



2019 BUDGET PRESENTATION

Wednesday, February 6, 2019

The Montana Department of Labor & Industry exists to promote and protect the well-being of Montana's workers, employers and citizens, and to uphold their rights and responsibilities.

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WORKERS' COMPENSATION COURT

FACT SHEET 1

ORGANIZATIONAL CHART

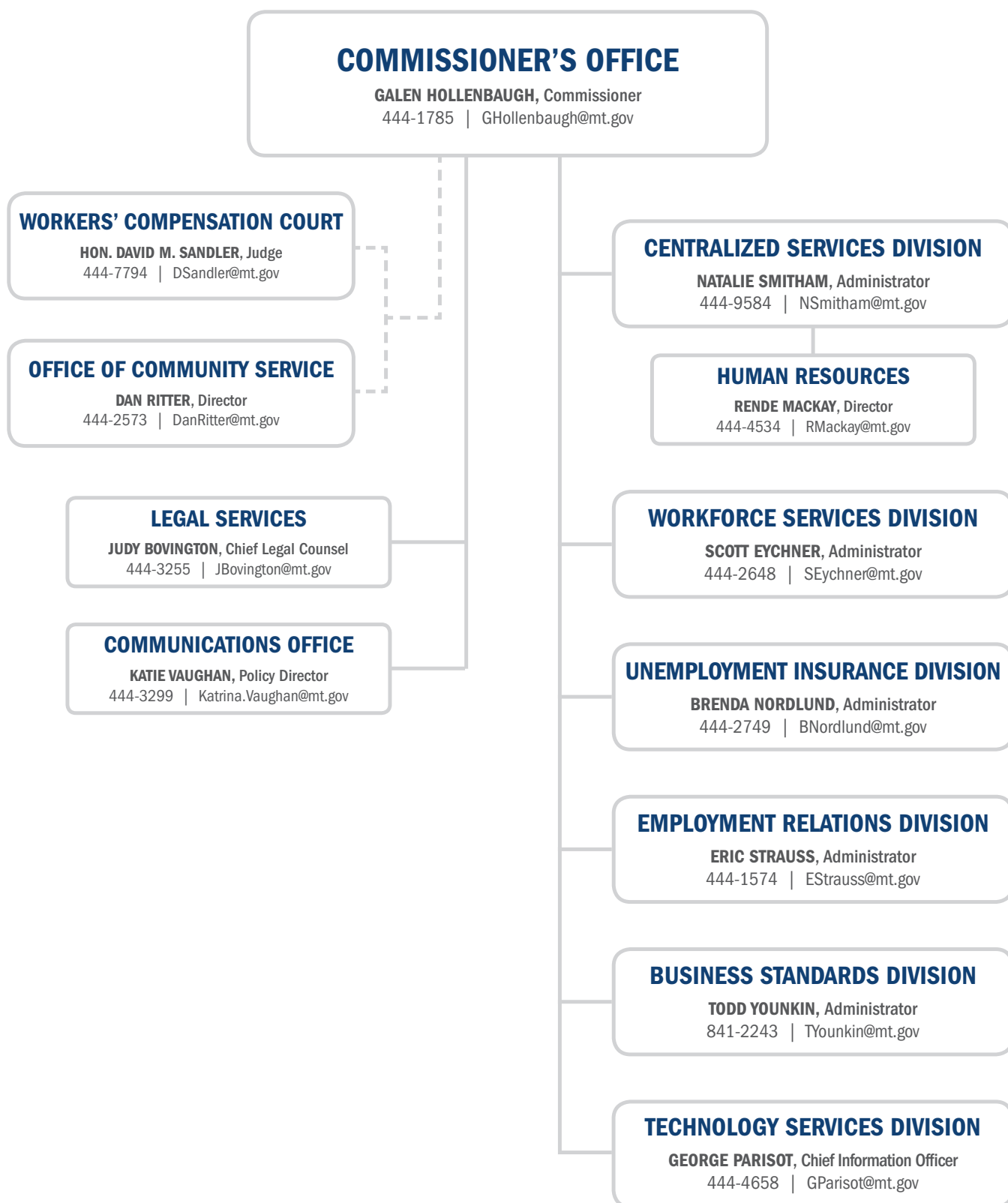


FIGURE 1

Montana's positive economic growth has continued over the last two years, with the unemployment rate hovering around the ideal unemployment rate of 4.0% for the last three years. Economists consider unemployment levels of 4% to 5% to be "normal," which allows workers to easily find jobs. As Montana's economy continues to grow and add jobs, and as the large baby boom population continues to retire, unemployment rates are expected to stay below 4%. Employers will now likely be facing applicant pools with skills that don't quite fit the position or that require on-the-job training before reaching peak productivity. The Department's workforce development responsibilities continue to become more critical in helping to grow Montana's economy by increasing the number of work-based learning opportunities and strengthening partnerships between the public and private sectors.

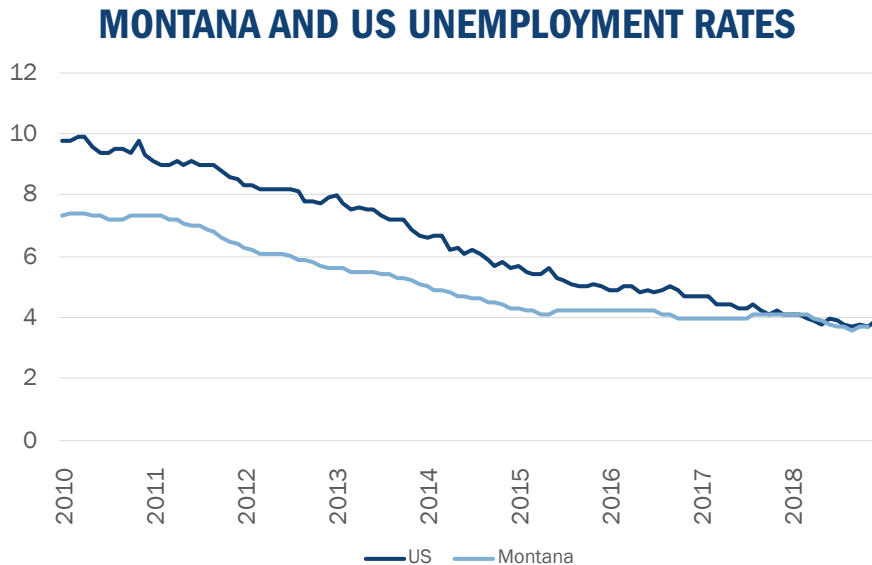
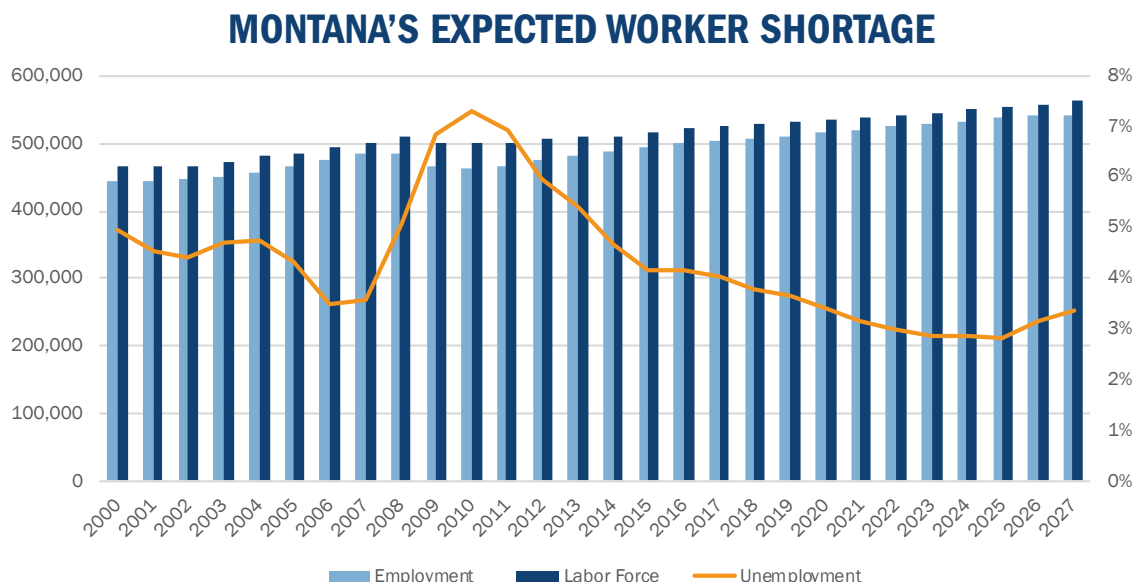


FIGURE 2

The retirement of Montana's aging workforce will exacerbate the worker shortage; the population of younger workers is simply not large enough to replace retiring workers. Figure 2 illustrates the labor force and employment projections produced by the Montana Department of Labor & Industry, which provide forward guidance to employers, students, and workers on what jobs will be in-demand in the future. While employers have always benefited from a growing supply of ready and able workers in the past, the next decade will bring a tighter labor market, even with increased in-migration.



GROWTH IN APPRENTICESHIP

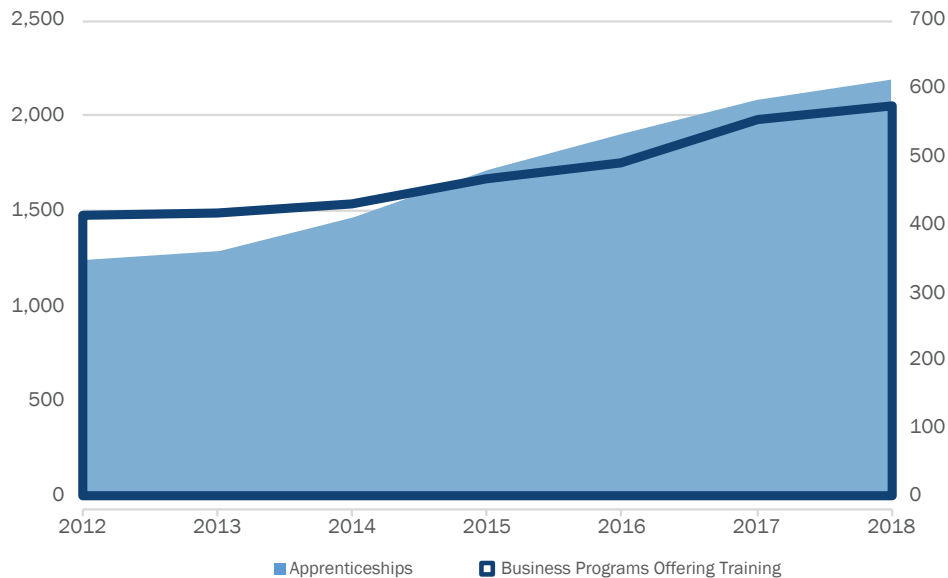


FIGURE 3

Since 2000, the Montana Registered Apprenticeship Program has coordinated 8,400 apprenticeships in over 80 different occupations. These 8,400 apprenticeships involved 7,300 individuals and over 1,100 businesses. The program has been growing in participation and expanding into new occupations, twenty-six occupations have been added since 2016.

