Indiana's Workforce Investment Act
Annual Report

July 2003 – June 2004

A report by the Indiana Department of Workforce Development

INDIANA
WORKFORCE
DEVELOPMENT

Table of Contents *Page*

Message from Commissioner Alan D. Degner 5
Indiana's Workforce Investment Boards and Workforce Service Areas 6
Program Year 2000 National Incentive Performance Award 6
- Capacity Building 6
- Data and Continuous Improvement for Performance Measures 7
- English Works 8
- Finishing First 9
- Innovative Programs for Youth 9
- Incentive Awards for Vocational Education and Workforce Investment Boards 10
- State Activities 10

Annual Workforce Development Alumni Day 10
Indiana's Human Resource Investment Council (HRIC) Report 11
- Indiana's HRIC High Performance Workforce Partnership Grants 11
- Strategic Planning Framework 13

Awards for Energizing Indiana's Workforce 14
Reed Act for Program Year 2003 17
- Workforce Investment Board PY'03 Reed Act Allocation 18

Service Improvement Grants for Clients with Disabilities 19
- Circle Seven Workforce Service Area 19
- Indianapolis Private Industry Council (Marion County WIB) 19
- Southeastern Indiana WIB 20
- Other WIBs 20

Indiana's WorkOne Centers and WorkOne Express Sites 21
- Partnering in WorkOne Centers 22
- FaithWorks Indiana in WorkOne Centers 22
- Veterans Programs in WorkOne Centers 23
- WorkKeys® in WorkOne Centers 23

Dislocated Workers, Rapid Response, and Trade Adjustment Assistance 24
National Emergency Grants 26
Policy, Planning and Evaluation 26
- WIA Administration Emphasizes Quality Services to Our Customers 26
- Training Opportunities 27
- Promoting Credential Attainment through Certificates of Technical Achievement (CTAs) 27
- Hot Topic Sessions 28

WIB Newsletter 28
Future Activity – WIA Youth Training 28
Evaluation 29
Cost of WIA Program Activities Relative to Program Outcomes 30
Performance Results 30
Welfare to Work 31
Advance Indiana's Regional Skills Alliance Grants 32
Examples of Advance Indiana Projects 33
Advance Indiana's Initiatives for the Future 34
Lifelong Learning Institute Accomplishments Program Year 2003 35
Key Strategies of the LLI 35
2003 Training Accomplishments 35
LLI's Partnership with Indiana University School of Continuing Studies (IU SCS) 36
LLI/IU SCS Highlights 36
Training Partnerships and Facilitation Activities 37
Other Accomplishments 38
Indiana's Workforce Investment Boards & Workforce Service Areas Map 39
Indiana's WIB Directors' Reports, Consortia Partner Agencies & WorkOne Centers 40
The Center of Workforce Innovations 40
Circle Seven 41
East Central 43
Madison County 44
Grant County 45
Marion County 46
North Central 48
Northeast Indiana 49
Northern Indiana 50
Northwest Indiana 52
Shawnee Trace 53
South Central 54
Southeastern 55
Southern Seven 56
Southwest Indiana 58
Tecumseh Area Partnership 59
Western Indiana 61

Appendix 63
State of Indiana – PY'03 63
Table A: Workforce Investment Act Customer Satisfaction Results....63
Table B: Adult Program Results At-a-Glance 63
Table C: Outcomes for Adult Special Populations 64
Table D: Other Outcome Information for the Adult Program 64
Table E: Dislocated Worker Program At-a-Glance 65
Table F: Outcomes for Dislocated Worker Special Populations 65
Table G: Other Outcome Information for the Dislocated Worker Program 66
Table H: Older Youth Results At-a-Glance....66
Table I: Outcomes for Older Youth Special Populations 67
Table J: Younger Youth Results At-a-Glance 67
Table K: Outcomes for Younger Special Populations 68
Table L: Other Reported Information....68
Table M: Participation Levels 69
Table N: Cost of Program Activities 69
Table O: Summary of Each Local WIB's Performance 70
- The Center of Workforce Innovations--'03 70
- Circle Seven—PY'03 71
- East Central—PY'03 72
- Madison-Grant—PY'03 73
- Marion County—PY'03 74
- North Central—PY'03....75
- Northeast Indiana—PY'03 76
- Northern Indiana Partnership—PY'03 77
- Northwest Indiana—PY'03 78
- Shawnee Trace—PY'03 79
- South Central—PY'03....80
- Southeastern—PY'03 81
- Southern Seven—PY'03 82
- Southwest Indiana—PY'03 83
- Tecumseh Area Partnership—PY'03 84
- Western Indiana—PY'03 85

Message from Commissioner Alan D. Degner

In Indiana, the Department of Workforce Development is charged with turning opportunity into success, one person at a time. Since its inception, DWD has worked diligently to assist Hoosiers in finding, keeping, and improving their jobs. It is our belief that the workforce in Indiana is one of the finest in the nation, and our goal is to keep it that way.

During the last year, DWD has worked hand-in-hand with educators, businesses, and local organizations to train Hoosier workers in the skills today's employers need, as well as those necessary for the jobs of the 21st Century. Indiana has long been known for its work ethic. It is our goal to turn that trait into results that make a difference for Hoosiers.

Just as the competitive landscape has changed, so has the role of DWD. We continually refine our services, and we have launched new initiatives in four key sectors: life sciences, 21st Century logistics, information technology, and advanced manufacturing. DWD is helping Indiana workers build their capacity to deliver the skills needed for tomorrow's careers. A well-prepared workforce translates into a growing economy.

I also want to recognize the important role of our partners in the workforce development system. Working together with Indiana's sixteen Workforce Investment Boards and their local communities, we can continue to strengthen Indiana's commitment to education and training at WorkOne Centers and Express sites throughout the State of Indiana.

Our continued investment in the Indiana workforce means that Hoosiers will be ready to seize the opportunities of tomorrow.

Indiana's Workforce Investment Boards and Workforce Service Areas

Indiana has 16 Workforce Investment Boards (WIBs) throughout the state responsible for establishing workforce policy and helping develop their Workforce Service Area's (WSA) economic future. The Boards are composed of about 1,200 volunteers who are locally appointed members of the community and have a private sector business majority. The WIBs concentrate on economic and workforce development and strategic planning. In these workforce service areas, the WIBs oversee Indiana's WorkOne Centers and WorkOne Express sites that provide one-stop assistance to individual workers and employers. The Human Resource Investment Council (HRIC) is charged by the Governor to oversee the whole system. A complete listing of Indiana's WIBs, WorkOne Centers and WorkOne Express sites can be found beginning on page 40.

Program Year 2000 National Incentive Performance Award

The State of Indiana received $2,896,500 from the U. S. Department of Labor "for exceeding performance levels agreed to by the Secretaries, Governor and State Education Officer, for outcomes in State operated employment and adult education programs."

These funds were available for the time period July 1, 2002 through June 30, 2004. In consultation and agreement with the Indiana Department of Education, Adult Education Division, DWD prepared and submitted a plan to use the national award for workforce system planning. Also, local administrators from the Workforce Investment Act and secondary and postsecondary institutions provided valuable local input.

The project, aimed at enhancing Indiana's economic and workforce goals, centered on three investment priorities. These were development of regional economies, the incumbent workforce, and the future and potential workforce. The priorities focused on building innovative, creative and sustainable programs statewide. Funding covered one-time start-up costs, and not on-going continuation of an existing project. A summary of activities for each initiative is provided.

Capacity Building

A number of separate initiatives were undertaken for capacity building. One of those dealt with bringing top level national trainers into the State to provide technical assistance and training to Workforce Investment Board members and staff, and all service providers and WorkOne partners. Topics covered specific Workforce Investment Act (WIA) programmatic issues such as the performance standards, recruitment, job retention, participant reporting, and case management techniques. Additional capacity building topics provided capacity building to the workforce investment system. One such session was a presentation by Dr. Ruby K. Payne whose presentation elaborated many points from her most recent book, *Hidden Rules of Class at Work.* Another such session discussed meeting the needs of employers. Also, many of the WIA specific sessions were also relevant for WorkOne partners to attend.

Because of DWD's commitment to training and encouraging WorkOne partner participation, the training was underwritten, for the most part, by the Department of Workforce Development. DWD covered the cost of the trainers, registration, training materials, and the cost of Continuing Education Units (CEUs). Attendees were subject to travel costs associated with transportation, meals and lodging.

A second initiative developed an implementation guidebook, *Career Majors in Action*, for Career Majors schools and other interested high schools and postsecondary institutions in Indiana. The guide featured best practices as well as a step-by-step process for creating and implementing Career Majors. It featured the 14 Indiana Career Clusters, the Indiana Student Standards for Guidance, a glossary, resources for each of the implementation steps as well as general resources. Guides are available from our web site at http://www.in.gov/dwd/education/stw/FinalCareerMajors.pdf

The final initiative funded a two-day Career Majors Institute on March 17-18, 2004 for fourteen career majors' consortium teams. The event included a one-day training session for facilitators, which took place on March 16. The institute featured professional development, just-in-time technical assistance, concentrated team-planning time with a trained facilitator, and networking. Each team had a trained facilitator who went through basic facilitator training as well as training on each of the components of this event. Each segment of the two days was structured to guide the team to create an action plan from which to continue their work. The majority of the time in an institute was spent in strategic planning. Each team also chose up to four content coaches to bring into their strategic planning session to ask questions regarding their experiences. There were ten content coaches to choose from. This provided the just-in-time technical assistance.

Data and Continuous Improvement for Performance Measures

With the incentive funds, a data collection and information system, including a comprehensive follow-up system was developed. Indiana now has more confidence in the reliability of the data collected for Career and Technical Education, adult technical education, Corrections Education programs, and related Workforce Investment Act training activities. The Department of Workforce Development, the Indiana Department of Education and the Commission for Higher Education collaborated on the project. The system is called the Indiana Technical Education Reporting System (INTERS). The purpose of INTERS is to identify and/or provide data and information on state, regional and local labor markets and vocational education programs. It also provides information on enrollments, program performance, and other data and information which is useful to the activities of career and technical education providers, adult education providers and Workforce Investment Act providers.

The INTERS Software System provides users a tool that is both powerful and easy to use. It is used to improve existing methods for developing, distributing, and using data and information at state and local levels. The state and its vendor created a new system for the supply side of a data system while connecting to the demand side of Indiana's Bureau of Labor Statistics data and information, which includes occupational projections and other data elements. Indiana will now be able to project demand and wages for occupations in the workplace 3, 5 and 10 years out.

The Indiana Department of Workforce Development, Career and Technical Education staff, the Department of Education staff, and the Commission for Higher Education staff will continue to address deficiencies in performance and in data sharing between programs. Indiana will continue to look at ways to increase performance in all programs. All of Indiana's public secondary and postsecondary institutions will have access to INTERS. The state's goal is to include proprietary schools' data and information in INTERS. Preliminary discussion has begun with the Commission on Proprietary Institutions.

English Works

The English Works program has been a successful collaboration borne out of an industry-driven demand for workplace English as a Second Language (ESL) training to business and industries in Indiana. The Workforce Investment Act's national incentive grants for 2000-2002 and 2002-2004 helped fund the initiative. Over a five year period, 2,194 employee learners in 104 Indiana companies were served by the English Works project, and 98 teachers and one instructional aide were trained to provide workplace ESL instruction.

The initiative began in the summer of 2000. The Departments of Workforce Development (DWD) and Education's (DOE) leadership collaborated to develop an industry-driven program that included pre- and post-testing and skills-based training that resulted in a credential earned by each successful participant. This program trained Hoosier adult educators to teach workplace ESL, paired teachers with selected companies, and provided training centered on safety in the workplace as well as typical English vocabulary words used in their specific workplace. Indiana's skill certification system, Certificates of Technical Achievement (CTAs), recognized employees who had demonstrated competency in core job skill areas, such as safety and quality, in advanced manufacturing and business.

The 2002-2004 WIA incentive grant allowed DWD and DOE to expand and enhance the English Works in Indiana program that had been conducted during the summers of 2000 to 2002. Incentive funding focused on expanding the capacity of local adult education programs to deliver effective workplace ESL instruction in their communities. The grant provided the opportunity to develop valuable tools, publications, and pilot programs, which would not otherwise have been possible.

As a result of extensive research seeking promising practices in workplace education for the United States Department of Education, the English Works in Indiana project was recognized by The Institute for Work & the Economy as one of six High Impact Work-Based Learning programs across the country. Indiana's program was recognized as "high performing" along with programs in Washington, Ohio, Pennsylvania, and Arizona.

Because of the success of the initiative, the Indiana Department of Education has decided to institutionalize the English Works project, making it a part of the Adult Education Works initiative for the current year. The goal of Adult Education Works in Indiana is to develop a statewide system of workforce education delivery. The English Works model will be utilized to

strengthen the connections and expand the scope of current adult education programs providing workforce training.

Finishing First

Finishing First provided remediation for the Graduation Qualifying Exam (GQE) in Indiana, GED preparation, high school credit, and basic skills assistance. The Indiana Department of Education, Division of Adult Education administered this project. Classes took place at WorkOne Centers and/or WorkOne Express locations in communities across the state when possible.

Indiana high school graduates must meet the GQE requirement in addition to earning the credits required to qualify for an Indiana high school diploma. The GQE measures Grade 9 skills in English/language arts and mathematics. Students have the opportunity to take the GQE one time in their sophomore year and two times each in their junior and senior years. If, after the fifth attempt, a student has not passed the GQE, the student can continue to test during GQE testing times.

More than 1,025 adults (duplicate count) registered for Finishing First classes offered by 21 adult education providers. More than one-third of the enrolled students who participated were provided remediation for the GQE. Approximately 65 classes were offered and reimbursed.

Program highlights are listed below:

- 21 adult education programs participated in Finishing First.
- Adult education programs offered 64 classes in GQE remediation, GED preparation, high school credit, and basic skills instruction.
- 793 adults enrolled.
- 288 students attended classes to prepare for the GQE.
- Adult education programs provided 3,232 hours of instruction.
- Average cost per enrolled participant was approximately $160.

Innovative Programs for Youth

Innovative Programs for Youth grants were awarded to 49 entities through a competitive bid process. Eligible grantees included secondary schools, area vocational schools, postsecondary institutions, adult education providers, and Workforce Investment Boards. The programs were required to be innovative, replicable and sustainable. All or some of the following points were included in the innovative programs: integration of academic and technical skills, professional development, work-based learning and career development for students including post high school planning.

The funding was successfully utilized to expand opportunities for students in broad career areas in high-skill, high-wage, high-demand occupations. These areas included pre-engineering, health, information technology, and law enforcement, as well as other key areas. These new opportunities also included enrichment opportunities for at-risk youth, increased dual credit options for high school students, computer labs for personalized academic enrichment, career information areas for Latino students, and career academies.

Incentive Awards for Vocational Education and Workforce Investment Boards

Incentive awards were given to Workforce Investment Boards, and area vocational districts that met or exceeded their Program Year 2002 performance indicators. Each Workforce Investment Board received $1,000 for each of 17 Workforce Investment Act (WIA) performance standards met.

Three area vocational district or postsecondary district received $20,000 for meeting their Program Year 2002 performance indicators. One center developed an Information Technology program as part of their vocational course offerings. Another center provided professional development activities for their teachers to assist in the integration of academic and vocational skills. The third center modernized and updated equipment in their vocational laboratories. In addition, this center supplemented their instructional supplies to improve and enhance instruction and student learning.

Workforce Investment Boards earned incentive awards ranging from $8,000 to $17,000. The funds were primarily used to implement the strategic plan for the workforce service area, expand business-education partnerships, or enhance services to youth in the WorkOne Center.

State Activities

This funding was used to cover the administrative costs associated with the projects.

Annual Workforce Development Alumni Day

On November 20, 2003, at the Indiana State House Rotunda, DWD Commissioner Alan D. Degner recognized 36 persons nominated by Indiana WIB and WorkOne staff who had made outstanding achievements while participating in the WorkOne system. Each received a framed certificate signed by the Governor for their accomplishments. Also, six local organizations who provided outstanding partnership opportunities to the WorkOne Centers were recognized and received certificates for their providing opportunities for youth, adults and communities throughout Indiana. Jeffrey Howe, Chairman of the Indiana Workforce Investment Board Association, gave the opening remarks.

Those partners recognized were from the East Central Indiana WIB: Cardinal Health System, Inc., who through a Regional Skills Alliance Grant was able to help provide training and career ladder opportunities to 40 mid-level employees; and the American Keeper company. From the

Circle Seven WIB: Franklin Community High School was honored for their staffs' efforts to connect youth with disabilities with WorkOne services. From the Tecumseh WIB: the Lafayette Urban Enterprise Association, a nonprofit community development corporation, was honored for helping the Lafayette Adult Resource Academy to develop a WorkOne Express site in downtown Lafayette, Indiana. The Association provided substantial financial assistance plus technical advice and demographic information.

Other partners honored were from the Center of Workforce Innovations WIB: the Newton County Regional Skill Alliance at Valparaiso was honored for creating a unique partnership between businesses, secondary and post-secondary institutions, economic development organizations, the Indiana Department of Workforce Development and CWI to give people the opportunity to improve their workforce skills and earn an associate's degree. Twenty-five incumbent workers from eighteen area companies utilized the program and earned their associate degree in a business management specialty. Finally, in the Northeast Indiana WIB: a Fort Wayne Police Department School Resource Officer was recognized for her efforts to partner with JobWorks, a Northeast WIA youth service provider, in many youth development activities, including referrals, on-going support and case management, work experience training and the FutureWorks program.

Indiana's Human Resource Investment Council (HRIC) Report

During the program year that ended on June 30, 2004, the Indiana Human Resource Investment Council was involved in two key activities. The first was coordinating the High Performance Grant initiative, and the second was the development of a planning framework for the next Workforce Investment Act 5-Year Plan.

Indiana's HRIC High Performance Workforce Partnership Grants

On January 30, 2003, the Indiana Human Resource Investment Council approved over $425,000 in High Performance Workforce Partnership Grants for twelve proposals submitted by community partnership groups, including Workforce Investment Boards, Local Economic Development Organizations, and key employers. As a result of these partnerships, over $650,000 in matching funds was promised by other community organizations and businesses for investment, administration, and support surrounding these activities. Funding for the grants came from the United States Department of Labor and was administered by the Indiana Department of Workforce Development.

These partnership-building grants began in March 2003 and ended in June 2004. The Council is scheduled to review them during the first quarter of Program Year 2004. A follow-up conference is also scheduled after the preliminary review is completed.

Initial reports suggest that these grants were quite effective in encouraging the creation of local partnerships and in expanding awareness of the local workforce investment system. The initial successes reported to the state were instrumental in the development of an additional round of

follow-up funding in the amount of four million dollars that was specifically aimed at assisting Workforce Investment Boards in expanding local partnerships that promoted economic development.

Initial review of the outcomes of these projects indicates that effective partnerships were developed in three areas, 1) economic development, 2) increasing the skills of incumbent workers, and 3) promoting innovation in the one-stop system.

Projects that supported local economic development initiatives and provided opportunities for the workforce system to be seen as an asset in economic development included the following:

- The Grant County Economic Growth Council's County Innovation Center assisted in promoting the development of new entrepreneurial enterprises in an area that has been hard hit by the national recession.

- The Northeast Indiana WIB expanded its partnership with the health industry, and laid the groundwork for an ongoing relationship by convening a series of meetings that tripled the number of participants involved in pursuing health care professions.

- The Southern Seven WIB conducted a regional broadband feasibility study. This study documented technology in the region and developed valuable insights into the role of workforce development in supporting high tech development strategies.

- The Tecumseh Area Partnership used its funding to expand its partnership with the economic development community. TAP invested in an economic development database that led directly to using local economic development activities as a catalyst for promoting links to workforce development.

- The Western Indiana WIB established an advanced manufacturing cluster initiative to expand the pool of qualified workers in the area of advanced manufacturing. This effort is continuing and has brought new energy to the economy of western Indiana involving area educators, employers, and the existing workforce development community.

The second area where effective partnerships were established was in creating partnerships that expanded opportunities for incumbent workers.

- The AFL-CIO Labor Institute for Training, based in Indianapolis, expanded educational opportunities to incumbent workers in Southwest Indiana through the creation of a learning center that offered specialized basic skills training not offered in a traditional educational setting.

- The Center for Workforce Innovations used skill assessments to measure the needs of employers in Jasper and Newton Counties and to identify the skill levels of workers in the area. Through community partnerships, employees were able to access needed training and supply current and future area businesses with a qualified workforce.

- The Northern Indiana WIB created a partnership to promote and expand the use of a common skill assessment system in all areas of the region for businesses and schools.

The third area where funding was effective in promoting new partnerships was in expanding opportunities for the connection to the one-stop system.

- The Community Education Coalition of Columbus focused on expanding the skill levels of entry-level workers. This included the development of a training delivery system which better meets the needs of area employers.

- The Indianapolis Private Industry Council supported the efforts of community-based organizations, employers and training providers in the Martindale Brightwood community and the adjoining Keystone Enterprise Park to provide for the increased utilization of current services and the assessment of needs for area employers.

- The Lake County Integrated Services Board developed a local partnership with area schools and healthcare providers to encourage students to pursue jobs in the health care field. The partnership will include the establishment of mentoring programs between health care professionals and students.

