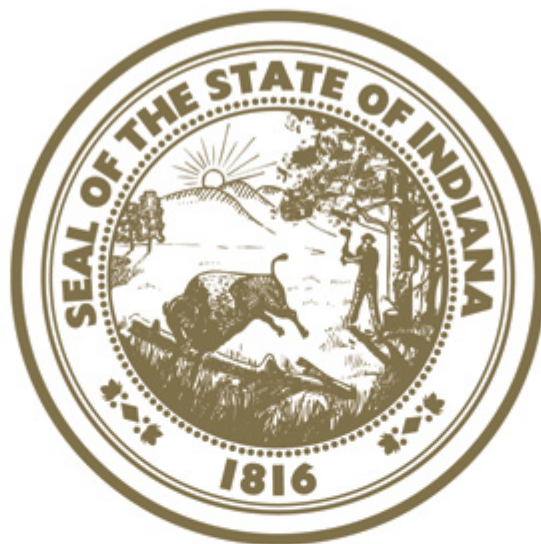


*Workforce Investment Act  
Annual Report*

*Program Year 2004  
July 2004 – June 2005*



INDIANA  
**WORKFORCE**  

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DEVELOPMENT

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Message from Commissioner Ronald L. Stiver

Governor Mitchell E. Daniels, who became Indiana's Governor on January 10, 2005, has made growing Hoosier jobs and personal income the organizing principles of his administration. Clearly, the Indiana workforce development system has an especially pivotal role in the Governor's agenda. A critical lever for job and personal income growth will be strategic investments to improve the skills of Indiana's workforce, improve the innovative capacity of our regions and develop a competitive advantage in human capital to compete in the global economy over the long haul. Nowhere is this need more clearly witnessed than in talking to existing and prospective employers in our state who have a desire to expand or relocate. The state of our workforce will determine Indiana's economic future. In serving our various customers and operating over a dozen distinct programs, such as the Workforce Investment Act program, our workforce development system must guard against both loss of focus and an attachment to the status quo. In line with this and the Governor's overall agenda, the Indiana Department of Workforce Development (IDWD) has outlined the following three priorities for our workforce system:



- Grow Hoosier Jobs and Employment
- Increase Hoosier Personal Income
- Deliver Premier Customer Service

To achieve meaningful near-term and long-term success on our priorities, we are implementing a four-pronged strategy. This strategy consists of:

1. *Regionalization:* Structuring economic and workforce development efforts on a regional basis will be increasingly critical to delivering services and competing in the global economy. Strategies organized and implemented properly on a regional basis will lead to growth of jobs and personal income for our Hoosier citizens.
2. *Integration:* Too often, services in Indiana's public workforce system are delivered through programmatic silos, with system employees' allegiances more closely aligned with their programs than their regions, offices or customers. We will be working to integrate resources within regions through implementation of a common reporting structure, cross-training and other measures.
3. *Alignment:* At its best, workforce development is closely aligned with economic development through a demand-drive system. There is substantial opportunity in Indiana to foster greater alignment with the economic and industry needs of our various regions.
4. *Innovation:* Innovation is clearly critical to success in the global economy. If the public workforce system is to support industry growth and the preparation of workers in this new economy, then it too must embrace innovation. We intend to introduce a variety of innovative solutions ranging from technical systems to program design and service delivery.

A handwritten signature in black ink, appearing to read "R. L. Stiver".

Ronald L. Stiver

## **Indiana's Workforce Investment Boards and Workforce Service Areas**

Indiana has 15 Workforce Investment Boards (WIBs) throughout the state responsible for establishing workforce policy and helping develop the economic future of the state's Workforce Service Areas (WSAs). The Boards have a private sector business majority and are composed of about 1,200 volunteers who are locally appointed members of the community. The WIBs concentrate on economic and workforce development and strategic planning. In these workforce service areas, the WIBs oversee Indiana's WorkOne Centers and WorkOne Express sites that provide one-stop assistance to individual workers and employers. The State Human Resource Investment Council (SHRIC) is charged by the Governor to oversee the system.

## **2004 Performance Grant To Be Used "To Improve Hoosier Workplace Literacy"**

On August 17, 2005, the Indiana Department of Workforce Development (IDWD) announced it had been awarded an \$879,629 grant. These were the funds awarded by the United States Department of Labor to Indiana for exceeding performance levels agreed by the Secretaries, Governor, and State Education Officer for outcomes in WIA Title I, adult education (AEFLA) and vocational education (Perkins Act) programs. The announcement of the award was made in the *Federal Register* on April 27, 2005, for PY 2004 performance. IDWD will use these funds, in combination with other agency funds, to launch programs throughout the state which focus on workplace literacy.

Recent research indicates that an estimated 960,000 to 1,200,000 currently employed Hoosiers possess workplace literacy skills below those required for successful employment in a knowledge-based economy. Workplace literacy includes reading, using information, and math skills as defined by the International Literacy Survey and the National Adult Literacy Survey. It also includes communicating effectively in English, thinking critically to solve problems, using technology, and effectively working in teams.

Indiana Department of Workforce Development Commissioner Ron Stiver indicated, "The U.S. Department of Education estimates 60 percent of all new jobs will require skills that are possessed by only 20 percent of the current workforce. We are pleased to be awarded these funds, which will be targeted to prepare Indiana's workforce to compete in the global economy."

## **Youth Conference: "A New Vision for a New Generation"**

On April 19, 2005 the first IDWD Youth Conference was held at the Indianapolis Sheraton hotel. The goal of the event was to allow educators and those involved in youth-based programs to learn more about providing effective workforce development services to youth under the context of the Workforce Investment Act

IDWD Commissioner Ron Stiver kicked off the day by discussing Indiana's vision for workforce development services especially for youth, followed by U.S. DOL Regional Administrator Byron

Zuidema. Zuidema spoke on DOL's new vision for youth emphasizing services to the neediest youth. Workshops included national experts Tim Harmon and Gregg McCutcheon speaking about Performance Management and Case Management, respectively. William Miller, Director of WIA Administration, and Jennifer Biddle, Planning Analyst in WIA Administration, organized the event.

Indiana's leaders in community partnerships, youth service provision under WIA, and youth services in other fields (youth with disabilities, youth offenders, children of incarcerated parents, youth aging out of foster care) shared their experiences and knowledge. Insights regarding the future of WIA, effective contracting, and use of Certificates of Technical Achievement also were shared.

Registration and attendance levels exceeded expectations - over 100 youth service provider representatives and almost 150 people total. Evaluations of the conference were very positive. Attendees said that they would appreciate similar opportunities in the future, even indicating an interest in a longer conference with exposure to more in-depth presentations on the topics included in the conference. As this conference was the first of its kind held by IDWD, the fact that attendees were interested in more, and longer, conferences on these topics was considered a great success!

### **Alumni Day Honors 28 Individuals and Six Business Partners**

The Department of Workforce Development honored 28 individuals with personal achievement awards and six business partners with outstanding achievement awards while participating in Indiana's workforce development system. The 15th annual Alumni Day ceremony occurred on September 16, 2004 in the State House Rotunda. The awards were presented by IDWD's Commissioner along with Jeffrey Howe, chair of the National Association of Workforce Boards.

"Today's business and individual winners epitomize what the workforce development system is all about. I am so excited to be able to put a face with the statistics and numbers that I usually get to talk about. There is nothing better than seeing an individual who has come through the system, used the tools available, and reached the career steps they have been striving for," said the Commissioner.

### **Networking Group Offers Support to NW Indiana Professionals**

Source: *Insight Newsletter*, Barbara Grimsgard

Energetic, enthused, experienced, extraordinary— these are just a few ways to describe the Northwest Indiana residents who meet Monday mornings to share job leads, resources, tips, and news about who is hiring whom.

The group calls themselves the Northwest Indiana Professional Network (NIPN). All of its members are in career transition. They are either looking for a new employer or for employers who can benefit from their consulting or project management skills. Some members are also looking for inventors or entrepreneurs who can use their experience to take their business to the next level. The group has expanded from 30 to nearly 60 active members since its inception last July. Several credit NIPN for finding new career opportunities.

The Center of Workforce Innovations (CWI), a Workforce Investment Board in Valparaiso, sponsored this networking effort through IDWD Rapid Response funding. The CWI staff saw NIPN as a strategy to support those impacted by the transformation of steel, the growth in information technology, and the global competitiveness of manufacturing—all of which impact the Northwest Indiana region.

Network members run the gamut of industries and high level skills. This network offers employers an easily accessible base of talent to increase their bottom line. Employers are welcome to attend NIPN meetings or review the roster of candidates available for work.

“The highlight of each meeting is the 30-second introduction that each member gives about him or herself,” said Linda Woloshansky, president of the CWI. “It’s often stated we only have 30 seconds to make a good first impression. In the employment business, that first 30 seconds can guarantee the job offer or immediately being crossed off the list of considered candidates,” she added.

### **Reed Act**

In 2004, the Department of Workforce Development distributed \$4 million in Reed Act funding (2003 HEA 1001) to the Workforce Investment Boards to use for allowable Employment Service/Unemployment Insurance projects in Indiana’s WorkOne Centers. In general, Reed Act funds may be used in the same manner that Employment Service (Wagner-Peyser Act) funds are used to support one-stop systems. All funded proposals included a combination of some of the following activities that support administration and service delivery of employment and workforce information services in WorkOne Centers:

- Appropriate self-services, facilitated self-help, and staff assisted services in accordance with 20 CFR 652.207 and 208;
- Equipment and resources for resource rooms;
- Staff for delivery of reemployment services to Unemployment Insurance claimants, including group job search assistance and staff-assisted referrals to jobs;
- Payment for rent, utilities, and maintenance of facilities, including common spaces such as resource rooms, reception areas, conference areas, etc., in accordance with cost sharing guidelines;
- Development of products that support service delivery such as workforce information products and job bank technology;
- Computer equipment, network equipment, telecommunication equipment, application development, and other technology resources, including assisted technology, that support employment and workforce information service delivery;
- Outreach and educational materials targeted at users of one-stop employment and workforce information services;
- Training, technical assistance, and professional development of staff who deliver employment and workforce information services;

- Improving access for individuals with disabilities, including remodeling WorkOne Centers (improvements made in leased property must be in accordance with all appropriate federal guidelines) or purchasing appropriate software, hardware, furniture and supplies (for example, Braille readers);
- Improving access for individuals with limited English proficiency, including development of forms, automated voice messages, etc. in languages other than English.

