



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

Workforce Investment Act

Annual Report

Program Year 2009

July 1, 2009 through June 30, 2010

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Indiana Department of Workforce Development Introductory Message

October 1, 2010

These challenging economic times have pushed the Department of Workforce Development (DWD) to develop new training tools and resources to meet the needs of Hoosiers. We have been able to achieve many accomplishments over the past year. In this report, you will find a number of innovative programs that are helping Hoosiers get the training they need to find gainful employment.

Many dislocated workers are looking to transition into a growing industry. No other industry presents more opportunities than health care. To help workers discover the possibilities, DWD partnered with the Indiana Health Care Association (IHCA) to develop a program that allowed dislocated workers to receive a first-hand overview of working in the long-term health care industry. Dislocated workers were given a tour of a local long-term health care facility, heard testimonials from employers and learned about various openings in the field. Afterwards, interested participants interviewed with company representatives hiring in the area. Depending on training needs, DWD worked with participants to identify training to help workers transition.

Over the past year, DWD trained 4,200 low-income Hoosiers and 3,300 unemployed workers through Workforce Acceleration Grants, a program that helps pay the tuition of a two-year college program, books and fees. The program paid up to \$3,000 per year for a student's expected family contribution, unfunded tuition costs, books and fees in an associates degree or vocational training program. Grant recipients pursued areas of study at more than 50 colleges and universities in Indiana that provide occupational training leading toward an associates degree or certification program.

This year, DWD expanded the successful Young Hoosiers Conservation Corps program to include positions at the Indiana Department of Transportation in addition to Department of Natural Resource properties. The program employed approximately 2,000 youth and was funded through the American Recovery and Reinvestment Act summer youth employment program. Participants learned customer service, basic construction and greenway development skills. The program also included hiring and training youth supervisors. Each participant was provided with career counseling services to help them transition into long-term employment after the program.

On behalf of DWD, we look forward to a continued partnership that will allow us to develop and implement additional programs to move Hoosiers forward. We cannot attract the jobs of the future without a skilled workforce trained for the careers of tomorrow.

Indiana's State Workforce Innovation Council and the SWIC as the Balance of State Workforce Investment Board

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

Indiana's state structure has two workforce service areas, the Balance of State Workforce Service Area, comprised of 91 of Indiana's 92 counties, and Marion County. The local governing boards for these two areas are the State Workforce Innovation Council as the Balance of State Workforce Investment Board (BOS WIB) serving the 91 counties and the Indianapolis Private Industry Council (IPIC), which is the Marion County Workforce Investment Board, serving Marion County. The State Workforce Innovation Council oversees these two local boards, acting in its capacity as the State Board.

Indiana statute requires that the SWIC membership include those individuals required by the Workforce Investment Act, including reauthorizations of the Act, and that the membership represents the diverse regions of Indiana. Additionally, the state superintendent of public instruction (or his or her designee) must serve as a member of the SWIC. The SWIC has attempted to represent the broadest possible involvement of all the stakeholders in Indiana's workforce investment system.

The BOS WIB oversees the 91 counties which are divided into eleven economic growth regions. Each of these regions has a Regional Workforce Board comprised of no more than sixteen members. The Regional Workforce Boards are charged with the local implementation of the policies, directions and goals established by the BOS WIB.

The SWIC scheduled its customary quarterly public meetings during Program Year 2009. The SWIC complies with the State's Public Meeting and Open Records Statutes and 20 CFR Part 661.207 regarding conducting business in an open manner under the "sunshine provision" of WIA Section 111(g). For individuals with disabilities, all meetings associated with the SWIC are held in buildings in compliance with the Americans with Disabilities Act. DWD's Senior Deputy Commissioner for Policy and Performance serves as the Executive Director for the Council.

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

The State Board and the SWIC as the Balance of State Workforce Investment Board achieved the following during Program Year 2009.

- The SWIC voted to adopt a new State Board and BOS WIB committee structure at its September 17, 2009 meeting whose names and goals follows:
 - ◆ The Education Committee’s goal is to provide guidance and policy pertaining to intensive services and adult education and training that are provided by the workforce system throughout Indiana.
 - ◆ The Employer Development and Outreach Committee’s focus will be on employer outreach, including what services WorkOne Centers provide, and ensure there is a skilled workforce for employers.
 - ◆ The Grants Committee’s objective is to oversee the granting of workforce investment discretionary and rapid response funds to organizations through the State. The committee will place special emphasis on ensuring that grants are awarded following all federal and state rules.
 - ◆ The Performance and Compliance Committee’s primary goal is to ensure that the SWIC complies with the law and ensures that the SWIC, BOS WIB, IPIC and Regional Workforce Boards fulfill all their responsibilities as defined in law and regulations. They will also be discussing performance metrics and performance data for Indiana’s workforce system.
 - ◆ The Youth Council has reviewed the requirements of youth contracts, available youth activities, and how to drive youth programs throughout the state.
- The SWIC approved a resolution to set-aside WIA discretionary funding for On-the-Job Training (OJT) activities. The Statewide On-the-Job-Training Fund will be administered by the Grants Committee. Also, the SWIC approved a resolution to encourage the use of On-the-Job Training through the development of an OJT policy which encourages Regional Workforce Boards and IPIC to incorporate OJT into their workforce development strategies.
- The OJT policy was approved at the following SWIC meeting. The policy included the requirement that OJTs only be provided for occupations that are considered to be “high wage” or “high demand,” and that support efforts that attract new business and existing ones. The occupations must be included on the state list of targeted industries as identified by the Indiana Economic Development Corporation which includes Advanced Manufacturing, Agriculture, Energy, Film, Information Technology, Insurance, Life Sciences, Logistics and Motor Sports or regionally-targeted industries as defined by Regional Workforce Boards.
- Youth Service Provider operational agreements were approved for Regions 2, 5, 6 and 9.

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- All SWIC members were required to complete State ethics training online which is a requirement under the State Ethics Policy. SWIC members are “special state appointees.” Members also completed Conflict of Interest and Financial Disclosure forms.
- A vision/mission statement was created and voted upon by the SWIC for the Strategic Plan which reads, “Empowering Hoosiers through challenge and support to meet today’s and tomorrow’s workforce needs.” The tag line is “Empower Hoosier Workers.” Four goals were also created in conjunction with this statement and tag line. The SWIC Chair and Dr. DelSanto introduced this statement and goals at several Regional Workforce Board meetings and received feedback.
- The SWIC was awarded a three year State Energy Sector Partnership grant for \$6M.
- Voted upon and approved the State Plan Modification for a Sixth Year of the Five-Year Plan.
- Voted upon and approved a plan (DWD policy) to reform the current eligible training provider list which was proposed by the Educational Committee.
- Voted upon and approved the distribution of State Rapid Response funds for the On-the-Job program.

The Indianapolis Private Industry Council, the Workforce Investment Board for Marion County

The Indianapolis Private Industry Council (IPIC) had a highly productive PY2009. Activities focused on high quality programs with outstanding outcomes, stressed innovation and concentrated on aligning all of our programs under the WorkOne umbrella of services. Highlights of the year follow.

WorkOne Service Delivery Model

The new WorkOne service delivery model that was implemented in July 2009 has proven to be highly effective. Four integrated modules now work closely to provide services focused on both employers and job seekers. The modules include: 1) Business Solutions, providing employment solutions to employers; 2) Placement and Recruiting, recruiting and placing job seekers with employers; 3) Educational Recruitment, building the educational and occupational skill sets for Marion County's workforce; and 4) Candidate Development, preparing job seekers for work. This model has allowed us to gradually bring our management costs down while increasing our investment in direct training services (an unprecedented \$6.2 million).

Youth Services

YouthBuild

In October 2009, IPIC completed its second cycle of YouthBuild Indy, a US DOL-funded initiative that provided intensive, long-term education, job readiness and construction skills training to 37 low-income 18-24 year olds who had not completed high school. During the program cycle, trainees rotated between a classroom site where intensive GED, job readiness, leadership development and community service activities were conducted and a construction site where they performed supervised construction rehabilitation work on a formerly abandoned home that will be sold to a qualifying, low-income family. IPIC began its third YBI training cycle with a new 34-person cohort in March 2010 which will end in October 2010, and a fourth and final program cycle immediately following. In PY2009, the following outcomes were achieved: 22 GEDs, 21 NCCER certifications, eight postsecondary placements, four occupational/vocational placements, 25 job placements, and eight job replacements. To date, 74 trainees have completed the program. YouthBuild Indy has been cited for several national best practices and cited in Education Week Magazine as a leading alternative education option in Indianapolis.

Youth Employment Service (YES)

The two-year YES program cycle currently underway is funded by a \$2.3 million Lilly Endowment grant and is serving 216 youth. The Lilly Endowment began investing in IPIC's program in 2003 and since that time, more than \$9 million has been granted to serve 2,800 unemployed youth (18-25 years old) in Indianapolis. The Lilly Endowment's investment is complemented by more than \$4 million in federal, state, and local grants for youth employment.

Five Community Based Organizations (CBOs) were awarded performance-based YES contracts for employment assistance and training programs to deliver outcomes such as: job readiness training, GED attainment, attainment of industry-recognized certifications, job placement and post-secondary placement, and retention at 60-, 180- and 365-days.

CBOs and participants develop personalized Achievement Agreements that will reward participants for achieving defined milestones associated with job placement, retention and advancement. Also, emergency cash “barrier busting” vouchers can be used to overcome virtually any barrier preventing youth from successfully entering employment or retaining or advancing in work.

Apollo 13: Re-Entry Success

Apollo 13: ReEntry Success is a USDOL “Beneficiary Choice” demonstration grant awarded to IPIC and four other entities to help qualifying 18-29 year old Marion County residents who were returning to the community following a term of incarceration with short-term, intensive services geared to help the ex-offenders prepare for and find employment.

This grant was scheduled to end December 31, 2009, however, IPIC received a no-cost grant modification which extended the period of performance through December 2010. Beginning July 1, 2010, the program entered the follow-up phase, and the seven contracted service providers will concentrate on helping those individuals who are still enrolled and are without jobs find employment and provide supportive services to them as necessary.

A total of 457 participants were served by this program. Of the total, 255 were placed in a job, 14 obtained a GED certificate, 22 enrolled in postsecondary education programs, 11 obtained an industry-recognized certificate, 10 enrolled in vocational/occupational training, 47 violated the terms of their release or were re-arrested for a new crime, and 32 participants were re-incarcerated.

