RN shortage cues training investments from Workforce Services
By Barbara Rohrer
WORKFORCE SERVICES

At the turn of the millennium, Wyoming enjoyed a statistical surplus of registered nurses.

But next year, predicts the U.S. Department of Health and Human Services, Wyoming will come up short 1,160 RNs.

In six years, Wyoming will need nearly 2,000 more RNs than may be available, and by 2020, the imbalance could top 3,500.

Wyoming’s supply-and-demand battle for nurses and other healthcare professionals is being fought on several fronts, including the University of Wyoming and the Wyoming Community College system, where nursing programs are a priority. The Wyoming Department of Workforce Services is another partner, retraining adult and dislocated workers all over the state for healthcare and other growth occupations with federal funds from the Wyoming Workforce Development Training Fund.

Grubstake grants
Laramie IT entrepreneur: Business training funds will help ‘take us from a $1M to a $5M company’
By Barbara Rohrer
WORKFORCE SERVICES

They’re selling software, memories, and plumbing.
Different businesses, different dreams, but two common threads: They are all based in Wyoming and they have all used a Workforce Development Training Fund (WDTF) grant to build a competitive edge.

How?
A Laramie consulting firm used a WDTF grant to train two software engineers in Microsoft’s®

Scrubs
RN shortage cues training investments from Workforce Services
By Barbara Rohrer
WORKFORCE SERVICES

REHABILITATION
Solid casework returns 731 clients to state workforce

EDUCATION
‘Employers of Choice’ help workers boost earnings

BUSINESS
Labor Market Information role changes for council
GRANTS, from page 1

Visual Studio Live™.
“Our staff came back with a huge vision,” says Even Brande of Handel Information Technologies Inc. “We’re redesigning our software now in a new environment … a whole new software. It will take us from a $1 million company to a $5 million company.”

How?

The training, Brande explains, literally is moving Handel’s RiteTrack™ software – an information system for human services and justice agencies – to a new platform, where the company can compete on the same scale as PeopleSoft, Oracle, and SAT.

In the IT world, that’s bigger than big. That’s thousands of users, not hundreds.

And in the IT world, where sales and service know few geographic boundaries, Wyoming companies can do business on a global scale, with the right tools and marketing plans.

How?

“As long as I have a laptop and a cell phone, I can do business anywhere,” says Sam Baxter. Baxter and partner Brian Collins comprise Conundrum Solutions Inc., a Cheyenne business specializing in Web application programs.

“That’s really, really fancy Web sites,” Baxter says with a smile.

Conundrum targets military clients along the Front Range for records management, building on Baxter’s experience in creating an internal Web program to track training and record management of U.S. Air Force officers. Baxter says the company wants to expand service to “shift work” civilian sectors, such as police and fire departments, and utility companies.

Baxter and Collins used a WDTF training grant to purchase an online suite of classes from Adobe, with the goal of becoming Microsoft® certified. The training “gave us two things,” says Baxter. “One, more knowledge. We’re faster programmers, with more knowledge and ability to keep up. It also gives us a lot of credibility to get certification.”

The boost from WDTF should help Baxter build his own business, which he says gives him “a sense of pride. You’re in control of your destiny.”

How?

By learning all that can be learned, and selling that knowledge through solid marketing.

Marketing skills will help Laramie portrait photographer Anne Brande create a niche that sets her business, Ludwig Studios, apart from the “four-by-six environment” that characterizes modern consumer purchases of photography.

Mindful of the need to apply market-expanding skills to a studio business that traditionally relied on walk-in traffic, as well as an industry whose technology changes with shutter speed, Brande applied for a WDTF grant after learning about the fund from her husband, Even.

“This grant is allowing me to go to this wonderful seminar and talk to these wonderful photographers, “ she says, “about packaging and marketing myself.”

The same way Dennis Hemenover is helping a very different industry keep up with change. As training coordinator for Plumbers and Pipefitters UA Local 192 Joint Apprenticeship Training Committee, Hemenover applied for a WDTF grant in 2003. “I used it to send my apprentice instructors to school, and it has made them better instructors,” he explains. “Technology changes, and we have to keep up with that.”