2017 ANNUAL PAYROLL EMPLOYMENT BY OWNERSHIP AND INDUSTRY

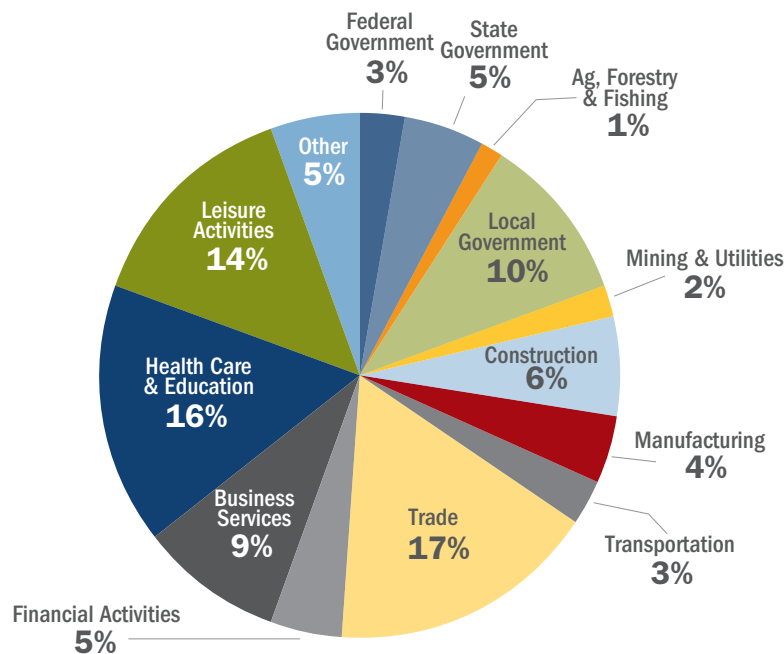


FIGURE 4

Montana's 2017 annual payroll employment by industry is shown in Figure 4. Retail and wholesale trade industries are combined together for 17% of employment, with private health care and education combining for 16% of employment. If public health care and education were included in the same industry as private, the health care industry would be the largest employing industry. Instead, public education is included in local and state government. Government comprises 18.4% of employment, with the largest share in local government. Although the financial activities industry comprises less than 5% of employment, it is the largest in terms of Gross Domestic Product (GDP) produced.

MONTANA PRIVATE SECTOR ESTABLISHMENTS

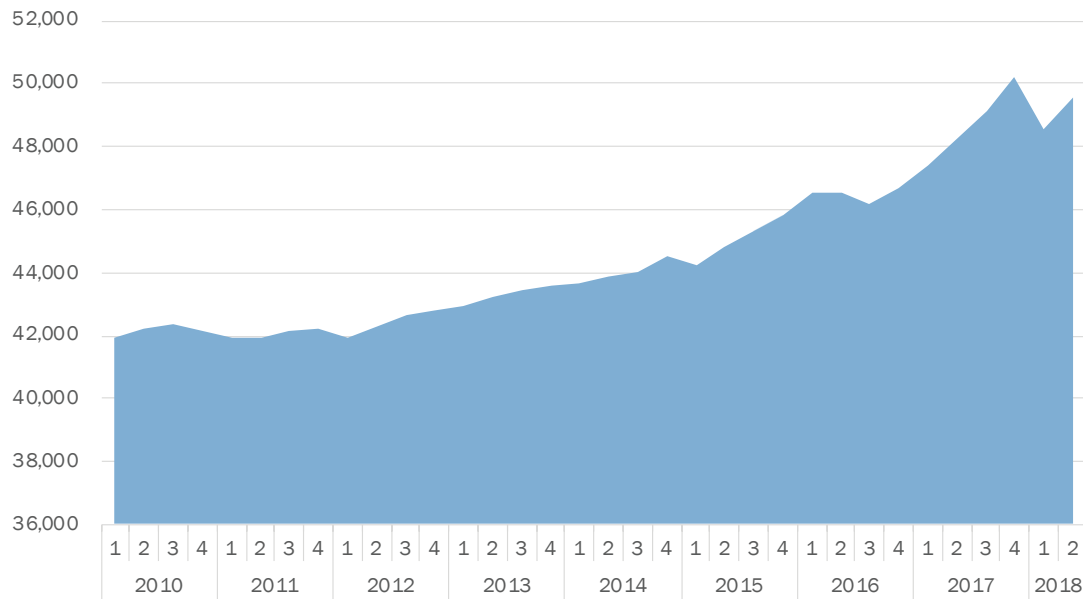


FIGURE 5

Economic growth has also increased the number of businesses in Montana, with more customers requiring the services provided by the Department. There were roughly 2,900 new businesses in 2017, with more businesses added each quarter. In fact, the net level of businesses hides the underlying churn that constantly occurs in the Montana economy. Roughly 2,500 businesses open and 2,200 businesses close each quarter. New and closing businesses often require more intensive assistance from the Department to move through the regulatory process quickly and easily, allowing entrepreneurs to focus on their business.

WORKFORCE SERVICES DIVISION

SCOTT EYCHNER, Administrator
444-2648 | SEychner@mt.gov



THE WORKFORCE SERVICES DIVISION is charged with ensuring that Montana businesses, individuals, educators, and workforce and economic development partners understand the labor job market; can connect with it; and have the skills and labor force to compete in it and help keep it growing.



JOB SERVICE OPERATIONS BUREAU

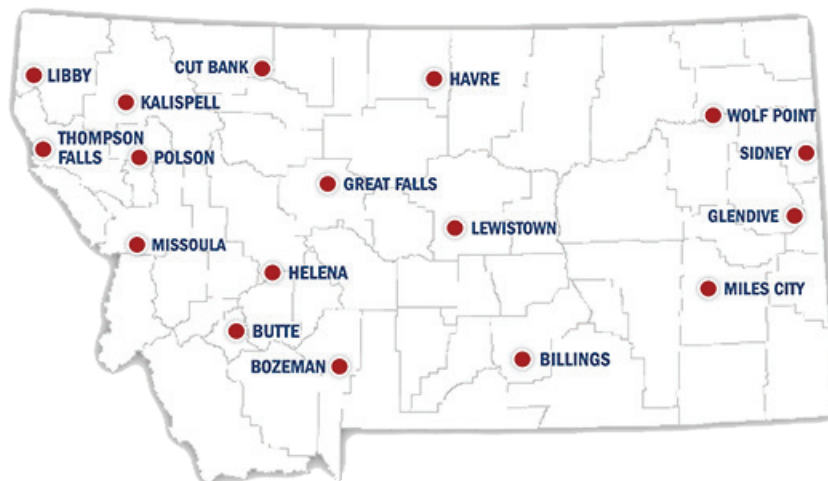
Job Service MONTANA

A proud partner of the AmericanJobCenter network

The Job Service Operations Bureau coordinates and provides workforce services to all businesses and individuals across the state, including tribal communities, through a variety of state and federal workforce programs and funding streams.

The delivery of services is accomplished through a network local offices and a host of community partners in each local area that include social service providers and economic development organizations. For more information about Job Service please see the Job Service Montana infographic on page 9.

Job Service Montana has 17 office locations across that state. All locations offer workforce services to businesses and job search and training assistance to individuals.





Job Service also operates the HELP-Link program, the voluntary work component of the HELP Act. To date approximately 3,500 HELP-Link clients have received intensive one-on-one services. The chart on page 10 shows client distribution by county.

STRATEGIC INITIATIVE AND PROGRAM MONITORING BUREAU

The Strategic Initiative and Program Monitoring Bureau manages non-formula funded initiatives and pilot programs that are helping to seed the public workforce system and ensure continued relevance. This Bureau also serves as the formula funded program oversight and monitor entity and assists Workforce Services Division with all types of program evaluation.

It also houses the following programs:



THE MONTANA REGISTERED APPRENTICESHIP works with both union and independent business sponsors across the state to implement earn-while-you-learn training models for apprentices.

Montana Registered Apprenticeship is one of the keys to the State successfully navigating its labor shortage. There has been huge growth in the program over the last few years. This training model can be found in almost every community across the state.

For more information about Registered Apprenticeship please see the Apprenticeship Facts infographic on page 12.



JOBS FOR MONTANA'S GRADUATES (JMG) is a program for middle and high school students that promotes commitment to graduation and provides employability skills, leadership development, social and civic responsibility, and career awareness.

The JMG model relies on curriculum developed by Montana businesses and teaches students the personal skills needed to be competitive in today's job market. It also ensures students gain an understanding of labor market trends and opportunities in order to make informed and responsible career choices after high school.

Last year, JMG again received the coveted "5 of 5" Award which nationally recognizes the program for achieving all five standards set by the national program model, Jobs for America's Graduates. This is the 12th time JMG has received this honor.

For more information on JMG please see the Jobs for Montana's Graduates infographic on page 13.



RESEARCH & ANALYSIS BUREAU

The Research & Analysis Bureau gathers, analyzes, produces and publishes data and information on past, current and projected job/labor markets. This information is available to businesses and industry, employees, job seekers and students, and researchers and government entities and is intended to provide insight and understanding and help positively inform user/ customer decision making.

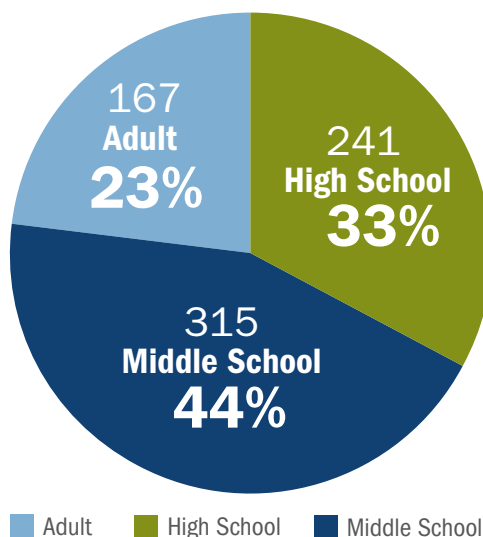
It also covers the following:

LABOR MARKET INFORMATION is captured through surveys, employer-reported information, research projects and more. This information is processed to determine unemployment and labor force participation rates, industrial composition, wage and job growth, etc., and then used to guide operational and strategic workforce and economic development and planning.

