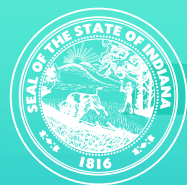


WORKFORCE INVESTMENT ACT ANNUAL REPORT



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

PY14

JULY 1, 2014-JUNE 30, 2015

Table of Contents

1	A Message from Commissioner Steve Braun
2	Mission
3	State Workforce Innovation Council (SWIC)
4	WIA Activity
5	WorkINDiana
6-7	Jobs for America's Graduates (JAG)
8	Migrant and Seasonal Farmworkers
8	Rapid Response
9	Reemployment Eligibility & Assessment (REA) and Jobs for Hoosiers (JFH)
9	Federal Bonding Program
9-11	Veterans Program
11	Business Services
12	On-the-Job Training (OJT)
13	Trade Adjustment Assistance (TAA)
13-15	Workforce Development Grants
16	Map of Indiana Workforce Service Areas
17	Workforce Service Area Regional Summaries (WSA)
17-18	WSA 1 - Northwest Indiana Workforce Service Area
19-21	WSA 2 - Northern Indiana Workforce Service Area
22-24	WSA 3 - Northeast Indiana Workforce Service Area
25-26	WSA 4 - West Central Indiana Workforce Service Area
27-28	WSA 5 - Central Indiana Workforce Service Area
29-30	WSA 6 - Eastern Indiana Workforce Service Area
31-32	WSA 7 - Western Indiana Workforce Service Area
33	WSA 8 - South Central Workforce Service Area
34	WSA 9 - Southeast Indiana Workforce Service Area
35	WSA 10 - Workforce Region 10 Workforce Service Area
36-37	WSA 11 - Southwest Indiana Workforce Service Area
38-40	Marion County Workforce Service Area
41-45	Waivers
46	Performance Results
46	WIA Performance Goals
47-79	Appendices
47-74	Appendix A
75-79	Appendix B

Appendices

Appendix A

47	Table B: Adult Program Results
47	Table C: Outcomes for Adult Special Populations
48	Table D: Other Outcomes Information for the Adult Program
48	Table E: Dislocated Worker Program
48	Table F: Outcomes for Dislocated Worker Special Populations
49	Table G: Other Outcomes Information for the Dislocated Worker Program
49	Table H 1: Youth (14-21) Program Results
49	Table L: Other Reported Information
50	Table M: Participation Levels
50	Table N: Cost of Program Activities
51-52	Table O: Local Performance: Center of Workforce Innovation, Serving Workforce Service Area 1
53-54	Table O: Local Performance: Northern Indiana Workforce Board Serving Workforce Service Area 2
55-56	Table O: Local Performance: Partners for Workforce Solutions, Serving Workforce Service Area 3
57-58	Table O: Local Performance: Tecumseh Area Partnership, Inc., Serving Workforce Service Area 4
59-60	Table O: Local Performance: Interlocal Association, Serving Workforce Service Area 5
61-62	Table O: Local Performance: Alliance for Strategic Growth, Inc., Serving Workforce Service Area 6
63-64	Table O: Local Performance: WorkOne Western Indiana, Serving Workforce Service Area 7
65-66	Table O: Local Performance: Region 8 Workforce Board, Inc., Serving Workforce Service Area 8
67-68	Table O: Local Performance: Region 9 Workforce Board, Inc., Serving Workforce Service Area 9
69-70	Table O: Local Performance: Region 10 Workforce Board, Inc., Serving Workforce Service Area 10
71-72	Table O: Local Performance: Grow Southwest Indiana WIB, Inc., Serving Workforce Service Area 11
73-74	Table O: Local Performance: EmployIndy, Serving the Marion County Workforce Service Area 12

Appendix B

75	Appendix B: Customer Satisfaction
75-77	Appendix B: Indiana Career Connect Customer Survey: August 2015
78-79	Appendix B: Customer Survey Trends - November 2014-August 2015

A Message from Commissioner Steve Braun

The Indiana Department of Workforce Development respectfully submits this PY14 Workforce Investment Act Annual Report. The contents of this report reveal what was a notable year helping Hoosier workers and job seekers acquire skills that prepare them to flourish in today's economy.

Notable accomplishments within this report include:

Indiana's Jobs for America's Graduates (JAG): JAG continues to thrive with 118 active programs across Indiana thanks in large part to the continued support of the Indiana General Assembly and Governor Mike Pence. JAG targets at-risk youth with the primary goals of increasing high school graduation rates, work-and-learn opportunities, and post-secondary education/employment attainment. JAG achieved a graduation rate of 93 percent (state average 89 percent) in 2014 and won the national award for highest scholarship dollars earned by students (\$15 million) for the third-straight year. For the very first time, 11 of Indiana's 12 regions received the prestigious "5 of 5" Award for exceeding national goals in the following categories: graduation, post-secondary education, enrollment, securing entry level jobs leading to career advancement opportunities, and positive student outcomes.

Adult Basic Education (ABE): ABE welcomed 27,561 adult learners through its programs in 2014. Nearly half (13,539) of these students completed at least one level gain, with a majority advancing multiple levels (22,658 advancing levels achieved). Over 4,400 earned their Indiana High School Equivalency. The cost per Adult Education student attaining a level gain, which is equivalent to two K-12 grade levels, was \$1,612. For perspective, the average cost per year for public K-12 students in School Year 2013 was \$9,556. Among the 1,101 students participating in WorkINDiana, which enables students to earn an occupational certification while studying for their High School Equivalency (HSE), over 70 percent completed training and nearly 57 percent earned an industry-recognized credential.

Hoosier Initiative for Re-Entry (HIRE): HIRE, a collaborative effort of the DWD, local court systems, business partners and the Department of Corrections, is dedicated to reducing recidivism among ex-offenders and locating full-time employment opportunities for nearly 1,500 program participants. With an astounding 84 percent retention rate, participants are monitored for employment retention on a rolling basis. The DWD estimates that the HIRE program accounts for more than an \$8 million return on investment due to savings on incarceration costs and increases in state economic productivity. The evaluation of a program expansion is currently underway.

I invite you to take an in-depth look at these aforementioned projects as well as other vital DWD programs and initiatives listed in this report that support the needs of Hoosier jobseekers, employees, and employers. We made great strides in 2014 which contributed to a consistent decline in Indiana's unemployment rate and also resulted in a better alignment of the state's education and workforce training pipeline based on the needs of Indiana's employers. As DWD drives to improve its systems and services, we salute our partners and participants as we collaboratively strive to enhance the further development of Indiana's workforce.

Respectfully,



Steve Braun, Commissioner
Indiana Department of Workforce Development

MISSION

The mission of the Indiana Department of Workforce Development (DWD) is to develop a premier workforce that will allow Indiana employers to flourish and entice businesses from outside our state to relocate to Indiana.

INCREASE PRIVATE SECTOR EMPLOYMENT

- Identify, Align and Connect Indiana Employers with qualified workers
 - A. Contribute resources to the success of the Governor’s Jobs Cabinet, Indiana Works Councils and the Indiana Economic Development Corporation
 - B. Focus resources on identified key industry high growth and demand sectors
 - C. Ensure qualified workers are referred for job openings

IMPROVE THE QUALITY OF THE HOOSIER WORKFORCE

- Ensure Hoosiers achieve occupational goals that advance Indiana’s Economy
 - A. Ensure all customers receive skills assessments, career exploration, and career counseling
 - B. Promote college and career readiness and lifelong learning, focusing on occupational certifications
 - C. Improve coordination among secondary education, higher education and workforce development
 - D. Develop career pathways through career, technical and vocational education
- Achieve a cohesive workforce investment system that focuses on delivering high quality services with great efficiency
 - A. Establish a system of partnerships at the state and local level
 - B. Maintain partnerships with organizations promoting workforce and economic development, educational attainment, and career preparation
 - C. Expand the current performance-based funding model into additional programs
 - D. Invest in technology and training to enhance the overall customer service experience
 - E. Improve the integrity of the unemployment insurance system, including rapid reemployment of unemployment insurance recipients

STATE WORKFORCE INNOVATION COUNCIL (SWIC)

The State Workforce Innovation Council is the state workforce investment board. The council's purpose is to develop and implement an efficient, effective and integrated state workforce development system. This comprehensive system provides employment, education and training programs, and services to insure that all Hoosiers have the skills and opportunities necessary to earn a living wage.

The Council advises the Governor of workforce development needs and recommends ways to meet those needs, while maximizing federal funds and avoiding duplication of effort. In addition, the Council is accountable for the following:

- Reviewing the services and use of funds and resources under applicable federal programs;
- Advising the Governor on methods for coordinating the services and use of funds and resources consistent with the laws and regulations governing applicable federal programs;
- Advising the Governor on the development and implementation of state and local standards and measures;
- Identifying the workforce needs in Indiana and recommending goals to meet the investment needs;
- Advising the Governor on the coordination of federal, state, and local education and training programs and on the allocation of state and federal funds in Indiana to promote effective services, service delivery, and innovative programs;
- Administering postsecondary proprietary educational institution accreditation under Indiana Code 22-4.1- 21;
- Serving as the state advisory body required under the following federal laws:
 - A. 29 U.S.C. 2801 et seq. Workforce Investment Act of 1998 including reauthorizations of the Act;
 - B. 29 U.S.C. 49 et seq., Wagner Peyser Act;
 - C. 29 U.S.C. 2301 et seq., Carl D. Perkins Vocational and Applied Technology;
 - D. 20 U.S.C. 9201 et seq., Adult Education and Family Literacy Act.
- Any other function assigned to the council by the Governor with regard to the study and evaluation of Indiana's workforce development system;

During PY14, the SWIC accomplished the following:

- approved regional WIA Local Plan extensions and modifications through June 30, 2015;
- approved PY14-2015 Funding Allocations to Local WIBs;
- approved modification to increase High School Equivalency Testing Raw Scores per recommendation from vendor CTB/McGraw Hill; and
- began planning for WIA to WIOA transition

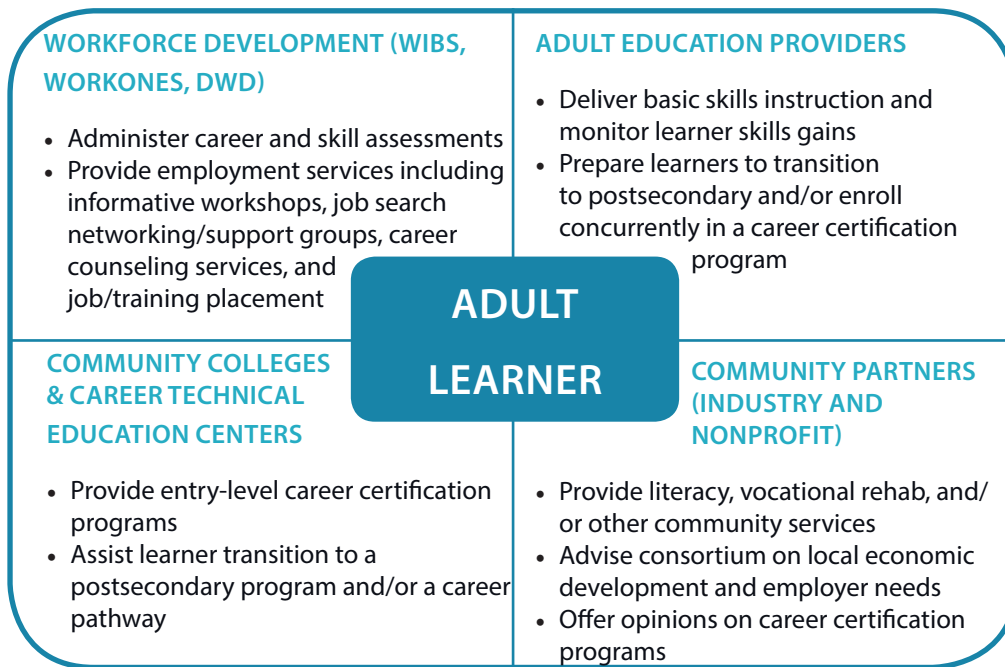
WIA ACTIVITY

ADULT BASIC EDUCATION

The Adult Basic Education (ABE) program is charged with ensuring delivery of foundational skills development, career pathways, and academic and career counseling services to adults and out-of-school youth for the purpose of employment, reemployment, or enhanced employment.

Throughout the state, there are roughly 500,000 individuals who do not have a high school diploma or its equivalent (according to the American Community Survey – U.S. Census Bureau).

The ABE program consists of regional consortia throughout the state constructed within the Department of Workforce Development (DWD) economic growth regions. Each consortium is responsible for ensuring that all adult learners within its service area have access to both educational and career advising services. The chart below outlines the responsibilities of each partner group, with the focus of services supporting the adult learner.



During PY14, the following results were accomplished:

30,440 Student Enrollment	
22,846	<p>Level Gains (student may have achieved more than one gain)</p> <ul style="list-style-type: none"> 2% decrease over PY 13
5,349	<p>HSEs and HS Diplomas Awarded</p> <ul style="list-style-type: none"> 36% decrease over PY 13 due to increase in assessment rigor
\$1,630	<p>Cost per student who attained a level gain (equivalent to two K-12 grade levels)</p> <ul style="list-style-type: none"> 13,539 students earned at least one level gain
1,101	<p>WorkINdiana Enrollments</p> <ul style="list-style-type: none"> 87% completion rate Of those who completed, 75% earned certification

DWD utilizes a formula allocation system that focuses on awarding federal and state funds in a similar manner. The formula is weighted to consider the unemployment population, the number of enrollees in adult education, and regional performance outcomes.



The WorkINdiana program offers short-term occupational training for Adult Education students resulting in industry-recognized certifications.

The Indiana Department of Workforce Development invested over \$2 million in state funds to support the WorkINdiana initiative during PY14

The WorkINdiana program enables Adult Basic Education students working toward their high school equivalency or improving their basic skills to simultaneously earn an industry-recognized occupational certification.

Students may select certification training from a list of approved certifications (see below). To ensure success WorkINdiana requires regional partnerships between WorkOne Centers and Adult Basic Education centers, career and technical education centers, community colleges, and local economic development representatives. Together these partners determine which careers from the certification framework are most relevant to their regions and then implement the requisite training programs. Students must be co-enrolled in Workforce Investment Act programs to ensure a full range of supports and financial services are made available.

Since WorkINdiana’s inception in August 2011, 3,378 students have enrolled in certification training, with 87% completing and 75% achieving a certification. In PY14, 1,101 students enrolled in WorkINdiana training. There are more than 400 approved career certification programs located at 84 sites across the state with additional programs being added throughout the year.

Framework: WorkINdiana Career Certifications	
Industry Sectors	Certifications
Health Care	Certified Nurse Aide (CNA)
	Emergency Medical Technician (EMT-B)
	Dental Assistant with Limited Radiography License (LRC)
	Home Health Aide (HHA)†
	Medical Assistant (CCMA)†
	Medical Coder/Billing Specialist (CPC, CCA† or CBCS)
	Patient Access (CHAA)
	Pharmacy Technician (C.Ph.T.)
Information Technology	Computer Support Specialist (CompTIA A+ or with CompTIA Security+ or Network+ †)
	Electronics Technician (EST, ESA-4† or CET)
Business Administration & Support	Administration Assistant (IC3 or MOS)
	Bookkeeper (Quickbooks†)
	Customer Service/Call Center (TSIA CSP-1† , NRF Customer Service and Sales†, CBP +IC3†)
Advanced Manufacturing	CNC Machine Operator (CNC)
	Entry Welder (AWS)
	Heating and Cooling Technician (EPA 608)
	Production Worker (MSSC CPT)
	Underground/Surface Coal Mining (MSHA 5023) Maintenance (CMRT)†
Transportation and Logistics	Automotive Service Technician (ASE)
	Laborers and Material Movers (MSSC CLA or MSSC CLA + Forklift Driving)
	Truck Driver, Heavy and Tractor Trailer (CDL-A)
	Truck Driver, Light and Tractor Trailer (CDL-B)
Hospitality	Hospitality Staff (START)
Construction	Pre-apprenticeship Training (OSHA+INPlan)†

† Conditional, pending results of pilot

(Source: WorkINdiana Monthly Report for June 2015, reported to DWD by the Regional Operators.)

JOBS FOR AMERICA'S GRADUATES

Jobs for America's Graduates (JAG)-Indiana is a statewide drop-out prevention program that targets at-risk high school juniors and seniors, and out-of school youth who have dropped out of high school. The program's goals are as follows:



1. Provide basic skills assessment and remediation to ensure program participants receive a high school diploma or its equivalent;
2. Assist in the attainment of employability skills needed to find a job and/or pursue postsecondary education. Students are taught 37 core competencies (skills) to assure a strong attachment to the labor market; and
3. Help to ensure graduates are placed in full-time employment, transition to post-secondary education or training or enlist in the military.

Indiana's JAG model provides tutoring assistance and adult mentoring. Participants receive individualized attention and identification of specific barriers to success, which include academic problems, deficient life and personal skills, and social or economic barriers.

Each high school senior completes the Free Application for Federal Student Aid (FAFSA), applies to two colleges and has the opportunity to take the American College Testing (ACT), Scholastic Aptitude Test (SAT) or other postsecondary enrollment examination. Last year, 43% of the students in follow-up were enrolled in post-secondary education. The 2015 high school graduates earned \$15M in scholarships. JAG Indiana was recognized by the national organization for having the highest amount of earned scholarships by its students.