### **Workforce Investment Board PY 2004 Reed Act Allocations**

Circle Seven	\$ 212,035
Center of Workforce Innovation	\$ 260,174
East Central	\$ 192,901
Madison-Grant**	\$ 180,017
Marion County (Indianapolis Private Industry Council)	\$ 675,450
North Central	\$ 167,960
Northeast Indiana	\$ 385,848
Northern Indiana Partnership	\$ 330,736
Northwest Indiana	\$ 489,801
Shawnee Trace	\$ 170,417
South Central	\$ 138,974
Southeastern	\$ 171,543
Southern Seven	\$ 142,258
Southwest Indiana	\$ 175,583
Tecumseh Area Partnership	\$ 165,328
Western Indiana	\$ 140,975
	<u>\$4,000,000</u>

### **\*\*Madison and Grant Counties Redesignated**

Effective July 1, 2005, Indiana has 15 workforce service areas (WSAs). During Program Year 2004 Indiana had 16. The change is the dissolution of the Madison-Grant WSA. Grant County is now part of Northeast Indiana and Madison County is now part of Circle Seven. The original 16 areas under Indiana's initial six-year plan were Job Training Partnership Act areas that were grandfathered in as WSAs. In early 2004 the majority of the local elected officials in the Madison-Grant WSA elected to dissolve. During the first half of 2004, the local elected officials from the Northeast Indiana WSA and Grant County petitioned the Governor to modify the Northeast Indiana WSA to include Grant County. The Governor accepted the petition and the change was effective July 1, 2004. During PY 2004, the local elected officials in Circle Seven WSA and Madison County petitioned the Governor to include Madison County in the Circle Seven WSA. The Governor also accepted this petition effective July 1, 2005.



## Closer Look at Census and Employment Data

By partnering with the US Census Bureau, IDWD can now take an even closer look at employment data. A new methodology created by the U.S. Census Bureau enables state agencies and researchers to cross-reference existing Census data with employment data.

This new data set is Quarterly Workforce Indicators (QWI) and is generated through a database program called Local Employment Dynamics (LED). The Census Bureau began encouraging and inviting all state workforce agencies to engage in this groundbreaking project in 2001. This voluntary partnership between state workforce agencies and the U.S. Census Bureau strives to develop new information about local labor market conditions, at minimal cost, with the same confidentiality protections afforded to all census and survey data.

Census data supply demographic factors such as age and gender. Quarterly Census of Employment and Wages (ES-202 files) supply Standard Industrial Classification/North American Industry Classification Survey (SIC/NAICS) industry codes and geographic information. Unemployment insurance wage records supply the dynamic aspect of the model as employees enter and leave employer establishments and labor markets.

With a commitment to the project in 2004, IDWD was able to introduce exciting changes in February 2005, as the partnership released the new data incorporated in the LED program. Previously, employment data could only be analyzed by measuring the change in total number of jobs from one period to another. In other words, analysts compared snapshots over time. Indiana can now look at the dynamics of employment data as it relates to new positions, new hires, separations, and turnover rates in a specific job industry category.

This program provides analysis capabilities that previously did not exist. In fact, comparative analysis can be completed across industry lines and geographic areas as well. Quarterly Workforce Indicators (QWI) measure performance in the local economy just as national indicators measure the overall economy. The table below, extracted from the Longitudinal Employer Household Dynamics (LEHD) website, <http://lehd.dsd.census.gov/led/> represents QWIs for Marion County and the State of Indiana.

The QWIs are a set of economic indicators (including employment, job creation, wages, and worker turnover) that can be queried by different levels of geography (state, county, metro), and workforce investment area, detailed industry, and workers' gender or age.

QWI Quick Facts	Marion (Q1)	Marion (Avg:previous 4 quarters)	Indiana (Q1)	Indiana (Avg:previous 4 quarters)
① Total Employment	589,793	596,749	2,743,140	2,773,390
② Net Job Flows	-7,261	-236	1,401	7,641
③ Job Creation	27,819	29,638	134,334	149,322
④ New Hires	91,146	103,050	404,840	460,969
⑤ Separations	112,114	120,110	476,601	547,848
⑥ Turnover	10.4%	10.2%	9.8%	10.0%
⑦ Avg. Monthly Earnings	\$3,626.00	\$3,443.75	\$2,949.00	\$2,916.00
⑧ Avg. New Hire Earnings	\$2,131.00	\$2,310.75	\$1,843.00	\$1,986.50

Source: US Census Bureau, LEHD website:  
<http://lehd.dsd.census.gov/led/index.html>

The US Census Bureau has developed a comprehensive website that analysts, researchers, partners, and potential partners can access to locate a wealth of information. The website offers research information, upcoming training events and sponsorships, answers to Frequently Asked Questions (FAQs), data tools, publications, and most importantly, Quarterly Workforce Indicators for all state and local jurisdictions that have joined the partnership.

### **Indiana's WorkOne Centers and WorkOne Express Sites**

In Indiana, each Workforce Service Area has at least one chartered WorkOne Center and several chartered WorkOne Express sites (Indiana's one-stops). They are designed to meet the needs of their customers through Employment Services (Wagner-Peyser), Unemployment Insurance, Workforce Investment Act services, and other partner programs. The Workforce Investment Boards have consortium agreements with several mandatory and voluntary partners who share space in Indiana WorkOne Centers.

At WorkOne Centers, the Employment Service (Wagner-Peyser) is a key partner, providing services through Indiana's Customer Self Service System (CS3). CS3 is the statewide computer job matching service that can be accessed either in the office or website through the Internet. This electronic labor exchange helps employers find new employees and helps individuals post their resumes and seek new employment. During 2004, 12,249 employers listed job orders and the labor exchange system served 475,103 individuals. Another mandatory partner in WorkOne offices is Unemployment Insurance (UI). Indiana claimants have the choice of filing initial claims and weekly benefits via the Internet, by mail, or in person at WorkOne Centers and some Express sites.



## **Veterans Programs in the WorkOne Centers and WorkOne Express Sites**

Currently the Indiana Department of Workforce Development has 31.5 Local Veterans Employment Representatives (LVERs) and 26 Disabled Veteran Outreach Program Specialists (DVOPS).

During July through December 2004, IDWD provided employment and training services to 182 veterans under a \$425,000 National Veterans' grant. This was 97% of the planned goal of 188. The goal of placements for 94 veterans was exceeded with 108 (59% placed) gaining employment (115% of the goal) at a cost of \$3,912 per placement, which was only 87% of the previously projected cost of \$4,521 per placement. Average wage at placement was \$12.88 per hour, or 95% of the anticipated \$13.50 per hour. All 182 veterans received case management and counseling/vocational guidance, 145 (80%) received classroom training, 132 (71%) received occupational skills training, and 127 (70%) received job search assistance. The typical veteran assisted was male (84%) and older than 24 (96%). Also, nearly half (49%) were economically disadvantaged and 10% were disabled.

During January through June 2005, IDWD provided employment and training services to 48 veterans under a \$100,000 National Veterans' grant. Of them, 36 (75%) were placed at a cost of \$2,778 per placement with an average wage at placement of \$17.36 per hour. All 48 veterans received case management and counseling/vocational guidance. 44 (92%) received classroom training, 43 (90%) received occupational skills training, and 40 (83%) received job search assistance. The typical veteran assisted was male (85%) and older than 24 (98%). Also, more than half (58%) were economically disadvantaged and 12% were disabled.

## **School Celebrates its Partnership with WorkOne Richmond**

Source: *Insight Newsletter*, Christie Joy, Richmond Community Schools

Richmond Community Schools' Adult Education program has been a WorkOne partner for many years. Cheryl Amos, Adult Ed Coordinator of Richmond Community Schools, has always maintained a cooperative spirit with WorkOne's leadership, and in 1999, an Adult Ed class was established at WorkOne Richmond's new building.

That first year saw only one GED graduate from the WorkOne Class. In the 2003-2004 program year, there were 27 graduates. Many of the Adult Ed students at this site are also WorkOne clients. In addition, River Valley Resources (another of our WIA partners) refers many of its clients to Adult Education. WorkOne recently invited the Adult Ed staff to a training workshop for KeyTrain, a software program which accompanies the WorkKeys program. KeyTrain software is available on the computers in the lab where the Adult Ed class meets. It is quickly becoming a major component of our adult education efforts (and demonstrates a genuine collaboration with Work One and area businesses).

In the fall of 2003, members of Richmond Community Schools' Adult Ed staff, WorkOne, River Valley Resources, and local business people came together out of concern for the educational levels and employment status of Wayne County adults. The group decided to concentrate its initial efforts at helping those who could not afford the GED testing fee and created the GED Testing Fee Scholarship Task Force. The Wayne County Foundation agreed to administrate the fund, and local businesses were approached to make contributions.

On July 26, 2004, in a ceremony at the Chamber of Commerce, the Economic Growth Group of Wayne County donated \$2,500 to the GED Testing Fee Scholarship Task Force to continue its efforts in assisting Wayne County residents who may be unable to afford the GED testing fee.

In addition, the Economic Growth Group of Wayne County has donated a billboard to advertise our Adult Education and WorkOne Partnership. Included on the billboard are the phrases “Learn to Earn” as well as our IAACE motto “Adult Education Works!” The billboard is located in an industrial zone in Richmond, and should be ready for unveiling very soon.

The partnership and collaborative efforts of Adult Education and WorkOne are gaining momentum in the community as well as statewide.

### **Skills Academies Flourish in Southeastern Workforce Service Area**

Source: *Insight Newsletter*, Peggy Hans

The Southeastern Indiana WIB’s Basic Skills Academy concept has been spreading from its original Decatur County roots to other counties in the Workforce Service Area.

In Connersville, the third quarterly Skills Express Academy recently wrapped up its two-week session with a graduation event for ten individuals. The Academy was a partnership between WIA program operator River Valley Resources, the Fayette County Community Education Coalition, and Whitewater Technical Career Center Adult Education.

The program is designed to help unemployed people enter or re-enter the workforce. The curriculum focuses on helping individuals brush up on basic math and writing, learn job seeking skills, and gain knowledge that will contribute to job retention. On the last day of the Academy, each participant goes for a mock interview with a local employer. At this most recent Academy, two of the participants were unable to attend graduation: they both had obtained full time jobs and were at work!

County Commissioner Doug Howard commended the graduates, saying, “I think we’re going to see a lot of success in the future, because the good thing in Fayette County is that we have some really great resources—and most of them are sitting right here!”

Other academies are being planned at various WorkOne and WorkOne Express offices in the service area; the focus of each varies with participants' needs. Next on the schedule is a youth Academy at the Richmond WorkOne.

### **Dislocated Workers and Rapid Response**

IDWD’s Strategic Research & Development division covers rapid response activities for dislocated workers through its Business Consulting unit. The Business Consultants in this unit also administer the Training Acceleration Grants (TAGs) and promote WorkKeys.

The unit assisted Hoosier workers during PY 2004 in the following ways:

- Received and responded to 74 Worker Adjustment and Retraining Notification Act (WARNs) and public announcements of either closure or mass layoff events. Responses involved meeting with

employers, unions, and community stakeholders to provide information and help design event-specific transition programs to assist with layoffs. The WARN notices were posted regularly on IDWD's web site.

