

# STATE WORKFORCE INVESTMENT BOARD MEETING

Red Lion Colonial Hotel - Helena, Montana

December 11-12, 2003

## *AGENDA*

(Times are tentative)

### **December 11, 2003**

4:00 – 5:30 p.m.                      Executive Committee                      Lewis Room

6:00 – 7:30 p.m.                      Economic Development & Business Retention Committee                      Lewis Room

### **December 12, 2003**

9:00 – 10:30 a.m.                      Accountability Committee                      Clark Room

Regulatory Committee                      Lewis Room

10:45 a.m.                      **Full Board Meeting**  
State/Capitol Room

#### **Welcome & Introductions**

- Roll Call & Housekeeping
- Membership Changes

Haley Beaudry  
Pam Watson

#### **Review and Approval of Minutes/Agenda**

Haley Beaudry

#### **Committee Reports & Action**

- Regulatory Committee  
    – Action
- Economic Development and Business  
    Retention Committee  
    – Action
- Accountability Committee  
    – Action

Leroy Bingham  
Haley Beaudry

Dick Brown

Haley Beaudry

Diane Harkins  
Haley Beaudry

#### **Information**

- LMI Conference Report
- NGA Policy/Chairs Report
- BOS and CEP Overview Report
- State Apprenticeship Programs

Annette Miller  
Haley Beaudry  
Gary Warren  
Gary Warren

#### **Report from the Local Workforce Investment Boards**

- Concentrated Employment Program
- Balance of State

Bob Henry  
Norma Boetel

#### **Public Comment**

12:00 p.m.                      Adjourn

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**STATE WORKFORCE INVESTMENT BOARD**  
**Executive Committee**

Red Lion Colonial Hotel  
Lewis Room

***Agenda***

**Staff: Kelly Chapman & Pam Watson**

**December 11, 2003**

<b>4:00 p.m.</b>	<b>Welcome &amp; Introductions</b>	<b>Haley Beaudry</b>
	Board Goals – 2004	<b>Kelly Chapman</b>
	Membership Update	<b>Kelly Chapman</b>
	2004 Meeting Schedule	<b>Kelly Chapman</b>
	<b>New Business</b>	<b>Committee</b>
	Are there subjects the executive committee would like to see presented as educational sessions during full board meetings?	

**5:30 p.m.      Adjourn**

**December 12, 2003**

<b>9:00 a.m.</b>	<b>Accountability Committee</b>
	<b>Regulatory Committee</b>
<b>10:45 a.m.</b>	<b>Full Board Meeting</b>

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**STATE WORKFORCE INVESTMENT BOARD GOALS THROUGH DEC. 2004:**

**GOAL 1: Build a unified system of providing workforce assistance to Montana employers.**

**STRATEGIES:**

1. **Increase the coordination of education, training, and placement services in order to improve the quality and availability of services to employers and job seekers.**

**Action Steps:**

- a. Promote the importance of high skills and high productivity to Montana's employers and workers.
2. **Improve the strength and responsiveness of training services made available to Montana employers and workers.**

**Action Steps:**

- a. Develop meaningful accountability measures for Montana's workforce investments.

**GOAL 2: Keep highly skilled and educated Montanans working in the state.**

**STRATEGIES:**

1. **Increase opportunities for Montanans to prepare for Montana's jobs, now and in the future.**

**Action Steps:**

**STATE WORKFORCE INVESTMENT BOARD**  
Accountability Committee

Red Lion Colonial Hotel  
Clark Room

***Agenda***

**December 12, 2003**

**9:00 a.m.      Welcome & Introductions** **Diane Harkins**  
Staff: Pam Watson

**Action Items:**

**System-wide Workforce Development Measures**

- Integrated Performance Information (IPI) Project Report
- *Committee Discussion*
- *Public Comment*
- *Committee Consensus*