Computer interfaces have changed the way plumbers do business, he says. For example, they’re using laptops in the field. “They do their billing right out of the truck,” he says. Industrial jobs require the ability to create and read blueprints and drawings, whether laptop scale or auto CAD.

“The more education we have, the more marketable we are,” he says. He keeps an eye on the WDTF grant.
Success can be measured in many ways, but in the Vocational Rehabilitation Division of Workforce Services, it’s counted one client at a time.

Still, returning 731 disABLED clients to Wyoming’s workforce in the last fiscal year is an achievement that has impact on many levels.

There’s the satisfaction of earning a paycheck after working past the challenges of disABILITIES. And then there’s the satisfaction of contributing to the community.

“For every dollar Vocational Rehabilitation spends on a client, they put $13 into the economy by paying taxes,” explains Jim McIntosh, administrator of the Vocational Rehabilitation Division.

The annualized earnings for those 731 people is estimated at $10.44 million, according to the division’s 2004 annual report draft. Annual savings to taxpayers as a result of reduced public assistance payments to the rehabilitated clients is estimated at $1.6 million. Nearly 4,200 Wyoming citizens with disABILITIES received services ranging from vocational rehabilitation evaluation and eligibility determination to medical treatment, counseling, training, and job placement. Sixty percent of those clients were significantly disABLED.

VR’s Independent Living programs served 1,281 people and its Disability Determination Services staff processed 6,800 claims -- the third-highest productivity per examiner in the nation and a 7 percent increase over the previous year.

Levi Haugen, left, and the Vocational Rehabilitation Division of Workforce Services worked together to create a career that matched Haugen’s interests and abilities. Haugen is a security guard and information technology technician at the Buffalo Bill Historical Center in Cody.

731 disABLED Wyomingsites return to workforce

Estimated earnings: $10.4 million a year
Estimated taxpayer savings: $1.6 million

process, knowing he can use it every year to keep his apprentice instructors moving through five years of required training. With 300 working members in Wyoming and South Dakota, the long-term need to respond to industry needs will keep the union focused on training.

Since the WDTF reopened on July 1 with new rules and a new online application process, 72 businesses have been awarded WDTF grants to train 419 Wyoming workers. The Legislature appropriated $2 million for the current biennium to the fund, which is supplemented by interest generated by the state Unemployment Insurance Fund.

The majority of grants are funding skills upgrades designed to make businesses more competitive, says Glenna Campagnaro, assistant administrator of Workforce Services’ Business Training and Outreach Division. “Fifty-five percent of the training locations are in the state of Wyoming, and about a third will take place out-of-state, where the businesses found the best possible training for the skills they need,” she says.

Grant recipients by industry are:
- 33% Healthcare/social assistance
- 13% Manufacturing
- 11% Professional/technical
- 10% Other services
- 8% Mining
- 6% Finance and insurance
- 4% Construction
- 3% Arts/entertainment/recreation
- 3% Accommodation/food service
- 3% Retail trade
- 1% Utilities
- 1% Real estate/rental/leasing
- 4% Not specified

GRANTS, from page 2
Wyoming’s construction industry will employ an estimated 20,490 workers in 2012 according to the Wyoming Department of Administration and Information, Economic Analysis Division. The average annual salary of a Wyoming construction worker may reach $45,866 -- but workers without at least a high school diploma or GED could earn thousands less.

**GED buys earning power**

By Barbara Rohrer

**WORKFORCE SERVICES**

An estimated 37,000 adults in Wyoming may be earning $7,000 a year less than coworkers who hold high school diplomas or a GED (General Educational Development).

That’s why Workforce Services is asking Wyoming businesses to make a commitment to help their employees complete a GED by becoming an “Employer of Choice.”

“ ‘Employers of Choice’ is a campaign launched by the national GED Testing Service,” explains Pamela Downing, coordinator for GED services in Wyoming. “This is a strong first step toward building a more qualified and competitive workforce for Wyoming.”

Businesses may choose any one or more of four steps: sponsoring a GED test day; reimbursing staff for instruction program or exam fees; offering on-site preparation classes; or requiring a GED credential for advancement.

“There is more than prestige associated with becoming an Employer of Choice.”

