

Career Transitions, Inc. Annual Report | 2017-18



SINCE 1981

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

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careertransitions.com

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Saying goodbye...

Darla Joyner, Executive Director

How *DO* you say goodbye to an organization that you hold in high regard?

I guess we all have to retire at some time in our professional lives...and after 24 years at Career Transitions (CT) and a total of 40 years of non-profit work in Bozeman, it is my time...December 31, 2018.

I am leaving a competent, caring and professional staff to carry out the heart of our programs.

The Board of Directors will be assisting a new Executive Director to direct Career Transitions into the future...remaining relevant to the needs of the workforce and workplace.

Making a difference in people's lives is important to me and to the work of Career Transitions. Continuing that legacy through expanding and building upon the past successes of such an important organization is my greatest accomplishment.

Thank you for the support of past and current staff members and board members who have made the position so rewarding.

On to the horizon for my next adventure...



Our Mission Since 1981

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

One Stop Center Services for 2017-18

Total served: 2913 (+4% over
2016-17)

Phone inquiries: 1020 (slight
decrease)

Core services: 2249 (84% over
16-17)

Veterans: 11

HiSET (GED): 85

Highlights of Community Education Program: Fiscal Year 2017-18

Ellen Ornitz, Community Education Coordinator

Career Transitions Community Education Program offers training for acquiring new skills and career advancement.

- **One-on-one Computer Training** (Introduction to Computers, Custom Computers, Computer Basics for Seniors, 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 **17 students** participated.
- CT business classes had an excellent enrollment this fiscal year. In fall 2017 and spring 2018 CT had an enrollment of **14 students in Bookkeeping Basics, 16 participants in QuickBooks** and **11 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 provide a thorough and successful **Certified Nurse Assistant** training program in response to regional employment opportunities. Our CNA program of **86 hours** (state minimum is 75) gives students 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 2017-18, CT enrolled **19 students for our two classes**.
 - **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 continue to increase. The soft skills component of the CNA curriculum provides students an opportunity to share their challenges and solutions of getting along 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 that helps them construct appropriate resumes and cover letters.
- 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 or more depending upon the number of miles logged by the trucker and the driver's willingness to travel regionally rather than locally. The increased hours of CDL training (now 19 hours) has proved helpful in students passing the DMV drive test, along with an excellent pre-trip video.
 - **Results:** Out of the **10 CDL students** trained this fiscal year, most found immediate employment or will have employment ready when they earn their Class A - CDL.

- **Health & Safety Classes:** The **First Aid/CPR Intensive** continues to be an important training opportunity. Teacher Judy Story received excellent evaluations from her **12 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	2
• Custom Computers	1
• Computer Basics for Seniors	1
• Microsoft Word #1	5
• Microsoft Word #2	1
• Microsoft Excel	6
• Resume building	1
○ Introduction to Bookkeeping	14
○ Introduction to QuickBooks	16
○ Mastering Payroll	11
○ Commercial Driver License Training	10
○ Certified Nurse Assistant Training	19
○ First Aid / CPR Intensive	12

Testimonial from CNA Graduates:

1) *Things are going well on my end, thank you for asking. On June 26th I started working as a CNA for the Gallatin Rest Home. I was impressed with the facility after we went on our informational interview and since I've started that hasn't changed a bit. It really is a great place. For your records, I was hired at \$13.51/hour (in June) but on July 1, 2017 the county increased that pay to \$15.00/hour to adjust for cost of living (that is not a typo!!). The increase transferred to me as well even though I'm a brand new employee. They also will pay me back for the CNA course after I've worked there for 6 months.*

2) *I am working for Home Instead Senior Care as a CAREgiver/CNA! I am getting \$12 to \$13 depending on which client/patient I work with. I love working for this company, they're great people. I found that I love working home health more than working in a long term care facility. I am not in any school right now. Have a good day!*

3) *A student who graduated from our CNA and First Aid/CPR programs reported this amazing event: The graduate was at home with her fiancé, when he had a serious heart problem and was losing consciousness. She performed the First Aid/CPR techniques that she learned in our training and saved his life. Then her fiancé was airlifted to a hospital where he made a complete recovery. Without this training, a life would have been lost!*

New class – Introduction to Stick Welding- was taught to eight beginning welders at the Belgrade High School Lab by Kacie Douma, a Belgrade High graduate and certified welder.

Her 30-hour class was so popular we offered a follow-up class in April for seven students. The lab will not be available again due to the school remodeling, so the next offering will be in 2020. Kacie also participated at the WANTO workshop at Gallatin College as a volunteer, demonstrating the basics of stick welding.



