Ruth Beck

advance to better jobs and a better way of life. I am pleased to have had a small part in their self-improvement program.

Dedicated instructors, at Western Wyoming Community College (WWCC) and statewide, work hard teaching the students and using every tool at their disposal to ensure success in testing. Computer programs, classroom instruction, one-on-one tutoring, and diagnostic testing are used to help the students understand and overcome their skill deficiencies.

The pass rate for the GED Program at WWCC has been above the state average for the past five years, except for one year when it was one percentage point below the average.

Official GED Practice Tests are administered routinely as part of the assessment of the student's preparation for the Official GED Tests. Many stu-

dents choose to put in additional time and effort in order to achieve a higher score. Students have ownership in their studies and counsel with the instructors almost daily about their progress.

The judicial system in our county often includes obtaining a GED in order to complete their probation. We have received encouragement from County Sheriff Dave Gray and his staff, as well as past sheriffs at the Sweetwater County Jail in Green River. Improvement in education is one of the administration's goals because it reduces the recidivism of the inmate population. Plans for the new county jail presently under construction includes a teaching/testing room specifically for the educational program.

The highlight of the program is the graduation ceremony, held each May

for all graduates from the current year. Every effort is made to celebrate the students' achievements. The Learning Center provides cap, gown, and tassel, a Learning Center Certificate of Achievement, music, speaker and a reception.

Watching the graduates as they walk across the stage is very gratifying to families and the Learning Center staff alike. It makes those long hours of struggle and testing very worthwhile.

Many of these graduates will walk across the stage again. Depending on the year, 20 percent to 30 percent of the GED graduates can be found in the WWCC student body. Many make good on their vow to attend college and pursue a higher education.

Ruth Beck is a chief examiner for the GED program at Western Wyoming Community College.

RESORT STAFFING STREAMLINED

Jackson Workforce Center Helps Four Seasons Recruit

JACKSON— Finding qualified employees can be a headache for anyone, much less a new resort opening in a tight labor market.

The Four Seasons Resort Jackson Hole faced such a problem when opening a 144-room luxury ski resort in Teton Village next to the main lifts at the base of Jackson Hole Mountain Resort.

The Jackson Hole Mountain Resort and Louis Dreyfus Property Group announced in 2000 their plans to build the resort in partnership with Four Seasons Hotels Inc. The resort was completed in January after three years of construction.

The company's reputation, coupled with benefits such as insurance, paid

vacation, and 401K program, initially attracted more than 600 applications. Four Seasons plans on hiring a total of 375 people to work in Wyoming.

The employee search began when the construction entered its final phase last summer. Four Seasons was in the process of establishing offices and did not have the resources or facilities to handle applicants. The company sought help from the Wyoming Department of Workforce Services Workforce Center in Jackson.

"We were able to offer our services when the Four Seasons first came to our office to set up an employer account," said Colleen Dubbe, manager of the Jackson

Workforce Center. "Our office was able to help them meet their staffing needs, we were able to take their applications, offer office space for interviews, and provide typing tests for office staff."

The Four Seasons placed an ad in the local newspaper and held a job fair. The Jackson Workforce Center also listed some of the job openings on its online job bank, and people from all over the country applied.

Once the applications came in, the resort used the Workforce Center's two conference rooms and three offices for interviewing about 200



The Four Seasons Resort Teton Village offers stellar views and room service from staff recruited with the help of the Wyoming Department of Workforce Services in Jackson.

candidates during three full days. Follow-up staffing interviews were conducted in mid-December at the center, as well. A \$150,000 grant from WDTF assisted in training those recruits.

For more information, contact the Jackson Workforce Center, 307-733-4091.

REGISTERED APPRENTICESHIP PROGRAM MAXIMIZES WORKFORCE SKILLS

CASPER — Adopting a Registered Apprenticeship Program can help businesses maximize potential while gaining an excellent return on the investment in education and training for their workforce.

Since the mid-1940s, Wyoming labor-management organizations have used services provided by U.S. Department of Labor's Bureau of Apprenticeship and Training in developing Registered Apprenticeship Programs for their members.

"We have long understood the need to train qualified workers in the construction industry and have taken the steps necessary to make it happen for many years," Anderson said. "The graduates of our programs not only fill much needed manpower in the construction industry, but also are highly recruited by related industries that recognize the quality of the training our apprentices receive."

Anderson said WTDA hopes to elevate the understanding of what these programs offer to the residents and businesses of the state of Wyoming. The association's membership includes training directors from the various programs.

Apprenticeships within the Wyoming Building and Trades programs are self-funded through contributions agreed upon

through negotiations between the workers and contractors who are members of WTDA. In recent years, some programs have been able to partner with the Wyoming Department of Workforce Services (DWS) to enhance their programs.

"Our programs train workers through extensive classroom education as well as on-the-job training," Anderson said.

