TO: All DWD Local Office Managers
            WIB Directors
            Program Directors

FROM: Betsy Bedwell
            Deputy Commissioner
            Field Operations/Program Development

DATE: October 15, 2003

SUBJECT: DWD Policy 2003- 18
            Minimum Standards for Work One Center Information Resource Areas

Purpose: To provide an updated version of the Information Resource Area (IRA) Requirement
            List for WorkOne Centers.

Rescission: DWD Communication E96D – 9007, issued June19, 1996

Content:
A workgroup consisting of eight DWD Local Veteran Employment Representatives (LVERs) and
Employment Counselors, along with two administrative, 'field support' staff has revised the IRA
Requirements. The new list establishes minimum content standards for the full service 'WorkOne
Center IRAs' in each Workforce Service Area. These provide statewide standards, which will
empower customers to consistently and effectively access IRA information and technological
support resources, wherever they go in the State of Indiana. These new standards will also provide
incentives to upgrade non-standardized resources in the IRAs while giving the WorkOne Center
staff flexibility in selecting and experimenting with materials that better serve their local needs.

This document establishes a number of 'standards' for hardware, software, ADA equipment,
supplies, and published reference materials, while attempting to maintain some balance in media
formats available to customers. In addition, some previous "subject areas" in the 1996 version of the
'requirements list' have been consolidated and fewer standards for software, videos and publications
have been established. These recommendations are based on substantial feedback from local office
staff around the State of Indiana, particularly to the IRA 'resources inventory' and the follow-up
'questionnaire' concerning the most used, sought after and available items in IRAs currently.

 An Information Resource Center should provide the necessary labor market information, career
development resources and job search aids to assist our customers in career development and
their job search efforts. These standards were chosen to help meet that level of service. It is
recommended that all one-stop partners use this list as a starting point for updating their IRA
The IRAs affected by this policy are those located in each full service WorkOne office.

Computer hardware**,** software and equipment may be brought up to these minimum standards, as time and budget resources allow. IRA equipment resources will be purchased, traded, shared or recycled to meet these goals. Updating an IRA is an acceptable use of Reed Act funds to update the one stop infrastructure.

Exceptions to certain requirements may be granted on a case-by-case basis. Please submit your requests for an exception to the requirements with your inventory.

Effective Date: Immediately

Review Date: October 15, 2005

Ownership: DWD Implementation Unit

Action: All DWD local office managers in appropriate WorkOne offices are to take an inventory of their IRA using this new list to determine what needs to be procured. In the case of computer hardware, the inventory should provide an estimate of when newer computers will be placed in the IRA.

The inventory will be used to estimate costs for bringing each IRA into compliance with the new standards and as a base line comparison for later inventories.

Each local office, in conjunction with their local WIBs are encouraged to develop an implementation schedule that will allow the needed funds to be set aside to procure the materials needed to bring the IRA up to standard.   This should also be submitted with the inventory.

Return this information to Carol Baker by October 15, 2003. This will allow managers and administrative support staff to measure progress toward meeting the new standards.

General questions relating to the intent of the working group in this communication or the IRA Standards List should be directed to Vivian Benge or Lesley Faris. Other questions should be addressed to Carol Baker, Implementation Director.

Attachment: IRA Standards List

DWD Policy 2003 - 18, Attachment A
Revised Minimum IRA Standards

All of the items on the minimum IRA standards list are available through various suppliers local offices have used to obtain them in previous years. At the time of this Policy, all of the items on the List appeared to be in print.

Additions to the *IRA Requirements* included in Communication E96D-9007 are designated with a '+' sign.

Hardware and General Equipment
3 Desktop PCs (Pentium or equivalent, with faster, internet-compatible processor speeds)
1 Printer for customer use
1 Modem for Internet access
1 TV-VCR (for videos)
1 AV Cart
+CD ROM Drives in all computers
+Speakers installed and usable in all IRA computers
+Video/Audio cards installed enable use of interactive software
+Device (server/ramp?) to enable all IRA computers to work on the internet simultaneously, through one line and ISP
+27" TV and converter to allow computer's monitor signal to be converted to TV signal for use by visually impaired *[used to augment "Zoom Text" software (or equivalent) for those with visual impairments]
+1 Copier
+1 CD burner
+1 Scanner (get standard software recommendation from technical support)
+1 Fax Machine
+1 Phone and outside line
+1 Typewriter

Basic Software
+DWD's Current Standard Operating System
+Resume Preparation Software (See section including resume requirements)
ALMAS (See 'Useful Job Search Reference Materials') Provided by DWD.

Job Search Reference Materials
Thesaurus
Dictionary
Dictionary of Occupational Titles
Harris Directory
Occupational Outlook Handbook
City and State Maps
Telephone Directories for Surrounding Areas
Local Newspapers Subscription
Information About **FSSA** Programs (i.e., **DFC, DDARS and DMHA)**
Ind. Manufacturers Directory
Local Resource Book for Supportive Services
Apprenticeship Information
ALMAS (CD ROM) (This Item Supplied by State) [Get Training to each Office]

ADA Equipment and Software
Winning Career Strategies
TTY Equipment
Zoom Text Software (or equivalent) *or* [**See Equipment re: 27"TV]**
Braille/Large Letter Key Labels

Resume Writing, Applications, Cover Letters, Thank You Letters, ETC.
WinWay Resume Pro Deluxe Software
MS Word
NVTI Video Series, including:
- Ultimate Job Search
- Starting the Job Search/Effective Job Search Techniques
- Interviewing w/Confidence
- Writing Resumes and Cover Letters
- Job Search Tips for People With Disabilities

The Damn Good Resume Guide
Blue Collar and Beyond
Resumes for High School Graduates
Resumes for College Students and Recent Graduates
Dynamic Cover Letters (Hansen and Hansen)
200 Letters for Job Hunters

Career Exploration and Skills ID
The Tough New Labor Market (Video)
The Guide for Occupational Exploration (GOE) [Two copies]
The Enhanced Guide for Occupational Exploration (EGOE) [Two copies]
NVTI Video Series
The Skills Search (Video)

Dislocated, Older and Younger Workers, Ex-offenders, Disability, Minority and Gender Issues in the Workplace
Transitions for Mid Career Changers (Video)
Is There Life After Layoff? (Video)
Surviving Layoff: Coping With the Emotional, Financial and Job Hunting Stresses of Unemployment
Mid-Career Job Hunting
Getting a Job After 50
The Over 40 Job Guide
More Choices: A Strategic Guide for Mixing Career and Family
DOL – Women's Bureau: Gender Equity Publications (find at www.dol.gov/wb) and
 www.dol.gov) – occupational information, statistics, non-traditional occupations, women's economic history, employment issues publications that are very useful for career exploration), plus booklets from the Gov. Printing Office)
The Minority Career Guide: What African American, Hispanic and Asian Americans Must Know to Succeed in Corporate America
Minority Organizations: A National Directory
Job Strategies for People with Disabilities
EEOC Publications (low cost pubs. – min. of two)
The Smart Woman's Guide to Resumes and Jobs

Networking, Job Searching and Interviewing
NVTI Video Series (see above)
Knock 'em Dead (Dressing for Interview Success)
Sweaty Palms: The Neglected Art of Being Interviewed
The Quick Job Search
The Job Hunting Handbook
What Color Is Your Parachute? (Current Version)
How to Get Interviews from Classified Job Aids
Who's Hiring Who?