CAREER INFORMATION is provided to the public via the Montana Career Information System (MCIS). Through this free, online program, customers can identify career pathways, build resumes, explore occupations (which includes labor market information), compare college requirements and costs, create course plans and search for financial aid and more. MCIS is an open system, users can access their e-portfolios throughout their entire career.

MCIS is integrated into the Job Service employment and training programs via a requirement that all customers use MCIS to build their employment plans.

MCIS SITES BY TYPE



723 Total Sites Using MCIS

94,497 Total Active Portfolios

DIVISION MANAGEMENT SERVICES BUREAU

The Division Management Services Bureau coordinates and provides all program-related policy development and guidance, state and federal reporting oversight, fiscal management, and administrative support functions for Workforce Services Division. Division Management Services oversees general division operations and coordinates projects and tasks that impact multiple bureaus, to ensure they are done in an integrated and complimentary fashion.

Job Service

MONTANA

A proud partner of the American[★]JobCenter network



24,503
Customers
Served



5,286
Businesses
Served



\$417,520
Supporting
Services
(including Pathways)



\$203,127
Provided for
On-the-job
Training

A sample of Pathways clients showed:

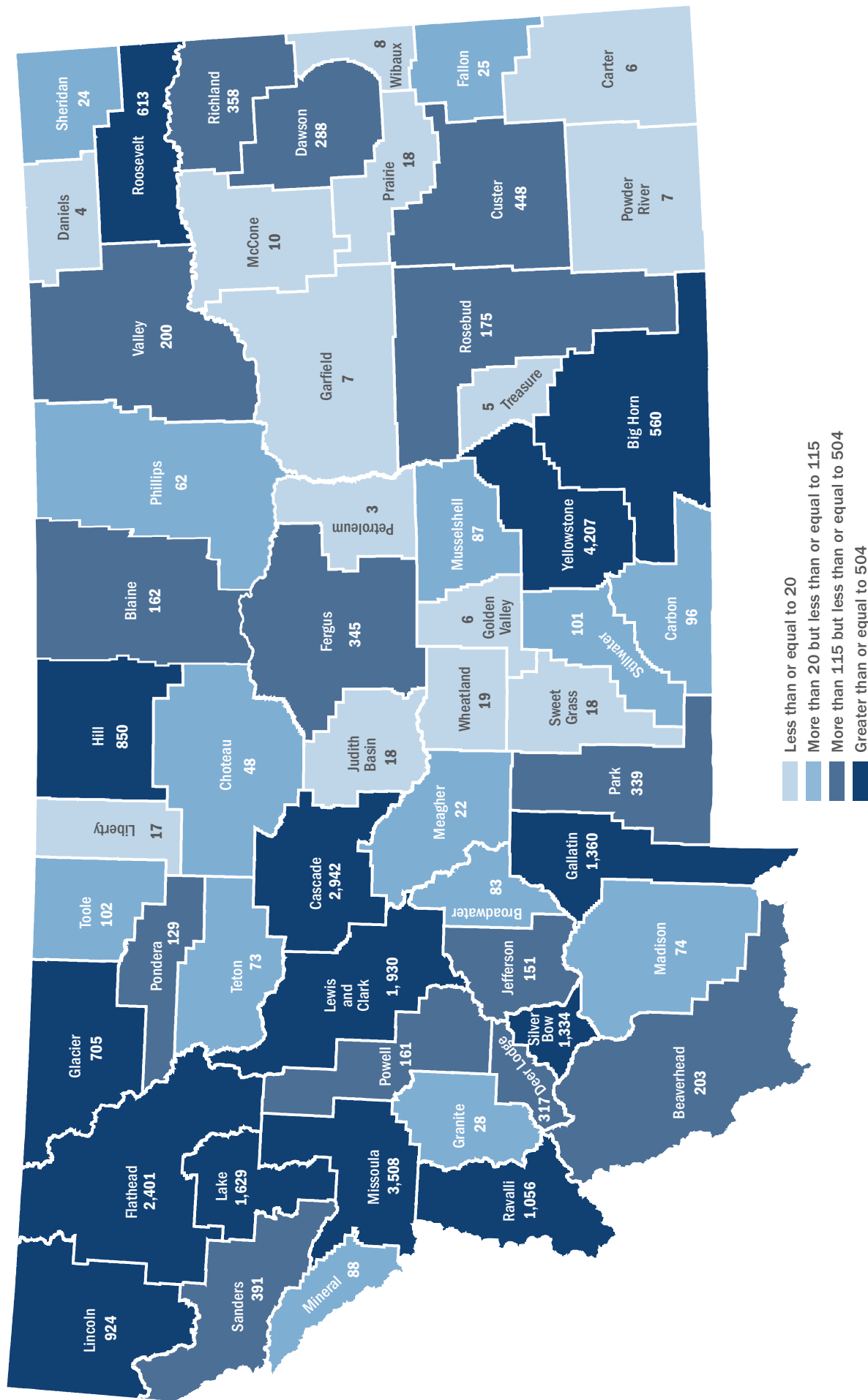
87%
of unemployed
found jobs after
the program.

\$5,000
Average Wage Increase
for Long-Term Participants



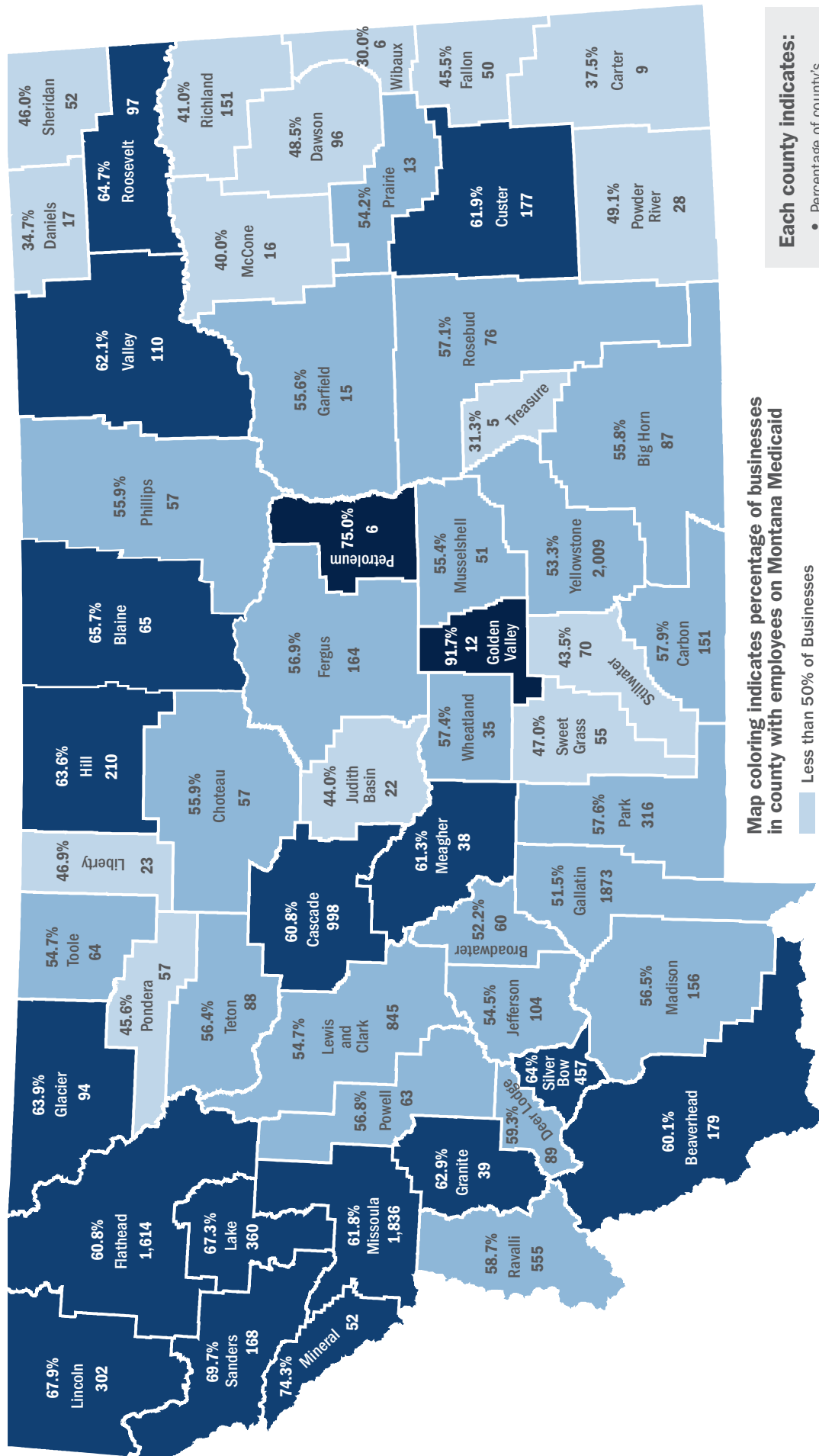
Montana Department of
LABOR & INDUSTRY

MEDICAID RECIPIENTS SERVED BY DLI WORKFORCE PROGRAMS BY COUNTY



Includes all people who have received staff-assisted services from MT DLI while on Medicaid. This includes HELP-Link, RESEA, WIOA, 100% appointments, Wagner-Peyser services, apprenticeships, etc.

BUSINESSES EMPLOYING WORKERS ENROLLED IN MONTANA MEDICAID



Map coloring indicates percentage of businesses in county with employees on Montana Medicaid

- Less than 50% of Businesses
- At least 50%, but less than 60% of Businesses
- At least 60%, but less than 75% of Businesses
- At least 75% of Businesses

Each county indicates:

- Percentage of county's businesses that have an employee enrolled in Montana Medicaid
- Number of businesses with employees enrolled in Montana Medicaid

APPRENTICESHIP FACTS



There are over **1,900** active apprentices in Montana today. Over the last five years, apprenticeships have increased by over **30%**.