Strategic Planning Framework

Since the first Indiana Workforce Development Leadership Conference in April 2000, the State of Indiana has demonstrated a significant commitment to the value of strategic planning by providing each Workforce Investment Board with $75,000 in Program Year 2000 (PY'00) and Program Year 2001 (PY'01) for planning focused around the state's three workforce investment priorities:

- Development of regional economies
- Development of the incumbent workforce
- Development of the future and potential workforce.

The local strategic planning criteria included an emphasis on the following areas:

- Community Engagement Process for the Plan
- Vision of Desired Future State
- Assessment of Current State
- Description of Gaps
- Action Strategies for Gap Closure
- Accountability and Continuous Improvement.

Local strategic planning by the WIBs was completed by July 1, 2002, and the HRIC began reviewing the initial planning summaries from the twelve regional areas. The Council organized a Strategic Review workgroup to review each plan, identify common themes and best practices,

and develop a common approach to communicating the results of local planning in a consistent statewide fashion. This review became a valuable tool for the Council as it began establishing a planning agenda during PY'03.

As envisioned by the Council, the framework developed for the next WIA 5-Year Plan includes three interrelated sets of activities. The first set of activities includes a set of complementary strategies that connects demand-side needs with supply-side resources. The second set of activities focuses on improving the linkages between state and local workforce investment strategies. The third set of activities was designed to connect these strategies to the typical information maintained about performance and resource allocation.

In accordance with U. S. Department of Labor guidance, DWD extended the current 5-Year Plan through the end of Program Year 2004. Initially intended to start in January 2004, this planning effort was postponed when delays in WIA Reauthorization prompted USDOL to allow early implementation states to align their WIA 5-Year Plan with the other states. During PY'04, the Council will begin using this framework as the basis for organizing the next WIA 5-Year Plan.

Awards for Energizing Indiana's Workforce

The Indiana Department of Workforce Development awarded four million dollars in "Energizing Indiana's Workforce" funds to fourteen eligible local Workforce Investment Boards. These funds encouraged the creation of stronger links between economic development and workforce development to develop a skilled workforce in the four Energize Indiana sectors: Life Sciences, Advance Manufacturing, 21st Century Logistics, and Information Technology.

The initiative provided new funding for Workforce Investment Boards to encourage and improve partnerships among business, labor, education, government, economic development agencies and local elected officials. The partnerships are key to a successful workforce development system that can quickly respond to the changing needs of employers and workers.

Each Workforce Investment Board applied for up to $400,000 and included a projected return on investment for the project. This included any local funds that added to the sustainability of the project and future projects. Also, letters of approval for the submitted projects were required to be signed by 2/3 of the local elected officials and local economic development organizations, as identified by the local elected officials. Lastly, a resolution adopted by the local board, pursuant to IC 22-4.5-5-3 that expands the definition of the local one-stop system in the workforce service area must have been included. The resolution must have included the participation of additional partners' partnerships as one-stop affiliates in addition to mandatory one-stop partners and voluntary optional one-stop partners.

A brief synopsis of the programs and projects undertaken with these funding sources is outlined below.

The Center for Workforce Innovations received a total award of $400,000. A portion of these funds will be used to partner with the LaPorte Regional Health System and the Madison Center to provide health care workers additional training and skills. CWI will also partner with nine industries partnering as the Ports Training Alliance at the Ports of Indiana to provide increased training opportunities in Advanced Manufacturing and 21st Century Logistics. A number of area Information Technology employees will also receive training to address skill gaps in the workforce, allowing for increased skill levels and employability. CWI also plans to dedicate some of their funds to providing remediation opportunities to Hoosier workers who have an identified gap indicated by WorkKeys® profiling.

East Central WIB, Inc. received a total award of $258,822. East Central will make investments in vocational education in the region, including the purchase of new machines to be used by students in two area vocational centers. The WIB will create distance learning opportunities for workers who live in rural counties and are unable to attend additional training or classes in the urban areas. The capacity to handle increased traffic for job profiling and skills training will be addressed through an improvement of the technology available for public use. A portion of the funds will be used to purchase and install remediation software that allows incumbent workers to increase their proficiency in areas where they have documented skill gaps. East Central will also improve outreach to area high schools. This will alert students of the many varied training opportunities that are present in the WorkOne system and the career opportunities that exist in the Advanced Manufacturing Industry.

Madison-Grant WIB, Inc. received a total award of $320,034. A portion of these funds will be used to support the opening of Ivy Tech's technology institute the "Flagship Institute of Technology" located in Flagship Technology Park in Anderson. This will include tuition support for students taking classes in Logistics, Advanced Manufacturing principals and A+ Certification.

Indianapolis Private Industry Council (Marion County WIB) received a total award of $400,000. With these funds IPIC will develop the "Solutions Center," a locale specializing in employer and industry workforce needs. The Center will have a dedicated staff who will partner with economic development initiatives and other existing programs to bring economic growth for Indianapolis and Marion County in the targeted sectors. The funds will be used to procure training software and other needed materials for the start up of this new endeavor.

Workforce Development Strategies, Inc. (North Central WIB) received a total award of $192,508. WDSI will use these funds to expand the capacity of post-secondary institutions in the North Central Workforce Service Area regarding the four targeted Energize Indiana sectors. This will include a development of new courses and the expansion of classrooms to remote locations via distance learning opportunities at both Indiana University-Kokomo and Ivy Tech. WDSI will also expand the capabilities for WorkKeys® assessments into WorkOne Express offices and generate a report to accurately quantify the skill level of the existing workforce in the region.

Northeast Indiana WIB received a total award of $300,240. Northeast will use some of these funds to expand the focus of a traditional economic development conference to include increased information about the Energize Indiana sectors. In addition the WIB plans to work with local small businesses to create a scholarship program to encourage skills upgrades for incumbent workers. A portion of the funds will also be used to widely expand the availability of skills upgrade software; both in WorkOne offices and in other community based organizations. Incumbent workers can use this software to address identified skill gaps in order to allow them to remain competitive.

Northern Indiana WIB, Inc. received a total award of $297,000. Northern Indiana will steer some of these funds to develop short-term skills training opportunities for their region. These funds will be used to address the skill gap for both the incumbent workforce and job seekers and will include both classroom training and other appropriate training opportunities. Northern will also use some of their funds to educate economic development officials in the region on the WorkKeys® system.

Lake County Integrated Service Delivery Board (Northwest WIB) received a total award of $264,600. These funds will finish the work of the regional workforce compact that is working to address the skill needs of both Lake County and the other areas of the Northwest Indiana region. The board will partner with Ivy Tech to support a program in robotics training that will allow for the retraining of incumbent workers to improve the automation levels present in regional businesses. An Adopt-A-Business program will be implemented that will creatively engage local businesses in community development projects. A portion of funds is also being used to secure self-guided remediation software for use in the area WorkOne offices by incumbent workers seeking to improve their skill levels and future job prospects.

Shawnee Trace WIB received a total award of $372,600. These funds will be used to establish community based customer assessment centers that will allow local businesses to assess the skills of their workers, establish and implement training needs for the community, and improve the skill base of employees in the region. The funds will be used to cover the start-up costs of these new facilities in the region and pay for the training of the initial group of incumbent workers who will gain skills in the four targeted sectors.

South Central WIB received a total award of $254,880. South Central will use these funds to establish a clearinghouse of economic and workforce development information. The clearinghouse will be used by the region's economic development professionals when pursuing new companies or expansions in the region. These funds will also help to upgrade the computer hardware used in area vocational education programs, thus allowing local students to obtain the skills necessary to remain current in the competitive information technology field. A portion of the funds will also procure remediation software to help build the skill level of all South Central workers who may be looking to upgrade specific skill areas.

Southeastern WIB received a total award of $116,100. These funds will be used to hold information-gathering sessions with the region's local economic development officials to

determine how to attract and retain industries in the four targeted sectors. A portion of the funds will also be used to implement a remediation software program throughout the region.

Southern Seven WIB, Inc. received a total award of $209,845. The WIB will be working with Ivy Tech to develop a certification program in Logistics for the region. A portion of the funds will be used in increase the distance learning capacity of students, economic development professionals, and local employers through the creation of a multi-media conference center and a distance learning center. Southern Seven will also pilot the WorkKeys® profiling system through a regional employer to build the visibility and usage of the system throughout the region.

Tecumseh Area Partnership received a total award of $226,800. These funds will be used to champion the Six Sigma methodology as a performance improvement mechanism to businesses in the region and that are engaged in the targeted sectors. The grant will also fund a training opportunity in manufacturing and laboratory processes for businesses located in the Purdue Research Park and be used to partner with Purdue to promote the region's workers and employers. TAP will also partner with area high schools to implement the use of self-paced remediation software in the school districts, allowing for easier transition from the school environment to the workforce. The funds will also allow for a remote classroom location to be set up with Ivy Tech-Indianapolis for courses necessary for placement in a life sciences occupation.

Western Indiana WIB, Inc. received a total award of $400,000. The Western WIB will use the grant to further implement its existing strategic plan, develop a WorkKeys® assessment and job-matching program in area high schools, and offer additional training and educational opportunities in the targeted Energize Indiana sectors throughout the region.

Reed Act for Program Year 2003

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

- Appropriate self-services, facilitated self-help, and staff assisted services in accordance with 20 CFR 652.207 and 208;
- Equipment and resources for resource rooms;
- Staff for delivery of reemployment services to UI claimants, including group job search assistance and staff-assisted referrals to jobs;

- Payment for rent, utilities, and maintenance of facilities, including common spaces such as resource rooms, reception areas, conference areas, etc., in accordance with cost sharing guidelines;

- Development of products that support service delivery such as workforce information products and job bank technology;

- Computer equipment, network equipment, telecommunication equipment, application development, and other technology resources, including assisted technology, that support employment and workforce information service delivery;

- Outreach and educational materials targeted at users of One-Stop employment and workforce information services;

- Training, technical assistance, and professional development of staff who deliver employment and workforce information services;

- Improving access for individuals with disabilities, including remodeling or retrofitting WorkOne Centers (improvements made in leased property must be in accordance with all appropriate federal guidelines) or purchasing appropriate software, hardware, furniture and supplies (for example, Braille readers);

- Improving access for individuals with limited English proficiency, including language line services, development of forms, automated voice messages, etc. in languages other than English.

Workforce Investment Board PY'03 Reed Act Allocation

Circle Seven	$ 203,389
Center of Workforce Innovation	$ 223,935
East Central	$ 189,974
Madison-Grant*	$ 146,926
Indianapolis Private Industry Council (Marion County)	$ 656,191
North Central	$ 170,671
Northeast Indiana	$ 439,402
Northern Indiana Partnership	$ 346,161
Northwest Indiana	$ 515,534
Shawnee Trace	$ 179,806
South Central	$ 127,324
Southeastern	$ 179,104
Southern Seven	$ 151,339
Southwest Indiana	$ 183,157
Tecumseh Area Partnership	$ 142,542
Western Indiana	$ 144,545
	$4,000,000

Service Improvement Grants for Clients with Disabilities

Several WIBs in Indiana were recipients of various Department of Labor grants to improve services to customers with disabilities. Some of the recipients' grants are explained in the following paragraphs.

Circle Seven Workforce Service Area

During the program year, the Circle Seven Workforce Service Area operated a U.S. Department of Labor Innovative Youth with Disabilities Grant designed to involve more youth with the WorkOne system. Partners and collaborators with the project were Interlocal Association, Indiana Department of Workforce Development, Indiana Vocational Rehabilitation Services, The ARC of Indiana, Indiana University's Institute on Disability & Community, Special Services Johnson County, Franklin Community High School and Gateway Services. Project activities focused on developing and implementing service strategies for youth, involving parents, and providing training to partner agency staff.

The grant funded several innovative youth activities as follows:

- Development of a High School/High Tech program during the year which included a weeklong class at Franklin Community High School,
- Blast Off! in which students with and without disabilities applied math and science principles to building and launching rockets,
- A week long computer class in which participants received IC3 computer certification and the Indiana Certificate of Technical Achievement,
- Classes offering work readiness skills were held at the WorkOne office,
- Clients participated in a Disability Mentoring Day and made visits to a Groundhog Job Shadow Day, hiring fairs, and a Transition Fair,
- Sponsorship of the Achiever recognition program, internships, and work experiences,
- Staff and parent training programs included sessions on Disability Awareness, services in the community for Youth with Special Needs, postsecondary education, and Transition and Effective Ways to Serve Persons with Emotional Disabilities.

Information on these Circle Seven Youth with Disabilities projects was presented and distributed at state and national conferences. A workshop presentation was made at the DOL Region V Youth Conference in Chicago.

Indianapolis Private Industry Council (Marion County WIB)

People with severe physical, mental and developmental disabilities now can get employment services at the WorkOne centers in Marion County, the result of a Customized Employment Grant the Indianapolis Private Industry Council Inc., received in October 2002.

During Program Year 2003, IPIC significantly improved accessibility to the WorkOne centers for people with multiple disabilities, who previously had to go to community rehabilitation programs or Vocational Rehabilitation offices to get employment services. IPIC also installed accessible workstations in two WorkOne Express sites (Crossroads and Boner-Career Corner) and three partner schools (two in the Indianapolis Public Schools and one in the Metropolitan School District of Washington Township), and trained staff to assist people who use them. Such workstations now are available in nine sites in Marion County.

In addition, IPIC provided training related to people with disabilities and accessibility to more than 500 members of WorkOne staff or other partners. And it worked with its partners – community rehabilitation agencies, Goodwill, Crossroads and Vocational Rehabilitation – to ensure they are involved in the WorkOne centers daily and that funding from them and other sources is combined to provide comprehensive services for individuals.

Southeastern Indiana WIB

The Southeastern Indiana WIB received a two year $300,000 Work Incentive Grant from the Department of Labor to increase access for persons with disabilities to their five WorkOne Centers and WorkOne Express sites. In Southeastern Indiana, these sites are in Madison, Lawrenceburg, Richmond, Greensburg, and Connersville.

The Southeastern grant has three areas of focus:

- Purchase and installation of assistive technology and materials in the WorkOne offices,
- Designation and training of a Disability Program Navigator in each WorkOne office and subsequent training of all One-Stop partner staff,
- Outreach, recruitment, and marketing to inform individuals with disabilities of how the system can help them obtain employment and also to encourage businesses to meet their workforce needs through hiring workers with disabilities.

On behalf of the WIB, the Southeastern One-Stop Operator Consortium is working to implement these facets of the grant. Assistive technology, such as an ADA compliant computer workstation, Job Access with Speech (JAWS) software, and automatic door openers have been installed and are being used. Navigators have been identified and trained. They are providing ongoing training to other staff within their particular offices. WorkOne marketing brochures have been produced in Braille and in large print. These brochures have been placed in the WorkOne offices, as well as at community sites such as the Social Security offices, Offices of Families and Children, physicians' offices, and libraries. An "Employer Toolkit" about the benefits of hiring persons with disabilities is being developed and will be available online and in hard copy for distribution by WorkOne staff.

Other WIBs

Two other Workforce Incentive Grants were in place in Program Year 2003 and four additional grants were awarded to WIBs to start in Program Year 2004.

Indiana's WorkOne Centers and WorkOne Express Sites

In Indiana, each Workforce Service Area has at least one chartered WorkOne Center and several chartered WorkOne Express sites (Indiana's One-Stops). They are designed to meet the needs of their customers through the Employment Service, Unemployment Insurance, WIA services, and other partner programs.
The WIBs have consortium agreements with several mandatory and voluntary partners who share space in Indiana WorkOne Centers. The consortia partners collaborate to provide seamless services. See the WIBs consortium partners, WorkOne Centers and Express Sites listed later in this narrative. WorkOne Centers staff developed performance measures for both Employment Service and Unemployment Insurance and gave out awards this year.

At WorkOne Centers, the Employment Service (Wagner Peyser) is a key partner, providing services through Indiana's Customer Self Service System (CS3). CS3 is the statewide computer job matching service that can be accessed either in the office or through the Internet. This electronic labor exchange helps employers find new employees and helps individuals post their resumes and seek new employment. During Program Year 2003 (PY'03), 11,391 employers listed job orders and the labor exchange system served 480,961 individuals.

Another mandatory partner in WorkOne offices is Unemployment Insurance (UI). Beginning in October 2001, Indiana claimants had the choice of filing for weekly benefits via the Internet, by mail, or in person at WorkOne Centers and some Express sites. Filing initial claims on line became available on August 18, 2003.

Indiana's Unemployment Insurance program during Program Year 2003 included:

- 258,119 new and 13,233 transitional regular unemployment claims filed, a total of 271,352;
- 1,369 new federal (UCFE) claims filed and 34 transitional federal claims, a total of 1,403; and
- 1,949 new military claims (UCX); and 18 transitional UCX filed, a total of 1,967.

Beginning on March 12, 2002, the late Governor Frank O'Bannon signed an agreement allowing Hoosiers to receive extended benefits, called Temporary Extended Unemployment Compensation (TEUC). Regular TEUC ended on April 3, 2004. TEUC for airline impacted workers continues until January 1, 2005. During PY'03, new TEUC claims filed were as follows:

- TEUC-UI claims, 35,136;
- TEUC-UCFE claims, 98; and
- TEUC-UCX claims, 57.

During Program Year 2003, the number of weeks paid by program were:

- UI benefits, 2,729,839 weeks;
- UCFE 9,987 weeks;
- UCX 11,910 weeks;
- TEUC-UI 397,640 weeks;
- TEUC-UCFE 1,147 weeks; and
- TEUC-UCX 815 weeks.

Partnering in WorkOne Centers

The South Bend office relocated this year and the consortium that manages the operations developed the new office. Staff's suggestions about the design of the office streamlined the customer flow and improved clients' access to resources. There is now a common reception area, a large personal computer area for self-service applications and an improved Information Resource Area.

In addition, DWD's Field Operations conducted six statewide regional meetings with WorkOne partners, the Indiana Department of Corrections (DOC), and Indiana Criminal Justice Institute personnel. The DOC received a grant from the National Criminal Justice Institute to work on reducing the recidivism rate of offenders. With the expertise of WorkOne staff and partners, DWD is helping develop a DOC assessment tool, planning for training DOC staff in implementing some of DWD's best practices for pre-release programs, looking at ways for the released offenders to be prepared for reentry into local communities, and increasing the use of WorkOne resources for the released offenders and their families.

Field Operations has conducted several joint regional Program Director meetings with DWD staff and Vocational Rehabilitation staff to brainstorm collaborative projects. All believe that they can do a better job of sharing resources and technology via a more pro-active planning process. Also, they are seeking ways to enable staff to better manage shared clients. This process will be expanded to include additional partner staff after the initial planning is completed. Field Operations is also looking at a collaborative effort in sharing DWD's Lifelong Learning Institute training classes with the Vocational Rehabilitation Training Department. This collaborative process can make the most of training resources.

FaithWorks Indiana in WorkOne Centers

In 2003 the Department of Workforce Development began a statewide outreach to community-based organizations (CBOs) and faith-based organizations (FBOs) through FaithWorks Indiana. Indiana was one of twelve states to receive a one million dollar grant, from the U.S. Department of Labor to link faith-based and community-based organizations to families in need. To start outreach efforts, DWD hosted a series of statewide workshops to help organizations determine how to best partner with the Indiana WorkOne system to enhance services that help youth, unemployed, underemployed and those preparing to enter the workforce. A "Promising

Practices in Faith Based and Community Based Outreach Manual" was developed and distributed.

Six Workforce Investment Boards received regional grants from DWD: The Center for Workforce Innovations located in northwest Indiana, Circle Seven in central Indiana, Marion County (IPIC), North Central, Northeast Indiana and Southern Seven. The following outcomes were reported at the completion of the grants:

1) Informal partnerships gained with 354 organizations - 229 Community-Based Organizations and 125 Faith-Based Organizations;

2) Formal partnerships gained with 138 organizations - 82 CBOs and 56 FBOs; and

3) Strategic partnerships gained with 37 organizations - 21 CBOs and 16 FBOs.

Veterans Programs in WorkOne Centers

The Department of Workforce Development WorkOne Centers have 34 Local Veterans Employment Representatives (LVERs) and 31 Disabled Veteran Outreach Program Specialists (DVOPS). Last year, they provided services to 45,255 veterans and other eligible persons.

During PY'02, Indiana was one of nine states receiving a competition-based Veterans' Workforce Investment Program grant. The grant, administered through the Department of Workforce Development (DWD), was for $850,000 and was designed to provide employment and training services to 350 Indiana veterans within a one-year period. DWD sub-granted most of the funding to the Interlocal Association to operate the program. The program included seven Workforce Investment Areas (WIA) located throughout the state. Each Workforce Service Area was given an equal portion of the funding to provide services to veterans within their individual program areas. Successful completion of first year goals has led to a second year of funding at the same level of $850,000 for the period July 1, 2003 through June 30, 2004. The goal for the placement rate of 70% was achieved. The average wage at placement of $14.50 an hour, exceeded the goal of $13.50 hour. Employment services were provided to 371 veterans during this period.

