

2010



INDIANA  
**WORKFORCE**  
DEVELOPMENT  
AND ITS **WorkOne** CENTERS

**Workforce Investment Act Annual Report  
PY 2010  
July 1, 2010 through June 30, 2011**

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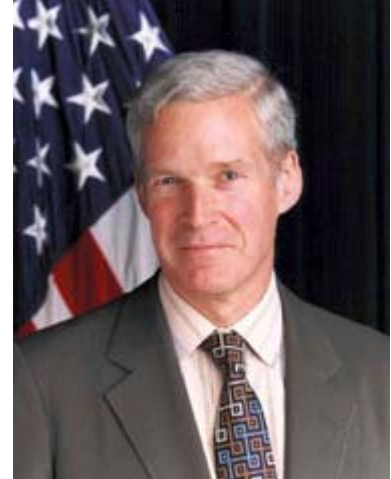
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## ACKNOWLEDGEMENT

### Letter from Commissioner Mark W. Everson

September, 2011

Our current economic climate poses many challenges for Hoosiers, whether it be employers seeking a qualified workforce or unemployed Hoosiers in need of training for a better job. Employers and job seekers alike are discovering that today's job market requires different, new and more specifically-applicable skills. Moreover, job candidates are challenged to demonstrate their readiness for work as employers increasingly seek capable, well-motivated, and well-skilled workers who can add value to their enterprise. The Indiana Department of Workforce Development (DWD), the State Workforce Innovation Council, and our regional partners strive to prepare Indiana's job-seekers to be successful in high-demand and high-skill occupations with innovative programs and initiatives. I would specifically draw your attention to several noteworthy developments.



As a result of a 2011 legislative change, DWD is now the parent agency for Indiana's Adult Education program. DWD is transforming Adult Education by offering clients the opportunity to earn a GED and an occupational certification at the same time. We believe companioning basic-skills and occupational-skills education provides adult learners the reliable, valued credentials they will need to enter a secure job, and provides the foundation they need to pursue post-secondary study.

Likewise, DWD is committed to assisting our veterans return to the workforce. During the 2010 program period, several thousand veterans took advantage of employment and training offerings within the regional workforce-system. Our own Indiana National Guard and the U.S. Army Reserve assisted in this endeavor by hosting a workforce development orientation and job skills presentation for veterans returning from active duty. A DWD veterans-representative was able to stage this event at Camp Atterbury, the designated military mobilization site in southern Indiana.

Indiana's efforts to assist youth in their career development were on prominent display through the Jobs for America's Graduates (JAG) program. Indiana's iteration of JAG's national model helps youth who are at risk for dropping out or who have already dropped out to overcome their personal and academic barriers to graduation and career readiness. JAG has been implemented in 57 high schools and 21 drop-out recovery locations across Indiana and serves nearly 3,000 students. The JAG-Indiana graduation rate for PY 2010 was 88 percent, a rate often twice that of non-JAG participants within the same school.

This is a challenging period both because of consistently high levels of unemployment and continued strain on the budget. We look forward to a continued partnership with the State Workforce Innovation Council and the regional workforce-system in a spirit of continuous improvement and strengthening of our portfolio of programs.

Sincerely,

Mark W. Everson  
Commissioner

## ACRONYMS

- **AE** (Adult Basic Education)
- **ARRA** (American Recovery and Reinvestment Act)
- **ATAA** (Alternative Trade Adjustment Assistance)
- **BOS-WIB** (Balance of State Workforce Investment Board)
- **CAA** (Career Advancement Accounts)
- **CBO** (Community-Based Organizations)
- **CEO** (Chief Elected Official)
- **DNR** (Indiana Department of Natural Resources)
- **IDOE** (Indiana Department of Education)
- **DOC** (Indiana Department of Corrections)
- **DVA** ( Indiana Department of Veterans' Affairs)
- **DVOPS** (Disabled Veteran Outreach Program Specialists)
- **DWD** (Indiana Department of Workforce Development)
- **EGR** (Economic Growth Region)
- **ESL** (English as a Second Language)
- **ETA** (Education and Training Administration)
- **HCTC** (Health Coverage Tax Credit)
- **IBRC** (Indiana Business Research Center)
- **I.C.** (Indiana Code)
- **ICC** (Indiana Career Connect)
- **ICE** (Indiana County Estimates)
- **ICHE** (Indiana Commission on Higher Education)
- **INDOT** (Indiana Department of Transportation)
- **ING** (Indiana National Guard)
- **IPS** (Indianapolis Public Schools)
- **ITA** (Individual Training Account)
- **IWIS** (Indiana Workforce Intelligence System)
- **JAG** (Jobs for America's Graduates)
- **KSA** (Knowledge, skills and abilities)
- **LEO** (Local Elected Official)
- **LIVS** (Leader for the Implementation of Veterans' Services)
- **LMI** (Labor Market Information)
- **LVER** (Local Veterans Employment Representatives)
- **MLS** (Mass Layoff Statistics)
- **MSA** (Metropolitan Statistical Area)
- **NCCER** (National Center for Construction Education and Research)
- **NEG** (National Emergency Grant)
- **OJT** (On-the-Job Training)
- **PY** (Program Year)
- **R&A** (Research and Analysis Department)
- **RO** (Regional Operator)
- **RWB** (Regional Workforce Board)
- **SESP** (The State Energy Sector Partnership)
- **SWIC** (State Workforce Innovation Council)
- **TAA** (Trade Adjustment Assistance)
- **TORQ** (Transferrable Occupational)
- **UI** (Unemployment Insurance)
- **VETS** (Veterans' Employment and Training Service)
- **VR&E** (Vocational Rehabilitation and Employment)
- **VWIP** (The Veterans' Workforce Investment Program)
- **WAG** (Workforce Acceleration Grant)
- **WARN** (Worker Adjustment and Retraining Notification Act)
- **W/P** (Wagner-Peyser)
- **WIA** (Workforce Investment Act of 1998)
- **WIB** (Workforce Investment Board)
- **WSA** (Workforce Service Area)
- **YBI** (YouthBuild Indy)
- **YES** (Youth Employment Services )
- **YHCC** (Young Hoosiers Conservation Corps)
- **YWI** (Youth Works Indy)

## EXECUTIVE SUMMARY

In PY 2010, DWD developed new training tools and resources to meet the needs of Hoosiers and was able to achieve many accomplishments. In this report, you will find information about a number of innovative programs that are helping Hoosiers get the training they need to obtain gainful employment.

The following summarizes the work of the SWIC, BOS-WIB, EmployIndy, WorkOne Centers, and DWD's main programs and statewide initiatives during PY 2010 (July 1, 2010 through June 30, 2011).

### State Workforce Innovation Council

- ❖ Began the restructuring of Indiana's Workforce Investment System;
- ❖ Provided guidance regarding the revision process of the State's Eligible Training Provider List as required by Section 122 of WIA;
- ❖ Increased the funding sources for on-the-job training by approving the use of Rapid Response funding;
- ❖ Oversaw the transfer of administrative oversight of the post-secondary AE program from the IDOE to the DWD;
- ❖ Approved the criteria to be used when businesses seek Rapid Response funding for layoff-aversion incumbent worker training;
- ❖ Approved a revision to the definition of LEO for purposes of establishing WIBs and RWBs;
- ❖ Approved a policy that indicates the SWIC is charged with certifying the membership of WIBs; and BOS-WIB is charged with certifying the membership of RWBs;
- ❖ Approved a policy that begins in PY 2011 that requires all participants to undergo a drug-screening test prior to entering a training-tier activity;
- ❖ Requested from all WIBs and RWBs to submit evaluation reports assessing the workforce investment needs and priorities and outlining service delivery arrangements for PY 2011;
- ❖ Approved a policy that permits a local WIB to request approval from the Governor for the consolidation of its statutory governance functions;
- ❖ Approved a new WorkOne Customer Flow Policy; and
- ❖ Approved Modification 6 to the State Workforce Plan and the 2010 allocations to the two WIBs.

### Balance of State Workforce Investment Board

In response to requests submitted by LEOs, the SWIC approved the designation of new workforce service areas, allowing greater control of service delivery and other board functions, and more local accountability for those deliverables. Beginning in PY 2011, there will be eight WSAs: seven EGRs (1,2,3,4, 6, 7 and 10) will become WSAs; and the remaining four (5, 8, 9, 11) would combine to become the new balance of state WSA. The Marion county WSA remains unchanged. The SWIC further determined that each region's county configuration would remain the same; labor force statistics and data have not changed since regions were first established.

Subsequently, the following activities occurred:

- DWD would no longer serve as staff to the BOS-WIB; a new Executive Director was hired.
- Membership requirements for each RWB will be submitted to DWD for certification. The membership was revised to reflect the economic activity of the newly formed WSA.
- Regional local plans will be submitted to the BOS-WIB for approval and, subsequently, forwarded to the SWIC for final approval. (The regional local plans will be combined into the local workforce investment plan for the BOS WIB).
- By-Laws have been revised to include the new Conflict of Interest language passed by the Indiana General Assembly.

**Employ Indy**

During PY 2010, EmployIndy, formerly IPIC, the WIB for Marion County, accomplished the following:

- ❖ Expanded workforce development services in Marion County by connecting Community Based Organizations (CBOs), neighborhood-level programs and the WorkOne Centers.
- ❖ Implemented a mobile WorkOne model where members of the mobile team were able to travel to CBOs, job fairs, rapid response events and other EmployIndy programs with laptops and other resources. During PY 2010, the mobile unit participated in 56 outreach events.
- ❖ Helped dislocated executive-level workers through a series of “E4 – Engage, Empower, Erich and Employ” workshops.
- ❖ Provided customized Vet-to-Vet forums, which provided veterans with an adequate medium to discuss issues and challenges faced reentering the civilian workforce.
- ❖ Provided Youth Services:
  - Youth Build;
  - YouthWorks Indy;
  - YouthWorks Indy Year-Round;
  - Jobs for America’s Graduates;
  - Youth Employment Services; and
  - Apollo 13: Re-entry for Success.
- ❖ Implemented Industry Sector Initiatives:
  - PriorITize;
  - Healthcare Careers Initiative; and
  - STEMWorks Initiative.

**WorkOne Centers and Express Offices**

During PY 2010, WorkOne Centers and Express Offices accomplished the following:

- ❖ Regions 1, 2, 3, 4, 6, 7 and 10 transitioned to WIB structures beginning in PY 2011;
- ❖ Six WorkOne Centers were redesigned to offer a more open format and greater access to services;
- ❖ WorkOne staff began an 18 month series of professional development training aimed at improving case management and academic career advisory skills;
- ❖ WorkOne centers added adult education services to the list of services it offers, which has brought about some key changes in staffing levels and customer service; and
- ❖ Provided clients with an all-inclusive resource guide for unemployed Hoosiers, which is available at WorkOne Centers around the state.

