

Career Transitions, Inc. Annual Report | 2015-16



GROW WHERE YOU ARE PLANTED



SINCE 1981

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

189 ARDEN DRIVE, BELGRADE, MONTANA 59714

406-388-6701

Results...

Darla Joyner, Executive Director

Return on investment (ROI) is a term that is often used in business to help determine whether *something or some action is worth doing*.

Non-profits are being asked to justify their programs and organizations by return on investment, which we, in the non-profit world, use the term, “outcome”.

Our outcomes at Career Transitions (CT) are “people-based” and are not necessarily tied to dollars. Removing barriers to a successful quality of life is very different for everyone and must be addressed in a holistic, individual manner.

Sometimes our clients and students just need help identifying barriers. We then assist them to create a pathway and goals to accomplish what they determine is their “outcome”. We become counselors and mentors.

Not everyone succeeds...and it is hard to “let go” when the client/student hits a roadblock. It’s not easy to watch someone fail and not feel responsible somehow.

Lessons learned over the years at CT have shown that **we do make a difference**. It may just be the timing and “life” for those we help. Years after someone has received assistance at CT and didn’t succeed, they may return for more assistance or they just want to let us know how we did help.

We celebrate success for all who come to Career Transitions and receive assistance.

We believe **our outcome** is in building “**people-based**” return on investment.



Career Transitions' Mission

Since 1981, **Our Mission:** To assist individuals, families and communities to become self-sufficient through training, education, employment and community development.



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.

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.

One Stop Service Stats – 2015-16

Total: 2469 (+10% over 2014-15)

Phone: 1023 (+26% over 2014-15)

Core Services: 1132 (+1% over 2014-15)

Vets: 86

Highlights of Community Education Program: Fiscal Year 2015-2016

Ellen Ornitz, Community Education Coordinator

Career Transitions' Ready-2-Work Community Education Program continues to develop and offer training for acquiring new skills and career advancement.

- **One-on-one Computer Training** (Introduction to Computers, Microsoft Word 1 & Word 2 & Excel, Resume Building, Email & Tablet use) continues year round. These individualized classes are taught by the well-qualified staff of Career Transitions who received excellent evaluations. Based on feedback from several of our 19 participants, there appears to be a demand for tutoring on email and internet basics. CT also plans to offer "Computer Basics for Seniors" in 2017.
- CT business classes were very successful in fall 2015 and spring 2016 with an increased enrollment of 17 participants in **QuickBooks** and 12 participants in **Mastering Payroll** for a total of **29 registrations**. The instructor Teri Patterson has suggested that CT assess the student's knowledge of bookkeeping before registering for the QuickBooks class this coming fall which we did. Several of CT's students are managing their own businesses, while others are upgrading skills needed for their current positions. Many employers are now requiring QuickBooks expertise.
- CT developed a **Certified Nurse Assistant** training program due to the high demand in the community and numerous employment opportunities. The classes are coordinated by Carol Scott, MBA, BSN, RN. Carol Scott is the Director of Resident Services at Spring Creek Inn Memory Care Community. Her teaching assistant Deeann Herta is an LPN from Spring Creek Inn. Carol has recently hired two new teachers and we are monitoring their success through student evaluations and self-evaluations. Potential students are interviewed to ensure that the CNA career is a good match for their abilities and interests. Our CNA students are diverse in terms of background, gender and age. In 2015-16 CT enrolled 14 students for our two classes. There is state-required enrollment cap of 10 students per class. *Due to high demand this fall (2016) and the LPN program offered through Spring Creek Inn, CT offered two CNA classes that were held simultaneously.*



- Out of the students that completed the class in fiscal year 2015-16, all passed their final examination. Many students are now employed by Spring Creek Inn, several are continuing their education in the medical field and a few have been job searching.
- **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. Some students are new to the field and want a change in employment. Several students are enrolled or seek 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**. Many health care facilities have been contacting CT trying to locate new CNAs for their businesses. The demand is exceeding the ability to fill positions and wages are seeing a slight increase. The Education Coordinator added a Customer Service component to the CNA curriculum, specifically addressing the needs of health care institutions and employees. During this interactive training employees were able to share their challenges in the workplace. Many of our students are taking advantage of the job readiness part of their training and CT staff has helped them construct an appropriate resume.
- In addition to the CNA training there is some demand for a **“CNA Refresher”** course for returning CNAs that want to challenge the certification test. CT negotiated with Carol Scott, regarding the cost and demand of this class. The outcome of that negotiation was that the refresher course is too expensive and students could just repeat the CNA training.
- Student enrollment in **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.
 - **Results:** Out of the thirteen CDL students trained this fiscal year, most found immediate employment or have employment ready when they earned their CDL. Two of our graduates are going into a trucking business together. One of our students is enrolled in WIOA and has received guidance from a case manager in participating in the CDL program. This person is job attached and **received an increased wage** when the Class A – CDL was acquired.
 - The Executive Director and Community Education Coordinator met with **Veteran Affairs’** representatives regarding approval of our training programs for qualified veterans. CT submitted the required documentation to the VA and our application was approved. Since this approval we enrolled two veterans in Commercial Drivers License training (fiscal year 2016-17). One veteran received 80% and the other 90% of the tuition paid by the VA. A third veteran (fiscal year 2015-16) received retroactive reimbursement. Participation in the VA approval process gave CT the opportunity to re-evaluate our curriculum in collaboration with our CDL instructor.