WorkKeys® in WorkOne Centers

All of Indiana's 27 WorkOne offices are participating in assessing job seekers and incumbent workers using the WorkKeys® system. The State has committed over $1.5 million in WorkKeys® funding since January 1, 2004. To date, over 6,000 Hoosiers have been assessed and are in the applicant pool which meets the goal set for this year. Over 120 job-specific profiles have been completed and Indiana remains on pace to meet its annual goal of 368 profiles. The overall effort to profile, assess, place, and train workers is now called the Indiana@Work program and also includes the Department of Commerce as they supply skill-gap training.

Dislocated Workers, Rapid Response, and Trade Adjustment Assistance

The Department of Workforce Development's Workforce Transition Unit covers rapid response activities for dislocated workers, administers WIA Dislocated Worker 25% funds, and administers the Trade Adjustment Assistance (TAA) program.

Following are the ways the unit assisted Hoosier workers during Program Year 2003:

- Received and responded to 96 Worker Adjustment and Retraining Notification Act (WARN) closure/mass layoff events. Response involved meeting with employers, unions, and community stakeholders to provide information and help design event-specific transition programs to assist with layoffs. WARN notices were posted regularly on the DWD's web site.

- Served over 19,000 displaced workers. Services included rapid response orientation sessions, workshops, establishment and support of Worker Transition Committees, and establishment and support of on-site pre-layoff centers and services. The major event in PY'03 was the closure of the Thomson plant in Marion Indiana involving 1,600 workers. A coordinated effort involving DWD, Rapid Response, the Mayor's office and the WIB resulted in the quick establishment of a special Worker Transition Center.

- Continued to administer and support strategic plans and National Emergency Grants for downsizings in the northwest Indiana steel industry and the central Indiana airline industry due to the closing of the United Maintenance Hub. As these projects began to wind down staff continued to meet with WIBs and project operators on a bi-monthly basis.

- Administered WIA Title I Dislocated Worker 25% funds, granting $178,000 in emergency (Tier 1) funds and $3,828,000 in supplemental allocations (Tier 2)

- Received notification from the United States Department of Labor's Division of Trade Adjustment Assistance (DTAA) of 55 Indiana TAA certifications covering over 5,600 workers. DTAA made negative decisions on 25 petitions.

- Completed written notification to 6,000 workers certified for TAA and held orientation sessions for 70% of those workers.

- Enrolled over 1,000 trade certified workers into approved training, and issued waivers from training for 3,000 workers

- Determined 3,000 workers to be eligible for the Health Coverage Tax Credit program and transmitted the eligibility data to the HCTC operations center.

- Exited 720 TAA certified workers from training programs. Of those, 500 received a license, certificate, or degree.

- Enrolled 80 workers in the ATAA wage subsidy program and paid them monthly wage stipends. This program is expected to increase exponentially once more certifications are received.

- Implemented all facets of the Trade Reform Act of 2002.

The Workforce Transition Unit added the following major features:

- Health Coverage Tax Credit program (HCTC) is available to 3 groups: (1) TAA participants eligible to receive income support; (2) Eligible participants in the Alternative TAA Program; and 3) PBGC pension recipients. Benefits include: 65% advanceable credit which can be used for health insurance coverage such as COBRA or state qualified plan.

- Alternative TAA Program (ATAA) for impacted workers 50 years and older. Eligible workers over age 50 without easily transferable skills may choose (in lieu of other TAA benefits) to receive 50% of the difference between their new salary and old salary for two years, up to a maximum of $10,000, and also may receive Health Coverage Tax Credit assistance.

Major changes in the trade program as mandated by the Trade Reform Act of 2002 required implementation of the following work procedures:

- Combining TAA and NAFTA/TAA into one program,

- Expanding the eligible worker pool to include secondary workers and suppliers,

- Requiring that the state provide rapid response assistance to all filing petitions,

- Expanding State Rapid Response to include discussions with companies about COBRA benefits and HCTC and to coordinate with the Indiana Department of Insurance,

- Requiring that workers receive services more quickly in order to establish eligibility for some services: 16 weeks after separation or 8 weeks after certification date,

- Adding an additional 26 weeks of income support for workers participating in training (the maximum could result in 104 weeks of income support),

- Allowing workers whose training includes remedial education an additional 26 weeks of income support - for a maximum of 130 weeks, and

- Increasing caps on one-time payments for job search and relocation from $800 to $1,250.

National Emergency Grants

On June 30, 2004, two major National Emergency Grants (NEG) completed operations. Funded at $2,374,686, the Northwest Indiana Steel and Manufacturing NEG project provided readjustment and training services to workers dislocated from 27 companies. The two project operators, Lake County Integrated Service Delivery Board and The Center of Workforce Innovations, Inc, served over 950 individuals. The project lasted 26 months, and 441 participants received classroom training.

The other grant supported the Airline Industry Reemployment (AIR) Project. The $3,100,000 grant served workers displaced from 24 airline and travel-related companies. All of the dislocation events were the result of the terrorist attacks on September 11, 2001. In operation for 30 months, the AIR project served nearly 1,400 individuals and placed 650 participants in training.

Policy, Planning and Evaluation

WIA Administration Emphasizes Quality Services to Our Customers

Beginning in Program Year 2003, the WIA Administration Unit, charged with helping implement the Workforce Investment Act, renewed its commitment to provide quality services to its customers by helping expand the system staff expertise. The Unit is committed to helping Indiana build a skilled workforce that meets the current and future needs of businesses and individuals who participate in Workforce Investment Act programs.

Beginning in Program Year 2002, WIA Administration dedicated WIA funding for training and technical assistance sessions for system staff. DWD's Lifelong Learning Institute, the training arm of DWD, contracted with the Indiana University Purdue University at Indianapolis (IUPUI) School of Continuing Students to handle the logistics for each training session.

The types of training needed were identified through input from both State and local staff. Trainers included national experts on a wide range of topics. Attendees included workforce development system staff. WIA Administration believes this form of technical assistance is a valuable tool to address the needs of system staff. Topics addressed included performance standards, data analysis, performance management, client flow, follow-up, case management, recruitment and retention. The list of training opportunities in Program Year 2003 follows.

Training Opportunities

Date	Trainer	Topics/Notes
July 31 – August 1, 2003	Melanie Arthur	Set Up For Success: A Systems Model and Practical Strategies to Quickly Assess Customers and Get Them Moving Ahead
September 29-30, 2003	Jodi Sue Kelly	WIA Performance: Case Managing for Success
October 28-29, 2003	Public Private Ventures*	Analysis and presentation of management data
November 18-19, 2003	Beverly Ford	Case Management Techniques & Tools
December 2-3, 2003	Sandi Hastings	Working with Groups in the WorkOne Environment
January 27, 2004	Larry Robbin	Radar Approach to Youth Job Retention
January 29, 2004	Larry Robbin	Pink Slip: A to Z Look at Dislocated Workers
March 16-17, 2004	Beverly Ford	Case Management Techniques & Tools (a repeat performance)
May 14, 2004	Ruby Payne	Hidden Rules of Class at Work (a system-wide session for 350-400)
May 25-26, 2004	Beverly Ford	Case Management Follow-up (Two one-day sessions for those who attended prior sessions)
June 10-11,14-15, 17-18, 2004	DWD Staff & Local MIS Experts	PMIS Training for the Non-MIS User (Six one-day sessions in 3 locations)

* PPV session was by invitation only.

Promoting Credential Attainment through Certificates of Technical Achievement (CTAs)

Efforts to increase an individual's skills are being enhanced through the integration of Certificates of Technical Achievement or other credential attainments into local program design strategies. Certificates of Technical Achievement (CTA) are an important component of Indiana's efforts to ensure our workforce meets the needs of employers. An individual who can demonstrate the essential and technical skills required to be effective in a major occupational area earns a CTA.

Specifically geared towards older youth, in the later months of Program Year 2002, DWD sponsored training sessions providing both a general overview of the CTA process and more in-depth training. In PY'03, the in-depth CTA training was provided to a larger, wider variety of both local administrative and operational staff. The in-depth training was intended to help local

administrative and operational staffs incorporate the CTA process into local program design strategies for older youth.

DWD also contracted with an organization to serve as an intermediary/neutral facilitator as local staffs incorporate credential attainment into program designs for older youth. With the help of this same organization, WIA Administration developed a technical assistance guide for CTA implementation called *A Step-by-Step Guide for Awarding Indiana Certificates of Technical Achievement.*

Hot Topic Sessions

Hot Topic sessions are opportunities for 5-7 workforce investment boards (including WIB Chairs and staff and Local Elected Officials) to meet together with select DWD staff to discuss pertinent topics affecting the workforce development system in Indiana. The first session convened in December 2003 to discuss Certificates of Technical Achievement. Because of the success of that session, DWD continued the practice with different topics starting in May 2004. A contractor serves as the neutral facilitator. The sessions to date include:

- Certificates of Technical Achievement related to Older Youth performance
- Economic Development and the Workforce Investment Boards
- Reauthorization of the Workforce Investment Act
- Integration of WorkOne Services.

WIB Newsletter

DWD provides staff with information on innovative ways to provide quality services to our customers and meet performance standards. This information is released to the workforce development system through a bi-monthly newsletter named *INsight.* Issues discussed in *INsight* have included previews of the Step-By-Step Guide on Certificates of Technical Achievement and a white-collar job club in northwestern Indiana, and a white-collar job fair at a state university. There have also been articles on a basic skills academy in southeastern Indiana and information on an up-coming technical assistance session by Dr. Ruby Payne called *Hidden Rules of Class at Work.*

Future Activity – WIA Youth Training

WIA Administration plans to include WIA youth administrators and providers in its commitment to build upon the capacity of system staff by providing one or more youth roundtables/training sessions. The sessions will be planned through input from WIA Directors and operational staff on format, content, speakers, location, etc. The first is planned for Spring/Summer 2005.

Evaluation

Evaluation is continuing its oversight of a $100,000 research grant from USDOL to develop real time indicators of performance. The Center for Urban Policy and the Environment, Indiana University-Purdue University Indianapolis, is serving as the principal research arm for this project. With the advent of new common measures slated for implementation in PY'05, Evaluation has refocused the project to explore indicators of the new common measures rather than the traditional WIA measures, which may soon be replaced. This project is slated for completion in PY'04.

In PY'02, USDOL initiated a major new endeavor to assure the validity of Workforce Investment Act data and the accuracy of the WIA reports that are transmitted to them. This initiative was identified as "data validation." In an attempt to comply with this new initiative, Evaluation acquired supplemental staff to begin the validation process.

The first round of validations took place in summer 2003. WIBs were notified where corrective actions were warranted, and asked to remedy any problems. A second round was performed in late winter 2003/2004 to fulfill the federal requirements. Those areas with on-going data element problems were asked to review their data prior to final data submission for PY'03. Evaluation expects to begin the third round of data element validation in October 2004 with completion by February 1, 2005.

As part of the WIA legislatively mandated incentive awards, DWD released $620,000 for successful performance to the WIBs. The funding was a combination of WIA and Wagner-Peyser funds. Of the funding, $320,000 was awarded for regional cooperation in meeting all three of DWD's system goals (customer satisfaction, wage gains, and skill gains). The remainder was awarded for exemplary performance by local areas in meeting the mandatory WIA performance measures. The awards were for PY'02 performance on system, WIA, and Wagner-Peyser performance measures.

Cost of WIA Program Activities Relative to Program Outcomes

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

	PY'03 Exiters	PY'03 Exiters with Positive Outcomes	PY'03 Expenditures	PY'03 Cost per Positive Outcome
Youth Program	2,165	1,813	$11,441,796	$6,311
Adult Program	2,782	2,037	$9,002,924	$4,420
Dislocated Worker Program	2,363	1,968	$8,696,609	$4,419

Positive program outcomes for youth were considered employment, skill attainment, or credential attainment. The cost per positive youth outcome was calculated by taking the youth expenditures and dividing them by the number of youth exiting the program with a positive outcome. That cost was $6,311.

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 $4,420. For dislocated workers, the cost per entered employment was $4,419.

Performance Results

Indiana's statewide performance for PY'03 reported in the Appendix of this report includes all required cohorts for each measure. Indiana met 16 of the 17 federal performance criteria for PY'03. The determination of whether substate areas fail, meet, or exceed performance measures will be made in December 2004 when adjustments for high wage dislocations have been completed. Since we are unable to determine final substate performance at this time, no assessment of meeting or not meeting performance is included in this report.

Welfare to Work

The Welfare-to-Work (WtW) program was established to move long-term welfare recipients from dependence to self-sufficiency in the mainstream economy. In Indiana, it operated from July 1998 through August 2003. During that time, 5,043 clients were served with everything from job counseling and placement to financial and personal counseling, occupational skills training and on-the-job training, mentoring, and supportive services. Among the enrollees were 1,280 noncustodial parents and 26 former foster care participants, two groups often difficult to assist.

Of the active clients during the period of July 1998 through August 2003, 2,317 were placed in unsubsidized employment. Of those, 2,004 were in full-time positions; 313 in part-time positions. Of the clients in unsubsidized employment, 1,805 (78%) retained employment for six months or more. For those, weekly earnings rose an average of 39%, an increase of $58.83 per week. Four hundred twenty-five (425) were placed in subsidized employment; 341 in full-time positions and 84 in part-time positions.

Average cost per client of the WtW program was $5,514; or $1,323 per year. (This is less than Indiana typically pays in two months of TANF and food stamps to a one-adult, two-child family.)

The representative WtW participant was a white female between 18 and 35 years of age. Fifty-seven percent (57%) of enrollees were white and 40% African American. Seventy percent (70%) were female. Seventy nine percent (79%) were between the ages of 18 and 35; and 20% between 36 and 50 years of age. Seven percent (7%) of participants were with disabilities.

Of 3,199 clients served with the FY 1998 funding, 1,589 (50%) were placed in unsubsidized employment. One thousand two hundred twenty-one (1,221) (77%) were retained in unsubsidized employment for six months or more, with an average increase of 43% in earnings during the period. Three hundred thirty-six (336) were placed in subsidized employment.

Of 4,678 clients served with the Fiscal Year 1999 funding, 2,151 (46%) were placed in unsubsidized employment. And 1.670 (78%) were retained in unsubsidized employment for six months or more, with an average increase of 38% in earnings during the six-month period. Three hundred ninety (390) clients were placed in subsidized employment.

Advance Indiana's Regional Skills Alliance Grants

For over five years the Indiana Department of Workforce Development (DWD) has been utilizing Workforce Investment Act (WIA) funds to assist Incumbent Workers through the Advance Indiana program. The Advance Indiana program issued "Regional Skill Alliance" grants to support workforce development on a regional basis and make training more affordable for smaller employers. These grants were awarded solely to Workforce Investment Boards until 2003 when DWD combined several different grants (including Regional Skill Alliance grants) into one funding source called the Advance Indiana Grant.

The Advance Indiana Grant still supports incumbent workers on a regional basis, but now also assists individual employers within the four industry sectors of Life Sciences, Information Technology, 21st Century Logistics, and Advanced Manufacturing. The Advance Indiana program assists clients in application preparation, contracting, and monitoring. All training projects must result in a portable credential that is transferable for the employee.

From July 1, 2003 through June 30, 2004, Advance Indiana supported 33 projects (27 existing RSA second year projects and 6 new Advance Indiana grants). The participating organizations included the following:

Community Education Coalition
Crown ESA, Inc.
Daviess County Growth Council
East Central Indiana WIB
Grant County Economic Development Council
Indianapolis Private Industry Council
Interlocal Association
Kamaya Inc.
Lake County Integrated Services Delivery Board
Madison-Grant WIB
Northeastern Indiana WIB
QuickCut, Inc.
Southeastern Indiana WIB
Southern Seven WIB
Southwestern Indiana WIB
Tecumseh Area Partnership
The Center for Workforce Innovations, Inc.
The Trane Company
University of Southern Indiana

These projects represent $3,733,289 in awards with applicant supported matching funds totaling $8,575,417. These funds supported 1,722 incumbent workers as they pursued the following outcomes (in some cases trainees pursued multiple credentials):

- 124 Apprenticeship/Journey Level Upgrades,
- 373 State of Indiana Certificates of Technical Achievement (CTA),
- 368 Associates Degrees,
- 945 Other Certifications i.e. Respiratory Therapy, Microsoft Office User System (Mous)
- Various Other Information Technology Certifications.

The following is the current status of the trainees:

- 1,402 were enrolled in training and
- 384 have completed their certifications.

Please note that most training programs are for two year periods and that many trainees are continuing their training. In addition, some employers have asked for an extension in order to complete the certifications. In other cases, employers have completed the training, but have not submitted the final tracking data, which they have 90 days to submit.

Examples of Advance Indiana Projects

Grant County Economic Growth Council

One of the first Advance Indiana grants awarded was to the Grant County Economic Growth Council to support their efforts in the healthcare industry. Two entities in Marion, Indiana joined forces to address their mutual need for nurses. Marion General Hospital and Bradner Village, a nursing care facility. Both entities desired to place Certified Nursing Assistants (CNAs) into a training program to assist them with their certification as Licensed Practical Nurses (LPNs). In this instance the incumbents were given an opportunity to train full time while their positions were held for them. Their employers also provided health insurance benefits while they were in training. Eleven employees participated and nine are currently enrolled. The Advance Indiana program awarded $74,418 with an employer match of $118,000 to support this effort.

The Grant County Economic Growth Council has submitted a request for a second year of funding and has expanded the program to include 19 students and three employers. The Advance Indiana program is pleased to participate once again in this effort. The average pay for a CNA in Marion is $7.00/hr; a LPN will make an average of $28,000 in their first year. This creates an economic impact that benefits Marion as well as the entire state.

The Trane Company

The Trane Company is a heating and cooling manufacturer, retailer, and diagnostic assistance company. Located in Indianapolis, the Trane Company desired to expand its local operations into a larger facility while increasing the number of employees. The Advance Indiana program awarded $191,405 to support training for their incumbent workers in the areas of Technical Services and Information Technology. Trane additionally supported the program with $288,820 in salaries and wages for employees, allowing them to train on the clock. A total of 137 employees are currently enrolled at either New Horizons Computer Learning Center or Technical Services Training, Inc. and are pursuing Certificates of Technical Achievement in Business Support and Services. Apprenticeships will be awarded to 55 of the participating students.

Advance Indiana's Initiatives for the Future

In Program Year 2004, the Advance Indiana program will continue to focus on the healthcare industry while also expanding assistance to the bio-medical brand of Life Sciences. For the past several months the program has worked with five of the leading bio-medical and pharmaceutical companies in Indiana to develop a curriculum called the BioFutures degree. This industry driven degree was developed in cooperation with Indiana University Purdue University at Indianapolis (IUPUI) and Ivy Tech State College. Scientists from the participating companies toured each participating campus around the state to ensure the lab equipment and protocols were up to standards. IUPUI then developed a 38 credit hour curriculum that was also adopted by Ivy Tech State College. The two institutions also developed a reciprocal agreement allowing for full transfer of credits from one institution to another within this degreed program. The Advance Indiana program received this application in July 2004 and expects the award to begin in the fall. Over 200 incumbent workers will participate.

The Advance Indiana program continues to support the healthcare industry as a whole in Indiana. Since the beginning of the program in 1999, more than $1.4 million in funding has been dedicated to this industry which expects tremendous job growth through 2013 and has a critical need for replacement workers.

Lifelong Learning Institute Accomplishments Program Year 2003

The Lifelong Learning Institute (LLI) began operations in February 1998. The mission of the LLI is to provide workforce investment system professionals with the skills needed to meet current and future work demands. The Institute was built on the foundation of two primary tenets:

- Creating a comprehensive approach to training, education, and career development for staff of the Indiana Department of Workforce Development (DWD) and its partner organizations.
- Expanding and improving services to customers of Indiana's WorkOne system through better-trained, more efficient, and more knowledgeable staff.

Information on the LLI and its offerings can be found at http://www.in.gov/dwd/education/lli.

Key Strategies of the LLI

- Developing strategic partnerships with education, vendors, and users to maximize quality in training while minimizing costs and duplication.
- Providing courses needed by DWD staff through LLI trainers and local area trainers who stay current with customer and program needs.
- Anticipating needs within the WorkOne system so that training is geared toward skills required in the future.
- Promoting continuous learning and education for DWD's own incumbent workers through the GOAL tuition assistance program.

2003 Training Accomplishments

- Trained 2,972 participants (2,340 DWD staff [duplicate count] and 632 staff from partner entities).
- Continued to coordinate the Go Out and Learn (GOAL) tuition assistance program for DWD staff. One hundred eighty DWD staff participated in this program since November 1999 with 46 participants during this program year. Based on consolidated data from surveys of GOAL participants as of June 30, 2003, 46 participants completed and 74 are working on degrees, certificates, and other programs of study. Seventy-two percent of the respondents indicated they would not have pursued further education without this assistance.
- LLI staff served as trainers, presenters, or facilitators for a wide variety of organizations and groups which included: Career Choices, Inc., Indiana Economic Development Council, Transition Resources Corporation, Evansville WorkOne Partners, the Institute for Career Development (ICD) (a steelworker training consortium,, New Albany WorkOne Partners, Wabash Valley Human Resources (Community Action Program), National Association of Housing and Redevelopment Officials (NAHRO), Indiana State Personnel Department, Evansville Association of General Contractors (a WorkOne partner), Vocational Rehabilitation, Indiana University School of Continuing Studies (Richey Symposium),

Indiana Commission on Community Service and Volunteerism (ICCSV), DWD Local Office Managers, DWD Unemployment Insurance Roundtable, DWD WIA Administration Unit, DWD Labor Market Information Unit, and DWD Accounts Payable Unit.