Workforce Services

307-777-7654

www.wyomingworkforce.org
**Adult Basic Ed helps inmates**

Program musters 60 percent GED pass rate among inmates

By Shelli Stewart  
**WORKFORCE SERVICES**

In 2002-2003, 332 Wyoming inmates participated in Adult Basic Education programs, and 111 of those earned a GED (General Educational Development).

Providing adult basic education and GED testing to correctional facilities is a portion of the state’s ABE activities.

ABE is funded by a federal grant from the U.S. Department of Education, Office of Vocation and Adult Education. Wyoming received a little under $1 million for program year 2004-2005 to administer this program. Wyoming is one of two states that do not receive state funding to support the program, and the state has one of the smallest federal allotments.

However, while a million dollars is not very much, Wyoming is extremely efficient in its use of this funding. With this allotment, 10 Adult Basic Education (ABE) centers are receiving funds to support this initiative. Each center serves a vast geographical area with the largest being Eastern Wyoming College serving more than 20,000 square miles of the state.

Wyoming currently has 1,809 offenders (not all are serving sentences in Wyoming) and seven statewide correctional locations: Wyoming State Penitentiary; Wyoming Honor Conservation Camp; Wyoming Boot Camp; Wyoming Honor Farm; Wyoming Women’s Center; Men’s Intensive Treatment Unit; and Women’s Intensive Treatment Unit.

Other facilities include the Wyoming State Hospital and for minors facilities include the Wyoming Boy’s School and Wyoming Girl’s School. Correctional facilities also include county and city jails that are all seeking adult basic education services.

In some facilities, such as the Wyoming Boot Camp, inmates are required to obtain a GED before they are released. In other facilities, obtaining a GED is strongly encouraged. Many judges in Wyoming are now making obtaining a GED a condition of probation and parole.

The state’s adult basic education centers are trying to meet this growing need for instruction and GED preparation, however, they are limited by the federal ABE funding to cap their expenses used toward this effort.

ABE federal regulations set a 10 percent cap being used toward correctional institutions. This means that each of the 10 ABE centers can only spend 10 percent of its award toward preparing inmates for a GED. On a statewide basis, this equates to a cap of $91,490 for program year 2004-2005 that can be used toward correctional facilities. The 10 ABE centers do receive supplemental funding that might go toward supporting this effort as well.

The correctional institutes do receive some funding through the Department of Corrections. Other organizations also offer funding to help support the cost of taking the GED. The total amount of these contributions is not known to the ABE program.

In 2002, 15.5 percent of the total number of GED candidates in the state were housed in correctional institutions. Of that 15.5 percent, 59 percent of the inmates achieved a GED. In 2003, this number jumped to 17.5 percent. Of this 17.5 percent, 63.5 percent achieved a GED. In 2004 (through June 30), this number fell back to 15.6 percent. Of this percentage, 59.7 percent achieved a GED.

During the past three years, an average of 33 percent of GED candidates prepared for the test by taking an ABE class. Of that 33 percent taking ABE classes, an average of 11.5 percent were inmates housed in correctional facilities.

In other words, over the past three years, approximately one-third of GED candidates prepared for the GED by taking an ABE class. Of that one-third, 60 percent passed the GED.

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**Adult Basic Education Directory**

<table>
<thead>
<tr>
<th>School</th>
<th>Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Casper College</td>
<td>125 College Drive</td>
<td>(307) 637-2468</td>
</tr>
<tr>
<td>Casper</td>
<td>82601 1-800-442-2963 Ex. 2230</td>
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<tr>
<td>Central Wyoming College</td>
<td>2660 Peck Ave.</td>
<td>(307) 721-5138 Ex. 4257</td>
</tr>
<tr>
<td>Riverton</td>
<td>82501 1-800-735-8418 Ex. 2189</td>
<td></td>
</tr>
<tr>
<td>Eastern Wyoming College</td>
<td>3200 West C Street</td>
<td>(307) 789-5742</td>
</tr>
<tr>
<td>Torrington</td>
<td>82240 1-800-658-3195</td>
<td></td>
</tr>
<tr>
<td>Laramie County Community College</td>
<td>1400 E. College Drive</td>
<td>(307) 382-1825</td>
</tr>
<tr>
<td>Gillette</td>
<td>82718 1-800-625-04 Ex. 1456</td>
<td></td>
</tr>
<tr>
<td>Northwest College</td>
<td>231 West Sixth</td>
<td>(307) 782-6401</td>
</tr>
<tr>
<td>Powell</td>
<td>82435 1-800-560-462 Ex. 6280</td>
<td></td>
</tr>
<tr>
<td>Valley Learning Center</td>
<td>PO Box 130</td>
<td>(307) 782-6401</td>
</tr>
<tr>
<td>Mountain View</td>
<td>WY 82893</td>
<td></td>
</tr>
<tr>
<td>Western Wyoming Community College</td>
<td>2500 College Drive</td>
<td>(307) 382-1825</td>
</tr>
<tr>
<td>Gillette</td>
<td>82718 1-800-625-04 Ex. 1456</td>
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**Cody KEYS helps mom earn GED, get a job**