- Served over 12,000 displaced workers. Services included rapid response orientation sessions, workshops, establishment and support of Worker Transition Committees, and establishment and support of on-site pre-layoff centers and services. The major events in PY 2004 were the closure of the General Electric plant in Ft. Wayne with 365 workers and General Electric plant in Bloomington with 525 workers. A coordinated effort involving IDWD Strategic Research & Development and the Workforce Investment Boards in both Northeast and South Central resulted in the quick establishment of a special Worker Transition Committee.
- Received a Base Realignment and Closure Act 2005 National Emergency Grant for downsizing and realignment of Indiana's military base personnel in the amount of \$1.5 million.

A major change occurred this program year with the Workforce Transition Unit joining the Strategic Research & Development division. The Rapid Response Coordinators now work with the Business Consultants in the Business Consulting unit taking on additional responsibilities regarding employer training grants and WorkKeys. Likewise, the Business Consultants have assumed the roles of the Rapid Response Coordinators. Plans call for more Business Consultants in the field with smaller areas to provide additional workforce development services.

### **Trade Adjustment Assistance (TAA)**

IDWD provided the following Trade Adjustment Assistant activities during 2004:

- Received notification from the United States Department of Labor's Division of Trade Adjustment Assistance (DTAA) of 40 Indiana TAA certifications covering over 5, 500 workers.
- Enrolled over 1,200 trade certified workers into approved training and issued waivers for training for over 1,100 workers.
- Exited 706 TAA certified workers from training programs. Of those, 412 received a license, certificate, or degree.
- Determined over 3,100 workers to be eligible for the Health Coverage Tax Credit (HCTC) program and transmitted their eligibility data to the HCTC operations center.
- Enrolled 80 additional workers in the Alternative TAA (ATAA) wage subsidy program for older workers. Nineteen workers received their maximum benefit amount of \$10,000. Paid out over \$465,000 in wage subsidy payments to workers in the ATAA program.

### **WIA Administration**

During Program Year 2004, WIA Administration continued its administrative duties for the Workforce Investment Act and assisted in the planning and implementation for a systemic change: moving from a system that is highly collocated with some integration to a system that stresses a high level of integration with excellent customer service. Integration will begin with Workforce Investment Act, Wagner-Peyser, Trade Adjustment Assistance, and Veterans' services.

WIA Administration evolved with the paradigm change. Integration of services occurred not only at the regional level but also at the state level. System experts from the WIA, Wagner-Peyser, TAA, and

Veterans' services have been organized as a single unit, the Center of Excellence. All members will be cross-trained to ensure that they are knowledgeable in all programs. State policy will be developed based on integrated service delivery. The Center of Excellence will be responsible for oversight of the statewide WorkOne system to ensure that it is functioning at the highest level and in accordance with law, regulation, policy, and waivers.

### **A Step-by-Step Guide: Certificates of Technical Achievement and Performance Measures**

During the early months of Program Year 2004, WIA Administration published a technical assistance guide entitled, "Step-by-Step Guide: Certificates of Technical Achievement and Performance Measures." The guide provides an overview of action steps WIA local service providers can use to increase the use of Certificates of Technical Achievement (CTA). The tool is applicable only for the Older Youth Credential Rate performance standard. The overview is broken down into Performance Measures and CTAs.

CTAs are a training mechanism and credential that will aid older youth in obtaining employment. Through the use of CTAs, the number of older youth employed and retained in the workforce will increase. The guide details steps the process staff must use to help older youth earn CTAs which will aid them in gaining employment. There are also examples of best practices and some illustrative examples.

### **Evaluation**

The State of Indiana is undertaking an aggressive plan to implement a comprehensive case management system by July 2006. Our goal is to contract with a qualified firm to assist in the development and maintenance of a system that will effectively support all programs (federal, state, local, not-for-profit, for-profit). We envision a system that will offer flexibility and management tools to support day-to-day operations while meeting compliance requirements. We also expect the system to be hosted by an independent vendor and supported by a consortium of members of the user community. Ultimately, while we will foster its development and use its functionality, we will not own the system. A request for information (RFI) has already been released and a pre-Request for Proposal (RFP) meeting with interested parties has been held. Proposals will be solicited and reviewed Fall 2005 and a contract executed in early 2006.

Evaluation began the third round of data element validation in October 2004 and completed the project in January 2005. WIBs were notified where corrective actions were warranted and asked to remedy any problems in their data prior to final data submission for PY 2004.

As part of the WIA legislatively mandated incentive awards, IDWD released \$620,000 for successful performance to the WIBs. The funding was a combination of WIA and Wagner-Peyser funds. Of the funding, \$320,000 was awarded for regional cooperation in meeting all three of IDWD's system goals (customer satisfaction, wage gains, and skill gains). The remainder was awarded for exemplary performance by local areas in meeting the mandatory WIA performance measures. The awards were for PY 2003 performance on system, WIA, and Wagner-Peyser performance measures.

## **Cost of WIA 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 WIA funded services that are largely self-service. While many of these customers are assisted in gaining employment, participant information and outcomes for these clients are not collected. In the calculations below, all costs are included while only a subset of outcomes is used (i.e., outcomes for those participants for whom data is collected).

	PY 2004 Exiters	PY 2004 Exiters with Positive Outcomes	PY 2004 Expenditures	PY 2004 Cost per Positive Outcome
Youth Program	2467	1505	\$12,227,925	\$8,125
Adult Program	3198	1967	\$10,709,590	\$5,445
Dislocated Worker Program	2367	1680	\$9,403,514	\$5,597

Positive program outcomes for youth were considered employment, skill attainment, or credential attainment. The cost per positive youth outcome was calculated by taking the youth expenditures and dividing them by the number of youth exiting the program with a positive outcome. That cost was \$8,125.

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 \$5,445. For dislocated workers, the cost per entered employment was \$5,597.

## **Performance Results**

Indiana's statewide performance for Program Year 2004 reported in the Appendix of this report includes all required cohorts for each measure. Indiana met 14 of the 17 federal performance criteria for PY 2004. The determination of whether substate areas fail, meet, or exceed performance measures will be made in December 2005 when adjustments for high wage dislocations have been completed. Since we are unable to determine final substate performance at this time, no assessment of meeting or not meeting performance is included in this report.

## **Lifelong Learning Institute Accomplishments**

The Lifelong Learning Institute (LLI) has the mission to provide workforce development professionals with the training for the skills needed to meet current and future work demands. During PY 2004, LLI:

- Trained 2,983 participants (2,573 IDWD staff [duplicate count] and 410 staff from partner entities).
- Continued the Go Out and Learn (GOAL) tuition assistance program for IDWD staff. 188 IDWD staff have participated since November 1999 with 37 participants during this program year. According to surveys of GOAL participants, 71% indicated they would not have pursued further education without this assistance.
- LLI staff served as trainers, presenters, or facilitators for more than 25 partner organizations and groups.

### **LLI's Partnership with IU School of Continuing Studies**

- In partnership with the Indiana University School of Continuing Studies, the LLI provided training programs with nationally known speakers aimed at improving WIA customer service, performance, and collaboration. These sessions, attended by 393 IDWD and partner agency staff, included "From Pink Slip to Paycheck: Success with Dislocated Workers," "Enhancing Workforce Professionalism," "From Jails to Jobs," and "Bridges to Practice: Preparing to Serve Adults with Learning Disabilities."
- The LLI and IU SCS awarded career development certificates in the areas of Counseling, Customer Service, and Employer/Customer Relations. These certificates represent successful completion of a series of required and elective courses. During PY 2004, 15 certificates were awarded. Since inception in PY 2001, 65 certificates have been awarded.

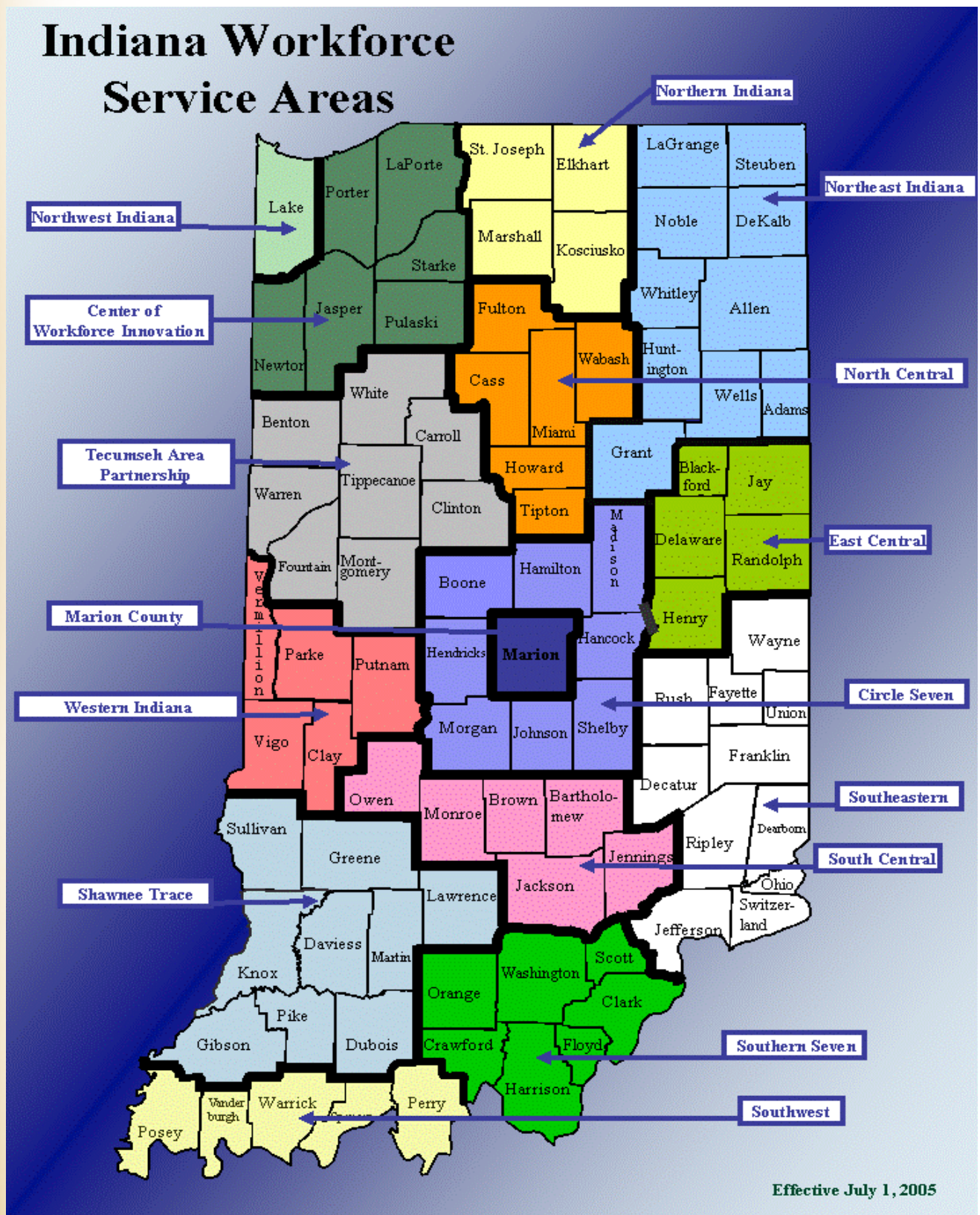
### **Training Partnerships and Facilitation Activities**

- The LLI assisted IDWD's Customer Solutions division in doing exit meetings for UI quality reviews, conducting local office reviews, making presentations at employer seminars, and performing time studies. In addition, the LLI provided facilitation, customer service reviews, and suggestions for improvements in various local offices around the state.
- The LLI partnered with IDWD's Legal and Customer Solutions divisions to deliver Domestic Violence Unemployment Insurance (DVUI) training and DVUI Refresher training sessions across the State, as mandated by Indiana legislation.
- LLI has begun work with Vocational Rehabilitation (VR) to promote information sharing, awareness, and coordination; to cross-educate staff to promote customer service to people with disabilities; and to stimulate planning on local partnership enhancements.
- Work began to create a Business Solutions Certificate training program.
- The LLI assisted IDWD's Information Technology division with training and technical assistance on Microsoft 2003 and Outlook software in early 2005.