Industry Sector Initiatives

Healthcare Careers Initiative (HCCI):

In February 2010, IPIC received notice of a USDOL grant award in the amount of \$4,885,812 which focuses on strengthening the pipeline of healthcare workers with particular emphasis on moving incumbent workers up a rung on the career ladder. This grant is creating opportunities for dislocated autoworkers, incumbent workers, unemployed persons and youth to enter healthcare. HCCI will serve approximately 1,100 individuals with ultimately 605 individuals entering healthcare-related training. Through a robust partnership with area training providers, employers and workforce development specialists, the grant focuses on pipeline issues such as capacity, workforce supply and demand, and career awareness and counseling as follows:

- The University of Indianapolis will provide an onsite ASN program at Clarian Health for 64 Clarian LPNs and eight Wishard LPNs. In addition, approximately 300 medical assistants will participate in an externship over two years at Community Hospital through an onsite Medical Assistant Externship Coordinator.
- Pike High School and MICI-AHEC will serve 40 students through a dual credit program. Students will earn 13 general education college credits and a Patient Access Certificate upon high school graduation. The curriculum will be delivered by Ivy Tech Community College.

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- Through Indianapolis WorkOne Centers and the Indianapolis Mobile WorkOne, direct recruitment for dislocated autoworkers and unemployed and underemployed individuals will occur for credentialed education associated with the full spectrum of the non-physician/non-management hospital career lattice. Additionally, Healthcare Career Advisors will offer workforce development services to incumbent healthcare workers at various healthcare locations throughout Marion County.
- A healthcare-industry specific section is located within WorkOne College Park, which will be enhanced with four Healthcare Career Advisors from MICI-AHEC and an IPIC Healthcare Program Manager to provide a full range of healthcare-related career counseling and related services.

PriorITize

In June 2010, IPIC received notice that it had again received a USDOL grant in the amount of \$2,953,783 which focused on recruiting unemployed, dislocated and incumbent workers for training in the Information Technology (IT) industry. PriorITize plans to serve approximately 550 individuals, with 300 individuals entering into training. PriorITize is a strategic partnership between workforce development leaders, educational providers and employers which will focus on strengthening the labor pool within the IT industry. PriorITize focuses on the pipeline issues: capacity, workforce supply and demand, and career awareness and counseling as follows:

- Goodwill Industries will partner with the Indianapolis Housing Agency to provide WorkOne services onsite at the Excel Center.
- Ivy Tech Community College will provide training in Computer Support and Health Information Technology via their College-At-Work for Adults program and an accelerated path. Ivy Tech will also provide three levels of security training: Security Technicians, Networkers/Routers, and Security Supervisors. Goodwill Industries will provide high school curriculum to individuals in need of a high school diploma through their Excel Center. Employers led by Stanley Security Systems will be recruited to provide robust on-the-job training to individuals completing the security courses. MICI-AHEC will provide shadowing and internship opportunities for individuals interested in Health Information Technology programs.
- Ivy Tech and Goodwill Industries will utilize their dual enrollment agreement to provide individuals seeking a high school diploma with the opportunity to complete general education courses. Direct recruitment will occur to move dislocated, unemployed and underemployed individuals into credentialed education programs. IT Career Advisors will offer services within WorkOne Centers in Marion County, and Ivy Tech will offer its HIRE camp to develop work-readiness and soft skills training to all individuals completing the training paths.

STEMWorks Initiative

IPIC is in its second year with the USDOL STEMWorks grant. The grant is intended to increase awareness of and training in STEM (science, technology, engineering and math) occupations in central Indiana. IPIC has partnered with Economic Development Region 5 and Purdue University on the IUPUI campus. The grant has three basic components: services to 100 Indiana youth (scholars), services to a minimum of 200 dislocated workers and delivery of three core STEM products (a self-service tool, Web site, and a series of kiosks in WorkOne Centers) to all.

Indiana's WorkOne Centers and WorkOne Express Offices



Indiana's eleven regions and Marion County each have at least one chartered WorkOne Center and several chartered WorkOne Express offices (one-stop offices). All are designed to meet the needs of customers through the employment service (Wagner-Peyser), unemployment insurance, Workforce Investment Act services, and other partner programs. During Program Year 2009, 3,345 employers were served through WorkOne offices and the Wagner-Peyser labor exchange system served 441,531 participants. Efforts continued to focus on implementing an integrated service delivery model designed to ensure that customers received uniform, efficient, and high-quality service regardless of funding stream at all WorkOne locations. Indiana's integration strategy resulted in the creation of a shared customer pool and substantial co-enrollment in its one-stop system.

The foundation of the state's integration efforts is the Customer's Bill of Rights. Indiana recognizes that customers have:

- The right to know their skills
- The right to improve their skills
- The right to find the best job that matches their skills.

Though each regional workforce board and the Indianapolis Private Industry Council are responsible for their own service delivery, the state established minimum standards for a demand-driven, skills-based, integrated service delivery model to establish consistency throughout the State. WorkOne employees "cross function" in their capacities so clients learn about all WorkOne services from each employee, rather than an employee who only represents a single program. WorkOne offices are integrated into functional units and not separated by program or funding stream.

The minimum integration standards for WorkOne Centers are defined in DWD Policy 2007-20, entitled "Regional Integration Policy." In part, the policy specifies co-enrollment, leadership and management, functional units, and a single branded image.

Unemployment Resource Guide Available at WorkOne Offices

In August 2009, the Department of Workforce Development released an all-inclusive resource guide for unemployed Hoosiers which is available at WorkOne Centers around the state. The nineteen page color brochure contains information to assist unemployed Hoosiers about programs administered by multiple state agencies. The guide is designed to provide the critical information persons need as they enter one of the most stressful situations in their life. Programs to assist unemployed Hoosiers span multiple agencies. The goal of this guide is to point people in the right direction.

The guide includes information from DWD concerning:

- Applying for unemployment insurance benefits
- Educational retraining
- Job search programs
- Writing an effective resume
- Conducting a successful job interview

It also incorporates information about other state programs such as:

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

"When faced with medical or financial hardships it's important for Hoosiers to know that help is available," said Anne Murphy, Secretary of the Family and Social Services Administration.

"This brochure is a necessity for every Hoosier seeking public assistance."

The brochure provides basic information about each program as well as eligibility requirements and application instructions. The booklet also contains an insert detailing the federal government's temporary COBRA health insurance program.

DWD's rapid response team also planned to distribute the guides to employers and affected employees during major layoff events. An electronic version of the guide can be downloaded at www.IN.gov/dwd/unemployment.

Unemployed Hoosiers Received Free Flu Shots through Indianapolis and Elkhart WorkOne Centers

The Indiana Department of Workforce Development partnered with CVS Caremark in October 2009 to provide 5,000 unemployed Hoosiers a free flu shot. The vouchers were donated by CVS as part of a nationwide campaign that provided 100,000 free seasonal flu shots to unemployed Americans. Twenty locations in 15 states and Washington D.C. were chosen by CVS Caremark to participate in the program. CVS selected the Indianapolis and Elkhart WorkOne Centers to receive 5,000 vouchers. The vouchers were distributed on a first-come, first-serve basis. Program participants could redeem the vouchers throughout the flu season at any CVS/Pharmacy and Minute Clinic location or at CVS Flu Shot Clinics.

WorkOne Offices Redesigned and Newly Opened

In Program Year 2009, WorkOne Centers adopted an improved customer service delivery system and four WorkOne offices were redesigned and opened during 2009. Those WorkOne Centers are at Lafayette, Terre Haute, Valparaiso and Vincennes. This is part of the comprehensive approach WorkOne is taking to assist Hoosiers in gaining a better understanding of their skills and learning about the WorkOne resources available to improve their abilities so they can compete in today's tight job market.

In October 2009, the Valparaiso WorkOne hosted its grand opening, showcasing its new location on the campus of Ivy Tech Community College. The new center features an open layout focused on customer service. The new office layout allows WorkOne staff to work together to provide a broad variety of seamless services to customers. The new location offers a computer lab and classroom that staff will utilize to help Hoosiers with everything from writing resumes and cover letters to basic skill development, career counseling and planning.

Locating on the campus of Ivy Tech provides job seekers with additional education and training opportunities. WorkOne staff is able to help Ivy Tech students as they prepare to enter the workforce and those who have been in the workplace can receive WorkOne support to go back to school. The on campus location is beneficial to employers, who need assistance training staff. WorkOne offers individualized solutions for employers such as recruitment, pre-screening, training and job testing of potential candidates. Assisting employers with staffing and training reduces costs, helping them gain a competitive edge.

In November 2009, WorkOne Terre Haute celebrated the grand opening of its newly remodeled facility. The new layout is designed to provide a broad variety of seamless services for customers. Unemployment insurance services, Veteran Employment Services, Trade Adjustment Act services and computer labs are located on the fifth floor of the downtown Terre Haute building, with the service area for job seekers readily available on the first floor. Other additions at the remodeled service center include two computer labs and six classrooms for Adult Basic Education courses, GED diploma and other workshops. Rooms are also available to employers who would like to utilize the space to interview potential applicants. The facility is now able to handle more customers. There are 31 computers available to use, as well as the two computer labs with 32 computers.

Career Day @ the Brickyard Assists Thousands of Job Seekers with Fast Track to Employment

Rain and seasonably cold temperatures didn't discourage thousands of job seekers from attending the first ever Career Day @ the Brickyard at the Indianapolis Motor Speedway. The massive job fair was sponsored by the Indiana Department of Workforce Development and its Central Indiana WorkOne partners. The event took place from 9 a.m. to 1 p.m. on Monday, May 17, in the Plaza Pavilions behind the Pagoda at the famed 2.5-mile oval. It was free for those who pre-registered and open to the public.

More than 5,000 job seekers registered to attend the event that offered 80 employers, hiring for more than 1,500 jobs. Employers were very pleased with the turnout and the quality of the job seekers in attendance. Seminars were also held including a discussion from racing experts for those individuals who were interested in working in the motorsports industry. Other seminars were *Navigating a Career Fair*, *The 3-Minute Interview*, and *Following-Up with Employers after the Career Fair*.

After the career fair, job seekers were welcome to watch practice on the track, which was scheduled to start at noon, but due to the rain, practice for the day was cancelled. Career Day @ the Brickyard was so successful, DWD and WorkOne plan to make it a yearly event - minus the rain.

