

# Career Transitions, Inc. Annual Report | 2016-17

*Looking back...and into the future.*



**SINCE 1981**

A 501-C3 NON-PROFIT, COMMUNITY- BASED  
EMPLOYMENT AND TRAINING ORGANIZATION

189 ARDEN DRIVE, BELGRADE, MONTANA 59714

[careertransitions.com](http://careertransitions.com)

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# Looking back...and into the future

**Darla Joyner, Executive Director**

## **Have we maintained?**

### **Our Core Values:**

- Open to change to meet the needs of the community and workplace
- A leader and role model
- A holistic approach to training, nurturing and empowering
- Better, cheaper and faster
- Maintenance of our uniqueness
- Up-to-date training and involvement in employment and training issues

## **and our**

### **Guiding Principles:**

Remain true to our uniqueness and holistic approach; maintain flexibility; build upon our success; keep things in perspective and take advantage of opportunities.

When I look back at the past 22 years at Career Transitions, I see a community-based organization that has certainly met change while keeping the mission, core values and guiding principles at the forefront.

A look back (samples of activities and programs in various years)

#### **2000-01- "Training Working Montanans"**

CT moved to Belgrade and the Quaw School. Programs involved Non-traditional training for women, literacy and ESL, School to Work, Job Linc, State Displaced Homemaker and Rural Entrepreneurship. Senior Voucher program for the Gallatin Valley Farmers' Market and Bozeman Senior Center began.

**2005-6 – CT as a source of Information and Assistance for Everyone as a One Stop Workforce Development and Resource Center**

**2007-8- Helping Through Life's Transitions.** WoRC program through the Montana Department of Health and Human Services. Financial Economic Security saw 50 clients. Carl Perkins' funding for computer literacy training. Provided the GED program for the Belgrade School District

**2009-10-** Received funding through the Recovery Act. Created the Career Workforce Community Training Center with READI Workforce System. Gallatin Valley Farmers' Market had its 4<sup>th</sup> year of SNAP benefits used at the market.

**2010-11 –** Provided training for pharmacy technician, veterinary assistant, diesel technician, phlebotomy, medical coding, Certified Nurses' Assistant, Commercial Driver's License and business start-up support.

**2011-12** – Added three classes per week for GED. Moved into the CWCTC building with partners Belgrade Alternative School, Bozeman Job Service, READI Workforce System and Independent Electrical Training.

**2012-13** - Served 104 vets. GED became HiSET. Assisted 8 seniors with HiSET Options to receive diploma as well as HiSET certificate. MontanaFarmers’Market.com provided year-round information on vendors from the GVFM. Gallatin Mental Health joined the CWCTC.

**2013-14** - **“Assisting, Referring and Funding”** Our motto for training, economic development, case management, life-long learning and job search. READI Workforce System disbanded and Career Transitions maintained their training in CDL and welding under our organization.

**2014-15** - First full year of Certified Nurses’ Assistant Training with 3 classes

**2015-16** - CT’s outcome or return on investment is people-based.

**2016-17** - Expanding online opportunities for training, approved for eligibility for veterans

**2018** - Continue to grow our training opportunities; open to new opportunities

## Our Mission Since 1981

To assist individuals, families and communities to become self- sufficient through training, education, employment and community development.

Continues...



## **One Stop Service Stats – 2016-17**

Total Number Served: 2913 (+18% over 2015-16)

Phone: 1057 inquiries (slight increase over 2015-16)

Core Services: 1220 (+8% over 2015-16) HiSET (GED): 220 served

## Highlights of Community Education Program: Fiscal Year 2016-17

*Ellen Ornitz, Community Education and SEP Coordinator*

*Career Transitions Community Education Program offers training for acquiring new skills and career advancement and is supported by the Belgrade School District and student fees.*