Further information about LLI can be found at <http://www.in.gov/dwd/partners/lii.html>



Indiana Workforce Service Areas



## **Workforce Investment Board (WIB) Directors' Reports**

### **Center of Workforce Innovations, Inc. Workforce Investment Board**

The Center of Workforce Innovations WIB maintained their commitment to achieving outcomes aligned with three primary tenants: quality programming, economic and community development strategic planning, and fiscally sound accounting practices. The role has led to identifying the gaps between labor supply and labor force needs, then establishing the framework in which solutions can be incubated. The following are some of CWI's key accomplishments:

- Enhanced resources in all eight WorkOne offices and increased utilization
  - Served 27,823 individuals, an increase of 22%
  - 43,965 visits were made to the Information Resource Area, an increase of 7%
  - Over 1,000 employers received services from the WorkOne & Express offices
  - WiFi available to employers & job seekers in all offices
  - Audio translators and Adaptive Work stations in all offices to meet special needs
  - WinKey and KeyTrain available in all offices
- Fully executed Special Dislocated Worker Programs that served over 300 individuals
- Expanded WorkOne system partnership network to 34 formal and 41 informal partners
- Afforded professional development to 209 staff from 25 partner organizations
- Completed Discovery Account low wage earner scholarship project through Lilly Endowment funding, then replicated similar project called Learn and Earn through WIA
- Issued three industry cluster reports, Precision Equipment Manufacturing, Professional Services, and Life Sciences, including summaries for job seekers and students, and launched with conferences and/or press conferences
- TechScene electronic newsletter was distributed to 1,000 on a monthly basis
- Improved community awareness of WorkOne and workforce development issues through the implementation of quarterly newsletter, new CWI informational website, Milestone Award, Annual Meeting, new Employer Expectation poster and awareness Banner Campaign
- Implemented all aspects of the Discovery Alliance/CWI Literacy plan in the rural counties of Jasper, Newton, Pulaski, and Starke
- Implemented Transportation/Distribution/Logistics project through National Emergency Reserve funds
- Worked with regional economic development efforts to promote and influence the targeting of jobs in Northwest Indiana. CWI efforts included engaging with two multi-community consortia, LaPorte County Workforce Readiness and Porter County Economic Development, which resulted in the marketing of WorkKeys and scholarships in the manufacturing cluster.

## Circle Seven Workforce Investment Board

**WorkOne:** Customers at WorkOne centers increased by 7% from last year with nearly 61,000 customers obtaining assistance with career development and job placement. WIA funded programs served 864 registered persons including 160 adults, 632 dislocated workers, and 72 youth. Vocational Rehabilitation Services programs assisted 2,261 individuals.

**Reed Act:** Circle Seven was allocated second year funding of \$212,135 from a statewide appropriation of federal Reed Act funds. The funds were used to support the local WorkOne centers by providing supplemental customer service staffing, and partial support of office costs. Funds also supported the Central Indiana Hiring fairs. These funds helped maintain offices in all seven counties.

**National Veterans Grant:** Third year funding was received, based on meeting performance outcomes in the first two years. For July 1, 2004 through December 31, 2004, \$425,000 was received serving 182 Hoosier veterans. Services included short term training and placement assistance. The average hourly wage at placement was \$12.88. Circle Seven managed this grant among seven workforce service areas in central and northern Indiana. Beginning January 1, 2005 through June 30, 2005, a new grant provided \$100,000 which served 48 veterans in two workforce service areas, Northeast and Circle Seven with average hourly placement wages of \$17.36.

**Dislocated Worker Discretionary Grants:** Work continued in PY 2004 to serve persons laid off from Alpine, Arvin, Best Buy and the Airline Industries using over \$840,000 in supplemental funding. 386 persons received services which were provided at company facilities as well as at the local WorkOne centers. Placements wages averaged over \$13.50 per hour for those becoming employed during the year.

**IN Indiana Navigator Grant:** Circle Seven was successful in obtaining a two-year national competitive grant from USDOL Employment and Training Administration. The \$400,000 in funding supports four staff positions to improve the utilization of the WorkOne offices by persons with a range of disabilities as well as building WorkOne staff skills and knowledge about disability issues. The program focuses on improving both physical and programmatic access. Circle Seven partnered with the South Central WIB to extend the program to 13 central Indiana counties

**Hiring Fairs:** Central Indiana Hiring fairs were held on October 13, 2004, November 16, 2004 and April 19, 2005. The October fair at Valle Vista in Greenwood featured a business summit with Morton Marcus presenting. The Hendricks County Economic Development Partnership financially supported the Plainfield event in November. The Fishers Chamber and City of Noblesville were cosponsors for the spring Fishers event. During the year over 80 employers participated and approximately 1600 job seekers attended. Hiring fairs included mini-training sessions on job search, resume development, and how to effectively work a job fair. Employers registered positive evaluations for all three events.

**Welfare to Work:** Through a competitive solicitation Circle Seven was awarded contracts in Hancock, Hendricks, and Morgan counties by the state of Indiana. The IMPACT program provides job readiness, placement and job retention support to recipients of public assistance referred by local Offices of Family and Children. The total amount of the three performance based contracts was \$258,399.

## **East Central Indiana Workforce Investment Board, Inc.**

During PY 2004 the East Central Indiana Workforce Investment Board, Inc. (ECIWIB) completed two projects focused on demand occupations in the Region. In a project aimed at increasing the competitiveness of our advanced manufacturers in the Region, ECIWIB set out to recruit and train 60 incumbent workers. Through this short term initiative, working in partnership with local economic development organizations, the enrollment goal was exceeded by 20% with 72 existing employees from nine different companies participating. The goal for 45 employees to complete training and remain employed was exceeded by 49%. Moreover, the goal of an annualized wage gain one year after the project end equal to \$180,000 is currently at 95% of the goal. While the \$180,000 goal is expected to be achieved by December 31, 2005, the current annualized income gain represents an impressive success at a \$5.55 return on investment for each \$1.00 expended on training.

In another demand driven initiative, Project Connect, the ECIWIB established a goal to increase high school student, teacher, and counselor awareness of demand occupations requiring less than a four year college degree. With a goal to raise career awareness in ten high schools for 1,000 high school students, Project Connect was developed and implemented in partnership with the Muncie-Delaware Chamber of Commerce Business Education Partnership Committee. The purpose of Project Connect is to provide the users with occupation and career information in an easily updated collection and storage system. It may be accessed at [www.projectconnectindiana.com](http://www.projectconnectindiana.com). Gathering contact information on businesses, unions, schools, and other organizations, Project Connect provides for a real time searchable database to determine a potential match between the specific interests and career needs of employers and schools. With less than six months of piloting, Project Connect currently has a registration for 77 employers, 2 labor organizations, 26 schools, and 17 searchers.

In addition a career awareness video, funded by Indiana Department of Workforce Development and produced in both DVD and VHS formats, has been distributed to area high schools along with teacher lesson plans and in-service training. During the first year, nine high schools participated in the project with career awareness information provided to over 1,700 students – nearly double the projected goal. Materials and classroom activities associated with the project were well received with a 4.06 rating on a 5.0 scale by students and teachers. More information is available on this initiative by contacting [thewib@eciwb.org](mailto:thewib@eciwb.org).

Focusing on demand occupations, at both the incumbent worker and student level, the ECIWIB has leveraged state funding to make investments which will have long term benefits to East Central Indiana employers, workers, and their communities.

## Indianapolis Private Industry Council, Inc.

The Indianapolis Private Industry Council Inc., the Workforce Investment Board for Marion County, is the principal broker for workforce development needs in Indianapolis. It convenes community leaders to address important issues and strategically coordinates funding from federal, state and private sources to deliver innovative and comprehensive workforce development information and demand-driven services through partnerships with business, industry, service providers, educators and community organizations, enhancing the economic vitality of central Indiana.

IPIC's core task is to oversee the operation of five WorkOne centers (three full-service and two express). More than 60,000 individuals crossed the WorkOne centers' thresholds in Marion County in Program Year 2004. Adults (including dislocated workers and people with disabilities) and youths (both in and out of school) received a wide array of assistance.

Youths and young adults were particularly important clients who benefited in PY04 from IPIC's Youth Employment Services, which are offered at 21 sites around the county. IPIC used a grant from the Lilly Endowment to expand YES beyond the services provided under the federal Workforce Investment Act. The grant allowed YES to pay for unusual needs, such as legal counsel, parking fines and home detention fees, that otherwise might prevent youths from getting and keeping jobs. Evaluations show these "barrier-busting" tactics work.

IPIC regularly takes on special projects. Recognizing the interdependence of Marion County and its surrounding counties, IPIC embarked in spring 2005 on regional studies to assess central Indiana's labor market in four critical industrial clusters: the life sciences, logistics, advanced manufacturing, and motor sports. Business people were tapped to serve on focus groups and participate in roundtables, where they provided expertise and identified workforce needs.

In September 2004, IPIC created Biotech Bound, which provides tuition, fees and comprehensive support services to at-risk young adults who are pursuing an associate's degree in biotechnology or health-care delivery. IPIC previously worked with the Indiana Health Industry Forum, several life sciences employers and educators to develop a new biotechnology degree program that was offered for the first time in fall 2004. Biotech Bound directs promising students into the degree program, thereby placing them on a path to self-sufficiency, and simultaneously supports the important life sciences sector in central Indiana by growing the skilled workforce it so desperately needs.

In August 2004, IPIC partnered for the second consecutive year with U.S. Sen. Evan Bayh and Indianapolis Mayor Bart Peterson to put on a job fair at which 47 companies offered 2,000 jobs to 3,000 job seekers. The fair also offered a small business summit that provided technical assistance in planning, financing and other startup needs for emerging businesses. Also in August, IPIC staged an interactive, career-exploration exhibit for youths at the Indiana State Fair.

In fall 2004, IPIC launched its Business Services Initiative, which provides affordable, professional human resource services to emerging and evolving businesses. Also during PY04, IPIC moved forward with its Threshold Project, placing 42 chronically homeless individuals into housing and providing them with comprehensive support services intended to make them economically self-sufficient.

