

# West Central Indiana Region 4



# Employer services Guidebook

*Providing Employment Solutions*

Dear Employers,

What are “durable skills” and why are they important?

A recent study released by the Indiana Chamber of Commerce and its national partners shows that in Indiana the top five durable skills are wanted by employers three and a half times more than the top five hard skills. When job seekers think of skills that employers value most, they usually include skills like writing, math, operating a machine and other learned skillsets that are typically classified as hard. Skills, such as leadership, critical thinking, and the ability to work as a member of a team and communicate effectively with others, are no longer referred to as easy to learn or soft; they have become the durable skills that employers value most. They are durable because workers can take them with them to whatever careers they choose and wherever they go professionally.

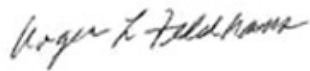
By focusing on common competencies instead of diverse technical needs we have an opportunity to help a broader and more inclusive group of learners and workers advance in career pathways for employees’ and employers’ mutual benefit.

It would seem that durable skills are often “caught” in addition to being “taught.” They are learned on the job while doing the work in the context of mentorship and one-on-one observation where possible. Work-based learning with a related instructional component is ideal.

For more information please visit:

<https://www.indianachamber.com/wp-content/uploads/2022/12/Indiana-Durable-Skills-Report.pdf>

Sincerely,



Roger Feldhaus, Executive Director  
Region 4 Workforce Board  
[rfeldhaus@region4workforceboard.org](mailto:rfeldhaus@region4workforceboard.org)



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Find the RIGHT person



**Business and Employer Services include:**

- **Job posting and recruitment events**
- **Screening services**
- **Qualified applicant searches**
- **WorkKeys job tasks analysis and assessment**
- **On-the-Job Training grants**
- **Space to conduct interviews**

The WorkOne Regional Employment Assessment Center for Hiring (REACH) assists employers with a variety of workforce services. The WorkOne REACH Center is here so you get the individual attention you deserve.

To schedule an appointment with a Business Service Consultant or to learn more about how the Business Services Team could assist your company, please contact [employerservices@WorkOneWestCentral.org](mailto:employerservices@WorkOneWestCentral.org)

**Contact your Business Services Team at the WorkOne REACH Centers**

WorkOne REACH—Kokomo  
WorkOne REACH—Lafayette

Phone 765-854-1401  
Phone 765-474-5400

*“The Indiana WorkOne Team has been a great help to me over the years in recruiting, testing and finding valuable resources and programs for companies I work for in the past up to my current role with ATCO Flexible Duct Products in Crawfordsville Indiana. I fully encourage any employer looking for a valuable partner in getting new talent into your business to reach out to them today for assistance. I cannot speak highly enough about their Team and their resources to assist you with all your recruiting needs.”*



*Mike Broadstreet* | Human Resources

*“Haynes International has a very long business relationship with the Work One Reach Team of Region 4. Our request, when needed, are very large in size for the testing of the Work Keys and application completion. As simple as this sounds, many hours are spent on meeting this request, in preparation for necessary interviews. Haynes is forever grateful for the information they provide and the way it is provided. The Work One Reach team’s total commitment and professionalism should be emulated by all who associate with them.”*

*John Patterson* | Senior Human Resources Manager



## Screening and Recruitment



**INDIANA CAREER CONNECT** is the State of Indiana's **NO CHARGE** job-matching service to benefit individuals and employers.

As an employer you have access to the [www.IndianaCareerConnect.com](http://www.IndianaCareerConnect.com) features:

- You can search our extensive database of job seekers and find employees with the right skills and qualifications.
- You can post job openings at no charge to find the right individual for your needs.
- There are customized searches that allow you to find the right candidates.
- You have access to staff assistance to get your jobs posted and find candidates.
- You can access information on labor availability and labor market data.

**Need help in any of these areas?**

Contact your Business Services Team at the WorkOne REACH

**WorkOne REACH-Kokomo**  
**WorkOne REACH-Lafayette**

**Phone 765-854-1401**  
**Phone 765-474-5400**

## Labor Market Information

- **Do you have questions about the workforce in your area?**
- **Do you wonder what area businesses are paying their employees and if you are paying a comparable wage?**
- **Do you wonder what studies are available?**



*If you have any of these questions or have any other labor market analysis needs, call:*

**Kathy Burns, Regional Business Consultant**

**Cell 765-398-6184**

[kburns@region4workforceboard.org](mailto:kburns@region4workforceboard.org)



- A service offered to Indiana businesses at no cost -

To be successful in any business, a skilled and flexible workforce is required. To help you hire the right people with the right skills, we can create a "job profile" to define duties and take the guess work out of recruiting by identifying the skills needed.