- **One-on-one Computer Training** (Introduction to Computers, Microsoft Word 1 & Word 2 & Excel, Resume Building, e-mail & tablet use) are offered year-round. These individualized classes are taught by the well-qualified staff of Career Transitions who receive excellent evaluations. A total of **14 students** participated.
- CT business classes had an increased enrollment from the previous fiscal year. In fall 2016 and spring 2017 CT had an enrollment of **13 students in Bookkeeping Basics, 14 participants in QuickBooks** and **14 participants in Mastering Payroll** for a total of **41 registrations**. Several of CT's students are managing their own businesses, while others are upgrading skills needed for their current positions that now require QuickBooks expertise.
- CT continues to develop a **Certified Nurse Assistant** training program due to the high demand in the community and numerous employment opportunities. Our CNA program has increased to **86 hours** from the original 72, in order to give students more time to practice their skills and excel in their final certification exam. The head teacher is Carol Scott, MBA, BSN, RN, director of Resident Services at Spring Creek Inn Memory Care Community. Her teaching assistants, nurses Rebecca Cox and Pamela Hodgson have received excellent student evaluations. CT's CNA students are diverse in terms of background, gender and age. In 2016-17 CT enrolled **26 students for our three classes**. *Due to high demand this past fall (2016) and the LPN program offered through Spring Creek Inn, CT offered two CNA classes that were held simultaneously in the fall, followed by one in the spring.*
  - **Results:** The purpose of acquiring a CNA varies according to the individual. Some students are already working in a health care facility and want to increase their training and hourly wage. Others are new to the field and want a change in employment. Several students seek or want to be enrolled in a college nursing program. Nurse Aides without the CNA certificate receive \$9/hour - \$12/hour while certified nurses will often start at \$13 - \$15/hour. The demand is exceeding the ability to fill positions; wages and benefits are seeing an increase. The Education Coordinator added a soft skills component to the CNA curriculum where students share their challenges in the workplace. A field trip to diverse health care venues was added to the curriculum for exposure and understanding of informational interview techniques. Many students take advantage of the job readiness training and CT staff also helps them construct appropriate resumes.
- Student enrollment in **Class A - Commercial Driver License training** continues, ranging from the complete program to refresher courses. CDL jobs are still in high demand across Montana. Wages range from \$13/hour - \$25/hour depending upon the number of miles logged by the trucker and the driver's willingness to travel regionally rather than locally. CDL training was increased to 19 total hours; this allows for additional drive practice time right before the DMV drive test. CDL drive test results continue to improve with 100% success with our most recent four students, due to better explanation of testing procedures and an excellent pre-trip video.
  - **Results:** Out of the **9 CDL students** trained this fiscal year, most found immediate employment or had employment ready when they earned their Class A - CDL.

- **Health & Safety Classes:** The **First Aid/CPR Intensive** continues to be a popular course. The teacher Judy Story received excellent evaluations from her **24 students**. The training was mostly attended by our CNA students and will help them in their certification exam and in obtaining future employment.

**Class Registration Summary (number of registrations)**

○ Computer Tutoring (one-on-one)	
• Introduction to Computers	1
• Microsoft Word #1	5
• Microsoft Word #2	2
• Microsoft Excel	5
• Resume building	1
○ Introduction to Bookkeeping	13
○ Introduction to QuickBooks	14
○ Mastering Payroll	14
○ Commercial Driver License Training	9
○ Certified Nurse Assistant Training	26
○ First Aid / CPR Intensive	24

**Student Contacts Summary (number of potential students contacted)**

○ Computer Tutoring (one-on-one)	32
○ Bookkeeping, QuickBooks & Payroll	30
○ Commercial Driver License Training	48
○ Health & Nursing Classes	89

**Testimonial from CNA Graduate:**

*I have an aide position with the hospital. It is 0.6 time. I work nights so am effectively paid about \$14.70/hr. I am employed on the surgical floor and will eventually try to be cross trained to cover shifts in other departments. In addition to typical aide duties one might expect, we also serve as sitters/safety companions for patients that need constant supervision such as suicidal, dementia, or drug reaction. I am very much enjoying what I am doing, my team is great and very supportive, and my patient interactions have been quite fulfilling.*

*One more new tidbit of news....I just found out I was accepted into the MSU B.S. in Nursing program and placed in the Bozeman campus!!! Thank you again for everything you did to make the CNA class a reality and a success!!*

**Testimonial from CNA Graduate:**

*First of all it's wonderful to hear from you. I been have meaning to e-mail you and tell you how great it has been going. I'm working for two agencies: A Plus Heath Care here in town and ACCO Nursing out of Washington State, traveling. I've employed a lot of my training, especially in 'Retirement Homes' traveling. 'In home care' is very different... Both are enjoyable and well appreciated and 'in demand' which is nice. I hope you are doing well... I want to thank you for sure.*

**Subsidized Employment Program**

As the coordinator for SEP, I have been working closely with caseworkers Erin Matthews and Sara Ude, helping to match clients with appropriate and supportive employment venues. Although placements were slow at the beginning, now into the 2017-18 fiscal year, we have **seven clients** that are participating.