**DWD’s Programs and State-Wide Initiatives**

During PY 2010, DWD managed the following:

- ❖ Grants:
  - Grants: Career Advancement Accounts (CAA), Driving Change, National emergency Grants (NEGs), State Energy Sector Partnership (SESP), Veterans Workforce Investment, and Workforce Acceleration Grant (WAG);



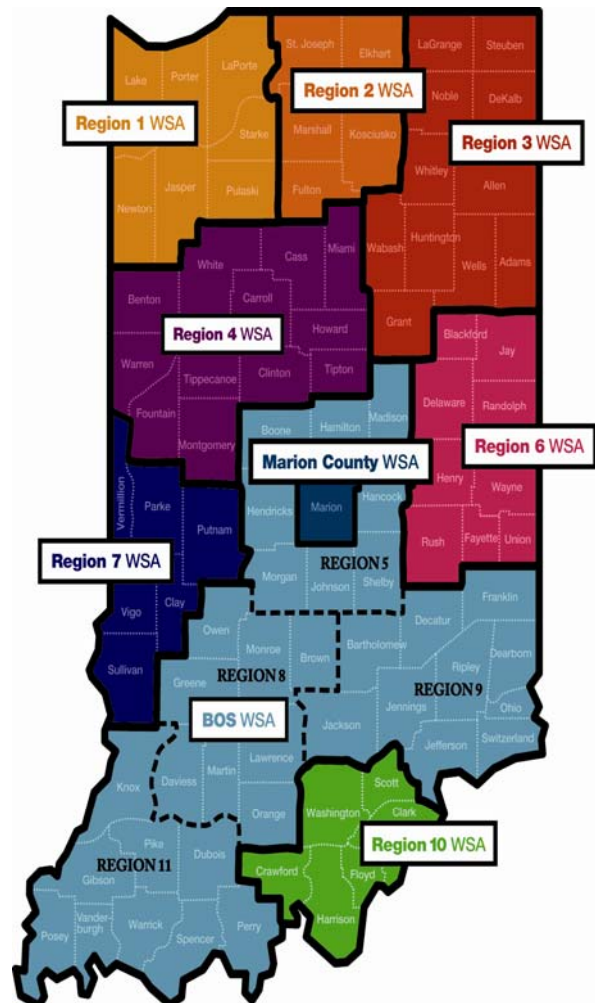
- ❖ Programs and services:
  - Veterans’ Programs: Vocational Rehabilitation and Employment (VR&E), Leader for the Implementation of Veterans’ Services (LIVS), Operation Hire a Hoosier Veteran;
  - Trade Adjustment Assistance (TAA), Alternative Trade Adjustment Assistance (ATAA), Health Coverage Tax Credit (HCTC), and dislocated worker services; and
  - Youth Services: Young Hoosiers Conservation Corps (YHCC) and Jobs for America’s Graduates (JAG).
  
- ❖ State-wide Initiatives:
  - MindLeaders;
  - IndianaCareerconnect.com;
  - TrackOne Case Management System;
  - INtraining; and
  - Research & Analysis Tools.

**MAP OF INDIANA ECONOMIC GROWTH REGIONS**

PY 2010



PY 2011





## SUMMARIES

### State Workforce Innovation Council and Balance of State

The State Workforce Innovation Council (SWIC) is the state board for Indiana's workforce investment system and serves the functions prescribed in WIA. Indiana's state board reviews the services and use of funds and resources under applicable federal programs and advises the governor on methods of coordinating these functions consistent with the laws and regulations governing the applicable federal programs. The Governor appoints members to the council for two-year terms, which are staggered so that terms of half of the members expire each year.

Until July 1, 2011, Indiana's structure had two WIBs: the Balance of State Workforce Investment Board (BOS-WIB) serving the 91 counties, which were divided into 11 Economic Growth Regions (EGRs); and EmployIndy, the Marion County WIB serving Marion County. The SWIC oversaw these two local boards, acting in its capacity as the State Board.

On February 19, 2010, Governor Mitch Daniels received a letter from Assistant Secretary of Labor, Jane Oates, which contained notification that USDOL-ETA did not intend to renew Indiana's waiver request, which since 2006, had allowed the SWIC to serve as both State WIB and as the local WIB for the BOS WSA. This notification required the State to review its workforce investment governance structure and to modify its State Plan to reflect that the SWIC would no longer serve in both capacities beyond June 30, 2010.

In response to requests submitted by LEOs, the SWIC approved designating new workforce areas allowing greater control of service delivery and other board functions, and more local accountability for those deliverables. Beginning in PY 2011, there will be eight WSAs: seven EGRs (1,2,3,4, 6, 7 and 10) will become WSAs; and the remaining four (5, 8, 9, 11) would combine to become the new balance of state WSA. The Marion county WSA remains unchanged. The SWIC further determined that each region's county configuration would remain the same; labor force statistics and data have not changed since regions were first established.

Subsequently, the following activities occurred:

- DWD would no longer serve as staff to the BOS-WIB; a new Executive Director was hired.
- Membership requirements for each RWB will be submitted to DWD for certification. The membership was revised to reflect the economic activity of the newly formed WSA.
- Regional local plans will be submitted to the BOS-WIB for approval and, subsequently, forwarded to the SWIC for final approval. (The regional local plans will be combined into the local workforce investment plan for the BOS WIB).
- By-Laws have been revised to include the new Conflict of Interest language passed by the Indiana General Assembly.

The State Board and the SWIC as the BOS-WIB achieved the following during PY 2010:

#### ❖ **Revising the State's Eligible Training Provider List Required by Section 122 of the WIA**

The SWIC provided guidance on the initial and subsequent application processes for the determination of eligible training providers and programs as appropriate for inclusion on the statewide eligible training provider list. This was done to eliminate duplication and provide uniformity in the provider information gathered for the list. Indiana's revised list is named INTraining and can be located at <https://solutions.dwd.in.gov/INTraining/index.htm>.

**❖ Providing On-the-Job-Training Using Rapid Response Funding**

WIA Title IB Adult, Dislocated Worker and Youth formula allocations are allowable funding sources for OJT. The SWIC increased the funding sources for OJT by approving the use of Rapid Response funding, providing grants to each region to provide OJT to eligible dislocated workers.

**❖ Adult Education Services**

With the unanimous passage of Public Law 7-2011, DWD became the eligible agency for adult education, effective April 1, 2011. For PY 2011, DWD will receive approximately \$10.16 million in Adult Education and Family Literacy Act (WIA Title II) funding and \$12.6 million in state funding toward the adult education program. Adult education will be implemented through a regional delivery model that mirrors the regions and focus specifically on increasing access for participants.

**❖ Using Rapid Response Funds for Incumbent Worker Training for Layoff Aversion**

The SWIC approved the criteria to be used when businesses seek Rapid Response funding for layoff aversion incumbent worker training. The criteria follow the guidance provided by the USDOL that Rapid Response funding may only be used to provide training to incumbent workers for purposes of averting a layoff and only if the state has an approved waiver. Indiana had a waiver to use 20 percent of its Rapid Response funds to provide incumbent worker training.

**❖ Definition of Local Elected Official Revised**

The SWIC approved a revision to the definition of Local Elected Official (LEO) for purposes of establishing WIBs. LEOs of incorporated towns with a population exceeding 5,000 were included as well as incorporated cities with a population exceeding 5,000.

**❖ WIB/RWB Membership Criteria**

In PY 2010, the SWIC approved a policy providing the process for requesting WIB and RWB certification. All certifications will be completed, minimally, on an annual basis. Information required for membership certification of each WIB, including the BOS-WIB, is due August 31 of each year, and periodically upon request by DWD staff. The SWIC will certify the memberships of all WIBs at the fall 2011 SWIC meeting.

**❖ Mandatory Drug Screening for WIA Training Participants**

The SWIC approved a policy, effective PY 2011, that requires all participants to undergo a drug screening test prior to entering a training-level activity. The purpose of the policy is to provide guidance to local WIBs and their operators regarding mandatory drug screening for WIA training-level participants.

**❖ Local/Regional Workforce Investment Plan Requirements**

The SWIC issued guidance requiring all WIBs and Regional Workforce Boards (RWBs) to submit a local plan evaluating workforce investment needs and priorities, as well as a plan for service delivery during PY 2011. The local plans were submitted in the spring 2011 and interim approval was provided from July 1, 2011 through September 30, 2011. Due to reductions in PY 2011 WIA allotments, the SWIC requested the local boards adjust plans for service delivery. The revised local workforce investment plans were approved at the fall 2011 SWIC meeting.

❖ **One Stop Operator Designation Policy/Consolidating WIA Governance Functions**

The SWIC approved a policy that permitted a local WIB to request approval from the Governor for the consolidation of its statutory functions. Also included is that the Chief Elected Official (CEO) may designate an entity to serve as the local fiscal agent. The SWIC recommended approval to the Governor of this action for three WIBs.

❖ **New WorkOne Customer-Flow Policy Model**

Effective PY 2010, the State implemented a revised WorkOne customer-flow model, which focused on providing WorkOne customers with access to a wide range of services that will enable them to attain employment. This new customer-flow policy ensures that all individuals who are identified or who self-attest as needing more-focused assistance will have access to in-depth services, including academic and career counseling, to assist them in attaining employment. Concurrently, the policy reduces staff time required for client enrollment by differentiating levels of enrollment based on participant need.

❖ **Miscellaneous Approvals**

During PY 2010, the SWIC approved Modification 6 to the State Workforce Plan and the 2010 allocations to the two WIBs to comply with the directives contained in the USDOL's Training and Employment Guidance Letters No. 7-08 and 14-08. DWD has prepared a Modification to Strategic Workforce Investment Plan for the Title I WIA and W/P, which covered year five of the Strategic Five-Year State Planning cycle.

## EmployIndy: The WIB for Marion County

EmployIndy, formerly the Indianapolis Private Industry Council, saw many positive outcomes in PY 2010. The WorkOne service delivery model implemented in 2009 continued to be effective. During PY 2010, EmployIndy tailored its service delivery model to meet the State's customer workflow policy and continued work on refining real-time performance metrics and staff knowledge and certifications.

### Specialized Services and Outreach

#### ❖ Community Based Organizations

EmployIndy expanded workforce development services in Marion County by connecting CBOs, neighborhood-level programs and the WorkOne Centers. These localized neighborhood organizations provide resources to hard-to-serve populations that may not be aware of WorkOne services. In PY 2010, EmployIndy strategically deployed approximately \$500,000 in Community Development Block Grant funds to seven community organizations to bring coordinated employment services closer to those in need. In addition, EmployIndy partnered with numerous other CBOs to provide services.

