

# Memorandum

TO: Legislative Finance Committee  
Children, Families, Health, and Human Services Interim Committee

FROM: Patrick Nelson, Workforce Services Division Administrator

DATE: 8/10/2022

SUBJECT: HELP-Link Reporting

This memo outlines data on the HELP-Link Workforce Program. The required reporting includes:

- the number of employers receiving employer grant awards and the number and types of activities, training, or jobs the employers provided; and
- the services provided and the total cost of providing workforce development services, including related administrative costs.

Additional information reported on this memo include updates to service delivery changes required by HB614.

HELP-Link employer grants began in March 2020. The program started as a pilot in 3 Montana Job Service offices. Currently all 16 Montana Job Service Offices offer HELP-Link employer grants.

<b>Total Employers Served thru SFY22</b>	<b>Total Clients Served thru SFY22</b>
21	23

Employer grants paid for work-related expenses such as tools and equipment needed for employment as well as for training related expenses such as testing fees and training costs as listed below.

<b>Employer Grant Service</b>	<b>Grants</b>
Work Related Materials / Supplies	16
Skills Upgrading / Training	7

Occupations of workers in the employer grant program include:

<b>Occupations</b>	<b>Workers</b>
Construction – Welders, Laborers, Carpenters, Maintenance, Repair	9
Mechanics - Service Technicians, Body Repairers	5
Nursing Assistants, Medical Assistants	3
Preschool Teachers	3
Fitness Trainers and Aerobics Instructors	1
Mental Health and Substance Abuse Social Workers	1
Correctional Officers and Jailers	1

House Bill 614 of the 2021 Montana Legislative Session required MTDLI to contract with one or more private nonprofit or for-profit entities to provide workforce development services. MTDLI began a transition plan for currently enrolled HELP-Link clients in 2021 and completed that plan in 2022. The following is a timeline conforming to the legislative change.

- July 2021 – RFP round 1. Three responses. Two successful offerors awarded contracts.
- October 2021 – MTDLI stopped enrolling new HELP-Link clients. HELP-Link services began in MACo districts 8 and 12 with contracted non-profit entities.
- January 2022 – RFP round 2. Four responses. Zero successful offerors.
- June 2022 – MTDLI ended HELP-Link services for existing clients. Clients who require continued employment and training services receive assistance through other programs such as WIOA Adult, Dislocated Worker, or another appropriate program.
- July 2022 – RFP round 3. Four responses. Two successful offerors. HELP-Link services will be available in MACo districts 5 and 7 upon contract execution.
- Four of the twelve MACo districts have HELP-Link services available.
- MTDLI continues to provide assessment and employer grant services at local Job Service Offices.

Required reporting details:

<b>Provider</b>	<b>Program Type</b>	<b>SFY21</b>	<b>SFY22</b>
MTDLI	Enrollment*	453	306
	Diversion Assistance	19	17
Non-State Providers	Enrollment** + Training Scholarships***	-	8
	Diversion Assistance	-	20

\*Can include individuals receiving additional workforce program services simultaneously.

\*\*Limited to individuals not enrolled in any other workforce program at the time of assessment.

\*\*\*Can include individuals receiving additional workforce program services simultaneously.

<b>Provider</b>	<b>Service Type*</b>	<b>SFY21</b>	<b>SFY22</b>
MTDLI	Assessments**	1,356	1,707
	Career Services***	1,507	821
	Training Services	279	100
	Supportive Services	756	465
	Financial Literacy Services	202	61
Non-State Providers	Assessments	-	3
	Career Services***	-	4
	Training Services****	-	1
	Supportive Services	-	37
	Financial Literacy Services	-	3

\*In general, service types vary between MTDLI and Non-State Providers as does service documentation.

\*\*Number of unique individuals served – not total number of assessments completed.

\*\*\*Service category types differ between MTDLI and Non-State Providers.

\*\*\*\*Require training less than 12 months (unless waived).

Total cost of providing HELP-Link workforce development services:

<b>Provider</b>	<b>Expenditure Type</b>	<b>SFY21</b>	<b>SFY22</b>
MTDLI	Administration	\$ 251,708	\$ 181,490
	Case Management	\$ 568,794	\$ 382,313
	Training and Related Client Payments	\$ 509,522	\$ 231,214
	Employer Grants	\$ 16,565	\$ 16,889
	Contracted Financial Literacy	\$ 152,274	\$ 170,491
Non-State Providers	Case Management	-	\$ 54,537
	Training and Related Client Payments	-	\$ 12,472
<b>TOTAL</b>		<b>\$ 1,498,863</b>	<b>\$ 1,049,406</b>

Fiscal information provided by Centralized Services Division.

HELP-Link Participation details can also be found on the Departments website at:

<https://montanaworks.gov/help-link/help-link-dashboard>