The following sites have been remarkably successful including:

- *Dental Assistant* placed in an orthodontist office; will complete the program and be hired in March, 2018
- *Relief Aide(s)* at a REACH group home (one participating and one pending)
- *Life Skills Trainer* at Liberty Place residential community for head-trauma clients

- *Daycare Caregiver* at a local daycare that also provides daycare for the child of the participant

Under SEP qualified individuals work in a structured learning environment that improves their employment potential. The employee is paid for full or part-time work at an appropriate work venue. They are eligible for 600 hours in the program designed to provide the employees skills, knowledge and work habits to obtain and maintain employment.



Andrew Morehouse and Timothy Baucom, CDL graduates, will drive for US Ski Team



CNA students in CPR class

## Literacy Coordinator

Valerie Otto

### HiSET Classes:

This past year we had 45 students appear here at CT seeking the TABE and instruction for their high school equivalency. Following amazing efforts by some students, against all odds, 15% PASSED ALL TESTS, receiving their certificate of completion and 40% passed one or more of the tests. Several amazing students appeared, shy to let anyone know that at 40 or 50 they had never finished school; though they were working full time, supporting their families; eventually passing all the tests. Many pairs of young parents, barely able to feed and house their families worked hard in this year determined to finish their high school education. Several teens sought to finish their HiSET before becoming parents; and with a couple of students I was able to share the joy of their new baby. I was proud to be able to team up with counselors and parents, convincing a few young people to go back to school for their diploma.

For the fourth year we assisted several young people who began the HiSET Options program at Belgrade High School offering their initial TABE pretest; and for a couple helping them take the regular HiSET test for a certificate after they were unable to complete the program for a diploma through the school.

Our program is very flexible; designed to meet the needs of working students and single parents. Some students come consistently to class, where we work individually or in small groups, and others depend upon take-home class packets, able to visit only every couple of weeks. We focus on meeting special needs of our students, and for many that comfortable atmosphere has provided the encouragement and courage to finally achieve their high school equivalency.

Coordinated efforts of the case managers/client advocates from Pathways, Belgrade Schools, Thrive, Child Care Connections and Gallatin Mental Health helped many HiSET students receive the support they needed to finish their goals.

### CEP (Community Education Program for Belgrade):

Through Microsoft Word classes I have continued to provide digital literacy to clients as they seek to improve their job skills. New this year, we have offered basic literacy support for clients struggling to gain and keep employment because they could not read or complete basic arithmetic. I worked with one HiSET student who also needed literacy help as he works in manufacturing and seeks to pass the initial DOT written test and then sign on for our CDL program.

**PAN Test Proctoring:**

Secure on-line test proctoring was provided in our computer lab each week for over 120 clients through the Performance Assessment Network as we helped individuals seeking careers in for TSA (Transportation Security Administration), FBI (Federal Bureau of Investigation), DEA (Drug Enforcement Administration), CPB/BPA (Border Patrol) as well as providing I-9 verification.

**Workers' Compensation:**

Provided weekly literacy instruction, under a special contract for several months to an amazing gentleman recovering from a serious work injury. This charming 55 year old man grew up in rural eastern Montana and, though he had a diploma and led a very successful life as a department store manager and mechanic, had never learned to read or write. It was a joy to help him gain confidence reading aloud, expanding his vocabulary and even writing/re-writing a marvelous short story about his favorite neighbor; a hermit-handyman and veteran of WWI.

**One Stop:**

Continued to provide career counseling through the WIOA grant, often to support Pathways client advocates or our WIOA case managers. I also administer TABE, basic literacy testing for those who have been enrolled in the WIOA grant.



The Belgrade School District continues to support the Community Education Program and HiSET efforts at Career Transitions. Thank you.

Instruction for students at Career Transitions is provided by our professional staff and community members.