#### ❖ Mobile Team

EmployIndy implemented a mobile WorkOne model. Members of the mobile team were able to travel to CBOs, job fairs, rapid response events and other EmployIndy programs with laptops and other resources. During PY 2010, the mobile unit participated in 56 outreach events. This initiative was well received and EmployIndy has been scheduled to average 70 or more events each month during PY 2011.

#### ❖ E4 – Engage, Empower, Erich and Employ

Engage, Empower, Erich and Employ (E4) helped dislocated executive-level workers through workshops and networking opportunities. Candidates received guidance from career advisors, attended relevant workshops, such as personal branding and resume development, were eligible for additional training programs, and had access to a network of other executive-level job seekers. Weekly networking meetings created a positive forum for developing job search goals, reporting progress, and sharing tips for success. More than 40 percent of participants found work within three months of beginning the program.

#### ❖ Vet-to-Vet

The Vet-to-Vet Job Club was initiated during the second half of PY 2010. Vet-to-Vet is a networking group that provides a forum whereby veterans could discuss issues and challenges faced when reentering the civilian workforce.

## Youth Services

### ❖ Youth Build

Youth Build Indy (YBI) is a USDOL-funded initiative that provides intensive, long-term education, job readiness and construction skills training to low-income 18-24 year olds who had not completed high school.

Program activities for the third YBI cohort concluded in December 2010. During the program cycle, trainees rotated between a classroom site where intensive GED, job readiness, leadership development and community service activities were conducted. In addition, trainees performed supervised construction rehabilitation work on an abandoned home that would be sold to a low-income family.

EmployIndy began its fourth YBI training cycle with a new 34 person cohort in March 2011. This group is scheduled to complete the program in December, 2011. In PY 2010, the following outcomes were achieved: 25 students obtained GEDs, two credit recovery high school diplomas were received, 26 NCCER certifications, five post-secondary placements, and 23 job placements were obtained. Those who did not earn a GED will continue working with GED instructors until scheduled for testing or re-testing. To date, 109 participants have completed the program.

One of the highlights of the year was a visit by Indianapolis Mayor Gregory A. Ballard and Congressman Andre Carson, who helped commemorate the start of construction activities for the 2010 cycle.

### ❖ YouthWorks Indy

Now in its third year, YWI was a summer enrichment program for Indianapolis youth and young adults ages 16-24 that combined education, work readiness and work experience opportunities. EmployIndy managed the \$1.0 million program using federal stimulus, workforce investment youth and governor's discretionary funds.

YWI created opportunities that provide participants with a paycheck while offering on-the-job training and instructional classes. The program helped close education gaps that could become barriers to future job and college options for youth. Youth participants received an hourly wage for work and a stipend to attend classes which covered transportation and meals. Locally, 19 employers partnered with EmployIndy to offer work assignments at 40 work sites.

This year, the program served 200 youth: 170 enrolled in high school or the medical industry program and 30 out-of-school youth prepared for a career in information technology. Of those enrolled, 87 percent completed the program.

- The out-of-school IT industry program served 30 youth through IA Services, where participants attended education classes which resulted in an A+ and/or Printer Copier Maintenance certification. Further, participants received one week of work readiness skill building and on-the-job work experience in IT positions.
- The in-school medical industry program served 50 youth through the Metropolitan Indianapolis Central Indiana Area Health Education Center, where participants attended education sessions resulting in HIPPA (Health Insurance Portability and Accountability Act) and/or CPR (Cardio-Pulmonary Resuscitation) certification, received one week of work readiness, and several weeks of on-the-job work experience in healthcare positions.

- The in-school credit recovery programs served 120 youth through Indianapolis Public Schools and the Indianapolis Metropolitan High School, where participants received high school credits while taking education classes, one week of work readiness, and three weeks of on-the-job work experience.

❖ **YouthWorks Indy Year-Round**

YouthWorks Indy Year-Round was a spin-off program from the YouthWorks Indy 2010 summer enrichment program. YWI built upon the success of YWI 2010 by designing this year-round program specifically for out-of-school youth. The program provides GED remediation, work experience and work readiness training. The primary objectives included assisting young adults in obtaining a GED and preparing them for meaningful employment.

During PY 2010, 121 youth were enrolled in the program through five cohorts of 25 to 30. As of June 30, 37 earned a GED (others are scheduled to take the GED test in July); 66 have increased two or more grade levels on post tests; 49 completed work readiness training; 42 had a paid work experience; and 9 had a job or post-secondary education placement.

❖ **Jobs for America’s Graduates**

The Jobs for America’s Graduates (JAG) program provides high school students who possess significant barriers to academic and career success dropout-prevention strategies, job-readiness training, work experience, paid internships, part-time jobs, occupational skills training, leadership development, mentoring, placement in jobs or post-secondary education, and follow-up for 12 months after graduation. EmployIndy provides 12 JAG classrooms in Marion County for both Juniors and Seniors. Classes were conducted at the following : Arlington (IPS), Arsenal Tech (IPS), Ben Davis, Decatur Central, George Washington (IPS), Indy Metropolitan, Manual (IPS) and Northwest (IPS) High Schools, and the Decatur Enrichment Center.

Marion County JAG participants and educators have earned numerous national awards. The graduation rate for the JAG Class of 2010 was 90.79 percent surpassing the JAG standard of 90 percent. This is after one year of follow-up contact after graduation. The JAG Class of 2011 is well on its way of surpassing last year’s class success by already achieving more than 80 percent success rate on elements for graduation with another year of follow-up to raise the graduation rate. Arsenal High School had a 52% graduation rate, but JAG students at that same high school graduated at 97%.

❖ **Youth Employment Services**

Youth Employment Services (YES) provides youth with significant social barriers an access to flexible vouchers to provide temporary support or pay for education and training. EmployIndy was awarded a \$2.3 million two-year grant from the Lilly Endowment in 2009 to continue YES.

During PY 2010, YES served 446 individuals with employment and post-secondary education assistance. Through this assistance, 153 earned a GED, 128 completed short-term training and earned an industry-recognized certification, and 272 secured job or post-secondary placement. As part of the program, YES invested more than \$315,000 in barrier-busting vouchers (cash assistance) through the issuance of more than 2,134 vouchers to 418 program participants. Vouchers helped participants temporarily cover living expenses, such as the cost of transportation or childcare, which may have keep some from finding and retaining employment.



The Lilly Endowment began investing in EmployIndy's program in 2003 and since that time, more than \$9 million has been granted to serve over 3,300 unemployed youth in Indianapolis. Since Lilly Endowment's investment in 2009, the program has enabled EmployIndy to secure more than \$13 million to enhance community workforce development and industry-sector specific workforce development initiatives.

During the PY 2010, five CBOs were awarded performance-based contracts for employment assistance and training programs. These organizations also received funds to address barriers that have kept youth from fully participating in YES. Performance-based contracts were designed to deliver outcomes such as attainment of industry-recognized certification, job placements, and job retentions at 60 days, 180 days, and 365 days. An additional six CBOs were awarded YES contracts with voucher funding and technical assistance to complement existing employment programs in their organizations.

#### ❖ **Apollo 13: Re-entry for Success**

Apollo 13: Re-Entry Success provided short-term, intensive services to ex-offenders in preparation of obtaining employment. EmployIndy was awarded one of four USDOL "Beneficiary Choice" demonstration grants in 2007 to help qualifying 18-29 year old Marion County residents who were returning to the community following a term of incarceration. After two no-cost program extensions, the grant which was originally scheduled to end December 31, 2009, served its last participant on June 30, 2011.

A total of 643 participants were served by this program. Of this total, 597 received workforce preparation; 317 had an initial job placement; 111 had a job re-placement; 17 obtained a GED; 14 obtained an industry-recognized certificate; 26 enrolled in post-secondary education programs; and 12 enrolled in vocational/occupational training. The overall recidivism rate for the Apollo program was 15 percent; 52 participants were re-arrested for parole violation or committing a new crime and 35 were re-incarcerated. .

### **Industry Sector Initiatives**

#### ❖ **PriorITize**

In 2010 EmployIndy was awarded \$2.9 million through a USDOL grant to fund PriorITize, an IT training program. This pipeline initiative focuses on strengthening the labor pool by providing training to unemployed, underemployed, dislocated and incumbent workers in the IT and electronic systems industries in Marion County and the surrounding counties. Participants were required to meet WIA eligibility requirements and were screened for IT interest and aptitude.

This year two cohorts began its associate's degree program in Computer Information Technology and Health Information Technology. Participants will complete the program in the Spring of 2013. The first Electronic Systems Technician cohort completed training during PY 2010. More than 85 percent earned an industry-recognized credential upon completion of training.

#### ❖ **Healthcare Careers Initiative**

Healthcare career Initiative (HCCI), funded by a \$4.8 million USDOL grant, focuses on building and improving careers in the healthcare industry. Training programs were designed with feedback from partner training providers, employers and workforce development specialists. The grant focuses on issues such as capacity, work force supply and demand, career awareness and counseling. Partnerships include the University of Indianapolis, Ivy Tech Community

College, J. Everett Light Career Center, Walker Career Center, Clarian, Wishard, and Community Hospitals. To ensure the greatest return on investment from its training dollars, EmployIndy strove to maximize the outcomes of training dollars by working with customers to determine the best and most appropriate career and training pathways based on interests, experiences and goals.

In PY 2010, 307 participants were served under HCCI and more than 160 entered training. Seventy participants completed training and earned credentials and approximately 90 percent were placed into employment.

#### ❖ **STEMWorks Initiative**

In PY 2010, EmployIndy was completing its third year of the USDOL STEMWorks grant. The grant was intended to increase awareness of and training in STEM (science, technology, engineering and math) occupations in central Indiana. EmployIndy partnered with Economic Development Region 5 and Purdue University on the IUPUI campus. The grant is used to provide four basic services: service to 100 Indiana youth (scholars), services to 200 dislocated workers, delivery of three core STEM products (a self-service tool, a website and a series of kiosks in WorkOne Centers), and service delivery by a sector-specific case management team. Through the third year of the STEMWorks grant, EmployIndy had provided services to 62 scholars and 195 dislocated workers. Additionally, during year three, the kiosks were completed and installed in WorkOne Centers and other community locations, the website (<http://www.stemworksindiana.org>) was completed and launched, and the self-service tool, a STEM blue print, was published on the website.

