

Centene opened our Claim Center in Great Falls in November of 2004. During the transition to Great Falls, the local Job Service was very active in offering their assistance with the staffing of the Claims Center. Some of the other things that they assisted with were working very closely with us to ensure we had the right people into the positions and that we were ready to open on time. These included several different levels of positions, including Claim Analysts, Supervisors and Managers.

They also provided us space to do our interviewing, set up a computer assessment for the candidates, and assisted with education on the Montana labor laws. Our relationship with the Job Service was invaluable to our success in meeting our deadline of opening our doors. We continue to work very closely with them when it comes to searching for candidates to fill the positions within Centene.

There are many things that are a huge plus that the Job Service offers – to name a few:

- Assistance with filling positions that may be difficult to fill
- Classes to those seeking jobs that includes
 - Assistance with Resume's
 - Interviewing comprehensive discussion of interviews and skill practice
 - Dressing for Success and Appearance
 - Assisting with the Internet i.e. applications that are required to be filled out on line.
 - Utilization of computers to fill out on-line applications due to barriers that prevent them from having access to a computer or how to utilize/computer literacy
 - Going to the place of employment to give one on one training that the employer and/or manager may need to have
 - Participation in Job Fairs that allows the job seeker a chance to match up with open jobs
 - Workin' It Out – Three-day workshop designed to teach successful workplace problem solving skills

One of the programs that we were very pleased with was the Work Experience (WEX) program. We participated in this program and were very pleased to be able to hire on three of the individuals that came to us through this program. The support of the Job Service while the candidates were in their

orientation was nothing short of wonderful. They could be called on to support the candidate or remove the candidate due to a non-job fit.

As the Chair of the Job Service Employer Committee, it has been very rewarding as we are able to offer seminars and/or classes to the local employers. These employers/companies may otherwise not have the resources to offer their employees or to send them outside of the city. These classes vary in subject matter, but are very beneficial to every employer no matter what number of employees they may have. The cost of training which may include travel, motel, etc., can be prohibitive to small businesses. By offering the classes in Great Falls at a very reasonable cost, gives them a chance to send one or several of their staff. The classes offered are very well attended and the feedback has been great.

I have been on the Committee for a number of years, and am pleased to refer employers to the Job Service for assistance with their staffing and training needs.