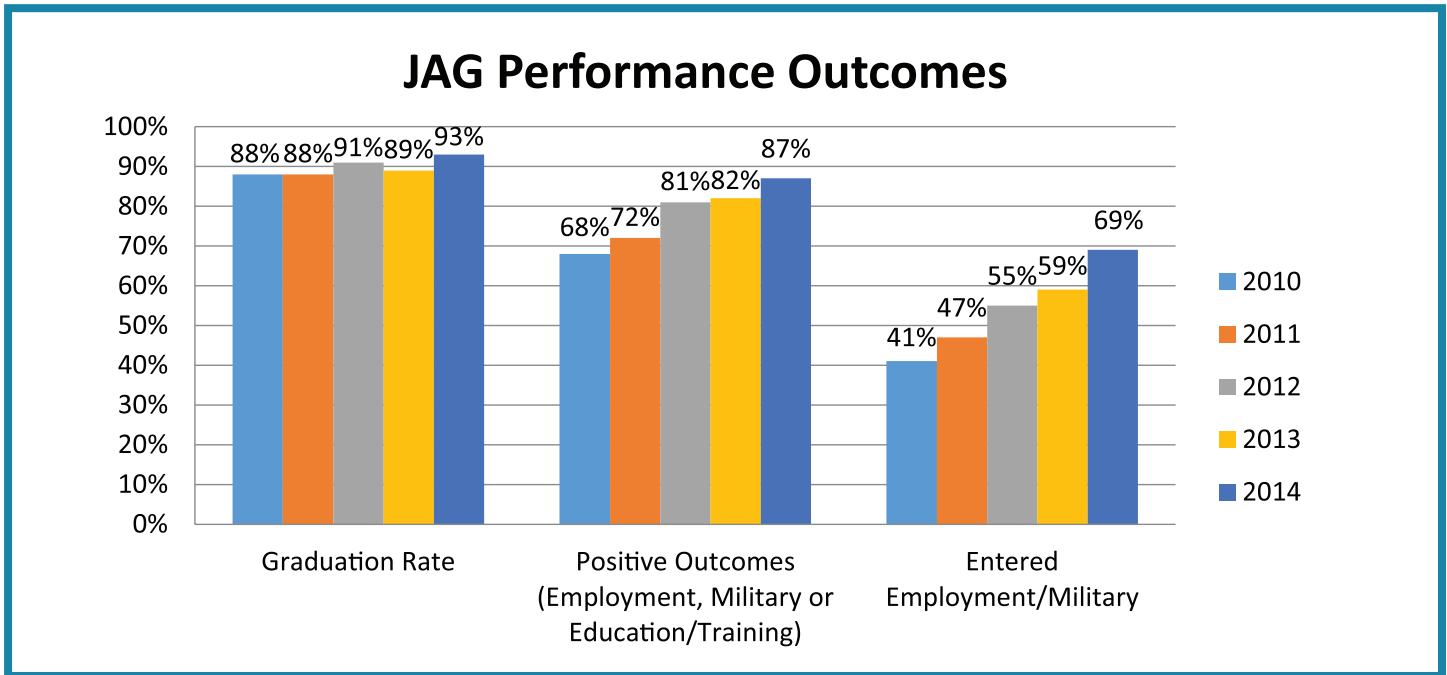
In addition to class work, students participate in a highly motivated student-led JAG Career Association at their high schools that promotes community involvement, civic and social awareness and leadership. Through their Career Association, students are invited to participate in a statewide event sponsored by DWD, the Career Development Conference.

The State Career Development Conference was held March 13, 2015 at Ivy Tech Community College in Indianapolis. The event provided students the opportunity to visit the campus and compete in employability skills events. Twelve regional conferences were held prior to the statewide conference. Ninety-two schools participated in the regional conferences with the top 150 students attending the State conference. The State Career Development Conference featured competitive events designed to demonstrate employability skills learned through program competencies, employer and community connections. Thirty-six students received awards ranging from \$250 to \$3,000.



JOBS FOR AMERICA'S GRADUATES (CONT'D)

During the 2013 session of the Indiana General Assembly, state funds were allocated for the first time for JAG. This enabled the program to essentially double in size. Programs were sustained with additional state funds from the General Assembly in 2015.



Since its inception in 2006, JAG has served more than 13,000 Hoosier students. Over 5,200 students participated in JAG at 118 programs throughout the State during the 2014-2015 school year.

HOOSIER INITIATIVE FOR RE-ENTRY (HIRE)

The HIRE program is an initiative to help ex-offenders become gainfully reemployed and reenter society. In conjunction with the Department of Correction (DOC), DWD leads program participants through the process of becoming successful job candidates by working with employers to determine the knowledge, skills, abilities, and aptitude needed to be a successful employee within their organization.

Participants are often chosen based on two main requirements: they must have displayed a positive track record during incarceration and must be identified as low or medium risk to re-offend. The staff works with DOC to determine which applicants would best suit a specific employer. Once applicants are screened, DWD delivers a curriculum focused on soft skills, workplace aptitude, and motivation. Upon release participants receive additional targeted job training if needed.

After release and job placement, DWD staff meets regularly with participants and employers to identify work related issues or needs, and to discuss any program changes.

It costs Indiana \$20,000 per year to incarcerate one offender. Department figures show the state's cash return to the economy during the past year is more than \$8M due to savings on incarceration costs and increases in state economic productivity.

MIGRANT AND SEASONAL FARMWORKERS

As a part of the Department of Workforce Development's (DWD) commitment to serve migrant and seasonal farm workers seeking work and skill enhancements, the following job-related information and assistance was provided:

- Job search, job referral and placement, referral to training and skill building activities;
- During the harvest season, 2,500 flyers were distributed; and
- Worked to coordinate outreach services and funds for emergency services to farm workers via contract renewal with Proteus®, Inc.
- Work continues toward renewing MOU with Indiana State Department of Health to provide pre-occupancy housing inspections for H-2A workers.

RAPID RESPONSE

DWD provides services and resources that are brought to dislocated workers on-site at a downsizing company prior to a mass layoff event. These customized services are part of a program called Rapid Response, which is designed to meet the needs of dislocated workers. The goal is to get the dislocated worker back to work as soon as possible and minimize the disruptions in their life a layoff can cause. A Rapid Response event is initiated when the State learns of impending layoffs or closures. Many companies will contact the Rapid Response team to notify them of a layoff and invite them to come on-site to help the workers.

During PY14, 108 notices of closures or layoffs were received. The WorkOne centers working in conjunction with Regional Workforce Investment Boards provided services that included rapid response orientations, community coordination of resources, job preparedness workshops, career planning, resume development, interview coaching, skill evaluations, training, computer classes, and job service assistance.

DWD has an online tool for rapid response that is being utilized at all WorkOne centers. It is designed to assist dislocated workers in understanding the transferability of their knowledge, skills, and abilities when seeking employment opportunities. All WorkOne offices have been fully trained and are utilizing the tool with their dislocated workers. The tool creates a personal development plan for the dislocated worker that can be accessed from any computer with internet access. This tool has also been utilized on site with the employer to assist these workers facing job losses. It is designed to transition workers to their next employment as soon as possible. In addition to providing services on site and as the WorkOne offices, the tool also assists labor market analysts, career counselors, and others with analyzing, understanding, and exploring skills associated with each occupation measured and published by the Occupational Information Network (O*NET) sponsored by the U.S. Department of Labor's Employment and Training Administration. This new tool now is going through its next generation which will provide mobile online applications for smart phones.

REEMPLOYMENT ELIGIBILITY & ASSESSMENT (REA) AND JOBS FOR HOOSIERS (JFH)

DWD's goal for the 2014 program year was to provide some level of Reemployment Services to nearly every qualified Unemployment Insurance (UI) recipient. Indiana was one of seven states selected to participate in an elite USDOL REA study, administered by Abt Associates. This study was designed to compare the "Full REA" program of more intensive services with mandatory follow up and additional assignments to the Jobs for Hoosiers (JFH) state REA program, which was the "Partial REA" program in the study.

The Jobs for Hoosiers program is an initiative that began October 1, 2013. It is a program that works in tandem with REA and requires individuals receiving unemployment benefits to report to a local WorkOne after their fourth week. The program introduces unemployed Hoosiers to WorkOne services and training opportunities during a one day orientation and provides access to additional reemployment services, if desired.

The Full REA goal in 2014 was 25,000, and JFH was 20,300. The Full REA program surpassed its PY14 goal by serving 29,480 claimants, and the JFH program served 30,069 UI recipients. This was an approximate 58% increase in customers served at some level of Reemployment Services.

FEDERAL BONDING PROGRAM

The Federal Bonding program has proven to be a valuable tool in removing barriers to reemployment. Examples of employment barriers include poor credit history, criminal background, disadvantaged youth, dislocated homemaker, or history of substance abuse. Indiana's Federal Bonding program has established key partnerships both inside and outside the WorkOne system. In PY14, 66 bonds, valued at \$5,000 each, were issued for a total of \$330,000, which allowed 31 jobseekers with serious barriers to return to meaningful work, which was not possible without bond approval.

VETERANS PROGRAM

In Indiana, there are approximately 258,000 Veterans in the workforce. DWD has 66.5 funded veteran staff positions divided between Disabled Veteran Outreach Program Specialists (DVOPs) and Local Veterans Employment Representatives (LVERs) to serve Veterans throughout the state. During PY14, DWD provided statewide services to more than 8,933 Hoosier Veterans through operations at full-service WorkOne Centers, and the Regional Veterans Administration Office in Indianapolis.

SEAMLESS TRANSITION PROGRAM

During PY14, DWD 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. In partnership with the Indiana Department of Veterans Affairs (IDVA), The Indiana National Guard Transition Assistance Advisors, and DWD; the state continues to work with the Indiana National Guard Yellow Ribbon Seamless Transition Program throughout the state. Under this program, DVOPs provided the following services:

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

In addition, 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. Additionally, DWD has partnered with the IDVA for Community Outreach Events throughout the State. These events are designed for Veterans to connect with various and organizations.

VOCATIONAL REHABILITATION AND EMPLOYMENT (VR&E) SERVICES (CHAPTER 31):

Chapter 31 is a unique program designed specifically for disabled Veterans and has two primary goals: first, the program assists service-disabled Veterans to prepare for, obtain, and maintain suitable employment. Secondly, for those Veterans who are severely disabled and for whom gainful employment is not an option, assistance may be provided to allow these veterans to live more independently in his or her community. During PY14, 172 Veterans participated in this program. Under this program, DVOPs provide case-management services to Veterans entering the employment phase of the rehabilitation process.

OPERATION HIRE A HOOSIER VETERAN

DWD and several Workforce Investment Boards supported Operation Hire a Hoosier Veteran's career fair on April 15, 2015, which was attended by several hundred Hoosier Veterans. In preparation for the career fair, two regional workshops 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 Workforce Service Areas (WSA) and Society for Human Resource Management (SHRM), proved to be a success and will become a standard procedure prior to other Hoosier Veteran Career Fairs. Approximately 120 vendors, which included various employers and area post-secondary institutions, participated in the event. There were a total of 49 job offers that were made at the event and we had approximately 670 Veterans and Service members check in/attend the 2015 event.

GOLD CARD INITIATIVE

The Gold Card provides unemployed post-9/11 era Veterans with the intensive and follow-up services they need to succeed in today's job market. The Gold Card initiative is a joint effort of the Department of Labor's Employment and Training Administration (ETA) and the Veterans' Employment and Training Service (VETS) DWD provide over 2,000 Veterans Gold Card services in PY14.

The Gold Card program is consistent with all Veterans Services by providing Priority of Service as outlined in DOL/VETS guidance. Gold Card Veterans are made aware of the intensive services made available. The Post 9/11 Veterans are then provided the services listed below are closely monitored once employment is obtained for retention and to insure a satisfactory outcome.

The enhanced in-person services available for Gold Card holders at local WorkOne offices may include:

- Job readiness assessment, including interviews and testing;
- Development of an Individual Development Plan (IDP);
- Career guidance through group or individual counseling that helps Veterans in making training and career decisions;
- Provision of labor market, occupational, and skills transferability information that inform educational, training, and occupational decisions;
- Referral to job banks, job portals, and job openings;
- Referral to employers and registered apprenticeship sponsors;
- Referral to training by WIA-funded or third party service providers; and
- Monthly follow-up by an assigned case manager for up to six months.

DOL/VETS VETERAN PROGRAM LETTER 03-14, CH. 1 & 04-14

Veteran Program Letter 03-14 was introduced to refocus the roles and responsibilities of JVSG Staff (DVOPs and LVERs). This letter introduces six significant barriers that DVOP specialists use for eligibility criteria to see Veterans and eligible persons:

1. A special disabled or disabled veteran, as those terms are defined in 38 U.S.C. 4211(1) and (3); Special disabled and disabled veterans are those:
 - Who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans' Affairs; or,
 - Were discharged or released from active duty because of service-connected disability;
2. Homeless, as defined in Section 103(a) of the Stewart. B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a))
3. A recently-separated service member, as defined in 38 U.S.C. 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months;
4. An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration;
5. Lacking a high school diploma or equivalent certificate; or
6. Low income (as defined by WIA at Sec. 101(25) (B)).

VPL 03-14 was also complemented by VPL 04-14 that added an additional target of Veterans age 18-24, to be serviced by DVOPs.

Additionally, LVERs are now refocused to conduct employer outreach and job searches/ workshops, planning and participation in hiring events, and coordinating with Federal Contractors, Unions, apprenticeship programs and business organizations to promote and secure veteran employment and training programs.

BUSINESS SERVICES

DWD has a long standing commitment to engaging the state's employers and working to meet the needs of this important workforce development partner. In PY14, WorkOne business services delivery personnel have averaged over 250 on-site business visits per month, hosted more than 100 employment fairs per month and posted more than 5000 jobs per month on Indiana Career Connect to help promote employment across the state.

Through their leadership, the WorkOne business services teams in each of Indiana's 12 regions have been able to focus their efforts to drive more business engagement, through quality delivery of services, more frequent interaction, and higher repeat customers. The Business Services team also includes the functional leadership of the Local Veteran's Employment Specialists (LVERs) and 12 specially funded Reentry Employment Coordinators.

DWD engages several key partners from around the state to enhance the reach and effectiveness of Business Services. Some, but not all, of the key partners are listed below:

- Regional Workforce Investment Board Directors
- Regional Business Services Representatives
- Local and State Political Leaders
- Workforce development leaders
- Veterans representatives
- Key leaders in the Indiana business community including representatives from manufacturing, medical services, logistics and other key industries within the state
- Indiana Economic Development Corporation
- Local and Regional Economic Development Professionals
- The Indiana Chamber of Commerce
- The Indiana Manufacturing Association

ON-THE-JOB TRAINING (OJT)

OJT is an occupational skills training program. Individuals earn wages while learning new occupational skills. Employers are reimbursed for costs associated with training new employees. During PY14, 671 Indiana participants were enrolled in OJT. The number of OJT participants for PY14 is listed below by region:

OJT PY14	
Region	Count
1	52
2	54
3	153
4	53
5	49
6	11
7	4
8	5
9	6
10	5
11	77
12	66
TOTAL	535

Mainly WIA Adult, Dislocated Worker, and Youth dollars were used to fund OJTs. Collectively, 414 OJTs were funded by WIA Adult, 48 by WIA Dislocated Workers, and 3 by WIA Youth. Other funding sources such as Rapid Response and Trade Act were also used to finance OJTs. The types of occupations that participants were trained in varied greatly, including Quality Control Systems Manager, Shipping & Receiving Clerk, Electronic Repairer, Team Assembler, and Plastic Machine Tool Operator.

TRADE ADJUSTMENT ASSISTANCE (TAA)

In PY14, Indiana had 13 authorized TAA petitions. Approximately 1,500 workers were eligible for employment services, supportive services and training consideration. During PY14, 1,349 individuals participated in TAA. 619 new training participants were added PY14; while 716 participants exited training during the same period. 72.81% of training participants successfully completed their individualized training programs.

It should be noted that during PY14, TAA was operating under the more restrictive 2014 Reversion Benefits Law (2014R). This meant that the second 6 months of PY14, only the manufacturing sector (not service sector as under 2011 Law) was potentially eligible for TAA. Workers also had to be separated from their employer (instead of just being under ‘threat of layoff’ as under 2011 Law). This accounts for the lower number of new training participants in PY14.

TAA was renewed under the Trade Adjustment Assistance Renewal Act of 2015 (TAARA 2015) on June 29, 2015. The program was renewed through June 30, 2021 under the 2015 law. The 2015 benefit law is very similar to the 2011 benefits law, with some minor differences. All clients who were eligible under 2014R benefit law have been transitioned to the 2015 law as of September 28, 2015. All required notifications are being sent to current and potential TAA clients.

While economic conditions have generally improved, the expanded pool of potential TAA participants is expected to increase in PY 2016. This is due to the broader eligibility requirements of the 2015 benefit law, which includes both the Manufacturing and Service Sectors. Another factor for the expected increase is that workers certified under a TAARA 2015 law petition by the United States Department of Labor (USDOL), only have to meet the “threat of layoff” eligibility threshold. An increase in TAA petitions filed and certified has been seen in the second half of PY15 and the beginning of PY16 as a result of the Dislocated Worker Unit’s (DWU) strategic initiative to proactively aid companies, unions and workers file TAA petitions. This trend is expected to continue. Regional assistance in implementing this initiative has been invaluable.

TAA participants may also be co-enrolled in Workforce Investment Act funded programs based on their need for services not allowed under TAA.

USDOL/TAA COMMON MEASURES PY14 - INDIANA	
Entered Employment Rate	75.84%
Employment Retention Rate	91.91%
6-month average earnings	\$19,011.99

WORKFORCE DEVELOPMENT GRANTS

NATIONAL EMERGENCY GRANT

Beginning July 1, 2013, Indiana was awarded an approximate \$2 million National Emergency Grant (NEG) from the United States Department of Labor. The Indiana Dislocated Worker Training (DWT) NEG award was utilized to provide education and training in in-demand occupations to Hoosiers who are experiencing long-term unemployment, have been profiled as likely to exhaust benefits and have barriers to employment.

Indiana's strategic focus included on-the-job training and occupational skills training that resulted in industry-recognized credentials. Both training strategies have proven to be effective tools in returning program participants to work more quickly and to help match their skills with employer needs.

Ten of the twelve WIBs participated in the NEG. As of June 30, 2015, the Workforce Investment Boards have enrolled 227 participants into On-the-Job Training and expended \$765,417. On June 19, 2015 a one-time extension to June 30, 2016 was approved by the Department of Labor.

DISABILITY EMPLOYMENT INITIATIVE GRANT

In October 2012, the state was awarded nearly \$2.4 million to implement Indiana's Disability Employment Initiative (IN-DEI) grant. Social Dynamics, a contractor of the US Department of Labor (USDOL), was tasked with conducting a random selection to determine which of the nine (9) participating Workforce Development Boards (WDBs) would receive funding to implement the grant. Regions 1, 2, 4, 7 and 9 were selected as pilot areas and received funding to hire a full-time staff person (referred to as a Disability Resource Coordinator or DRC) to oversee the grant at the local-level. Regions 5, 6, 11, and 12 (Marion County) were selected as the control/comparison areas and did not receive funding. Originally the grant was scheduled to end September 30, 2015, however the Indiana Department of Workforce Development (DWD) requested and received approval for a no-cost six month extension and the grant will now be implemented through March 31, 2016.