## STATEWIDE INITIATIVES AND OVERVIEWS

### Transforming Adult Education

With the unanimous passage of Public Law 7-2011, , effective April 1, 2011, DWD became the eligible agency for adult education (AE). For PY 2011, DWD will receive approximately \$10.16 million in AEFLA (WIA Title II) funding and \$12.6 million in state funding toward the AE program. AE will be implemented through a regional delivery model that mirrors the regions and focus specifically on increasing access for participants.

Developing a multifaceted approach toward AE is essential to addressing the current state of unemployment, underemployment, and the under-skilled nature of Indiana's workforce. According to a study in 2009 by the Indiana Chamber of Commerce, 500,000 workers, or 16 percent, lack a high school diploma or GED. Thirty-three percent of workers between the ages of 25 and 64 have a high school diploma but no post-secondary education/experience. (Source: IBRC, 2010). And yet, according to a Georgetown University study, Indiana's employment needs by 2018 reflect that 55 percent of jobs will require a post-secondary education.

Indiana's efforts to educate the adult workforce are distinctive in the country because they entail a multifaceted approach with carefully defined strategic initiatives that are being developed and delivered in collaboration with multiple partners. These initiatives include intensive academic and career counseling through WorkOne Centers, statewide assessment instruments for determining education attainment (Tests for Adult Basic Education), career exploration (Indiana Career Explorer), curriculum development and instruction for AE and ESL students, and the development of career certification programs. While adults may earn a GED, the preferred goal is to earn a basic skills and occupational skills certification. This certification will include competency in an occupational skill plus English and Math skill comprehension. Further, the individual could begin a career pathway to continue their education and training goals.

### MindLeaders

In DWD's customer driven model, its promise is to give every participant an opportunity to develop and improve their skills. MindLeaders business subscription (covering over 740 topics ranging from basic computer skills to advanced business skills) a new state-of-the-art training product was introduced into WorkOne Centers in July 2008. MindLeaders, an individual, performance improvement, self-paced e-learning tool, has been in business for 30 years with a clientele of over 2,500 organizations in the commercial, government, and education sectors in more than 30 countries. MindLeaders course training can also be used in a traditional classroom setting if all participants have been issued a license.

After customers register in a WorkOne Center and receive a short assessment, the customers find out about gaps in their skill levels. Customers may qualify for a one-year MindLeaders business and technical license which gives them 24-hour access to 740 online courses to enhance their skills. The MindLeaders site is dynamic and customers can fit their specific training needs with their schedule.

In an effort to reach more customers and to assist with improvement of skills sets, the state marketed the MindLeaders licenses on DWD's web site to Hoosiers and not-for-profit and government agencies. Since July 2008, the state has issued 37,543 licenses: 6,894 were issued licenses from the web site (4,623 individuals and 2,271 were government and not-for-profit licenses), and 30,649 licenses were issued through WorkOne Centers. The license includes video courses, pre- and post-skill assessment, an index for quick reference, and technical support. Job seekers have their own transcript showing the courses they have taken and the degree of mastery. MindLeaders releases new courses quarterly, which allows customers to select the courses that best aligns with their career interests. MindLeaders provides

a tracking system based on individual workers, locations and regions. This tracking system assists the State in managing usage and license supply.

### **IndianaCareerconnect.com**

On July 1, 2008, DWD launched IndianaCareerConnect.com (ICC); as the state's official labor exchange system that connects job seekers and employers.

During PY 2010, the site topped 1.7 million users and averaged 28 million page views per month. In addition, 427,552 resumes were added to the system between January 3, 2010 and July 31, 2011. Further, over 9,315 new employers have registered on the site and WorkOne staff provided 13,580,364 employer services to new and existing employers. ICC currently features more than 47,222 open positions in Indiana. ICC is linked to both the TrackOne Case Management System and UpLink (the state's UI system) through the use of Enterprise Service Bus (EBS) technology. This technology allows the electronic communication between these three vital systems. The three systems share new and updated participant registration information.

### **TrackOne Case Management System**

The TrackOne Case Management System supports Indiana's full integration of workforce investment programs, services and eligibility determination processes for WIA, TAA, W/P and VETS programs. Also, TrackOne supports all federal and state eligibility-based workforce programs as well as local programs regardless of the funding source.

### **INTraining -Eligible Training Provider Redesign**

INTraining, which was developed in PY 2009 and officially launched in December of 2010, provides a centralized source for providers to submit training programs. Gone are the days of several different regional applications and extended turnaround times. As of July 2011, more than 2,380 programs had been submitted and approximately 1,950 programs have been approved and posted to INTraining.

As the new system moves forward, additional features of the website will be rolled out. The first of which will be a more user-friendly search feature. Individuals looking for occupational training can now search for programs on their own and compare the various providers. A search can be conducted by location, provider or career classification to find the training program that is most appropriate. Since the roll out of the search feature almost 25,000 visits have been made to the INTraining site. According to Michelle Houze, WIA Case Manager, in the Lawrenceburg WorkOne Center, "INTraining is user friendly, and provides more than adequate information, which allows case managers to be able to better advise and serve our clientele." Additionally, all training programs display occupational information to help inform users of income and job placement potential, so they can select the best program.

The next phase which rolled out in August 2011 will allow for an automated approval process and allow service providers to update their programs as needed, a process that was previously not possible, and during the early stages of the new system could only be accomplished through a complicated programming process. Additionally, a resource page has been developed to assist individuals in finding the right training provider, financial planning, career exploration and skills upgrading. With the automated approval process, program providers should see turnaround time significantly decrease. Future phases will focus on subsequent eligibility and submitting student data online.

## Research and Analysis

In PY 2010, Indiana was affected by many of the same national and global challenges as the previous two years. Tightening labor markets and budgets, both in the public and private sectors, placed increased emphasis on the need for continued workforce education and adaptability. Still maintaining its position as a leader in fiscal discipline, Indiana strove to increase the scope and the utility of their workforce information and tools to better identify and help meet the needs of local businesses with their strategic planning, as well as to help ensure the provision of an appropriate, integrated model of service for employers, their employees and job seekers.

In PY 2010, DWD's Research and Analysis Department (R&A) continued to work closely with WIBS, One-stop operators, economic developers, education and training institutions, business groups and administrative office staff to help them in having and maintaining a strong understanding of the current labor market and expected areas of growth. Short and long-term occupational projections, staffing pattern analyses, supply and demand analyses, wage and benefits data, local level impact analysis and local Mass Layoff Statistics (MLS) were all provided and made readily accessible, most via the internet. R&A further assisted these and other stakeholders with grant proposals and business attraction efforts by first determining regional workforce strengths, identifying weaknesses and opportunities and then by describing current workforce characteristics. This information as well as identifying skill gaps and conducting transferability analyses were all made possible through the fuller utilization of Indiana Workforce Intelligence System (IWIS), the ICC database, Wanted Analytics and the Strategic Advantage and TORQ software. Regional analysts provided training and presentations for workforce staff to enhance their usage of the tools available to them for career guidance and resources referral for both the employer and the job seeker. Periodic regional Labor Market reviews, Wage & Occupation reports, Job Postings and Starting Wages Reports and an Up-One-Level Report were regularly distributed and all were published on the State's *Hoosiers by the Numbers* website. In addition, analysts continued to be a resource for requested customized reports based on employers' specific needs including Rapid Response events in which workforce re-development and training plan assistance was provided.

### Research Information Technology Systems

#### ❖ Indiana Career Connect

Indiana's job-matching system permits flexible and immediate analysis of the applicant pool available for business attraction and expansion efforts. To help close a significant gap in unemployment insurance claimant data information, ICC is utilized as a cross-referencing database.

#### ❖ Indiana County Estimates

This system is designed to generate monthly labor estimates at the county level. These estimates are comparable in scope to the statewide and Metropolitan Statistical Area (MSA) estimates produced by the Current Employment Statistics program.

#### ❖ Indiana Workforce Intelligence System

IWIS system permits robust, flexible and speedy mining of the administrative data collected by the DWD, such as employer, claimant and wage records. This research database reflects a cooperative effort between DWD and the IBRC of Indiana University. Through data-sharing agreements with the ICHE and the IDOE, IWIS serves as a continued bridge in connecting detailed training records for students at the State's public colleges and universities with subsequent employment, examining outcomes for unemployed workers who pursue additional training. AE and student data from Indiana's public high schools provide additional breadth and depth to the training and employment connections. Explicit safeguards protect individual records and focuses on aggregated data and

trends of movement into, through and out of the workforce and education systems, while also providing the opportunity through its user interface to provide many customizable reports.

#### ❖ **TORQ Software from Workforce Associates**

TORQ, from Workforce Associates, Inc., is web-based. This software leverages the vast amount of detailed data on knowledge, skills, and abilities (KSAs) required for successful performance for each of the occupations included in the O\*Net database. TORQ analyzes the overlaps and gaps between the KSAs of two occupations and develops an indexed Grand TORQ, as well as component measures, representing the alignment of skill sets between the occupations. TORQ analysis is used to suggest promotional opportunities or alternate career choices for current or dislocated workers, or expand to the potential labor pool for potential employers by identifying additional labor available with small to moderate training investments. As staff members have gained experience with the software, the team has been able to customize outputs into more user-friendly formats for use at Rapid Response events as well as provide possible re-employment options for the unemployed.

#### ❖ **Strategic Advantage/Job Coach**

The Strategic Advantage/Job Coach is another LMI software application that allows analysts to customize report templates. The reports profile a given region's employment, unemployment, industry mix, projected growth and demographics. The Job Coach section of the software permits comparisons across occupations similar to the TORQ software discussed above. R&A staff utilizes both tools to evaluate the strengths and limitations of both products in single occupation development, re-development, business attraction and the identification of career shortages within given regions.

#### ❖ **Wanted Analytics**

This tool allows greatly-enhanced data mining of the Conference Board's Help Wanted On-Line (HWOL) data series. This data source is utilized to help inform monthly briefings provided to DWD's Commissioner and Lead Team regarding current job-posting activity by occupation and industry – apart from postings created through the agency's job-matching system. In addition, as an indicator of *current* demand, job posting counts by occupation were included as a component in the identification of the Hoosier Hot 50 occupations.

#### ❖ **Hoosiers by the Numbers**

DWD continues to maintain its LMI website, *Hoosiers by the Numbers*, located at <http://www.hoosierdata.in.gov>. This site is re-designed around a topic menu to improve navigation and reduce redundancy. Datasets and publications are updated on a regular basis per a release schedule. Customer feedback indicated that clients preferred electronic or Internet availability of LMI products, and all publications and data are made available in a wide variety of formats (i.e., Excel, PDF, Word, etc.). Users are able to download data into their format of choice. The website is hosted, maintained and enhanced by the Indiana Business Research Center (IBRC) of Indiana University, which assists in populating some of the non-core datasets and provides links to other data series of interest maintained on their STATS Indiana website. Several tools have been added to allow users to aggregate counties' employment, unemployment, etc, into a custom region that meets their specifications. A committee has been created at the request of DWD's Commissioner to re-examine the interface and make modifications to ensure that the information is displayed in a user-friendly format.