Each trades program varies in how much on-the-job training and class

time is required to reach journeyman status. They can vary from two to five years depending on which trade the apprentice is pursuing.

The programs are recognized nationwide as the leaders in training for our industries. All programs include extensive safety training as well as technical training. Most of the curriculum for the programs are supplied by the individual trade's national program and are supplemented locally with additional materials pertinent to

the trade. Journeyman-level instructors, who are well versed in their respective trades, teach classes.

The apprentices receive raises as they reach required levels of training within the program. In addition to their hourly pay, they receive comprehensive health plans for themselves and their families, and retirement packages.

For more information, contact the Bureau of Apprenticeship and Training, 307-772-2448.



Kevin Denton, right, is one of about 300 apprentices throughout Wyoming.

From 1945 to 2003, more than 2,000 workers in Wyoming completed apprenticeships as plumbers, pipe fitters, electricians, carpenters, ironworkers, sheet metal workers, painters, bricklayers, plasterers, cement masons and laborers.

Today there are more than 300 apprentices registered in Wyoming.

Rocky Anderson, secretary of the Wyoming Training Directors Association (WTDA), hopes the number of apprentices continues to grow.

We can provide services resulting in employment and personal independence.



Services are tailored to fit your needs.

The Wyoming Department of Workforce Services offers a variety of programs to help you achieve employment, personal independence and the community equality you deserve and desire.

The Business Enterprise Program assists with researching opportunities for self-employment and business planning. **The Independent Living Program** provides services to people whose disabilities preclude employment in the short term. **The Deaf and Hard of Hearing Program** is designed to provide telephone service for anyone who is deaf, hard of hearing or speech impaired.

The Transition from School to Work Program helps students with disabilities with transitional services as they move from school to employment.

Social Security Disability Determination Services make the medical, psychological and vocational decisions on Social Security disability claims.

Being disabled is no longer a barrier to employment and personal independence.

Even if you have a disability that is not visible, you may benefit from Vocational Rehabilitation Services. We will help you prepare for a new career. We will evaluate your rehabilitation needs; provide rehabilitation counseling and referral services; and provide assistive technology and job development services.

The services we offer are as varied as your individual needs - whether it's medical/psychological diagnostics and evaluation, physical and mental restoration, or training and transportation.

You will receive individual attention from a vocational rehabilitation counselor, and together we will help you reach your goal.

It's your future. We can help you shape it.

To learn more about the services offered by the Wyoming Department of Workforce Services, please visit one of our offices. To find the office nearest you, call 307-777-7589. Or visit www.wyomingworkforce.org.





You're Invited!

OPEN HOUSE WEEK

JANUARY 20 – 23

Afton

Workforce Center
350 S. Washington
Afton, WY 83110
307-886-9260

Open House
Wednesday, Jan. 21
8 am to 11 am

Casper

Workforce Center and
Vocational Rehabilitation Office
851 Werner Court Suite 120
Casper, WY 82601
307-234-4591 WC
307-261-2172 VR

Open House
Wednesday, Jan. 21
7:30 am to 10 am

Cheyenne

Workforce Center and
Vocational Rehabilitation Office
1510 E. Pershing Blvd.
307-777-3700 WC
307-777-7364 VR

Open House
Wednesday, Jan. 21
10 am to 2 pm

Cody

Workforce Center
1026 Blackburn Ave. Suite 1
Cody, WY 82414
307-587-4241

Vocational Rehabilitation Office
1026 Blackburn Ave. Suite 3
Cody, WY 82414
307-527-7174

Open House
Wednesday, Jan. 21
9 am to noon

Douglas

Workforce Center
126 N. Third, Suites 6 & 7
Douglas, WY 82633
307-358-2147

Open House
Wednesday, Jan. 21
11 am to 1 pm

Vocational Rehabilitation Office
135 S. Third Street
Douglas, WY 82601
307-358-4688
800-866-217-1401

Open House
Thursday, Jan. 22
11 am to 1 pm

Evanston

Workforce Center
98 Independence Drive
Evanston, WY 82931
307-789-9802

Open House

Friday, Jan. 23
11 am to 2 pm
Vocational Rehabilitation Office
350 City View Drive Suite 205
Evanston, WY 82930
307-789-2766
800-877-473-7208

Open House

Friday, Jan. 23
7:30 am to 9:30 am

Gillette

Workforce Center
1901 Energy Court, Suite 230
Gillette, WY 82718
307-682-9313

Vocational Rehabilitation Office
1901 Energy Court Suite 140
Gillette, WY 82718
307-682-2672
800-877-474-4086

Open House

Wednesday, Jan. 21
3 pm to 6 pm

Jackson

Workforce Center and
Vocational Rehabilitation
Office
155 W. Gill Ave.
Jackson, WY 83001
307-733-4091 WC
307-733-6150 VR