Pilot Program Introduces Dislocated Workers to Health Care

Finding a new job or exploring a new career can be difficult and filled with uncertainty, but for dislocated workers, the need to explore and consider new careers is necessary. The Department of Workforce Development is working with many Hoosier job seekers to navigate through potential career options. No other field offers more opportunity than health care. The U.S. Bureau of Labor identifies the health care industry as the largest single sector to create new jobs. It is projected that by 2014, the health care sector will represent one in every ten jobs in the United States.

To help dislocated workers discover the endless possibilities the industry offers, the Department of Workforce Development partnered with the Indiana Health Care Association (IHCA) to develop a pilot program that allows dislocated workers to receive a first-hand overview of working in the long-term health care industry. DWD identified dislocated workers that were interested or could easily transition to the health care industry with their skill set. The pre-selected workers were then given a tour of a local long-term health care facility, heard testimonials from the employees and learned about the various opportunities available in the field. In addition, attendees participated in one-on-one meetings with company representatives hiring in the area and completed on-site employment applications. Depending on training needs, DWD planned to work with dislocated workers to identify appropriate training to help workers make the transition. This program was successfully launched in Elkhart, Delaware, Warrick and Wayne counties. DWD and IHCA are working to expand the program in more areas.

Dislocated Workers and Rapid Response

During Program Year 2009, the DWD Dislocated Workers' team coordinated and assisted with 61 Worker Adjustment and Retraining Notification Act (WARN) notices. The team worked in conjunction with DWD's eleven Regional Workforce Boards, their regional operators and the Indianapolis Private Industry Council and the WorkOne locations throughout Indiana. The displaced workers received services which included one or more of the following:

- Rapid Response Orientations
- Community Coordination of Resources
- Workshops
- Strategic Planning Sessions

Whirlpool TAA Dislocation Event

In the third quarter 2009, WorkOne Evansville/DWD and Workforce Innovation in Regional Economic Development (WIRED) Southwest Indiana began efforts to support the transition of over 1,000 workers from the slated 2010 closing of Whirlpool. Working with its partners, Whirlpool and IUE – CWA Local 808 and University of Southern Indiana, a special service site was set up with on-site computer based application taking and computer training and with dedicated staff to assist the dislocated workers with UI, TRA, TAA, training, work readiness workshops and re-employment plans.

Trade Adjustment Assistance (TAA), Alternative Trade Adjustment Assistance (ATAA) and Health Coverage Tax Credit (HCTC) Program Highlights

During Program Year 2009, the DWD Dislocated Workers' team:

- Made over 9,000 determinations related to training plans and related TAA benefits
- Processed 361 workers' benefits from the ATAA wage subsidy program for older workers that provides a wage subsidy of 50% of the difference between a worker's old and new wages. The maximum amount is \$12,000 or two years' duration (under the American Recovery and Reinvestment Act), whichever comes first.
- Received 91 Indiana companies' Trade Adjustment Assistance certifications from the U. S. Department of Labor and coordinated benefits with the affected employees. As of June 2010, over 20,000 Hoosiers are potentially eligible to receive TAA related benefits.
- Notified potential participants of eligibility and maintained eligibility for over 1,400 workers who received benefits provided by the Health Coverage Tax Credit Program (HCTC). This program is a federal tax credit that can pay 80% of the qualified health plan premiums for eligible TAA or ATAA recipients.

MindLeaders

In our customer driven model, our promise is to give every customer an opportunity to develop their skills. MindLeaders business subscription (covering over 740 topics ranging from basic computer skills to advanced business skills) was a new state-of-the-art training product introduced into WorkOne Centers in July 2008. MindLeaders, an individual, performance improvement, self-paced e-learning tool, has been in business for 29 years with a clientele of over 1,000 clients in the commercial, government, and education sectors. MindLeaders course training can also be used in a traditional classroom setting if all participants have been issued a license.

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

In an effort to reach more customers during these difficult times and help them improve their skills, the state marketed the MindLeaders licenses on the Department of Workforce Development's web site to Hoosiers and not-for-profit/government agencies. To date, the state has issued 34,200 licenses, 6,894 were issued licenses from the web site (4,623 individuals and 2,271 were government and not-for-profit licenses), and 27,316 licenses were issued through WorkOne Centers. The license includes video courses, pre- and post-skill assessment, an index for quick reference, and technical support.

Job seekers have their own transcript showing the courses they have taken and the degree of mastery. Because MindLeaders releases new courses quarterly, customers have additional courses to select from to improve their skills. MindLeaders provides a tracking system based on individual workers, locations and regions. This tracking system assists the State in managing usage and license supply.

Veterans' Programs

Veterans' Workforce Investment Program (VWIP) Grant

The Veterans' Workforce Investment Program (VWIP) was awarded a \$500,000 grant from the United States Department of Labor (USDOL) for Program Year 2009. In addition, the Commissioner of DWD pledged an additional \$250,000 of funds, for a total of \$750,000. The statutory intent of the VWIP grant is to support training and employment needs of veterans with service connected disabilities, veterans who have significant barriers to employment, and veterans who have served on active duty during a war or a military campaign which generated a campaign ribbon, and all recently separated veterans. This grant provides a wide range of career training options for eligible veterans residing in a majority of Indiana counties. The continuation of the grant is based on the successful attainment of the previous year's target goals. The focus of training during the past year has been on "Green" job training, "Green" certification, and "Green" employment placement for Hoosier Veterans.

During Program Year 2009, 250 individuals had been enrolled in the program, with 175 of these participants being placed in employment during the period. Employment Retention Rate for the same period was 70 percent.

Camp Atterbury and Seamless Transition Program for Returning Indiana National Guard Veterans

During Program Year 2009, DWD continued its agreement with Camp Atterbury and USDOL to provide employment, unemployment, reemployment, and training information to soldiers returning from deployment and demobilizing at Camp Atterbury in Edinburgh, Indiana.

Under this program, DWD is providing a Local Veterans' Employment Representative (LVER) who assists demobilizing soldiers in filling out a Veteran Transition Form and disseminates those forms for the soldiers to USDOL's Veterans' Employment and Training offices in the soldiers' home states. The LVER provides a wide variety of information related to the rights of the soldiers and has the facilities to provide enrollment and job search assistance to Hoosier veterans. In addition, the LVER supports the State of Indiana's Seamless Transition Program for soldiers who have returned from a deployment 30 to 60 days earlier. National Guard Seamless Transition events have been conducted at several locations throughout Indiana. For the first time this year, returning Air National Guard units in Fort Wayne and Terre Haute have also been involved in the transition program. Several thousand service members have been provided veteran services by both of these programs over the period of this report.

Increased Number of Veteran Staff to Serve Hoosier Veterans

In cooperation with the Department of Labor and DWD the total number of Disabled Veteran Outreach Program Specialists (DVOPS) and Local Veterans Employment Representatives (LVER) was increased from 57.5 to 61.5 during Program Year 2009. These additional veteran staff were placed in Gary, Elkhart, Lafayette and the Veterans Administration (VA) Regional Office in Indianapolis.

Veterans' Vocational Rehabilitation and Employment (VR&E) Service

The Veterans' Vocational Rehabilitation and Employment service (VR&E) is a Veterans Administration Program that provides training, employment, rehabilitation assistance, and several other opportunities to veterans with barriers to employment. The Indiana Department of Workforce Development has supported this program by assigning a Disabled Veterans' Outreach Program Specialist (DVOPS), who also acts as the Intensive Services Coordinator (ISC) at the Veterans Administration Regional Office in Indianapolis.

The DVOPS-ISC assists with the case management of Chapter 31 veterans who are entering the employment phase of their rehabilitation. In addition, the ISC does daily veterans benefit orientations for newly referred Chapter 31 veterans and facilitates the dissemination of Chapter 31 veteran information to Work One office DVOPS throughout Indiana. Over 100 Chapter 31 veterans are being served by the DVOPS staff throughout Indiana, plus the daily orientations conducted by the ISC provide information on Indiana Veteran Administration benefits and other DWD veteran services to numerous other veterans.

Leadership for the Implementation of Veterans Services (LIVS)

The Indiana Department of Workforce Development sponsored the Leadership for the Implementation of Veterans Services (LIVS) course for 30 DWD and regional managers in April 2010. This course was taught by two instructors from the National Veterans Training Institute (NVTI). During three days of intensive instruction, the 30 managers received training on Title 38, Chapters 41 and 42, Roles and Responsibilities of DVOPS and LVERs, DOL's Priority of Service to Veterans, teambuilding and leadership practices.

Based on the positive reviews received from the managers, DWD plans to again request this valuable training during Program Year 2010.

Operation Hire a Hoosier Vet

Operation Hire a Hoosier Vet was held on April 14, 2010 at Stout Field in Indianapolis. Over 114 vendors participated in the event. Several hundred Hoosier veterans attended the fair to take advantage of the opportunities presented by various employers and area schools. Regions 5 and 12 supported the job fair with their DVOPS and LVERs. In addition, DWD staff provided several workshops focused on resume development, job interviewing, and job search during the job fair.

Youth Programs

JAG-Indiana, Jobs for America's Graduates



Jobs for America's Graduates (JAG) is a national, not-for-profit organization established in 1980 to assist states in creating dropout prevention and school-to-career transition programs at a statewide level. Currently, JAG is in 32 states and the District of Columbia and is listed by the American Youth Policy Forum as one of the top six youth development and employment models in the nation. JAG is administered in Indiana by the Indiana Department of Workforce Development.

JAG-Indiana has implemented a multi-year program targeting at-risk high school juniors and seniors. Thirty-five to forty-five students are selected per program by an advisory group consisting of a JAG Program Specialist, high school counselors and administrators, and workforce program managers. A program can consist of multi-year students, juniors and seniors or only juniors or seniors. Students who have low academic performance, excessive absences, low or no work experience and low marketable occupational skills are selected for the program.

The program's goals are as follows:

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

With the JAG model, tutoring is provided to assure academic completion. Also, students receive adult mentoring. The JAG specialists provide individual attention and identify specific barriers to success. The barriers may include academic problems, life skills, personal skills, and social or economic barriers. Students receive one full year of follow-up service after graduation. The JAG-Indiana graduation rate of 87% includes one year of follow-up for 2008-2009 students. The current graduation rate for the 2010 students is 80%; this will improve as the students receive 12 months of follow-up service after their scheduled graduation.