## WorkOne Centers and Express Offices

Indiana's 11 regions and Marion County have at least one full service WorkOne Center and several WorkOne Express offices (one-stop offices); all are designed to meet the needs of customers through unemployment and re-employment service, which are funded through UI, WIA, W/P and other funding sources. During PY 2010, 3,762 employers and 445,508 customers were served through multiple funding streams at WorkOne Center. Efforts continued to focus on implementing an integrated service delivery model designed to ensure that customers received uniform, efficient and high-quality service regardless of funding stream at all WorkOne Centers. Indiana's integration strategy resulted in the creation of a shared customer pool and substantial co-enrollment in its one-stop system. The foundation of the State's integration efforts is the Customer's Bill of Rights. Indiana recognizes that customers have the right to:

- Know their skills;
- Improve their skills; and
- Find the best job that matches their skills.

Though each RWB and EmployIndy are responsible for their own service delivery, the state established minimum standards for a demand-driven, skills-based, integrated service delivery model to establish consistency throughout the state. WorkOne staff "cross function" in their capacities so clients learn about all WorkOne services from a staff person, rather than a staff person who only represents a single program. WorkOne Center are integrated into functional units and not separated by program or funding stream.

### ❖ **WorkOne Regions 1,2,3,4,6,7 and 10 Move to WIB Structure**

During PY 2010, regions 1, 2, 3, 4, 6, 7 and 10 decided to transition to WIB structures beginning in PY 2011. These regional areas believed the new structure will both streamline operations and boost efficiency while welcoming additional members from the business community. The new structure allows additional business professionals to join the board and provide different types of insights. The change in membership will help the WIB gauge what business' needs are in the area of employee skill-development and the skills that are needed to fill current and future job openings.

### ❖ **WorkOne Centers Redesigned to Improve Customer Service**

In PY 2010, six WorkOne Centers were redesigned to offer a more open format and greater access to services. The renovated centers include Evansville, Hammond, New Albany, Richmond, Muncie and the New Castle express location. The new layout emphasizes an open and inviting arrangement that is more comfortable and conducive to assisting customers. This project is part of the comprehensive approach WorkOne Centers are taking to assist Hoosier job-seekers. The initiative helps clients gain a better understanding of skills needed for today's job market, while learning about the resources available at WorkOne Centers to assist them in enhancing and updating their skills.

### ❖ **WorkOne Staff Professional Development Training**

In PY 2010, WorkOne staff began an 18 month series of professional development training aimed at improving case management and academic/career advisory skills; 900 individuals have participated in the training. The training allows WorkOne staff to be a highly professionalized group able to provide the highest level of service to all WorkOne clients. In the future, training will include a focus on business-service delivery.

❖ **New WorkOne Integration and Flow Policy**

The addition of AE services to the WorkOne repertoire has encompassed various key changes in staffing levels and customer service procedures for all WorkOne Centers. In anticipation of welcoming new clientele as DWD has assumed the lead in delivering AE services to Hoosiers, a new WorkOne Integration and Customer-Flow Policy has been adopted to direct client traffic and customer assistance and to improve performance. The new structure places a strong emphasis on one-on-one client case-management counseling and academic career counseling.

Further improving customer flow and client assistance, 30 highly skilled and educated individuals who specialize in adult learning advisement have been hired and are based in WorkOne Centers. As employers have also utilized WorkOne services in higher numbers recently, these new customer service procedures will aid in the success of all clients visiting WorkOne Centers. As a testament to the success of a smoother, customer-oriented approach, recently Honda in Greensburg announced a mass hiring event and looked to WorkOne Center for assistance. The local WorkOne Center gladly kept the doors open past normal business hours to assist with worker screening.

❖ **Unemployment Resource Guide**

DWD provided clients with an all-inclusive resource guide for unemployed Hoosiers, which is available at WorkOne Centers around the state. DWD’s rapid response team also distributes the guides to employers and affected employees during major layoff events. The nineteen page color brochure contains information to assist unemployed Hoosiers with programs administered by multiple state agencies. The guide is designed to provide the critical information clients need as they enter one of the most stressful situations in their life. Programs to assist unemployed Hoosiers span multiple agencies. The goal of this guide is to point people in the right direction.

The guide includes information from DWD concerning:

- Applying for UI benefits;
- Educational retraining;
- Job search programs;
- Writing an effective resume; and
- Conducting a successful job interview.

It also incorporates information about other state programs such as:

- Hoosier Healthwise (healthcare for children, pregnant women and families);
- Healthy Indiana Plan (healthcare for adults);
- Temporary Assistance to Needy Families (TANF);
- Supplemental Nutrition Assistance Program (Food Stamps);
- National School Lunch and Breakfast Program;
- Women, Infants and Children (WIC);
- Rx for Indiana (free or discounted prescription medications);
- Housing/Foreclosure Prevention;
- Heating Assistance; and
- Childcare Assistance.

The brochure provides basic information about each program as well as eligibility requirements and application instructions. An electronic version of the guide can be downloaded at [www.IN.gov/dwd/unemployment](http://www.IN.gov/dwd/unemployment).

## PROGRAM REPORTS

### Grants

#### Career Advancement Accounts

DWD received a demonstration grant to pilot Career Advancement Accounts (CAAs), which are self-managed personal accounts designed to enable incumbent workers to access and fund a variety of job training and career advancement programs in high-growth, high-demand occupations.

CAA accounts are targeted to three distinct projects:

1. State administered CAAs for incumbent workers laid off from non-TAA certified employers;
2. CAAs offered in conjunction with the Advanced Manufacturing Awareness and Image campaign; and
3. Regionally-based CAA demonstration projects.

In PY 2010,

- Five regions in the state continued to implement the CAAs;
- A CAA participant could be awarded up to a maximum of \$6,000 for CAA training;
- The total number of participants as of June 30, 2010 was 215; 72 participants were in Associate's, Bachelor's and community college programs; 142 participants received industry-recognized credentials; and one participant was in another training program.

#### Driving Change Grant

In response to contractions and technological changes in the automotive industry in recent years, Indiana, Michigan and Ohio have each experienced significant numbers of workers dislocations from this industry sector, which is heavily concentrated in the tri-state region. To respond to these changes and to better understand worker skill needs going forward, the three states took advantage of a grant opportunity made available under the ARRA of 2009 to study the transformation of the automotive sector (vehicle assembly and parts) with special attention to the "greening" of that industry, and to analyze the readiness and retraining needs of the dislocated and incumbent workforce. The results of the tri-state consortium suggest that as the auto sector works toward revival, there are workforce issues that need to be addressed, particularly in the context of the growing evolution and demands of a green economy.

- **Workforce Implications:** Today's auto industry needs engineering and technical employees who consider the interactions among vehicle systems in order to optimize solutions more broadly: individuals who work in R & D and engineering must possess the soft skills that enable cross-cultural communication, collaboration and teamwork. Production and trades workers must adapt to an increasingly fast cadence of new production, process and technology introductions, and have communications and teamwork skills that enable problem solving and continuous improvement in process and quality systems.
- **Investing in the Future:** Despite the recession, financial constraints, market and regulatory uncertainty, automakers and suppliers are investing in technologies to produce greener products and processes. Automaker announcements in 2010 and thus far in 2011 total \$4.3 billion in 'green' investment in the tri-state region alone.

Further, this study concluded that the U.S. auto supply chain could prosper by adopting a 'high-road' production approach in which firms, their employees and suppliers work together to optimize investment, labor, quality and technology development. Adopting high-road policies requires that everyone in the value chain be willing and able to share knowledge. Fieldwork found examples of firms that are thriving - those using advanced equipment with cutting edge information technology; those that have adopted agile production models-a variety of products for a variety of industries delivered quickly, as well as those that have transformed their human resource policies. Finally, the study produced a tri-state training program database for green and growing occupation.

As part of the dissemination effort, a conference was held at the Henry Ford Museum and Conference Center, May 3 and 4, 2011, to share research findings, with more than 230 attendees. A website, hosted for the consortium by the IBRC was created to allow interested parties to access the research results. Research studies and a regional training database, which has been cross-walked to occupations to allow job seekers and those working with them to identify training providers and programs for developing retraining plans, can be found at [www.drivingworkforcechange.org](http://www.drivingworkforcechange.org).

### National Emergency Grant

Indiana continued to operate three NEG's during PY 2010; IN-06, the Indiana Weather Related Disaster NEG; IN-08, the Recreational Vehicle Industry Shutdown NEG; and IN-10, the ARRA-funded OJT NEG. NEG's provide funding assistance in response to large, unexpected economic events which cause significant job losses. NEG's generally provide resources to states to quickly reemploy laid-off workers by offering training to increase occupational skills.

- Grant funds from *IN-06, The Indiana Weather Related Disaster NEG*, are used to create temporary jobs to assist in recovery efforts that resulted from the devastation caused by storms and flooding in Johnson County and the City of Franklin. To date, this NEG has employed more than 230 people. IN-06 also provides manpower for 'Project Green', a project to purchase, dismantle and recycle materials from homes that were damaged beyond economical repair or destroyed by the flood event. Approximately 72 structures have been identified as losses and of that total 60 have been purchased and dismantled. Project Green has recycled nearly 70 percent of the reusable material from those homes. The work that remains is to dismantle and recycle the last few structures and, where possible, recycle the materials from streets and sidewalks in the project area. The open land will be left as green space.
- Like many other states, Indiana's manufacturing industry was significantly impacted by the economic downturn. *Its Recreational Vehicle Industry Shutdown NEG* continues to provide training assistance to individuals who lost jobs as a result of RV plant closings. To date, more than 750 Hoosiers have received training under this NEG. These training projects encompass a broad range of educational fields from medical technologists, computer programming, to the completion of Associate's degrees in other in-demand, high-wage employment fields.
- The third NEG operating is *IN-10, the ARRA On-the-Job Training (OJT) NEG*. To the extent possible, OJT NEG projects include strategies to serve dislocated workers with the greatest barriers to reemployment including those experiencing long-term unemployment. To date, approximately 28 individuals have participated in training projects. By grant's end, these funds will provide on-the-job training and new long term employment for more than 200 dislocated workers.