HEALTHCARE APPRENTICESHIPS

Healthcare apprenticeships have seen tremendous growth, with 253 healthcare apprentices and 53 sponsors today. In 2017, Montana had 100 healthcare apprentices with 39 business sponsors.

2017 Apprentices

100

2018 Apprentices

253

2017 Sponsors

39



2018 Sponsors

53



21

There are 21 different apprenticeable occupations in healthcare.



416

apprentices are potentially eligible for the tax credit passed by the 2017 Legislature.

NEW APPRENTICESHIP FIELDS

Apprenticeships evolve with the needs of our economy and now include occupations beyond the classic trades. New fields include:

- **MASTER BREWER**
- **COMPUTER SUPPORT SPECIALIST**
- **INDUSTRIAL MANUFACTURING TECHNICIAN**
- **LODGING MANAGER**
- **SURGICAL TECHNOLOGIST**
- **AND MANY MORE...**



WOMEN IN APPRENTICESHIP



Women make up **18%** of new apprentices, compared to **3%** in 2013.

Expanding apprenticeship to new occupations has led to an increase in women entering apprenticeship programs.



Montana Department of
LABOR & INDUSTRY



Services Provided Statewide School Year 2017-2018



Employability Skills
49,540 Hours



Graduation Rate
95%*
*School Year 2017 - 2018



Academic Remediation
5,842 Hours



Community Service
8,160 Hours



Average Student Age
16

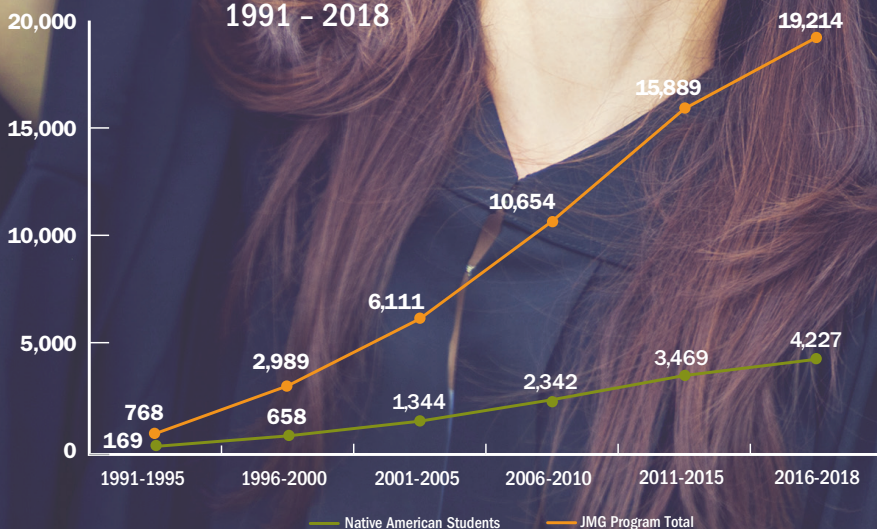


Business Field Trips
6,850 Hours



Full-time Jobs
83%

Program Participants 1991 - 2018



50 School Programs Across Montana

- 35 - High Schools
- 12 - Middle Schools
- 2 - Out of School
- 1 - College



Montana Department of
LABOR & INDUSTRY

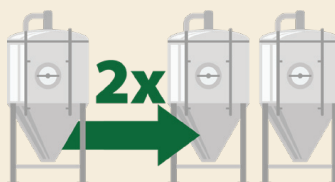
Brew Montana

BREWERIES ARE A GROWING PART OF THE MONTANA ECONOMY

How Many Breweries?



Montana has the 2nd most breweries per capita in the nation, with 9.6 breweries per 100,000 Montanans over 21 years old in 2017.¹



Montana's breweries have more than doubled in the last five years, growing from 29 in 2012 to almost 80 in 2017.²

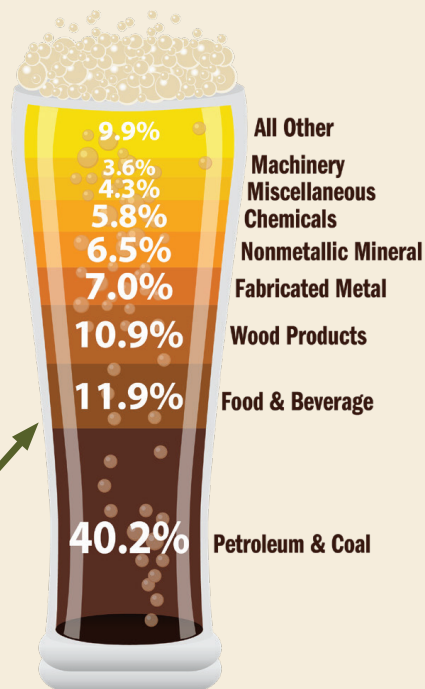
Brewery Employment



Brewery employment makes up 60% of all Beverage & Tobacco Product Manufacturing in the state.

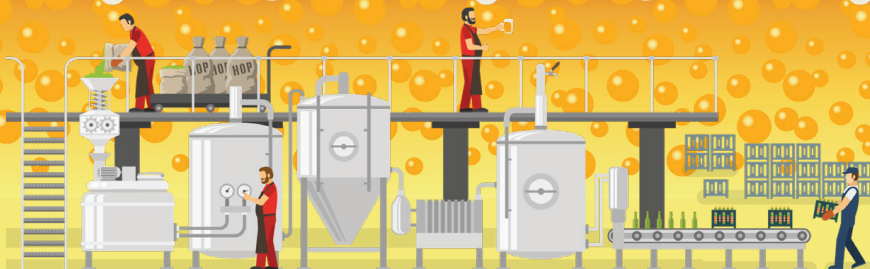
Food & Beverage Manufacturing

Food & Beverage manufacturing, which includes breweries, made up the 2nd largest portion of Montana manufacturing GDP in 2016.³



Brewery employment has grown by 21% annually over the last five years, significantly out-pacing manufacturing employment growth overall.

In addition to these tangible benefits, breweries can also foster a culture that attracts tourists and new residents, which promotes economic growth across all industries in Montana.



¹ Montana Brewers Association

² Quarterly Census of Employment & Wages

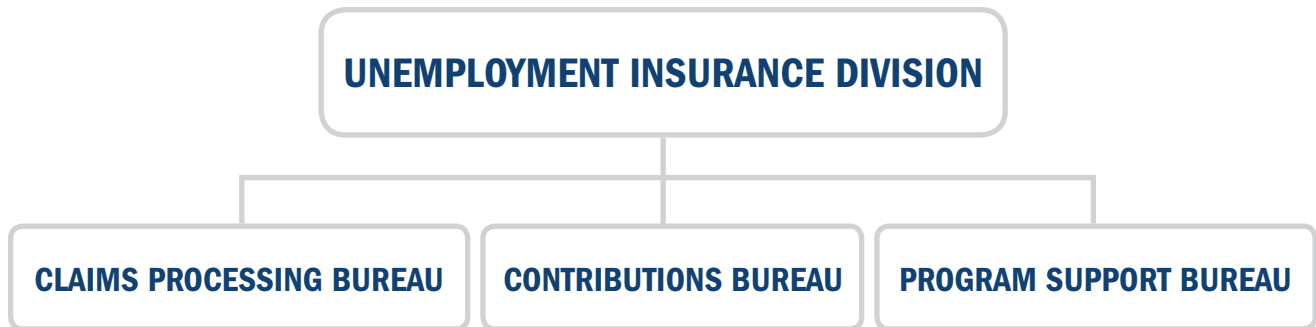
³ US Bureau of Economic Analysis

UNEMPLOYMENT INSURANCE DIVISION

BRENDA NORDLUND, Administrator
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THE UNEMPLOYMENT INSURANCE DIVISION provides short-term economic relief to eligible workers from a fund financed by employers. This program not only lightens the burden of unemployment upon the worker and the worker's family, but also helps local communities maintain a stable workforce and economy.



CLAIMS PROCESSING BUREAU

The Claims Processing Bureau has offices in Helena and Billings. Claims Processing staff assist customers who cannot complete an online claim, answer questions over the phone and by email, and process state, federal and multi-state claims. Bureau staff determine monetary eligibility, investigate and adjudicate claim issues, and determine employer changeability.

- **55,304** UI Claims Filed
- **115,306** Issues Resolved
- **69,965** Calls Answered
- **8,393** Emails Answered
- **27** Rapid Response Actions
- **24,368** Unemployed Workers Paid Benefits

CONTRIBUTIONS BUREAU

The Contributions Bureau is responsible for UI employer registration, contribution rate assignments, tax and wage report collections, wage revisions and employer audits. The Bureau includes field representatives in Great Falls, Missoula, Kalispell, Bozeman, Billings and Helena who perform audits and provide employers assistance in filing quarterly wage reports.

- **41,597** Covered Employers
- **445,328** Covered Employees
- **5,418** New Employers Registered
- **148,757** Quarterly Payments Received
- **2.1** Million Wage Records Processed
- **\$104,962,990** Contributions Received



PROGRAM SUPPORT BUREAU

The Program Support Bureau manages the UI Trust Fund, division budget and accounting, and claim document imaging and workflow. This bureau also provides management analysis, reporting and oversight of the tax and benefit quality control and integrity programs, including catching overpayments and fraud.