By Bonnie Johnsey  
**WORKFORCE SERVICES**

One year ago, the Cody Workforce Center launched its first KEYS class (Knowledgeable, Employable Youth = Success). This program was designed to serve high school dropouts in learning not only skills to obtain their General Educational Development (GED) certificate, but also life skills and employment skills so that on completion of the program they would be completely ready to enter the job market with a good chance of succeeding.

The KEYS program was a partnership among the Cody Boys and Girls Club, which furnished the facilities where the classes were held, Northwest College Adult Basic Education, which provided the GED instructor, the Department of Family Services, which provided the life skills instructor; and the Cody Workforce Center, which provided the coordinator and case manager for the program.

One of the first applicants was a young lady, Kacie, who was only a month away from childbirth when the Cody Workforce Center told her about the program. She was interested in the program, but wondered if she could be accepted, as she would...
Sawmill to Scrubs

Gary Norlin and dozens of other workers displaced when the sawmill closed were eligible for help from Workforce Services.

“We worked with all of the people who were going to be laid off from the sawmill starting as soon as the announcement was made,” says Glenda Bowen, supervisor of the Gillette Workforce Center. “We helped the employer apply for Trade Adjustment Assistance (TAA) eligibility so that workers would have retraining and relocation benefits available to them.”

Norlin received funding to interview at other sawmills. He and his case manager also looked at training options and undertook a career evaluation. Norlin decided that he really wanted to be a nurse.

After evaluating nursing programs, Norlin chose Sheridan College, but started his education through Eastern Wyoming College’s outreach program in Newcastle. He subsequently moved to Sheridan to start the nursing program in August 2001. He completed the Licensed Practical Nurse program and received his license — an accomplishment that enable Norlin to help support his family.

Norlin finished his Registered Nurse program in May 2003. His tuition, books, fees and some living expenses were paid with TAA funding through the Gillette Workforce Center. He still works at Sheridan Hospital.

Homework to Hospital

With years of experience as a homemaker and parent who homeschooled two of her three children, Wanda Madrid was a management whiz.

The Rock Springs mom also became a fulltime caretaker for her husband, Jesse, after a disabling medical condition sidelined him as the family’s sole breadwinner. That’s when Madrid discovered that her lifetime of hard work wasn’t going to be enough to land a paycheck.

“She had no paid work experience, job history or exposure to the current job market,” explains Pat Brown, a case manager at the Rock Springs Workforce Center.

“We placed her at the local hospital for work experience in the sterilization unit,” says Brown. “It was a success. We then moved her into on-the-job training at the hospital, with the promise of fulltime employment with benefits after the training period.”

Madrid took on a critical job, sterilizing hospital equipment — including cleaning, sterilizing and packing operating-room trays at Memorial Hospital of Sweetwater County. WIA funds paid 100 percent of Madrid’s wages during her work experience program, and 50 percent of wages during on-the-job training.

“We also helped her with shoes and support hose to prevent foot and leg problems, since the job requires a lot of time on her feet,” Brown adds.

Aide to CNA

“Someday, I hope to work with people that work as hard as me.”

That was one of Dan Collesano’s goals last summer, when he approached Workforce Services.

“Dan was working at a local retirement home, earning $5.50 per hour as an aide to the certified nursing assistants, when he came in to see me,” says Loriann Retel, a case manager for the Lander Workforce Center.

“He was getting called in so frequently that he was physically exhausted. He often worked 16-hour shifts, and was still only getting paid $5.50 per hour.”

Retel remembers that Collesano was reluctant to leave his job at first.