**Arlene Parisot**

**Discussion Item:**

**Hawaii's Workforce Partnership Strategy Publication**

- *Committee Discussion*
- *Public Comment*

**Information Item:**

**Statewide Standards for the  
Test for Adult Basic Education (TABE)**

- *Committee Discussion*
- *Public Comment*

**Becky Bird**

**10:30 a.m.      Adjourn**

**December 12, 2003**

**10:45 a.m.      Report to full Board** **Diane Harkins**

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**Agenda Item:** System-wide Workforce Development Measures

**Committee:** Accountability

**Date:** December 12, 2003

**Overview:** This will be an Action Item for the committee. Does the committee wish to continue to work on system-wide measures, or postpone the current direction pending the results of the Integrated Performance Information (IPI) Project which are expected in draft by August 2004, with a final print in October 2004? If the committee decides to defer its current focus, does the committee wish to pursue another course of action to measure the overall health of the workforce system in the interim?

#### System-wide Workforce Development Measures

During the committee conference call on November 10, the committee discussed several issues concerning system-wide performance indicators and workforce development system measurement. Montana's economy is open to not only internal forces, but also external forces such as cattle and wheat prices, and federal government spending. Basic labor force data is the net of all forces in Montana's economy, and workforce development programs are only one force impacting the total economic picture. Therefore, it is not possible to separate or measure the effects of workforce development programs on Montana's economy. However, since workforce development programs are one of the forces driving our economy, the committee may still want to use economic and labor market information to monitor the overall health of the economy in Montana.

#### Integrated Performance Information (IPI) Project

The Washington State Workforce Training and Education Coordinating Board (Workforce Board) was awarded a grant to schedule, organize, logistically support, and participate in discussion forums with states, national associations, scholarly experts, and other relevant stakeholders in order to provide the U. S. Department of Labor with input from the states on what is required to support integrated information on the results of workforce investment programs and the One-Stop system. Examples of integrated information on results include but are not limited to: Outcome measures that apply across multiple workforce development programs; measures of the performance of One-Stop Centers and the One-Stop system; other measures of the shared results of workforce investment programs that are attributable to the combined effects of multiple programs; and training provider results reported to meet the requirements of multiple programs.

**Montana was selected to serve as the "small" state on the project. The other states include Washington, Oregon, Texas and Florida. Beginning in January 2004, the states and their respective panel of experts will begin a series of four Policy meetings, which will conclude in June 2004. By January 2005, it is expected that the panel will be working with the U. S. Department of Labor and national labor organizations to disseminate the Blueprint for States, which will be a comprehensive guide to implementing integrated performance results information for workforce development programs.**

A copy of the Integrated Performance Information (IPI) Project will be provided at the committee meeting for your review.

#### Hawaii's Workforce Partnership Strategy Publication

As requested during the Accountability conference call on November 10, a copy of Hawaii's Workforce Partnership Strategy Publication will be mailed to the committee once it is received from Hawaii. Staff is developing a similar publication to summarize Montana's workforce development programs.

**STATE WORKFORCE INVESTMENT BOARD**  
Economic Development & Business Retention Committee

Red Lion Colonial Hotel  
Lewis Room

***Agenda***

**December 11, 2003**

**6:00 P.M.      Welcome & Introductions      Dick Brown**  
Staff: Kelly Chapman and Pam Watson

**Action Items:**

**Committee Goals, Charge and Duties**

- *Committee Discussion*
- *Public Comment*
- *Committee Consensus*

**Registered Apprenticeship Program Expansions**

**Gary Warren**

- *Committee Discussion*
- *Public Comment*
- *Committee Consensus*

**Discussion Items:**

**NGA Policy Academy Update**

**Gary Warren or  
Ingrid Childress**

- *Committee Discussion*
- *Public Comment*

**LMI Marketing Pilot Project Update**

**Sue Mohr**

- *Committee Discussion*
- *Public Comment*

**7:30 P.M.      Adjourn**

**December 12, 2003**

**10:45 A.M.      Report to full Board      Dick Brown**

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**Action Item:**            **Committee Goals, Charge, and Duties**

**Committee:**            Economic Development and Business Retention

**Date:**                    December 11, 2003

**Overview:**

A review of the committee's goals and duties was conducted at the September 4<sup>th</sup> meeting to assess progress made and determine a direction for the committee into the future. The Committee held a conference call on November 12, 2003 to discuss the proposed changes.