## North Central Workforce Investment Board

Workforce Development Strategies, Inc., the North Central Indiana Workforce Investment Board focused on four workforce priorities during PY 2004. They include:

**1. Increase the value placed on education and lifelong learning by individuals, families, and employers.**

- Partnered with IUK and Ivy Tech to develop 13 hybrid format classes, allowing students the opportunity to take classes in the region without having to travel 30-60 miles one way.
- Provided training to nearly 300 incumbent workers. Classes included applied math, communications, Microsoft, and introduction to business.
- Facilitated the development and receipt of a \$650,000 federal grant from HHS to provide nursing training.
- Provided employment/training services to 625 WIA adult, dislocated workers, youth.

**2. Make our “Mature Workforce” a primary economic development selling point.**

Received \$117,000 grant from the Retirement Research Foundation in Chicago to develop products to address the aging workforce. The products include: a report that identifies unique demographics of the NCI aging population, a handbook for human resource directors, Career Transition Pathways model for mature workers and service staff to use to assist mature workers with career choices.

**3. Support the workforce needs to small business and entrepreneurs in important industries.**

- WorkKeys implementation and remediation software to support WorkKeys system.
- Wage and benefit survey.
- Regional summit featuring Ed Barlow, a futurist and President of Creating Future, Inc.
- Business2 Business Expo.

**4. Think and Act Like a Region.**

- Implementation of a Business Retention and Expansion initiative.
- Continued support and development of the North Central Indiana Economic Development District.
- Manufacturing alliances in Cass and Wabash counties.
- Regional Healthcare Alliance.

## Northeast Indiana Workforce Investment Board

Northeast Indiana Workforce Investment Board (NIWIB) enacted several new initiatives to advance its strategic directive to transform workforce development to a business-driven system.

### Work Ethic Certification for the Emerging Workforce

Northeast Indiana Workforce Investment Board piloted a work ethic certification program in response to a labor market study conducted in the ten counties in its region. The survey found that work ethic was more than twice as likely to be deficient in workers, than the fundamental skills of reading and math. To address this issue, NIWIB sought assistance from local employers to define work ethic and to specify its relevance to the work place. Through this process ten work ethic skills and attributes essential for success in the workplace were identified. Employers then met with local educators to identify work ethic attributes students exhibit at school that correspond to those required at work. This resulted in the establishment of ten work ethic standards and a process of documenting students' achievement of them. NIWIB awarded work ethic certificates to graduating high school seniors in May, 2005.

NIWIB evaluated the pilot project and is now in the process of rolling it out to all high schools in its ten county regions. In the meantime, IDWD has now adopted the program and is in process of planning a statewide rollout.

### Aligning Workforce Development and Economic Development

**WorkKeys and KeyTrain:** NIWIB has worked closely with IDWD to promote WorkKeys job profiles and worker assessments across its region. NIWIB deployed eighty site licenses of KeyTrain, the skills upgrade software to address skill gaps through remediation.

**Pokagon Business and Industrial Conference:** NIWIB sponsors a mock WorkOne at this annual convening of business and economic development professionals. This affords northeast Indiana the opportunity to promote business services offered through the WorkOnes.

### LEDO Tool Box Series

NIWIB executive leadership has hosted tool box sessions for economic development professionals to inform them of the tools and resources available to them through workforce development for business prospects, retentions, and expansions.

### Job Fairs

Nine employer-specific job fairs were held in Allen County, and one was held in the each of the other nine counties in northeast Indiana region. WorkOne services to businesses have been promoted throughout the region resulting in increased usage of services by local and regional employers.

### Total Participants Served July 2004 – March 2005

Adults:	664	Older Youth	92
Dislocated Workers	558	Younger Youth	350

## Northern Indiana Workforce Investment Board

### Moving to a Demand Driven System

The Northern Indiana Workforce Investment Board (NIWIB) devoted significant time and emphasis during PY 2004 to the implementation of a WorkOne employer demand driven system. NIWIB's goal is to provide effective workforce development services to both employers and workers through a universally accessible, information-driven, one-stop career center system. In this demand driven system, employers are involved in setting job and skill requirements, which are reflected in job orders, as well as the labor market information available through the WorkOne delivery system. As a result, the effectiveness of individual services for adults and youth is directly measured on how well job seekers are prepared to meet the workforce needs of local employers of all sizes in the Region 2 labor market.

### Creation of the WorkOne Business Services Division

In January 2005, NIWIB, in cooperation with its service providers and WorkOne Consortium, began the formation of the Business Services Division. Several specific goals were identified:

- To develop a system that provides a *single point of contact* between regional businesses and the Region 2 WorkOne Centers.
- To *focus on key growth industries* such as advanced manufacturing, information technology, life sciences, health care, automotive and transportation/distribution important to the economic stability and growth of the Region.
- To integrate all business services under *one brand*: WorkOne.
- To build long-lasting *strategic partnerships* with regional economic development, Chambers of Commerce and professional associations, and educational providers.
- To promote job seeker screening programs used by employers, with particular focus on *WorkKeys* profiling and assessments.
- To create a *marketing outreach program* to educate job seekers, employers, and communities on WorkOne services.
- To *train* Business Services staff to effectively work with and meet the needs of Region employers.
- To establish *accountability measures* and a reporting system for the entire program.
- To develop an *operations plan* that efficiently handles job order posting, fulfillment, and tracking.

These goals were established through extensive Board and WorkOne partner input and technical assistance from the US Department of Labor, and Board and staff visits to model demand driven one-stop centers throughout the Midwest United States. The final WorkOne Business Plan will be released in Fall 2005.

Although NIWIB's demand driven initiative introduces new directions, it also builds on the significant amount of excellent work and programs that are already being generated by Region 2's WorkOne partners. Moving forward with implementation activities requires a new level of partnership to significantly strengthen and improve the region's workforce development system. But it will also help make WorkOne and its partners the preferred source for good jobs, skilled workers, and specialized training opportunities.



## Northwest Indiana Workforce Investment Board

The strategic plan for the Lake County Integrated Services Delivery Board dictated the activities that the staff concentrated its efforts in researching and improving relationships. Our service provider, Workforce Development Services, Inc., also aligned to our efforts with the training dollars and services to the job seekers using our WorkOne centers.

Our four WorkOne centers had over 220,000 service units as tracked by our greeters. We continued to be open for WIA services during evening hours four days a week and on Saturdays. Our Discovery Labs are busy with complete and updated software such as Plato and WIN and KeyTrain as tools to enhance the skills of those we serve. The Board has strategically continued in dialogue with the seven hospital CEO's in Lake County concerning the various skill shortages experienced by the hospitals. We found that the nursing shortage is due to a combination of root causes that span high schools, colleges, and universities, and the internal environment in the hospitals. With the new Strategic Skills Initiative (SSI) announced by IDWD, we are confident that we will build on this information and be able to identify the strategies to begin to improve this mismatch of skills and demand.

The Board also initiated a study on the reported Bureau of Labor Statistics data that showed that Lake County had over 12,500 youth 16-24 years old who are not in school and not in a job. The Board's data indicates a smaller number. That finding and the root causes will be addressed in the report due shortly. The Board also launched a joint study with Purdue-Calumet on the Transportation, Distribution and Logistics (TDL) industry to look at the confluence of new initiatives in the Northwest Region and deliver some models as to the economic development impact, environmental impact, and return on investment in skilled jobs.

The LCISDB in collaboration with the Center of Workforce Innovations (CWI) continued into the third year with the Community Workforce Compact (<http://www.cwcompact.com/>) where we continue to build career information in the common industry clusters experiencing growth in our region. We also have a career matrix section to show advancement and skill connections with job promotions. This cooperation between two WIBs has proven a sound basis for the area to receive the status of Regional Economic Development Authority (EDA) designation by the US Department of Commerce. Collaborating with the Indiana Economic Development Corporation, Northwest Indiana Forum, and Northwestern Indiana Regional Planning Commission (NIRPC), we have the groundwork for future economic growth tied to workforce development.

The Board also engaged the community in a strategic development plan for 2005-2006. This included feedback from job seekers, employers, partners, and service providers. The plan will be approved in September 2005.

## **Shawnee Trace Workforce Investment Board**

During the past year the Shawnee Trace Workforce Investment Board and Vincennes University Workforce Development Services have continued to build upon their relationships with the local elected officials and economic development entities in the development of the existing and emerging workforce. In the Shawnee Trace WSA, nine local offices are maintained in addition to the administrative office located on the main campus and the fiscal office located in Jasper at the Downtown Center.

Despite funding reductions in federal workforce investment dollars, we have been able to maintain staffing levels and have even been able to increase the number of client services being offered.

Economic development continues to be a major concern of our efforts. On behalf of the Shawnee Trace Workforce Investment Board, additional funding was received through the Energize Indiana initiative. These funds were used to provide additional training, equipment and services. Also, the Shawnee Trace WIB received incentive funds for meeting system-wide performance which were used to increase services to participants.

Five individuals were recognized for their outstanding achievement while participating in WDS programs during the Fifteenth Annual Department of Workforce Development Alumni Day Program on September 16, 2004, at ceremonies in the State Capitol Rotunda.

WDS staff continues to be active in the state, regional, and national professional associations by serving on policy and planning boards, presenting best practices, and the planning and presentation of professional training conferences.

The Shawnee Trace WIB made the decision to track not only the number of individuals enrolled into WIA, but also the number of services provided to individuals receiving self help core services. During PY 2004, individuals accessing services through the local system received 9,034 self-help services.

## South Central Workforce Development Services

At the close of Program Year 2004, the Columbus WorkOne center moved to the newly constructed Columbus Learning Center. The Columbus Learning Center enjoys advanced facility design, technology, workforce/educational services and convenience for Bartholomew County residents. The new Learning Center physically connects Ivy Tech Community College and Indiana University Purdue University Columbus facilities. The Columbus Learning Center sets a new standard for WorkOne offices in Indiana.

Joint workforce area planning with the Circle Seven Workforce Investment Board led to the award of a \$400,000 Workforce Incentive Grant from the Department of Labor to the South Central workforce service area. The primary goals and objectives are to:

- increase the value and use of the WorkOne system through implementation of a Program Navigator service strategy
- improve accessibility of the WorkOne system for jobseekers with disabilities
- increase the number of people with disabilities served by local WorkOne programs

The South Central Indiana Workforce Service Area utilized WIA funds to serve 2,649 customers through the six WorkOne and WorkOne Express centers in PY 2004. South Central Workforce Development Services and local Department of Workforce Development staff worked effectively to coordinate TAA, WIA, UI, and Wagner-Peyser services in response to major dislocations at General Electric and Muscatatuck State Hospital. WorkOne staff work very cooperatively in South Central as evidenced by the fact that we served a total of 24,460 customers in PY 2004. Of those, 18,269 received staff supported services. Of the 14,987 customers that received job search assistance, 11,199 entered employment.