800-866-293-3742 VR
Open House
Thursday, Jan. 22
3 pm to 7 pm

Kemmerer

Workforce Center
Kemmerer City Hall
220 Wyo. Hwy. 233
Kemmerer, WY 83101
307-877-5501

Open House

Thursday, Jan. 22
8 am to 10 am

Lander

Workforce Center
455 Lincoln St.
Lander, WY 82520
307-335-9224

Open House

Thursday, Jan. 22
11 am to 3 pm

Vocational Rehabilitation Office
259 Main Street
Lander, WY 82520
307-332-4465

Laramie

Workforce Center
112 S. Fifth Street
Laramie, WY 82070
307-742-2153

Open House

Thursday, Jan. 22
7 am to 9:30 am

Vocational Rehabilitation Office

710 Garfield Suite 110
Laramie, WY 82070
307-745-3160

Newcastle

Workforce Center
2013 W. Main St. Suite 102
Newcastle, WY 82701
307-746-9690

Open House

Friday, Jan. 23
9 am to noon

Rawlins

Workforce Center
1703 Edinburgh
Rawlins, WY 82301
307-324-3485

Open House

Wednesday, Jan. 21
7:30 am to 10 am

Vocational Rehabilitation Office

212 W. Buffalo Suite 312
Rawlins, WY 82301
307-324-2238
800-877-473-7209

Riverton

Workforce Center
422 E. Fremont
Riverton, WY 82501
307-856-9231

Open House

Wednesday, Jan. 21
11 am to 3 pm

Vocational Rehabilitation Office
609 E. Madison Suite 3
Riverton, WY 82901
307-856-2393

Rock Springs

Workforce Center
79 Winston Drive Suite 229
Rock Springs, WY 82901
307-382-2747

Vocational Rehabilitation Office
79 Winston Drive Suite 121
Rock Springs, WY 82901
307-362-2770

800-866-858-4125

Open House

Wednesday, Jan. 21
11 am to 2 pm

Sheridan

Workforce Center and
Vocational Rehabilitation Office
61 S. Gould
Sheridan, WY 82801
307-672-9775 WC
307-674-6354 VR
800-866-423-5989 VR

Open House

Thursday, Jan. 22
10 am to 3 pm

Torrington

Workforce Center
1610 E. "M" Street
Torrington, WY 82240
307-532-4171

Open House

Tuesday, Jan. 20
3 pm to 6 pm

Vocational Rehabilitation Office

16 18 E. "M" Street
Torrington, WY 82240
307-532-4431
800-877-474-7493

Wheatland

Workforce Center
956 Maple Street
Wheatland, WY 82201
307-322-4741

Open House

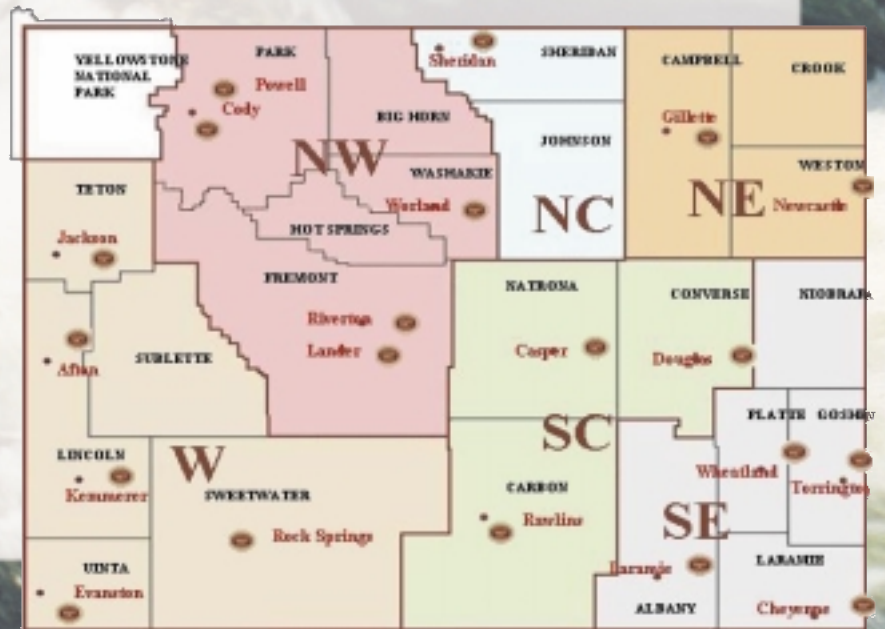
Tuesday, Jan. 20
11:30 am to 2 pm

Worland

Workforce Center
1702 Robertson
Worland, WY 82401
307-347-8173

Open House

Thursday, Jan. 22
9 am to noon



www.wyomingworkforce.org