The revised Goals, Charge and Duties are listed below, and include questions pertaining to each goal.

**State Workforce Investment Board**  
**Economic Development and Business Retention Committee**

**Committee Goals, Charge, and Duties**

1. Engage employers of the state, in a sector-by-sector approach, to determine the specific needs of each sector and to recommend strategies to address the needs.
  - **How are the needs of each sector going to be determined?**
  - **Will you want to survey a small sector first to “test the waters”, or will you want to survey them all? What sectors will you survey first?**

Dave Gibson of the Governor's Office of Economic Opportunity has been working with Industry Clusters in Montana, and developing a plan to begin focusing on two Clusters. During the conference call on November 12, the Committee recommended focusing on the clusters selected by David Gibson, and researching priority occupations within them. During the LMI Conference, Mr. Gibson announced the decision has been made to focus on the following: 1. Montana Wood-Based Product Cluster, and; 2. Montana Creative Enterprise Cluster.

The committee also indicated that the sectors to be surveyed could be prioritized by: Need; wage rate, and; growth gap in the future (possibly predicted by Cluster studies).

- **What is the timeframe for determining these needs?**
2. Determine the priority training needs of the state's employers and direct state training funds to those needs.
    - **How will the training needs be determined?**  
It may be possible to conduct Labor Availability Studies or determine skill gaps to assess future training needs.
    - **Establish a timeline for this.**
    - **How would you direct funds to these needs?**

**Action Item:**           **Registered Apprenticeship Program**

**Committee:**           Economic Development and Business Retention

**Date:**                 December 11, 2003

**Overview:**

Attached for your review are copies of the “Benefits of Registered Apprenticeship”, and the “On the Job Work Process Plan” for Montana’s Registered Apprenticeship Pharmacy Technician Program.

Gary Warren, Bureau Chief of the State Workforce Programs Bureau, Department of Labor and Industry, will be reporting on the newest registered Apprenticeship in Montana, Pharmacy Technicians. He will be explaining how the State Registered Apprenticeship Program works, providing information concerning the status of the Pharmacy Technician Apprenticeship Program, and giving a report on the program goals.



## **BENEFITS OF REGISTERED APPRENTICESHIP**

Currently in the State of Montana the occupation of pharmacy technician is recognized by the industry as a licensed occupation. Statute and rules allow for up to 18 months of on-the-job training followed by successfully passing a licensure examination before an individual is recognized as a licensed pharmacy technician in Montana. The requirements for licensure do not provide for any form of structured training, education related to the occupation or assurances of competency and knowledge related to the occupation. The base requirement for licensure is solely based upon passing the examination.

Registered apprenticeship could lend the following benefits to the occupation and the industry in Montana:

- Provide an on-the-job training structure that was developed by the industry that would secure the correct exposure necessary for learning all of the facets of the occupation.
- The educational component would provide the necessary technical and diagnostic information not always available through on-the-job training. The Apprenticeship blend of both work experience and education directly related to the occupation will produce higher performance and more productive workers. Furthermore, the required education for apprenticeship can be delivered through an industry approved correspondence package that would allow workers on a statewide basis the opportunity for apprenticeship entry into this occupation.
- Apprenticeship training is economical. The base concept of apprenticeship allows for the transfer of knowledge and skills from the existing competent worker to new workforce entries.
- Due to the degree of liability related to the pharmacy industry and the factor of public safety, the apprenticeship system can provide the industry a training program where the worker has an ethical “buy-in” due to the opportunity to establish a long term career and job security.
- The apprenticeship system allows an incumbent worker to obtain professional recognition, promotes a higher degree of loyalty between the worker and the employer, reduces turnover, reduces training cost to new hires and allows the employer to exercise their own standards of quality control.
- Apprenticeship training programs are based off of national standards established by the industry. The apprenticeship completion certificate is recognized in all fifty states, by the federal government and the representing industry as a testament to a high degree of competency and working knowledge.
- Since 1997, 85% of all completing apprentices from the Montana apprenticeship system are still working in the state and the occupation that they trained for.