- **\$112,378,544** State & Federal Benefits Paid
- **293,632** Payments Issued
- **10,435** Weekly Pay Requests Investigated
- **187** Fraud Cases Investigated & Prosecuted, Referred or Deferred

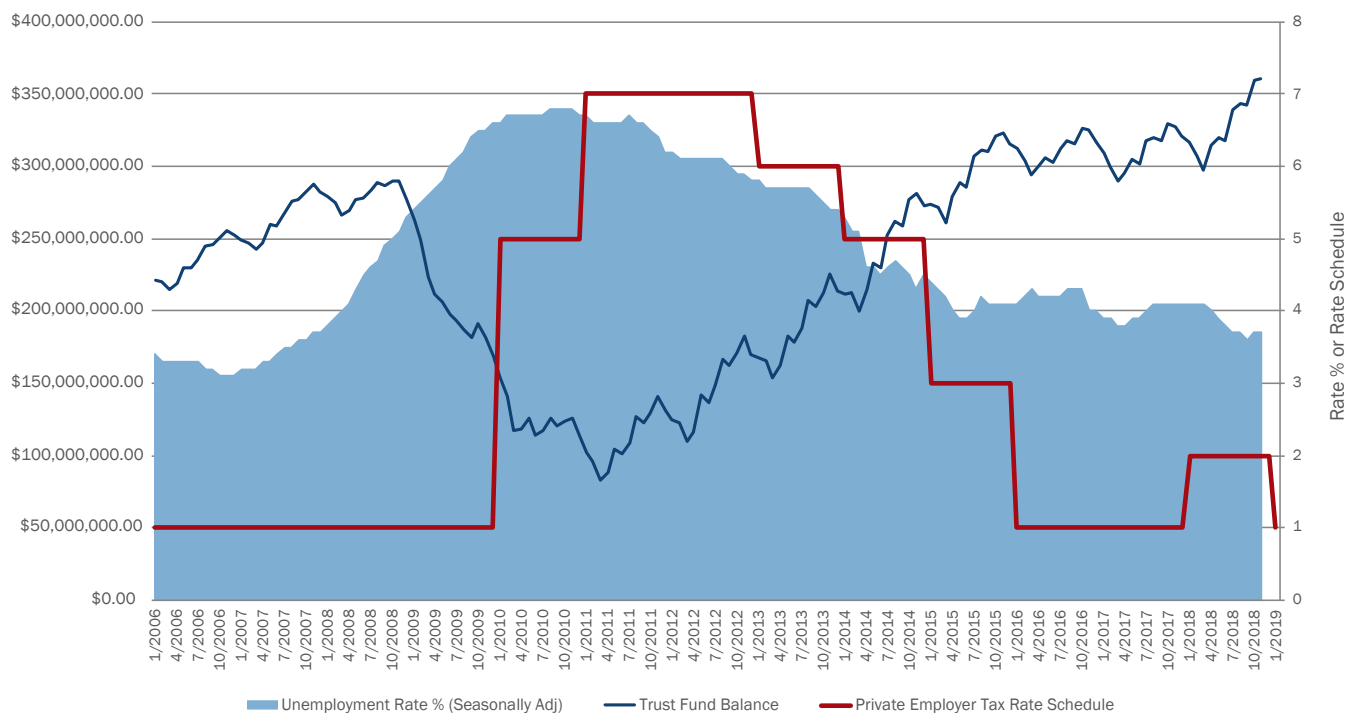
FY18 ACCOMPLISHMENTS

- Recovered just under **\$1.8** million dollars in benefit overpayments and another **\$125,000** in unpaid employer tax debt through federal TOP (Treasury Offset Program).
- Investigated, prosecuted and referred for prosecution more fraudulent benefit claims than in any previous year.
- Consolidated and simplified letters and forms sent to claimants and employers.
- Cut the number of forms in half (**1,292** to **614**) and standardized look and feel.
- Completed business requirements, test cases and fourth cycle of user acceptance testing for new claim filing portal.
- Integrated SIDES (State Information Data Exchange System) modules into employer tax portal (uieservices.mt.gov). This supports e-communications with employers re: separations, potential charges and earning verification. Fourth module, decisions and determinations, coming this summer.
- Replacing ui4u.mt.gov and integrating into MontanaWorks.gov.
- Approaching conclusion of ICON (UI Interstate Connection Network) modernization project. ICON allows State UI agencies to exchange data for interstate, military and federal claims processing. Last UI application on state mainframe.

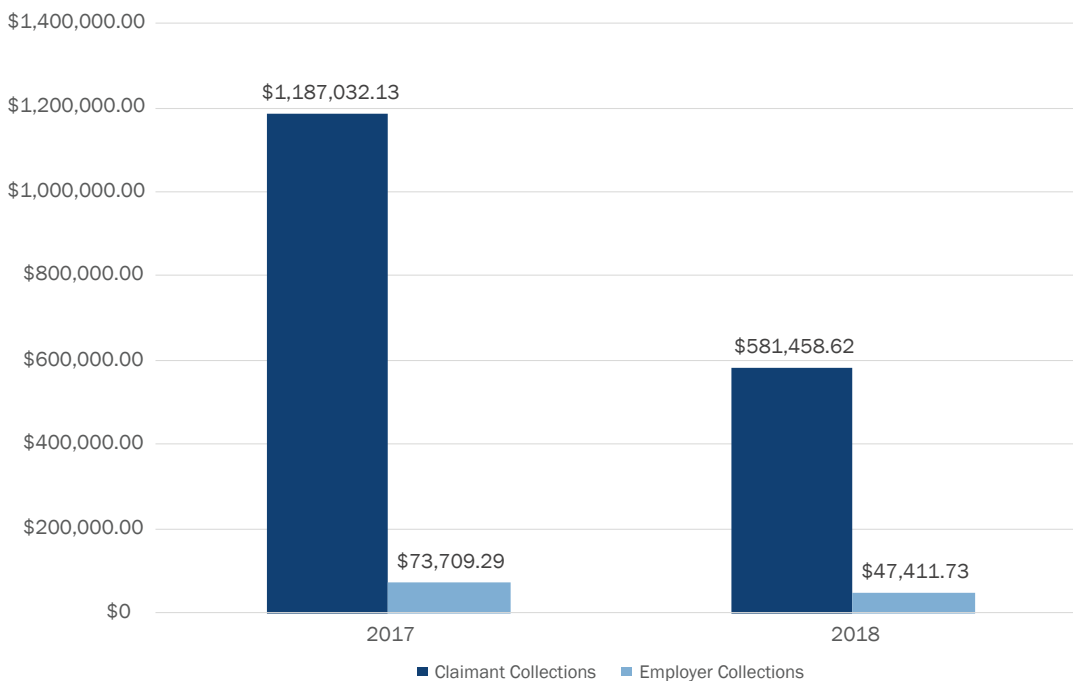


UNEMPLOYMENT INSURANCE TRUST FUND

Montana's Seasonally Adjusted Unemployment Rate in Relation to Montana's Unemployment Insurance Trust Fund Balance and Tax Rate Schedules for Experienced Rated Private Employers

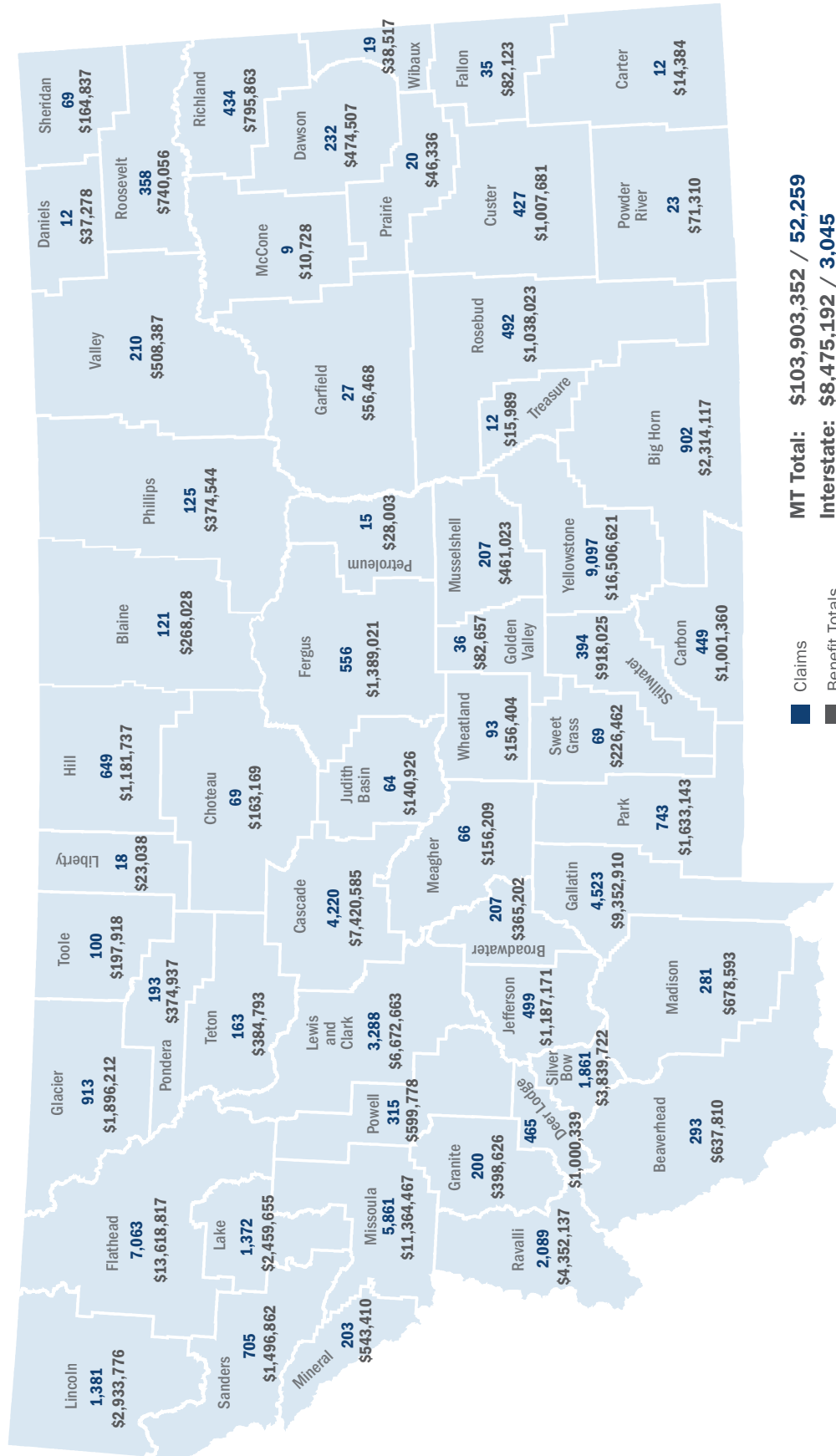


2018 TOP COLLECTIONS FROM UI CLAIMANTS AND EMPLOYERS





MONTANA UNEMPLOYMENT INSURANCE BENEFITS AND CLAIMS BY COUNTY SFY2018



MT Total: \$103,903,352 / 52,259
Interstate: \$8,475,192 / 3,045
UI Total: \$112,378,544 / 55,304