All nine (9) regions are required to participate in USDOL's data collection and evaluation activities, which are comprised of phone interviews, on-site visits, and reporting specific IN-DEI, Workforce Investment Act (WIA), and Wagner-Peyser (W-P) data. Due to the evaluation component of the grant, DWD is unable to share IN-DEI activity and outcomes until the grant ends and findings are released by Social Dynamics. However, below is a general overview of the grant and anticipated activity of the five (5) pilot areas.

PROJECT SCOPE

The pilot areas will serve adult Hoosiers who may have physical, developmental, psychiatric or other non-visible disabilities, in particular persons who have a Ticket to Work, a disable veteran or eligible spouse, and persons with additional barriers to education, training, or employment success.

TICKET TO WORK (TTW)

A component of the grant revolves around the TTW program, which focuses on decreasing the client's dependence on cash benefits by increasing their work efforts and achieving self-sufficiency. This program is offered at no cost and on a voluntary basis. Individuals must be between the ages of eighteen and sixty-four, receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).

OUTREACH EFFORTS

Pilot areas target persons without a high school diploma or its equivalency, who are basic skills deficient, have a criminal record, homeless, and/or receive Temporary Assistance for Needy Families (TANF) benefits. In addition, Community Mental Health Centers will provide enhanced services to participants with moderate to severe mental illness, a sub-group of persons facing extreme levels of unemployment and poverty. Pilot areas will deliver IN-DEI services through the local WorkOne offices. Participants will have increased access to:

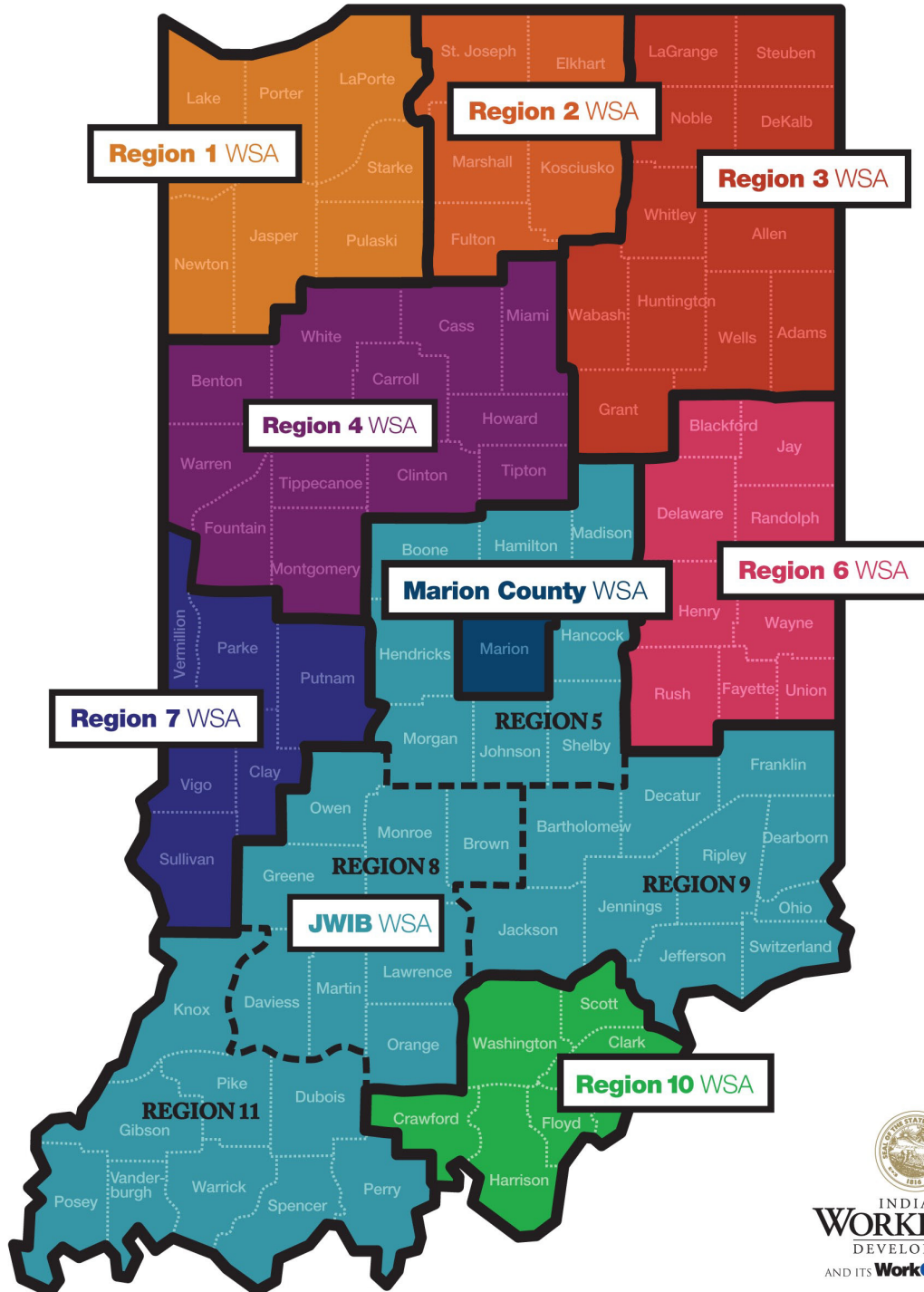
- Adult basic education and high school equivalency assessment;
- Advanced training and credential opportunities;
- Asset development, including counseling related to benefits, work incentives, financial literacy, budgeting, and tax credits and filing;

- Job readiness training and certification;
- Integrated case management to coordinate services and support across service providers;
- Work experience, supported employment, and on-the-job training; and
- Assistive technology equipment to better meet the needs of individuals with disabilities.

ANTICIPATED OUTREACH

- Expanded partnerships and co-enrollment among systems servicing adults with disabilities;
- Enhanced accessibility and usability of the WorkOne system;
- Increased use of the Ticket to Work program;
- Increased use of the WorkOne system by adults with disabilities; and
- Improved education, training and employment outcomes.

Department of Workforce Development *Workforce Service Areas (WSA)*



WORKFORCE SERVICE AREA REGIONAL SUMMARIES

Each of Indiana's Workforce Service Areas (WSAs) submitted a snapshot of regional activity during PY14. See below for an update on all regions.

WSA 1 – NORTHWEST INDIANA WORKFORCE SERVICE AREA

ECONOMIC DEVELOPMENT

The Northwest Indiana Workforce Board (NWIWB) and the regional WorkOne system have become key players in the economic growth and competitiveness of our region. The NWIWB and WorkOne Northwest Indiana have provided demand driven education and training, employment and reemployment assistance, and youth focused initiatives; all which provide a solid contribution to local economic development efforts. Whether it's a focus on making sure our youth are getting the right skills and selecting the right career paths to be competitive in the region's labor market, or helping employers access the skilled labor they need, the NWIWB works to capture several mechanisms of support for regional economic development.

TRAINING & EDUCATION

- Presented 3,792 National Career Readiness Credentials (NCRC) in line with employer expectations.
- A total of 657 customers were sent to skills training and 55 customers participated in on-the-job training. Training included the following:
 - ✓ *Computerized Numerical Control Operator (CNC)* training in Lake County resulting in National Institute for Metal Working Certification (NIMS)
 - ✓ *Certified Production Technician (CPT)* training in Jasper and La Porte Counties resulting in manufacturing Skill Standards Council Certifications (MSSC)
 - ✓ *Commercial Driver License (CDL)* training in Lake and La Porte Counties resulting in CDL certifications
 - ✓ *Certified Nursing Assistant (CNA)* training in Jasper, Lake, and La Porte Counties
 - ✓ *Pharmacy Technician* training took place in Jasper and Lake Counties resulting in Certified Pharmacy Technician (PTCB/CPHT) certificates
 - ✓ *Emergency Medical Technician (EMT)* training took place in Jasper and Lake Counties resulting in EMT-B Certifications
 - ✓ *Electronic Health Records Specialist* training took place in Porter County resulting in certifications for Certified Billing & Coding Specialists and Electronic Health Records Specialists
 - ✓ *Skills, Task and Results Training (START)* took place in Lake and La Porte Counties resulting in American Hotel & Lodging Educational Institute (AHLEI) Certificates
 - ✓ *Welding Training* took place in Lake, La Porte, and Starke Counties resulting in certifications
- Through the Disability Employment Initiative, an informational summit was held drawing over 160 attendees and featuring a resource fair, breakout sessions, and a luncheon. Randy Lewis, former Vice President with Walgreens and author of *No Greatness Without Goodness*, was the luncheon presenter. Breakout sessions included: Work Incentives & Opportunities for Disabilities, How to Deal with Non Disability Barriers and Potential Solutions, and Financial Building Programs for Disabilities.

RE-EMPLOYMENT ASSISTANCE

- **U.S. Steel Corporation** issued two Worker Adjustment & Retraining Notification Act (WARN) notices; one at their East Chicago Tin Plant and the other at the Gary Coke Plant. The notices were based on

the company's decision to temporarily reduce or idle operations, affecting a total of 692 workers. WorkOne Northwest Indiana conducted two Rapid Response sessions for close to **400** of the workers, providing an overview of the WorkOne services, guidance on filing for unemployment insurance, and invitations to three hiring events, featuring manufacturing employers. Trade Adjustment Assistance was approved and DWD and the WorkOne Northwest Indiana staff delivered four sessions at a Gary location. **Three** hiring events were held and were specifically organized for the US Steel workers affected by the layoff. Events were held in Portage, Hammond, and Gary and drew close to 90 individuals.

- **A Veteran's Job Fair** was hosted by WorkOne Northwest Indiana, featuring **30** area employers and drawing **200** veteran job seekers.
- WorkOne Northwest Indiana continues to serve job-seekers through the **Northwest Indiana Professional Network (NIPN)**. Going into its 10th year, NIPN is a weekly networking and job hunting group for currently enrolled WorkOne clients who possess an Associate's degree or higher. It operates as a hybrid for improving job search skills, building confidence, and giving participants an opportunity to network with a diverse group of professionals with similar experiences. This past year NIPN has welcomed over **650** participants at their meetings throughout four WorkOne locations in the region.
- More than **70 small scale hiring events** with regional employers were conducted at WorkOne locations throughout Northwest Indiana.

YOUTH/JAG

- **Served 951 students** through funding from WIA
- Worked closely with READY NWI on **connecting 28 school systems in NW Indiana and universities with regional employers**, in order to continue development and refinement of a pipeline; aligning K-12 and higher education goals with employer needs and insuring college and career success plans for students.
- **110 participants** from schools in Gary, East Chicago, Hammond, Knox, and Michigan City participated at the **Regional Jobs for America's Graduates (JAG) Career Development Conference** on January 30, 2015 at Indiana University Northwest in Gary. The Career Development Conference (CDC) is one way to prepare the at-risk youth for the future by allowing them to compete in events to showcase employability related skills. Awards were presented and several youth moved on to the state competition in Indianapolis, resulting in a second place and a third place award.
- **NW Indiana JAG students captured \$1.5 million in scholarship awards** to help them move on to the next chapter of their lives—post secondary education.

WORKONE NORTHWEST INDIANA

- Over **38,700** individuals received services at a WorkOne Northwest Indiana location. PY14 client satisfaction rating exceeded 86%.
- Over **2,613** local enrolled adult education students received services this past year.
- Over **8,511** individual received services from one of the 20 WorkOne Access Point locations in the region. Access Points provide self-services to individuals who are unable to visit a full service WorkOne due to transportation. Services include access to Indiana Career Connect (ICC) and job searches through designated computers, career planning, job training information, and workshop schedules.

PARTNERSHIPS

In PY14, the Northern Indiana Workforce Board (NIWB) and staff continued to work diligently to develop partnerships and build trust with other organizations within the region. Building on the tremendous success of our Business Services Team and continued work with our local businesses and economic development partners, NIWB entered into a formal WIOA Partners Consortium with FSSA, Vocational Rehab, Regional Adult Ed and Career Tech Ed programs, United Way, several post-secondary institutions, Goodwill, ResCare and their IMPACT programs, SCSEP, Proteus, Bridges Out of Poverty, and other regional resource programs devoted to assisting individuals in getting into or back into the workforce. The goal of the Consortium has been to develop a seamless delivery system model between all partners. The monthly meetings, well-attended by all partners, has brought to light many areas that indicate the need for better partnering and smoother entry points into each entity. In preparing for the DOL “Customer-Centered Service Delivery” project, the overwhelming message from customers, businesses, and participating partner agency representatives, is that once you arrive “inside the entry gates of all programs” the service and assistance received is beyond the general expectation. The team is currently working together to develop a Customer-centered, Customer-driven (both job seekers and employers) workforce system. The WIOA Partners Consortium continues to expand its membership and mission. As a result of this, joint professional development sessions continue to be developed and delivered. The first was the Human Search Engine job search training in which all agencies were trained on better networking techniques for the hard-to-serve populations. The second was a case management training delivered by Dr. Beverly Ford where case managers from all agencies were trained on best practices for case managing the hardest to serve population. Upcoming trainings include Bridges out of Poverty training and Goodwill’s Poverty Simulation. The Region 2 WIOA Partners Consortium holds to the idea that services provided in each of the partnering agencies must be in-line with one another for the regional workforce development system to ensure success. The WorkOne Business Services Team has begun to work with employers on this new and emerging workforce and the need for work and learn experiences. The WorkOne Business Services Team is working with all partner agencies and their Employer Network agencies to locate employment opportunities, On-the-Job Trainings, work experiences, internships, and Registered Apprenticeships.

In addition to these activities, all partners came together to assist ResCare’s IMPACT program hit with high numbers due to the increase in ABAWD (able-bodied-with-no-dependents, age 18-49) population called in as a result of filing for HIP 2.0. The numbers served went from approximately 4,000 to over 67,000 being called in for services. The partner agencies developed workshops and training programs that would satisfy the services customers needed to attend in order to be compliant. With only 22% of those called in actually arriving for services, the remaining 78% will be hitting WorkOne and other agency offices in mid-October when they lose all benefits as a result of failure to participate. Agencies are preparing together on service delivery models and referral best practices to ensure individuals receive the services they will need, when they are not able to reapply for benefits for 36 months. This influx of traffic is expected to begin in October 2015 and continue through March 2016.

The Region 2 Partners Consortium continues to meet monthly.

TALENT ROADMAP

A lot of regional work went into the Talent Roadmap that was developed by the NIWB, economic and educational partners that is still valid today. The sector work that was done has now been adopted by the Works Council in their plan and training is being developed to meet those needs. The Talent Roadmap plan also identified the needs for regional “Quality of Life” improvements. This fit very well into the Regional Cities Initiative. The Northern Indiana Workforce Board participated heavily in the activities surrounding this initiative. These included the listening sessions, Project development, presentations, project screening and

the formation of the RDA (Regional Development Authority). Multiple board members were involved as well as staff. One of the NIWB board members is now on the RDA board and the President/CEO of NIWB was one of the small committee that selected the final projects for the proposal submittal. Many of the projects have important workforce development components that will impact the region in a positive manner.

EDUCATION & WORKFORCE INNOVATION NETWORK (EWIN) GRANT

The funding for this very important project ended in June 2015. However, it must be noted that the success of this program in the four (4) participating schools was nothing short of amazing. Of the 50% of students being turned away from dual credit programs, 67% were up-skilled and able to successfully participate in programs and earn college credit. The greatest outcome was locating the need indicators for these students early enough to provide the remedial training while completing high school to avoid remediation in post-secondary and the use of grant money on these classes. The students that participated walked away with better educational opportunities and with the skills necessary for future success.

REGIONAL TRAINING PROGRAMS

To increase the outreach and relevance of trainings being offered in Region 2, Board Committees were reignited to guide and direct this work. One committee is tasked to work with local leaders to determine the needs they are hearing from constituents and bring this information back to WorkOne to develop programs that are appropriate. One example of this was the development of a new business in South Bend that provides transportation assistance to individuals who cannot get to their place of employment due to lack of bus lines or times. This agency takes individuals to work no matter what shift they are working and returns them at the end of their shift. Through partnering with SCORE and other agencies, a need has been met with a new and emerging business!

A second Board Committee is charged to work with local business to determine the trainings needed in the region, while a third is working with local post-secondary institutions to see to it that these trainings are developed. As a result of this work, the area post-secondary institutions are coordinating their training offerings to become “specialists” for specific training. For example, while IUSB had begun a Hospitality program called START, with the loss of their key instructor, the program fell apart. Bethel College heard of the need and began developing a new and improved Hospitality program that will be offered in conjunction with Goodwill and their new “kitchen” to allow students to experience and explore all areas of the hospitality industry from food service, to visitor bureaus, to high level customer service skills. Harrison College is now developing a logistics program to meet the needs of St. Joe County suppliers. Holy Cross is developing Cyber-security, Healthcare Coordination, and residency programs for better skills attainment. The St. Joe County Mayor’s grant to NIWB has now expanded to include Hospitality, Healthcare, Truck Driving, and Manufacturing. These are just a few of the training developments that are currently occurring in Region 2.

CAMPUS TO CAREER PROGRAM

Since PY12, NIWB has worked hard to partner with our eleven (11) area colleges and universities and other vocational training providers. As a result of this work and the work of local Intern Specialist based in the St. Joe Chamber of Commerce, Kate Lee, Workone was able to put seven college students in paid summer internships with local employers to increase their skills-based learning. Also, the WorkOne Business Services Team has partnered with the post-secondary Career Services Centers to provide job readiness workshops and to assist in placing recent college graduates in jobs based in Region 2.

YOUTH SERVICES

This will continue to be a very strong focus for the board. A large part of PY14 was spent developing plans to expand services for Out of School youth. This included staffing changes, new partnership arrangements

and a dedicated adult education instructor for out of school youth. We also added a work based learning coordinator and began OJTs for youth. Our internship program for youth continues to be strong and has expanded through partnership meetings with area employers to include year-round internship possibilities for out of school youth. We continued the JAG in a day program that our youth participated in the previous program year. We have provided our youth staff with multiple training offerings. We have also started a day long training sessions for the student officers of the JAG programs to focus on leadership and civic responsibility.

SCSEP- SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

This grant was received in May 2014. It is a federal program for individuals 55 and older, who are low-income and lacking the skills necessary to enter the workforce easily. The program provides up to 4 years of workforce training through community service work experiences. Individuals are placed into 501(c) 3 organizations where they learn computer skills, receptionist skills, and other job skills necessary to secure viable employment. The participant works 20-24 hours per week making minimum wage – all funded by the SCSEP program. Having taken on one of the least successful programs in the state, the NIWB program has been able to place 14 participants and are moving to full program participation in PY15 with many more placements as a result of improved employment skills training and coordination with WorkOne and partner agencies.