## OJT WORK PROCESS PLAN

### PHARMACY TECHNICIAN

DOT Code: 074.381-010 RAIS: 0844

During the term of apprenticeship, the Pharmacy Technician apprentice will receive experience in all areas of pharmacy practice. Listed are 6 basic areas considered necessary for on-the-job training. Major tasks in each area have been identified and shall not limit an apprentice's on-the-job training to only the tasks associated with these areas. Employers and apprentices should keep in mind the Pharmacy Practice Act when assigning and performing tasks.

DESCRIPTION	APPROXIMATE HOURS
<b>A. Drug Distribution: Community Practice</b> (prescription dispensing) <ul style="list-style-type: none"><li>➤ Performing patient interviews</li><li>➤ Creating or updating patient profiles</li><li>➤ Assessing prescription for completeness</li><li>➤ Preparing prescription labels</li><li>➤ Selecting product/prepare for dispensing</li><li>➤ Pricing and submitting third-party information</li><li>➤ Making final checks of products before RPh checks</li><li>➤ Processing refill orders</li><li>➤ Processing requests for patient profiles</li><li>➤ Learn process of accepting oral orders and giving copies</li></ul>	<b>920</b>
<b>B. Inventory Management and Records</b> <ul style="list-style-type: none"><li>➤ Becoming familiar with formulary</li><li>➤ Become familiar with order systems</li><li>➤ Checking for outdated products</li><li>➤ Returning outdated product to supplier</li><li>➤ Inventorying OTC, prescription drugs and controlled substances</li><li>➤ Receiving an order, pricing, and stocking</li><li>➤ Dispensing 3<sup>rd</sup> party information</li><li>➤ Reconciling 3<sup>rd</sup> party claims</li><li>➤ Operation of cash register and charging methods</li><li>➤ Reconciling cash register and charge accounts</li><li>➤ Preparing fiscal record and deposits</li></ul>	<b>560</b>

# OJT WORK PROCESS PLAN

## PHARMACY TECHNICIAN

DOT code: 074.381-010 RAIS: 0844

DESCRIPTION	APPROXIMATE HOURS
<b>C. Extemporaneous Compounding</b> <ul style="list-style-type: none"><li>➤ Evaluating prescription and drug order</li><li>➤ Determining solubilities and stabilities and interactions</li><li>➤ Selecting appropriate base</li><li>➤ Performing necessary calculations</li><li>➤ Selecting appropriate equipment</li><li>➤ Extemporaneously compound product (non-sterile products, ointments and creams)</li><li>➤ Preparing labels</li><li>➤ Pricing</li><li>➤ Cleaning area and equipment</li></ul>	<b>400</b>
<b>D. Drug distribution: Hospital Practice</b> <ul style="list-style-type: none"><li>➤ Preparing in-patient medication orders</li><li>➤ Completing billing processes</li><li>➤ Become familiar with floor stock systems</li><li>➤ Checking floor stock and automated dispensing machines</li><li>➤ Stocking floor stock and automated dispensing machines</li><li>➤ Repackaging bulk product</li><li>➤ Familiarization with process of accepting oral medication orders</li></ul>	<b>460</b>
<b>E. IV &amp; Sterile Product Preparation</b> <ul style="list-style-type: none"><li>➤ Demonstrating proper aseptic techniques</li><li>➤ Assessing orders for completeness and incompatibilities</li><li>➤ Performing necessary calculations</li><li>➤ Accurately prepare products</li><li>➤ Packaging and labeling</li><li>➤ TPN preparation</li><li>➤ Chemotherapy preparation</li></ul>	<b>800</b>
<b>F. Drug Distribution: Nursing Home</b> <ul style="list-style-type: none"><li>➤ Repackaging bulk product</li><li>➤ Identifying storage requirements</li><li>➤ Storage requirements of controlled substances</li><li>➤ Distributing patient medications</li><li>➤ Checking for outdated orders and supplies</li><li>➤ Floor stock checking and restocking</li></ul>	<b>400</b>
<b>TOTAL HOURS</b>	<b>4000</b>