Administrative Assistant class



CNA students in CPR class

Literacy Coordinator, Valerie Otto

HiSET Classes:

This past year the HiSET program at Career Transitions has served a broad variety of students from the 16 year old who just dropped out of high school, to an amazing and brave group of adults over 30, returning to finally earn their high school equivalency certificate. Some students were encouraged to attend classes by siblings, spouses, friends, parents or grandparents; some attended as a condition of parole, and some found inspiration through their children. We have administered the TABE pretest both for students seeking their HiSET certification as well as for those requiring assessment under state WIOA or REO grants. Several students took their TABE pretest and then decided to return to school for their full diploma. For the fifth year in a row, a few credit deficient high school seniors took the pretest to earn a diploma through the special 'HiSET Options' contract/opportunity at Belgrade High School. We often collaborate with the Belgrade Alternative School, teachers, counselors and administrators to better serve students.

Client advocates from our Pathways grant as well as those from Thrive help young mothers and fathers find success. The program we offer is very flexible, offering classes Monday mornings and Tuesday evenings; as well as providing take-home packets and progress check-ups for those who cannot regularly attend classes. Students may struggle juggling school, job and family, yet they return again and again, when they can, moving forward with their goals. Some students worked on the HiSET program simultaneously with our CNA, CDL, QuickBooks and MS Word Classes; taking advantage of career counseling and resume assistance. Childcare Connections has often helped young mothers with day care so they could focus upon classes.

Over 85 students came to learn through our HiSET offerings, almost twice as many as last year. Even if they do not attend classes regularly, the relationship keeps them coming back, sometimes weeks, months or years later. Almost 14% of the students earned their high school equivalency certificate. Five showed readiness to test and took practice tests, yet never scheduled their HiSET exams. Three or four completed part of their test battery; most in Bozeman but some in Livingston, Helena or Butte.

Career Transitions invited our graduates for a celebration in June which was joyous both for the proud young mothers who attended as well as their families, this teacher, the CT staff, and the client advocates from Pathways and Thrive. Two of the proud graduates were recipients of support through a unique Pathways support service called 'Education Pays'.

CEP (Belgrade Community Education Program):

I worked with two men needing basic literacy help to pass the initial DOT written test so they might eventually enter our CDL program, collaborating with WIOA and REO programs. Through Microsoft Word classes I have continued to provide digital literacy instilling confidence in older clients as they seek to re-enter the workforce or improve their job skills.

PAN Test Proctoring:

Secure on-line test proctoring was provided in our computer lab each week for over 100 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.

One Stop:

I have continued to provide career counseling through the WIOA grant, often to support Pathways client advocates or our WIOA case managers. The MTCIS.Intocareers.com website helps provide clients with amazing resources. We work together to review their resumes as I help them identify transferrable skills, instilling confidence so they can move on to new adventures.



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.



**2018 WIOA (Workforce Investment Opportunity Act)
Montana Department of Labor Contract
Kristi Wetsch, Employment and Training Manager**

Training

***University of Montana, Helena College:** On Line Legal Secretary

Tuition of \$2,100.00, potential salary of \$20.00 an hour.

***Career Transitions Inc.,** Commercial Driver's License. Tuition of \$2,800.00, potential salary \$25.00 an hour.

Case Management:

Assist participants with reviewing Labor Market information, job searching, resume and cover letter. Discuss barriers to employment and how to remove barriers such as child care, transportation, required clothing.

Assist with informational interviews, interview preparation and interview clothes. Referrals to HiSET classes, basic literacy or computer classes at Career Transitions.

4 current participant examples:

*24 year old mother of 2, lost her husband who was the sole provider. She enrolled in on-line Legal Secretary School through the University of Montana, Helena College. Tuition was \$2,100.00 and after one year of school, she has the potential to earn \$20.00 an hour.

*37 year old single mother of 2. Graduated from Montana State University with a degree in Elementary Education but could not afford to travel for teaching interviews. Sadly, Montana does not pay new teachers enough money, so she could not stay in Montana. She got a teaching job in Texas and is starting out at \$45,000.00 a year with excellent health insurance and life insurance.

*32 year old mother of 2 who is divorced and leaving a domestic violence situation. She is currently working on on-line Legal Secretary School through University of Montana, College of Helena. The tuition was \$2,100.00 and her potential earnings are \$20.00 an hour.

*60 year old man with poor work history. Studying for the CDL test.