Jobs for America's Graduates uses an internet-based data management system to track data on

- Participants served
- Services delivered
- Outcomes achieved

This data is used for research, evaluation and the accreditation process. These reports ensure program compliance, provide recommendations and improvements, and help in assessing measurable results.



Left: JAG students from Decatur High School receiving the Professionalism Award at the 2nd Annual Career Development Conference. Right: JAG Students from Manual High School experience the demands of high-rise construction with the team at the new Marriot Hotel in Indianapolis.

JAG specialists and regional program managers work to provide job placement services for JAG students. The specialist must nurture employer contacts and special services contacts. This involves employer marketing and job development to identify placement opportunities for students. Also, the specialist assists students in postsecondary educational opportunities and helps them navigate the financial aid process. Fifty-six percent of 2008-2009 JAG graduates pursued postsecondary education.

In addition to class work, JAG students participate in a highly motivated student-led JAG Career Association at their high schools that promotes community involvement, personal responsibility and leadership. Through their Career Association, JAG students are invited to participate in two statewide events sponsored by the Indiana Department of Workforce Development: The Leadership Development Conference and the Career Development Conference.

Recently elected officers of the JAG Career Associations throughout Indiana were invited to attend the Leadership Development Conference in September 2009. The conference was held at Bradford Woods in Mooresville, Indiana. The day event included teamwork and leadership building through participation in a low ropes course. After the course, the students regrouped in their teams to share their experiences and best practices. The JAG student officers were charged with the task of returning to their chapters and sharing their experiences with their JAG Career Association members. For many JAG students, the Leadership Development Conference provides a unique opportunity to experience affiliation and fellowship. They return to their respective associations with the knowledge of a shared commitment to community leadership.

The Jobs for America's Graduates Career Development Conference was held April 2010 in Indianapolis. The conference featured competitive events designed to demonstrate the employability skills learned through the JAG competencies and through employer and community connections. Forty-seven schools participated in the Career Development Conference with two hundred fifty JAG students attending. Each workforce region recruited judges from business and community leaders for the conference. Seventy judges attended.

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Students participated in competitions as individuals and teams. Thirteen scholarship awards were distributed with the top three individual competition winners each receiving a \$5,000 scholarship. In total, \$25,000 in scholarships was awarded during the conference. One of the competitions at the Career Development Conference is Public Speaking. The theme of each speech is “What does JAG mean to me?” A common thread of each speech is the reality of the impossible barriers the students overcome to move forward with their dreams for their future. The students are passionate about their newfound ability to pursue their career choices.

With the Indiana Department of Workforce Development and with direction from the Balance of State Workforce Investment Board and the Marion County Workforce Investment Board, JAG has expanded to include 47 programs throughout Indiana in Program Year 2009. JAG is expected to expand in the upcoming year to include 51 programs. The graduation rate for JAG students who recently completed their year of follow-up was 87%. For low-income youth in Indiana, the graduation rate is 61%.

During the year, each JAG school was visited by a monitor. Students often related why the JAG class was different than their other work at school: “JAG is about me . . . Now I know what I want to do . . . My JAG Specialist is here to help me.” At the end-of-year JAG senior celebration at Arsenal Tech High School in Indianapolis, the group of seniors were polled as to who had been accepted to a postsecondary program. Every JAG senior raised their hand. School counselors and administrators often comment on the JAG program’s impact and ask how JAG can be expanded to include students who do not meet the income guidelines required by the Workforce Investment Act, the funding source for the JAG program in Indiana.

During the 2009-2010 year, the Department of Workforce Development initiated the JAG Out-of-School, Drop-Out Recovery Model. This JAG model program targets participants who have dropped out of school. The participants are engaged in GED attainment. They receive instruction on JAG employability skills and they are connected to the labor market through the WorkOne Center. Typical JAG Out-of-School programs are located at a WorkOne Center. Currently, there are thirteen Out-of-School Model programs in operation across Indiana.

Also, new for the 2009-2010 school year is an initiative proposed through funding from the Department of Labor. The Department of Workforce piloted an enhancement to the JAG Model Program. Each region received funding to hire a JAG coordinator (or two coordinators based on the number of students served) to initiate and nurture business and community contacts, and to facilitate the navigation to postsecondary education for JAG students. Due to the success of this pilot, the Department of Workforce Development will continue to fund these positions for another year.

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

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

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

During the 2009-2010 school year, 1,869 students received WIA services through JAG. This number is projected to climb to over 3,000 during the 2010-2011 school year with new in-school sites maturing and new out-of-school models improving recruiting contacts.

Young Hoosiers Conservation Corps

In April 2010, Governor Mitch Daniels announced the second year of the Young Hoosiers Conservation Corps (YHCC). YHCC is the American Recovery and Reinvestment Act funded summer youth employment program for the Balance of State WIB (91 of Indiana's 92 counties). In addition to the work at the Indiana Department of Natural Resources (DNR) locations, the Governor expanded the program to the Indiana Department of Transportation (INDOT) and Indiana National Guard (ING). The Department of Workforce Development (DWD) has cooperative agreements with DNR, INDOT, and ING.



“Last year's nearly 2,000 Corps members made major, lasting improvements to our parks and environment, while preparing themselves better for lives of productive work,” said Daniels. “The results surpassed our expectations and more than justified the program's renewal this year.”

Participants worked with DNR to revitalize historic buildings, create and rehabilitate trails and restore natural habitat areas. YHCC participants employed at INDOT facilities work in emergency cleanup, maintenance of traffic signs, equipment refurbishing, and beautification of Indiana's highway rest areas and interchanges. Youth working with the Indiana National Guard assisted with renovations to the Hoosier Youth Challenge Academy. The Hoosier Youth Challenge Academy recently relocated to a new facility in Knightstown. YHCC youth assisted with labor, maintenance, administrative, and IT tasks necessary to open the facility on time.

YHCC expanded to include approximately 2,000 positions at more than 30 INDOT and 80 DNR locations. The 2010 program included hiring and training youth supervisors that received higher wages and leadership experience. YHCC 2010 youth are encouraged to participate in WorkOne services such as interview and resume building workshops, job fairs, college visits and career counseling. The workshops provide valuable information and strengthen the connection between the youth and WorkOne Centers.

YHCC participants kicked off their summer work experience with an orientation session. The session included a welcome video from Governor Mitch Daniels, tax and payroll paperwork, a program overview, basic safety training, and review of workplace and state policies. Youth also learn about the career pathways and opportunities with DNR, INDOT and ING. Youth working at INDOT sites receive highway safety training daily.

The eligibility criterion for participation was an age requirement of 18 to 24, a family income level at or below the poverty level, and an identifiable barrier to employment based on WIA guidelines. The state placed a priority on hiring veterans and Jobs for America's Graduates students.

The Indianapolis Private Industry Council's YouthWorks Indy Program in Marion County



Now in its second year, YouthWorks Indy (YWI) is a summer enrichment program for Indianapolis youth and young adults ages 16-24 that combines education, work readiness and work experience opportunities. IPIC manages the \$2.8 million program using federal stimulus and workforce investment funds designated for employment and training.

YouthWorks Indy creates opportunities that provide participants with a paycheck while offering them on-the-job training and instructional classes. The program helps close education gaps that can become barriers to future job and college options for youth. Youth participants received an hourly wage for work and a stipend to attend classes which covers transportation and meals, and were eligible for additional financial incentives for program completion. Locally, 26 employers partnered with IPIC to offer work assignments at nearly 89 work sites.

This year, the program served 585 youth: 420 youth enrolled in high school and 170 youth out of school seeking a GED or careers in information technology. Of those enrolled, 88.9 percent completed the program and 66.2 percent earned a credential. Key program, as follows:

- The out-of-school GED program served 135 youth through the Metropolitan School District of Washington Township. Trainees received four weeks of education resulting in a minimum improvement of one grade level and a GED diploma, one week of work readiness, and three weeks of work experience. Of the total enrolled in this program, 86.5 percent completed the program, and 35 percent earned a credential.
- The out-of-school IT industry program served 30 youth through IA Services, where they attended education classes which resulted in an A+ and/or Printer Copier Maintenance certification and received one week of work readiness and on-the-job work experience in IT positions. Of the participating youth, 40 percent are attending college full-time.
- The in-school and out-of-school STEM industry program served 60 youth through Purdue University on the IUPUI campus, where the youth attended education classes resulting in 3 college credits and received one week of work readiness and several weeks of on-the-job work experience in STEM fields.
- The in-school medical industry program served 60 youth through the Metropolitan Indianapolis Central Indiana Area Health Education Center, where the youth attended education sessions resulting in HIPPA and/or CPR certification and received one week of work readiness and several weeks of on-the-job work experience in healthcare positions.
- The in-school credit recovery programs served 300 youth through Indianapolis Public Schools and the Indianapolis Metropolitan High School, where participants received high school credits while taking education classes, one week of work readiness, and three weeks of on-the-job work experience. The Indianapolis Metropolitan High School program was open only to Jobs for America's Graduates participants from the eight Marion County high schools.



IndianaCAREERconnect.Com

The Indiana Department of Workforce Development launched IndianaCareerConnect.com on July 1, 2008; it is the state's official labor exchange system that connects job seekers and employers.

The State spent Program Year 2008 monitoring, enhancing, and improving the labor exchange system to support WorkOne Centers operations while enhancing job-matching capabilities for Hoosiers and employer service delivery for Hoosier employers. During Program Year 2009, the site had a total of 27,211,139 unique visits that averaged more than 777,461 visitors a week and had over 426,146 resumes added to the system. Additionally, over 6,151 new employers have registered on the site and WorkOne staff provided 98,953 employer services to new and existing employers. Indiana CareerConnect.com currently features more than 50,000 open positions in Indiana.

IndianaCareerConnect.com is linked to both the TrackOne Case Management System and UpLink (the state's unemployment insurance system) through the use of Enterprise Service Bus (EBS) technology. This technology allows the electronic communication between these three vital systems. The three systems share new and updated participant registration information.

TrackOne Case Management System

The TrackOne Case Management System supports Indiana's full integration of workforce investment programs, services and eligibility determination processes for WIA, Trade Adjustment Assistance, Wagner-Peyser and Veterans' Employment and Training Service (VETS) programs. Also, TrackOne supports all federal and state eligibility-based workforce programs as well as local programs regardless of the funding source.