## WIOA (Workforce Investment Opportunity Act)

Kristi Wetsch, Employment and Training Manager

### Life Transitions...

\*27 year old single mother of two moved back in with her mom and dad to pursue training in massage therapy. She enrolled in Health Works Institute's 9 month program. She completed the course work and will be taking the state test which will allow her to work in Washington state which is where she would like to live again. Once she has passed the test, she will work at Massage Envy making \$35.00 an hour.

\*22 year old single mother of one. She has worked as a in a nursing home but was not certified as a CNA. We enrolled her in the WIOA adult program and paid for her to take the CNA classes. She passed the state exam and is working with patients in their home. She is now making \$15.00 an hour and really enjoys her work. She is looking into LPN training.

\*42 year of single mother of 2 was on TANF and had been working as an interior designer but was laid off. She needed to take a computer program course to make her eligible to apply for other interior designing jobs. The training cost was \$1,600.00 and she is now gainfully employed at an interior design company making \$80,000.00 a year plus commission.

\*32 year old single mother of 1 received her degree in esthetician school and had plans of renting space in an upscale salon. She also had plans of attending training in Las Vegas that would train her in some techniques not used in the Bozeman area. The WIOA Adult Program assisted her in purchasing an airplane ticket to Las Vegas and paid for 2 month's rent. She is now making \$3,000.00 a month and continues to get training to make her unique in the field.

\*33 year old single mother of 3 moved in with her mom after separating from her husband. She was attending mid-wife school but decided she would put that on hold until the children are older because she would have to be on call 24 hours a day. She decided that she would like to be a CNA in the meantime and she felt that CNA work would help her in being a midwife. We enrolled her in the WIOA Adult Program and paid for her CNA classes and First Aide/CPR. She got a job right after she passed the state exam and was making \$14.00 an hour. She decided to move back with her husband so we helped her transfer her certification to another state. She got a job right away making \$15.00 an hour.

\*27 year old single mother of 2 completed massage therapy school and got a job at a local massage parlor. She was only given 20 hours of work and needed to work more hours. We enrolled her in WIOA Adult and purchased items so she could start her own business. She would like to go to offices and offer massages during lunch time and break time. She is working on a business plan and we are connecting her with offices in Bozeman and Belgrade.



## WoRC (Work Readiness Component Program) and Montana Pathways Program (July 2016 through June 2017)

Erin Meyer Mathews, Senior Client Advocate, Report Author  
Sarah Ude, Client Advocate

For the first half of FY2017, Career Transitions administered the **WoRC (Work Readiness Component) Program** as in previous years. The WoRC program was intended to aid families in achieving self-sufficiency but working closely with families receiving Temporary Assistance for Needy Families (TANF) benefits. Families were required to comply with strict program guidelines that included participation in job searching, vocational education, job skills training, work experience, community service programs or employment.

Halfway through the fiscal year, however, Career Transitions was awarded the **Montana Pathways Program** contract that took the place of the previous WoRC Program Contract. Although the Pathways Program maintained many similar guidelines to the WoRC Program, there were some changes that substantially altered the way Client Advocates provide service.

First, the Montana Pathways Program allowed eligible families to receive two months of cash assistance benefits with few strings attached based on the goal of getting funding to families in most need quickly. In many cases, families presumably needed minimal assistance as households allowed their TANF cash benefits to close after that two month period. In other cases, families enrolled with the Pathways Program and began participating in the employment and training activities listed above to receive benefits for a longer time period. This program, termed **TANF Presumptive Eligibility (TPE)**, ended mid FY2018 due to state budget constraints.

Second, the Pathways Program allowed for more **flexibility** in meeting the needs of low income families. Where the WoRC Program required immediate compliance with stringent employment and training activities, families under the Pathways Program who are maintaining contact with their Client Advocate and making **marked progress** in stabilizing their housing, transportation, child care, etc. can do so without risk of sanction.

Third, changes to the Montana Pathways Program included funding for three non-cash programs to benefit low income families. The **Subsidized Employment Program (SEP)** is targeted toward clients who have limited employment history or seek work in new career fields. This program incentivizes employers to hire eligible clients by reimbursing them for up to 600 hours of the client's wages. **The Matched Savings Program** provides a 2:1 match for clients who manage to save earned income. The program has already assisted a client in obtaining her certified nurse assistant certification and helped another client in purchasing a mobile home for her family. **The Education Pays Program** assists clients completing short-term educational goals. Clients enrolled in Education Pays set educational goals and receive incentive payments upon goal completion – many clients served by this program are working on their High School Equivalency Test (HiSET).

