



*Desiree Lynn Taggart  
Montana's First Workforce Development Director*

## Selection Process

All nominations are due by April 15.

Please mail nominations to:

Montana Council for Workforce Quality (McWQ)  
Attn: Linda Coleman  
Montana Job Training Partnership  
302 N. Last Chance Gulch, Suite 409  
Helena MT 59601

- By May 1, the McWQ Awards Committee will provide the SWIB Executive Committee with their recommendations and copies of all nominations submitted.
- The SWIB Executive Committee will review McWQ's recommendations at their May meeting.
- Staff to the SWIB will poll Executive Committee members individually on their choice for the award winners, compile the votes, and submit the Committee's recommendation to the Governor.
- The Governor will make the final determination of award winners.
- Awards will be presented during the annual Labor Day Report to the Governor. All finalists will be invited to the awards ceremony.



Governor's State Workforce Investment Board

# The Governor's Desiree Taggart Memorial Awards for Workforce Development



# About the Awards

The Desiree Taggart Memorial Awards are given in memory of Desiree Taggart, the first Director of Workforce Development in the Governor's Office of Economic Opportunity.

Desiree is remembered for her inspiring dedication to Montana's workforce development efforts, for her abundant energy and willingness to go the extra mile, for her inquisitive mind and creative solutions, her passion for quality and excellence in workforce development, and fostering positive relationships among workforce development professionals, businesses, and the workforce.

The Desiree Taggart Memorial Awards are given to Montana Workforce Investment organizations,

businesses and individuals to recognize outstanding achievement or contribution to employment and training efforts in Montana, including improved productivity, creativity, economy and efficiency in Montana's workforce system, and to recognize and award outstanding contributions to workforce development in Montana.

The awards publicly acknowledge outstanding efforts of individuals and organizations that have improved workforce development in Montana through the use of quality principles as promoted by the State Workforce Investment Board and the Montana Council for Workforce Quality.

# Nomination Process

**Nominations are due by April 15.** All nominations must include a brief narrative of the nominee's accomplishments and contributions to workforce development, not to exceed 1,000 words. Up to 10 pages of supporting documents (news articles, letters of support, etc.) may be included with the nomination.

Nominations should describe: Improvement in productivity, creativity, economy and efficiency of Montana's workforce development system by demonstrating the high value placed upon:

- A. Excellence of Performance
- B. Superior Accomplishments
- C. Improved Customer Service, or
- D. Outstanding Achievement in one or more of the following Quality categories:
  - 1) Leadership
  - 2) Strategic Planning
  - 3) Customer and Market Focus
  - 4) Information and Analysis
  - 5) Human Resource Focus
  - 6) Process Management
  - 7) Organizational Results

# Award Categories

## Outstanding Business of the Year

This award recognizes an employer in a Montana community who supports quality processes AND who participates in the workforce development programs or activities. The employer could be a member of a state or local Workforce Investment Board, member of a Community Management Team, or an employer who employs participants in workforce development funded programs. The employer must have demonstrated activities and processes, which support quality initiatives as commonly described under the Malcolm Baldrige National Quality Award program. Examples of such activities would include the use of customer satisfaction measures, ability to integrate continuous improvement methodology, use of self-assessment techniques and processes, and an overall focus on quality. Local and/or State Workforce Investment Board members may qualify for this award based on their activities as board members including participation in self-assessment surveys, evaluations, employer focus groups, and other activities, which promote the boards' ability to continuously improve.

## Quality Program

This award recognizes a workforce development organization (governmental, nonprofit or for profit), one-stop center or Community Management Team (CMT) in Montana who demonstrates leadership in promoting principles of quality initiatives as commonly described under the Malcolm Baldrige National Quality Award Program.

Examples of such leadership include implementation of a service mapping process, use of self-assessment as a continuous improvement tool, developing benchmarks for key measures and activities, use of customer satisfaction surveys, focus groups and techniques, and an overall focus on quality as a way to provide improved service to all partners and customers in the workforce system.

## Workforce Development Achievement

Awarded to an individual active in workforce development for outstanding contribution to the success of workforce development programs in fostering teamwork, initiative and versatility, total quality improvement activities, leadership, and/or other acts that support the goals, mission, and strategic plan of the workforce system.

Other examples could include implementation of principles of continuous improvement and customer satisfaction, use of surveys, focus groups and evaluation tools which promote continuous improvement and benchmarking processes in their own organization as well as leading the way by example and passion for partners, co-workers and peers in their community.