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## APPENDIX A

### RELATED TRAINING – (Sec. 9)

Supplemental and Related Instruction Schedule for: Pharmacy Technician

#### PHARMACY TECHNOLOGY

##### **First Year**

<b><u>Module #</u></b>	<b><u>Course #</u></b>	<b><u>Course Name</u></b>
I	PHRM 101 PHRM 107	Orientation to Pharmacy Pharmaceutics
II	BOED 171	Medical Terminology
III	PHRM 125	Pharmaceutical Calculations
IV	PHRM 111	Pharmacy Records & Inventory Management Part 1: Pharmacy Law Part 2: Pharmacy Records & Inventory Management
V	PHRM 115	Pharmacology

##### **Second Year**

<b><u>Module #</u></b>	<b><u>Course #</u></b>	<b><u>Course Name</u></b>
VI	PHRM 115	Community Practice
VII	PHRM 105	Institutional Pharmacy
VIII	PHRM 116 PHRM 116L	IV and Aseptic Products IV and Aseptic Products
IX	PHRM 121 PHRM 121L	Chemical/Physical Pharmacy Chemical/Physical Pharmacy Lab

**Note: The coursework can be provided through a correspondence delivery system from NDSCS.**

For more information contact:

**NDSCS Related Studies**

**Attention: Jan Judisch**

**800 6<sup>th</sup> Street North**

**Wahpeton, North Dakota 58076-0002**

## APPENDIX A

### RELATED TRAINING – (Sec. 9)

Supplemental and Related Instruction Schedule for: Pharmacy Technician

### PHARMACY TECHNOLOGY

<b><u>First Year</u></b>				<b><u>Credits</u></b>
CRT	101	Introduction to Computers		2
PHA	100T	Introduction to Pharmacy Practice		3
PHA	101T	Pharmacy Calculations		3
PHA	102T	Pharmacology		6
<b>Second Year</b>				
PHA	103T	Hospital and Community Practice		6
PSY	110T	Organizational Psychology		3
SCN	119N	Anatomy and Physiology		6
SEC	154T	Beginning Medical Terminology		2

Note: The coursework will be provided through an on-line system from U of M, College of Technology.

**STATE WORKFORCE INVESTMENT BOARD**  
**Regulatory Committee**

Red Lion Colonial Hotel  
Lewis Room

***Agenda***

**Staff: Kelly Chapman**

**December 12, 2003**

<b>9:00 a.m</b>	<b>Welcome &amp; Introductions</b>	<b>Leroy Bingham</b>
	<b>Status of WIA Reauthorization</b>	<b>Gary Warren</b>
	<b>Status of TANF Reauthorization</b>	<b>Hank Hudson</b>
	<b>Legislative Auditor's Report Examining Coordination and Potential Consolidation of WIA and TANF Employment and Training Programs</b>	<b>Kelly Chapman</b>
	<b>Schedule of other Legislation affecting the Workforce System</b>	<b>Kelly Chapman</b>
	<b><i>Discussion:</i></b>	
	<b>Relationship with Tribal Workforce System Partners (tentative)</b>	<b>Leroy Bingham</b>
<b>10:45 a.m.</b>	<b>Report to full board</b>	<b>Leroy Bingham</b>