New at Career Transitions' Community Education Program

Welding classes at Belgrade High School with BHS graduate, Kasie Douma



WoRC (Work Readiness Component Program) and Montana Pathways Program Fiscal Year 2018 (July 2017 through June 2018)

Erin Matthews, Senior Case Manager (Report Author) and Sarah Ude, Case Manager

The Montana Pathways Program serves families receiving Temporary Assistance for Needy Families (TANF). Client Advocates work closely with families to aid them in achieving self-sufficiency by helping resolve barriers, get needed trainings and job searching skills, and obtain employment. Families engaged with Pathways are required to comply with strict program guidelines that include participation in job searching, vocational education, job skills training, work experience, community service programs or employment. Families are also given some flexibility when needed to address barriers like stabilizing housing, transportation, child care, medical and mental health issues, etc., however must show marked progress in these Family Stability Activities in order to remain in compliance and avoid sanction or case closure.

In an effort to save money in the face of state budget cuts, several programs were eliminated in FY2018 including TANF Presumptive Eligibility and the three non-cash programs: Education Pays, Matched Savings, and Subsidized Employment.

All averages are obtained via the WoRC Program's monthly reports obtained from July 2017 through June 2018:

Number of participants served (cash and non-cash programs)	199 (up from 143 in FY2017)
Average number of single-parent households served per month	50.9 (up from 41.3 in FY2017)
Average number of two-parent households served per month	26 (up from 11.7 in FY2017)
Percentage of single-parent households who close with employment at some level	42% (up from 35% in FY2017)
Percentage of two-parent households who close with employment at some level	58% (up from 33% in FY2017)
Average single-parent hourly wage	\$12.88 per hour (up from \$11.78 per hour in FY2017)
Average two-parent hourly wage	\$12.14 per hour (up from \$9.61 per hour in FY2017)
Average rates of compliance/participation for single-parent households	42% (down from 56% in FY2017 when program was less flexible)
Average rates of compliance/participation for two-parent households	41% (down from 57% in FY2017 when program was less flexible)

**2018 Gallatin Valley Farmers' Market
-From Bogert Beginnings-
Kristi Wetsch, Market Manager**

260 Total Vendors (16 decrease from last year).

160 reserved vendors (decrease of 6 from last year)

100 unreserved vendors (increase of 3 from last year)

20 different categories:

40 producers

46 jewelers

47 crafters

12 soap

17 wood work

10 painters

22 seamstresses

3 authors

10 photographers

8 pottery

9 non profits

9 animal products (treats, jackets, collars, leashes)

2 cheese

8 furniture
 2 honey
 1 salsa
 6 hot foods/ice cream, smoothies, shaved ice
 2 stained glass
 2 eggs
 4 jams and jellies

Total Revenue \$45,077.00 (\$7,024.50 decrease from last year)
 \$33,042.00 Saturday fees (\$7,024.50 decrease from last year)
 \$12,035.00 Reservation fees (same as 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. 142 seniors were given vouchers (down 23 from last year) worth \$50.00. This meant that \$7,100.00 went to the growers (a decrease of \$1,150.00 from last year).

SNAP(Supplemental Nutrition Assistance Program)

For the 4th 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.

\$1,460.00 went to the vendors. (This is an increase of \$595.00 from last year).

\$780.00 used to purchase produce, meat, baked goods, honey and salsa. (\$280.00 increase from last year.)

\$680.00 was used in Double Up Bucks. (An increase of \$309.00 from last year).

34 new customers used SNAP at the Gallatin Valley Farmers' Market

GVFM 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, 2017 was our
**3rd 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 \$10,100.50 (an increase of \$500.50 from last year.)



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

Lucille Pope – Board Member

Patricia Ramler – Board Member

Career Transitions' Staff
Members

Darla Joyner, Executive Director (1995)

Melissa Hansen, Office Assistant (2017)

Erin Meyer, Senior Client Advocate (2008)

Ellen Ornitz, Community Education Coordinator (2013)

Valerie Otto, Computer and Literacy Instructor (2007)

Sarah Ude, Client Advocate (2017)

Kristi Wetsch, Employment and Training Manager (1996)

2017-2018 Financial Overview**July 1, 2017 – June 30, 2018****Revenue:**

Program	\$458,364
Investment/Special Projects	\$129,049

Expenses:

Salaries, other compensation, employee	
Benefits	\$296,122
Operating and grant expenses	\$268,862

Total Assets	\$272,386
Total Liabilities	\$ 21,757

Equity-Fund Balance	\$237,857
Net Income	\$ 12,772

Total Equity	\$250,629
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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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