### **The State Energy Sector Partnership Grant**

The State Energy Sector Partnership (SESP) Education and Training Grant provides a comprehensive energy sector strategy that leads to employment in green manufacturing, energy efficient construction/retrofit, emerging, advanced energy, and clean/renewable energy creation industries. This grant award is the result of collaborative efforts between various State agencies and other state and local partners. Comprised of four training projects, these funds are being used to provide portable credentialed skills training via on-the job training, individual training accounts and traditional instructor-led and on-line training activities.

To date, approximately 219 individuals have been served through the SESP grant. Of that number, 129 have received training and obtained credentials, and nearly 25 percent have entered employment. By grant's end in 2013, it is projected that 2500 individuals will have been served through these funds and approximately 2000 will enhance and/or gain new skills leading to sustained employment in a variety of emerging, clean energy and energy efficient industry sector jobs.

### **The Veterans Workforce Investment Program Grant**

The Veterans Workforce Investment Program (VWIP) was awarded a \$500,000 grant from the USDOL for PY 2010. To support and expand grant projects and activities, DWD's Commissioner pledged an additional \$250,000 of funds, for a total of \$750,000. The statutory intent of the VWIP grant is to support training and employment needs of veterans with service connected disabilities, veterans who have significant barriers to employment, those who have served on active duty during a war or a military campaign which generated a campaign ribbon, and all recently separated veterans. This grant provides a wide range of career-training options for eligible veterans residing in a majority of Indiana counties. The continuation of this grant is based on the successful attainment of the previous year's target goals. The focus of training during the past year has been on "Green" job training, "Green" certification, and "Green" employment placement for Hoosier veterans. During PY 2010, 344 individuals enrolled in the program, 150 of these participates were placed in employment during the period.

### **Workforce Acceleration Grant**

Indiana's Workforce Acceleration (WAG) initiative was designed to supplement the state grants-in-aid received by adult and dislocated workers and thus allow more participants to earn a post-secondary credential. WAG funding was specifically used for tuition, fees, and books at schools or training institutions which provided accredited Associate's degrees or other post-secondary certificates recognized by the State Student Assistance Commission of Indiana. These credentials were provided in high-wage and or high-demand occupations in accordance with WIB or RWB guidelines. WAG awards paid up to a maximum of \$3,000 per participant per academic year.

The WAG program operated from July 1, 2009 through June 30, 2011. Approximately \$22 million was expended by WIBs and RWBs for costs not covered by a financial aid award. Approximately \$1 million provided supportive services for participants. During the grant period, almost 6,000 adults and 4,500 dislocated workers enrolled into the WAG with over 1,800 adults and 1,600 dislocated workers completing the training program to date.

## The Veterans' Program

### Service to Hoosier Veterans

DWD has 61.5 funded veteran staff positions divided between DVOPS and LVER. Over the 2010 program period, Indiana Department of Veterans' Affairs (DVA) has provided statewide services to several thousand veterans through operations at full-service WorkOne Centers, Camp Atterbury and the Regional Veterans Administration Office in Indianapolis.

### Program Initiatives

#### ❖ **Seamless Transition Program:**

The DVA has continued its agreement with the USDOL to provide employment, unemployment, reemployment, and training services to National Guard soldiers returning from deployment and demobilizing at Camp Atterbury. Under this program, LVER provides the following services:

- Assistance in filling out veteran's transition forms for demobilizing soldiers;
- Dissemination of forms to veteran's home state employment and training offices;
- Informational services in regards to soldiers rights; and
- Enrollment and job search assistance

In addition, LVER and DVOPS provide continuous support services through the Indiana National Guard Yellow Ribbon Seamless Program, including support services for the Indiana Air National Guard units in Fort Wayne and Terre Haute.

#### ❖ **Vocational Rehabilitation and Employment (VR&E) Services (Chapter 31):**

Chapter 31 is a unique program designed specifically for disabled veterans. It has two primary goals: First, to assist the service-disabled veteran to prepare for, obtain, and maintain suitable employment. Second, for those veterans who are severely disabled and for whom gainful employment is not an option, assistance may be provided to allow the veteran to live more independently in his or her community. During PY 2010, 61 veterans participated in this program. Under this program, DVOPS provide case-management services to veterans entering the employment phase of the rehabilitation process.

#### ❖ **Leader for the Implementation of Veterans' Services (LIVS) Training:**

In April 2011, DWD and the National Veteran's Training Institute collaborated on a training project that included teambuilding and leadership skill building to among veteran staff members and service provider managers. Participants received training on a variety of topics, including the roles and responsibilities of DVOPS and LVER, the USDOL's priority of service to veterans, and Title 38, Chapters 41 and 42.

#### ❖ **DOC - Indiana's Veterans Facility and the Indianapolis Re-Entry Education Facility:**

In February 2010, a dormitory was opened for Indiana veterans at the Indianapolis Re-Entry Educational Facility. In cooperation with the Indiana Department of Corrections (DOC), DVOPS staff members provide incarcerated veterans with transitioning assistance back to local communities statewide as well as bi-weekly informational sessions designed to help find employment opportunities upon release.



### ❖ Operation Hire a Hoosier Veteran

DWD and several RWBs supported a veterans career fair on April 13, 2011, which was attended by several hundred Hoosier veterans. In preparation for Operation Hire a Hoosier Veteran, ten (10) regional workshops and were conducted at various locations throughout the central Indiana area. The workshops included presentations on resume preparation, professional work attire, and interviewing skills. The concept of veteran focused workshops, plus the cooperation and coordination among RWBs proved to be a success, and will become a standard procedure prior to other Hoosier Veteran Career Fairs. Approximately 100 vendors, which included various employers and area post-secondary institutions, participated in the event.

### Trade Adjustment Assistance, Alternative Trade Adjustment Assistance, Health Coverage Tax Credit, and Dislocated Workers

During PY 2010, Indiana continued integration of benefits and services under the TAA program with those of the WIA dislocated workers program. Operating in alignment with EmployIndy and the RWBs, the WorkOne Centers were utilized as the main point of contact and delivery of benefits and services.

During the report period, USDOL certified 31 TAA petitions, thus allowing eligibility for employment services, supportive services and consideration of training to nearly 2,000 Hoosiers. Approximately 4,300 trade-affected workers actively engaged in training; the remainder participated in other employment services. Participant benefits included job search assistance, income support, and job-related relocation allowances. Supportive services may include rapid response orientations, strategic planning sessions, and community coordination of resources.

The USDOL also certified 31 petitions for ATAA, a wage subsidy, which provides assistance to trade-affected workers who have lost jobs as a result of increased imports or shifts in production out of the United States. A significant number of the affected workers over the age of 50, who possessed job skills that were not easily transferable, were employed in industries where adverse competitive conditions existed.

In PY 2010, over 1700 workers received benefits from the federal HCTC, which pays 65 percent of the qualified health plan premiums for eligible TAA participants.

Other services and outcomes are noted below:

- Over 8,000 determinations were made relative to TAA training plans and related benefits;
- 492 applications were processed and workers received benefits from the ATAA wage subsidy program. The program provided a wage subsidy equal to 50 percent of the difference between the workers former wage and the new wage up to \$10,000 for qualified workers – or two years, whichever occurred first (or \$12,000 for workers under the ARRA); and
- The Dislocated Worker Unit coordinated and assisted with 41 WARN notices. The unit worked in conjunction with DWD’s eleven RWBs, ROs, EmployIndy and WorkOne Centers throughout Indiana. The displaced workers received services which included one or more of the following:
  - Rapid Response Orientations;
  - Community Coordination of Resources;
  - Workshops; and
  - Strategic Planning Sessions.

## Young Hoosiers

### Young Hoosiers Conservation Corps

In April 2010, Governor Mitch Daniels announced the second year of the YHCC. YHCC is the ARRA-funded summer youth employment program for the BOS-WIB (91 of Indiana’s 92 counties). YHCC participants worked at Indiana Department of Natural Resources, Indiana Department of Transportation, and Indiana National Guard sites across the state.



Youth worked May-October (16-24 weeks) and were paid \$8.50 to \$9.50 per hour. The program assessed and taught work readiness skills through pre and post-assessments. Youth participated in safety training and a mandatory orientation. The orientation included a message from Governor Daniels, career pathways presentations from partner staff, and a review of workplace policies. The program emphasized WorkOne services and transition of YHCC youth into employment, education, and WorkOne services.

DNR participants worked at State parks, forests, fish and wildlife center and other DNR sites. Over the two years, the YHCC participants working with DNR constructed over 40 miles of new trails, repaired and maintained over 400 miles of existing trails, constructed 15 new buildings, repaired over 400 existing structures, removed more than 10,000 acres of invasive species, and assisted with daily operations at the properties.

In addition, INDOT employed 419 during the summer of 2010. The youth logged 155,893 hours in the northern part of the state. Youth worked in highway maintenance, equipment maintenance, building and grounds maintenance, and administrative work. At the end of the program, INDOT hired six YHCC youth into full-time positions paying \$11.30-\$14.00 per hour.

Fifteen youth worked with the National Guard in 2010 at the Hoosier Youth Challenge Academy in Knightstown. The youth assisted with building renovations, grounds maintenance, IT and administrative tasks.

Over 2009 and 2010, YHCC provided 3,890 youth the opportunity to earn a paycheck, gain valuable work experience, and learn new skills while benefiting the citizens of Indiana through improvements to state properties and state highways.

	Participants	Completed 8 weeks	WIA Transition*	Post-Secondary Enrollment	Employment (FT/PT)
<b>2009</b>	1896	1433 (75%)	365 (19%)	348 (18%)	304 (16%)
<b>2010</b>	1994	1616 (81%)	873 (44%)	549 (28%)	450 (23%)
<b>Total</b>	<b>3890</b>	<b>3049 (78%)</b>	<b>1238</b>	<b>897</b>	<b>754</b>

\*Youth Participants whom continued in WIA programs after summer employment ended.

## JAG- Indiana, Jobs for America's Graduates

Jobs for America's Graduates (JAG) is a national, not-for-profit organization established in 1980 to assist states in creating dropout prevention and school-to-career transition programs at a statewide level. Currently, JAG is operating in 33 states, the District of Columbia and the Virgin Islands and is listed by the American Youth Policy Forum as one of the top six youth development and employment models in the nation. DWD administers JAG in Indiana, where it is funded mainly through WIA Youth funding.

JAG-Indiana has implemented a multi-year program targeting at-risk high school juniors and seniors. Students who have low academic performance, excessive absences, disciplinary referrals, low or no work experience and low marketable occupational skills are selected for the program. A JAG class size consists of thirty-five to forty-five students.