LLI's Partnership with Indiana University School of Continuing Studies (IU SCS)

Program Year 2003 was a landmark year for the LLI's partnership with the IU School of Continuing Studies. Workforce Investment Act (WIA) technical assistance funding allowed the partnership to address WIA and WorkOne training needs in a comprehensive fashion. Nationally-known expert trainers utilized during the year included: Melanie Arthur, Greg Newton, Jodie Sue Kelly, Beverly Ford, Sandra Hastings, Larry Robin, and Dr. Ruby Payne. Hundreds of Workforce Investment Act (WIA) partner staff and their customers have benefited from the knowledge and new perspectives provided through this training. Over 1,835 Continuing Education Units (each CEU represents 10 hours of training) have been awarded to participants trained under this initiative over the past 3½ years.

LLI/IU SCS Highlights

- Providing joint training programs aimed at improving WIA customer service, performance, and partnerships. During PY'03, the LLI/IU SCS partnership trained 644 DWD and partner agency staff in 8 sessions. Topics included: Set-Up for Success (aimed at improving integrated customer service), WIA Performance: Case Managing for Success, Case Management Techniques and Tools, Working with Groups in the WorkOne Environment, Radar Approach to Youth Job Retention, From Pink Slip to Paycheck/Success with Dislocated Workers, and Hidden Rules of Class at Work.
- IU SCS brought Dr. Ruby Payne, a leading expert on the topic of poverty, to Indiana on May 14, 2004. Her presentation on poverty issues, entitled Hidden Rules of Class at Work, was well received by the 274 attendees from DWD and partner agencies including Community Based Organizations, IN Family and Social Services Administration, local Education, Workforce Investment Boards, and WIA Service Providers. Dr. Payne's message covered how class-related factors and hidden rules of economic class impact work, schooling, and personal interaction environments.
- The LLI and IU SCS awarded career development certificates in the areas of Counseling, Customer Service, and Employer/Customer Relations. These certificates represent successful completion of a series of required and elective courses. During this program year, 16 certificates were awarded. Since the inception of this initiative in PY'01, 50 certificates have been awarded.
- The Training Advisory Workgroup (which is jointly led by DWD's WIA Administration Unit and the LLI/IU SCS partnership) provided ongoing input and guidance on topics and curriculum content. The work of this group led to full implementation of a plan for WIA-related training along with earmarked funding support for training topics in PY'03 and succeeding years.

Training Partnerships and Facilitation Activities

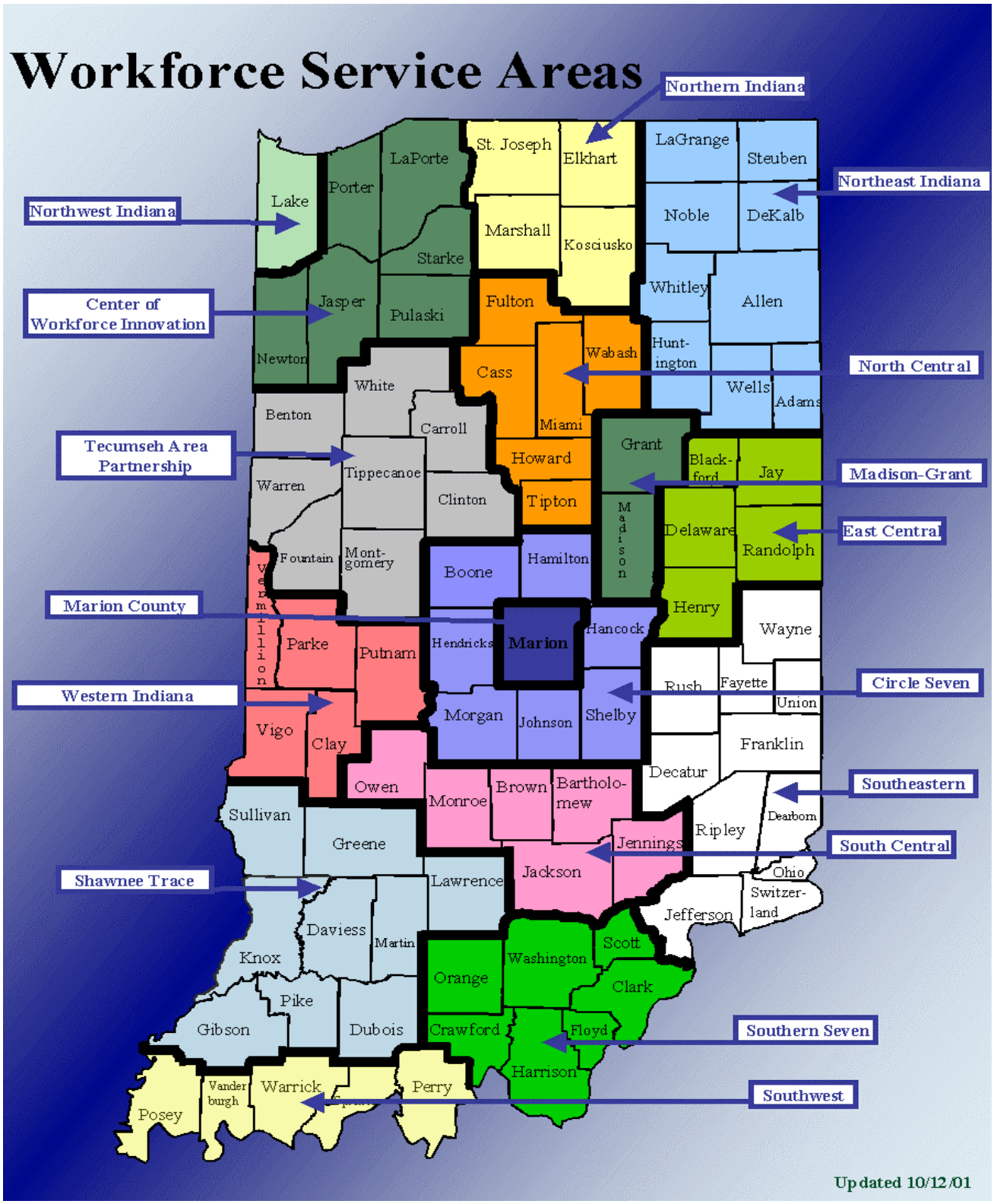
- Three joint ventures with DWD Field Operations were implemented in PY'03: 1) Standard Operating Procedures and training for Local Area Trainers, 2) Job Classification-Based Training Lists for DWD local office staff in support of ongoing customer service improvement and staff development, and 3) New Manager Training.
- The LLI partnered with DWD's Legal Division and Field Operations to deliver Domestic Violence Unemployment Insurance (DVUI) and DVUI Refresher training sessions across the State (as mandated by Indiana's Domestic Violence Legislation).
- Utilizing DOL technical assistance funds, DWD's Field Operations unit contracted with Melanie Arthur of Greg Newton & Associates to present six regional Business Services Seminars in Spring 2004. The Lifelong Learning Institute assisted in registration and logistics for this project. The six two-day seminars were targeted for WorkOne staff (from DWD and WIA partner organizations) working with the business community in their areas. Feedback from the participants was very enthusiastic. WorkOnes are putting ideas to use to work more effectively with their business customers. Total attendance for the six seminars was 233, of which 102 were WIA partner employees. Locations included Indianapolis, Vincennes, Madison, Kokomo, Portage and South Bend.
- The LLI was called-upon by DWD Field Operations to provide facilitation, customer service reviews and suggestions for improvements in various local offices around the State.
- The LLI worked with the DWD Customer Service Committee to plan and coordinate customer service training sessions in 6 locations in August and September 2003. There were 835 DWD employees (from the administrative office and the field) who attended a session led by Greg Newton that focused on improving services to internal and external customers.
- The LLI facilitated four focus groups in regional locations for the Indiana Economic Development Council (IEDC). These sessions helped the IEDC gather input from business, economic development, workforce development, and education representatives on labor market information (LMI). This information was included in an IEDC report to DWD's LMI Division. The report will be used to improve customer service and the quality of the data provided.
- In conjunction with the DWD Customer Service Committee, the LLI began to offer the FISH! training program. This program encourages making the workplace more interesting, fun, and energetic and customer-oriented. The FISH! philosophy originated at the "World Famous Pike Place Fish Market" in Seattle, Washington.
- DWD's Evaluation Division offered Participant Management Information System (PMIS) training sessions to Workforce Investment Board and WIA service provider staff in three locations in June 2004. (201 attendees). The LLI handled marketing, logistics, and evaluations for this venture.
- The Indiana State Personnel Department began to use DWD's Customer Self-Service System (CS3) to assist in filling openings in State agencies. The LLI trained two employees from State Personnel on the CS3 system and also demonstrated CS3 in action for them at an Indianapolis WorkOne Center.

- In follow-up to its efforts with the Institute for Career Development (ICD - a joint Steel Company/Union training project in Burns Harbor, Indiana) in PY'02, the LLI participated in the ICD's national conference in Chicago and continued to provide additional training of interest to ICD coordinators.
- DWD continued to partner with a local Workforce Investment Board for the services of a Partnership Liaison to reach out to the WIA community and assist the LLI in strategic planning.
- Four LLI staff completed ISO 9001:2000 continuous improvement training and assisted with DWD internal audits.

Other Accomplishments

- LLI trainers were called upon and provided hours of technical assistance and support in instances where backlogged work and/or technical disruptions caused customer service problems.
- The first two issues of the LLI's "Eye on Learning" Newsletter were published. The "Eye" is published quarterly and provides useful information on training tips/techniques and LLI ventures to staff that provide training or make presentations.
- During the early part of PY'03 a two-month "miracle" project took place. The LLI, in partnership with DWD's Information Services and Administration Units, planned, implemented, and brought a training room on-line for the Unemployment Insurance Modernization (UIM) project. The room includes 25 PC workstations along with two ceiling mounted LCD projectors and two SmartBoards.

Indiana's Workforce Investment Boards & Workforce Service Areas Map



Indiana's WIB Directors' Reports, Consortia Partner Agencies & WorkOne Centers

The Department of Workforce Development requested Indiana's WIB Directors to contribute an individual report with program year highlights from their Workforce Service Areas (WSAs). Each Director's report follows the listing of primary consortium partners, WorkOne Centers and Express sites listing. The county location of each WorkOne is listed in parenthesis. The WIBs have collaborated with many organizations in locating WorkOne Centers and Express sites strategically in most of Indiana's 92 counties.

The Center of Workforce Innovations

2804 Boilermaker Court, Suite E, Valparaiso, IN 46383

Consortium Partner Agencies for The Center of Workforce Innovations WSA
LaPorte County Consortium Partner Agencies-DWD, KVWorks (WIA), Michigan City Adult Education
Porter County Consortium Partner Agencies-DWD, KVWorks (WIA), Portage Adult Education

Knox WorkOne Express, 53 West Lake Street, Knox, IN 46534 (Starke)
LaPorte WorkOne, 300 Legacy Plaza West, LaPorte, IN 46350 (LaPorte)
Michigan City WorkOne Express, 344 Dunes Plaza, Michigan City, IN 46360 (LaPorte)
Morocco WorkOne Express, 112 E. State Street, Morocco, IN 47963 (Newton)
Portage WorkOne Express, 1575 Adler Circle, Suite A, Portage, IN 46368 (Porter)
Rensselaer WorkOne Express, 116 N. Van Rensselaer, Rensselaer, IN 47978 (Jasper)
Valparaiso WorkOne Express, 502 Wall Street, Suite 105, Valparaiso, IN 46383 (Porter)
Winamac WorkOne Express, 102 N. Monticello, Suite A, Winamac, IN 46996 (Pulaski)

The Center of Workforce Innovations (CWI) WIB focused and met accomplishments this year as identified in their program of work. Several funding opportunities were obtained, including Energize Indiana monies, which contributed to the execution of six specific projects, attainment of new partnerships, and enhancement of current programs and projects.

CWI promoted, supported, and expanded efforts in the area of workforce development, such as:

- Expanded WorkOne systems partnerships (28 formal partners, 51 informal partners)

- Created & maintained employer learning alliances in 6 counties for incumbent worker training.

- Issued three industry cluster reports (Steel Industry, Healthcare Industry, and Logistics) and conducted three conferences/summits to unveil the reports to public.

- Advanced WorkKeys® utilization within employer community through extensive workshops throughout three counties.

- Initiated the creation and implementation of two new services for all seven counties in Region 1: 1) Northwest Indiana Professional Network (NIPN) for displaced professional workers and 2) Scholarship program for low wage incumbent workers.

- Enhanced the look and upgraded resources in all eight WorkOne offices in an effort to move them into assessment centers, while making them more user-friendly in order to increase utilization.

- Completed first year of the Pulaski County Regional Skill Alliance (RSA), a partnership between CWI, Ivy Tech State College, Pulaski County Community Development Corporation, and two employers, Galbreath, Inc. and Gutwein & Sons. Six people completed and obtained a Business Career Development Certificate, 18 completed MOS training, and 74 completed welding courses.

- Integrated a Scan Card system and enhanced the environment at the Steel Transition Center at the Portage WorkOne, making it more productive and comfortable/approachable for users.

- Our monthly cable television show on RegionWatch, which focuses on workforce development, economic development, education and literacy, was picked up by PAX-TV in Chicago increasing our viewership.

- Faith-based initiatives: 1) the faith-based resource directory we produced last year has been automated, 2) in an effort to engage in outreach and education activities with faith and community based organizations, while creating awareness of the WorkOne system, we pulled together a comprehensive brochure entitled, "Liturgy for Literacy," that was distributed to faith-based organizations in our seven counties. One or both of these efforts were cited as Best Practices with the DOL and were presented at the Innovator's Conference in Dallas this summer.

- Developed a newsletter for our WorkOne sites, partners and service providers, entitled, "ACCESS." The newsletter shares resources and training opportunities and serves as a tool to educate partners about the WSA.

Circle Seven

Interlocal Association, 836 S. State Street, P.O. Box 69, Greenfield, IN 46140-0069

Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services and Interlocal Association (WIA)

Avon WorkOne Express, 6781 E. U.S. 36, Suite 350, Avon, IN 46123 (Hendricks)
Fishers WorkOne Express, 10204 Lantern Road, Fishers, IN 46038 (Hamilton)
Franklin WorkOne Express, 600 Banta Road, Franklin, IN 46131 (Johnson)
Greenfield WorkOne Express, 836 S. State Street, Greenfield, IN 46140 (Hancock)
Lebanon WorkOne Express, 125 Lakeshore Drive, Lebanon, IN 46052 (Boone)
Martinsville WorkOne Express, 1839 Robin Road, Martinsville, IN 46151 (Morgan)
Shelbyville WorkOne, 425 E. Washington St., Shelbyville, IN 46176 (Shelby)

These are Program Year 2003 highlights for the **Circle Seven Workforce Investment Board:**

▪ WorkOne**:** Over 56,000 customers visited WorkOne offices in the Circle Seven area to obtain assistance with career development and job placement. This is an 8 percent increase from last year. Registered persons in WIA funded training programs numbered 870, including 102 adults, 701 dislocated workers, and 67 youth.

▪ Reed Act**:** From a statewide appropriation of federal Reed Act funds, Circle Seven received $203,289. These funds helped Circle Seven maintain offices in each of the seven counties by providing supplemental customer service staffing, and partial support of office costs. Funds also supported a spring hiring fair.

▪ National Veterans Grant: Based on meeting performance outcomes in year one, Indiana received second year funding of $850,000 to provide short-term training and placement services to 375 Hoosier Veterans. Circle Seven managed this grant among seven workforce service areas in central and northern Indiana. Veterans placed have averaged $14.83 per hour.

▪ Arvin-Alpine-Best Buy Grant**:** In response to the announced closing and layoffs at Arvin-Meritor in Franklin and the significant layoffs at Alpine Electronics in Greenwood, Circle Seven received a $600,000 grant to assist 300 laid off workers over the next 25 months. Services have been provided on site at both companies and an outplacement site is being created in partnership with the Carpenter's Union at their Union hall in Franklin.

▪ AIR Project: Circle 7 negotiated a $700,000 grant with the Department of Workforce Development to continue aid to workers dislocated because of the decline in airline and support industries after 9-11. 280 persons are being assisted with retraining and placement services.

▪ Youth with Disabilities Grant**:** Continuing this year was a program focused on empowering youth with disabilities and their parents to fully utilize WorkOne services and to develop meaningful alternative performance measures for youth with disabilities to eliminate any disincentive for program participation under the Workforce Investment Act. This was a two-year national competitive grant from USDOL Office of Disability Employment Policy. Partners are the Indiana ARC and the Indiana Institute on Disability & Community at Indiana University.

▪ Computer Certification Program for Youth with Disabilities**:** Circle Seven worked with the Hamilton–Boone–Madison Special Services Cooperative to provide a computer program for nine special education students. This class was unique because the purpose was to prepare the students for the IC3 certification, which is aligned with the National Educational Technology Standards. Certiport, the provider of this global, performance based certification program was not aware of this particular course having ever been provided to a group of students with disabilities. Seven of the nine students passed the certification exam and all nine received a Certificate of Technical Achievement from the State.

▪ Incentive Grants: For meeting WIA performance standards in Program Year 2002, Circle Seven received $91,801. The WIB enhanced customer service in the WorkOne offices, which

included adding high-speed Internet connections, customer service staffing, technology improvements, equipment updates, and tutorial and Internet job search software.

▪ Hiring Fair: On April 22, 2004, a hiring fair was held at Indiana Downs in Shelby County. Over 26 employers and 8 educational institutions participated and approximately 650 job seekers attended. Employers were pleased with applicant flow and several job placements resulted.

▪ Welfare to Work: Through a competitive solicitation, Circle Seven was awarded contracts in Hancock, Hendricks and Morgan counties by the state of Indiana. The IMPACT program provides placement and family support to recipients of public assistance referred by local Offices of Family and Children. Total amount of the three performance based contracts was $254,031.

East Central

East Central Indiana WIB, Inc., 201 East Charles Street, P.O. Box 1081
Muncie, IN 47308-1081

Consortium Partner Agencies: Department of Workforce Development, Vocational Rehabilitation Services, East Central Opportunities, Inc. (WIA), Muncie Community Schools (Adult Education), ACTION, Inc., (CSBG), Experience Works (Title V Older Worker), Ivy Tech State College (Post Secondary - Vocational Education)

Blackford County WorkOne Express, 1301 N. High Street, Suite B, Hartford City, IN 47348
Muncie WorkOne, 201 E. Charles St., Muncie, IN 47308 (Delaware)
Henry County WorkOne Express, 1416 Broad Street, Suite 125, New Castle, IN 47362
Jay County WorkOne Express, 112 N. Ship St., Portland, IN 47371 (UI Itinerant location)
Randolph County WorkOne Express, 325 South Oak Street, Winchester, IN 47394 (Randolph)

The East Central Indiana Workforce Investment Board, Inc. made great progress toward achievement of its Strategic Plan Goals for the year ending June 30, 2004. The Strategic Plan challenged the Workforce Board to address the "*gap in career information for careers in demand in East Central Indiana requiring less than four-year degrees.*" Research was completed on careers in demand, and portfolios containing occupational information were developed for use in counseling high school students and providing career awareness information for counselors, teachers and parents.

With these tools in hand, two high schools, Muncie Central and Muncie South, were chosen as pilot sites for the career awareness project. Curriculum was developed to bring to students an awareness of the importance of choosing a career of interest assisted by use of an interest inventory. This information was supplemented with information on careers in demand in East Central Indiana that do not require a four-year degree. The curriculum included an awareness component of Essential Employment Skills required by employers in all jobs – another Strategic Plan identified need. The Career Awareness Pilots culminated in employees from local businesses, representing careers requiring less than a four-year degree, speaking to each career class over the course of two days about their career.

The Pilot, implemented in the fall and spring freshman class during the 2003-2004 school year, served 614 students with less than 1% evaluating the experience as poor. Overall the project pilot netted overwhelming support from pilot site school officials from the instructor level to the School Board. One weakness identified was the inability to secure desired speakers for all classes in targeted careers. In other evaluation by school personnel, the occupational information was requested in electronic format in lieu of the paper format.

The Career Awareness Pilot and the subsequent evaluation netted the following goals for the upcoming year:

1) Continuation of the pilot at Muncie Central and Muncie South High Schools,
2) Expansion of the pilot into eight additional high schools during the 2004-2005 school year throughout East Central Indiana,
3) Conversion of career awareness information into an electronic format for website posting,
4) Supplementation of the career speakers with a video of demand careers filmed in companies throughout East Central Indiana, and
5) Development of a web based tool (Project Connect) to more efficiently connect businesses, labor and schools in the development of career paths for students.

Consistent with the John J. Heldrich Center for Workforce Development study, *The 70 Percent Solution*, the East Central Indiana Workforce Investment Board has worked closely with its business, education, Local Economic Development Organization, and WorkOne professionals over the past year. The outcome has been to develop information on career alternatives to four-year college degrees for the more than two-thirds of our high school students who will not obtain a college degree.