OPERATION: JOB READY VETERANS

Region 2 chose to be a pilot region for a new program aimed at providing intensive job readiness service to Vets. Job Ready Vets works in conjunction with our WorkOne veteran staff and Business Services Team to provide a one week extremely intensive boot camp for veterans to prepare them for a strong job search. The number of participants and structure of the class was continually evaluated and improved to reach a success rate of 87% placements for veterans attending this training. This has vastly increased the success of Region 2 veterans programs.

REGION 2 WORKS COUNCIL

The Northern Indiana Workforce board passed a resolution to work with and support the Region2 Works Council relative to Career Tech Ed improvement in the region. This is something the board strongly believes in and is willing to commit personnel resources, data sharing, analysis and general partnership to the Works Council effort. The NIWB President/CEO, while not being a member of the Works Council, is a much-needed resource and conduit for the Works Council to WorkOne services and the Partners Consortium. In preparing for the Skill Up grant, the Works Council has now expanded their scope to include many initiatives being developed in the Partners Consortium to truly meet the needs of our hardest to serve population. The Works Council has developed two amazing opportunities for area superintendents and counselors to actually experience work inside local manufacturers. This will occur in October 2015. A second “Career Day”, will bring up to 800 local students to an event occurring on a Saturday in November, providing them the opportunity to tour local manufacturing facilities and speak with local employers about manufacturing.

SECTOR PARTNERSHIPS

In PY14, the regional Workforce Investment Board made a strong commitment to supporting sector partnerships in the area of advanced manufacturing. While the region is committed to working together as a region, the workforce board has learned that commitment to action often takes place at a sub-regional level (very often the county level). As such, the workforce board has worked with local economic development organizations to bring together manufacturers and educators in specific counties throughout the region to begin the all-important conversation about aligning educational programming with industry needs. This has led to the support of four new manufacturing associations/alliances in the region including the Adams Wells Manufacturers Alliance, the Noble County Manufacturers Educators Alliance, the Grant's Got Talent Initiative and the Gateway Coalition (focused on the Fort Wayne area). The workforce board works in support of these industrial alliances to help them create campaigns promoting careers in advanced manufacturing, to create teacher/counselor externship programs, to improve connections to CTE programs and to create speaker's bureaus of manufacturers available to visit high schools within a specific county. While there is much work to be done to grow these industry-led associations, all four of these organizations are tackling projects aimed at improving the talent pipeline in the region that supports advanced manufacturing.

ADULT EDUCATION PARTNERSHIPS

In PY14, the regional Workforce Investment Board continued its focus on adult education services as a critical component of the regional workforce system. By serving as fiscal agent for all adult education resources in the region, the WIB and the regional adult education consortium were able to provide over 2,500 adult education students with access to both adult education and WorkOne services (390 of which earned their High School Equivalency and 930 found employment). All participating students also had the opportunity to receive job placement assistance, career counseling support and career assessment activities and had full access to resume writing, interview preparation, technology classes and many other WorkOne delivery services. Of note, during the past program year, 89 adult education students accessed WorkINdiana skills training programs such as Certified Nursing Assistant (CNA), welding, machining and others. Of these students, 77% successfully completed all training activities and 76% earned an industry-recognized credential.

ECONOMIC DEVELOPMENT & BUSINESS SERVICES

To ensure the economic health of the region, a continuous focused has been placed on aligning workforce services and funding investments designed to support economic development activities within the region. As evidence of this, over the past year the regional workforce system has provided financial and workforce service support to 104 economic development projects, demonstrating the strong alignment that exists between economic and workforce development in the region. Overall, more than 1,000 employers were assisted this past year through hiring events, applicant referrals, candidate pre-screening and incumbent worker and On-The-Job training activities. Of interest, the workforce system provided these employers with nearly 200 customized hiring events/job fairs during the past year at which thousands of applicants were identified and pre-screened for these employers.

COHORT-BASED TRAINING

During the past year, regional cohort training programs were utilized extensively to teach specific skill-sets required by area employers. Utilizing the WorkOne delivery system, customized training classes in areas such as welding, CNC machining and industrial maintenance were conducted at multiple locations throughout the area. Implementing this program has allowed job seekers to participate in short term training (typically 10-26 weeks) designed around job opportunities currently available within their communities.

OJT TRAINING

Of importance, over the past year the region continued to make extensive use of OJT programs to support multiple economic development projects. This strategy has connected hundreds of unemployed and underemployed workers to permanent high wage jobs. The availability of resources to specifically support these employers lead to opportunities to introduce this program to dozens of new employers to the WorkOne system.

INCUMBENT WORKER TRAINING

Over the past several years, the region has experienced an increasing sense of urgency around the need to address the “skills gap” within the advanced manufacturing sector (the largest employment sector by far in the region). To continue addressing this skills gap during this past year, the region continued its support of a new incumbent worker training program that has been branded Skill-Link. The basic premise of the Skill-Link program is to work with a small consortium of employers with similar skill needs (such as industrial maintenance) and then work with training partners to custom-build a curriculum to address the identified need. Employers in the consortium then identify lower-wage or entry-level workers whom they believe have the potential to complete the curriculum and move into higher-skilled and higher-paid positions.

Skill-Link is an evolution of incumbent worker training that is built on the premise that custom-built training programs are simply more effective than their off-the-shelf counterparts. Significant components of the Skill-Link incumbent worker training model include the following:

- All training activities lead to an industry-recognized credential; however, the specific curriculum to be used is developed with significant input from employers to ensure that incumbent workers are learning the precise skills required to move up within the organization.
- All training activities are offered on a schedule that is adjusted to the needs and work schedules of workers being trained. This means that Skill-Link classes may be offered in the afternoon as well as evenings or even in the early hours of a morning.
- All Skill-Link incumbent worker training activities are delivered using a cohort model, meaning a small group of similarly situated workers will work together as a team as they progress through a technical curriculum.
- To ensure worker access to training activities, regional postsecondary and high school CTE resources and locations are utilized to ensure that training programs are portable and offered at locations throughout northeast Indiana.
- As lower wage incumbent workers are trained and promoted, these workers will experience an increase in personal income to support themselves and their families. However, equally compelling is the fact the promotion of these workers will create entry-level job openings for new workers.

Over the past year, multiple Skill-Link incumbent worker training programs were developed which focused on the development of the critical skills sets required for workers to be effective as industrial maintenance technicians, CNC machinists and welders.

YOUTH SERVICES

The continuous focus on regional youth programming needs this past year included investing available youth resources in two specific programs designed to ensure that young adults achieve either a high school diploma or a graduate equivalency degree.

- The Be SomeOne Now program is delivered through a youth focused organization, serving young adults between the ages of 16-21 who have withdrawn from high school, enrolled in or need to be enrolled in HSE classes. In this program, Be SomeOne Now young adult advocates work with eligible youth to establish and work through short and long term educational and employment goals. Additionally, eligible youth participate in small group sessions covering topics such as getting and

keeping a job, resume writing, interview skills, post-secondary fit/FAFSA, financial literacy/budgeting, and leadership development. Young adults may receive up to \$200 in incentives for achieving outcomes, session attendance, meeting goals and attendance in WorkOne workshops. Along with these incentives, young adults are also eligible to receive up to \$1,000 in tuition assistance, paid HSE test fees, intensive case management support and twelve months of follow-up upon program completion. In total, 226 out-of-school youth participated in this education-focused youth program.

- The Jobs for America’s Graduates (JAG) program was operated on site at ten regional high schools and provided 456 in-school youth with the support and assistance they needed to stay in school and graduate on time. Additionally, 290 JAG Graduates were provided follow-up services. Overall, the regional JAG program saw a 92% graduation rate from students initially assessed to be at-risk of failing to complete high school graduation requirements.

WSA 4 – WEST CENTRAL INDIANA WORKFORCE SERVICE AREA

YOUTH SERVICES

The Region 4 WIB continued its focus in PY14 on directing the awareness of members of the emerging workforce to the extraordinary career opportunities available to them in the region's manufacturing sector, if they prepare for them.

As part of the Youth Council's mission of improving the academic and workforce prospects of youth, the Council assisted emerging workers prepare for occupations in advanced manufacturing. The regionally developed publication on careers in manufacturing, *Careers in Advanced Manufacturing: Your life, your career, can be this Advanced!* was distributed to area schools and at all WorkOne-sponsored events for youth.

Over 370 Students from 28 area high schools and career centers learned about careers in manufacturing in Region 4 during PY14 as they toured industries, viewed production in process and participated in team-building and career-readiness workshops. Local participation in Manufacturing Day was organized in all 12 Region 4 counties in partnership with WorkOne, area school corporations, economic development organizations, and industry. By going inside a modern manufacturing facility, seeing the high-tech processes and experiencing the work environment, students visualized what it would be like to work there and the rewards they might expect. Fourteen (14) regional industries opened their doors to student tours and provided meals to students.

The Region 4 Youth Council, in coordination with Lafayette Jefferson High School, Kokomo High School, WorkOne, and area employers, held two regional Youth Summit and Networking Events: *What About You?* The Summit was a free, full-day, interactive and high impact conference for 500 high school students. The events offered youth the opportunity to learn about skills employers value, summer jobs and internships, and the critical need for skilled workers in the manufacturing industry. Students attending the Summit had the opportunity to meet with employers such as SIA, Caterpillar, Chrysler, Haynes International, and Alcoa, hear Mayors Greg Goodnight and Tony Roswarski speak about local employment opportunities, and attend various workshops. Workshops offered throughout the day included: 'Show Me the Money' - understanding the skills and training youth need for high-skill/high-wage jobs and how those jobs support real-world living costs, and 'You're Fired' - helping youth understand the critical importance of having soft skills as well as technical skills. A panel of employers discussed what they looked for in future employees, the growth opportunities in Advanced Manufacturing, and answered questions from the audience. Students attended pre-event sessions on topics ranging from networking and resume-writing to learning how to make a good first impression. The Summit culminated in a job fair for summer employment and internship opportunities.

Region 4's Jobs for America's Graduates (JAG) program, a high school drop-out prevention strategy, served 282 students in seven schools around the region, helping at-risk youth stay in school to achieve academic, career, and life success. The Region 4 program received accolades for meeting all performance metrics, including a 95% graduation rate.

THE MANUFACTURING EFFECT

The Region 4 WIB also sponsored The Manufacturing Effect Day which is devoted to introducing high school faculty, counselors and administrators to their local manufacturing employers. The day included a tour of manufacturing facilities, an employer panel discussion and additional manufacturer presentations. Information shared included products made, product use, international markets, supply chain, and career opportunities for students immediately graduating high school and those pursuing postsecondary education and training. This information helped educators better inform students of the role manufacturing plays in their community and the many career opportunities available to them in their own backyard.

ADVANCING MANUFACTURING

The critical need influencing the most significant investment of workforce development resources in Region 4 during PY14 was for a well-skilled, entry-level, manufacturing workforce. A partnership of 23 manufacturing employers has been formed to support the Advancing Manufacturing Initiative (AMI). The AMI partnership also includes local economic development organizations, local elected officials, and Ivy Tech Community College representatives. Each employer or organization partner has a role to play and a contribution to make.

During PY14 the Region 4 WIB provided training leading to a Certified Production Technician (CPT) credential. AMI is one solution to meeting manufacturing sector employers' demand for skilled workers. The AMI/CPT model, thanks in part to the generous support of Duke Energy Foundation, Alcoa Foundation, and local units of government, has graduated 245 certified production technicians over the past three years. Seventy-two percent (72%) of graduates have become employed in entry-level manufacturing career pathway occupations at an average hourly wage of \$15.97. A \$382,000 WIB investment thus far has leveraged \$487,000 from other partners. The training pipeline is continually being replenished at training locations throughout Region 4 and other local areas around the state that have adopted the model.

Using the sector partnership framework developed around AMI/CPT, another training model was developed in PY14 by the AMI sector partners that provides an Advanced Manufacturing Standardized Work certification offered by Purdue University through its Polytechnic Institute. The Rapid Reemployment in Advanced Manufacturing Positions (RAMP) program has received H-1B funding through a USDOL Ready to Work Grant with co-funding provided by WIA and its successor, WIOA. RAMP will serve 800 long-term unemployed individuals over the four-year life of the grant in an intensive 14-week paid internship experience that combines classroom instruction, work simulations, work hardening, and hands-on work and learn opportunities. The first cohort of trainees began training in the PY14 Q4. The program is proving its effectiveness and sustainability. As RAMP is further developed and refined over time it will likely become the preferred training model for WIOA adults and dislocated workers, while AMI/CPT will become a the primary model for Region 4 youth.

WSA 5 – CENTRAL INDIANA WORKFORCE SERVICE AREA

PARTNERSHIPS

At each of the seven WorkOne Offices Business Services Team members strengthened ties with local Economic Development Directors and staff. Business Consultants have been part of the local teams that meet with site selectors to present the services of WorkOne and to provide detailed labor market information. Business Consultants made new contacts with over 1,100 employers in the region to promote WorkOne services. Staff have participated with local initiatives throughout the region including Workforce and Education Councils, Learning Initiatives and hiring fairs initiated by local Chambers and Communities. Nearly 300 employers used WorkOne office facilities for employee recruitment and hiring. Over 60 employers agreed to partner in offering work experience opportunities for WIA participants

Regional staff promoted the use of Job Profiling and administered 469 WorkKeys assessments in WorkOne offices during the program year for employers.

Customers participated in numerous workshops and innovative program offerings such as Lean Six Sigma. Some workshops were designed specifically for targeted populations including veterans, senior workers and white-collar workers. An Adult Education program started up with WIA funds in the prior year continued to provide these educational services to Noblesville area residents.

INDUSTRY SECTOR INITIATIVES

The National Aviation Consortium (NAC) is an expansive public-private sector partnership which has identified competencies needed by entry level aviation assembly workers and mechanics. A DOL grant has funded the development of a 12 – 16 week training curriculum for students to learn both general and aviation core competencies and earn portable national credentials. Region 5 is partnering with IVY Tech to recruit and fund students for this program in central Indiana to address the shortage of skilled workers in this sector.

Demand for trained workers in the Health Care Sector remains strong. Region 5 partnered with several local care facilities to support their in house training programs for Certified Nursing Assistants. C N A is an initial occupational certification for those pursuing a career in health care.

YOUTH SERVICES

The JAG program in Region 5 succeeded in meeting all five JAG national standards in PY14, the first year to include results for five new programs added with the expansion from six to eleven programs the previous year. Region 5 operates eleven JAG programs, in nine high schools and served 398 students. Students were exposed to college through campus visits, as well as field trips to businesses, manufacturing and health care facilities, to learn about careers and how to prepare for them.

Region 5 sent eight JAG students to the JAG National Student Leadership Academy in Washington D.C. where they met with legislators, toured national monuments, gleaned from other JAG programs across the country, participated in competitive events, and learned leadership techniques to bring back to their JAG classmates.

Fourteen students won the opportunity to compete at the State JAG Career Development Conference, held in March, and three of those students placed in their area of competition as follows: 1st place Cover Design, 2nd place Critical Thinking, and 3rd place Outstanding Senior for the State of Indiana.

JAG class of 2015 students were awarded more than 2.2 million in post-secondary scholarships. Region 5 had 28 JAG students complete Work Experiences and five students complete CNA training – four utilizing WorkIN Incentive Grant funds and one utilizing State JAG funds. Two of these students entered post-secondary with majors in Nursing while the other three entered the workforce. More than 2.2 million in post-secondary

scholarship money was awarded to seniors in the JAG class of 2015.

For the class of 2014, Region 5 had a 91% graduation rate with five of the eleven programs achieving 100% graduation. Additionally, five JAG programs exceeded all JAG national goals for graduation, post-secondary education enrollment, securing entry level jobs leading to career advancement opportunities and positive outcomes. As a result, Region 5 was one of 20 Regions in the United States to receive the JAG "5 of 5" award, for the third year in a row. At the 2015 JAG National Training, Region 5 JAG program management staff received recognition for being a national high performer and one specialist was presented with an Outstanding Specialist Award in recognition.

WSA 6 – EASTERN INDIANA WORKFORCE SERVICE AREA

FOUNDATIONAL PYRAMID

The Eastern Indiana Workforce Development Board has implemented the following Foundational Workforce Development Initiatives Pyramid:

LEVEL 1: The ACT Work Ready Communities - National Career Readiness Certificate (NCRC).

LEVEL 2: Work Ethic/Soft Skills Training for high-demand, high wage industry sectors.

LEVEL 3: Entry level training for high-demand, high wage industry sectors.

LEVEL 4: Occupation specific skills training for high-demand, high-wage sectors.

LEVEL 5: Mastery of Occupation specific skills for high-demand, high wage sectors.

REGIONAL INITIATIVES

ACT Work Ready Communities: The Eastern Indiana Workforce Development Board is focused on enhancing regional employability skills by leading a public/private sector partnership to attain ACT Work Ready Communities Certification in all nine EGR6 counties.

215 EGR6 Employers are engaged in this endeavor.

Two counties (Randolph and Rush) in EGR6 have achieved ACT Work Ready Communities Certification. Four additional EGR6 counties (Delaware, Fayette, Henry and Wayne) are currently pursuing ACT Work Ready Communities Certification. The remaining EGR6 counties (Blackford, Jay and Union) are strongly considering the pursuit of ACT Work Ready Communities Certification.

The ACT Certified Work Ready Communities initiative provides regions and communities with the data, tools and processes that create a regionally aligned ecosystem of education, economic development (local and state) and workforce development. To that purpose, the goal is for regional implementation of a common tool – the ACT National Career Readiness Certificate (NCRC) – to certify the foundational work skills of the emerging, transitioning and current workforce of Eastern Indiana. The NCRC mitigates some of the hiring risk incurred by Eastern Indiana businesses, which adds immense value and expeditiousness to employment transition processes.

Additionally, policy makers are able to use data from these key demographic groups as an analytic road map to address existing and potential skills gaps. In short, the ACT Certified Work Ready Communities initiative produces data sets that align the Eastern Indiana workforce in a uniformed manner that produces consistent, reliable analytics for the purposes of economic development capacity and workforce development planning.