Indiana Department of Workforce Development Grants

Career Advancement Account Grants Awarded

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

CAA accounts are targeted to three distinct projects. Those are:

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

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In Program Year 2009,

- Five regions in the state continued to implement the Career Advancement Accounts.
- Total obligations for CAAs through June 30, 2010 equaled \$818,857.
- A CAA participant may be awarded up to a maximum of \$6,000 for CAA training.
- The total number of participants as of June 30, 2010 was 389.
- 79 participants are in Associates, Bachelors and community college programs.
- 324 participants have received industry-recognized credentials.
- Two participants are in other training programs.

Summary of regional activity:

- ◆ The Center of Workforce Innovations, Valparaiso/Region 1, covering Northwest Indiana. In PY2009, Region 1 issued 73 CAAs to individuals seeking training primarily in healthcare and information technology occupations. The region reported 51 participants had a wage gain during the year. The region's business services team is working with local employers to raise their staff up to the next level of work abilities and pay.
- ◆ Partners for Workforce Solutions, Fort Wayne/Region 3, covering Northeast Indiana. In PY2009, Region 3 issued 155 CAAs to individuals seeking training in information technology, healthcare, and business occupations.
- ◆ Alliance for Strategic Growth, Inc, Muncie/Region 6, covering East Central Indiana. In PY2009, Region 6 issued 78 CAAs to individuals who were seeking training specifically focused on healthcare occupations. The project is available in all counties in the region and there is a staff member at each WorkOne Center acting as a CAA resource.
- ◆ REACH, Inc, Columbus/Region 9 covering Southeast Indiana. In PY2009, Region 9 issued 56 CAAs to individuals who were seeking training specifically focused on Advanced Manufacturing occupations. Many of the participants completed a management supervision certification program.
- ◆ Grow Southwest Indiana Workforce Board, Inc., Evansville/Region 11, covering Southwest Indiana. In PY2009, Region 11 issued 27 CAAs to individuals who were seeking training in healthcare occupations. Individuals are being trained as registered nurses, certified nursing assistants, radiological technicians, and nurse practitioners. The program has been successful in drawing in a group of people who had strong interests in continuing their education in the medical fields.



Driving Change-Greening the Automotive Workforce

The Driving Change-Greening the Automotive Workforce project was conceived in response to the 2009 U.S. Employment and Training Administration (ETA) request for State Labor Market Information Improvement grants. Indiana's proposal received \$4 million in funding for a consortium project in conjunction with Michigan and Ohio's Labor Market Information Offices and their State Workforce Investment Boards; work officially began in early 2010.

There are four goals for this project:

1. **Auto Industry Transformation:** Characterize the structural transformation from the "old" auto industry to a "new" more efficient auto industry and identify new skill and training requirements.
2. **Supply Chain Transformation:** Identify the auto parts supply chain impacts of an auto industry structural transformation.
3. **Alternative Career Pathways:** Identify alternative career path opportunities for dislocated auto and auto parts workers for jobs in demand with an emphasis on jobs in the green economy.
4. **Skill Gap Analysis:** Identify current and projected skill gaps of the auto and auto parts workforce and required training needed to compete for jobs in demand and green job opportunities.

Indiana, in partnership with the Indiana Business Research Centers, has successfully completed a green job survey of Indiana employers, which will be utilized to identify potential alternative green career pathways for dislocated auto industry workers. Indiana has begun to work on the second phase of the project to identify alternative career pathways for these workers, and the skill gaps that may exist causing a barrier to employment. A thorough analysis of the Green Jobs Survey results is underway for a Regional Report that will be released at the Driving Change Greening the Automotive Workforce Conference May 2011. Michigan, in partnership with the Center for Automotive Research, and Ohio with its partner Case Western Reserve University have begun work on in-depth interviews with top-level human resource executives at the major automakers along with auto suppliers assessing human resource needs and practices in the green auto industry. The analysis of the auto industry transformation will provide groundwork for an in-depth analysis of the supply chain including first, second and third-tier suppliers.

The URL for the Driving Change website is www.drivingworkforcechange.org.

National Emergency Grants

The State has completed two National Emergency Grants during this program year and continues to operate three others.

The Indiana Storm and Flooding National Emergency Grant (IN-09) was completed in September 2009 and the American Trans Air (ATA) NEG closed out on June 30, 2010. Final reports for both of these NEGs have been submitted via the e-system. Both of these NEGs posed challenges and opportunities and were most beneficial to the State both in assisting Indiana's citizens and in building the State's capability to effectively request, operate, and administer National Emergency Grants. The State continues to operate three National Emergency Grants. The Severe Storms and Flooding (IN-06) is in its final stages supporting recovery operations in Johnson County and the City of Franklin. The second is the Recreational Vehicle industry shut down (IN-08) and the third is the On-the-Job Training NEG (IN-10).

The IN-06 is providing manpower for "Project Green" which is a project to dismantle homes that were flooded and damaged beyond economical repair. The homes are located in a flood prone area of the City of Franklin. Project Green was involved in over two years of negotiations before the damaged homes could be purchased, dismantled and the materials recovered from them recycled.

Currently, 23 of the 70 homes the City of Franklin is in the process of purchasing have been dismantled by crews funded by the IN-06 grant. Seventy percent of the material salvaged from the properties has been recycled. The salvaged recycled materials include everything possible from concrete foundations which have been crushed and reused in several ways to the roof rafters and shingles. Proceeds from the recycling are being donated to not-for-profit humanitarian organizations that contributed greatly to the initial recovery efforts in the city, including Habitat for Humanity and Discover Downtown Franklin. The humanitarian organizations will either auction off the materials recovered from the houses or actually use them in projects to assist people in the City of Franklin and Johnson County in the construction of new low cost homes.

The IN-08 Recreational Vehicle Industry shutdown NEG is providing occupational training to more than 200 individuals, most of them in Indiana Economic Growth Regions 2 and 3. This grant was recently extended and the funding for it increased by the Department of Labor in our continuing effort to retrain and reshape the workforce in Indiana for the future.

The third National Emergency Grant is the On-the-Job Training NEG (IN-10) which was awarded 6/30/2010 and is in the final planning process. Ten of the State's eleven Economic Growth Regions and the Indianapolis Private Industry Council are participating in this grant planning process. This grant is expected to fund more than 200 On-the-Job Training programs around the State and it is hoped grant will stimulate hiring in the private and private non-profit sectors of the State's economy.

State Energy Sector Partnership and Training Grant

The State Energy Sector Partnership and Training Grant titled “*Indiana’s Green Energy Technology Instruction and Training*” (I GET IT) provides a comprehensive statewide energy sector strategy that leads to employment in energy efficiency and the renewable energy industry.

These sectors are defined as:

1. Renewable electric power industry (wind farms and solar energy)
2. Energy efficient and advanced drive train vehicles (electric cars)
3. Biofuel industries (coal and ethanol)
4. Manufacturers that produce products using environmentally sustainable processes and materials.
5. Energy-efficient building, construction and retrofit industries
6. Deconstruction and material re-use industries
7. Energy efficiency assessment industry

The \$6 million award is being utilized to implement the following training projects throughout the State:

1. **Green Manufacturing On-the-Job Training**
OJT is being conducted at manufacturing companies that produce energy efficient products and components or advanced drive train vehicles.
2. **Energy Efficient Construction/Retrofit Individual Training Accounts**
Training is focused on the energy-efficient construction and retrofit industries.
3. **Green Technology Training Center**
The Mid-American Science Park (MASP) in Scottsburg will provide training programs in green manufacturing, energy efficient construction/retrofit, and clean/renewable energy creation.
4. **Advanced Energy Training**
Funding is utilized for curriculum development and to provide training to workers in the advanced energy sector.

The grant expires on December 31, 2012.

Workforce Acceleration Grants Helping Hoosiers Attend College

Beginning in the fall 2009 academic school year, the Indiana Department of Workforce Development, working in conjunction with the Indiana Commission for Higher Education, announced a new program to help Hoosiers pay the tuition, books and fees at a post-secondary education institution. The program, called the Workforce Acceleration Grant, uses federal stimulus funds to pay up to \$3,000 per academic year toward a student's expected family contribution, unfunded tuition costs, books and fees for an associate degree or vocational training program. The program is anticipated to operate for two academic school years.



Workforce Acceleration Grant recipients pursued areas of study at more than 50 colleges and universities throughout Indiana that provide occupational training leading towards an associate degree or certification program. Programs in general studies, liberal arts, bachelors and graduate degrees are not covered.

Grants were available to Hoosiers, aged 18 and older, who had a legal right to work in the United States and met one of the following criteria:

- **Low-Income participant**
 - Family received federal, state, or local public assistance; or
 - Total family income at or below federal poverty level (\$23,239 for family of four)

- **Unemployed Worker**
 - Unemployed through no fault of their own; or
 - Received notice of impending layoff; or
 - Spouse of dislocated worker (earning less than 50 percent of family income); or
 - Self-employed, but business closed as a result of economic conditions.

Indiana received approximately \$31 million in federal stimulus funds through the Workforce Investment Act to provide Workforce Acceleration Grants to Hoosiers. By the end of the first academic school year, over 50 percent of the stimulus funding had been expended. Also, over 4,200 low-income individuals and 3,300 unemployed workers were served through the Workforce Acceleration Grant program.

Research and Analysis

The 2009 program year saw continuing deterioration in Indiana's economy as well as the nation's. Leaner budgets at the state and national level reinforce the urgency of using available resources to better equip the Hoosier workforce for the very competitive and ever-changing job market. Indiana has continued to develop, refine and expand mastery of the tools available to us in order to inform strategic planning decisions and suggest alternate career paths for workers dislocated by the current recession and/or structural changes to their industry.

In keeping with the goals and deliverables of the Workforce Information Core Products Grant, Research and Analysis has worked closely with workforce boards, regional operators and administrative office staff in the preparation of grant proposals and strategic plans by profiling the regional claimant populations, and has assisted these and other stakeholders with business attraction efforts by better describing and enumerating the available workforce registered with IndianaCareerConnect.com, the agency's job-matching system. In addition, regional analysts have continued to develop and publish quarterly Up One Level reports that suggest "next step" occupations for jobs posted frequently with the state's job-matching system. Analysts have also created customized reports based on employers' staffing patterns for Rapid Response events to suggest alternate occupations that build on workers' existing skill sets.