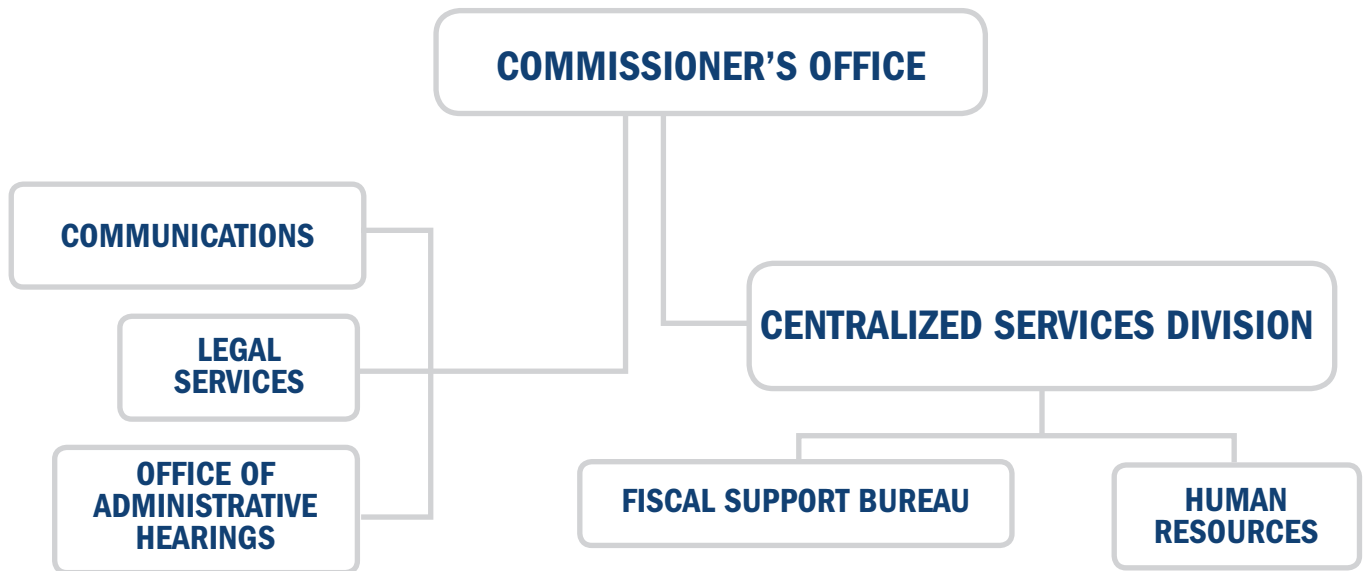
Claims
Benefit Totals

CENTRALIZED SERVICES DIVISION

NATALIE SMITHAM, Administrator
444-9584 | NSmitham@mt.gov



THE CENTRALIZED SERVICES DIVISION provides necessary support in the areas of human resources, legal, communications, accounting and budgeting to the department's divisions and administratively attached entities. The Office of Administrative Hearings is also housed within this division.



CSD FUNCTIONS

The Commissioner's Office and the work units attached to it provide leadership and supportive services to the various divisions within the Department. Work units attached to the Commissioner's Office include the Office of Human Resources, the Communications Office, and the Office of Legal Services.

The Office of Administrative Hearings (OAH) is also attached to the Commissioner's Office. OAH holds impartial administrative hearings and provides dispute resolution services in unemployment insurance cases, wage and hour claims, public employee collective bargaining and unfair labor practices cases, state employee classification appeals and grievances, uninsured employer disputes, professional and occupational licensing appeals, and human rights complaints. OAH receives approximately 1,300 cases for hearings per year.

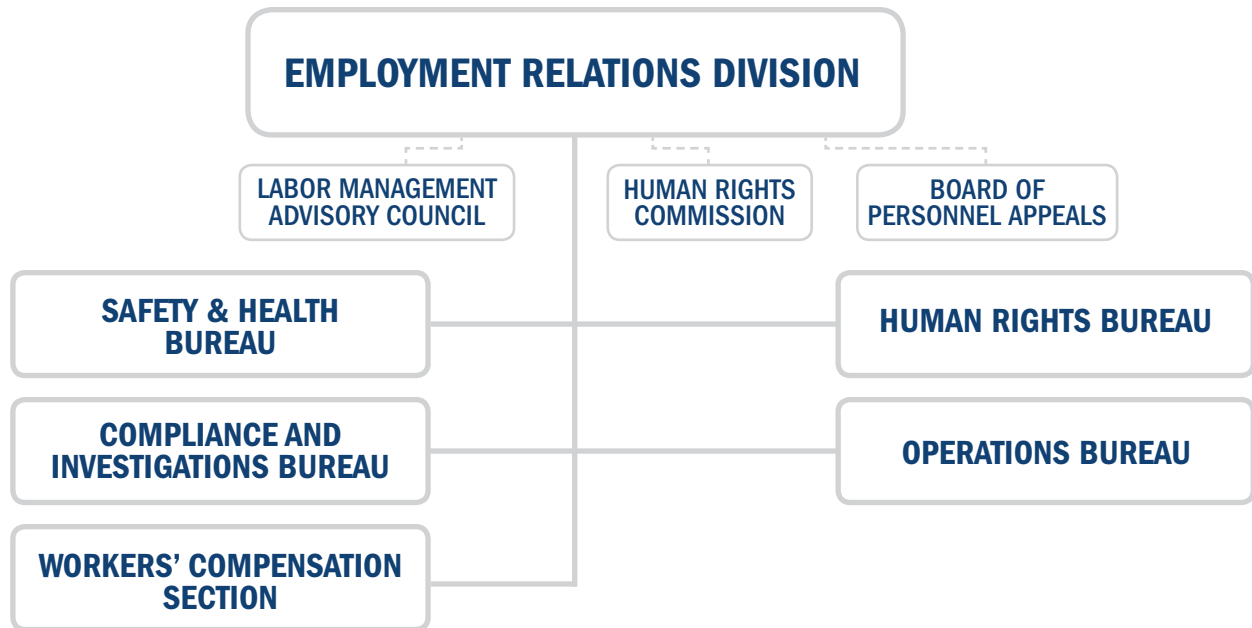
The Fiscal Support Bureau and Human Resources are housed in the Centralized Services Division. The Fiscal Support Bureau provides accounting, budget, payroll, and purchasing support to the various divisions within the Department.

EMPLOYMENT RELATIONS DIVISION

ERIC STRAUSS, Administrator
444-1574 | EStrauss@mt.gov



THE EMPLOYMENT RELATIONS DIVISION is responsible for implementing many of the statutes that govern the employment relationship. Our mission is to resolve disputes at the lowest level possible in a timely, fair and cost efficient manner contributing to a positive employment environment for both employers and employees.



SAFETY & HEALTH BUREAU

The Safety and Health Bureau is leading the way in improving worker safety and lowering business risk. Bureau staff provide free safety education to employees and employers through SafetyFestMT initiative; offer OSHA 10 hour courses to students and "Profiting from Safety" classes to business; provide required new and refresher mine safety to miners, contractors, and service providers; present free onsite safety help through our OSHA consultation program; investigate safety complaints and serious accidents for all state and public entities; inspect coal mines, sand and gravel mines and state, county, and municipal work-sites; and assist employers with complying with the Montana Safety Culture Act.

FY18 ACCOMPLISHMENTS

ONSITE CONSULTATIONS

- 185 Private Employers
- 58 Public Employers

TECHNICAL ASSISTANCE

- 102 Private Employers
- 92 Public Employers

ONSITE COMPLIANCE

- 335 Inspections
- 60 Mines Inspected

OUTREACH

- 69 Mine Classes - Mandatory training for miners
 - 772 Mine Class Students
- 62 OSHA 10 Hour Classes for Students
 - 1,069 Students Taught

2018 SAFETYFESTMT EVENTS

- 1,117 Registrations
 - Kalispell, Miles City, Lewistown, Bozeman



HUMAN RIGHTS BUREAU

The Human Rights Bureau investigates complaints of discrimination filed under both state and federal discrimination laws. The Bureau received approximately **4,500** calls in 2018. Of these 4,500 calls approximately **1,000** were given an intake appointment to discuss whether there was a viable discrimination complaint. The Bureau opened **548** complaints for investigation.

In addition to enforcement, the Bureau conducts outreach to Montanans regarding their rights and responsibilities under these discrimination laws. This includes Bureau staff responding to calls from employers, business owners, educators, housing providers and more, who seek information to avoid potential violations. Finally, the Bureau has a robust voluntary resolution program. The Bureau is able to work with the parties to resolve approximately **30% OF THE CASES THAT ARE FILED**.

COMPLIANCE AND INVESTIGATIONS BUREAU, OPERATIONS BUREAU, WORKERS' COMPENSATION SECTION

The Compliance and Investigations Bureau, Operations Bureau, and Worker's Compensation Section work collaboratively to support programs related to Worker's Compensation, Wage and Hour, Prevailing Wage, Collective Bargaining, and Independent Contractor and Contractor Registration. In managing all these programs, our staff register all necessary entities, conduct field inspections for compliance, perform payroll audits to inform and educate employers, investigate any findings of non-compliance, and provide resolution services when necessary.

Our staff also collects information on all worker's compensations claims, assists claimants and insurers in resolving issues that arise regarding claims, and provides mediation for benefit disputes prior to a claim proceeding to the Workers' Compensation Court. Staff are also responsible for managing medical fee schedules, the Utilization and Treatment Guidelines, and providing independent medical reviews.