Str8t2wrk: The Eastern Indiana Workforce Development Board partners with Randolph County Local Elected Officials, Private-sector Manufacturers (IMPCO and ECO, Inc.) and the Randolph Eastern School District to provide Str8t2wrk. Str8t2wrk is an Employer-driven and designed program that utilizes Work and Internship-based experiential learning to prepare participants for full-time, sector-specific (manufacturing) employment. Participants are required to work 3 hours per day, 4 days per week for one semester. Work Ethic is emphasized throughout Str8t2wrk.

REGIONAL SECTOR SPECIFIC INITIATIVES

CDL-to-Work Program: The Eastern Indiana Workforce Development Board is partnering with SAGE/Ivy Tech Community College to provide CDL training that meets the rapidly growing regional demand for this credential in EGR6. More specifically, Candidate recruitment support and training dollars through the WorkIN funds have resulted in nine (9) Adult Education Customers earning their CDL through WorkOne Eastern.

All of these Customers have accepted offers of full-time employment at Dot Foods (Wayne County). PY14 represents the first year of this program, but its success has resulted in the participation of additional EGR6 Logistics Partners.

Regional Advanced Manufacturing Partnership (RAMP) & Manufacturing Matters: The Eastern Indiana Workforce Development Board partners with over 20 Advanced Manufacturers and nine Local Governmental Units in EGR6 to develop entry level training programs that match the existing needs of regional employers. RAMP and Manufacturing Matters are sector-specific designs that require 128 to 150 hours (depending on the sector) of training with experiential, simulated training modules required for completion. A Manufacturing Skills Standards Council (MSSC) Certified Production Technician (CPT) Credential is awarded upon completion of this course.

The CPT Credential represents knowledge in four key areas common to all manufacturing: Safety, Quality, Manufacturing Processes and Maintenance Awareness, and includes critical thinking, problem solving and teamwork components that are delivered through workshops. Manufacturing Plant Tours are also included in the course. Interviews with Employer(s) are guaranteed to those who complete these programs. The CPT Certification translates into six academic credits at Ivy Tech Community College.

YOUTH SERVICES

Jobs for America's Graduates (JAG): The Eastern Indiana Workforce Development Board provides JAG programming for seven school districts in EGR 6. JAG focuses on empowering high school students (at-risk juniors and seniors) to graduate from high school. JAG helps students find entry level jobs leading to a career and/or postsecondary education. JAG provides students with the opportunity to earn credit towards graduation, while offering opportunities to enhance their employability through business contacts, unpaid & paid internships, guest speakers, mentors, and community service opportunities.

Youth Leadership and IC3: Each summer, the Eastern Indiana Workforce Development Board provides Youth Leadership and Internet and Computing Core (IC3) programming for low-income high school youth in EGR6. In PY14, 23 EGR6 High School Students participated. 100% of the Students completed the programs and earned Certifications in Leadership and IC3. Students who complete the Youth Leadership and IC3 programs and earn Certifications in both are awarded a computer tablet.

WSA 7 – WESTERN INDIANA WORKFORCE SERVICE AREA

YOUTH SERVICES

JAG Program Receives 5 of 5 Award – The Region 7 JAG program was recently awarded the 5 of 5 Award for the third straight year. The 5 of 5 Award recognizes JAG programs that meet or exceed the national standards in Five Categories that measure student success:

CATEGORY	STANDARD	REGION 7
Graduates	90%	94.16%
Total Civilian Job Placements and Military Service	60%	77.24%
Total Positive Outcomes	80%	85.52%
Total in Full Time Placement (Includes Full-Time Work, Full-Time School, Full-Time Military, or combination of Part Time)	80%	89.29%
Total in Full-Time Jobs	60%	70.5%

WIA AND WORKINDIANA SERVICES

The Western Indiana Workforce Investment Board, Inc. is also very proud of the fact that Region 7 not only met, but exceeded all nine WIA PY14 performance measures. And, in addition to outstanding PY14 WIA program performance, Region 7 ranked second in the state in the percent of Adult Education students enrolled in the WorkINDiana.

REGIONAL INITIATIVES

Demand-Driven Training Programs - Region 7 continues to partner with area businesses and Ivy Tech Community College to maintain a Computer Numerically Controlled (CNC) Machining program which is aligned with the needs of area businesses. Completion of the 225 hour program helps provide students with machining skills that employers are looking for. Employers are encouraged to visit the class and speak with students while they are learning. Employers also provide tours of their facilities as part of the learning experience. Upon completion, students have earned several NIMS certifications, which makes them valuable to area employers. Ivy Tech holds graduation ceremonies at the end of each class, which employers attend. The class has a very high job placement rate.

Education and Workforce Innovation Network (EWIN) Grant – In PY12, Region 7 was awarded an EWIN grant. The program which the grant has funded is named “Classroom to Careers.” The grant has resulted in the creation of a regional strategic plan to support workforce development as it relates to manufacturing. The goals of the plan are to: 1) establish a regional talent pipeline, 2) create a deliberate mechanism to increase industry-education partnerships that can fill skill gaps, and 3) increase marketing and outreach to build awareness and create excitement for manufacturing.

Through this grant a number of new initiatives have been created:

- The creation and distribution of an “Employer Roadmap” that directs employers to ways in which they can connect with career-related activities at local schools, at a level of involvement that works best for them.

- Regional CTE teacher training has occurred through a peer training program.
- A regional high school counselor academy has been created and is active.
- Monthly N.E.A.T. Newsletters are sent out to students, parents, counselors, teachers, WorkOne customers and specialist, and business leaders. The newsletter highlights demand sectors and careers and spotlights employers offering such jobs. The newsletters are produced through a partnership between the region’s CTE Directors, WorkOne, and Ivy Tech Community College.
- Two new career pathways have begun in the region. Two more are pending state approval.
- National Manufacturing Day is celebrated annually, with middle and high school counselors from throughout the region visiting local facilities throughout the day. Area manufacturers who opened their doors during the 2014 National Manufacturing Day included Sony DADC, Clabber Girl Corporation, and Thyssen Krupp.
- All Parke County 7th, 8th, and 9th grade students learn about demand business sectors and related career opportunities through monthly “career workshops.” At these workshops area business people talk about their businesses and careers, displaying products, and answering student questions.

The EWIN Grant was successfully completed in PY14 and the activities initiated through these funds are continuing throughout PY15 and beyond.

Robotics/Automation Programs – In PY14 both the Vigo County School Corporation and Ivy Tech Community College were awarded grants through the State of Indiana to begin robotics/automation training and certifications programs at the high school, college, and adult learner levels. Jointly, these schools have established a unique partnership with Yaskawa Motoman Robots, who will train local instructors, provide program support, and initially oversee the certification process. Classes should be up and running sometime during PY15.

“Workforce Fit” – In PY14 the City of Terre Haute, in partnership with several community organizations, entered the “America’s Best Communities” contest, sponsored by Frontier Communications and their partners. Terre Haute made it to the quarter-final round by entering a winning proposal aimed at community revitalization through a targeted, holistic approach to workforce development. The Western Indiana Workforce Investment Board is leading the city’s team on this project. Much work is underway thanks to the \$50,000.

ADULT EDUCATION

WorkINDiana - In an effort to improve the end result of placement for WorkINDiana participants, Region 8 has worked closely with training providers (Ivy Tech, Monroe County Schools, Vincennes University, and others), businesses, and community partners to create additional courses and provide more training opportunities within WorkINDiana. Utilizing the Business Services Teams in the WorkOne Centers throughout the region, businesses with specific training needs such as CNC Machine Operation, Certified Medical Assistants, Heating, Ventilation and Air Conditioning repair and maintenance, and ASE Brake Certification were identified. Training providers were encouraged to create new training programs that met the needs of businesses and at the same time, met the needs of the WorkINDiana program. An approach encompassing WorkINDiana funding, private pay, WIA funding, and other funding sources allowed training providers to establish courses requiring small enrollment cohorts. Individuals participating in Adult Education programs were more interested in Adult Education and WorkINDiana when they knew there were potential jobs for them when they finished the training.

REGIONAL INITIATIVES

Expansion of Community Partnerships – During PY14, Region 8 took significant steps to increase the partnerships with Community organizations. Although partnering has been a focus of Region 8 for years, expansion and enhancements of the partnerships are proving to be beneficial in meeting the community involvement that is desired. Expanded partnerships with Monroe County Public Library resulted in access for individuals under Microsoft Information Technology Academy, increased participation in the Monthly Job Search at the Library, and participation in multiple community panels and presentations. New partnerships with Hoosier Uplands and continuing partnerships with South Central Community Action Program are resulting in an increase in participation of people working themselves out of poverty. Strong activities with Housing Authorities result in connection for individuals to move from subsidized employment into home ownership and unsubsidized employment

All of our WorkOne Centers count Local Economic Development Officials (LEDO's) as a primary partner. We have moved over the years to ensure all of our Centers are represented and participate with the LEDO's and have made efforts to enhance the partnerships by combining to apply for grants, jointly developing new training programs, serving on each others' boards, and providing assistance throughout the region. Programs initiated include Code School utilizing partnerships between economic development and the public library with WorkOne serving as a referral partner have proved successful at very low costs. The Advanced Manufacturing Program training in cooperation with Ivy Tech and WorkOne continues to have sufficient numbers of participants again with support from local economic development entities throughout the region.

Most recently, Region 8 has entered into a partnership with IU School of Public Health to provide free online training to individuals interested in health careers and expansion of their knowledge in that field. Not only is this training for candidates in that field but it is also available to employers as an opportunity to enhance the skills of their current employees.

WSA 9 – SOUTHEAST INDIANA WORKFORCE SERVICE AREA

PARTNERSHIPS

The Southeast Indiana Workforce Board has developed a robust network of partners in and outside of its designated region. Most notably, the Board has formed a formal partnership with the Eco15 Network, the Columbus Education Coalition, the Region 9 Works Council and the Area Health Education Center (AHEC). The Leadership of these entities has formed a regional steering committee that meets regularly to align these regional efforts, and on a biannual basis host “large group” meetings for all groups combined. The Board views this collaboration as truly unprecedented and all of the Boards activities are viewed within this context.

Additionally, the Southeast Indiana Workforce Board participates in a long-running formal partnership with the WDBs in Cincinnati area and Northern Kentucky. This tri-state initiative, called Employers First is designed to coordinate regional responses to employer needs regardless of geographic or programmatic boundaries. It is understood that the employer community is not interested in the imaginary boundaries that exist between workforce regions or even across state lines, and this group aims to coordinate services accordingly.

WORKONE SERVICES

The Board selected a new Operator midway through PY13 and placed emphasis on reducing overhead expenses and increasing the percentage of funds available for Direct Client Training. This continued in PY14, most notably by tripling the percentage of funding going directly to training as compared to the old model. WorkIN is a notable contributor to that—with 3 extra rounds of funding being utilized in PY14. Throughout the year, Region 9 has been #1 in the state for the percentage of ABE clients that utilize WorkIN.

With PY15 allocations substantially lower than previous years, the Board is presently reviewing its current infrastructure and operational models to establish an innovative and sustainable solution. WIOA presents both challenges and opportunities in this regard, and the board is committed to fulfilling its new mandate within the available means, and to leverage its robust partner network to attract additional investments into the region.

YOUTH SERVICES

The Southeast Indiana Workforce Board was given a unique opportunity to expand its JAG operations to a 5th high school this year via a one-time grant from the AT7T Foundation and the Indiana Department of Workforce Development. When combined with our existing JAG schools, they expect to serve ~215 students this year. Great energy has been applied to shift focus towards out-of-school youth per WIOA’s mandate. Thankfully, the partnerships are already in place to achieve this and the process is already underway.

Regional youth programs and initiatives included: Summer Employment Opportunities Program, an Internships/ Paid Work Experience Program, and a Post-Secondary Scholarship program. All are designed to help the students build working relationships within the community, explore career opportunities and develop personal connection and a sense of community involvement.

WSA 10 – WORKFORCE REGION 10 WORKFORCE SERVICE AREA

MANUFACTURING SECTOR PARTNERSHIP

Region 10 Workforce Board has continued to build its manufacturing sector partnership and WorkOne has become a satellite training center for the (Kentuckiana Manufacturing Center) in partnership with Ivy Tech Community College to offer Certified Production Technician Training. WorkOne Southern Indiana had 23 participants that completed the MSSC Certified Production Technician Training this program year. The Region 10 Partnership conducted a Regional Manufacturing Technical Skills Survey, to gain additional insight of the areas of training needed for the Manufacturing Sector. A Manufacturing Technical Skills Focus Group continues to meet to work on curriculum development for the highest priority training areas of the survey. Region 10 staff participate on the Region 10 Works Council and provide a variety of labor market information and sector demand information.

BUSINESS SERVICES

The Business Service Team hosted 56 on-site recruiting events at WorkOne in PY14 with various employers. The team had 436 Business Retention and Engagement contacts for the program year, and 1,235 Job Orders were posted. The Business Service Team facilitated eight Business Seminars on a variety in-demand human resource topics, with a majority receiving SHRM certification for the 175 business participants.

REGION 10 JOB FAIR

WorkOne hosted a regional job fair in May with 59 businesses and 6 educational institutions participating. Approximately 260 were in attendance for the Spring Job Fair. WorkOne partners with the Charlestown Chamber of Commerce to offer a Fall Job Fair in October at River Ridge Economic Development District, with approximately 275 job seekers attending.

EMPLOYABILITY SKILL PREPARATION

Region 10 has a robust employability skill workshop calendar for WorkOne and Express Sites with a variety of workshops offered each week. 541 customers attended Employability Workshops, and 466 customers attended computer training workshops on a variety of Microsoft Office courses to include word, excel, power point, access, html and QuickBooks. Over 306 certificates were awarded for successfully completing the Microsoft Office coursework. Seventy-Four (74) WorkOne customers attained a post-secondary credential during the program year with 67 or 90.5% entering employment as of June 30, 2015.

WORKONE YOUTH CAREER EXPO

WorkOne hosted its annual Youth Career Expo in April, 2015 with over 345 participants representing seven area high schools, and older youth attending to explore career options with area businesses and training institutions. The Expo included mini-workshops on professional dress, career exploration, hot 50 careers, and CODE Louisville. Over 40 businesses and training institutions participated to inform youth about career opportunities available now and into the future, to include some immediate hiring opportunities.

WORKONE SOUTHERN INDIANA HANDS-UP PROGRAM

Four area Community Foundations (Clark/Floyd, Harrison, Scott and Washington Counties) have partnered with Region 10 Workforce Board to offer gap funding to WorkOne customers who are attending training for a degree/certification in their targeted counties. The funding is to assist students with additional tuition and support funding needed to complete their training program.

WSA 11 – SOUTHWEST INDIANA WORKFORCE SERVICE AREA

YOUTH SERVICES

JAG: Region 11 continued the eight JAG programs at Princeton Community, Gibson Southern, Evansville Harrison, Evansville Bosse, Evansville Central, Tell City, Vincennes Lincoln, and Pike Central high schools. Region 11's JAG program achieved 4-of-5 Performance Goals; measuring graduation rates, job placements, and positive outcomes for the program year.

Youth Employment Services (YES) - Continued third year of program to assist youth obtain the High School Equivalency Diploma, job placement, job retention, and post-secondary education placement.

REGIONAL INITIATIVES/PARTNERSHIPS

Innovation Corridor/Brainpower Task Force - Goal to raise the Innovation Index Score 20% by 2025 to develop a culture and environment that supports a regional I-69 Innovation Corridor from Evansville, IN (Vanderburgh County) to Crane, IN (Martin County).

HIRE - Continued collaboration with the Hoosier Initiative for Re-Entry Employment (HIRE) for recently released ex-offenders where 274 participants were placed in meaningful employment.

STEM Challenge - Organized the Second Annual Southwest Indiana STEM Challenge in conjunction with Mead Johnson Nutrition, Oakland City University and the Brainpower Task Force. High school students from across the region competed in the day-long event with several problem-solving and trouble-shooting challenges utilizing their Science, Technology, Engineering, and Math skills. Southern Indiana Career & Technical Center took home the honors.

Workforce Pipeline - Organized the third Innovative Conversations About Our Workforce Pipeline event in conjunction with the Brainpower Task Force. These events are a collaboration of legislative, business and education representatives to discuss the regional workforce pipeline issues.

Business & Professional Exchange (BPE) - Throughout the program year over 50 professionals in job transition attended weekly information sharing meetings. Through learned networking methods, more than half are now working at their new opportunity.

CTE Videos - Partnered with WEHT Channel 25 to develop videos to promote career and technical education and the high demand careers available in Southwest Indiana. Funding provided by a grant through the Indiana Works Council. The videos can be found at www.TriStateHomepage.com/WorkOne.

Tri-State Manufacturers Alliance - Helped organize the Tri-State Manufacturer's Alliance 4th quarter event highlighting workforce & education with keynote speaker Dr. James Stone from the National Research Center for Career and Technical Education (NRCCTE).

Alcoa Foundation Teachers' Manufacturing Bootcamp - The Alcoa Foundation Teachers' Manufacturing Bootcamp was held from June 15 – June 26, 2015. The 2-year program, funded by a grant through the Alcoa Foundation along with a financial contribution from the participating manufacturers and Oakland City University, is a continuing education program for educators to get hands-on instruction regarding manufacturing and the skills needed for today's workforce. Manufacturer participants for year-one included: Alcoa-Warrick Operations, Berry Plastics Corporation, SABIC Innovative Plastics and Toyota Motor Manufacturing, Indiana. Partners included: Alcoa-Warrick Operations, Oakland City University, Ivy Tech Community College and University of Southern Indiana.

Work Ethic Certification Program - A Work Ethic Certification program was adopted on April 7, 2015 by the Workforce Investment Board to be the grantor of the certificate. A Work Ethic Certificate will be awarded to

eligible high school students who have met established criteria. The certificate will serve as a validation to employers that those students possessing this credential have successfully displayed strong work habits that will foster success in higher education and the workplace.

Immigration Clinic - On February 14, 2015 seven attorneys and two trained counselors from Indianapolis, Bloomington and Evansville who specialize in immigration issues donated their services to meet one-on-one with members of the Hispanic community to inquire about documentation needed to work at local companies. Partners included: Catholic Charities with the Diocese of Evansville, Community Action Program of Evansville, Holy Name of Jesus Catholic Church in Henderson and Ivy Tech Community College.

Tour of Opportunity - The 1st Annual Tour of Opportunity was held on October 18, 2014. Thirty-two businesses across the region opened their doors to the public or assembled at the Children’s Museum of Evansville to showcase in-demand careers, highlighting the education and technical skills needed to obtain employment.