### All averages are obtained via the WoRC Program's monthly reports obtained from July 2016 through June 2017:

Number of participants served (cash and non-cash programs)	143
Average number of single-parent households	41.3
Average number of two-parent households	11.7
Percentage of single-parent households who close with employment at some level	35%
Percentage of two-parent households who	33%

close with employment at some level	
Average single-parent hourly wage	\$11.78 per hour
Average two-parent hourly wage	\$9.61 per hour
Average rates of compliance/participation for single-parent households	56%
Average rates of compliance/participation for two-parent households	57%

**2017 Gallatin Valley Farmers' Market**  
**-From Bogert Beginnings –**  
**Kristi Wetsch, Market Manager**

**244 Total Vendors**

157 reserved vendors (decrease of 6 from last year)  
87 unreserved vendors (increase of 3 from last year)

**20 different categories:**

40 producers	9 animal products (treats, jackets, collars, leashes)
43 jewelers	2 cheese
47 crafters	4 furniture
8 soap	2 honey
17 wood work	2 salsa
7 painters	6 hot foods/ice cream, smoothies, shaved ice
22 seamstresses	2 stained glass
2 authors	2 eggs
8 photographers	4 jams and jellies
8 pottery	
9 non profits	

**Total Revenue \$52,101.50** ( \$2,231.50 increase from last year)

\$40,066.50 39,150.00 Saturday fees (\$ 916.50 increase from last year)  
\$12,035.00 10,720.00 Reservation fees (\$1,315.00 increase from last year)

***Senior Voucher Program:***

Since 2002, the Gallatin Valley Farmers' Market has partnered with the Bozeman Senior Center to provide Montana Produce to low income seniors in Bozeman through a grant from the USDA. 165 seniors were given vouchers worth \$50.00. This meant that \$8,200.00 went to the growers.

***SNAP(Supplemental Nutrition Assistance Program)***

This year we had numerous technical problems and were not able to use the swipe card machine as much as we have in the past.

**\$494.00** was used to purchase produce, meat, baked goods, honey and salsa. A \$54.00 increase from last year.

For the 3rd year in a row, we received a grant from NCAT for an Incentive Program to promote the purchase of fresh vegetables with SNAP benefits called Double Up Bucks which could only be used to purchase produce. When the customer had swiped their EBT card at the SNAP table, they would be given incentive tokens to match what they got from SNAP. For instance, if a customer got \$10.00 worth of tokens to shop with at the market, they would be given \$10.00 in incentive tokens.

**\$371.00** was used in Double Up Bucks. An increase of \$65.00 from last year).

**\$865.00** went to the vendors. (This is an increase of \$119.00 from last year).

### ***Changes to the market:***

This year saw a change for our food and drink vendors on the gravel south of the pavilion. The Gallatin County Fairgrounds wants to keep the road way on the south side of the pavilion open for traffic attending other events on the fairgrounds. This meant that all of our food trucks on the gravel were parked on the north side of the road and it also limited the number of food trucks because of lack of space. This also meant that vehicles and customers shared the road which forced us to hire a person to staff a gate and slow vehicles down and extra signs for vehicles to slow down and watch for pedestrians.

### ***Economic Development:***

A number of the vendors sell on line or in businesses around the valley such as Heeb's Grocery, Town and Country, Bakers' Street, Chalet Market, Nova Café, Yellowstone Club, Red Tractor, 14 North, Midtown Tavern and Montana State University Bobcat Stadium.