- **New Classes:** The Community Education Coordinator developed new classes for 2015-16 including **Advanced First Aid/CPR and Customer Service Specialist**. The comprehensive First Aid / CPR class was offered fall 2015 and spring 2016 and taught by Bighorn Academy. It was mostly attended by our CNA students. It continues to be a popular course and the teacher Judy Story has received excellent evaluations. The **Customer Service Specialist** training with certificate was offered spring 2016 and attended by a diverse group of inexperienced and experienced employees. That curriculum will be integrated into our other offerings. The Community Education Coordinator is researching the possibility of an **Industrial Sewing** class; she met with Montana Canvas for a successful brainstorming session. The training must meet the demands of the industry and be affordable and rewarding to the future employee. She continues to meet with Montana Canvas and will participate in the Manufacturing Partnership.

Class Registration Summary (number of registrations)

○ Computer Tutoring (one-on-one)	
• Introduction to Computers	7
• Microsoft Word #1	5
• Microsoft Word #2	1
• Microsoft Excel	5
• Resume building	1
○ Introduction to Bookkeeping & QuickBooks	17
○ Mastering Payroll	12
○ Commercial Drivers' License Training	17
○ Certified Nurse Assistant Training	14
○ Certified Nurse Assistant Test Challenge	1
○ First Aid / CPR Intensive	9
○ Customer Service Specialist	5

Student Contacts Summary (number of potential students contacted)

○ Computer Tutoring (one-on-one)	28
○ Bookkeeping, QuickBooks & Payroll	49
○ Commercial Drivers' License Training	45
○ Health & Nursing Classes	92



Angie W. and Pre-trip Instructor, Deana Dean for CDL Truck at Career Transitions.

HiSET and Literacy Program

Valerie Otto, Computer and Literacy Coordinator

HiSET:

The goal of our program is to provide a flexible educational program to meet the needs of the WIDE variety of people who use our center. Offering pre-testing through the TABE and classes twice per week, we assess student needs, but far more importantly support and encourage them to finally complete their high school equivalency. Of the five students who completed the full test last year:

RESULTS:

- One 17 year old, who had been a classmate of my daughter in 2nd grade, proudly completed driver's education, got her license and bought a car during our time together.
- An 18 year old girl worked long hours, mysteriously arriving only once every few Fridays for study sessions and take home packets.
- A 19 year old home schooled boy was accompanied through every session with his mother!

We also provide the TABE test for WoRC and WIOA clients and are in our fourth year assisting credit deficient Belgrade HS 'HiSET Options' students, who have agreed to a special plan at the Panther Learning Center, using 'college-ready' HiSET scores to earn their diploma; not just the certificate. The HiSET/ETS offers both paper and computer based tests and our nearest test center is the Adult Ed program in Bozeman.

One of the most consistent students this past year was a young man with serious hygiene problems, along with his learning disabilities. Often teaching young people includes social-emotional issues along with the academic barriers. This young man's single mom had pulled him out of school at 7th grade and then simply left him at home while she was at work. Most often mom or her boyfriend would drop him off but on several winter evenings this dedicated young man walked over 2 miles home in the dark. We were able, so far, to help him pass all but two of his HiSET exams and connect him with HRDC for summer employment.



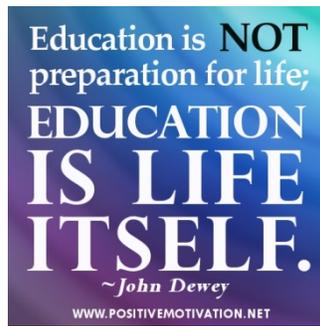
The Belgrade School District continues to support the Community Education Program and HiSET efforts at Career Transitions. Thank you.

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



PAN:

Performance Assessment Network, coordinated through Valerie, provided **proctored testing** to various agencies, including those seeking careers in TSA (Transportation Security Administration), FBI (Federal Bureau of Investigation), CPB/BPA (Border Patrol) and DEA (Drug Enforcement Administration) continues in our computer lab. CT provides the quiet supervised space and a welcoming atmosphere as one to six clients spend 150 to 300 minutes once per week taking on-line, secure career assessments and I-9 verification.