“As a case manager, my most difficult challenge was to convince Dan to seek employment elsewhere,” she says.

“He felt so much loyalty and attachment to the residents at the retirement center that he had a hard time leaving. I had to convince him that he deserved to be paid as a Certified Nurse Aide.”

Workforce Services paid the $480 fee for Collesano’s CNA training. He passed his course and the Nursing Board Examination, and has been working at Lander Valley Medical Center ever since.

“We helped purchase scrubs and shoes for his new job at the hospital at $9.25 per hour,” Retel says. “Dan loves his new job.”
Workforce Investment Act helps businesses and job seekers

The Workforce Investment Act Adult Program was created in 1998 to increase employment and job retention of U.S. workers. The service is provided through a national array of One-Stop Career Centers -- and Workforce Centers in Wyoming -- which help individuals.

The Adult and Dislocated Worker Program, under Title I of the Workforce Investment Act of 1998, is designed to provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business.

Goals
To increase employment, as measured by entry into unsubsidized employment;
To increase retention in unsubsidized employment six months after entry into employment;
To increase earnings received in unsubsidized employment for adults; and
To enhance customer satisfaction for participants and for employers.

The employment goals are measured using Unemployment Insurance Wage Records systems and customer satisfaction goals are measured by surveys.

Services
Services are provided through One-Stop Career Centers. In Wyoming, WIA services are provided at 20 Workforce Centers around the state. There are three levels of service available to all jobseekers:
- Core services - includes outreach, job search and placement assistance, and labor market information;
- Intensive services - includes more comprehensive assessments, development of individual employment plans and counseling and career planning; and
- Training services - available to those who have been unable to find employment through intensive services. Customers are linked to job opportunities in their communities, including both occupational training and training in basic skills. Participants use an “individual training account” to select an appropriate training provider.

Additional Services
“Supportive” services such as transportation, childcare, dependent care, housing and needs-related payments are provided under certain circumstances to allow an individual to participate in the program.

“Rapid Response” services at the employment site for employers and workers who are expected to lose their jobs as a result of company closings and mass layoffs.

Individuals whose layoff was created or affected by international trade, may access information and services under the Trade Act programs.

States are responsible for program management and operations including enrollment, service delivery, and certification of training providers.

Target Population
All adults, 18 years and older, are eligible for core services.

Dislocated workers
Priority for intensive and training services must be given to recipients of public assistance and other low-income individuals where funds are limited.

In addition to unemployed adults, employed adults can also receive services to obtain or retain employment that allows for self-sufficiency. State and local areas are responsible for establishing procedures for applying the priority and self-sufficiency requirements.

Source: U.S. Department of Labor
Labor Market Info service evolving under new rule

By Nicole Freeman

The Wyoming Workforce Development Council is continuing in its vital task of providing employers and other interested parties with coherent workforce statistics. One of the ways this is possible is through a federal Labor Market Information (LMI) grant. During its third-quarter meeting in Sheridan Aug. 18-19, the council discussed how best to utilize LMI funds in accordance with a new set of rules issued by the U.S. Department of Labor.

One of the biggest changes in the LMI grant is that it is now administered by the Wyoming Department of Workforce Services. U.S. Department of Labor Under Secretary Emily Stover DeRocco has decided that workforce boards across the country will take a supervisory role in the strategy of the grant application and fund allocation, rather than solely advising.

The LMI grant makes available approximately $324,000 this year for researching and disseminating information to statewide customers. In Wyoming, LMI research is conducted by the state Department of Labor.

“We’re thrilled with the amount of private-sector input because it will help us build a truly demand-driven system,” said Kathy Emmons, director of Workforce Services. Council members also reviewed the June 3-4 Governors Summit on Workforce Development in Jackson, an event cosponsored by the council and Workforce Services. The summit drew more than 350 participants from the state’s business, education, government, and economic development sectors. The summit will become a biennial event, with future locations to be determined at a later date.

The council, comprised of 30 volunteers appointed by the governor, represents private and public sector entities as well as state employees and educators.

“The Wyoming Workforce Development Council is scheduled to meet next in Natrona County in November. Council meeting agendas and minutes are posted at www.wyomingworkforce.org.