Madison County

Job Source, 222 East Tenth Street, Suite C, P.O. Box 149, Anderson, IN 46015-0149

Madison Consortium Partner Agencies: DWD, Vocational Rehabilitation Services, JobSource (WIA), Ivy Tech State College (Postsecondary Education), Green Thumb, Inc. (Title V Older Worker), Division of Family and Children and Ebbertt Education Center (Adult Education)

Location: Anderson WorkOne, 222 E. 10th Street, Suite B, Anderson, IN 46016

In **Madison County** efforts this year were focused on GED and certification attainment for youth, veterans programs, and maximizing resources for dislocated workers eligible for Trade Adjustment Assistance.

In partnership with secondary education programs, an incentive award was offered to students along with career counseling and occupational skills training, job development and placement services, and supportive services to increase participation and provide support to youth seeking high school diplomas and GEDs. As a result of the program, 38 youth received a GED or high school diploma and 27 youth obtained employment. JobSource also contracted with the ERC Options program through Anderson Community Schools. There were 27 youth enrolled in the

Alternative School located at Mounds Mall. Seven graduated in June with their high school diplomas, four found employment and four returned to their home high school.

The second youth provider was Harmony Vocational Services through the Center for Mental Health. They served 88 youth, providing job seeking skill groups, job club classes, life enhancing classes, secondary education, placement and follow-along employment services. Three clients returned to high school, and thirty-four clients found employment.

JobSource provided services to 144 adults. Training was provided to 80 of these clients in the areas of LPN, RN, physical therapy, radiology, medical assistant, medical transcription, surgical technology, dental hygiene, psychology, x-ray technician, tool and die, auto tech, A+ certification, elementary and secondary education, criminal justice, information technology, marketing and child development.

The Veteran Workforce Investment Program assisted 25 veterans with completion of academic training and job search activities. Fifteen of these veterans were trained for new occupations in education, counseling, and healthcare which are in demand in the area.

A concerted effort to creatively utilize available funding from TAA and WIA dislocated worker funding resulted in approximately 25 clients being enrolled in training programs offering Associate Degrees and Technical Certificates upon graduation.

Grant County

Grant County Consortium Partner Agencies: DWD, Vocational Rehabilitation Services, Workforce Investment Service (WIA), Ivy Tech State College (Post-Secondary Education), Action, Inc, Transition Resources, and Tucker Career and Technology Center (Adult Education).

Location: WorkOne Marion, 850 N. Miller Avenue, Marion, Indiana 46952

This year ***Grant County*** efforts were focused on working with 2,100 dislocated Thomson and Franklin Electric workers providing services through Rapid Response, WIA, and TAA/TRA. Almost 600 are enrolled in TAA education and training programs in healthcare, business and office administration, Commercial Driver's License (CDL), human services, industrial technology, ABE/GED, electronics and several other programs. WIA has enrolled 60 to receive supportive services and over 450 have obtained new employment. In May 2004, Workforce Investment Service opened the Workforce Resource Center to provide dislocated workers additional assistance making this transition. An average of 650 people have used the center each month for workshops, training, career assessments, career exploration, career counseling, tutoring, job search, filing electronic unemployment claims, KeyTrain, and practice on the computer.

Due to an increase in individuals seeking ABE/GED services, Tucker Career and Technology Center began offering instruction at WorkOne Marion through the Finishing First Initiative, five days per week. The program has been very successful and is operating at capacity. Special

funding was procured from the Department of Education to provide classes through the summer. ABE/GED classes operated at capacity both summer sessions.

Workforce Investment Service provided intensive and training services to 128 adults and dislocated workers. Some training areas provided were LPN, radiology, information technology, medical assistant and office administration.

Through a grant, 15 veterans were assisted with completion of training in occupations in demand and job search activities. The grant was extended for six months to continue providing expanded services to veterans.

Workforce Investment Service staff provided Employment Skill Development training to male and female inmates at the Grant County jail. Those who successfully completed the training and were eligible for work release were registered for employment and follow-up on job matches that met the requirements of the Grant County Sheriff's Department. After release from jail, ex-offenders are using WorkOne services to obtain employment.

WIA services were provided to 115 youth in Grant County. There were three service providers that provided the mandatory program elements. All achieved over 100% enrollment levels, and performance measures were achieved.

(Please note that on July 1, 2004, Grant County joined the Northeast Indiana Workforce Service Area**.** All funding sources were reallocated to follow each county on that date.**)**

Marion County

Indianapolis Private Industry Council, Inc., Market Square Center, Suite 1600
151 N. Delaware, Indianapolis, IN 46204
Consortium Partner Agencies: DWD, FSSA-Office of Family and Children, Goodwill Industries of Central Indiana (WIA) Indiana Vocational Rehabilitation Services

Downtown WorkOne Express, 207 N. Delaware Street, Indianapolis, IN 46204
Indianapolis Easter Seals Crossroads Rehabilitation Center WorkOne Express, 4740 Kingsway Drive, Indianapolis, IN 46205
Indianapolis East WorkOne, 2525 N. Shadeland Ave., C-3, Indianapolis, IN 46219
Indianapolis Michigan Street WorkOne, 1635 W. Michigan St., Indianapolis, IN 46222
Indianapolis John H. Boner Community Center WorkOne Express/Career Corner Express, 2210 E. 10th Street, Indianapolis, IN 46201
Indianapolis Urban Enterprise Association WorkOne Express (UI Itinerant location), 2507 Bloyd, Indianapolis, IN 46218
Indianapolis West WorkOne, 805 Beachway Drive, Suite 110, Indianapolis, IN 46224

The Indianapolis Private Industry Council Inc., the Workforce Investment Board for Marion County, is the principal broker for workforce development needs in Indianapolis. It helps individuals reach their potential by placing them in jobs or job training. It helps businesses

succeed by determining their workforce needs and filling them with skilled workers or by training incumbent workers. And it helps the community prosper by focusing on high-tech industries and by convening decision-makers around important issues.

IPIC's core task is to oversee the operation of seven WorkOne centers (three full-service and four express). More than 50,000 individuals crossed the WorkOne centers' thresholds in Marion County in Program Year 2003. Adults, including dislocated workers and people with disabilities, and youths, both in and out of school, received a wide array of assistance ranging from information to customized job search plans to training to job placement to job retention measures.

To assist people with disabilities with job searches and placement, IPIC competed for and won a U.S. Department of Labor grant that is expected to exceed $3.6 million over five years. IPIC partners with several agencies to place people with disabilities in training programs, buy the assistive technology they need to communicate or maneuver in the workplace and advise employers on how to integrate them into the workforce.

Youths and young adults are important clients who benefit from IPIC's Youth Employment Services program. IPIC sought and won a $3.75 million grant from the Lilly Endowment to expand YES beyond tutoring, training and job placement services provided under the federal Workforce Investment Act. The private grant allows YES to pay for unusual needs – parking tickets, home detention fees, bus passes – that serve as obstacles to youths getting and keeping jobs. Evaluations show these "barrier-busting" tactics work.

IPIC regularly takes on special projects. It partnered with U.S. Sen. Evan Bayh and Indianapolis Mayor Bart Peterson in August 2003 to put on a job fair that attracted 55 companies that offered 1,500 jobs to 2,500 job seekers. In October, Indianapolis received a $3.7 million grant from the U.S. Departments of Labor and Housing and Urban Development to combat chronic homelessness; the project, one of only five in the country to be funded, was conceived of and spearheaded by IPIC. Throughout PY'03, IPIC continued its partnerships with 12 area hospitals through which low-skill employees are trained in high-skill, high-demand jobs; since December 2002, 280 employees have been trained. IPIC also received a $675,000 grant from the U.S. Department of Commerce to expand the Central Indiana Community Network, its state-of the-art, Web-based network that allows workforce and social-service agencies to better share client information, making it easier for Hoosiers to get help quickly and efficiently and serving as a prototype for other communities across the country. IPIC worked with more than 1,370 workers dislocated from the airline industry after the Sept. 11, 2001 terror attacks to assess their skills, provide training and place them in jobs.

IPIC soon will launch an initiative, created with a state Energize Indiana grant, to provide low-cost human resource services to small and medium-sized companies.

North Central

Workforce Development Strategies, Inc., 1200 Kitty Hawk, Ste.208
Peru, IN 46970

Consortium Partner Agencies: DWD, Transition Resources, Department of Family and Children, Vocational Rehabilitation Services and Landmark Adult Learning Center - Adult Education.

Kokomo WorkOne, 709 S. Reed Road, Kokomo, IN 46903 (Howard)
Logansport WorkOne Express, 2835 East Market Street, Logansport, IN 46947 (Cass)
Peru WorkOne Express, 14 S. Wabash Street, Peru, IN 46970 (Miami)
Rochester WorkOne Express, 100 W. 9th St., Suite 401, Rochester, IN (Fulton)
Wabash WorkOne Express, 80 W. Canal Street, Wabash, IN 46992 (Wabash)

The centerpiece of the **North Central Workforce Investment Board** was the April 2004 release of *Embrace Uncertainty, Create Our Future: A State of the Workforce Agenda for Change in North Central Indiana* at an event attended by more than 125 regional and state stakeholders. Press coverage provided the WIB with increased visibility and opportunity for positive public relations. The response has been heartening. During the upcoming year, the WIB will focus on the Guiding Coalition, established to provide continued focus and direction toward implementation of the strategies and solutions addressing these four workforce priorities:

- Increase the value placed on education and lifelong learning by individuals, families and employers.
- Make our mature workforce (age 35 to 70) a primary economic development selling point.
- Support the workforce needs of small businesses and entrepreneurs in important industries.
- Think and act like a region.

Through active WIB committees, Workforce Development Strategies, Inc. developed an awareness campaign called "*Indiana, A State of Change."* The Incumbent Worker Council identified workforce challenges that they believed all workers should be aware of in planning their futures. The Youth Council developed additional opportunities to share the *Top 50 Critical Occupations* by developing posters for the local high schools and brochures that were mailed to high school students' homes. The WIB Executive Committee hosted an educational forum for our state representatives. The Marketing Committee hosted in conjunction with the North Central Indiana Small Business Development Center the 2nd Business to Business (B2B) Expo. There were over 40 booths, several hundred participated and Gerry Dick, *Inside Indiana* host, was a featured speaker.

Workforce Development Strategies, Inc. received a DWD Faith Based Grant. The grant was used to build partnerships between the North Central Indiana WorkOne offices and community and faith based organizations. Several new partnerships were formed as a result of the opportunities to share and learn information about the many service provider organizations in the region. Two additional positive outcomes were the development of the ***Helpfinder*** website and the North Central Indiana Self- Sufficiency Guide. The ***Helpfinder*** website is an online social services directory for the region. Users of the site can access information about social services,

community based organizations and educational institutions available in the region by county, type of service or type of organization. Over 300 local/regional providers are listed. The North Central Indiana Self- Sufficiency Guide was also developed as a result of the faith based initiative. The guide is a tool for career counselors to help emerging and incumbent workers.

An Energize Indiana grant was used to develop several hybrid classes in cooperation with Ivy Tech State College and Indiana University Kokomo. These classes provided students with increased access to postsecondary education in each of our six counties without leaving their communities. Over 300 North Central Indiana residents attended communications, applied mathematics and Microsoft Office Word, Excel and PowerPoint classes at no cost provided by Ivy Tech State College. Students were able to earn a certification.

The receipt of Reed Act funds, appropriated by the Indiana General Assembly to the Indiana Workforce Investment Board, allowed the WIB to expand services available to job seekers and employers through WorkOne offices in Logansport, Rochester, Kokomo, Peru and Wabash.

Finally, Workforce Development Strategies, Inc. and the seven local economic development organizations realized a goal that was established in 2000 with the award of an Economic Development Administration grant for the purpose of establishing a regional economic development district. The district was formed and a project director was hired.

Northeast Indiana

Northeast Indiana WIB, 1415 Magnavox Way, Suite 150, Fort Wayne, IN 46804
Consortium Partner Agencies: Department of Workforce Development, JobWorks (WIA), Ivy Tech State College and Division of Family and Children Services.

Angola WorkOne Express, 317 S. Wayne Street, Suite 1-D, Angola, Indiana 46703 (Steuben)
Auburn WorkOne, 936 W. 15th Street, Auburn, IN 46706-2031 (DeKalb)
Bluffton WorkOne Express, 3156 E. SR 124, Bluffton, IN 46714 (Wells)
Columbia City WorkOne Express, 119 Hoosier Drive, Columbia City, IN 46725 (Whitley)
Decatur WorkOne Express, 415 S. 13th Street, Decatur, IN 46733 (Adams)
Ft. Wayne WorkOne, 201 E. Rudisill Blvd., Ft. Wayne, IN 46806 (Allen)
Ft. Wayne Ivy Tech State College Express, 3800 N. Anthony Blvd., Ft. Wayne, IN 46805
Huntington WorkOne Express, 1314 Flaxmill Road, Huntington, IN 46750 (Huntington)
Kendallville WorkOne Express, 524 Professional Way, Kendallville, IN 46755 (Noble)
LaGrange WorkOne Express, 846 N. Detroit Street, LaGrange, IN 46761 (LaGrange)

Northeast Indiana Workforce Investment Board spent the past year focusing on a business-driven workforce system. Activities and initiatives included the following:

▪ High Tech Scholarships – Through an Energize Indiana grant, the Northeast Indiana WIB was able to award fifty $500 scholarships to companies in Northeast Indiana that needed skills training for employees pursuing industry-related certifications.

▪ Employer and Community Leader Meetings – The Northeast Indiana Workforce Investment Board hosted a series of meetings throughout the nine counties of Northeast Indiana to introduce employers to WorkKeys® profiling and assessments and KeyTrain self-paced, tutorial software for increasing basic skills. Northeast Indiana WIB deployed a 60 site license throughout the region at libraries, community resource rooms, WorkOne offices, and community-based organizations to ensure lifelong learning is accessible to all residents. KeyTrain may also be accessed through Internet access.

▪ Annual Pokagon Business and Industrial Conference – The Northeast Indiana Workforce Investment Board co-sponsored the annual business and industrial conference held at Pokagon State Park. At this event, the Employer Relations Team demonstrated business services at a mock WorkOne. Businesses were able to explore the variety of services and resources available when utilizing the WorkOne system. Over 350 individuals attended the conference and heard Governor Kernan address the benefits of doing business in Indiana, including an explanation of the new business tax restructuring. Attendees were Northeast Indiana businesses considering expansion and business interested in relocating to Northeast Indiana.

▪ Health Summit – The Northeast Indiana Workforce Investment Board hosted a health summit in partnership with the Indiana Health Industry Forum (Indianapolis) to analyze projected demand for health care workers and manufacturers of health care devices or pharmaceuticals. Over 70 participants, representing physician groups, community leaders, advanced manufacturers, educators, local elected officials and professional economic development professionals, came together to create a vision and a strategy for managing health industry growth in the region.

▪ Job Fairs and Business Seminars – The purpose of a job fair is to match employers looking for skilled workers with individuals seeking employment. Numerous job fairs were held throughout the nine-county region, including job fairs for the purpose of screening applicants for existing job vacancies. With the focus on business partners, the Employer Relations team hosted a number of seminars, roundtables and informational sessions for regional businesses. Topics ranged from HIPPA regulations to the hiring of immigrant workers.

Northern Indiana

Northern Indiana WIB, Inc., 401 E. Colfax Avenue, South Bend, IN 46617-1048
Consortium Partner Agencies: DWD, Goodwill Industries of Michiana, Inc. (WIA), JobWorks (WIA), and Transition Resources Corporation (Migrant Services for Farm Workers, MSFW)

Elkhart WorkOne, 430 Waterfall Drive, Elkhart, IN 46516 (Elkhart)
Plymouth WorkOne Express, 316 N. Kingston Road, Plymouth, IN 46563 (Marshall)
South Bend WorkOne, 851 S. Marietta St., Ste 400, South Bend, IN 46601 (St. Joseph)
Warsaw Express, National City Bank Building, 102 S. Buffalo Street, Warsaw, IN 46580 (Kosciusko)

The Northern Indiana Workforce Investment Board and the Region 2 WorkOne Consortium and Partners devoted significant time and emphasis during Program Year 2003 to the improvement of business services delivered at WorkOne Centers throughout the region.

- During PY2003, a WorkOne Business Services Team was formed consisting of representatives from WorkOne partners. The group is charged with the following mission: 1) To facilitate and coordinate WorkOne employer services and 2) To proactively contact Region 2 business prospects to promote WorkOne services. As a part of the coordination efforts, the team has standardized marketing materials and marketing presentations that are provided to business clients. The team has also been instrumental in planning job fairs, employer forums, and other WorkOne special events.

The Business Services Team establishes new business relationships and strengthens existing ones. With assistance from the Northern Indiana Workforce Investment Board, the team identified 30 key regional employers that had never used WorkOne business services. The relationship building strategy included working with these businesses using a customer driven/service focused approach. Through the power of partnerships, cooperation, and working toward common goals the Centers have succeeded in forming a critical business service foundation, particularly in St. Joseph County. Illustrations of that foundation are evident by new business involvement with the Employer Advisory Committee, job fairs, workshops, and employer forums. WorkOne has also seen an increase of new businesses that have enlisted WorkOne to manage their employment prescreening processes.

- An "Employer Services Rapid Response Team" has been created consisting of staff representing WorkOne partners from the St. Joseph and Elkhart County Centers. The team provides customized/timely service to any employer in our region. A core operating principle of the team is flexibility, with the belief that the team must be responsive to the needs of our employers. The team is activated when there is a new employer hiring in the region and/or an employer that has ten or more openings paying $8.00 an hour or more.

- Employer Advisory Committees comprised of members of the local business communities have been formed at the WorkOne Centers in St. Joseph and Elkhart Counties. The EAC's are instrumental in shaping WorkOne business service policies, and work in conjunction with the Northern Indiana WIB to provide WorkOne staff with mentoring and sage advice relevant to the needs of businesses as they relate to WorkOne employer services.

- Nearly 150 Region 2 employers have participated in St. Joseph and Elkhart County WorkOne Employer Forums sponsored by the WorkOne Employer Advisory Committees. The content and format of the forums, determined by the EAC's, provide employers valuable information and market WorkOne services to the business community. WorkOne forum co-sponsors have included the Northern Indiana Workforce Investment Board, Ivy Tech State College, Senior Core of Retired Executives (SCORE), and Rosewood Terrace Nursing Facility.

Northwest Indiana

Lake County Integrated Services Delivery Board, 2646 Highway Avenue
Highland, IN 46322-1661
Consortium Partner Agencies: DWD, Workforce Development Services, Inc. (WIA) & Lake County Vocational Rehabilitation Services

Crown Point WorkOne Express, 1166 N. Main Street, Crown Point, IN 46307 (Lake)
East Chicago WorkOne Express, 720 W. Chicago Avenue, East Chicago, IN 46312 (Lake)
Gary WorkOne, 1776 W. 37th Avenue, Gary, IN 46408 (Lake)
Hammond WorkOne, 6431 Columbia Avenue, Hammond, IN 46320 (Lake)

The **Lake County Integrated Services Delivery Board (LCISDB**) staff and board continued to work on the identified industry clusters for growth in the employment arena in our region. We concentrated efforts in the Health Science field. We have been successful in meeting with the CEO's of all hospitals in Lake County and their Human Resource managers to impress upon them the necessity of posting all jobs with the WorkOne system. All the seven hospitals are now faxing their job openings weekly to our business specialists. Our next effort will be in the logistics industry.

We continued to develop relationships with regional entities in economic development and workforce development. We have worked closely with the Quality of Life Council on the local indicators study to set a pattern for data collection that helps us review the success or failures in eleven key areas.

We have crossed the state line and worked with the Metropolitan Planning Council in Chicago as we have also participated in the Chicago Southland Chamber. We recognize our proximity to Chicago, the labor market we are a part of, and need to give voice to the Northwest Indiana perspective on planning and development.

Data has always been an issue in Lake County, either we collect it in a fragmented way, or we fail to define what data would help decision making. We learned and encouraged the State of Indiana to join the National Science Foundation funded Local Employment Data (LED) project to begin to give the WIBs a data tool that will help employers and employees.

The WIB Director made ten presentations in the past four months to chambers, Rotary Clubs and other not-for-profit community groups. The WIB Director serves on five boards in the state and region, and keeps the board informed as to the status of those organizations.

We marketed the system with a tri-fold brochure, three newsletters, and a leave behind Rolodex card. We placed ads in the Labor News, the NWI Building and Trades Unions, and in the Northwest Indiana Business Journal.

We held five successful focus groups on our system from demand and supply side viewpoints.

Shawnee Trace

Shawnee Trace Workforce Investment Board, P.O. Box 887, Vincennes, IN 47591-0887
Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services and Workforce Development Services (WIA)

Bedford WorkOne, 918 16th Street, Suite 200, Bedford, IN 47421 (Lawrence)
Jasper WorkOne Express, 607 Third Avenue, Jasper, IN 47546 (Dubois)
Linton WorkOne, 1600 NE "A" Street, Linton, IN 47441 (Greene)
Loogootee WorkOne Express, 123 Cooper Street, Loogootee, IN 47553 (Martin)
Petersburg WorkOne Express, 280 W. Main Street, Petersburg, In 47567 (Pike)
Princeton WorkOne Express, 112 N. Prince Street, Princeton, IN 47670 (Gibson)
Sullivan WorkOne Express, 35 West Jackson Street, Sullivan, IN 47882 (Sullivan)
Vincennes WorkOne, 310 N. 2nd Street, Vincennes, IN 47591-0430 (Knox)
Washington WorkOne Express, 310 S.E. 21st Street, Washington, IN 47501 (Daviess)

Program Year 2003 was a year of transition for the Shawnee Trace Workforce Investment Board as a major realignment of the organization and its service provider was implemented.