Employment and Training Manager

Kristi Wetsch

How we make a difference...

Workforce Innovation Opportunity Act (WIOA, 2015)

*35 year old single mother of one has a good work history but her employment consists of low paying jobs. She got employment at a business as a receptionist but she needed to get her CDL so she could move semi-trucks as part of her job. We enrolled her under the WIOA adult program; paid for her to take the CDL classes; she passed her CDL test. **RESULTS: She makes \$2.00 more an hour since she got her CDL.**

*35 year old mother of one. She has worked as a CNA but was not certified. **RESULTS: *With certification, she could make \$4.00 more an hour.*** We enrolled her in the WIOA adult program and paid for her to take the CNA classes. She passed the state exam and was working with patients in their home. She moved to be closer to relatives because of a family emergency. We assisted her in getting her certificate transferred to a different state.

*Single mother of 2 was on TANF and wanted to refresh her computer skills and learn QuickBooks. We enrolled her in the WIOA Adult Program and paid for computer classes. **RESULTS: *She got a job with a great company in Bozeman and is making \$15.00 an hour with great benefits.***

**Follow-up with 48 year old widow who lost her husband a year prior to enrollment. She had a college degree and a great work history but stopped working in order to take care of her husband. She took Career Transitions' computer classes to upgrade her skills and we provided assistance with updating her resume. She worked closely with Bozeman Job Service at the Belgrade office and found an office job that would fit her skills. We helped her apply and did a mock interview and she got the job. RESULTS: *She is making \$15.00 an hour with full benefits with the chance for advancement in a short period of time.* She has been there over a year and will be promoted to a new position.*

Annual Report Statistics – WoRC (Work Readiness Component Program)

Fiscal Year 2016 (July 2015 through June 2016)

Erin Meyer, Senior Case Manager

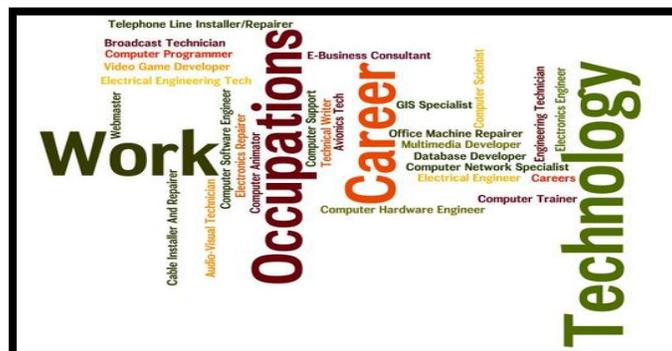
The WoRC Program is an employment-focused program intended to aid families in achieving self-sufficiency. The program goes hand-in-hand with the Temporary Assistance for Needy Families (TANF) Program that provides cash assistance to families with dependent children. Participants in the TANF/WoRC Programs often qualify for SNAP (the Supplemental Nutrition Assistance Program, formerly known as food stamps), Medicaid and child care assistance. Participants are also eligible to receive supportive service monies to aid them in paying for gasoline, work appropriate clothing, training programs, fees for adult basic education, driver’s licenses, auto repairs, insurance, and registration.

The majority of families receiving TANF cash assistance are required to comply with the requirements of the WoRC program that include activities such as: job searching and readiness, vocational education training programs, job skills training, work experience (WEX) sites, adult basic education, and community service programs. Participants generally meet with their WoRC Case Manager on a regular basis, and receive assistance with their basic needs, as well as referrals to other community agencies and resources.

RESULTS:

All averages are obtained via the WoRC Program’s monthly reports obtained from July 2015 through June 2016:

Number of participants served	120
Average number of single-parent households	31
Average number of two-parent households	3
Percentage of single-parent households who close with employment at some level	43%
Percentage of two-parent households who close with employment at some level	56%
Average single-parent hourly wage	\$10.36 per hour
Average two-parent hourly wage	\$9.67 per hour
Average rates of compliance/participation for single-parent households	50%
Average rates of compliance/participation for two-parent households	39%



2016 Gallatin Valley Farmers' Market -From Original and Bogert Beginnings in 1971 –

Kristi Wetsch, Market Manager

247 Total Vendors

163 reserved vendors (171 in 2015)
84 unreserved vendors (100 in 2015)

24 different categories

RESULTS:

Total Gross Revenue \$49,870.00 (\$5,736.75 decrease)

\$39,150.00 Saturday fees (\$5,711.75 decrease from 2015)
\$10,720.00 Reservation fees (\$25.00 decrease from 2015)



Photo by Ellen Ornitz

2015 Gallatin Valley Farmers' Market The Holiday Edition



For the second year, The Gallatin Valley Farmers' Market managed a holiday market called the Gallatin Valley Farmers' Market – The Holiday Edition.