SPECIAL GRANTS

During PY14, EmployIndy received three significant, special grants to assist in building the Marion County workforce:

- August 2014 YouthBuild Grant \$1.1M U.S. Department of Labor
- November 2014 Employ Up Grant \$8.3M U.S. Department of Labor
- December 2014 YES Grant \$1.0M Lilly Endowment, Inc.

REGIONAL INITIATIVES

Hire Up Indy - EmployIndy continued its work with the Hire Up Indy Council to address critical issues in economic growth and career opportunities in Central Indiana. The Hire Up Indy initiative is research focused with the objective of using the data to better align both the existing and emerging workforce skill sets with projected employer skill needs. In PY14 Hire Up Indy focused on the Information Technology sector. Future efforts will expand research to other sectors.

To date Hire Up Indy has issued three white papers:

- Supporting Our Wealth Driving Sectors: The Supply of Technical Talent in Central Indiana
- Supporting Our Wealth Driving Sectors: Demand for Technical Talent in Central Indiana
- The Challenge Ahead: Developing Talent for 51,500 New Technical Jobs in 2025

Hire Up Data has been used by multiple organizations and initiatives in Central Indiana including:

- The Regional Works Council
- Plan 2020
- Indianapolis Chamber of Commerce Community Economic Development Strategy
- Community Development Systems Advisory Group
- IUPUI School of Informatics and Computing
- iDEW IT Diversity Enhanced Workforce Initiative
- Purdue Polytechnic Indianapolis High School

Hire Up Indy data was also used and was instrumental in obtaining the Employ Up grant for \$8.3 million discussed in the next section.

The above referenced white papers and other Hire Up Indy information can be found at hireupindy.org.

Employ Up – Funded by an \$8.3 million grant from the U.S. Department of Labor, Employ Up is a comprehensive skills training program to help long-term unemployed residents reconnect with the workforce, in the high-demand healthcare and information technology industries. This grant is the largest ever received in EmployIndy’s history. The operational portion of the grant did not start until May 2015.

PowerTrain Indy - PowerTrain Indy matched businesses in need of skilled talent with jobs for residents in their neighborhood. Launched in 2013 and operated through PY14, PowerTrain Indy offered training to qualifying residents through collaboration with Downtown Indianapolis employers. The program is funded by \$1.5 million created from the establishment of an expanded tax increment financing (TIF) district. Residents accessed PowerTrain Indy through the WorkOne Indy network. Engaged employers committed to hiring program participants and assisted in the development and execution of training programs. This engagement allows the organization to develop a workforce through customized training programs and

on-the-job training, ensuring individuals will have the skills needed to succeed. PowerTrain Indy enrolled 381 residents and engaged 25 employers to place 258 residents in training programs, resulting in 160 job placements at an average wage of \$15.08/hr.

WORKONE INDY

The WorkOne Indy system has three primary methods for job seeker service delivery:

- Physical WorkOne Locations – WorkOne Indy - East, WorkOne Indy - North and WorkOne Indy - West
 - ✓ 3,668 adult job seekers served
 - ✓ 3,611 in-office workshops attended
 - ✓ 573 credentials earned
 - ✓ 2,588 job placements
 - ✓ \$14.14/hour average wage
- Mobile WorkOne Indy Operations - Comprised of staff, mobile technology, and resources, it is partnered with community-based organizations, the Indianapolis Marion County Public Libraries and community events to increase access to services.
 - ✓ 1,122 site visits
 - ✓ 40 mobile locations
- Virtual WorkOne – WorkOneIndy.org is an on-line portal that provides workforce services for Marion County employers, workers and job seekers.
 - ✓ 10,277 new registrations
 - ✓ 121,840 logged in sessions
 - ✓ 856 new users per month
 - ✓ 8.23 average page views per session
 - ✓ 1,003,023 total pages viewed
 - ✓ 4,135 users completed the personal assessment for WIA eligibility
 - ✓ 3,400+ resumes created
 - ✓ 6,326 virtual workshops attended

BUSINESS SOLUTIONS AND RECRUITING

EmployIndy also has an in-house Business Partnerships division which focuses on recruiting, screening and training to fill open positions with local employers. Hiring projects and business focused training projects are operated through this division. Accomplishments during PY14 include:

- 120 business partnerships (70 added since February 2015)
- 19 hiring projects since February 2015
- 85 job placements since February 2015
- \$16.75 average placement wages since February 2015
- \$108,000 highest placement salary

YOUTH SERVICES

Jobs for America's Graduates (JAG) - This program targets youth who are at risk for dropping out of school by providing in-school classes that help develop the students' interest in education and careers while also teaching them critical work readiness and life skills. Key success indicators include graduation rate and placement in employment or postsecondary education/training.

EmployIndy provided in-school JAG services at 11 area high schools in PY14 and received its first ever 5 of 5 rating for exceeding national performance standards in five key areas, which included a 92.7% graduation rate.

Youth Employment Services (YES) - This program is provided at no cost and is open to young adults, ages 18-24, who have a desire to secure and grow in a job. YES, funded by the Lilly Endowment, Inc., helps remove barriers to successful employment by providing vouchers to assist in childcare, transportation, work clothing, training and education. Since its inception in 2003 the YES program has invested \$13,965,000 in services for 4,490 participants, leading to 900 high school equivalency completions and 1,932 job placements.

YouthBuild Indy - This is a national education, work readiness and leadership training program which EmployIndy manages for Marion County. Participants receive support towards a high school equivalency diploma and pathways to college or vocational training, including credentialed construction training. Participants also worked toward improving the quality of life in Indianapolis by transforming abandoned, blighted homes into valuable housing for low income families. In August 2014, EmployIndy was awarded a \$1.1 million grant from the U.S. Department of Labor to continue YouthBuild Indy through 2017.

WAIVERS

WAIVER TO PERMIT INDIANA TO REPLACE THE PERFORMANCE MEASURES AT WIA SECTION 136(B) WITH THE COMMON MEASURES.

The waiver permits Indiana to replace the 17 performance measures under WIA Section 136(b) with the Common Measures.

- DWD will use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult program and WIA Dislocated Workers programs;
- DWD will use the three youth common performance measures to negotiate goals and report outcomes for the WIA Youth program;
- DWD will no longer negotiate and report the performance measures described at WIA Section 136(b): WIA adult and dislocated credential rates, participant and employer customer satisfaction, older youth measures, and younger youth measures.

The waiver was approved through June 30, 2017.

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 implementation of this waiver permitted Indiana, its workforce investment boards, and service providers to operate under a single and consistent set of performance measures, thus simplifying and integrating program design, delivery and reporting. It eliminated conflicting and contradictory data collection requirements and allowed local areas to operate under clearer performance directives. Multiple programs used the same performance measures to standardize participant performance assessments across programs. Case management and barriers to coordination were reduced. Other program outcomes include:

- All youth were measured by the same set of measurements, eliminating the need to track and report older and younger participants separately.
- The credential measurement for adults and dislocated workers was removed, allowing certificate attainment to be a focus for youth.
- "Skill Attainment" was eliminated as a measure for youth.
- Academic and occupational outcomes for all youth improved by the inclusion of in-school youth in the "Placement in Employment and Education" and "Attainment of a Degree or Certificate" youth common measures. In-school youth are excluded in the youth performance standards.

Discuss whether waiver implementation and outcomes will advance the President's Job-Driven elements. Employment and earnings outcomes for WIA program will be measured through the Common Measures. These measure employment rates, earnings and retention rates. It is anticipated that Indiana will again meet all Common Measures following the President's Job-Driven elements.

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. Up to 50% of a local area's allocation may be transferred between the Adult and Dislocated Workers programs. This waiver was approved through June 30, 2017.

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 helps DWD achieve the strategic goal set by the State Workforce Innovation Council – "Identify, align and connect Indiana employers with qualified workers" - by having the ability to transfer funding to

better meet the needs of employers. Specifically, it enables customers to be trained so they have the skills needed by Indiana employers. It also allows local and regional boards to have greater flexibility to design programs based on regional needs and priorities which maximize the use of a limited amount of funds, all WorkOne customers benefit from expanded access to a comprehensive mix of integrated services.

Discuss whether waiver implementation and outcomes will advance the President’s Job-Driven elements. By transferring WIA Adult to Dislocated Worker programs or vice versa, it is anticipated that local or regional training programs may be designed to meet hiring needs identified by employers. In this way, the employment and training community will positively respond to training needs identified by employers. Also, by transferring WIA Adult and Dislocated Worker funding, it is also anticipated that work-based learning opportunities may be developed and offered to employers so participants may gain or enhance their skills while employed or while engaged in an experience that is similar to employment.

WAIVER OF WIA SECTION 123 ON THE USE OF ITAS FOR OLDER AND OUT-OF-SCHOOL YOUTH

The waiver permits 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 will be tracked and reflected in the individual service strategies for these youth. This waiver was approved through June 30, 2017.

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 allows older and/or out-of-school youth to select training institutions and courses through the statewide eligible training provider system named “IN Training.” Indiana believes these youth will benefit from the training provided by these certified training providers. Allowing youth to use ITAs will streamline services, will increase customer choice and will increase local flexibility.

It will also allow us to reduce much of the administrative costs of procuring training providers for youth. Older and/or out-of-school youth will no longer need to meet Adult or Dislocated Worker eligibility requirements to pursue their occupational goals. Eligibility will no longer need to be determined twice due to having to co-enroll in both the WIA Youth and Adult or Dislocated Worker programs in order to receive ITAs.

Discuss whether waiver implementation and outcomes will advance the President’s Job-Driven elements. By studying performance and outcome data from training entities who accept ITAs, it is anticipated that participants may evaluate the data and make a more informed choice on a training program and institution. Also, it is anticipated that outcome data from training entities that is widely published may drive accountability among training entities for who has the best results. The data would need to be designed in a user-friendly format and easily understood.

WAIVER OF WIA SECTION 134(A) TO PERMIT LOCAL AREAS TO USE A PORTION OF LOCAL FUNDS FOR INCUMBENT WORKER TRAINING

The waiver permits local workforce investment areas to use up to 10% of Dislocated Workers funds and up to 10% of local Adult funds for incumbent worker training as part of a layoff aversion strategy. The use of Adult funds is restricted to only serving lower income adults. The training is restricted to skill activities only. This waiver was approved through June 30, 2017.

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.

One of the goals of this waiver was to leverage and increase the flexibility of funding at the local level to support workforce investment projects serving alternative client populations. Consistent with the Governor’s strategic priorities of growing Hoosier jobs and employment and growing Hoosier personal income, DWD is

seeking to provide workforce investment services and activities to a client population not normally eligible for WIA enrollment. This strategy is designed to move incumbent worker populations to a “higher rung” on the occupational ladder, thereby increasing the availability of entry-level positions for WIA enrollees and recent exiters. Indiana will report performance outcomes for incumbent workers served under this waiver in the Workforce Investment Act Standardized Record Data system (WIASRD). Local areas will continue to conduct the required local employment and training activities at WIA Section 134(d).

Discuss whether waiver implementation and outcomes will advance the President’s Job-Driven elements.

It is anticipated that implementation of this waiver should promote the use of work-based learning opportunities such as on-the-job training and internships by providing training for current low-skilled or low-wage employees that give them access to more advanced positions.

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 permits the State to utilize up to 20% of rapid response funds for incumbent worker training only as part of a layoff aversion strategy. All training is limited to skill attainment activities.

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 primary goal of this waiver request is to allow the usage of rapid response funds for training to workers employed at those companies that are at-risk for potential layoffs. The provided training funds allow workers to increase their skills and education level to either remain employed at their current employer, helping the employer through the challenging times with higher skill levels, or become quickly reemployed should the risk for layoff come to fruition. DWD reported performance outcomes for any incumbent workers served under this waiver in the WIA Standardized Record Data system (WIASRD).

Discuss whether waiver implementation and outcomes will advance the President’s Job-Driven elements.

It is anticipated that implementation of this waiver should promote the use of work-based learning opportunities such as on-the-job training and internships by providing training for current low-skilled or low-wage employees that give them access to more advanced positions.

WAIVER OF WIA SECTION 134(A) CERTAIN MANDATORY USES FOR GOVERNOR’S RESERVE FUNDING:

- Section 134(a)(2)(B)(i) and 20 CFR 665.200(b)(3) requiring dissemination of training provider performance and cost information;
- WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) requiring the completion of evaluations on workforce investment activities for adults, dislocated workers, and youth;
- Section 134(a) (2) (B) (iii) and 20 CFR 665.200(e) requiring provision of incentive grants to local areas.

The State of Indiana did not seek a renewal for the waiver requiring dissemination of training provider performance and cost information. The approval period was allowed to lapse and the waiver expired on June 30, 2013. The waiver requiring completion of evaluations on workforce investment activities for adults, dislocated workers and youth and the waiver requiring provision of incentive grants to local areas are approved through June 30, 2015.

WAIVER OF WIA SECTION 123 THAT REQUIRES PROVIDERS OF WIA YOUTH PROGRAM ELEMENTS TO BE SELECTED ON A COMPETITIVE BASIS

The waiver permits Indiana to allow WorkOne or partner agencies to directly provide the following four (4) of the ten (10) program elements for youth:

- Paid and unpaid work experiences, including internships and job shadowing, as appropriate;
- Supportive services;
- Follow-up services for not less than 12 months after the completion of participation, as appropriate; and
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

In granting the waiver for the element of guidance and counseling, USDOL specifically requested that the waiver be available to local areas on a case-by-case basis to areas that demonstrate a cost savings and ensures that its implementation provides equitable services to all customers regardless of background. This waiver was approved through June 30, 2017.

Indiana and its regional areas will still meet Office of Management and Budget requirements (codified in 29 CFR 95.40 – 95.48 and 97.36) and all state and local procurement laws and policies.

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 will help achieve the following priority of the Governor for the workforce system: growing Hoosier jobs and employment. With this waiver, the workforce system will have greater flexibility and improve service delivery to youth, thus placing additional youth into employment

The State will provide guidance outlining the criteria for obtaining flexibility and will ensure that it reviews the following factors in assessing requests:

- Description of the alternative service delivery arrangement;
- Name of the WorkOne or partner that will provide services;
- Justification in support of the determination not to select the provider through a competitive procurement;
- How the benefits will be measured; and
- How customer service will be improved, including how the local area will leverage and coordinate services with community based organizations that serve diverse populations

Discuss whether waiver implementation and outcomes will advance the President’s Job-Driven elements.

It is anticipated that this waiver implementation may assist in creating regional collaborations among American Job Centers, education institutions, labor, and nonprofits. Resources across partners may be leveraged when determining the entity to provide the service for these participants with multiple barriers to employment

WAIVER OF THE PROVISION AT 20 CFR 663.530 THAT PRESCRIBES A TIME LIMIT ON THE PERIOD OF INITIAL ELIGIBILITY FOR TRAINING PROVIDERS

This waiver was previously granted. The State of Indiana did not seek a renewal and the approval period was allowed to lapse and expired on December 31, 2012.

OVERSIGHT DATA ELEMENT VALIDATION

Oversight Resolution completed Wagner-Peyser data element validation in August 2014. WIA data element validation and TAA data validation was completed by Oversight Resolution in February 2015.

COST OF WORKFORCE INVESTMENT ACT PROGRAM ACTIVITIES RELATIVE TO PROGRAM OUTCOMES

When reviewing the cost effectiveness of Workforce Investment Act programs, consideration should be given to the participant data that is collected. Many Hoosiers are receiving Workforce Investment Act 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 Department of Labor. 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 Department of Labor).

	EXITERS (10/1/13-9/30/14)	EXITERS WITH POSITIVE OUTCOMES (10/1/13-9/30/14)	PROGRAM YEAR 2014 EXPENDITURES	PROGRAM YEAR 2014 COST PER POSITIVE OUTCOME
Adult Program	33,896	24,787	\$15,512,038	\$625.81
Dislocated Worker Program	4,443	3,398	\$15,110,084	\$4,446.76
Youth Program	2,767	2,273	\$13,668,839	\$6,013.57

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 exiters who gained employment by the year's adult expenditures. The cost per entered employment was \$625.81. For dislocated workers, the cost per entered employment was \$4,446.76.

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 \$6,013.57.

PERFORMANCE RESULTS

Indiana’s statewide performance for PY14 reported in the Appendix of this report includes all required cohorts for each measure. Indiana exceeded all of its nine (9) Common Measures performance goals for PY14.

WIA PERFORMANCE GOALS

PY14 GOALS	
WIA ADULTS	
Entered Employment Rate	62%
Employment Retention Rate	83%
Average Earnings*	\$13,000
WIA DISLOCATED WORKERS	
Entered Employment Rate	69%
Employment Retention Rate	88%
Average Earnings*	\$15,000
WAGNER-PEYESER	
Entered Employment Rate	60%
Employment Retention Rate	83%
Average Earnings	\$13,000
WIA YOUTH	
Placement in Employment or Education	66%
Attainment of Degree or Certification	62%
Literacy & Numeracy Gains	43%

**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.*

EVALUATION OF STATE PROGRAMS

The State recognized the importance of accountability in the delivery of all workforce investment services and continues to push for the highest performance outcomes it can achieve. To that end, the State Workforce Innovation Council (SWIC) and the Department of Workforce Development (DWD) performs detailed analysis of performance levels at the State, local, and regional level.

DWD worked closely with the local Workforce Investment Boards (WIBs) to develop a performance reporting process that enables DWD to compare performance among both performance outcome measures and financial data. This reporting process enables DWD, the SWIC, and local WIBs to not only review Common Measures outcomes, but also to review other information such as the number of individuals that enter employment relative to the total number of unemployed, and cost-per-service and per-outcome data.

APPENDICES

Appendix A

NOTE: The following tables with [REDACTED] indicate data not required by the U.S. Department of Labor for PY14 because Indiana was approved to report only Common Performance Measures Outcomes per Employment and Training Administration, United States Department of Labor, Training and Employment Notice No. 31-09, dated June 11, 2010. For this same reason, Tables A, H-2, I, J, and K have been omitted from this report.