## Gallatin Valley Farmers' Market – The Holiday Edition–

November 26, 2016 saw our 2<sup>nd</sup> annual Gallatin Valley Farmers' Market – Holiday Edition. 100 vendors sold one of a kind, unique holiday gifts and holiday meats for your dinner table. The revenue generated from this market before expenses was \$ 9,600.00



Handmade goods



Author of Mochi, the dog who was bullied, and Mochi , the dog, greeted holiday market visitors

### Fresh from the Kitchen Cannery



## 2017 Gallatin Valley Farmers' Market Vendors

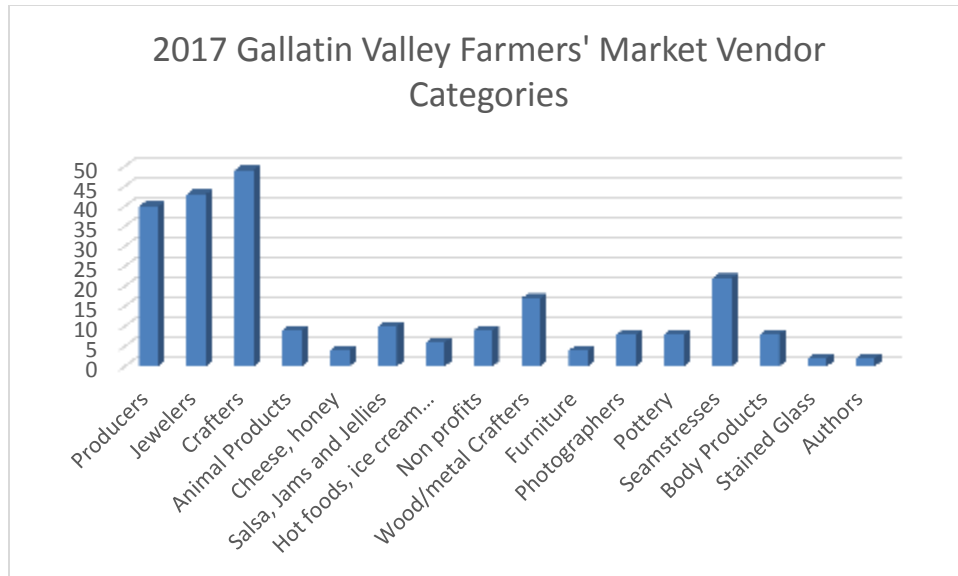


Homemade Baked Goods



Artisans

All photos by Ellen Ornitz



All market proceeds help Career Transitions to provide services to those with barriers to employment and support economic development.

Thanks to our market manager, volunteers, staff and board members for making the markets so successful.

**Board Leadership**

**Cheri Johnson – Co-President**

**Shaina Chepulis – Co-President**

**Tracy Johnson – Secretary-Treasurer**

**Thersia Hancock – Past Co-President**

**Debbie Brumley – Board Member**

**Shanna Smith – Board Member**

**Thank you to outgoing board members:**

**Mike O'Donnell – Past President (2002-2016)**

**Craig Parker – Board Member (2010-2016)**

**Peggy Lucas – Board Member**

**Career Transitions' Staff Members**

**Darla Joyner, Executive Director (1995)**

**Melissa Hansen, Office Assistant (2017)**

**Erin Meyer Matthews, Senior Client Advocate (2008)**

**Ellen Ornitz, Community Education Coordinator (2013)**

**Valerie Otto, Computer and Literacy Instructor (2007)**

**Vicki Strouse, Office Assistant (2016)**

**Sarah Ude, Client Advocate (2017)**

**Kristi Wetsch, Employment and Training Manager (1996)**

**2016-2017 Financial Overview****Revenue:**

Program	\$430,219
Investment/Special Projects	\$121,468

**Expenses:**

Salaries, other compensation, employee	
Benefits	\$315,964
Other expenses	\$162,035

<b>Total Assets</b>	<b>\$248,874</b>
<b>Total Liabilities</b>	<b>\$ 15,273</b>

<b>Equity-Fund Balance</b>	<b>\$171,757</b>
<b>Net Income</b>	<b>\$ 61,844</b>

<b>Total Equity</b>	<b>\$233,601</b>
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## **Employment and Training Services**

- Assessment and Testing
- Job Search
- Basic Computer Training
- Community Learning Center
- Soft Skills Training
- Career Counseling
- Tutoring (Literacy/GED/HiSET)
- Eligibility Determination for Services
- Resource Referrals
- Temporary Assistance to Families -Pathways Case Management
- Community Education Program
- VA Approved Commercial Drivers' License Training

### **Services to Business**

- Training for employment
- Entrepreneurship Training
- Small Business Development and Support
- Customized Workforce Training

**Contact us with your workforce development needs.**

**careertransitions.com**

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