Indiana's Toolbox

- **IndianaCareerConnect.com (ICC)** – Indiana's job-match system, with access permitting flexible and immediate analysis of the applicant pool available for business attraction/expansion efforts of every stripe. Cross referencing the ICC database with unemployment insurance claimant records has permitted identification of claimants' detailed occupational information, which had been a significant gap in the claimant data.
- **Indiana County Estimates (ICE)** – modeled on the Small Domain Estimator developed by the Illinois Department of Employment & Training in cooperation with the National Opinion Research Center, Indiana's version of this system will generate monthly estimates at the county level that are comparable in scope to the statewide and Metropolitan Statistical Area (MSA) estimates produced by the Current Employment Statistics program. Progress on completion of the system should occur during the 2010 program year.
- **Indiana Workforce Intelligence System (IWIS)** – in development as a research database for four years as a cooperative effort with the Indiana Business Research Center of Indiana University, the IWIS system permits robust, flexible and speedy mining of the administrative data collected by the Department of Workforce Development, such as employer, claimant and wage records. Through data-sharing agreements with the Indiana Commission on Higher Education and the Indiana Department of Education, IWIS is now able to serve as a bridge in connecting detailed training records for students at the state's public colleges and universities with subsequent employment, examining outcomes for unemployed workers who pursue additional training. Adult Education and student data from Indiana's public high schools will provide additional breadth and depth to the training and employment connections. The system has explicit safeguards protecting individual records and focuses on aggregated data and trends of movement into, through and out of the workforce and education systems. The deployment during the 2009 program year of the second phase of the IWIS interface, including many additional customizable reports, has greatly extended the power of the tool by reducing the need for analyst intervention to obtain the desired information.

- **Transferrable Occupational Readiness Quotient (TORQ) Software from Workforce Associates** – initially acquired during the 2007 program year, this web-based software powerfully leverages the vast amount of detailed data on knowledge, skills and abilities (KSAs) required for successful performance at each of the occupations included in the O*Net database. TORQ analyzes the overlaps and gaps between the KSAs of two occupations and develops an indexed GrandTORQ, as well as component measures, representing the alignment of skill sets between the occupations. TORQ analysis can be used to suggest promotional opportunities or alternate career choices for current or dislocated workers, or expand to the potential labor pool for potential employers by identifying additional labor available with small to moderate training investments. As staff members have gained experience with the software, the team has been able to customize some outputs into more user-friendly formats for use at Rapid Response events.
- **Strategic Advantage/Job Coach** – another LMI software application in use for several years, primarily by the regional analysts, Strategic Advantage allows analysts to customize report templates to provide users with consolidated reports that profile a given region’s employment, unemployment, industry mix, projected growth and demographics. Recently added is a tool called Job Coach that permits comparisons across occupations in a fashion similar to the Transferrable Occupational Readiness Quotient software discussed above. Research and Analysis staff will be utilizing both tools in the 2010 program year and evaluating outputs, ease of use and strengths and limitations of both products in identifying alternate career paths as well as promotional candidates for business attraction projects and shortage occupations.
- **Wanted Analytics** –acquired from Wanted Technologies under our MIINOH grant from the Employment and Training Administration to study the transformation of the auto industry in the Indiana-Michigan-Ohio region, this tool allows greatly enhanced data mining of the Conference Boards Help Wanted On-Line (HWOL) data series. This new data source is being utilized to help inform monthly briefings provided to the DWD Commissioner and Lead Team regarding current job-posting activity by occupation and industry – apart from postings created through the agency’s job-matching system. Job posting activity was also included as one new component in updating the department’s very popular Hoosier Hot 50 occupational listing.
- **Hoosiers by the Numbers** - the Department continues to maintain its labor market information website, *Hoosiers by the Numbers*, located at <http://www.hoosierdata.in.gov>. This site has been redesigned around a topic menu to improve navigation and reduce redundancy. Data sets and publications are updated on a regular basis per a release schedule. Customer feedback indicated that clients preferred electronic or Internet availability of labor market information products, and all publications and data are made available in a wide variety of formats (i.e., Excel, PDF, Word, etc.). Users are able to download data into their format of choice. The website is hosted, maintained and enhanced by the Indiana Business Research Center of Indiana University, which assists in populating some of the non-core data sets and provides links to other data series of interest maintained on their STATS Indiana website. IBRC staff have developed and launched several new tools for the website over the program year, including a custom region builder to allow users to aggregate counties’ employment, unemployment, etc., into a custom region that meets their specifications.

Special Studies/Projects

- **Claims/Claimant Analyses** – As Indiana’s unemployment insurance claimant population has escalated, Research & Analysis has been called on repeatedly throughout the year to provide analysis and tracking of claims from specific industry sectors and subsectors, such as recreational vehicle manufacturers and auto parts and assembly.
- **Extended Unemployment Analysis** – With the introduction of additional types of unemployment benefits (e.g., Emergency Unemployment Compensation and State Extended Benefits) in response to the recession, tracking claimant population through the benefit system acquired additional layers of complexity. Through a detailed study of matched claimant records over time, information on the percentage of claimants who exhaust benefits within one benefit category and transition to other programs can now be determined. Detailed analysis of claimants who have exhausted all benefit levels was also undertaken during the program year.
- **National Emergency Grant (IN OJT) Support** – As significant disruptions continued across widespread industry sectors during this recession, the Department of Workforce Development applied for an additional National Emergency Grant during the program year to support On-the-Job Training efforts across ten of Indiana’s eleven Economic Growth Regions. The Business & Workforce Studies team supplied detailed information on claimant characteristics, including breakouts of educational attainment by age group, to facilitate analysis of the need for higher levels of remedial services.
- **Rapid Response Support – Whirlpool, Fort Wayne Foundry et al** – Business & Workforce Studies provided Rapid Response teams with tailored information on possible transition occupations (including analysis of gaps in knowledge, skills and abilities) for workers affected by major layoffs or closings during the year on requests. Whirlpool and the Fort Wayne Foundry were only two of the projects for which the team supplied materials.
- **Applicant Pool Analysis** – Working closely with local economic development partners and Regional Operator staff, Business and Workforce Studies has developed and refined reports over the course of the year that provide frequent (monthly) detailed snapshots of the applicants who have registered with the agency’s job-matching system, indianaCareerConnect.com. These reports reflect available applicants by detailed occupational code and by county of residence for all of Indiana’s 92 counties. Providing this data on a regular basis to local and regional economic development officials allows them to more quickly respond for business attraction efforts with detailed information on current worker availability for the targeted occupations. Applicant wage demand by occupation and county is being added for the 2010 program year.

Waivers during Program Year 2009

Waiver to Permit Indiana to Apply the WIA Regulations at 20 CFR 661.300(f) to the Balance of State Workforce Investment Area Described in the Indiana State Plan

The regulations at 20 CFR Part 661.300(f) allowed states that operated as a single local workforce investment area to use the state workforce investment board to carry out the requirements of the local workforce investment board. Since 2006, this waiver had allowed Indiana's State Workforce Innovation Council (SWIC) to serve as both Indiana's State Workforce Investment Board and as the local workforce investment board for the balance of state workforce service area.

On February 19, 2010, Governor Mitch Daniels received a letter from Assistant Secretary of Labor, Jane Oates, which contained notification that USDOL-ETA did not intend to renew this waiver request. The notification required the State to review its workforce investment governance structure and to modify its State Plan to reflect that the SWIC would no longer serve in both capacities beyond June 30, 2010.

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

Upon receipt of the response from the U. S. Department of Labor, staff from the Indiana Department of Workforce Development, on behalf of Indiana's State Workforce Innovation Council, entered into meaningful discussions with both national and regional U. S. Department of Labor Employment and Training Administration staff concerning Indiana's governance structure. Additionally, throughout Program Year 2009, many discussions with Indiana's workforce investment boards, Local Elected Officials, Chairs from the Regional Workforce Boards, and Regional Operators were held. The State continued with the two Workforce Investment Board structure through Program Year 2009.

In Program Year 2010, the State will be conducting a comprehensive review of Indiana's workforce investment system. The State's proposal calls for maintaining the current geographic boundaries of the Economic Growth Regions (EGR) established in its 2005-2010 WIA State Plan. The plan also calls for the declaration by the chief elected officials of each EGR of the regional preference and intent in seeking designation as a workforce service area and establishing a workforce investment board.

With its two-workforce service area designation during Program Year 2009, Indiana continued a statewide workforce investment system that provided for two important virtues: consistency and commonality throughout the state, while preserving regional sensibilities and inflection. An example of the virtues of a common program throughout the state was shown by the Workforce Acceleration Grant program implemented during Program Year 2009.

Waiver of WIA Section 133(b)(4) to Increase the Allowable Transfer Amount between Adult and Dislocated Worker Funding Streams Allocated to a Local Area

Transfer authority between Workforce Investment Act Adult and Dislocated Worker funding streams was approved through June 30, 2010 and was limited to transferring up to 50 percent of the Adult or Dislocated Worker allocation to the other funding stream. The waiver did not apply to Recovery Act funding; however, the state was permitted to transfer up to 30 percent of Recovery Act funds between WIA programs.

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

The waiver along with Indiana’s regional integration policy worked hand-in-hand. The waiver provided the state and its local and regional areas with the flexibility to serve the populations which had the greatest need for Workforce Investment Act services. Also, workforce investment boards and regional workforce boards had increased flexibility to respond to ever-changing regional economic conditions, had greater control over local program design, and provided better program management. Integration was implemented in Indiana to ensure that all individuals who needed workforce development services, received workforce development services. Thus, through both regional integration and the ability to transfer funding, Indiana increased its capacity to serve a large number of customers.

The waiver provided the state, its local and regional areas with the flexibility to serve the populations which have the greatest need for WIA services. Regional integration helped Indiana serve a large number of customers. All WorkOne staff were integrated into functional units and not separated by program or funding streams. One unit of staff welcomed customers and provided them an initial assessment; another unit of staff offered training to customers and helped customers find employment; and a third unit of staff worked with the employer community and helped address their needs. Integration required a shared customer pool for staff, services, and performance management. Customers were co-enrolled into funding streams based on their needs. Thus, the ability to transfer funds had assisted the state in implementing and successfully operating its integration strategy, which continually resulted in large numbers of Hoosiers that received Workforce Investment Act services. See the chart below:

Transfers in Program Year 2009 from Dislocated Worker to Adult

Region	PY09 Dislocated Worker Allocation	Amount Transferred to Adult
1	\$1,834,437	\$300,000
2	\$1,740,867	\$783,390
3	\$2,358,919	\$1,061,513
7	\$559,990	\$54,000

The number of adults who were provided core services in PY 2008 totaled 152,074. In PY 2009 the number of adults who received one or more Workforce Investment Act-funded services totaled 144,497 and the number who received one or more Core services funded by Workforce Investment Act in Program Year 2009 increased to 260,533.