Since 1979, Vincennes University has served as the Service Provider, Fiscal Management Control, and Administrative Entity for the multi-county area that comprises the Shawnee Trace Workforce Service Area. Beginning with the Comprehensive Employment and Training Act, through the Job Training Partnership Act, and now the Workforce Investment Act, the University has always been a strong partner for the local policy and planning boards.

With the implementation of the Workforce Investment Act, the WIB elected to secure the services of an independent Director to manage the responsibilities of the Board. This separation of Board staff from the management structure of the University has been completed and the new system of planning, operations, oversight, and fiscal management is working well.

Using Energize Indiana grant funds, the WIB has been able to expand the skills training resources necessary to meet the demands of Indiana employers, particularly those in the Workforce Service Area. In addition, specialized skills training was provided to selected WSA employers, which has resulted in higher productivity for those firms involved as well as increased wages for the employees.

The Energize Indiana funds also allowed the WIB and V.U. to implement expanded worker assessments using the WorkKeys® and the PESCO/SAGE systems. The system is now in place in Dubois, Gibson, Daviess, and Sullivan counties. Employers and job seekers alike are finding real value in the program. For those job seekers who can benefit from it, the local offices of the Vincennes University Employment and Training Center are able to also offer the KeyTrain program, which is designed to increase their job readiness.

Vincennes University and the WIB were able to open a new WorkOne Express office in Sullivan, Indiana. The facility is a remodeled office building on the square and provides WIA, Adult Basic Education, and other services.

South Central

South Central Workforce Investment Board, 417 South Landmark
Bloomington, IN 47403

Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Experience Works, Vincennes University/South Central Workforce Development Services

Bloomington WorkOne, 450 S. Landmark Avenue, Bloomington, IN 47402 (Monroe)
Columbus WorkOne, 2320 Midway St., Columbus, IN 47202 (Bartholomew)
Nashville WorkOne Express, 91 W. Mound Street, Lower E, Nashville, IN 47448 (Brown)
North Vernon WorkOne Express, 11 E. Meloy Street, North Vernon, IN 47265 (Jennings)
Seymour WorkOne Express, 200 E. Third Street, Seymour, IN 47274 (Jackson)
Spencer WorkOne Express, 205 E. Morgan Street, Suite B, Spencer, IN 47460 (Owen)

This program year, the South Central Indiana Workforce Investment Board (SCIWIB) awarded two-year WorkOne Charters to the WorkOne Centers in Bloomington and Columbus and to the WorkOne Express Centers in Brown, Jennings, Jackson and Owen counties. The SCIWIB chartering criteria incorporates Baldridge criteria and measurable continuous improvement goals. The SCIWIB also recognized the outstanding success of eight program participants at the March 2004 WIB meeting.

This past year saw the award of $254,880 WIA "Energize Indiana" funds by the Department of Workforce Development to the South Central Indiana Workforce Investment Board. These funds permitted the purchase of "Synchronist" software to establish a database of employer information. The reports generated by the Synchronist system give community leaders valuable information about the local economy.

Energize Indiana funds were also used to purchase KeyTrain software for use throughout the six county area. This software allows students the opportunity to improve their skills in the following areas: reading for information, applied mathematics, locating information, applied technology, writing, listening, observation, and teamwork. This software is designed to prepare individuals for the WorkKeys® assessment conducted by DWD and to remediate identified areas of deficiency.

The South Central WIB provided KeyTrain software and staff training regarding its use to these organizations: Monroe County Community Schools Adult Education, Hoosier Hills Career Center, McDowell Adult Education Center, C4 Columbus Area Career Connection, Brown County Community Learning Center, Jackson County Community Learning Center, Jennings County Southeastern Career Center, Owen County Learning Center, WorkOne Bloomington, WorkOne Columbus, Jennings County WorkOne Express, Jackson County WorkOne Express, Owen County WorkOne Express and the Hope Community Center.

The SCIWIB used Energize Indiana funds to upgrade equipment and instructional materials for Vocational Education Programs at two area vocational schools. Hoosier Hills Career Center and C4 Columbus Area Career Connection provide vocational education opportunities to students

throughout the workforce service area and surrounding counties. Both currently offer a number of Information Technology based programs that were in need of equipment upgrades in order to continue preparing students to take nationally recognized certification exams. Without these upgrades school officials could have been faced with the difficult decision of having to eliminate these programs due to outdated equipment.

Joint workforce area planning in the later half of PY'03 with the Circle Seven Workforce Investment Board led to the award of a Workforce Incentive Grant from the Department of Labor to the Circle Seven and South Central workforce service areas. The primary goals and objectives are to: 1) increase the value and use of the WorkOne system through implementation of a Program Navigator service strategy; 2) improve accessibility of the WorkOne system for jobseekers with disabilities; and 3) increase the number of people with disabilities served by local WorkOne programs. Grant activities are being implemented in PY'04.

Southeastern

Barada Associates, Inc., 130 E. Second Street, Rushville, IN 46173

Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Experience Works (Title V Older Worker), River Valley Resources (WIA)

Connersville WorkOne Express, 200 W. 5th, Connersville, IN 47331 (Fayette)
Greensburg WorkOne Express, 1025 Freeland Rd., Greensburg, IN 47240 (Decatur)
Lawrenceburg WorkOne, 230 Mary Avenue, Suite 100, Lawrenceburg, IN 47025 (Dearborn)
Madison WorkOne, 620 Green Road, Madison, IN 47250 (Jefferson)
Richmond WorkOne, 3771 S. "A" Street, Richmond, IN 47374 (Wayne)

Youth Program**:** In October 2003, the **Southeastern Workforce Investment Board** awarded the contract to provide year-round youth services to River Valley Resources (RVR). The WIB asked RVR to enroll 100 young people between the ages of 14 and 21. As of the end of June, 2004, RVR had enrolled 155. Following are examples of youth services throughout the WSA:

> Basic Skills Academies: In Wayne County, two Teen Job Express academies were held at the Find Center in collaboration with the ABE/GED and alternative education program and included workshops on job search, drug and alcohol prevention, team building , work ethic, conflict resolution and banking. Academies were also held for youth from the other 10 counties in the WSA and were customized to the particular needs of each county's participants.
>
> Work Experience: Youth have been getting valuable experience (plus a paycheck!) at employers such as Masterbrand Cabinets, Color Box, the Independent Living Center, Achieva Resources, Best Stop Auto Care, Heritage House of Richmond, the Department of Workforce Development, the cities of Lawrenceburg, Aurora, and Greendale; the Purdue Extension Service, Fayette County Housing Authority, WIB member Brad Wilson's Farm, Ron McCashland Farms, Styles Inn, Hickory Creek Nursing Home and Cambridge Garage. One employer, Heritage House of Richmond, structured the work

experience so the young people could explore several different careers in that facility. The youth spent two weeks in each of the following areas: clerical/social work, maintenance, food service, nursing, recreation, and laundry.

Mentoring and Tutoring: Mentors and tutors have included local attorneys, city and county employees, educators, and many other representatives of the local communities.

A special note**:** Southeastern's Chief Elected Official, Mayor Bob Bridges of Rushville, became a recruiter for the WIA Youth Program and personally worked with the local education community and RVR staff to identify and refer young people for the program.

WIB/Economic Development Regional Forums: The WIB used part of its Energize Indiana award to partner with local economic development organizations to sponsor four regional forums to gather input into the workforce needs of businesses throughout the 11 counties. Almost 200 people attended the forums in Madison, Lawrenceburg, Greensburg, and Richmond. Each forum included panels of business representatives from each region and included opportunities for business, education, economic development, and other workforce partners to ask questions, provide additional input, and network.

Business representatives pointed to a number of issues they faced in maintaining the profitability of their businesses, a primary one being global competition for most of the manufacturing entities. Also cited were two specific areas where workers lacked skills. First was a lack of basic skills, such as math and reading. Second was the lack of "soft skills," particularly teamwork, problem solving, and general work habits. The forums discussed how the connection between local education entities and the skills needed by employers could be strengthened in several areas of the WSA, although, at the same time, there are examples of excellent collaborative efforts already in existence. All of the issues raised in the forums will be closely reviewed by the Southeastern WIB's Strategic Planning Committee as it updates its Strategic Plan.

Work Incentive Grant: The Southeastern WIB received a two-year Work Incentive Grant to increase accessibility to the WorkOne system for persons with disabilities.

Southern Seven

Southern Seven WIB, Inc., P.O. Box 6712, New Albany, IN 47150

Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Transition Resources (WIA), Experience Works (Title V Older Worker), four Community Rehabilitation Programs (Blue River Services, Inc.; Bridgepointe; First Chance Center; and Rauch, Inc.)

Corydon WorkOne Express, 725 Quarry Road NW, Corydon, IN 47112 (Harrison)
English WorkOne Express, 304 Indiana Avenue, English, IN 47118 (Crawford)
Jeffersonville WorkOne Express, 1613 E. 8th Street, Jeffersonville, IN 47130 (Clark)
New Albany WorkOne, 3310 Grant Line Road, New Albany, IN 47151 (Floyd)
Paoli WorkOne Express, 1075 N. Sandy Hook Road, Paoli, IN 47454 (Orange)
Salem WorkOne Express, 190 Becks Mill Rd., Suite G, Salem, IN 47165 (Washington)

Scottsburg WorkOne Express, 1092 W. Community Way, Scottsburg, IN 47170 (Scott)

Southern Seven Workforce Investment Board's region and its WorkOne system accomplished several important operational upgrades during Program Year 2003:

- The Information Resource Areas at each WorkOne site are now equipped with new computers, new software tools, i.e. KeyTrain, CHOICES, and Office 2003, plus new furnishings.

- Additional Core services staffing resources insure "Core" customer service across all WorkOne Express sites. The regional WorkOne center and annex building have recently developed computer labs and high speed Internet connectivity, allowing customers self-paced and live instructional opportunities.

- A WorkOne services website nears completion for the region that interfaces with CS3 while offering access to other job bank websites. Core self-services are provided electronically, including information on area education and training providers and bi-state labor market information since Louisville, Kentucky and the Southern Seven region are both part of the same regional economy according to the Bureau of Labor Statistics. Also, the site connects with "INEWS," "accessIndiana," "ICPAC" and other informational sites.

- The Orange WorkOne Express is now located at the new Paoli Community Learning Center. WorkOne expects to locate in Washington County at its new Lifelong Learning Center also. These centers are well equipped to provide distance learning and live instruction, postsecondary education and training access, and customized training for area business and industry.

Regional projects and initiatives are progressing or have been completed. They include the following:

- The WIB completed a regional Broadband Feasibility Study. For even more rural locales, high-speed Internet access is financially feasible to develop and sustain.

- A Faith-based (FBO)/Community-based (CBO) Outreach Initiative was completed. Key long-term results were 87 new WorkOne informational kiosks and access points at FBO and CBO sites across the seven counties, self-help instructional posters for using CS3 at new sites, and increased networking between WorkOne Expresses and their local communities.

- Four "groundbreaking" Energize Indiana grant projects have been completed, having an emphasis on distance learning: 1) Post-secondary training in logistics and high tech distribution was established successfully in partnership with Ivy Tech/Sellersburg, 2) a WorkKeys® profiling and assessment demonstration project, 3) a video conference center was established at the Southern Indiana Chamber of Commerce to regionalize a wide range of employer and entrepreneur training, and 4) a video conference center at the regional WorkOne for diverse business and education/training usage. A Machine Tool/Die consortium training grant ended.

- A regional Healthcare Training grant completed its first year of operation, involving six area hospitals and a nursing home. Over 70 trainees are gaining certifications in skilled medical occupations (radiology, respiratory care, RN, etc.) involving over 10 area educational institutions. These skilled medical occupations are facing severe regional and statewide labor shortages.

- At the October 2003 regional Youth Trades and Technology Fair, more than 40 skilled occupations (including required skills, education and training needed and earnings information on each) were presented in a hands-on mode to more than 2500 eighth graders in the region.

- Workforce Boards in the Southern Seven and Louisville regions were instrumental in convening a monthly work group, the Workforce Education Initiative. Representatives were from Southern Seven and Louisville high schools, community colleges, adult education, Chambers of Commerce/economic development and universities. The goals were to assess common issues, develop strategic goals, and implement ten action priorities centering on regional educational attainment, given its critical relationship to the development of a "skilled workforce."

Southwest Indiana

Southwest Indiana WIB, Inc., 701 N. Weinbach, Suite 810, Evansville, IN 47711-5966
Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, and Career Choices, Inc. (WIA)

Boonville WorkOne Express at Warrick County Local Development Corporation, 224 W. Main Street, Boonville, IN 47601 (Warrick)
Evansville WorkOne, 700 E. Walnut St., Evansville, IN 47713 (Vanderburgh)
Evansville Goodwill Industries WorkOne Express, 500 S. Green River Road, Evansville, 47715
Mt. Vernon WorkOne Express, 1272 N. Main Street, Mt. Vernon, IN 47620 (Posey)
Rockport WorkOne Express, 501 Washington St., Rockport, IN 47635 (Spencer)
Tell City WorkOne Express, 302 Main St., Tell City, IN 47586 (Perry)

The High Skills/High Wages Committee, under the guidance of the **Workforce Investment Board of Southwest Indiana**, works to influence youth to prepare for and obtain high demand jobs in the local economy. In meeting this need, the Committee and the WIB agreed to coordinate and facilitate the CHOICES program for the 2004-2005 school year in Vanderburgh County and Warrick County schools.

The objective of the CHOICES program is to empower students with vital tools that will increase their career and life opportunities. The program provides the opportunity for middle school students to spend time with a person from the business community in a relaxed, friendly, but structured manner. For many students, this will be a first-time experience that will broaden their perception of what to anticipate after high school graduation. Students in the CHOICES program discuss a wide range of topics: relating academic decisions to career consequences, making

thoughtful decisions about their futures, exploring time and money management, and the high cost of having no skills or education.

Students learning the importance of self-discipline to achieve their goals is the centerpiece of the CHOICES program. The personal growth dimension shared by practitioners will demonstrate in a tangible way that the more you learn, the more you can earn. Many professional educators stress the importance of parents and community members teaching the need for lifelong learning. There is no better way to reinforce workforce lessons taught by classroom teachers than through hands-on activities facilitated by business practitioners. When business people invest their time and energy to work on any project, it is to get a return on that investment. The message to the middle school students then is very clear: "You are worth the investment of our time and energy, and what you contribute back to the community by the life you live and the work you do will pay a valuable return."

The WIB has a commitment from 46 facilitators representing over 16 businesses and community-based organizations who will play an important role in the success of the program. The facilitators will attend a two-hour training session prior to stepping into the classroom to teach the CHOICES curriculum and to share their experiences with the students. The CHOICES program will serve junior high students enrolled in Evansville-Vanderburgh's public and parochial schools and in Warrick County schools.

The High Skills/High Wages Committee requested resources from a variety of local businesses and community-based organizations and received the total amount needed, nine thousand dollars, to successfully implement the program. The funding for the project consists of resources to purchase the CHOICES kits that are used in the classrooms. The cost is approximately $90 per kit that will provide materials for 30 students.

The CHOICES program requires a small investment, but provides a big return. With the support of local businesses and agencies, the WIB will help students discover some of the realities of life and learn they still have time to make wise choices. These students are the workforce of the future and they need to understand the importance of investing in their education today. Together, we can collectively impact the future of our community - our youth.

Tecumseh Area Partnership

2300 Concord Road, PO Box 4729, Lafayette, IN 47903

Consortium Partner Agencies: DWD, Community Action Program of Western Indiana (CSBG) and Vocational Rehabilitation Services

Covington WorkOne Express, 418 Washington Street, Covington, IN 47932 (Fountain)
Crawfordsville WorkOne Express, 210 E. Jefferson, Suite 200, Crawfordsville, IN 47933 (Montgomery)
Delphi WorkOne Express, 6931 W. County Road 300 North, Delphi, IN 46023 (Carroll)
Frankfort WorkOne Express, 301 E. Clinton Street, Suite 7, Frankfort, IN 46041 (Clinton)
Lafayette WorkOne, 2301 Concord Road, Lafayette, IN 47903 (Tippecanoe)

Lafayette WorkOne Express, Lafayette Adult Resource Academy, 324 South Street, Lafayette 47901 (Tippecanoe)
Lafayette WorkOne Express, Wabash Center, 2000 Greenbush Street, Lafayette, IN 47903
Monticello WorkOne Express, 1500 North Main Street, Suite E., Monticello, IN 47960 (White).
Williamsport WorkOne Express, 26 East Second Street, Williamsport IN 47993 (Warren).

The **Tecumseh Area Workforce Investment Board** adopted three demand-side workforce investment strategies in partnership with local economic development organizations, local elected officials, and WorkOne partner agencies. This partnership has supported these three strategies with the following initiatives during Program Year 2003.

1. *Ongoing, systematic identification of employers' workforce needs.* The WIB has provided financial and staffing support to a regional business retention and expansion initiative that has resulted in 120 in-depth interviews with key business executives. The aggregated survey results are analyzed to establish workforce and economic development priorities and generate timely responses to issues affecting economic growth and workforce quality.

2. *Adding value to the public labor exchange function.* Employers demand quality referrals from the WorkOne system. WorkOne system staff and training providers require information from employers about the specific job skills needed in order to provide quality training and referral services. A regional initiative is underway to systematically analyze the skill requirements of all demand and growth jobs and to assess all potential applicants' skills according the specific requirements of those jobs prior to referral. Fifteen jobs were profiled and 1,300 applicants were assessed for those jobs during Program Year 2003.

3. *Helping businesses compete globally.* Even highly skilled workers lose their jobs when employers are not able to remain competitive in the global economy due to waste and inefficiency in their production processes. The Tecumseh Area WIB accessed state and local funds to sponsor representatives of 14 regional businesses in Six Sigma Black Belt training. A $140,000 investment is projected to generate $1.9 million in savings through Six Sigma performance improvement projects. Those savings translate into job retention and job growth. The WIB's initial investment has served to "prime the pump" as a new wave of companies has signed on for the next Six Sigma training opportunity.

In partnership with Indiana Workforce Development and Purdue University, the Tecumseh Area WIB sponsored a White Collar Job Fair known as "Connecting Indiana." This event was hosted by Purdue's Conference Division and attracted 32 Indiana companies and 467 experienced white-collar job seekers from around the state. The Purdue Alumni Association also promoted this first-of-its-kind job fair to its members nationwide. Alumni from eight other states who want to return to Indiana also participated. This inaugural event was so well received that a *Second Annual Connecting Indiana Job Fair* is being planned for next year.

Western Indiana

Western Indiana WIB, Inc., 630 Wabash Avenue, Suite 205, Terre Haute, IN 47807
Consortia Partner Agencies: DWD, Terre Haute Housing Authority, Vocational Rehabilitation Services and Western Indiana Employment and Training Services (WIA)

Brazil WorkOne Express, 17 W. National Street, Brazil, IN 47834 (Clay)
Cayuga WorkOne Express, North Vermillion Junior-Senior High, R. R. 1, Box 191, Cayuga, IN 47928 (Vermillion)
Clinton WorkOne Express, 1302 N. Ninth Street, Clinton, IN 47842 (Vermillion)
Clinton WorkOne Express, South Vermillion High School, 770 West Wildcat Drive, Clinton, IN 47842 (Vermillion)
Greencastle WorkOne Express, 620 Tennessee Street, Suite 8, Greencastle, IN 46135 (Putnam)
Greencastle WorkOne Express, IVY Tech State College/Area 30 Career Center, 1 North Calbert Way, Greencastle, IN 46135 (Putnam)
Hillsdale WorkOne Express, Wilson Community Education Center, 3636 East Highway 36 Hillsdale, IN 47854 (Parke)
Ivy Tech State College WorkOne Express, 7999 South US Highway 41, Terre Haute, IN 47802 (Vigo)
Marshall WorkOne Express, Turkey Run Junior-Senior High School, R.R. 1, Box 333 Marshall, IN 47859 (Parke)
Rockville WorkOne Express, 110 S. Market Street, Rockville, IN 47872 (Parke)
Terre Haute WorkOne, 30 N. 8th Street, Terre Haute, IN 47807 (Vigo)
Terre Haute North Vigo High School WorkOne Express, 3434 Maple Avenue, Terre Haute, IN 47804 (Vigo)
Terre Haute South Vigo High School WorkOne Express, 3737 South 7th Street, Terre Haute, IN 47802 (Vigo)
Terre Haute Housing Authority Family Self-Sufficiency Center Express, 2001 N. 19th Street, Terre Haute, IN 47807 (Vigo)

The **Western Indiana Workforce Investment Board, Inc**. is focused on creating a demand-driven workforce investment system. Private sector leaders from the Wabash Valley Advanced Manufacturing Cluster have joined forces with the WIB, WorkOne partners, education and training professionals, and economic development organizations to effectively address the employment needs of this targeted growth sector. Support provided through Energize Indiana grants and Reed Act funds have provided for the development of unique solutions to a number of regional workforce challenges.