## WORKFORCE DEVELOPMENT PROGRAMS – AUTHORIZATION/STATUTE STATUS

<b>Workforce Development Program</b>	<b>Authorization/Statute</b>	<b>Status</b>
Adult Education	WIA Title II Adult Education & Family Literacy Act	Reauthorization Pending
Alien Labor Certification	Immigration & Nationality Act 212(a)(5)(A) CFR 20 656.40	Last Amended under The Homeland Security Act of 2002
Apprenticeship	MT 27 <sup>th</sup> Legislature, Chapter 149 & 39-6-101-107 MCA	Current until Repealed Due for Review Sept. 1, 2004
Carl Perkins Title I	Carl D. Perkins Vocational & Technical Education Act Amendment of 1998 P.L. 105-332, Title 1.	Due for Reauthorization July 1, 2004
Carl Perkins Title II	Carl D. Perkins Voc & Tech Education Act Amendment of 1998 P.L. 105-332, Title II Tech Prep. Education	Due for Reauthorization July 1, 2004
Community Development Block Grants	Title I of the Housing & Community Development Act of 1974. P.L. 93-383 & 24 CFR part 570 Subpart 1.	Current – Last revised March 20, 1996
Disadvantaged Business Enterprise	Transportation Equity Act for 21 <sup>st</sup> Century (TEA-21, PL. 105-130) 23 USC 104(b)(3).	Enacted June 9, 1998 – TEA Restoration Act of July 22, 1998 provided technical corrections.
Displaced Homemaker	MCA 39-7-301, 1983 Legislature	Current Until Repealed
Food Stamp & Employment Training	Balanced Budget Act of 1997 P.L. 105-33	Reauthorized through FY 2004 under the Balance Budget Act of 2000.
Job Corps	WIA Title 1-B P.L. 105-220	Reauthorization Pending
Jobs for Montana's Graduates	House Bill 2	Created by Executive Order – Current until Repealed by Executive Order.
Micro Business Finance Program	Micro Business Development Act 17-6-401 MCA	Current Until Repealed
Migrant & Seasonal Farmworker	Wagner Peyser Act of 1933	Amended 1998 to incorporate Empl. Svc. in the One-Stop delivery system
Migrant & Seasonal Farmworker National Farmworker Jobs Program	WIA Title 1-D Section 167	Reauthorization Pending

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## WORKFORCE DEVELOPMENT PROGRAMS – AUTHORIZATION/STATUTE STATUS

Native American Section 166	WIA	Reauthorization Pending
Natural Resource Workers Education	39-10-102 MCA through 39-10-105 MCA	Current Until Repealed
Trade Adjustment Assistance (TAA)	Trade Act of 1974	TAA Reform Act of 2002 amended and reauthorized through FY 2007
Refugee Social Services	Title IV of Immigration & Nationality Act, CFR 45 Part 400	Under Continuing Resolution – Reauthorization Pending
Senior Community Service Employment Program	Title V of the Older Americans Act	Revised under the Older Americans Act of 2000
Small Business Development Center	Federal statute –CFR 13 Chapter 1 Part 130, SBDC part 130.100-130-830	Revised January 1, 2003
Small Business Innovation Research Program	SBA ROP Program Announcement, House Bill 1, SBAHQ-99-R0010	Reauthorized under the Small Bus. Reauthorization Act 2000, P.L. 106-554
Temporary Assistance to Needy Families (TANF)/Work Readiness Component (WoRC)	P.L. 104-193 PRWORA, CFR 45 Part 260 et al TANF	Under Continuing Resolution – Reauthorization Pending
Veterans’ Services	US Code Title 38	Revised 2002
Vocational Rehabilitation Services	Rehabilitation Act of 1973 as amended	Amended with the Rehabilitation Act Amendments of 1998
Wagner Peyser	Wagner Peyser Act	Amended in 1998 to incorporate Employment Service in to the One-Stop delivery system.
Work Opportunity & Welfare to Work Tax Credits	Small Business Job Protection Act of 1996	Reauthorized and expanded under the Tax Payer Relief Act of 1997
WIA Title 1-B Adult	WIA Title 1-B, P.L. 105-220	Reauthorization Pending
WIA Title 1-B Dislocated Worker	WIA Title 1-B, P.L. 105-220	Reauthorization Pending
WIA National Emergency Grants	WIA, P.L. 105-220	Reauthorization Pending
WIA Statewide Workforce Investment Activities	WIA, P.L. 105-220	Reauthorization Pending
WIA Title 1-B Youth	WIA Title 1-B, P.L. 105-220	Reauthorization Pending

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