TABLE B: ADULT PROGRAM RESULTS

Reported Information	Negotiated performance Level	Actual Performance Level	
Entered Employment Rate	62%	73.13%	24,787
			33,896
Employment Retention Rate	83%	85.85%	24,470
			28,502
Average Earnings	\$13,000	\$13,279	\$324,532,527
			\$24,439
Employment and Credential Rate			

TABLE C: OUTCOMES FOR ADULT SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans	
Entered Employment Rate	69.34%	1,916	72.37%	2,137
		2,763		2,953
Employment Retention Rate	82.32%	2,202	86.26%	2,091
		2,675		2,424
Average Earnings	\$9,917.91	\$21,819,398.42	\$15,379.94	\$32,144,071.01
		\$2,200.00		\$2,090.00
Employment and Credential				

Reported Information	Individuals with Disabilities		Older Individuals	
Entered Employment Rate	53.47%	640	60.83%	3,160
		1,197		5,195
Employment Retention Rate	80.84%	561	85.85%	2,797
		694		3,258
Average Earnings	\$12,220.78	\$6,843,636.00	\$14,118.82	\$39,391,502.34
		\$560.00		\$2,790.00
Employment and Credential				

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	82.2%	2,064	73.07%	6,250
		2,511		8,554
Employment Retention Rate	88.91%	2,765	85.13%	6,933
		3,310		8,144
Average Earnings	\$14,142.33	\$38,905,540.62	\$12,985.69	\$89,835,035.51
		\$2,751.00		\$6,918.00

TABLE E: DISLOCATED WORKER PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69%	76.48%	3,398
			4,443
Employment Retention Rate	88%	88.99%	4,057
			4,559
Average Earnings	\$15,000.00	\$15,603.08	\$63,192,474.11
			\$4,050.00
Employment and Credential Rate			

TABLE F: OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

Reported Information	Veterans		Individuals with Disabilities	
Entered Employment Rate	74.7%	369	61.17%	87
		494		141
Employment Retention Rate	85.11%	383	86.21%	100
		450		116
Average Earnings	\$17,115.59	\$6,555,270.52	\$14,804.38	\$1,480,438.03
		\$383.00		\$100.00
Employment and Credential Rate				

Reported Information	Older Individuals		Displaced Homemakers	
Entered Employment Rate	66.17%	669	61.9%	13
		1,011		21
Employment Retention Rate	86.34%	695	84.21%	16
		805		19
Average Earnings	\$15,610.23	\$10,833,499.27	\$12,838.23	\$205,411.69
		\$694.00		\$16.00
Employment and Credential Rate				

TABLE G: OTHER OUTCOMES INFORMATION FOR THE DISLOCATED WORKER PROGRAM

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	85.67%	861	74.60%	1,448
		1,005		1,941
Employment Retention Rate	92.47%	1,031	87.99%	1,546
		1,115		1,757
Average Earnings	\$15,991.51	\$16,399,500.85	\$15,430.48	\$23,840,086.20
		\$1,025.00		\$1,545.00

TABLE H 1: YOUTH (14-21) PROGRAM RESULTS

Reported Information	Negotiated Performance Levels	Actual Performance Levels	
Placement In Employment or Education	66%	71.55%	1,703
			2,380
Attainment of Degree or Certificate	62%	67.28%	1,686
			2,506
Literacy and Numeracy Gains	43%	45.12%	310
			687

TABLE L: OTHER REPORTED INFORMATION

Reported Information	12 Month Employment Retention Rate	12 Month Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)	
Adults	87.22%	\$2,621.76	\$56,449,072.95
			21,531
Dislocated Workers	90.08%	\$103.02	\$67,818,031.59
			65,829,954
Older Youth			

Reported Information	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	
Adults	0%	0	\$5,630.35	\$139,373,573.60	0%	0
		24,787		24,754		2,064
Dislocated Workers	0%	0	\$7,321.35	\$24,804,736.15	0%	0
		3,398		3,388		861
Older Youth						

TABLE M: PARTICIPATION LEVELS

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	166,799	153,881
Total Adults (self-service only)	114,368	110,237
WIA Adults	166,799	153,881
WIA Dislocated Youth	7,112	4,689
Out-of-School Youth	2,175	1,343
In-School Youth	3,500	1,603

TABLE N: COST OF PROGRAM ACTIVITIES

Program Activity	Total Federal Spending
Local Adults	\$15,512,038
Local Dislocated Workers	\$15,110,084
Local Youth	\$13,668,839
Rapid Response (up to 25%) WIA Selection 134(a)(2)(B)	\$1,909,592
Statewide Required Activities (Up to 15%) WIA Section 134(a)(2)(B)	\$3,198,140

TABLE O:
LOCAL PERFORMANCE: CENTER OF WORKFORCE INNOVATION, SERVING WORKFORCE SERVICE AREA 1

WORKFORCE INVESTMENT ACT							
PY14 SUMMARY OF LOCAL PERFORMANCE							
The Workforce Investment Board For Region 1							
		Participants Served	Training Participants				
Adults		51,128	682				
Dislocated Workers		612	80				
Youth		790	632				
Totals		52,530	1,394				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	2,602	51	2	1	710	579
	21 - 25	6,233	150	29	10	80	53
	26 - 30	6,284	103	49	6		
	31 - 35	6,450	95	61	9		
	36 - 40	5,829	75	62	7		
	41 - 45	5,557	64	68	9		
	46 - 50	5,467	53	99	15		
	51 - 55	5,622	59	110	14		
	56 - 60	4,401	23	96	6		
	61 +	2,683	9	36	3		
	Not collected	0	0	0	0		
Education	Less than 12 years	6,063	24	18	2	525	482
	Received Diploma/ GED	26,429	320	227	41	234	134
	More than 12 years	18,504	338	367	37	31	16
	Not collected	132	0	0	0	0	0
Gender	Male	28,197	267	298	38	297	239
	Female	22,929	415	314	42	493	393
	Not collected	2	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	70.30%
	Dislocated Workers	68.63%
Retention Rate	Adults	86.70%
	Dislocated Workers	87.17%
Six Months Average Earnings	Adults	\$14,851
	Dislocated Workers	\$13,955
Placement in Employment or Education	Youth (14-21)	71.57%
Attain Degree or Certification	Youth (14-21)	65.51%
Literacy and Numeracy Gains	Youth (14-21)	57.41%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants. Includes administrative 10% and carry-in funds available.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: NORTHERN INDIANA WORKFORCE BOARD SERVING WORKFORCE SERVICE AREA 2

WORKFORCE INVESTMENT ACT							
PY14 SUMMARY OF LOCAL PERFORMANCE							
The Workforce Investment Board For Region 2							
		Participants Served	Training Participants				
Adults		6,755	546				
Dislocated Workers		443	120				
Youth		577	532				
Totals		7,775	1,198				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	484	60	3	1	567	524
	21 - 25	770	97	16	5	10	8
	26 - 30	684	72	38	17		
	31 - 35	707	52	32	12		
	36 - 40	619	59	36	16		
	41 - 45	727	62	51	22		
	46 - 50	773	59	54	18		
	51 - 55	815	45	89	16		
	56 - 60	692	27	80	8		
	61 +	484	13	44	5		
	Not collected	0	0	0	0		
Education	Less than 12 years	1,484	43	35	7	555	514
	Received Diploma/ GED	3,235	324	226	67	20	16
	More than 12 years	2,016	179	182	46	2	2
	Not collected	20	0	0	0	0	0
Gender	Male	3,585	205	273	70	245	225
	Female	3,170	341	170	50	332	307
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	74.30%
	Dislocated Workers	87.18%
Retention Rate	Adults	89.52%
	Dislocated Workers	97.21%
Six Months Average Earnings	Adults	\$13,674
	Dislocated Workers	\$16,311
Placement in Employment or Education	Youth (14-21)	69.20%
Attain Degree or Certification	Youth (14-21)	54.02%
Literacy and Numeracy Gains	Youth (14-21)	12.82%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants. Includes administrative 10% and carry-in funds available.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: PARTNERS FOR WORKFORCE SOLUTIONS, SERVING WORKFORCE SERVICE AREA 3

WORKFORCE INVESTMENT ACT							
PY14 SUMMARY OF LOCAL PERFORMANCE							
The Workforce Investment Board For Region 3							
		Participants Served	Training Participants				
Adults		27,720	821				
Dislocated Workers		1,130	305				
Youth		670	582				
Totals		29,520	1,708				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	1,617	48	16	4	639	569
	21 - 25	3,739	106	60	20	31	13
	26 - 30	3,484	133	74	35		
	31 - 35	3,311	109	109	43		
	36 - 40	2,871	95	101	37		
	41 - 45	2,917	95	121	41		
	46 - 50	2,952	98	168	44		
	51 - 55	3,110	86	220	55		
	56 - 60	2,365	40	189	22		
	61 +	1,354	11	72	4		
	Not collected	0	0	0	0		
Education	Less than 12 years	3,690	33	43	11	665	577
	Received Diploma/ GED	14,852	367	493	122	4	4
	More than 12 years	9,118	421	594	172	1	1
	Not collected	60	0	0	0	0	0
Gender	Male	16,646	456	628	182	309	268
	Female	11,072	365	502	123	361	314
	Not collected	2	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	74.75%
	Dislocated Workers	78.96%
Retention Rate	Adults	85.80%
	Dislocated Workers	88.50%
Six Months Average Earnings	Adults	\$12,991
	Dislocated Workers	\$16,410
Placement in Employment or Education	Youth (14-21)	72.80%
Attain Degree or Certification	Youth (14-21)	67.82%
Literacy and Numeracy Gains	Youth (14-21)	30.58%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants. Includes administrative 10% and carry-in funds available.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: TECUMSEH AREA PARTNERSHIP, INC., SERVING WORKFORCE SERVICE AREA 4

WORKFORCE INVESTMENT ACT							
PY14 SUMMARY OF LOCAL PERFORMANCE							
The Workforce Investment Board For Region 4							
		Participants Served	Training Participants				
Adults		15,403	446				
Dislocated Workers		527	147				
Youth		526	509				
Totals		16,456	1,102				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	1,180	53	8	3	477	463
	21 - 25	2,877	75	29	11	49	46
	26 - 30	2,247	62	41	14		
	31 - 35	1,801	54	54	21		
	36 - 40	1,605	55	52	23		
	41 - 45	1,467	47	52	19		
	46 - 50	1,418	40	79	21		
	51 - 55	1,361	34	91	20		
	56 - 60	900	21	71	11		
	61 +	547	5	50	4		
	Not collected	0	0	0	0		
Education	Less than 12 years	1,370	21	53	2	407	398
	Received Diploma/ GED	9,473	237	283	66	104	96
	More than 12 years	4,538	188	191	79	14	14
	Not collected	22	0	0	0	1	1
Gender	Male	9,361	202	247	69	231	219
	Female	6,042	244	280	78	295	290
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	73.32%
	Dislocated Workers	65.77%
Retention Rate	Adults	85.33%
	Dislocated Workers	87.31%
Six Months Average Earnings	Adults	\$13,010
	Dislocated Workers	\$15,337
Placement in Employment or Education	Youth (14-21)	79.43%
Attain Degree or Certification	Youth (14-21)	63.13%
Literacy and Numeracy Gains	Youth (14-21)	60.00%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants. Includes administrative 10% and carry-in funds available.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: INTERLOCAL ASSOCIATION, SERVING WORKFORCE SERVICE AREA 5

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF LOCAL PERFORMANCE The Workforce Investment Board For Region 5							
		Participants Served	Training Participants				
Adults		13,075	489				
Dislocated Workers		1,261	202				
Youth		667	582				
Totals		15,003	1,273				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	880	36	7	2	615	541
	21 - 25	1,669	80	59	14	53	41
	26 - 30	1,578	82	122	29		
	31 - 35	1,539	71	119	26		
	36 - 40	1,357	54	132	27		
	41 - 45	1,461	57	184	31		
	46 - 50	1,380	38	162	18		
	51 - 55	1,493	44	199	34		
	56 - 60	1,056	19	172	15		
	61 +	662	8	105	6		
	Not collected	0	0	0	0		
Education	Less than 12 years	1,962	24	57	5	531	499
	Received Diploma/ GED	6,989	243	521	95	128	76
	More than 12 years	4,086	222	683	102	8	7
	Not collected	38	0	0	0	1	0
Gender	Male	7,114	183	624	88	301	261
	Female	5,961	306	637	114	367	321
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	74.65%
	Dislocated Workers	82.45%
Retention Rate	Adults	84.35%
	Dislocated Workers	89.89%
Six Months Average Earnings	Adults	\$12,766
	Dislocated Workers	\$17,016
Placement in Employment or Education	Youth (14-21)	72.47%
Attain Degree or Certification	Youth (14-21)	67.38%
Literacy and Numeracy Gains	Youth (14-21)	43.31%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants. Includes administrative 10% and carry-in funds available.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: ALLIANCE FOR STRATEGIC GROWTH, INC., SERVING WORKFORCE SERVICE AREA 6

WORKFORCE INVESTMENT ACT							
PY14 SUMMARY OF LOCAL PERFORMANCE							
The Workforce Investment Board For Region 6							
		Participants Served	Training Participants				
Adults		14,132	312				
Dislocated Workers		392	110				
Youth		484	381				
Totals		15,008	803				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	1,266	21	6	2	441	350
	21 - 25	2,256	67	27	13	43	31
	26 - 30	1,823	42	30	10		
	31 - 35	1,681	50	39	18		
	36 - 40	1,514	42	53	19		
	41 - 45	1,445	31	50	15		
	46 - 50	1,375	28	45	13		
	51 - 55	1,231	16	73	10		
	56 - 60	922	11	54	10		
	61 +	619	4	15	0		
Not collected	0	0	0	0			
Education	Less than 12 years	2,148	7	20	1	393	311
	Received Diploma/ GED	8,274	139	197	50	84	63
	More than 12 years	3,692	166	175	59	7	7
	Not collected	18	0	0	0	0	0
Gender	Male	8,463	88	176	45	202	150
	Female	5,666	224	216	65	282	231
	Not collected	3	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	73.52%
	Dislocated Workers	80.41%
Retention Rate	Adults	84.08%
	Dislocated Workers	93.45%
Six Months Average Earnings	Adults	\$12,575
	Dislocated Workers	\$15,234
Placement in Employment or Education	Youth (14-21)	65.95%
Attain Degree or Certification	Youth (14-21)	76.73%
Literacy and Numeracy Gains	Youth (14-21)	47.78%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: WORKONE WESTERN INDIANA, SERVING WORKFORCE SERVICE AREA 7

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF PERFORMANCE The Workforce Investment Board For Region 7							
		Participants Served	Training Participants				
Adults		6,830	321				
Dislocated Workers		227	85				
Youth		374	352				
Totals		7,431	758				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	598	45	0	0	357	336
	21 - 25	1,045	70	6	3	17	16
	26 - 30	889	30	13	7		
	31 - 35	784	37	18	9		
	36 - 40	675	24	23	7		
	41 - 45	723	30	24	7		
	46 - 50	648	29	31	15		
	51 - 55	684	30	49	20		
	56 - 60	501	21	49	15		
	61 +	283	5	14	2		
	Not collected	0	0	0	0		
Education	Less than 12 years	1,036	21	13	5		
	Received Diploma/ GED	3,804	153	120	41	59	53
	More than 12 years	1,978	147	94	39	16	16
	Not collected	12	0	0	0	0	0
Gender	Male	3,763	150	133	59	162	152
	Female	3,067	171	94	26	212	200
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	71.23%
	Dislocated Workers	77.21%
Retention Rate	Adults	87.77%
	Dislocated Workers	93.89%
Six Months Average Earnings	Adults	\$14,509
	Dislocated Workers	\$16,077
Placement in Employment or Education	Youth (14-21)	72.63%
Attain Degree or Certification	Youth (14-21)	81.13%
Literacy and Numeracy Gains	Youth (14-21)	45.00%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: REGION 8 WORKFORCE BOARD, INC., SERVING WORKFORCE SERVICE AREA 8

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF PERFORMANCE							
The Workforce Investment Board For Region 8							
	Participants Served	Training Participants					
Adults	8,429	282					
Dislocated Workers	315	51					
Youth	225	190					
Totals	8,969	523					
Participants Demographics	Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***	
Age Distribution	14 - 20	760	102	6	3	194	172
	21 - 25	1,154	54	19	5	31	18
	26 - 30	885	23	32	6		
	31 - 35	952	22	29	3		
	36 - 40	816	26	29	9		
	41 - 45	858	17	34	7		
	46 - 50	890	19	48	12		
	51 - 55	912	15	52	6		
	56 - 60	697	4	31	0		
	61 +	505	0	35	0		
	Not collected	0	0	0	0		
Education	Less than 12 years	1,245	25	23	1	142	125
	Received Diploma/ GED	4,605	142	172	31	56	41
	More than 12 years	2,571	115	120	19	27	24
	Not collected	8	0	0	0	0	0
Gender	Male	4,968	99	167	23	93	77
	Female	3,459	183	148	28	132	113
	Not collected	2	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	69.28%
	Dislocated Workers	72.26%
Retention Rate	Adults	84.30%
	Dislocated Workers	92.71%
Six Months Average Earnings	Adults	\$12,396
	Dislocated Workers	\$13,981
Placement in Employment or Education	Youth (14-21)	78.85%
Attain Degree or Certification	Youth (14-21)	74.38%
Literacy and Numeracy Gains	Youth (14-21)	60.00%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: REGION 9 WORKFORCE BOARD, INC., SERVING WORKFORCE SERVICE AREA 9

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF PERFORMANCE							
The Workforce Investment Board For Region 9							
		Participants Served	Training Participants				
Adults		5,748	125				
Dislocated Workers		143	34				
Youth		222	185				
Totals		6,113	344				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	414	10	1	0	212	179
	21 - 25	768	27	7	2	10	6
	26 - 30	734	17	8	2		
	31 - 35	631	18	14	6		
	36 - 40	634	13	14	5		
	41 - 45	649	13	18	5		
	46 - 50	644	12	24	7		
	51 - 55	595	7	23	3		
	56 - 60	416	5	19	1		
	61 +	263	3	15	3		
	Not collected	0	0	0	0		
Education	Less than 12 years	854	5	4	1	183	173
	Received Diploma/ GED	3,679	67	75	15	39	12
	More than 12 years	1,194	53	64	18	0	0
	Not collected	21	0	0	0	0	0
Gender	Male	2,960	42	76	18	81	68
	Female	2,788	83	67	16	141	117
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	68.33%
	Dislocated Workers	80.30%
Retention Rate	Adults	86.97%
	Dislocated Workers	86.79%
Six Months Average Earnings	Adults	\$12,668
	Dislocated Workers	\$15,398
Placement in Employment or Education	Youth (14-21)	75.00%
Attain Degree or Certification	Youth (14-21)	73.45%
Literacy and Numeracy Gains	Youth (14-21)	58.82%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: REGION 10 WORKFORCE BOARD, INC., SERVING WORKFORCE SERVICE AREA 10