Waiver of the Prohibition at 20 CFR Part 664.510 on the Use of Individual Training Accounts for Older and Out-of-School Youth

This waiver permitted Indiana to use Individual Training Accounts for older (aged 19 through 21) and out-of-school youth program participants. Indiana believed that older youth and out-of-school youth would benefit from the services provided by these certified training providers. The waiver was approved through June 30, 2010. Indiana assured that funds used for Individual Training Accounts were tracked and reflected in the individual service strategies for these youth.

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

With the waiver, older and out-of-school youth had the opportunity to select their program of training and school through Education & Training Choices, the state's eligible training provider list. The consumer choice information provided through Education & Training Choices assisted the youth in making a more informed choice for both program and institution. Because there was now greater flexibility in service delivery, customer satisfaction was enhanced. Also, performance was enhanced as the mix of services provided better meets the needs of the individual. Better opportunities existed for industries to interview and hire young adults trained in the skills needed for that particular industry.

Indiana's regional integration process and approval of this waiver worked together. Integration greatly revised Indiana's customer flow model in the WorkOne Centers. As eligibility permitted and in our integrated customer flow model, every customer was co-enrolled in all qualifying programs. All procedures in the regions' customer flow models focused on enrolling as many customers as possible into all eligible programs to increase the number of quality skill improvement – training and job matching services WorkOne offers. Therefore, in Indiana's regional integration model, most older youth were automatically co-enrolled into the Workforce Investment Act Adult program, based on the need of the youth. Allowing older youth to use Individual Training Accounts streamlined services, increased customer choice, and increased local flexibility.

Waiver of the Provision at 20 CFR Part 663.530 that Prescribes a Time Limit on the Period of Initial Eligibility for Training Providers

This waiver allowed Indiana to postpone the determination of subsequent eligibility of training providers, thus allowing Workforce Investment Act performance information and the accountability of training providers to be improved. The waiver also allowed Indiana to provide an opportunity for training providers to re-enroll and be considered enrolled as initial eligible providers. The waiver was approved through June 30, 2010.

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

The state's eligible training provider list, Education & Training Choices, had not been revised since its inception in 1999. The system contained hundreds of training providers with thousands of training programs. Some training providers and programs were out-of-date, but still remained on Education & Training Choices.

In Program Year 2009, the State Workforce Innovation Council began reviewing Indiana's current eligible training provider approval process and the computerized system used for approval. A policy that included new application processes for initial and subsequent approval and new criteria for training provider approval was released during Program Year 2009. The Indiana Department of Workforce Development was charged with building a new comprehensive, computerized system for approving WIA eligible training providers. The new computerized system will be completed in the winter 2010. The new system will eliminate duplication of services, streamline service delivery and provide consistency of information. Performance will be enhanced.

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

The waiver permitted Indiana to replace the 17 performance measures under WIA Section 136(b) with the common performance measures. Indiana used the three adult common performance measures to negotiate Program Year 2009 goals and report outcomes for the WIA Adult and WIA Dislocated Worker programs. Indiana also used the three youth common performance measures to negotiate Program Year 2009 goals and report outcomes for the WIA Youth program. The waiver was approved through June 30, 2010.

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

Indiana's regional integration process and approval of this waiver worked together. Common measures cut across funding silos in the same manner as Indiana's regional integration process required co-enrollment in all funding streams that the participant was eligible. Indiana believed co-enrollment would increase the number of customers receiving skill improvements and training opportunities and increase the opportunity for positive outcomes.

Indiana sought the waiver to remove the burden (i.e., known substantial inconsistencies) inherent in the WIA 17 performance measures under WIA Section 136(b). This allowed us to align accountability within the workforce investment system, by holding programs administered by the Indiana Department of Workforce Development, to a consistent set of performance metrics. This request also supported Indiana's Strategic State Plan to align strategy, services to customers and accountability across the workforce investment programs administered by the Indiana Department of Workforce Development.

Waiver of the Requirement under WIA Section 123 and 20 CFR Part 664.610 Regarding Competitive Selection of Providers of Youth Activities

The waiver was selected to permit regional and local areas to use their procedures to 1) expand existing competitively procured contracts, and 2) conduct an expedited, limited competition to select service providers. The waiver was approved through September 30, 2009. Approval of the waiver allowed Indiana to select service providers necessary to develop and implement summer youth employment opportunities for the summer of 2009 as quickly as possible. The waiver was only applicable to Recovery Act Workforce Investment Act Youth program funding, and only applied to the 2009 summer employment program.

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

With approval of this waiver, Indiana was able to begin outreach and recruitment for the summer youth program on May 2, 2009. We believe we were one of the first states to be able to do so! Indiana accomplished this feat by being able to use existing and already competitively procured Workforce Investment Act Youth service providers. These youth service providers were already procured for year-round youth activities in accordance with Indiana Department of Workforce Development policy, based on Office of Management & Budget Circular compliance, and federal and state procurement legislation and regulations. Indiana planned for the summer youth program operating in summer of 2009 and summer of 2010.

Indiana employed 1,896 youth at Indiana Department of Natural Resources worksites. We believe this outstanding number of enrolled individuals was due to an early marketing blitz done by the Indiana Department of Workforce Development and local and regional marketing done by service providers. Service providers were able to market to youth already enrolled in the Workforce Investment Act Youth formula-funded program and to youth in their communities since the service providers were already procured and ready to begin enrollment for the summer program. These same service providers already had established partnerships with community- and faith-based organizations and were able to market to and enroll youth engaged in those programs. Also, these same service providers were able to recruit youth attending school. Approval of this waiver allowed Indiana's youth service provider procurement process to be streamlined and improved.

Waiver of Performance Measures for Youth Who Participate in Work Experience Only

Indiana requested a waiver of the common measures for out-of-school youth aged 18-24 who participated in work experience that occurred outside of the summer months. The waiver allowed Indiana to use the work readiness indicator as the only indicator of performance for such youth. Also, the waiver applied to youth served through Youth Recovery Act funding and was applicable from October 1, 2009 through March 31, 2010. The U. S. Department of Labor included such youth that received supportive services in addition to participating in work experience.

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

The waiver allowed greater enrollment flexibility and higher levels of performance. The extended summer youth program period allowed service providers to extend the period of participation for those youth who performed highest with the work readiness indicator. These youth were provided the opportunity to earn additional wages by working the extended period of participation. These youth may also have continued in Workforce Investment Act-funded activities. Of the 1,896 youth hired for the summer youth program, 348 youth enrolled in post-secondary school or training programs; 365 youth transitioned into year-round WIA adult or youth services; and 304 attained full- or part-time employment.

Waiver of Workforce Investment Act Section 134(a)(1)(A) to Permit a Portion of the Funds Reserved for Rapid Response Activities To Be Used for Incumbent Worker Training

Indiana received a waiver that allowed it to use up to 20% of its Rapid Response funds in order to provide incumbent worker training to avert potential layoffs. Funds that were made available through the use of this waiver were used for a competitive grant program overseen by DWD that provided funding for incumbent workers in industries at greatest risk for dislocation during the economic downturn.

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

In PY2009, the State obligated approximately \$300,000 in rapid response funds for layoff diversion incumbent worker training. One specific program that was funded through the use of this waiver was a training program provided to incumbent workers at an electronics manufacturer and primary supplier to the auto industry that had experienced a number of layoffs, loss of contracts, and a changing business model. Funds were provided to train approximately 300 employees in electric vehicle systems, which enabled the employees to update their skills, and retain their positions with the current company as it transitioned to the electric vehicle component market. This indirectly affected local area performance averting a potential layoff, reducing the potential for additional dislocated workers and the need for the public workforce investment system to support the individuals after a layoff would occur.

WIA Performance Goals

**Program Years 2008 and 2009
Workforce Investment Act Performance Goals
for
Indiana’s Workforce Investment Boards and Regional Workforce Boards**

Indiana’s Program Year 2009 Common Measures goals were confirmed by letter with the US Department of Labor, Employment and Training Administration, Region V, on May 10, 2010.

	Program Year 2008 Goals	Program Year 2009 Goals
WIA ADULTS		
Entered Employment Rate	70%	65.5%
Employment Retention Rate	83%	83%
Average Earnings	\$13,900	\$13,900
WIA DISLOCATED WORKERS		
Entered Employment Rate	85%	72%
Employment Retention Rate	90%	90%
Average Earnings	\$16,500	\$16,500
WAGNER-PEYSER		
Entered Employment Rate	70%	65.5%
Employment Retention Rate	83%	83%
Average Earnings	\$13,900	\$13,900
WIA YOUTH		
Placement in Employment or Education	72%	72%
Attainment of Degree or Certification	63%	63%
Literacy & Numeracy Gains	40%	28.7%

Oversight Data Element Validation

Data validation is a federal initiative designed to improve the overall quality of data submitted and reported on all United States Department of Labor (USDOL) employment and training programs. The initiative was launched in 2001 and continues through Program Year 2009.

Wagner-Peyser data element validation was conducted by DWD’s Oversight Division and was completed in August 2009. WIA and TAA data element validation was completed by the Oversight Division in January 2010 consistent with USDOL requirements.