FY18 ACCOMPLISHMENTS

INDEPENDENT CONTRACTORS

- **11,193** Approved
- **21,259** Active

CONTRACTOR REGISTRATION

- **5,761** Approved
- **10,245** Active

PREVAILING WAGE

- **50** on-site visits at public works/prevailing wage projects
- **106** public contract payroll reviews

COLLECTIVE BARGAINING

- Mediated **30** public sector collective bargaining contract disputes
- **83** voluntary resolutions of the complaints
 - **25** by the Employment Law Labor Mediators
 - **58** by the Wage & Hour or Office of Administrative Hearing staff
- Conducted **27** Interest Based Bargaining trainings to public sector organizations

WORKER'S COMPENSATION

- Mediated **1,212** cases with **82%** resolution rate

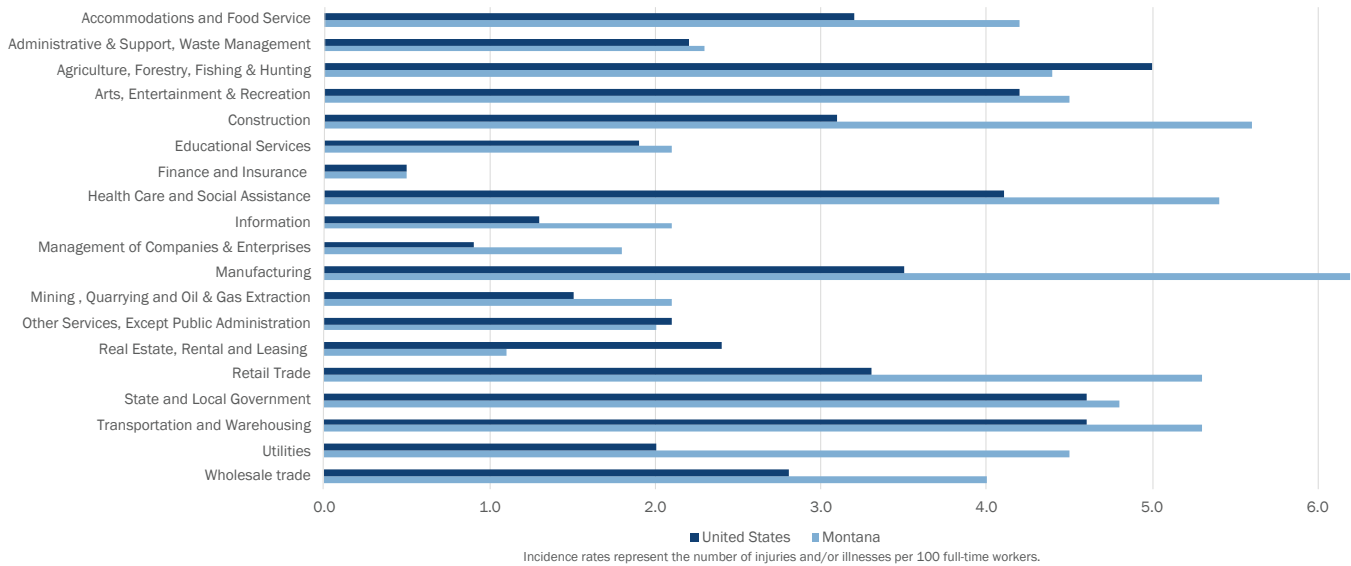
- **3,361** Uninsured Employer Fund Investigations
- **46** Uninsured Employer Fund Claims
- **23** Self-insured individual members
- **3** private employer groups (112 members)
- **5** public employer groups (414 members)
- **25,220** First Reports of Injury/ Resolved 7 of 7 mediated disputes over Independent Contractor status
- **1,318** Worker's Compensation Settlements Processed
- **21** Independent Medical Reviews
- **68** Professional Employer Organizations (PEO's) Approved

WAGE AND HOUR

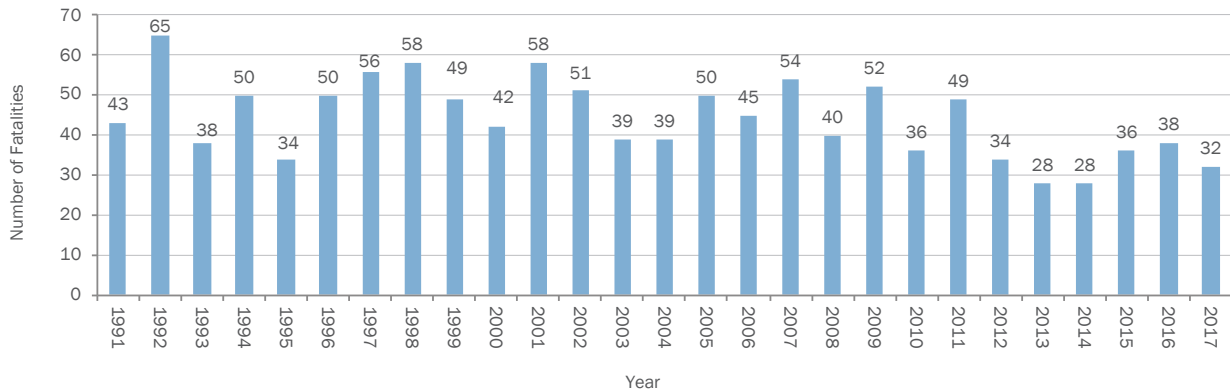
- Resolved **23** of **59** mediated disputes of wage and hour claims
 - **36** cases transferred to Office of Administrative Hearings
- **808** determinations issued on wage and hour claims
- **\$590,744.28** in wages, penalties, county attorney fees, & interest collected



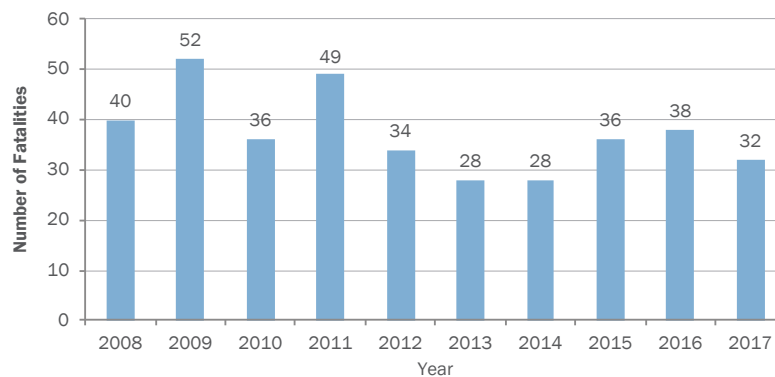
Incidence Rates of Nonfatal Occupational Injuries and Illnesses TOTAL RECORDABLE CASES BY SELECTED INDUSTRIES Montana and United States 2017



CENSUS OF FATAL OCCUPATIONAL INJURIES Montana 1991 - 2017



CENSUS OF FATAL OCCUPATIONAL INJURIES Montana 1991 - 2017

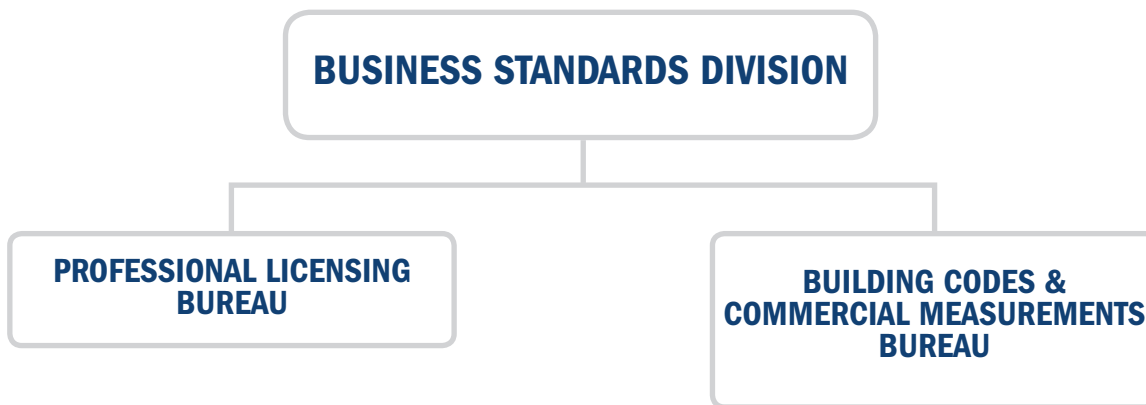


BUSINESS STANDARDS DIVISION

TODD YOUNKIN, Administrator
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THE BUSINESS STANDARDS DIVISION (BSD) establishes and enforces minimum building (including accessibility), plumbing, mechanical, electrical, energy, elevator, and boiler codes. BSD provides licenses, inspections, testing, and certification of all weighing or measuring devices used in commercial transactions. The division also licenses and regulates businesses and professional occupations that fall under the purview of the 33 boards, programs, funds and registry that are administratively attached to the Department.



OVERVIEW

The Business Standards Division provides crucial services to Montana businesses and citizens utilizing staff located across the entire state in an essential public safety and welfare mission.

The Division has an annual budget of approximately \$17 million. The Division is almost entirely funded with fees charged for services provided for professional and occupational licenses, building permits, testing and certification.

PROFESSIONAL LICENSING BUREAU

The Professional Licensing Bureau provides administrative services for 33 licensing boards, 1 program, and 1 advisory council. The Bureau provides the services shown below to over 100,000 licensees, including those applying for initial licensure in Montana, as well as ensuring transparency of board activities through the public meeting process.

FY18 ACCOMPLISHMENTS

- Renewed **58,999** healthcare and occupational licenses
- Processed **13,974** new applications for 195 different license/endorsement types
- Managed **2,028** relationship amendments and supervision agreements
- Conducted approximately **8,574** continuing education and certification audits for **67** license types
- Conducted **2,075** audits on licensees who renewed expired licenses on over **67** license types
- Organized and staffed **203** board meetings
- Increased the number of prescriber and pharmacist users authorized to access the Prescription Drug Registry by **44%** since FY16
- Maintained **6,881,828¹** prescriptions in the Prescription Drug Registry for an average of over **33,382** patient history searches a month

¹ Decrease from FY16 due to the removal of outdated prescriptions that were more than 3 years old



COMPLIANCE UNIT

The Compliance Unit inspects and investigates regulated businesses and licensees within standards set by the licensing boards; ensures licensees remain in compliance with professional and occupational regulations, and provides support duties to all boards and programs in the adjudications of complaints filed by the public.

FY18 ACCOMPLISHMENTS

- Processed **686** public complaints filed against licensees
- Completed **63** investigations ordered by boards and programs
- Completed **3,428²** inspections of businesses and licensees for statutory compliance

² Decrease from FY16 due to a reduction in the number of inspectors performing inspections for a significant portion of the fiscal year.

BUILDING CODES & COMMERCIAL MEASUREMENTS

The Building Codes & Commercial Measurements Bureau is responsible for establishing and enforcing minimum building codes. Building Codes include accessibility, plumbing, electrical, mechanical, energy, elevator, and boiler. The Bureau is responsible for five construction-related licensing programs and consults with two advisory councils; the Building Codes Council and the Underground Facility Protection Program Advisory Council. Further, the Bureau inspects, tests, and certifies all weighing or measuring devices used in commercial transactions, and operates the State Metrology Laboratory.