One initiative aimed at preparing the local workforce for the ever increasing demands of the workplace is the integration of Critical Thinking Skills (CTS) into local school curriculum. Through the establishment of a permanent discussion group made up of manufacturers and educators, the need for employees with strong CTS was identified. In response to this need, last spring teachers from throughout the region participated in instruction that trained them in the components of CTS: priority analysis, decision analysis, root cause analysis, and risk analysis.

Today, these teachers are in the classroom training their students in these processes. Mastery of CTS not only provides students with an advantage in the workplace, but it also provides them with the tools to make best-balanced choices in critical social and personal decisions.

The Western Indiana Workforce Investment Board has also forged a unique partnership between the Wabash Valley Advanced Manufacturing Cluster and the regional WorkOne system. Through this initiative, area manufacturers have partnered with WorkOne practitioners on an outreach campaign aimed at educating job seekers about the vast career opportunities in manufacturing, with the call to action being to contact a local WorkOne center for more information. After contacting a local WorkOne office, job seekers are provided information such as background and contact information for local manufacturers, projected job growth and hiring criteria for this sector, and assistance with meeting identified hiring criteria. Another unique feature of this system is the fact that more than 50% of high school students in the region have access to a WorkOne Express within their schools. Ease of access to the WorkOne system, coupled with intense outreach efforts and partnering with teachers on training needs have manufacturers viewing WorkOne as "their gateway to the future workforce."

Finally, the Western Indiana Workforce Investment Board is happy to report that the region did meet WIA Program Year '02 performance standards, and preliminary reports indicate that WIA Program Year '03 performance standards will also be met or exceeded. In total, more than a thousand customers were served through WIA services this year.

Appendix

State of Indiana – PY'03

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	70	77.5	539	7310	780	69.1
Employers	68	73.0	554	7413	780	71.0

Table B: Adult Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	82.9	1741
			2101
Employment Retention Rate	80	88.1	2146
			2436
Earnings Change in Six Months	$2700	$3363	$7596650
			2259
Employment and Credential Rate	50	65.7	764
			1162

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	78.3	188	83.5	152	83.7	77	77.7	87
		240		182		92		112
Employment Retention Rate	84.4	179	87.6	169	80.4	90	84.2	85
		212		193		112		101
Earnings Change in Six Months	$3770	$723834	$1701	$294312	$2962	$299152	-$637	-$57974
		192		173		101		91
Employment and Credential Rate	61.9	96	68.8	64	60.0	21	48.6	18
		155		93		35		37

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	86.3	731	80.5	1010
		847		1254
Employment Retention Rate	89.2	874	87.4	1272
		980		1456
Earnings Change in Six Months	$4376	$3942470	$2691	$3654180
		901		1358

Table E: Dislocated Worker Program At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.0	87.8	1954
			2225
Employment Retention Rate	88.0	95.0	2306
			2428
Earnings Replacement Rate in Six Months	90.0	93.0	$32726972
			$35196197
Employment and Credential Rate	50.0	61.9	617
			996

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	85.7	203	83.1	49	78.8	205	77.4	24
		237		59		260		31
Employment Retention Rate	94.5	276	94.4	51	93.6	235	89.5	17
		292		54		251		19
Earnings Replacement Rate	87.6	$4887955	85.6	$586371	78.2	$3248377	133.4	$143747
		$5578207		$685330		$4151540		$107749
Employment and Credential Rate	62.2	79	66.7	14	51.1	45	57.1	8
		127		21		88		14

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	88.8	884	87.1	1070
		996		1229
Employment Retention Rate	95.2	1000	94.8	1306
		1050		1378
Earnings Replacement Rate	88.9	$13304750	96.0	$19422222
		$14967024		$20229173

Table H: Older Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0	73.3	308
			420
Employment Retention Rate	78.0	82.1	299
			364
Earnings Change in Six Months	$2550	$3099	$1047600
			338
Credential Rate	45.0	43.3	232
			536

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	74.6	88	100.0	2	62.2	23	73.1	285
		118		2		37		390
Employment Retention Rate	82.9	68	100.0	1	81.5	22	81.7	254
		82		1		27		311
Earnings Change in Six Months	$3119	$237022	-$3246	-$3246	$4104	$102604	$3160	$925830
		76		1		25		293
Credential Rate	46.6	62	100.0	2	42.9	21	42.5	207
		133		2		49		487

Table J: Younger Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	67.0	88.3	4327
			4901
Diploma or Equivalent Attainment Rate	55.0	57.4	396
			690
Retention Rate	55.0	60.4	546
			904

Table K: Outcomes for Younger Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	88.3	786	82.7	878	80.0	577
		890		1062		721
Diploma or Equivalent Attainment Rate	51.6	48	54.0	95	38.3	79
		93		176		206
Retention Rate	53.0	70	56.9	95	61.8	194
		132		167		314

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80.9	1989	$2834	$6642567	8.6	150	$4316	$7513370	61	442
		2458		2344		1741		1741		731
Dislocated Workers	89.2	2218	91.9	$32571685	14.0	273	$6114	$11947624	58	512
		2487		$35456982		1954		1954		884
Older Youth	70.6	223	$2574	$777240	5.8	18	$2509	$772788	0	0
		316		302		308		308		0

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	5013	2782
Dislocated Workers	4946	2363
Older Youth	1247	593
Younger Youth	3192	1572

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			$9,002,924
Local Dislocated Workers			$8,696,609
Local Youth			$11,441,796
Rapid Response			$3,481,233
Statewide Required Activities			$2,429,225
Statewide Allowable Activities	Program Activity Description	One-Stop	$339,639
		Energize Indiana	$2,819,838
Total of All Federal Spending Listed Above			$38,211,264

Table O: Summary of Each Local WIB's Performance

The Center of Workforce Innovations--'03

Local Area Name THE CENTER OF WORKFORCE INNOVATIONS	Total Participants Served	Adults	249
		Dislocated Workers	418
		Older Youth	105
		Younger Youth	136
ETA Assigned Number 18010	Total Exiters	Adults	138
		Dislocated Workers	236
		Older Youth	35
		Younger Youth	54
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	70.4
	Employers	68.0	73.4
Entered Employment Rate	Adults	81.1	85.3
	Dislocated Workers	83.0	88.0
	Older Youth	69.8	85.7
Retention Rate	Adults	81.7	90.3
	Dislocated Workers	91.3	97.1
	Older Youth	78.0	100.0
	Younger Youth	68.0	91.3
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$3,389
	Dislocated Workers	91.5	109.1
	Older Youth	$2,586	$9,121
Credential/Diploma Rate	Adults	50.0	86.7
	Dislocated Workers	55.5	61.4
	Older Youth	31.3	57.7
	Younger Youth	58.5	64.7
Skill Attainment Rate	Younger Youth	71.9	81.2

Table O: Summary of Local Performance (continued)

Circle Seven—PY'03

Local Area Name CIRCLE SEVEN	Total Participants Served	Adults	102
		Dislocated Workers	631
		Older Youth	15
		Younger Youth	55
ETA Assigned Number 18060	Total Exiters	Adults	65
		Dislocated Workers	320
		Older Youth	11
		Younger Youth	18
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	70.6
	Employers	68.0	70.9
Entered Employment Rate	Adults	79.8	79.4
	Dislocated Workers	78.0	80.0
	Older Youth	84.5	75.0
Retention Rate	Adults	83.2	92.2
	Dislocated Workers	90.5	94.1
	Older Youth	78.0	85.7
	Younger Youth	55.0	62.5
Earnings Change/Earnings Replacement in Six Months	Adults	$2,550	$2,523
	Dislocated Workers	90.0	80.6
	Older Youth	$3,455	$2,265
Credential/Diploma Rate	Adults	50.0	50.0
	Dislocated Workers	51.2	61.4
	Older Youth	47.5	50.0
	Younger Youth	55.0	63.6
Skill Attainment Rate	Younger Youth	77.7	87.0

Table O: Summary of Local Performance (continued)

East Central—PY'03

Local Area Name EAST CENTRAL	Total Participants Served	Adults	307
		Dislocated Workers	380
		Older Youth	73
		Younger Youth	288
ETA Assigned Number 18045	Total Exiters	Adults	186
		Dislocated Workers	266
		Older Youth	39
		Younger Youth	150
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	86.6
	Employers	68.0	77.5
Entered Employment Rate	Adults	81.4	89.9
	Dislocated Workers	82.3	88.0
	Older Youth	79.4	72.7
Retention Rate	Adults	83.6	87.7
	Dislocated Workers	91.1	94.4
	Older Youth	78.0	72.5
	Younger Youth	60.9	53.1
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$3,377
	Dislocated Workers	90.0	96.7
	Older Youth	$2,876	$2,881
Credential/Diploma Rate	Adults	50.3	79.3
	Dislocated Workers	52.4	62.7
	Older Youth	45.9	56.4
	Younger Youth	58.0	69.2
Skill Attainment Rate	Younger Youth	67.0	90.7

Table O: Summary of Local Performance (continued)

Madison-Grant—PY'03

Local Area Name MADISON-GRANT	Total Participants Served	Adults	218
		Dislocated Workers	221
		Older Youth	60
		Younger Youth	250
ETA Assigned Number 18040	Total Exiters	Adults	86
		Dislocated Workers	79
		Older Youth	29
		Younger Youth	117
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	78.2
	Employers	68.0	76.2
Entered Employment Rate	Adults	78.4	94.3
	Dislocated Workers	81.3	91.5
	Older Youth	69.0	55
Retention Rate	Adults	82.9	89.6
	Dislocated Workers	89.9	94.7
	Older Youth	78.0	100.0
	Younger Youth	47.5	69.0
Earnings Change/Earnings Replacement in Six Months	Adults	$2,938	$6,757
	Dislocated Workers	90.0	67.4
	Older Youth	$2,550	$3,332
Credential/Diploma Rate	Adults	50.0	65.1
	Dislocated Workers	50.0	43.2
	Older Youth	45.0	36.0
	Younger Youth	37.0	58.7
Skill Attainment Rate	Younger Youth	67.0	80.5

Table O: Summary of Local Performance (continued)

Marion County—PY'03

Local Area Name MARION COUNTY	Total Participants Served	Adults	650
		Dislocated Workers	705
		Older Youth	285
		Younger Youth	582
ETA Assigned Number 18055	Total Exiters	Adults	491
		Dislocated Workers	290
		Older Youth	130
		Younger Youth	362
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	66.6
	Employers	68.0	64.0
Entered Employment Rate	Adults	76.7	82.3
	Dislocated Workers	81.7	87.2
	Older Youth	69.0	71.8
Retention Rate	Adults	79.4	84.2
	Dislocated Workers	88.0	92.1
	Older Youth	81.4	70.8
	Younger Youth	54.9	53.6
Earnings Change/Earnings Replacement in Six Months	Adults	$2,881	$1,818
	Dislocated Workers	90.0	88.2
	Older Youth	$2,390	$1,876
Credential/Diploma Rate	Adults	50.0	49.4
	Dislocated Workers	38.3	50.5
	Older Youth	44.3	25.8
	Younger Youth	43.2	56.1
Skill Attainment Rate	Younger Youth	67.0	95.4

Table O: Summary of Local Performance (continued)

North Central—PY'03

Local Area Name NORTH CENTRAL	Total Participants Served	Adults	224
		Dislocated Workers	185
		Older Youth	117
		Younger Youth	230
ETA Assigned Number 18035	Total Exiters	Adults	117
		Dislocated Workers	69
		Older Youth	46
		Younger Youth	33
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	70.4
	Employers	68.0	74.0
Entered Employment Rate	Adults	77.7	71.9
	Dislocated Workers	82.4	81.0
	Older Youth	69.0	63.2
Retention Rate	Adults	81.3	86.2
	Dislocated Workers	88.0	93.5
	Older Youth	78.0	85.7
	Younger Youth	55.0	57.1
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$2,388
	Dislocated Workers	91.0	96.0
	Older Youth	$2,550	$3,760
Credential/Diploma Rate	Adults	46.1	50.0
	Dislocated Workers	50.0	63.0
	Older Youth	45.0	4.0
	Younger Youth	50.3	31.3
Skill Attainment Rate	Younger Youth	67.0	76.0

Table O: Summary of Local Performance (continued)

Northeast Indiana—PY'03

Local Area Name NORTHEAST INDIANA	Total Participants Served	Adults	631
		Dislocated Workers	374
		Older Youth	128
		Younger Youth	286
ETA Assigned Number 18095	Total Exiters	Adults	322
		Dislocated Workers	186
		Older Youth	91
		Younger Youth	166
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	83.6
	Employers	68.0	70.0
Entered Employment Rate	Adults	82.9	91.9
	Dislocated Workers	85.0	93.5
	Older Youth	63.1	79.3
Retention Rate	Adults	81.7	90.4
	Dislocated Workers	91.4	96.8
	Older Youth	84.5	92.2
	Younger Youth	63.2	87.5
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$3,905
	Dislocated Workers	89.0	90.4
	Older Youth	$2,550	$3,770
Credential/Diploma Rate	Adults	55.2	80.4
	Dislocated Workers	50.0	80.5
	Older Youth	45.0	74.7
	Younger Youth	63.2	75.9
Skill Attainment Rate	Younger Youth	81.4	98.6

Table O: Summary of Local Performance (continued)

Northern Indiana Partnership—PY'03

Local Area Name NORTHERN INDIANA PARTNERSHIP	Total Participants Served	Adults	348
		Dislocated Workers	299
		Older Youth	73
		Younger Youth	262
ETA Assigned Number 18090	Total Exiters	Adults	231
		Dislocated Workers	143
		Older Youth	46
		Younger Youth	195
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	66.6
	Employers	68.0	71.0
Entered Employment Rate	Adults	77.0	76.1
	Dislocated Workers	77.1	81.2
	Older Youth	61.2	55.6
Retention Rate	Adults	81.7	84.6
	Dislocated Workers	91.5	91.3
	Older Youth	77.9	65.0
	Younger Youth	55.3	50.9
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$2,424
	Dislocated Workers	89.2	83.4
	Older Youth	$2,441	$1,249
Credential/Diploma Rate	Adults	36.3	62.8
	Dislocated Workers	40.8	62.7
	Older Youth	42.5	10.3
	Younger Youth	55.0	18.7
Skill Attainment Rate	Younger Youth	52.2	74.4

Table O: Summary of Local Performance (continued)

Northwest Indiana—PY'03

Local Area Name NORTHWEST INDIANA	Total Participants Served	Adults	866
		Dislocated Workers	478
		Older Youth	74
		Younger Youth	448
ETA Assigned Number 18005	Total Exiters	Adults	349
		Dislocated Workers	167
		Older Youth	39
		Younger Youth	204
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	73.9
	Employers	68.0	72.9
Entered Employment Rate	Adults	81.2	77.0
	Dislocated Workers	83.2	92.2
	Older Youth	72.0	73.5
Retention Rate	Adults	80.3	87.3
	Dislocated Workers	88.0	96.2
	Older Youth	77.4	85.7
	Younger Youth	55.0	55.6
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$7,079
	Dislocated Workers	92.6	116.2
	Older Youth	$3,169	$2,787
Credential/Diploma Rate	Adults	57.4	64.9
	Dislocated Workers	61.3	66.2
	Older Youth	45.0	61.5
	Younger Youth	55.0	90.2
Skill Attainment Rate	Younger Youth	71.2	93.4

Table O: Summary of Local Performance (continued)

Shawnee Trace—PY'03

Local Area Name SHAWNEE TRACE	Total Participants Served	Adults	246
		Dislocated Workers	131
		Older Youth	67
		Younger Youth	81
ETA Assigned Number 18075	Total Exiters	Adults	132
		Dislocated Workers	84
		Older Youth	32
		Younger Youth	32
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	81. 9
	Employers	68.0	78.3
Entered Employment Rate	Adults	80.2	89.6
	Dislocated Workers	81.9	90.4
	Older Youth	75.0	84.0
Retention Rate	Adults	84.5	89.9
	Dislocated Workers	91.6	96.6
	Older Youth	83.0	91.2
	Younger Youth	55.0	81.6
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$3,502
	Dislocated Workers	90.0	108.3
	Older Youth	$2,633	$4,752
Credential/Diploma Rate	Adults	50.0	61.9
	Dislocated Workers	50.0	58.8
	Older Youth	40.9	48.6
	Younger Youth	51.3	78.3
Skill Attainment Rate	Younger Youth	73.1	84.1

Table O: Summary of Local Performance (continued)

South Central—PY'03

Local Area Name SOUTH CENTRAL	Total Participants Served	Adults	149
		Dislocated Workers	140
		Older Youth	26
		Younger Youth	51
ETA Assigned Number 18070	Total Exiters	Adults	63
		Dislocated Workers	71
		Older Youth	9
		Younger Youth	23
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	81.8
	Employers	68.0	69.2
Entered Employment Rate	Adults	78.1	90.0
	Dislocated Workers	78.3	92.8
	Older Youth	69.0	85.7
Retention Rate	Adults	80.0	83.1
	Dislocated Workers	92.0	97.0
	Older Youth	78.0	66.7
	Younger Youth	65.0	66.7
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$2,990
	Dislocated Workers	95.4	96.8
	Older Youth	$2,519	$1,868
Credential/Diploma Rate	Adults	54.2	81.8
	Dislocated Workers	50.0	63.2
	Older Youth	45.0	60.0
	Younger Youth	54.8	60.0
Skill Attainment Rate	Younger Youth	83.5	88.2

Table O: Summary of Local Performance (continued)

Southeastern—PY'03

Local Area Name SOUTHEASTERN	Total Participants Served	Adults	227
		Dislocated Workers	200
		Older Youth	54
		Younger Youth	120
ETA Assigned Number 18065	Total Exiters	Adults	125
		Dislocated Workers	82
		Older Youth	17
		Younger Youth	25
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	76.8
	Employers	68.0	73.2
Entered Employment Rate	Adults	80.1	83.6
	Dislocated Workers	81.0	94.6
	Older Youth	77.4	83.3
Retention Rate	Adults	82.9	92.4
	Dislocated Workers	91.1	97.8
	Older Youth	80.7	84.2
	Younger Youth	61.5	81.6
Earnings Change/Earnings Replacement in Six Months	Adults	$2,546	$2,556
	Dislocated Workers	87.2	109.8
	Older Youth	$3,478	$3,368
Credential/Diploma Rate	Adults	56.3	76.9
	Dislocated Workers	59.0	76.7
	Older Youth	50.3	60.9
	Younger Youth	55.0	62.5
Skill Attainment Rate	Younger Youth	74.9	77.6

Table O: Summary of Local Performance (continued)

Southern Seven—PY'03

Local Area Name SOUTHERN SEVEN	Total Participants Served	Adults	303
		Dislocated Workers	78
		Older Youth	83
		Younger Youth	63
ETA Assigned Number 18080	Total Exiters	Adults	220
		Dislocated Workers	46
		Older Youth	25
		Younger Youth	45
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	63.0
	Employers	68.0	73.6
Entered Employment Rate	Adults	80.8	81.4
	Dislocated Workers	85.2	79.2
	Older Youth	67.9	81.3
Retention Rate	Adults	82.7	95.4
	Dislocated Workers	88.8	100.0
	Older Youth	89.0	100.0
	Younger Youth	55.0	60.0
Earnings Change/Earnings Replacement in Six Months	Adults	$2,700	$1,529
	Dislocated Workers	101.0	108.4
	Older Youth	$3,326	$8,764
Credential/Diploma Rate	Adults	59.0	55.0
	Dislocated Workers	55.8	64.9
	Older Youth	47.5	26.1
	Younger Youth	58.8	37.0
Skill Attainment Rate	Younger Youth	72.0	79.2

Table O: Summary of Local Performance (continued)

Southwest Indiana—PY'03

Local Area Name SOUTHWEST INDIANA	Total Participants Served	Adults	215
		Dislocated Workers	138
		Older Youth	36
		Younger Youth	158
ETA Assigned Number 18085	Total Exiters	Adults	125
		Dislocated Workers	94
		Older Youth	20
		Younger Youth	52
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	76.8
	Employers	68.0	72.7
Entered Employment Rate	Adults	78.8	87.8
	Dislocated Workers	84.4	94.0
	Older Youth	69.0	78.6
Retention Rate	Adults	82.6	88.6
	Dislocated Workers	90.3	94.6
	Older Youth	79.0	83.3
	Younger Youth	55.0	57.1
Earnings Change/Earnings Replacement in Six Months	Adults	$1,999	$888
	Dislocated Workers	90.0	81.3
	Older Youth	$2,224	$2,074
Credential/Diploma Rate	Adults	50.0	53.3
	Dislocated Workers	50.0	52.9
	Older Youth	29.7	40.0
	Younger Youth	35.9	62.5
Skill Attainment Rate	Younger Youth	41.1	75.4

Table O: Summary of Local Performance (continued)