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF PERFORMANCE							
The Workforce Investment Board For Region 10							
	Participants Served	Training Participants					
Adults	3,620	120					
Dislocated Workers	137	29					
Youth	87	51					
Totals	3,844	200					
Participants Demographics	Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***	
Age Distribution	14 - 20	204	5	3	0	67	39
	21 - 25	452	26	9	2	20	12
	26 - 30	467	20	10	6		
	31 - 35	418	16	10	3		
	36 - 40	364	10	13	3		
	41 - 45	402	11	18	3		
	46 - 50	406	10	18	4		
	51 - 55	384	12	24	3		
	56 - 60	307	9	25	4		
	61 +	217	1	7	1		
Not collected	0	0	0	0			
Education	Less than 12 years	402	4	4	1	58	37
	Received Diploma/ GED	1,713	54	64	14	19	7
	More than 12 years	1,495	62	69	14	10	7
	Not collected	11	0	0	0	0	0
Gender	Male	1,809	59	59	15	37	24
	Female	1,812	61	78	14	50	27
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	72.11%
	Dislocated Workers	69.34%
Retention Rate	Adults	86.83%
	Dislocated Workers	88.76%
Six Months Average Earnings	Adults	\$13,094
	Dislocated Workers	\$13,547
Placement in Employment or Education	Youth (14-21)	65.00%
Attain Degree or Certification	Youth (14-21)	67.65%
Literacy and Numeracy Gains	Youth (14-21)	30.00%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: GROW SOUTHWEST INDIANA WIB, INC., SERVING WORKFORCE SERVICE AREA 11

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF PERFORMANCE						
The Workforce Investment Board For Region 11						
	Participants Served	Training Participants				
Adults	6,302	263				
Dislocated Workers	248	70				
Youth	587	207				
Totals	7,137	540				

Participants Demographics	Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***	
Age Distribution	14 - 20	337	32	2	0	198	198
	21 - 25	788	47	16	4	9	9
	26 - 30	785	41	17	6		
	31 - 35	765	29	21	3		
	36 - 40	628	19	18	6		
	41 - 45	620	22	20	6		
	46 - 50	724	30	46	13		
	51 - 55	750	29	60	25		
	56 - 60	530	10	34	4		
	61 +	375	4	14	3		
	Not collected	0	0	0	0		
Education	Less than 12 years	761	7	9	2		
	Received Diploma/ GED	3,454	160	126	43	45	35
	More than 12 years	2,069	96	113	25	7	6
	Not collected	18	0	0	0	2	0
Gender	Male	3,946	131	119	31	238	63
	Female	2,356	132	129	39	349	144
	Not collected	0	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	82.97%
	Dislocated Workers	85.28%
Retention Rate	Adults	87.80%
	Dislocated Workers	94.44%
Six Months Average Earnings	Adults	\$13,195
	Dislocated Workers	\$15,900
Placement in Employment or Education	Youth (14-21)	65.18%
Attain Degree or Certification	Youth (14-21)	65.32%
Literacy and Numeracy Gains	Youth (14-21)	15.79%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

TABLE O:
LOCAL PERFORMANCE: EMPLOYINDY, SERVING THE MARION COUNTY WORKFORCE SERVICE AREA 12

WORKFORCE INVESTMENT ACT PY14 SUMMARY OF PERFORMANCE The Indianapolis Private Industry Council The Workforce Investment Board For Marion County							
		Participants Served	Training Participants				
Adults		7,656	799				
Dislocated Workers		1,677	235				
Youth		466	261				
Totals		9,799	1,295				
Participants Demographics		Adults	Training Adults	Dislocated Workers	Training DW	Youth	Training Youth***
Age Distribution	14 - 20	427	125	18	6	453	250
	21 - 25	965	160	125	26	12	11
	26 - 30	976	124	192	35		
	31 - 35	964	121	195	35		
	36 - 40	852	88	192	34		
	41 - 45	809	65	212	27		
	46 - 50	742	47	200	28		
	51 - 55	858	30	256	20		
	56 - 60	668	29	200	17		
	61 +	395	10	87	7		
	Not collected	0	0	0	0		
Education	Less than 12 years	578	62	34	7	456	255
	Received Diploma/ GED	3,510	455	683	109	8	5
	More than 12 years	3,551	281	960	119	1	1
	Not collected	17	1	0	0	0	0
Gender	Male	3,688	468	815	155	204	121
	Female	3,967	331	862	80	261	140
	Not collected	1	0	0	0	0	0

WIA Common Measures Results for Participants Served

Entered Employment Rate	Adults	73.21%
	Dislocated Workers	77.23%
Retention Rate	Adults	85.69%
	Dislocated Workers	86.01%
Six Months Average Earnings	Adults	\$13,821
	Dislocated Workers	\$15,519
Placement in Employment or Education	Youth (14-21)	71.03%
Attain Degree or Certification	Youth (14-21)	64.88%
Literacy and Numeracy Gains	Youth (14-21)	69.39%

*Funds used to provide training services for large scale dislocations. The participants served included in totals.

**The amounts mandated by WIA to formula allocate to each Workforce Investment Board for services to participants. Includes administrative 10% and carry-in funds available.

***Youth are measured on placement in employment or education, attainment of a degree or certification and literacy and numeracy gains. Youth co-enrolled as adults may receive training.

APPENDIX B

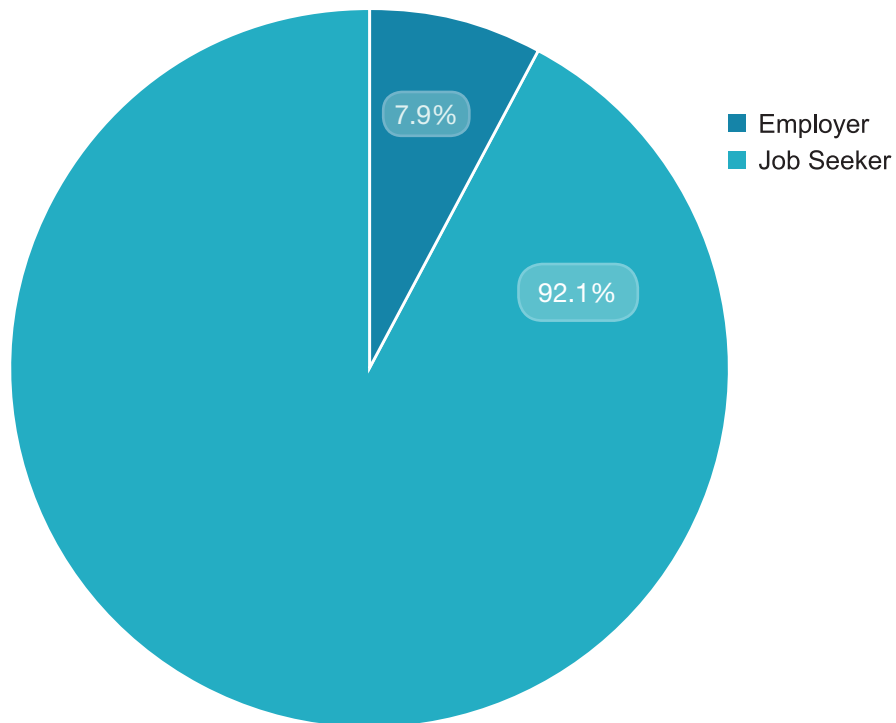
CUSTOMER SATISFACTION

The Indiana Department of Workforce Development surveys its customers (employers and job seekers) using Indiana Career Connect, the state’s job matching system, and using the WorkOne center. Results are provided in the following charts and they reflect the time frame of August 2015. Information in the charts includes the question asked and the response rate in percentages as well as numerically. A column and chart has been added to reflect the number and percentage of those who chose to skip the question as well. The data gleaned from ICC and WorkOne use will be used to improve service delivery. At the end of the final pie chart, there are a few comparisons from the previous month. Neutral observations appear after the final pie chart.

INDIANA CAREER CONNECT CUSTOMER SURVEY: AUGUST 2015

Please indicate which category that best describes your situation		
Answer Options	Response Percent	Response Count
EMPLOYER	7.9%	9
JOB SEEKER	92.1%	139
Answered Question		148
Skipped Question		0

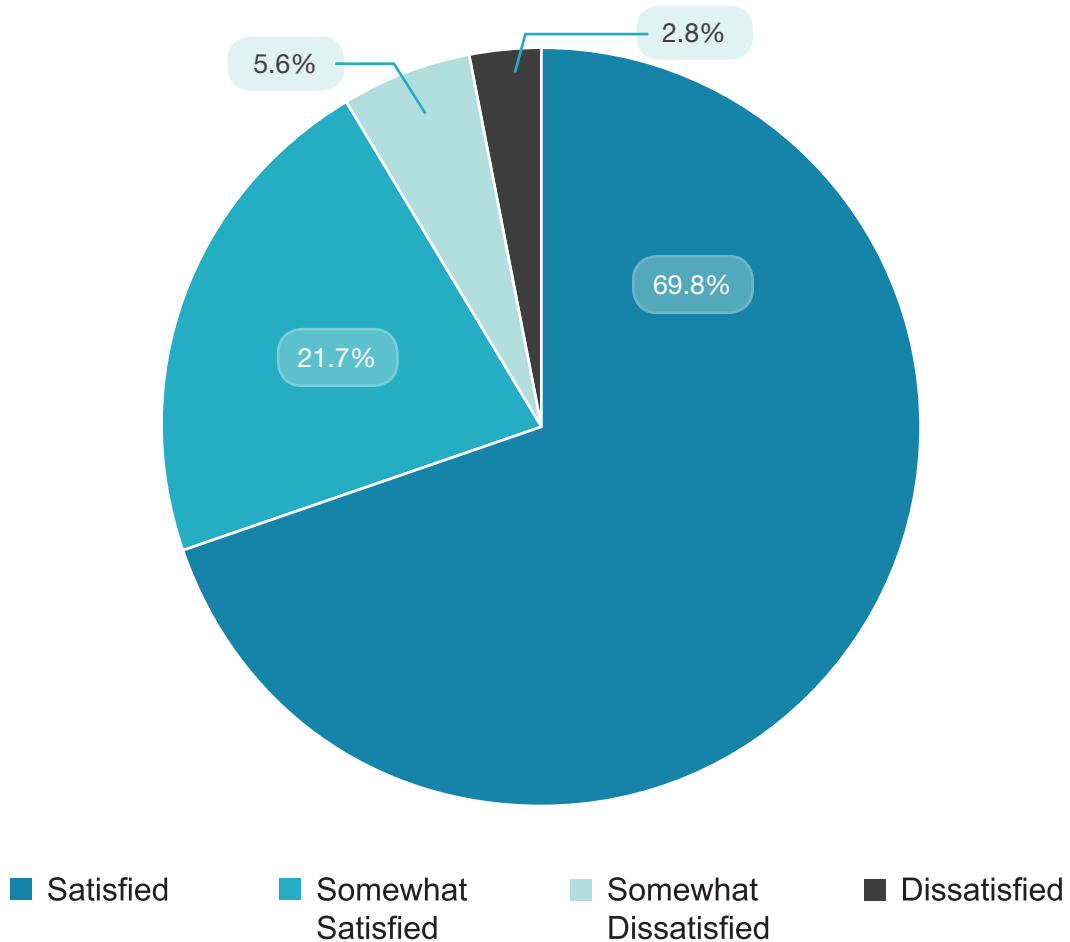
Please indicate which category that best describes your situation



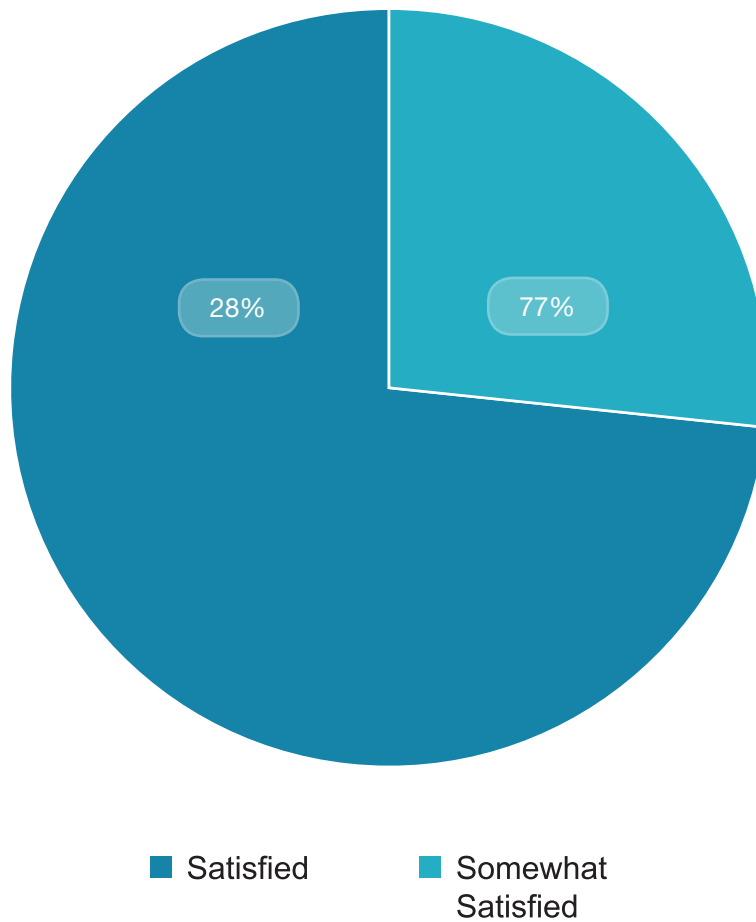
Please rate your overall satisfaction with the services you received in WorkOne		
Answer Options	Response Percent	Response Count
SATISFIED	69.8%	74
SOMEWHAT SATISFIED	21.7%	23
SOMEWHAT DISSATISFIED	5.6%	6
DISSATISFIED	2.8%	3
COMMENT		7

Answered Question	148	71.62%
Skipped Question	42	28.38%
TOTAL	148	

Please indicate which category that best describes your situation



Percentage who responded/skipped



Observations

- There was a decrease in participants by 3 this month in August from the past month of July (151-148).
- The percentage of users who chose to skip the question rose from 25 percent in July to 28 percent in August.
- Seven respondents chose to comment, down from 14 in the previous month. Full comments exist in the PDF.
- Comment volume shows that 4.7 percent of respondents chose to leave a comment, down from the previous month of 9.3
- 92 percent of respondents were either satisfied or somewhat satisfied.

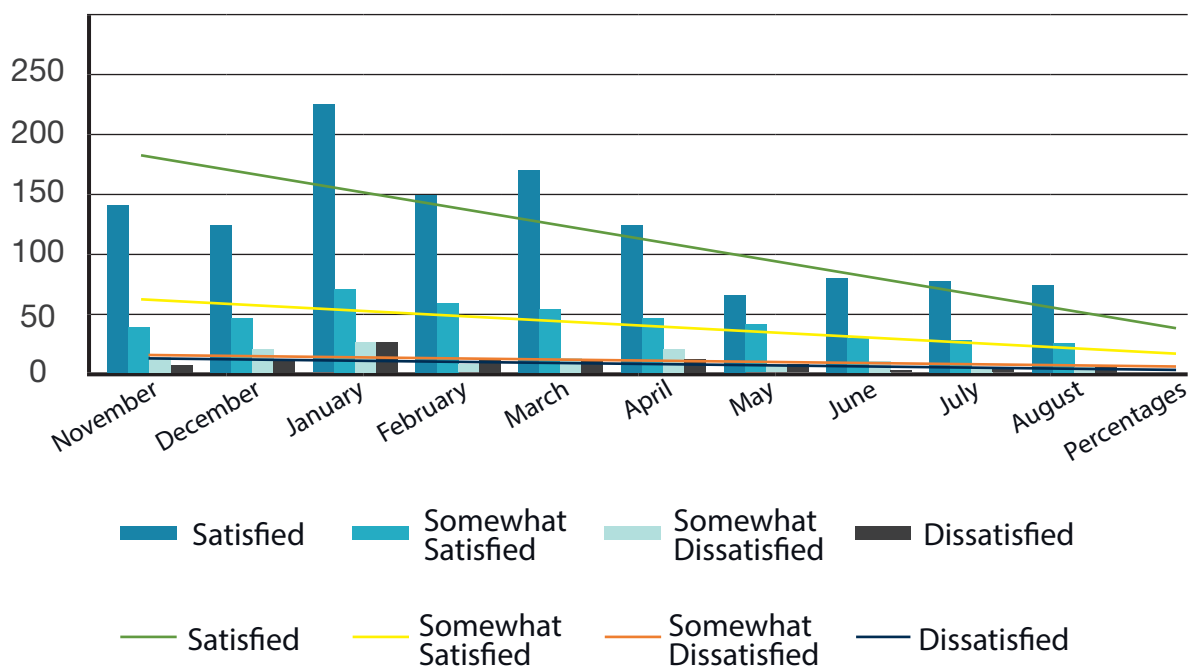
Customer Service Survey Trends - November 2014 to August 2015

The following charts depict survey results by month, broken down by answer category and then compared in a bar chart. Trend lines show any fluctuation in the way respondents answer by month.

Following that is a table and chart that breaks down the survey results by month by percentage. Satisfied and Somewhat Satisfied are grouped as are Dissatisfied and Somewhat Dissatisfied.

SURVEY RESULTS					
	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Total
NOVEMBER	143	41	9	6	199
DECEMBER	129	48	14	12	203
JANUARY	224	70	17	17	328
FEBRUARY	149	59	6	10	224
MARCH	165	54	5	8	232
APRIL	94	33	10	4	141
MAY	68	25	6	4	103
JUNE	84	30	6	0	120
JULY	78	26	5	5	114
AUGUST	74	23	6	3	106

CUSTOMER SERVICE SURVEY RESULTS: 11-2014 TO 08-2015



PERCENTAGES		
	Satisfied/ Somewhat Satisfied	Dissatisfied/ Somewhat Satisfied
NOVEMBER	92%	8%
DECEMBER	87%	13%
JANUARY	90%	10%
FEBRUARY	93%	7%
MARCH	94%	6%
APRIL	90%	10%
MAY	90%	10%
JUNE	95%	5%
JULY	91%	9%
AUGUST	92%	8%

CUSTOMER SERVICE PERCENTAGES: 11-2014 TO 08-2015