It replaces the Holiday Festival of the Arts that ran for 37 years at the fairgrounds and was sponsored by the Help Center. They decided not to have the festival in 2015 so the Gallatin Valley Farmers' Market decided to keep the tradition going. The market date was November 28th (Saturday after Thanksgiving), 8am-5pm in the exhibit buildings 1 and 2 at the Gallatin County Fairgrounds.

We partnered with the Downtown Bozeman Association and American Express for the "Shop Small" Saturday to support local vendors and merchants. Free shopping bags and other incidentals were given out to those attending.

Two big changes from the Holiday Festival of the Arts were that the vendor's items were not juried and admission was free. Also, we accepted non-perishables for the Gallatin Valley Food Bank.

RESULT:

We had over **75 vendors at the Holiday Market and over 2000 customers.** Many of the vendors are from the Gallatin Valley Farmers' Market at the Fairgrounds in the summer. We welcomed new vendors not seen on a regular basis.

The atmosphere had a holiday feel as customers shopped for one of a kind Christmas gifts made by local crafters and artists and to purchase locally-raised meats for the holiday dinner table.

SUPPORT FOR SHOP SMALL



Photos by Ellen Ornitz

2016 Gallatin Valley Farmers' Market Vendors



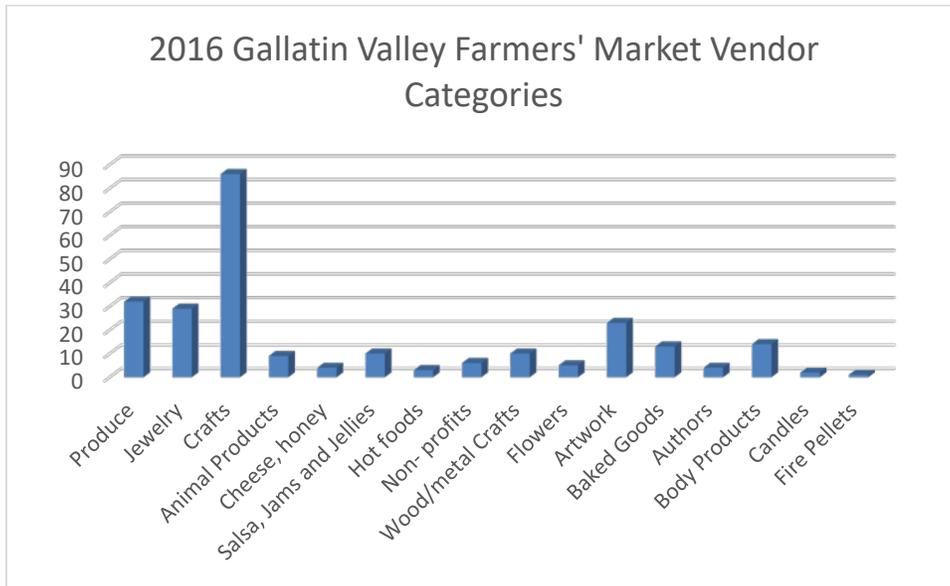
Craft Artwork

Montana Grown
Produce



Artisans





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



Kristi Wetsch, Market Manager and Volunteer, Michele Letendre

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

Board Leadership

Thersia Hancock – Co-President

Cheri Johnson – Co-President

Shaina Chepulis – Secretary/Treasurer

Mike O’Donnell – Past President

Craig Parker – Board Member (2010-2016)

Peggy Lucas – Board Member

Tracy Johnson – Board Member

Debbie Brumley – Board Member

Shanna Smith – Board Member

Career Transitions’ Staff

Members

Darla Joyner, Executive Director (1995)

Erin Meyer, Senior WoRC Case Manager (2008)

Ellen Ornitz, Community Education Coordinator (2013)

Valerie Otto, Computer and Literacy Instructor (2007)

Alicia Robinson, WoRC Case Manager (2015-16)

Mary Quesenberry, Office Assistant (2006-2016)

Vicki Strouse, Office Assistant (2016)

Kristi Wetsch, Employment and Training Manager (1996)

2015-2016 Financial Overview

Revenue:

Program	\$498,259
Investment	\$73

Expenses:

Salaries, other compensation, employee

Benefits \$289,785

Other expenses \$166,796

Total Assets \$194,443

Total Liabilities \$ 21,418

Equity-Fund Balance \$142,087

Net Income \$ 30,939

Total Equity **\$173,026**

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 -WoRC Case Management
- Community Education Program
- VA Approved Commercial Drivers' License Training (new in 2016)

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

189 Arden Drive, Belgrade, MT 59714, 406.388.6701