FY18 ACCOMPLISHMENTS

- Issued **1,196** commercial building permits
- Performed over **49,300** building code inspections
- Issued **14,552** operating certificates for boiler and elevators
- Renewed **4,949** construction related licenses
- Provided essential building code education classes to **535** attendees (**1,813** class participants)
- Issued **201** civil penalties for the Bureau's new Underground Facility Protection Program
- Licensed **25,107** weighing (scales) and measuring devices (meters)
- Tested **9,852** measuring devices, including retail gasoline and diesel dispensers, bulk fuel and propane trucks, and wholesale meters at the petroleum refineries and pipeline terminals
- Tested **6,430** weighing devices, including grocery store scales, livestock scales at ranches and auction yards, belt and hopper scales used by coal mines, highway truck scales, and grain elevators
- Registered **224** service technicians to install/repair commercial weighing and measuring devices
- Performed calibrations for **27** Montana companies in the State Metrology Lab, which allowed them to install/repair commercial weighing and measuring devices in support of Montana businesses.
- Performed **10** audits of grocery stores for compliance with Country of Origin Labeling (COOL) requirements for the USDA

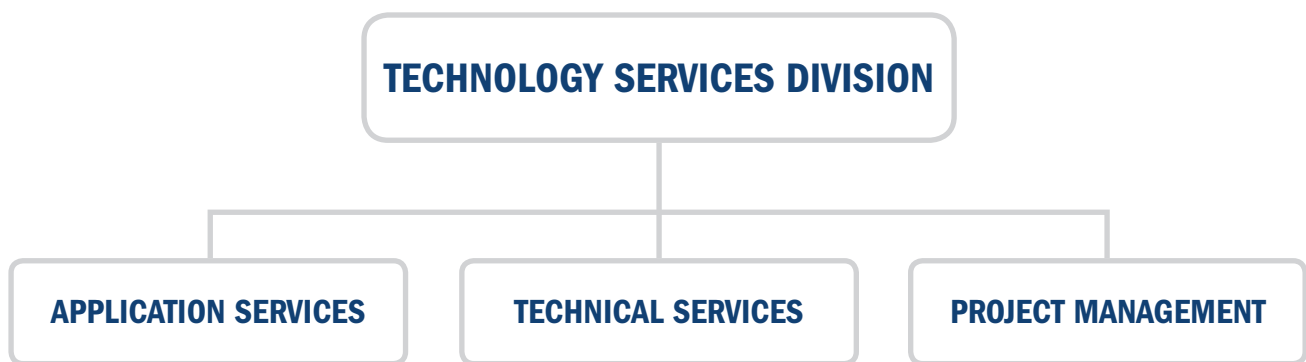
TECHNOLOGY SERVICES DIVISION

GEORGE PARISOT, Chief Information Officer
444-4658 | GParisot@mt.gov



TECHNOLOGY SERVICES DIVISION

The mission of the Technology Services Division is to improve IT efficiencies and services, and reducing duplicative efforts while improving coordination across the entire Department and the Enterprise. TSD plays a significant role in helping the Department meet its mission to promote and protect the well-being of Montana's workers, employers and citizens and to uphold their rights and responsibilities.



The Montana Department of Labor & Industry (DLI) centrally organizes information technology resources through the Technology Services Division (TSD). The mission of TSD is to improve IT efficiencies and services, reduce duplicative efforts and improve coordination across the entire Department and the Enterprise. TSD plays a supporting role in helping the Department meet its mission to promote and protect the well-being of Montana's workers, employers and citizens and to uphold their rights and responsibilities.

The challenges facing public sector IT continue to grow. Recent trends in decreasing federal funding along with federal mandates and legislative changes have resulted in the need for the Department to more aggressively assess how IT can be coordinated at the Department level to meet the ever-increasing demands of its users.

SERVICE FUNCTIONS OF DLI SUPPORTED BY TSD:

- Support of service and regulation related to the employer – employee relationship through the Workers Compensation (WCAN) system for the Employment Relations Division.
- Professional and occupational licensing and building, electrical, plumbing, mechanical or elevator permitting through the (eBIZ) system for the Business Standards Division.
- Support of the unemployment insurance program, which provides short-term economic relief to eligible workers from a fund financed by employers, through the MISTICS and STAARS systems of the Unemployment Insurance Division.
- Provide system support services to Workforce Services Division for the MWorks and MontanaWorks.gov applications so that Montana workers and employers understand the labor market and have access to a skilled and ready workforce that meets the needs for today and the future.



FY18 ACCOMPLISHMENTS

- TSD implemented the state's first Information Technology Registered Apprenticeship program. The apprenticeship consists of 2 years of continuous employment and on-the-job training supplemented with technical classroom instruction.
- TSD has been able to remain nearly fully staffed through the use of apprenticeships, aggressive hiring and the implementation of career pathways.
- The Department has implemented project portfolio management across all division IT projects through a fully staffed project management office that supports all key functions of project management.
- DLI has implemented the MontanaWorks.gov portal that provides integrated workforce registration, with single registration and single sign-on, to serve as a "common front door" or entry point for all services offered by DLI, including job seeker services, training, state job bank and unemployment insurance. This portal provides real-time information on local career center events, training, labor market information, UI claim status and other workforce system updates.
- DLI has implemented a department wide Data Warehouse, using Tableau as a reporting and analysis tool. The Data Warehouse will be used to report Workforce program information to the Department of Labor, as well as provide Montana customers interactive reporting of the Annual Work Compensation report.

GOVERNOR'S OFFICE OF COMMUNITY SERVICE

DAN RITTER, Director
444-2573 | DanRitter@mt.gov



THE GOVERNOR'S OFFICE OF COMMUNITY SERVICE (OCS) encourages citizens of all ages and backgrounds to engage in service. OCS also encourages organizations to involve youths in the life and work of communities and promotes and expands volunteer opportunities for all Montanans.

servemontana
GOVERNOR'S OFFICE OF COMMUNITY SERVICE

SERVEMONTANA, THE GOVERNOR'S OFFICE OF COMMUNITY SERVICE

The Governor's Office of Community Service (OCS) and the Governor-appointed Montana Commission on Community Service were created in 1993 to promote and expand national service and volunteer opportunities in Montana. This office administers federal funding to AmeriCorps State programs in Montana. The federal funding is provided by the Corporation for National and Community Service, an independent federal agency. OCS provides a comprehensive array of technical assistance and support services to community service organizations and national service programs in Montana.

\$148,305 GENERAL FUND

SUPPORTING

4 FTE

GENERATING

\$3.78 Million in AmeriCorps Grants

AND

\$1.77 Million in AmeriCorps Education Awards

AMERICORPS IN MONTANA

2018 ACCOMPLISHMENTS

- Over **11,487** acres of land improved and over **1,697** miles of trails built or improved.
- **62** miles of critical waterways improved.
- Over **37,000** income eligible Montanans received access to legal information.
- **1,200** students received nutrition education.
- Our AmeriCorps programs have engaged more than **3,128** community volunteers into service.
- Montana Conservation Corps deployed AmeriCorps members to aid in the disaster recovery in South Carolina.

AmeriCorps in Montana at a glance



Members serve across the state through nonprofit organizations and multi-state and national organizations.



AmeriCorps Service in the Last Year

507
Active AmeriCorps Members

650,878
Hours Served

113
Service Locations

AmeriCorps members provide intensive, results driven service to meet the pressing needs of Montana.

Since 1994 more than **9,700** Montanans have served more than **9.5** million hours.

Since 1994 over \$22,700,000 in AmeriCorps Education Awards have been earned in Montana!

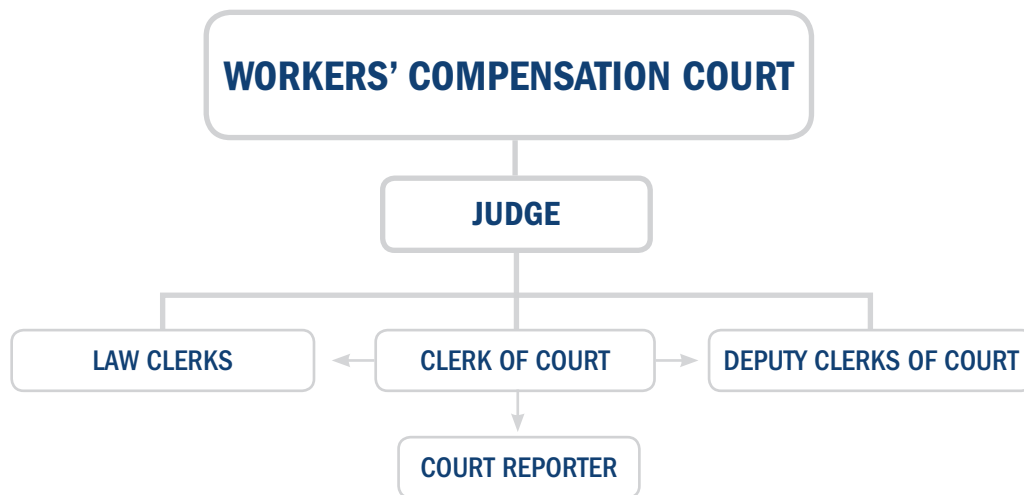
For more information visit the Governor's Office of Community Service at www.serve.mt.gov

WORKERS' COMPENSATION COURT

HON. DAVID M. SANDLER, Judge
444-7794 | DSandler@mt.gov



THE WORKERS' COMPENSATION COURT provides a fair, efficient, and effective forum for the resolution of disputes arising under the Montana Workers' Compensation Act and the Occupational Disease Act.



HISTORY OF THE COURT

The Forty-Fourth Legislative Assembly created the Office of the Workers' Compensation Court on July 1, 1975, to provide an efficient and effective forum for the resolution of disputes arising under the Workers' Compensation Act, § 39-71-101, MCA, et seq., and the Occupational Disease Act, § 39-72-101, MCA, et seq. Subsequent Legislatures have increased the Court's exclusive jurisdiction to include matters such as disputes involving independent contractor exemptions and enforcement of the Department of Labor & Industry's investigatory powers.

JURISDICTION

Except for specified regulatory matters, the Court has original jurisdiction over issues arising under the Workers' Compensation Act and under the Occupational Disease Act. The Court's exclusive jurisdiction also extends to disputes involving independent contractor exemptions under both the Workers' Compensation and Unemployment Insurance Acts, civil penalties for theft of workers' compensation benefits, and the two-year return to work preference specified in section 39-71-317(2), MCA. Trials are conducted statewide in five major Montana cities. All proceedings and hearings before the Court are governed by the appropriate provisions of the Montana Administrative Procedure Act. The Court is bound by common law and the statutory rules of evidence, including the Montana Rules of Evidence. In workers' compensation regulatory matters over which the DLI has original jurisdiction, the Court acts as an appellate court, conducting judicial review. The rules of the Court can be found in the Administrative Rules of Montana (ARM) at 24.5.301, et seq.