Business, Employment & Vocational Rehabilitation Services for Wyoming:
meeting the changing demands of Wyoming’s businesses, citizens, and economy

Workforce Services
We link human and economic development for Wyoming’s future.

www.wyomingworkforce.org

Workforce Center Directory

<table>
<thead>
<tr>
<th>Workforce Center</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Alton</td>
<td>350 S. Washington, Alton, WY 83110</td>
<td>307-886-9260</td>
</tr>
<tr>
<td>Casper Workforce Center and Vocational Rehabilitation Office</td>
<td>151 Werner Court Suite 120, Casper, WY 82601</td>
<td>307-234-4591 WC, 307-261-2172 VR</td>
</tr>
<tr>
<td>Cheyenne Workforce Center and Vocational Rehabilitation Office</td>
<td>1510 E. Pershing Blvd, Cheyenne, WY 82001</td>
<td>307-777-3700 WC, 307-777-7384 VR</td>
</tr>
<tr>
<td>Cody Workforce Center</td>
<td>1026 Blackburn Ave. Suite 1, Cody, WY 82414</td>
<td>307-587-4241</td>
</tr>
<tr>
<td>Douglas Workforce Center</td>
<td>126 N. Third. Suites 6 &amp; 7, Douglas, WY 82633</td>
<td>307-358-2147</td>
</tr>
<tr>
<td>Douglas Workforce Center</td>
<td>135 S. Third Street, Douglas, WY 82601</td>
<td>307-358-4688, 866-217-1401</td>
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<tr>
<td>Evanston Workforce Center</td>
<td>98 Independence Drive, Evanston, WY 82931</td>
<td>307-789-9802</td>
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<tr>
<td>Gillette Workforce Center</td>
<td>1901 Energy Court, Suite 230, Gillette, WY 82718</td>
<td>307-682-9313</td>
</tr>
<tr>
<td>Gillette Workforce Center</td>
<td>350 City View Drive Suite 205, Gillette, WY 82718</td>
<td>307-789-2766, 877-473-7258</td>
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<tr>
<td>Jackson Workforce Center and Vocational Rehabilitation Office</td>
<td>155 W. Gill Ave, Jackson, WY 83001</td>
<td>307-733-4091 WC, 307-733-6150 VR</td>
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<tr>
<td>Kemmerer Workforce Center</td>
<td>Kemmerer City Hall, 220 Wyo. Hwy. 233, Kemmerer, WY 83101</td>
<td>307-877-5501</td>
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<tr>
<td>Lander Workforce Center</td>
<td>455 Lincoln St, Lander, WY 82520</td>
<td>307-325-9224</td>
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<td>Lander Vocational Rehabilitation Office</td>
<td>259 Main Street, Lander, WY 82520</td>
<td>307-332-4465</td>
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<tr>
<td>Newcastle Workforce Center</td>
<td>2013 W. Main St. Suite 102, Newcastle, WY 82701</td>
<td>307-746-8690</td>
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<tr>
<td>Rawlins Workforce Center</td>
<td>1703 Edinburgh, Rawlins, WY 82301</td>
<td>307-324-3485</td>
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<tr>
<td>Riverton Workforce Center</td>
<td>422 E. Fremont, Riverton, WY 82301</td>
<td>307-856-2393</td>
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<tr>
<td>Rock Springs Workforce Center</td>
<td>79 Winston Drive Suite 229, Rock Springs, WY 82901</td>
<td>307-382-2747</td>
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<tr>
<td>Sheridan Workforce Center and Vocational Rehabilitation Office</td>
<td>161 S. Gould, Sheridan, WY 82801</td>
<td>307-672-9775 WC, 307-674-6354 VR, 866-423-5989 VR</td>
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<tr>
<td>Torrington Workforce Center</td>
<td>1010 E. “M” Street, Torrington, WY 82240</td>
<td>307-532-4171</td>
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<td>Torrington Workforce Center</td>
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<tr>
<td>Wheatland Workforce Center</td>
<td>906 Maple Street, Wheatland, WY 82201</td>
<td>307-322-4741</td>
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<tr>
<td>Worland Workforce Center</td>
<td>1762 Robertson, Worland, WY 82401</td>
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Find additional satellite offices and information on services for businesses and job seekers at www.wyomingworkforce.org.