The program's goals are as follows:

- The number one goal of the JAG program is for participants to complete their diploma or GED. Students receive basic skill assessments and remediation where needed;
- The second goal is the attainment of employability skills. Students are taught 37 core competencies with the possibility of 81 total competencies to assure a strong attachment to the labor market. The primary problem for at-risk students is that they do not possess the skills they need for employment and they lack opportunities for gaining those skills. JAG teaches these skills and prepares them to find a job, and/or pursue postsecondary education; and
- The third goal for JAG graduates is to remain employed full-time after graduation. All students receive 12 months of follow-up services.

The JAG-Indiana graduation rate of 88 percent includes one year of follow-up for 2009-2010 students. The current graduation rate for the 2011 participants is 82 percent; this will improve as the students receive 12 months of follow-up service after their scheduled graduation.

In addition to class work, JAG students participated in a highly motivated student-led JAG Career Association at their high schools that promoted community involvement, civic awareness and leadership. Through their Career Association, JAG students were invited to participate in two statewide events sponsored by DWD: The Leadership Development Conference and the Career Development Conference.

During the 2009-2010 year, DWD initiated the JAG Out-of-School, Drop-Out Recovery Model. This JAG model program targets participants who have dropped out of school and engages them in GED attainment. They receive instruction on JAG employability skills and they are connected to the labor market through the WorkOne Center, where typical JAG Out-of-School programs are located. In 2010-2011, the second PY for this initiative, there are seventeen Out-of-School Model programs operating across Indiana.

In 2009-2010 DWD piloted an enhancement to the JAG Model Program. Each region received funding to hire a JAG coordinator (or two coordinators based on the number of students served) to initiate and nurture business and community contacts, and to facilitate the navigation to postsecondary education for JAG students. Due to the success of this pilot, DWD continued to fund these positions for another year.

The goal of the JAG coordinator initiative is to improve the following program outcomes for all JAG students:

- Graduation;
- Full-time employment after graduation;
- Full-time postsecondary engagement after graduation;
- A combination of work and school after graduation; and
- Full-time military after graduation.

Since the start of this model enhancement, the employer database has grown from 200 participating employers to over 950 participating employers state wide. JAG students participated in 386 community service projects.

The JAG Model Program in Indiana provides instruction to JAG students on how to navigate and use the resources available in Indiana's WorkOne Centers. JAG students have referred friends and family to the WorkOne Center for employment assistance and workshop participation.

During the 2010-2011 school year, 2,996 students received WIA services through JAG. This number is projected to climb to over 4,000 during the 2011-2012 school year with new in-school sites, maturing sites from last year and new out-of-school models improving recruiting contacts.

## WAIVERS FOR PY 2010

### **Waiver of the Prohibition at 29 CFR 664.510 on the use of ITAs for older and out-of-school youth.**

The waiver permitted the State to use Individual Training Accounts (ITAs) for older (aged 19 through 21) and out-of-school youth program participants. The funds used for ITAs would be tracked and reflected in the individual service strategies for these youth. Indiana believed that older and out-of-school youth would benefit with the training provided by the approved training providers. The waiver was approved through June 30, 2011.

### **How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

During PY 2010, the SWIC approved and had DWD publish an updated policy on the initial and subsequent application processes for the determination of eligible training providers and programs as appropriate for inclusion on the statewide eligible training provider list named INTraining. ITAs could only be funded by training institutions and programs approved and listed on INTraining. Older and out-of-school youth would benefit through improved consumer choice information provided on INTraining. Because there was greater flexibility in service delivery, customer satisfaction was enhanced. Also, performance was enhanced as the mix of services provided better met the needs of the individual. Better opportunities existed for industries to interview and hire young adults training in the skills for that particular industry.

### **Waiver of the provisions at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.**

The waiver permitted the State to postpone the determination of subsequent eligibility of training providers on the state's eligible training provider list. The waiver also allowed the State to provide an opportunity for training providers to re-enroll and be considered enrolled as initially eligible providers. The waiver was approved through June 30, 2011.

### **How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

During PY 2010, the SWIC approved and had DWD publish an updated policy on the initial and subsequent application processes for the determination of eligible training providers and programs as appropriate for inclusion on the statewide eligible training provider list named INTraining. The SWIC voted that eligible training providers and program must be approved on an annual basis and must provide performance data on all students. In this way participants would be able to make informed decision on which educational institution to attend based on current data.

The State of Indiana will not be implementing this waiver beginning July 1, 2011.

### **Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams allocated to a local area.**

The waiver provided transfer authority between the adult and dislocated worker funding streams, with the approval of the Governor. Up to 50 percent of a local area's allocation may have been transferred. The waiver did not apply to funds made available through the ARRA of 2009. However, up to 30 percent of ARRA funds may have been transferred between programs under the WIA and under the USDOL Appropriations Act of 2009. This waiver was approved through June 30, 2011.

#### **How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

The waiver provided the State and its local and regional areas with the flexibility to serve the populations which had the greatest need for WIA services. Also, WIBs and RWBs had increased flexibility to respond to ever-changing regional economic conditions, had greater control over local program design, and provided better program management. It also enabled the State to effectively operate its integrated services model, where participants were co-enrolled in and provided services based upon needs, rather than from programmatic silos. The waiver also allowed the local and regional areas within the State to maximize the use of WIA adult and dislocated worker funds for direct client services and training, rather than for unnecessary and duplicative administrative and overhead costs. Thus, through the ability to transfer funds and operating our integration model, we anticipated large numbers of Hoosiers receiving WIA services. See the chart below:

### **Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for incumbent worker training.**

The waiver permitted the State to utilize up to 20 percent of its Rapid Response funding to provide incumbent worker training in order to avert layoffs. The Grants Committee of the SWIC oversaw the allocation of Rapid Response funding for layoff aversion incumbent worker training. The waiver did not apply to funds made available through the ARRA of 2009. The waiver was approved through June 30, 2011.

#### **How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

In granting the waiver, USDOL was very specific when indicating that publicly-funded training to incumbent workers should not be provided when there is no foreseeable threat of layoffs in the future or when the incumbent worker training was provided in order to generally "increase the competitiveness" of the employer. As such, the State required that an authorized company official attest in writing to the risk for layoff before Rapid Response funds would be awarded for layoff aversion incumbent worker training. This attestation must state the reasons the business is at risk for layoffs and a brief justification for how training would help avert the potential for layoff. All training delivered under this waiver is restricted to skill attainment activities. DWD would report performance outcomes for any incumbent workers served under this waiver in the WIA Standardized Record Data system (WIASRD).

Information on the grants awarded using Rapid Response funds for incumbent worker training was provided:



## Waiver to Permit Indiana to Replace the Performance Measures at WIA Section 136(b) with the Common Measures

The waiver permitted Indiana to replace the 17 performance measures under WIA Section 136(b) with the 9 common performance measures.

- DWD shall use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult program;
- DWD would use the three dislocated worker common performance measures to negotiate goals and report outcomes for the WIA dislocated worker program;
- DWD would use the three youth common performance measures to negotiate goals and report outcomes for the WIA Youth program; and
- DWD would no longer negotiate and report the performance measures described at WIA Section 136(b).

The waiver was approved through June 30, 2011.

### **How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

Indiana's regional integration process and approval of this waiver worked together. Common measures cut across funding silos in the same manner as Indiana's regional integration process supported co-enrollment in all programs for which the individual was eligible and reported a service.

The purpose of this waiver was to remove the inconsistencies inherent in current WIA performance reporting requirements. This also allowed Indiana to align accountability within the workforce investment system, by holding programs administered by DWD to a consistent set of performance criteria. This waiver also supported Indiana's Strategic State Plan to align strategy, services to customers and accountability across the workforce investment programs administered by DWD.

Indiana's statewide performance for PY 2009: Indiana was within the 80 percent parameter in meeting four (4) of its nine (9) Common Measure performance goals.

Indiana's statewide performance for PY 2010: Indiana again was within 80 percent parameter in meeting four (4) of its nine (9) Common measures for Program Year 2010.

### **Waiver of performance measures for youth who participate in work experience only.**

This was a waiver of the common performance measures for out-of-school youth ages 18 to 24 who participated in work experience that occurred outside of the summer months (May 1 through September 30). Such youth could also receive supportive services but not any other WIA youth program elements. With approval of this waiver, DWD could use the work readiness indicator as the only indicator of performance for such youth. The waiver only applied to youth served through WIA Youth program funds made available through the ARRA of 2009. The waiver was only applicable from October 1, 2009 through October 23, 2010.

**How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

Extending the summer program to October 23, 2010 permitted enrolled youth to participate in summer work experience for approximately four more weeks. State parks where many youth worked during the summer program period remained open during that period allowing youth to work on more projects and earn additional wages. Also, the additional time served as a motivator for the youth to continue the summer program activity and transition into other WIA services.

Indiana received \$20 million in federal ARRA funding for the two-year period. 3,890 youth were employed in the summer youth program. Of these youth, 78.4 percent successfully completed a minimum of eight weeks; 31.4 percent transitioned to year-round WIA Youth and/or Adult services; 21.5 percent enrolled or continued post-secondary education; and 18.2 percent attained either a full-time or part-time employment.

**Waiver of certain provisions under WIA section 129 and 20 CFR 664 to provide program design flexibility in serving youth who participate in work experience only.**

The State of Indiana requested a waiver of certain provisions under WIA section 129 and 20 CFR 664, requiring the design frame work of youth local programs to include ten elements for improving the educational and skill competencies of its participants. Through this waiver, the State would be able to provide program design flexibility in serving out-of-school youth ages 18 to 24 who only participated in work experience that occurred outside of the summer months (May 1 through September 30). Such youth could also receive supportive services but not any other WIA youth program elements. The waiver only applied to youth participants served through WIA Youth program funds made available through the ARRA of 2009. The waiver was only applicable from October 1, 2009 through October 23, 2010.

Specifically, the State of Indiana requested the following waivers:

- Waiver of the requirements at WIA section 129(c)(2)(I) and 20 CFR 664.450(b) to provide a minimum of twelve months of follow-up services, to allow local areas to provide follow-up services with Recovery Act funds as deemed appropriate for such youth participants.
- Waiver of the requirements at WIA section 129(c)(1)(A) and 20 CFR 664.405(A)(1) to provide an objective assessment and the requirements at WIA section 129(c)(1)(B) and 20 CFR 664.405 (a)(2) to develop an individual service strategy (ISS), to allow local areas to provide an assessment or ISS as deemed appropriate for such youth participants.

**How the waiver has changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance.**

This waiver permitted out-of-school youth aged 18 to 24 to participate in summer work experience for approximately four additional weeks without being held to traditional WIA requirements. State parks where many youth worked during the summer program remained open during this period, allowing youth to complete more projects and earn additional salaries. The additional time may have served as a motivator for the youth to continue the summer program activity and transition into other WIA services. Also, the additional time in the work experience activity may have allowed the youth to make an educated choice regarding a field of study to enter which could lead to long-term employment and a

sustainable career path. USDOL identified Indiana's summer youth program as an exemplary summer youth employment program due to the provision of green jobs and comprehensive program monitoring.