Tecumseh Area Partnership—PY'03

Local Area Name TECUMSEH AREA PARTNERSHIP	Total Participants Served	Adults	120
		Dislocated Workers	453
		Older Youth	31
		Younger Youth	28
ETA Assigned Number 18030	Total Exiters	Adults	66
		Dislocated Workers	206
		Older Youth	16
		Younger Youth	24
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	78.7
	Employers	68.0	74.6
Entered Employment Rate	Adults	79.2	88.4
	Dislocated Workers	84.9	95.6
	Older Youth	69.0	100.0
Retention Rate	Adults	82.3	93.5
	Dislocated Workers	91.0	95.3
	Older Youth	78.0	90.9
	Younger Youth	59.7	52.9
Earnings Change/Earnings Replacement in Six Months	Adults	$2,727	$4,362
	Dislocated Workers	90.2	86.6
	Older Youth	$3,285	$1,993
Credential/Diploma Rate	Adults	50.0	55.0
	Dislocated Workers	56.0	61.4
	Older Youth	45.0	46.7
	Younger Youth	54.8	43.8
Skill Attainment Rate	Younger Youth	67.0	66.0

Table O: Summary of Local Performance (continued)

Western Indiana—PY'03

Local Area Name WESTERN INDIANA	Total Participants Served	Adults	158
		Dislocated Workers	115
		Older Youth	20
		Younger Youth	154
ETA Assigned Number 18050	Total Exiters	Adults	66
		Dislocated Workers	24
		Older Youth	8
		Younger Youth	72
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	80.9
	Employers	68.0	74.9
Entered Employment Rate	Adults	83.4	94.6
	Dislocated Workers	80.0	88.2
	Older Youth	84.5	100.0
Retention Rate	Adults	83.8	92.3
	Dislocated Workers	90.0	97.6
	Older Youth	78.0	83.3
	Younger Youth	60.9	56.7
Earnings Change/Earnings Replacement in Six Months	Adults	$3,164	$6,442
	Dislocated Workers	88.8	99.8
	Older Youth	$2,550	$3,800
Credential/Diploma Rate	Adults	40.4	69.2
	Dislocated Workers	45.2	66.7
	Older Youth	42.5	50.0
	Younger Youth	52.5	70.8
Skill Attainment Rate	Younger Youth	67.5	88.0

WIA Annual Report Data

State Name: IN **Program Year:** 2003

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	70	77.51	539	7,310	780	69.1
Employers	68	72.96	554	7,413	780	71

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	82.9	1,741
			2,101
Employment Ratention Rate	80	88.1	2,146
			2,436
Earnings Change in Six Month	2,700	3,363	7,596,650
			2,259
Employment and Credential Rate	50	65.7	764
			1,162

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	78.3	188	83.5	152	83.7	77	77.7	87
		240		182		92		112
Employment Retention Rate	84.4	179	87.6	169	80.4	90	84.2	85
		212		193		112		101
Earnings Change in Six Months	3,770	723,834	1,701	294,312	2,962	299,152	-637	-57,974
		192		173		101		91
Employment and Credential Rate	61.9	96	68.8	64	60	21	48.6	18
		155		93		35		37

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	86.3	731	80.5	1,010
		847		1,254
Employment Retention Rate	89.2	874	87.4	1,272
		980		1,456
Earnings Change in Six Months	4,376	3,942,470	2,691	3,654,180
		901		1,358

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	87.8	1,954
			2,225
Employment Retention Rate	88	95	2,306
			2,428
Earnings Replacement in Six Months	90	93	32,726,972
			35,196,197
Employment and Credential Rate	50	61.9	617
			996

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	85.7	203	83.1	49	78.8	205	77.4	24
		237		59		260		31
Employment Retention Rate	94.5	276	94.4	51	93.6	235	89.5	17
		292		54		251		19
Earnings Replacement Rate	87.6	4,887,955	85.6	586,371	78.2	3,248,377	133.4	143,747
		5,578,207		685,330		4,151,540		107,749
Employmemt And Credential Rate	62.2	79	66.7	14	51.1	45	57.1	8
		127		21		88		14

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	88.8	884	87.1	1,070
		996		1,229
Employment Retention Rate	95.2	1,000	94.8	1,306
		1,050		1,378
Earnings Replacement Rate	88.9	13,304,750	96	19,422,222
		14,967,024		20,229,173

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69	73.3	308
			420
Employment Retention Rate	78	82.1	299
			364
Earnings Change in Six Months	2,550	3,099	1,047,600
			338
Credential Rate	45	43.3	232
			536

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	74.6	88	100	2	62.2	23	73.1	285
		118		2		37		390
Employment Retention Rate	82.9	68	100	1	81.5	22	81.7	254
		82		1		27		311
Earnings Change in Six Months	3,119	237,022	-3,246	-3,246	4,104	102,604	3,160	925,830
		76		1		25		293
Credential Rate	46.6	62	100	2	42.9	21	42.5	207
		133		2		49		487

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	67	88.3	4,327
			4,901
Diploma or Equivalent Attainment Rate	55	57.4	396
			690
Retention Rate	55	60.4	546
			904

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	88.3	786	82.7	878	80	577
		890		1,062		721
Diploma or Equivalent Attainment Rate	51.6	48	54	95	38.3	79
		93		176		206
Retention Rate	53	70	56.9	95	61.8	194
		132		167		314

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80.9	1,989	2,834	6,642,567	8.6	150	4,316	7,513,370	60.5	442
		2,458		2,344		1,741		1,741		731
Dislocated Workers	89.2	2,218	91.9	32,571,685	14	273	6,114	11,947,624	57.9	512
		2,487		35,456,982		1,954		1,954		884
Older Youth	70.6	223	2,574	777,240	5.8	18	2,509	772,788		
		316		302		308		308		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	**5,013**	**2,782**
Dislocated Workers	**4,946**	**2,363**
Older Youth	**1,247**	**593**
Younger Youth	**3,192**	**1,572**

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			**$9,002,924.00**
Local Dislocated Workers			**$8,696,609.00**
Local Youth			**$11,441,796.00**
Rapid Response (up to 25%) 134 (a) (2) (A)			**$3,481,233.00**
Statewide Required Activities (up to 25%) 134 (a) (2) (B)			**$2,429,225.00**
Statewide Allowable Activities 134 (a) (3)	**Program Activity Description**	One-Stop	**$339,639.00**
		Energize Indiana	**$2,819,838.00**
Total of All Federal Spending Listed Above			**$38,211,264.00**

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18095	**Total Participants Served**	**Adults**	631
		Dislocated Workers	374
		Older Youth	128
		Younger Youth	286
	Total Exiters	**Adults**	322
		Dislocated Workers	186
		Older Youth	91
		Younger Youth	166

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	83.6
	Employers	68	70
Entered Employment Rate	**Adults**	82.9	91.9
	Dislocated Workers	85	93.5
	Older Youth	63.1	79.3
Retention Rate	**Adults**	81.7	90.4
	Dislocated Workers	91.4	96.8
	Older Youth	84.5	92.2
	Younger Youth	63.2	87.5
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	3,905
	Dislocated Workers	89	90.4
	Older Youth ($)	2,550	3,770
Credential / Diploma Rate	**Adults**	55.2	80.4
	Dislocated Workers	50	80.5
	Older Youth	45	74.7
	Younger Youth	63.2	75.9
Skill Attainment Rate	**Younger Youth**	81.4	98.6
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18901	**Total Participants Served**	**Adults**	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
	Total Exiters	**Adults**	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	0	0
	Employers	0	0
Entered Employment Rate	**Adults**	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
Retention Rate	**Adults**	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
	Younger Youth	0	0
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	0	0
	Dislocated Workers	0	0
	Older Youth ($)	0	0
Credential / Diploma Rate	**Adults**	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
	Younger Youth	0	0
Skill Attainment Rate	**Younger Youth**	0	0
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18005	**Total Participants Served**	**Adults**	866
		Dislocated Workers	478
		Older Youth	74
		Younger Youth	448
	Total Exiters	**Adults**	349
		Dislocated Workers	167
		Older Youth	39
		Younger Youth	204

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	73.9
	Employers	68	72.9
Entered Employment Rate	**Adults**	81.2	77
	Dislocated Workers	83.2	92.2
	Older Youth	72	73.5
Retention Rate	**Adults**	80.3	87.3
	Dislocated Workers	88	96.2
	Older Youth	77.4	85.7
	Younger Youth	55	55.6
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	7,079
	Dislocated Workers	92.6	116.2
	Older Youth ($)	3,169	2,787
Credential / Diploma Rate	**Adults**	57.4	64.9
	Dislocated Workers	61.3	66.2
	Older Youth	45	61.5
	Younger Youth	55	90.2
Skill Attainment Rate	**Younger Youth**	71.2	93.4
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18010	**Total Participants Served**	**Adults**	249
		Dislocated Workers	418
		Older Youth	105
		Younger Youth	136
	Total Exiters	**Adults**	138
		Dislocated Workers	236
		Older Youth	35
		Younger Youth	54

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	70.4
	Employers	68	73.4
Entered Employment Rate	**Adults**	81.1	85.3
	Dislocated Workers	83	88
	Older Youth	69.8	85.7
Retention Rate	**Adults**	81.7	90.3
	Dislocated Workers	91.3	97.1
	Older Youth	78	100
	Younger Youth	68	91.3
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	3,389
	Dislocated Workers	91.5	109.1
	Older Youth ($)	2,586	9,121
Credential / Diploma Rate	**Adults**	50	86.7
	Dislocated Workers	55.5	61.4
	Older Youth	31.3	57.7
	Younger Youth	58.5	64.7
Skill Attainment Rate	**Younger Youth**	71.9	81.2
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18030	**Total Participants Served**	**Adults**	120
		Dislocated Workers	453
		Older Youth	31
		Younger Youth	28
	Total Exiters	**Adults**	66
		Dislocated Workers	206
		Older Youth	16
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	78.7
	Employers	68	74.6
Entered Employment Rate	**Adults**	79.2	88.4
	Dislocated Workers	84.9	95.6
	Older Youth	69	100
Retention Rate	**Adults**	82.3	93.5
	Dislocated Workers	91	95.3
	Older Youth	78	90.9
	Younger Youth	59.7	52.9
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,727	4,362
	Dislocated Workers	90.2	86.6
	Older Youth ($)	3,285	1,993
Credential / Diploma Rate	**Adults**	50	55
	Dislocated Workers	56	61.4
	Older Youth	45	46.7
	Younger Youth	54.8	43.8
Skill Attainment Rate	**Younger Youth**	67	66
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18035	**Total Participants Served**	**Adults**	224
		Dislocated Workers	185
		Older Youth	117
		Younger Youth	230
	Total Exiters	**Adults**	117
		Dislocated Workers	69
		Older Youth	46
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	70.4
	Employers	68	74
Entered Employment Rate	**Adults**	77.7	71.9
	Dislocated Workers	82.4	81
	Older Youth	69	63.2
Retention Rate	**Adults**	81.3	86.2
	Dislocated Workers	88	93.5
	Older Youth	78	85.7
	Younger Youth	55	57.1
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	2,388
	Dislocated Workers	91	96
	Older Youth ($)	2,550	3,760
Credential / Diploma Rate	**Adults**	46.1	50
	Dislocated Workers	50	63
	Older Youth	45	4
	Younger Youth	50.3	31.3
Skill Attainment Rate	**Younger Youth**	67	76
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18040	**Total Participants Served**	**Adults**	218
		Dislocated Workers	221
		Older Youth	60
		Younger Youth	250
	Total Exiters	**Adults**	86
		Dislocated Workers	79
		Older Youth	29
		Younger Youth	117

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	78.2
	Employers	68	76.2
Entered Employment Rate	**Adults**	78.4	94.3
	Dislocated Workers	81.3	91.5
	Older Youth	69	55
Retention Rate	**Adults**	82.9	89.6
	Dislocated Workers	89.9	94.7
	Older Youth	78	100
	Younger Youth	47.5	69
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,938	6,757
	Dislocated Workers	90	67.4
	Older Youth ($)	2,550	3,332
Credential / Diploma Rate	**Adults**	50	65.1
	Dislocated Workers	50	43.2
	Older Youth	45	36
	Younger Youth	37	58.7
Skill Attainment Rate	**Younger Youth**	67	80.5
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18045	**Total Participants Served**	**Adults**	307
		Dislocated Workers	380
		Older Youth	73
		Younger Youth	288
	Total Exiters	**Adults**	186
		Dislocated Workers	266
		Older Youth	39
		Younger Youth	150

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	86.6
	Employers	68	77.5
Entered Employment Rate	**Adults**	81.4	89.9
	Dislocated Workers	82.3	88
	Older Youth	79.4	72.7
Retention Rate	**Adults**	83.6	87.7
	Dislocated Workers	91.1	94.4
	Older Youth	78	72.5
	Younger Youth	60.9	53.1
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	3,377
	Dislocated Workers	90	96.7
	Older Youth ($)	2,876	2,881
Credential / Diploma Rate	**Adults**	50.3	79.3
	Dislocated Workers	52.4	62.7
	Older Youth	45.9	56.4
	Younger Youth	58	69.2
Skill Attainment Rate	**Younger Youth**	67	90.7
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18050	**Total Participants Served**	**Adults**	158
		Dislocated Workers	115
		Older Youth	20
		Younger Youth	154
	Total Exiters	**Adults**	66
		Dislocated Workers	24
		Older Youth	8
		Younger Youth	72

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	80.9
	Employers	68	74.9
Entered Employment Rate	**Adults**	83.4	94.6
	Dislocated Workers	80	88.2
	Older Youth	84.5	100
Retention Rate	**Adults**	83.8	92.3
	Dislocated Workers	90	97.6
	Older Youth	78	83.3
	Younger Youth	60.9	56.7
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	3,164	6,442
	Dislocated Workers	88.8	99.8
	Older Youth ($)	2,550	3,800
Credential / Diploma Rate	**Adults**	40.4	69.2
	Dislocated Workers	45.2	66.7
	Older Youth	42.5	50
	Younger Youth	52.5	70.8
Skill Attainment Rate	**Younger Youth**	67.5	88
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18055	**Total Participants Served**	**Adults**	650
		Dislocated Workers	705
		Older Youth	285
		Younger Youth	582
	Total Exiters	**Adults**	491
		Dislocated Workers	290
		Older Youth	130
		Younger Youth	362

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	66.6
	Employers	68	64
Entered Employment Rate	**Adults**	76.7	82.3
	Dislocated Workers	81.7	87.2
	Older Youth	69	71.8
Retention Rate	**Adults**	79.4	84.2
	Dislocated Workers	88	92.1
	Older Youth	81.4	70.8
	Younger Youth	54.9	53.6
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,881	1,818
	Dislocated Workers	90	88.2
	Older Youth ($)	2,390	1,876
Credential / Diploma Rate	**Adults**	50	49.4
	Dislocated Workers	38.3	50.5
	Older Youth	44.3	25.8
	Younger Youth	43.2	56.1
Skill Attainment Rate	**Younger Youth**	67	95.4
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18060	**Total Participants Served**	**Adults**	102
		Dislocated Workers	631
		Older Youth	15
		Younger Youth	55
	Total Exiters	**Adults**	65
		Dislocated Workers	320
		Older Youth	11
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	70.6
	Employers	68	70.9
Entered Employment Rate	**Adults**	79.8	79.4
	Dislocated Workers	78	80
	Older Youth	84.5	75
Retention Rate	**Adults**	83.2	92.2
	Dislocated Workers	90.5	94.1
	Older Youth	78	85.7
	Younger Youth	55	62.5
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,550	2,523
	Dislocated Workers	90	80.6
	Older Youth ($)	3,455	2,265
Credential / Diploma Rate	**Adults**	50	50
	Dislocated Workers	51.2	61.4
	Older Youth	47.5	50
	Younger Youth	55	63.6
Skill Attainment Rate	**Younger Youth**	77.7	87
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18065	**Total Participants Served**	**Adults**	227
		Dislocated Workers	200
		Older Youth	54
		Younger Youth	120
	Total Exiters	**Adults**	125
		Dislocated Workers	82
		Older Youth	17
		Younger Youth	25

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	76.8
	Employers	68	73.2
Entered Employment Rate	**Adults**	80.1	83.6
	Dislocated Workers	81	94.6
	Older Youth	77.4	83.3
Retention Rate	**Adults**	82.9	92.4
	Dislocated Workers	91.1	97.8
	Older Youth	80.7	84.2
	Younger Youth	61.5	81.6
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,546	2,556
	Dislocated Workers	87.2	109.8
	Older Youth ($)	3,478	3,368
Credential / Diploma Rate	**Adults**	56.3	76.9
	Dislocated Workers	59	76.7
	Older Youth	50.3	60.9
	Younger Youth	55	62.5
Skill Attainment Rate	**Younger Youth**	74.9	77.6
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18070	**Total Participants Served**	**Adults**	149
		Dislocated Workers	140
		Older Youth	26
		Younger Youth	51
	Total Exiters	**Adults**	63
		Dislocated Workers	71
		Older Youth	9
		Younger Youth	23

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	81.8
	Employers	68	69.2
Entered Employment Rate	**Adults**	78.1	90
	Dislocated Workers	78.3	92.8
	Older Youth	69	85.7
Retention Rate	**Adults**	80	83.1
	Dislocated Workers	92	97
	Older Youth	78	66.7
	Younger Youth	65	66.7
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	2,990
	Dislocated Workers	95.4	96.8
	Older Youth ($)	2,519	1,868
Credential / Diploma Rate	**Adults**	54.2	81.8
	Dislocated Workers	50	63.2
	Older Youth	45	60
	Younger Youth	54.8	60
Skill Attainment Rate	**Younger Youth**	83.5	88.2
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18075	**Total Participants Served**	**Adults**	246
		Dislocated Workers	131
		Older Youth	67
		Younger Youth	81
	Total Exiters	**Adults**	132
		Dislocated Workers	84
		Older Youth	32
		Younger Youth	32

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	81.9
	Employers	68	78.3
Entered Employment Rate	**Adults**	80.2	89.6
	Dislocated Workers	81.9	90.4
	Older Youth	75	84
Retention Rate	**Adults**	84.5	89.9
	Dislocated Workers	91.6	96.6
	Older Youth	83	91.2
	Younger Youth	55	81.6
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	3,502
	Dislocated Workers	90	108.3
	Older Youth ($)	2,633	4,752
Credential / Diploma Rate	**Adults**	50	61.9
	Dislocated Workers	50	58.8
	Older Youth	40.9	48.6
	Younger Youth	51.3	78.3
Skill Attainment Rate	**Younger Youth**	73.1	84.1
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18080	**Total Participants Served**	**Adults**	303
		Dislocated Workers	78
		Older Youth	83
		Younger Youth	63
	Total Exiters	**Adults**	220
		Dislocated Workers	46
		Older Youth	25
		Younger Youth	45

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	63
	Employers	68	73.6
Entered Employment Rate	**Adults**	80.8	81.4
	Dislocated Workers	85.2	79.2
	Older Youth	67.9	81.3
Retention Rate	**Adults**	82.7	95.4
	Dislocated Workers	88.8	100
	Older Youth	89	100
	Younger Youth	55	60
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	1,529
	Dislocated Workers	101	108.4
	Older Youth ($)	3,326	8,764
Credential / Diploma Rate	**Adults**	59	55
	Dislocated Workers	55.8	64.9
	Older Youth	47.5	26.1
	Younger Youth	58.8	37
Skill Attainment Rate	**Younger Youth**	72	79.2
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18085	**Total Participants Served**	**Adults**	215
		Dislocated Workers	138
		Older Youth	36
		Younger Youth	158
	Total Exiters	**Adults**	125
		Dislocated Workers	94
		Older Youth	20
		Younger Youth	52

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	76.8
	Employers	68	72.7
Entered Employment Rate	**Adults**	78.8	87.8
	Dislocated Workers	84.4	94
	Older Youth	69	78.6
Retention Rate	**Adults**	82.6	88.6
	Dislocated Workers	90.3	94.6
	Older Youth	79	83.3
	Younger Youth	55	57.1
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	1,999	888
	Dislocated Workers	90	81.3
	Older Youth ($)	2,224	2,074
Credential / Diploma Rate	**Adults**	50	53.3
	Dislocated Workers	50	52.9
	Older Youth	29.7	40
	Younger Youth	35.9	62.5
Skill Attainment Rate	**Younger Youth**	41.1	75.4
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	0	0

WIA Annual Report Data

State Name: IN **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: 18090	**Total Participants Served**	**Adults**	348
		Dislocated Workers	299
		Older Youth	73
		Younger Youth	262
	Total Exiters	**Adults**	231
		Dislocated Workers	143
		Older Youth	46
		Younger Youth	195

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	70	66.6
	Employers	68	71
Entered Employment Rate	**Adults**	77	76.1
	Dislocated Workers	77.1	81.2
	Older Youth	61.2	55.6
Retention Rate	**Adults**	81.7	84.6
	Dislocated Workers	91.5	91.3
	Older Youth	77.9	65
	Younger Youth	55.3	50.9
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	2,700	2,424
	Dislocated Workers	89.2	83.4
	Older Youth ($)	2,441	1,249
Credential / Diploma Rate	**Adults**	36.3	62.8
	Dislocated Workers	40.8	62.7
	Older Youth	42.5	10.3
	Younger Youth	55	18.7
Skill Attainment Rate	**Younger Youth**	52.2	74.4
Description of Other State Indicators of Performance			
Indicator Descriptio		0	0
Indicator Descriptio		0	0

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	0	0