The South Central Indiana Workforce Investment Board continues to educate, inform and coordinate services. The past year saw the development of a new website, <http://www.sciwib.org/> and additional marketing materials. The Board continues to coordinate with local economic development organizations, secondary and post-secondary educational institutions, and other community based organizations to increase the skills of the local workforce and meet the needs of local employers.

## Southeastern Workforce Investment Board

1. The Southeastern WIB granted a charter for a new WorkOne Express to be located within Rush Memorial Hospital, making it a true public-private initiative that was led by Southeastern Chief Elected Official Robert Bridges, Mayor of Rushville; Rush Memorial Hospital CEO Brad Smith; and the Southeastern One-Stop Operator Consortium. At the Grand Opening in May, Bridges said he hoped the venture would “be a model for other communities and WIBs.”
2. WorkOne Centers and Express sites in Madison, Lawrenceburg, Richmond, Greensburg, and Connersville benefited from the federal Work Incentive Grant (WIG) which completed its second and final year on June 30, 2005. The \$300,000 grant to the Southeastern Indiana Workforce Investment Board made it possible to buy and install adaptive equipment and assistive technology with the goal of improving access to WorkOne services for individuals with disabilities. Adaptive computer workstations and software and automatic door openers are among the items now in place. In addition, the grant has provided for training of disability “navigators” in each of the locations. The navigators are charged with providing ongoing training for the rest of the staff at each site. The grant funded the production of the new “Untapped Resources” marketing portfolio being used to help the area’s employers and business communities learn about the benefits of hiring persons with disabilities.

Southeastern WorkOne staff were creative in how they worked to improve services to people with disabilities. For instance, in the Madison WorkOne, the “navigator” coordinated a “4-Wheelin’ Friday” when office staff volunteered to “wheel”--to try out a wheelchair and experience what it is like to maneuver around the WorkOne Center to reach the various services.

The volunteers were given various tasks to complete, such as filing an unemployment claim, arriving for an appointment with a case manager, and researching career information in the IRA. As the tasks were performed, the volunteers wheeled into different areas of the WorkOne and other staff observed and noted any problems that arose. The staff reported that the experience helped them gain a different perspective on what customers go through when they visit the center and offered ways in which customer interaction and service can be improved.

3. The Southeastern WSA continues its strong WIA performance and innovative programs. For example, almost 300 WIA-eligible youth were served in PY 2004, participating in customized skills academies with opportunities for leadership, community service, job experience, partnership with mentors, and acquisition of basic, technical, life-coping, and job readiness skills. Southeastern Indiana’s employers have been especially helpful, providing mentors for youth, academy workshop presenters, and a wide variety of work experience opportunities.
4. WIB Chair Dennis Burns initiated a new outreach program designed to involve individual WIB members as conveners of stakeholders at the county level - to include local elected officials, Local Economic Development Organizations, Chambers of Commerce, public education, local media, and private sector employers. The purposes of these meetings are to discuss employment and training needs, as well as other economic development issues, and also to encourage ongoing dialogue among those stakeholders to facilitate the creation of new collaborative relationships at the local level. Part of this initiative also includes a training session for WIB members to enable them to act as effective local facilitators and conveners.

## Southern Seven Workforce Investment Board, Inc.

The Southern Seven Workforce Investment Board, Inc. advanced WorkOne operations with new tools and resources through which frontline staff could deliver improved services:

1. The WorkOne website, <http://workonesouthern7.com/>, was launched to provide comprehensive services to jobseekers and employers. Job seekers have access to extensive, easy-to-use career exploration services. The unique site connects with CS3 and also provides for job searches using job spydering technology, plus access to other regional and industry sector job searches.
2. All WorkOne sites became registration/access sites for KeyTrain and WIN online training tools. The Board and WorkOne consortium sponsored a WorkOne Open House in October 2004, presenting the center's new computer lab, video conference center, WorkKeys and KeyTrain tools and the new WorkOne website.
3. The Board initiated a DOL-funded Work Incentive Grant (WIG) designed to better serve customers with a disability through the One-Stop system. WorkOne site physical, technological, and attitudinal assessments were completed and site improvements have begun based on the recommendations. Assistive Technology work-stations have been installed. Staff has participated in training on how to use the equipment and assist customers with a disability. A company has been hired to provide further training on serving customers who have a disability.
4. The Board participates in a bi-state regional initiative devoted to Workforce Education (WE). For example, in 2005, a bi-state regional proposal was made for DOL-funded Limited English Proficiency (LEP) skilled-occupation training resources. If funded, it will provide needed resources, at WorkOnes in southern Indiana, as well as to the Louisville area, for the growing immigrant workforce.

Regional achievements include:

1. The Board successfully continued its Regional Skills Alliance (RSA) grant, working with five county hospitals to assist 75 trainees in gaining various skilled medical occupation credentials (RN, Respiratory Therapy, Radiology Technician, etc.).
2. In October 2004, over 2,500 eighth-grade students attended the Regional Trades and Technology Fair to learn firsthand about skilled, in-demand occupations, requiring post-secondary training.
3. A regional study on underemployment was completed. The Board invested in this large-scale study spearheaded by the Louisville WIB and Greater Louisville, Inc. It includes full reports on the Southern 7 region and sub-regions. The reports are proven tools that assist in area economic development efforts.
4. A Progress Report on the region's Strategic Plan for Workforce Investment regional plan became available. The update views implementation activity in the region across the plan's six strategic goals and 25 objectives, based on the region's work in 2003-2004. The Progress Report and its Executive summary are available at our website: <http://workonesouthern7.com/>
5. The Board Director and Executive Director of the Southern Indiana Chamber of Commerce participated in a first-ever US Chamber-sponsored training on how Chambers and One-Stops can assist small and mid-sized businesses gain qualified entry-level workers. Two projects explored have been the use of WorkOnes for Earned Income Tax Credits (EITC) assistance and a regional employer survey on WorkOne services for the future.
6. As noted above, the bi-state regional WE initiative continued. For example, based on prior marketing successes in adult education, the bi-state regional initiative established a work group to explore and implement a regional campaign to encourage more residents to complete post-secondary education and training.

## **Southwest Indiana Workforce Investment Board**

After conducting a “gap analysis” of the regional educational system, the WIB of Southwest Indiana determined that too many students at both the high school and post-secondary level lacked a focus in their alignment of education and career goals. This too often left them unmotivated and simply drifting through school classes. The WIB recognized that career counselors in the schools were overly burdened with processing college applications, applications for financial aid, discipline issues, and general administrative duties to provide students with effective career planning assistance.

As a result, the WIB developed “Career Discovery”, a public/private partnership which brings regional employers from 10 occupational clusters to the high schools to speak with students about career opportunities in the region. They share with the students information on what skills, education, and credentials the jobs in each career cluster requires.

Equally important, they share with the students the expectations of employers for workers they hire with regard to “work ethic” issues – the concern most often cited as the most significant skills gap in the current and emerging workforce by regional employers. As a result of their participation, students learn to connect the dots between what they learn in the classroom and how it leads them to their career goals, further enhancing their motivation to succeed with a specific target in mind.

After being hosted by the University of Southern Indiana for several years, “Career Discovery” was repackaged as a “road show” in 2004 and taken to the high schools. This year, three local schools will participate serving over 1,000 students, each of whom will now better understand how to focus their education now to achieve their career aspirations of the future.

Students consistently report a better understanding of why what they learn in the classroom is important to their career goals after participating in “Career Discovery.” Employers report a sense of satisfaction that they have helped better prepare the workforce of tomorrow today, a tangible return on their investment of time and energy.

## **Tecumseh Area Partnership Workforce Investment Board**

Tecumseh Area Partnership has invested \$210,000 in enhancing services for customers with disabilities. Most of that investment is reflected in the assistive technology computer workstations that have been installed at the WorkOne Center and six WorkOne Express Sites along with other physical accommodations. All frontline staff members have received customer service training which will be ongoing. The number of workers with disabilities who have registered for WorkOne services has increased by 52% since the inception of these enhancements.

The WIB is also investing \$160,000 to upgrade the WorkOne Center's facilities and equipment. Physical amenities such as floor coverings, restrooms, and training rooms have been upgraded to reflect current customer service priorities. The purchase of additional computer resources will allow worker assessments to be completed on-line and provide more customers access to instructional support software. These and other enhancements will result in a physical environment that is more business-friendly as well. An additional \$100,000 has been invested in WorkOne Express Sites to provide additional customer service staff, more testing space for worker assessments, and additional computer equipment and career information resource materials for customer use.

The WIB continues to sponsor the Business & Professional Exchange, a weekly networking opportunity for white-collar workers and to co-sponsor the white-collar "Connecting Indiana" Job Fair along with Purdue University and the IDWD. This annual event gives Purdue alumni and other experienced professional, administrative, and technical workers who wish to return to or remain in Indiana the opportunity to investigate career opportunities with Hoosier employers.

Due to a growing demand for new entrants to the labor force who have the skills and experience to make an immediate impact in the workplace, the WIB hosted a regional summit for educators and employers. This event served to link schools and businesses by providing opportunity for information-sharing and dialogue. Business leaders expressed their willingness to support secondary and post-secondary educational programs to prepare students for key occupations in demand. Educators committed to building closer relationships with employers to make their programs and counseling services more relevant to the realities of the workplace. One outgrowth of the summit was to validate the efficacy of "fast track" training programs for young adults. These WIB-funded programs consist of short-term, high-intensity occupational classroom training activities in combination with employer-sponsored paid internships. Fast track programs in the manufacturing sector have had marked success. Future programs in the healthcare and financial services sectors are being considered as a result of the summit.

### **Western Indiana Workforce Investment Board, Inc.**

The Western Indiana Workforce Investment Board continued to drive its mission of establishing a workforce development system which is responsive to local needs and committed to worker knowledge throughout Program Year 2004. One major achievement toward this end was the development and implementation of the Skills 1 certification program.

Through the well developed partnership between the WIB and the Wabash Valley Advanced Manufacturing Cluster, it was revealed that employers are facing a shortage of entry level workers that possess the basic skills necessary to succeed in the workplace. As these employers defined requisite skills, Ivy Tech Community College created a customized curriculum, and the Western Indiana WIB provided the delivery system to the program through the regional WorkOne system. The Skills 1 certification program provides those who are unemployed or underemployed with the opportunity to gain the skills necessary to obtain a high wage, high skill job, while at the same time gaining a valuable portable credential. Program completers are also awarded six hours of college credit, therefore encouraging lifelong learning. A number of dislocated workers have participated in the program as a means to effectively re-enter the workforce.

The Western Indiana Workforce Investment Board is happy to once again report that the workforce service area did meet WIA program performance for the past year (PY 2003), and preliminary reports indicate the WIA PY 2004 performance is also on target to meet or exceed standards.