Indiana received \$20 million in federal ARRA funding for the two-year period. 3,890 youth were employed in the summer youth program. Of these youth, 78.4 percent successfully completed a minimum of eight weeks; 31.4 percent transitioned to year-round WIA Youth and/or Adult services; 21.5 percent enrolled or continued post-secondary education; and 18.2 percent attained either a full-time or part-time employment.

## OVERSIGHT DATA ELEMENT VALIDATION

Data validation is a federal initiative designed to improve the overall quality of data submitted and reported on all USDOL employment and training programs. The initiative was launched in 2001 and continued through PY 2010. W/P data element validation was conducted by DWD Oversight Resolution and was completed in August 2010. WIA data element validation was completed by Oversight Resolution through a contract with KPMG and was completed in January 2011 consistent with USDOL requirements. TAA data validation was not completed for FY 2010 consistent with the USDOL waiver.

## COST OF WIA PROGRAM ACTIVITIES

When reviewing the cost effectiveness of WIA programs, consideration should be given to the participant data that is collected. Many Hoosiers receive WIA-funded services that are largely self-service. While many of these customers are assisted in gaining employment, outcomes for these clients are not reported to the USDOL. In the calculations below, all costs are included while only a subset of outcomes is used (i.e., outcomes for those participants for whom outcomes are reported to the USDOL).

	<b>Adult &amp; DW Exitters (10/1/09-9/30/10)</b>	<b>Adult &amp; DW Exitters (10/1/09-9/30/10) with Positive Outcomes</b>	<b>PY 2010 Expenditures</b>	<b>PY 2010 Cost per Positive Outcome</b>
<b>Adult Program</b>	107,931	55,502	\$14,153,335	\$255
<b>DW Program</b>	25,074	13,863	\$12,452,960	\$898
	Youth Exitters (1/1/10 - 12/31/10)	Youth Exitters with Positive Outcomes (1/1/10 - 12/31/10)		
<b>Youth Program</b>	3,558	2,123	\$17,628,419	\$8,303

While many adults and dislocated workers gained valuable skills and credentials, the calculation of cost effectiveness is based on employment. The cost of providing adult services was calculated by dividing the number of adult exitters who gained employment by the year's adult expenditures. The cost per adult who entered employment was \$255. For dislocated workers, the cost per entered employment was \$898.

Positive program outcomes for youth were considered placement in employment or education, and attainment of a degree or certification. The cost per positive youth outcome was calculated by taking the youth expenditures and dividing them by the number of youth exiting the program with a positive outcome. That cost was \$8,303.

**WIA PERFORMANCE GOALS**

**PY 2010  
WIA Performance Goals For Indiana WIBs and RWBs**

	<b>PY 2010 Goals</b>
<b>WIA Adults</b>	
Entered Employment Rate	65.5%
Employment Retention Rate	83%
Average Earnings *	\$13,900
<b>WIA Dislocated Workers</b>	
Entered Employment Rate	72%
Employment Retention Rate	90%
Average Earnings *	\$16,500
<b>W/P</b>	
Entered Employment Rate	65.5%
Employment Retention Rate	83%
Average Earnings *	\$13,900
<b>WIA Youth</b>	
Placement in employment or Education	72%
Attainment of Degree or Certification	63%
Literacy & Numeracy Gains	28.7%

\* *Of those participants who are employed in the first, second and third quarters after the exit quarter: Total earnings in the second quarter plus the total earnings in the third quarter after the exit quarter divided by the number of participants who exit during the quarter.*

**PERFORMANCE RESULTS**

Indiana's statewide performance for PY 2010 reported in the appendix of this report includes all required cohorts for each measure.

**EVALUATION OF STATE PROGRAMS**

DWD is in the process of building an adequate infrastructure of a formal evaluation process, such as designing evaluation questions, devising an evaluation methodology, and setting a time plan of feedback and deliverables. Once completed, DWD anticipates launching a formal evaluation process in PY 2012.

DWD aims to increase the efficiency and effectiveness of the statewide workforce investment system by improving employability for job seekers and competitiveness for employers. Currently, DWD is in the process of upgrading its case management system to standardize definitions for service categories and reporting functionality to undertake formal and comprehensive review of program successes and areas for improvement. It is anticipated that the new system will be launched in the second half of PY 2011. In addition to the case management system, DWD has modified its Customer Flow-Policy to ensure that individuals gain greater accessibility to in-depth services and to improve staff utilization.

**APPENDICES**

NOTE:

The following tables with **grayed areas** indicate data not required by the USDOL for PY 2009 because Indiana was approved to report only Common Performance Measures Outcomes per ETA, USDOL, Training and Employment Notice No. 31-09, dated June 11, 2010.

**Table A: WIA Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants						
Employers						

**Table B: Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.5%	51.4%	55,502
			107,931
Employment Retention Rate	83.0%	80.1%	56,614
			70,641
Average Earnings	\$13,900	\$12,487	\$706,615,951
			56,586
Employment and Credential Rate			



**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	45.8%	6,533 14,259	49.6%	5,214 10,518	32.5%	1,308 4,027	38.6%
Employment Retention Rate	73.3%	5,526 7,539	78.5%	4,959 6,316	71.4%	1,196 1,676	77.6%	5,619 7,239
Average Earnings	\$8,288	\$45,763,697 5522	\$14,523	\$71,962,314 4,955	\$10,906	\$13,043,034 1,196	\$13,784	\$77,411,415 5,616
Employment and Credential Rate								

**Table D: Other Outcomes Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	68.8%	4,115 5,981	50.4%
Employment Retention Rate	88.4%	4,061 4,595	79.6%	52,553 66,046
Average Earnings	\$13,789	\$55,860,892 4,051	\$12,387	\$650,755,058 52,535

**Table E: Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	72.0%
Employment Retention Rate	90.0%	82.1%	11,126 13,549
Average Earnings	\$16,500	\$16,152	\$179,642,022 11,122
Employment and Credential Rate			

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	51.7%	1,327 2,567	39.3%	271 689	41.2%	1,911 4,642	42.9%
Employment Retention Rate	79.1%	1,059 1,338	74.5%	205 275	76.0%	1,572 2,069	88.1%	59 67
Average Earnings	\$17,750.9	\$18,762,748 1,057	\$14,977.8	\$3,070,453 205	\$16,425.2	\$25,787,522 1,570	\$10,481.3	\$597,434 57
Employment and Credential Rate								

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	72.8%	2,471 3,393	52.5%
Employment Retention Rate	89.8%	1,822 2,028	80.8%	9,304 11,521
Average Earnings	\$15,073.9	\$27,434,507 1,820	\$16,362.9	\$152,207,515 9,302

**Table H 1: Youth (14-21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Placement In Employment or Education	72.0%
Attainment of Degree or Certificate	63.0%	45.8%	1,103 2,407
Literacy and Numeracy Gains	29%	18%	160 889

**Table H 2: Older Youth (19-21) Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate			
Employment Retention Rate			
Six Months Earnings Increase			
Credential Rate			

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate								
Employment Retention Rate								
Six Months Earnings Increase								
Credential Rate								

**Table J: Younger Youth (14-18) Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate			
Youth Diploma or Equivalent Rate			
Retention Rate			

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out-of-School Youth
Skill Attainment Rate			
Youth Diploma or Equivalent Rate			
Retention Rate			

**Table L: Other Reported Information**

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	%	Count	\$	\$	Count	Count	\$	\$	%	Count
Adults	81.0 %	55,185	\$ -1,103	\$ -75,091,164	0.0	4	\$4,829	\$267,820,835	7.2%	270
		68,091		68,049		55,502		55,461		3,741
Dislocated Workers	83.9 %	10,208	79.2%	\$160,943,317	0.0	3	\$6,446	\$89,267,581	6.5%	148
		12,160		\$203,314,504		13,863		13,848		2,277
Older Youth										

**Table M: Participation Levels**

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	281,919	256,893
Total Adults (self-service <u>only</u> )	146,321	135,272
WIA Adults	280,526	255,583
WIA Dislocated Workers	33,555	24,807
Total Youth (14-21)	7,164	4,125
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	3,540	2,489
In-School Youth	3,620	1,633

**Table N: Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$14,153,335
Local Dislocated Workers		\$12,452,960
Local Youth		\$17,628,419
Rapid Response (up to 25%) WIA Section 134 (a)(2)(B)		\$3,329,097
Statewide Required Activities (Up to 15%) WIA Section 134(a)(2)(B)		\$12,132,975
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$59,696,786

**Table O: Local Performance: EmployIndy, the WIB for Marion County—PY 2010**

Local Area Name <u>MARION COUNTY WIB</u>	Total Participants Served	Adults	21,291
		Dislocated Workers	2,828
		Total Youth	1,105
		Younger Youth	
ETA Assigned Number 18055	Total Exiters	Adults	20,153
		Dislocated Workers	2,054
		Total Youth	652
		Younger Youth	
		<b>Negotiated Performance</b>	<b>Actual</b>
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	66%	49.0%
	Dislocated Workers	72%	48.8%
	Older Youth		
Retention Rates	Adults	83%	76.3%
	Dislocated Workers	90%	77.5%
	Older Youth		
	Younger Youth		
Average Earnings	Adults	\$13,900	\$13,248
	Dislocated Workers	\$16,500	\$18,380
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14-21)	72%	53.2%
Attainment of Degree or Certificate	Youth (14-21)	63%	45.7%
Literacy and Numeracy Gains	Youth (14-21)	28.7%	5.5%



**Table O: Local Performance (continued): SWIC as the BOS-WIB during PY 2010)**

Local Area Name <u>INDIANA BALANCE OF STATE</u>	Total Participants Served	Adults	259,222
		Dislocated Workers	30,467
		Total Youth	6,059
		Younger Youth	
ETA Assigned Number  18115	Total Exiters	Adults	235,427
		Dislocated Workers	22,589
		Total Youth	3,473
		Younger Youth	
		<b>Negotiated Performance</b>	<b>Actual</b>
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	66%	51.6%
	Dislocated Workers	72%	56.0%
	Older Youth		
Retention Rates	Adults	83%	80.5%
	Dislocated Workers	90%	83%
	Older Youth		
	Younger Youth		
Average Earnings	Adults	\$13,900	\$12,415
	Dislocated Workers	\$16,500	\$15,765
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14-21)	72%	54.4%
Attainment of Degree or Certificate	Youth (14-21)	63%	45.9%
Literacy and Numeracy Gains	Youth (14-21)	28.7%	19.1%