Cost of Workforce Investment Act Program Activities Relative to Program Outcomes

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

	Adult & Dislocated Worker Exiters (10/1/08-9/30/09)	Adult & Dislocated Worker Exiters (10/1/08-9/30/09) with Positive Outcomes	Program Year 2009 Expenditures	Program Year 2009 Cost per Positive Outcome
Adult Program	110,535	52,395	\$18,087,014	\$345
Dislocated Worker Program	19,861	9,923	\$9,535,759	\$961
	Youth Exiters (1/1/09-12/31/09)	Youth Exiters (1/1/09-12/31/09) with Positive Outcomes		
Youth Program	3,558	2,111	\$16,507,301	\$7,820

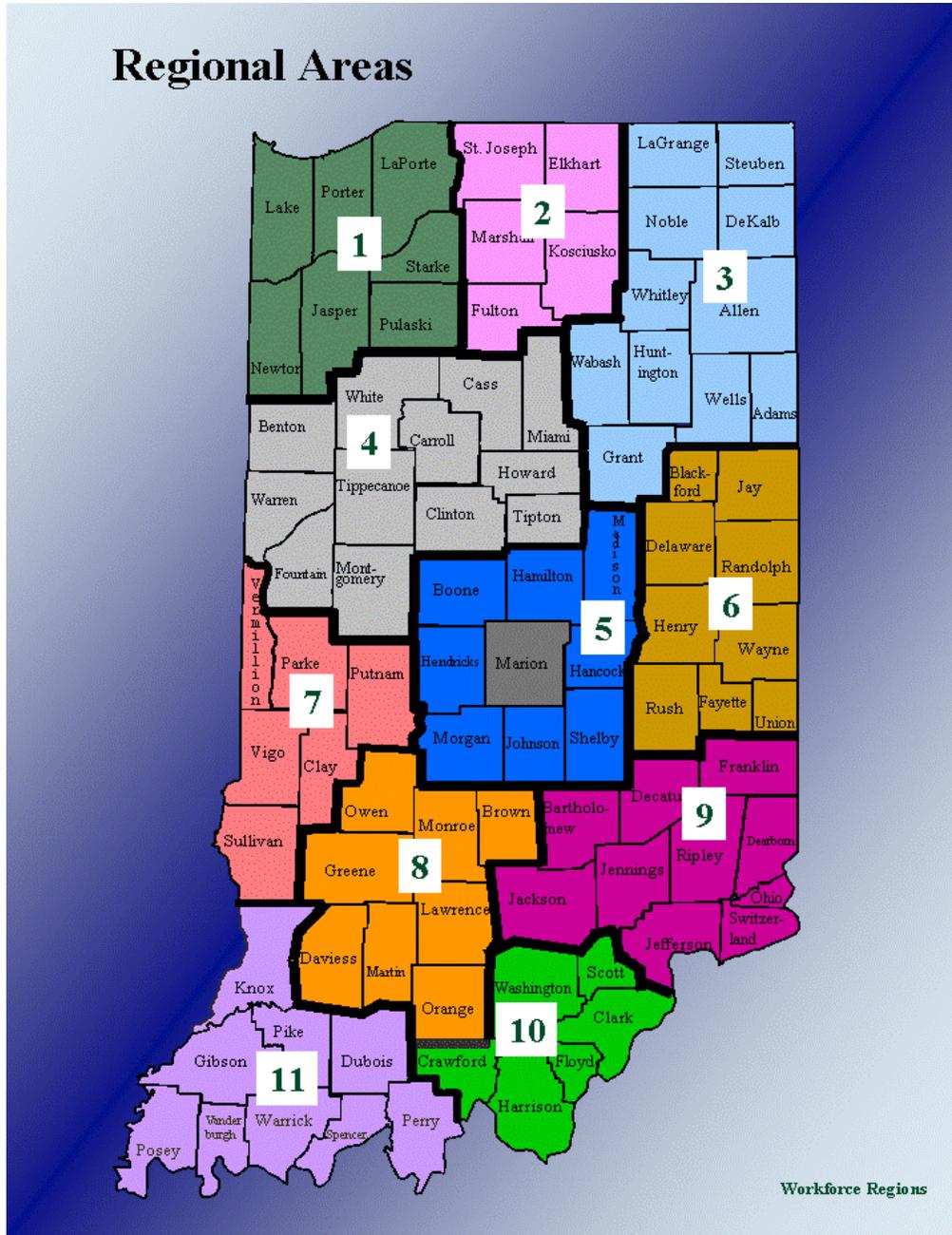
While many adults and dislocated workers gained valuable skills and credentials, the calculation of cost effectiveness is based on employment. The cost of providing adult services was calculated by dividing the number of adult exiters who gained employment by the year's adult expenditures. The cost per entered employment was \$345. For dislocated workers, the cost per entered employment was \$961.

Positive program outcomes for youth were considered placement in employment or education, and attainment of a degree or certification. The cost per positive youth outcome was calculated by taking the youth expenditures and dividing them by the number of youth exiting the program with a positive outcome. That cost was \$7,820.

Performance Results

Indiana's statewide performance for Program Year 2009 reported in the Appendix of this report includes all required cohorts for each measure. Indiana was within the 80% parameter in meeting four (4) of its nine (9) Common Measures performance goals for Program Year 2009.

Indiana's Economic Growth Regions during Program Year 2009



Appendix - State of Indiana – Program Year 2009

NOTE: The following tables with **grayed areas** indicate data not required by the United States Department of Labor for Program Year 2009 because Indiana was approved to report only Common Performance Measures Outcomes per Employment and Training Administration, United States Department of Labor, Training and Employment Notice No. 31-09, dated June 11, 2010.

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						
Employers						

Table B: Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.5	47.4	52,395
			110,535
Employment Retention Rate	83.0	75.7	45,645
			60,296
Average Earnings	\$13,900	\$10,609	\$484,020,851
			45,622
Employment and Credential Rate			

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	42.8	5,060	45.4	4,873	32.3	1,329	37.5
	11,836		10,745		4,118		14,691	
Employment Retention Rate	70.2	3,461	74.0	3,913	67.3	1,027	73.5	3,952
		4,930		5,288		1,525		5,375
Average Earnings	\$7,400	\$25,581,303	\$12,395	\$48,477,183	\$9,274	\$9,524,479	\$11,185	\$44,204,712
		3,457		3,911		1,027		3,952
Employment and Credential Rate								

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	65.1	2,820	46.7
	4,335		106,200	
Employment Retention Rate	84.3	2,611	75.2	43,034
		3,098		57,198
Average Earnings	\$12,389	\$32,199,766	\$10,502	\$451,821,085
		2,599		43,023

Table E: Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.0	50.0	9,923
			19,861
Employment Retention Rate	90.0	79.2	4,155
			5,246
Average Earnings	\$16,500	\$13,663.80	\$56,732,055
			4,152
Employment and Credential Rate			

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	48.4	938	37.4	192	41.2	1,452	41.1	46
		1,940		514		3,526		112
Employment Retention Rate	78.0	368	68.8	75	71.7	478	74.1	43
		472		109		667		58
Average Earnings	\$15,453.80	\$5,671,545	\$12,387.90	\$929,094	\$13,213.80	\$6,316,184	\$10,512.20	\$452,026
		367		75		478		43
Employment and Credential Rate								

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	64.7	1,499	48.0	8,424
		2,316		17,545
Employment Retention Rate	87.0	893	77.3	3,262
		1,026		4,220
Average Earnings	\$13,513.90	\$12,040,891	\$13,704.70	\$44,691,164
		891		3,261

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement In Employment or Education	72.0	53.6	1,547
			2,886
Attainment of Degree or Certificate	63.0	44.9	1,161
			2,586
Literacy and Numeracy Gains	28.7	30.1	290
			964

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

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

Table I: Outcomes for Older Youth Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate								
Employment Retention Rate								
Six Months Earnings Increase								
Credential Rate								

Table J: Younger Youth (14-18) Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate			
Youth Diploma or Equivalent Rate			
Retention Rate			

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Table K: Outcomes for Younger Youth Special Populations

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

Table L: Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.2	38,389	\$ -2,695	\$ -133,728,732	0.0	3	\$4,151	\$217,395,860	11.3	290
		49,711		49,627		52,395		52,370		2,569
Dislocated Workers	81.7	2,995	60.4	\$40,765,191	0.0	2	\$5,918	\$58,680,327	10.6	142
		3,667		\$67,477,508		9,923		9,915		1,337
Older Youth										

Table M: Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	307,918	258,519
Total Adults (self-service <u>only</u>)	136,449	125,741
WIA Adults	305,831	257,047
WIA Dislocated Workers	40,926	25,639
Total Youth (14-21)	7,032	3,853
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	3,925	2,117
In-School Youth	3,107	1,736

Table N: Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$18,087,014
Local Dislocated Workers	\$ 9,535,759
Local Youth	\$16,507,301
Rapid Response (up to 25%) WIA Section 134 (a)(2)(B)	\$ 5,880,151
Statewide Required Activities (Up to 15%) WIA Section 134(a)(2)(B)	\$13,559,717
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description
Total of All Federal Spending Listed Above	\$63,569,942

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Table O: Local Performance

**The Indianapolis Private Industry County, the Workforce
Investment Board for Marion County—Program Year 2009**

Local Area Name <u>MARION COUNTY WIB</u>	Total Participants Served	Adults	17,210
		Dislocated Workers	4,765
		Total Youth	1,080
		Younger Youth	
ETA Assigned Number 18055	Total Exiters	Adults	14,298
		Dislocated Workers	4,398
		Total Youth	460
		Younger Youth	
		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	65.5	46.9
	Dislocated Workers	72	50.1
	Older Youth		
Retention Rates	Adults	83	74.3
	Dislocated Workers	90	79.0
	Older Youth		
	Younger Youth		
Average Earnings	Adults	\$13,900	\$11,438
	Dislocated Workers	\$16,500	\$16,841
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14-21)	72	53.9
Attainment of Degree or Certificate	Youth (14-21)	63	26.2
Literacy and Numeracy Gains	Youth (14-21)	28.7	25.5

Table O: Local Performance (continued)

**State Workforce Innovation Council as the Balance of State
Workforce Investment Board—Program Year 2009**

Local Area Name <u>INDIANA BALANCE OF STATE</u>	Total Participants Served	Adults	288,619
		Dislocated Workers	36,023
		Total Youth	5,952
		Younger Youth	
ETA Assigned Number 18115	Total Exiters	Adults	242,746
		Dislocated Workers	21,099
		Total Youth	3,393
		Younger Youth	
		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	65.5	47.5
	Dislocated Workers	72	49.9
	Older Youth		
Retention Rates	Adults	83	75.9
	Dislocated Workers	90	78.9
	Older Youth		
	Younger Youth		
Average Earnings	Adults	\$13,900	\$10,498
	Dislocated Workers	\$16,500	\$13,043
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14-21)	72	53.5
Attainment of Degree or Certificate	Youth (14-21)	63	48.2
Literacy and Numeracy Gains	Youth (14-21)	28.7	31.3