## Appendix - State of Indiana – Program Year 2004

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	76.8	528	7,831	780	67.7
Employers	70	68.6	562	10,220	780	72.1

**Table B: Adult Program Results At-a-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77.0	79.3	2,006
			2,529
Employment Retention Rate	82.0	89.1	1,931
			2,168
Earnings Change in Six Months	\$2,700	\$3,727	\$7,249,672
			1,945
Employment and Credential Rate	58.0	63.8	1,106
			1,734

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

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	69.1	168 243	79.6	164 206	72.0	95 132	74.6
Employment Retention Rate	84.1	169 201	87.3	138 158	84.6	77 91	87.3	96 110
Earnings Change in Six Months	\$4,113	\$744,510 181	\$3,583	\$483,663 135	\$3,948	\$331,653 84	\$2,183	\$207,361 95
Employment and Credential Rate	59.9	115 192	50.8	65 128	59.4	38 64	58.3	28 48

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	81.0	1,069 1,320	77.5
Employment Retention Rate	89.4	1,007 1,127	88.8	924 1,041
Earnings Change in Six Months	\$4,479	\$4,510,305 1,007	\$2,920	\$2,739,367 938

**Table E: Dislocated Worker Program At-a-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81.0	85.3	2,099
			2,460
Employment Retention Rate	89.0	93.8	1,553
			1,656
Earnings Replacement Rate in Six Months	90.0	85.1	\$19,412,451
			\$22,821,949
Employment and Credential Rate	55.0	56.3	675
			1,199

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

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	87.8	266 303	74.6	53 71	73.6	240 326	81.0
Employment Retention Rate	92.3	167 181	93.8	45 48	94.4	167 177	89.2	33 37
Earnings Replacement Rate	70.2	\$2,415,631 \$3,440,143	81.2	\$391,109 \$481,747	72.1	\$1,956,403 \$2,713,268	210.5	\$273,196 \$129,764
Employment and Credential Rate	54.1	92 170	48.5	16 33	53.6	52 97	75.0	15 20

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	86.6	1,038	84.1	1,061
		1,199		1,261
Employment Retention Rate	92.9	729	94.6	824
		785		871
Earnings Replacement Rate	84.7	\$9,082,250	85.4	\$10,330,202
		\$10,725,442		\$12,096,507

**Table H: Older Youth Results At-a-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.0	74.7	427
			572
Employment Retention Rate	78.0	82.9	345
			416
Earnings Change in Six Months	\$2,550	\$3,040	\$1,173,564
			386
Credential Rate	45.0	44.0	313
			712



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

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	73.6	106	100.0	1	66.7	36	75.7	386
		144		1		54		510
Employment Retention Rate	75.5	74	100.0	2	84.4	27	82.8	309
		98		2		32		373
Earnings Change in Six Months	\$2,250	\$206,996	\$2,958	\$5,916	\$2,359	\$61,331	\$2,951	\$1,024,100
		92		2		26		347
Credential Rate	41.5	66	100.0	2	42.9	27	42.1	263
		159		2		63		624

**Table J: Younger Youth Results At-a-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	77.0	85.3	3,904
			4,577
Diploma or Equivalent Attainment Rate	55.0	55.6	347
			624
Retention Rate	55.0	61.7	465
			754



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

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	82.0	627	85.0	835	74.0	513
		765		982		693
Diploma or Equivalent Attainment Rate	39.5	34	54.9	79	37.4	68
		86		144		182
Retention Rate	57.3	55	58.3	105	64.0	171
		96		180		267

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional 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	77.3	1,629	\$3,773	\$7,081,527	7.2	144	\$4,364	\$7,470,513	74.6
		2,107	1,877				2,006		1,712	
Dislocated Workers	84.7	1,352	96.6	\$19,317,999	8.2	172	\$6,260	\$11,336,977	58.9	511
				1,597		\$19,991,534				2,099
Older Youth	74.2	285	\$2,777	\$969,253	5.6	24	\$2,648	\$1,014,203	0.0	0
				384		349				427

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
Adults	4,623	3,198
Dislocated Workers	3,502	2,367
Older Youth	1,299	813
Younger Youth	2,847	1,654

**Table N: Cost of Program Activities**

Program Activity			Total Federal Spending
Local Adults			\$10,709,590
Local Dislocated Workers			\$9,403,514
Local Youth			\$12,227,925
Rapid Response			\$2,599,197
Statewide Required Activities			\$143,759
Statewide Allowable Activities	Program Activity Description	One-Stop	\$3,755,487
		Energize Indiana	
Total of All Federal Spending Listed Above			\$38,839,472



**Table O: Summary of Each Local WIB's Performance**

**The Center of Workforce Innovations—PY 2004**

Local Area Name <u>THE CENTER OF WORKFORCE INNOVATIONS</u>	Total Participants Served	Adults	300
		Dislocated Workers	169
		Older Youth	115
		Younger Youth	86
ETA Assigned Number 18010	Total Exiters	Adults	124
		Dislocated Workers	61
		Older Youth	91
		Younger Youth	73
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	65.3
	Employers	70.0	69.0
Entered Employment Rate	Adults	80.0	65.0
	Dislocated Workers	84.5	81.0
	Older Youth	70.0	70.3
Retention Rate	Adults	84.9	87.1
	Dislocated Workers	91.4	92.1
	Older Youth	81.9	91.3
	Younger Youth	66.2	68.6
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$4,663
	Dislocated Workers	92.5	97.1
	Older Youth	\$2,589	\$3,389
Credential/Diploma Rate	Adults	58.0	57.6
	Dislocated Workers	58.0	63.0
	Older Youth	45.0	28.8
	Younger Youth	58.5	60.8
Skill Attainment Rate	Younger Youth	77.0	74.5





Table O: Summary of Local Performance (continued)

Circle Seven—PY 2004

Local Area Name <u>CIRCLE SEVEN</u>	Total Participants Served	Adults	160
		Dislocated Workers	304
		Older Youth	15
		Younger Youth	57
ETA Assigned Number 18060	Total Exiters	Adults	89
		Dislocated Workers	199
		Older Youth	12
		Younger Youth	23
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	73.4
	Employers	70.0	67.9
Entered Employment Rate	Adults	80.9	85.2
	Dislocated Workers	81.3	82.4
	Older Youth	65.0	83.3
Retention Rate	Adults	84.2	87.2
	Dislocated Workers	89.0	90.2
	Older Youth	78.0	100.0
	Younger Youth	56.1	61.5
Earnings Change/Earnings Replacement in Six Months	Adults	\$1,797	\$3,885
	Dislocated Workers	85.6	68.9
	Older Youth	\$2,550	\$5,702
Credential/Diploma Rate	Adults	58.0	61.5
	Dislocated Workers	55.0	56.5
	Older Youth	45.0	88.9
	Younger Youth	62.1	77.8
Skill Attainment Rate	Younger Youth	84.1	84.1

Table O: Summary of Local Performance (continued)

East Central—PY 2004

Local Area Name <u>EAST CENTRAL</u>	Total Participants Served	Adults	263
		Dislocated Workers	143
		Older Youth	81
		Younger Youth	220
ETA Assigned Number 18045	Total Exiters	Adults	149
		Dislocated Workers	121
		Older Youth	38
		Younger Youth	114
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	82.3
	Employers	70.0	76.2
Entered Employment Rate	Adults	81.4	86.7
	Dislocated Workers	84.8	77.7
	Older Youth	65.0	75.0
Retention Rate	Adults	82.0	91.0
	Dislocated Workers	89.0	96.2
	Older Youth	78.0	78.8
	Younger Youth	55.0	61.3
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$3,495
	Dislocated Workers	90.0	103.0
	Older Youth	\$2,550	\$2,543
Credential/Diploma Rate	Adults	58.0	73.6
	Dislocated Workers	55.0	66.7
	Older Youth	45.0	61.5
	Younger Youth	58.0	83.3
Skill Attainment Rate	Younger Youth	77.0	97.3

Table O: Summary of Local Performance (continued)

Madison - PY 2004

Local Area Name <u>MADISON</u>	Total Participants Served	Adults	117
		Dislocated Workers	79
		Older Youth	34
		Younger Youth	121
ETA Assigned Number 18040	Total Exiters	Adults	74
		Dislocated Workers	42
		Older Youth	15
		Younger Youth	53
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	80.0
	Employers	70.0	74.9
Entered Employment Rate	Adults	80.9	92.2
	Dislocated Workers	81.3	87.8
	Older Youth	65.0	87.5
Retention Rate	Adults	84.2	94.2
	Dislocated Workers	89.0	93.5
	Older Youth	78.0	76.9
	Younger Youth	56.1	61.4
Earnings Change/Earnings Replacement in Six Months	Adults	\$1,797	\$7,429
	Dislocated Workers	85.6	99.8
	Older Youth	\$2,550	\$2,360
Credential/Diploma Rate	Adults	58.0	64.7
	Dislocated Workers	55.0	44.2
	Older Youth	45.0	68.8
	Younger Youth	62.1	66.7
Skill Attainment Rate	Younger Youth	84.1	80.7



Table O: Summary of Local Performance (continued)

Marion County— PY 2004

Local Area Name <u>MARION COUNTY</u>	Total Participants Served	Adults	438
		Dislocated Workers	321
		Older Youth	311
		Younger Youth	456
ETA Assigned Number 18055	Total Exiters	Adults	462
		Dislocated Workers	420
		Older Youth	204
		Younger Youth	219
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	68.2
	Employers	70.0	64.1
Entered Employment Rate	Adults	72.7	81.9
	Dislocated Workers	81.1	87.5
	Older Youth	62.8	76.5
Retention Rate	Adults	82.0	90.7
	Dislocated Workers	88.6	91.1
	Older Youth	78.0	75.3
	Younger Youth	53.9	66.9
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$2,580
	Dislocated Workers	88.4	60.4
	Older Youth	\$2,390	\$2,549
Credential/Diploma Rate	Adults	49.9	40.9
	Dislocated Workers	55.0	38.4
	Older Youth	32.2	26.4
	Younger Youth	43.6	51.2
Skill Attainment Rate	Younger Youth	81.0	92.7



Table O: Summary of Local Performance (continued)

North Central—PY 2004

Local Area Name <u>NORTH CENTRAL</u>	Total Participants Served	Adults	218
		Dislocated Workers	139
		Older Youth	107
		Younger Youth	161
ETA Assigned Number 18035	Total Exiters	Adults	89
		Dislocated Workers	60
		Older Youth	39
		Younger Youth	89
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	85.5
	Employers	70.0	73.2
Entered Employment Rate	Adults	77.0	84.1
	Dislocated Workers	83.9	89.9
	Older Youth	65.0	83.8
Retention Rate	Adults	82.3	92.4
	Dislocated Workers	89.0	96.0
	Older Youth	78.0	87.5
	Younger Youth	60.9	57.9
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$3,783
	Dislocated Workers	91.0	97.8
	Older Youth	\$2,596	\$3,565
Credential/Diploma Rate	Adults	51.2	81.1
	Dislocated Workers	55.0	58.1
	Older Youth	45.0	26.7
	Younger Youth	50.3	18.6
Skill Attainment Rate	Younger Youth	71.4	76.5



Table O: Summary of Local Performance (continued)

Northeast Indiana—PY 2004

Local Area Name <u>NORTHEAST INDIANA</u>	Total Participants Served	Adults	839
		Dislocated Workers	661
		Older Youth	112
		Younger Youth	385
ETA Assigned Number 18095	Total Exiters	Adults	498
		Dislocated Workers	253
		Older Youth	100
		Younger Youth	291
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	83.9
	Employers	70.0	71.3
Entered Employment Rate	Adults	84.1	87.3
	Dislocated Workers	87.5	87.2
	Older Youth	65.0	85.7
Retention Rate	Adults	84.3	89.9
	Dislocated Workers	92.1	93.8
	Older Youth	80.7	89.5
	Younger Youth	55.0	66.2
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$4,248
	Dislocated Workers	87.7	82.1
	Older Youth	\$2,796	\$3,797
Credential/Diploma Rate	Adults	60.3	78.4
	Dislocated Workers	58.3	64.7
	Older Youth	49.0	75.4
	Younger Youth	67.5	55.3
Skill Attainment Rate	Younger Youth	86.8	94.4



Table O: Summary of Local Performance (continued)

Northern Indiana Partnership—PY 2004

Local Area Name <u>NORTHERN INDIANA PARTNERSHIP</u>	Total Participants Served	Adults	363
		Dislocated Workers	407
		Older Youth	100
		Younger Youth	129
ETA Assigned Number 18090	Total Exiters	Adults	202
		Dislocated Workers	207
		Older Youth	55
		Younger Youth	112
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	65.0
	Employers	70.0	67.4
Entered Employment Rate	Adults	76.1	78.1
	Dislocated Workers	81.0	91.0
	Older Youth	61.6	70.2
Retention Rate	Adults	82.2	86.8
	Dislocated Workers	90.3	95.2
	Older Youth	77.9	83.3
	Younger Youth	55.0	54.3
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,125	\$2,229
	Dislocated Workers	86.9	89.1
	Older Youth	\$2,441	\$1,121
Credential/Diploma Rate	Adults	57.3	65.9
	Dislocated Workers	55.0	56.8
	Older Youth	35.0	32.7
	Younger Youth	38.5	36.7
Skill Attainment Rate	Younger Youth	74.3	70.6



Table O: Summary of Local Performance (continued)

Northwest Indiana—PY 2004

Local Area Name <u>NORTHWEST INDIANA</u>	Total Participants Served	Adults	416
		Dislocated Workers	116
		Older Youth	29
		Younger Youth	555
ETA Assigned Number 18005	Total Exiters	Adults	604
		Dislocated Workers	315
		Older Youth	57
		Younger Youth	371
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	68.7
	Employers	70.0	69.6
Entered Employment Rate	Adults	80.7	65.2
	Dislocated Workers	85.7	73.5
	Older Youth	70.0	44.8
Retention Rate	Adults	82.0	85.4
	Dislocated Workers	89.0	96.7
	Older Youth	78.0	66.7
	Younger Youth	53.1	32.7
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$4,833
	Dislocated Workers	92.6	106.1
	Older Youth	\$3,175	\$2,300
Credential/Diploma Rate	Adults	64.1	53.4
	Dislocated Workers	63.8	49.1
	Older Youth	45.9	27.0
	Younger Youth	58.2	50.9
Skill Attainment Rate	Younger Youth	77.0	81.0





Table O: Summary of Local Performance (continued)

Shawnee Trace—PY 2004

Local Area Name <u>SHAWNEE TRACE</u>	Total Participants Served	Adults	274
		Dislocated Workers	96
		Older Youth	73
		Younger Youth	84
ETA Assigned Number 18075	Total Exiters	Adults	150
		Dislocated Workers	61
		Older Youth	33
		Younger Youth	37
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	86.0
	Employers	70.0	76.5
Entered Employment Rate	Adults	79.1	87.0
	Dislocated Workers	83.4	88.0
	Older Youth	67.1	71.4
Retention Rate	Adults	83.4	88.2
	Dislocated Workers	89.0	92.2
	Older Youth	84.5	92.0
	Younger Youth	55.0	73.1
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,655	\$5,906
	Dislocated Workers	93.3	174.8
	Older Youth	\$2,633	\$4,780
Credential/Diploma Rate	Adults	58.3	75.9
	Dislocated Workers	58.3	59.0
	Older Youth	39.2	48.3
	Younger Youth	55.0	69.2
Skill Attainment Rate	Younger Youth	78.1	80.0



Table O: Summary of Local Performance (continued)

South Central—PY 2004

Local Area Name <u>SOUTH CENTRAL</u>	Total Participants Served	Adults	147
		Dislocated Workers	86
		Older Youth	34
		Younger Youth	64
ETA Assigned Number 18070	Total Exiters	Adults	79
		Dislocated Workers	56
		Older Youth	12
		Younger Youth	33
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	79.1
	Employers	70.0	69.2
Entered Employment Rate	Adults	78.1	93.1
	Dislocated Workers	81.0	86.1
	Older Youth	65.0	87.5
Retention Rate	Adults	81.5	92.5
	Dislocated Workers	89.0	96.9
	Older Youth	78.0	87.5
	Younger Youth	55.3	70.0
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$6,933
	Dislocated Workers	94.6	76.6
	Older Youth	\$2,519	\$1,082
Credential/Diploma Rate	Adults	59.8	92.9
	Dislocated Workers	55.0	83.9
	Older Youth	30.0	72.7
	Younger Youth	55.0	57.1
Skill Attainment Rate	Younger Youth	81.9	90.4



Table O: Summary of Local Performance (continued)

Southeastern—PY 2004

Local Area Name <u>SOUTHEASTERN</u>	Total Participants Served	Adults	283
		Dislocated Workers	230
		Older Youth	81
		Younger Youth	114
ETA Assigned Number 18065	Total Exiters	Adults	205
		Dislocated Workers	126
		Older Youth	49
		Younger Youth	84
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	70.5
	Employers	70.0	73.1
Entered Employment Rate	Adults	80.1	83.5
	Dislocated Workers	82.5	91.5
	Older Youth	75.4	93.8
Retention Rate	Adults	83.9	85.7
	Dislocated Workers	89.0	90.5
	Older Youth	81.9	92.3
	Younger Youth	61.5	82.4
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,529	\$2,616
	Dislocated Workers	90.0	87.5
	Older Youth	\$3,376	\$4,053
Credential/Diploma Rate	Adults	70.1	76.5
	Dislocated Workers	66.0	66.7
	Older Youth	50.3	57.1
	Younger Youth	55.0	63.0
Skill Attainment Rate	Younger Youth	77.0	80.0



Table O: Summary of Local Performance (continued)

Southern Seven—PY 2004

Local Area Name <u>SOUTHERN SEVEN</u>	Total Participants Served	Adults	196
		Dislocated Workers	88
		Older Youth	110
		Younger Youth	64
ETA Assigned Number 18080	Total Exiters	Adults	138
		Dislocated Workers	38
		Older Youth	52
		Younger Youth	32
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	76.5
	Employers	70.0	75.4
Entered Employment Rate	Adults	77.0	79.4
	Dislocated Workers	81.0	88.6
	Older Youth	65.0	70.8
Retention Rate	Adults	83.7	86.4
	Dislocated Workers	89.0	97.4
	Older Youth	78.0	75.0
	Younger Youth	55.0	55.6
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,633	\$2,804
	Dislocated Workers	90.0	83.7
	Older Youth	\$2,550	\$2,448
Credential/Diploma Rate	Adults	58.0	73.2
	Dislocated Workers	55.0	71.4
	Older Youth	45.0	46.2
	Younger Youth	55.0	39.1
Skill Attainment Rate	Younger Youth	77.0	64.1



Table O: Summary of Local Performance (continued)

Southwest Indiana—PY 2004

Local Area Name <u>SOUTHWEST INDIANA</u>	Total Participants Served	Adults	333
		Dislocated Workers	216
		Older Youth	33
		Younger Youth	184
ETA Assigned Number 18085	Total Exiters	Adults	188
		Dislocated Workers	127
		Older Youth	20
		Younger Youth	73
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	75.9
	Employers	70.0	71.4
Entered Employment Rate	Adults	77.7	78.9
	Dislocated Workers	84.2	87.4
	Older Youth	60.3	72.2
Retention Rate	Adults	83.6	90.4
	Dislocated Workers	89.0	89.6
	Older Youth	79.0	75.0
	Younger Youth	55.0	60.0
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,166	\$958
	Dislocated Workers	90.0	81.5
	Older Youth	\$2,224	\$763
Credential/Diploma Rate	Adults	58.7	72.7
	Dislocated Workers	55.0	82.4
	Older Youth	33.5	45.0
	Younger Youth	53.2	57.5
Skill Attainment Rate	Younger Youth	74.9	71.1



Table O: Summary of Local Performance (continued)

Tecumseh Area Partnership—PY 2004

Local Area Name <u>TECUMSEH AREA PARTNERSHIP</u>	Total Participants Served	Adults	157
		Dislocated Workers	261
		Older Youth	51
		Younger Youth	23
ETA Assigned Number 18030	Total Exiters	Adults	77
		Dislocated Workers	219
		Older Youth	24
		Younger Youth	10
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	88.0
	Employers	70.0	70.5
Entered Employment Rate	Adults	81.2	84.1
	Dislocated Workers	86.4	96.3
	Older Youth	65.0	100.0
Retention Rate	Adults	82.2	91.1
	Dislocated Workers	91.5	96.7
	Older Youth	78.0	84.6
	Younger Youth	58.1	81.0
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,727	\$3,473
	Dislocated Workers	91.6	94.0
	Older Youth	\$2,550	\$5,022
Credential/Diploma Rate	Adults	65.8	63.8
	Dislocated Workers	60.9	67.0
	Older Youth	45.0	57.1
	Younger Youth	55.0	100.0
Skill Attainment Rate	Younger Youth	75.1	82.1



Table O: Summary of Local Performance (continued)

Western Indiana—PY 2004

Local Area Name <u>WESTERN INDIANA</u>	Total Participants Served	Adults	119
		Dislocated Workers	186
		Older Youth	13
		Younger Youth	144
ETA Assigned Number 18050	Total Exiters	Adults	70
		Dislocated Workers	62
		Older Youth	12
		Younger Youth	40
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	78.6
	Employers	70.0	70.3
Entered Employment Rate	Adults	80.6	87.0
	Dislocated Workers	86.9	93.1
	Older Youth	65.9	83.3
Retention Rate	Adults	82.0	93.2
	Dislocated Workers	89.0	94.7
	Older Youth	81.9	100.0
	Younger Youth	57.0	68.0
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,164	\$6,834
	Dislocated Workers	90.0	89.3
	Older Youth	\$3,000	\$4,636
Credential/Diploma Rate	Adults	56.3	71.4
	Dislocated Workers	55.0	80.0
	Older Youth	45.0	70.0
	Younger Youth	55.0	56.0
Skill Attainment Rate	Younger Youth	77.0	76.5