### ELIGIBILITY

- Easy, one page application for employers
- Must have a hiring need
- Positions should pay at least \$10/hour

### JOB PROFILES

- Profilers work with company experts to define profiles based on job duties and skills required
- Up to five job profiles can be developed per year per company
- It takes less than one week to complete each profile
- The company retains all documentation

### ASSESSMENT

- Once a profile is created, staff can test, recruit and screen potential employees that meet your needs
- Candidates are evaluated using WorkKeys, a nationally renowned assessment system that provides objective and reliable information about skill level

### RESULTS

- Streamlined recruitment and hiring
- Reduced cost of hiring
- Increased retention rates
- Employees skills and abilities are aligned with their jobs, boosting moral and increasing productivity

**Regional companies utilizing WorkKeys:**

**HAYNES**  
International

**TATE & LYLE**



If you are interested in learning more about WorkKeys, contact  
**Stephanie Shubert** at [sshubert@dwd.in.gov](mailto:sshubert@dwd.in.gov)  
**Faith Willoughby** at [fwilloughby@workonewestcentral.org](mailto:fwilloughby@workonewestcentral.org)  
**Cindy Salmons** at [csalmons@workonewestcentral.org](mailto:csalmons@workonewestcentral.org)

## On-the-Job Training

**Are you thinking of Hiring a new Team Member...**



# Consider On-the-Job Training

### What is On-the-Job Training?

- Customized training that you design
- Partial reimbursement of a participant's wage during training period to offset training costs
- An opportunity to train employees your way
- An investment in your company

### How does it work?

- When you are ready to hire, contact the WorkOne REACH Center
- Qualified applicants will be matched to approved job openings

### Eligible Applicants include:

- Unemployed or underemployed workers
- Requires some training to comply with job opening skills needed
- Applicants who have been pre-qualified by the WorkOne REACH Center in your area

### Business Qualifications:

- Will employ full-time workers
- Has been in business at least 120 days
- No employees currently on lay-off from the same job opening
- Hiring jobs from the Demand and Growth Occupations list and pays at least \$13.50 per hour

### On-the-Job Training general information:

- Not more than 50% of wage (minimum wage of \$13.50/hour)
- Benefits and working conditions must be the same as other employees
- Training period at least 30 days but not more than 6 months
- Monthly check-ins with company and trainee

**For more information about this program contact:**

*Faith Willoughby at 765-476-9359*

*Email: [fwilloughby@workonewestcentral.org](mailto:fwilloughby@workonewestcentral.org)*

*or*

*James Smith at (765) 430-5331*

*Email: [jasmith@workonewestcentral.org](mailto:jasmith@workonewestcentral.org)*



## Emerging Workforce

### We can get you connected!

**Several grants are available to pay for having young people go through an internship program at your company:**

- Linkage to the youth pipeline.
- We pay all intern wages, taxes and workers compensation; costs, employers provide the worksite and supervision.
- Paid on-the-job training.
- Opportunities to speak to in-school youth regarding career opportunities.
- Gain additional help during busier times or to complete outstanding projects while helping younger workers gain key employability skills
- Allows employers the latitude to see if the younger worker is a good match for the job before making a hiring commitment.

### For more information, contact:

**Carlos Marroquin**  
 Phone 765-412-3028  
 Email: cmarroquin@workonewestcentral.org

## 180 Skills—Online Training



This partnership allows Hoosiers to gain key workforce skills free of charge through an online library of courses. Individuals may complete courses designed to improve employability skills applicable across job sectors of automotive and commercial manufacturing, CNC machining, and tool and die making.

The skills courses are divided into four competency groups:

**Employability competencies** – covers a broad range of important, non-technical skills essential to job performance

**Health & Safety competencies** – includes basic OSHA skills

**Quality and Continuous Improvement competencies** – aligned with the global quality management standards of ISO-9001, TS-16949 and Six Sigma

**Technical competencies** – aligned with industry-defined standards for the mastery required to perform technical job functions

To learn more, visit

<http://yournextstepin.org/resource/180-skills/>

## In-Demand Special Program Options

Ask us how we can help you with funding for ...

- Internships
- Apprenticeships
- Work Based Training
- Incumbent Worker Training



We realize that one size does not fit all. Whether you have 20 employees or 5,000, we want to provide a workforce solution that is right for you.

*For more information about this program contact:*

**Faith Willoughby**  
 Business Services Team Leader  
 Phone: 765-476-9359  
[fwilloughby@workonewestcentral.org](mailto:fwilloughby@workonewestcentral.org)

## Federal Bonding Program

One of the services provided by the Indiana Department of Workforce Development to assist employers in recruiting and retaining the most qualified workforce is the Federal Bonding Program.

The program benefits the employer by:

- Offering Bond coverage provided at no cost
- The bond coverage is in effect the day the new employee begins working and lasts for six months.
- The employer profits from the worker's skills and abilities without taking the risk of potential theft or dishonesty.
- The bond has no deductible and reimburses the employer for any loss due to employee theft within the specified six-month period.



Who Qualifies for Bonding:

Individuals who are not commercially bondable due to past questionable behavior which casts doubt upon their credibility or honesty, or who have committed fraudulent or dishonest acts are eligible.

*For more information and answers to questions contact:*

**State of Indiana, Federal Bonding State Coordinator**  
**Indiana Workforce Development**

<https://www.in.gov/dwd/business-services/grants-credits-and-reimbursements/federal-bonding-program/>



## Hiring Veterans

**If you want to save time and money,  
let WorkOne work for you - Hire a Veteran!**

If you need an employee that is dependable, trustworthy, hardworking and well trained, then hire a veteran. Today's veteran is one of the most highly-trained assets an employer can have in their workforce.



There are many skills that are directly transferable to the civilian workforce. It is easy for employers to tap into this large workforce. To learn more, just contact your Local Veterans Employment Representative.

Your WorkOne Center can also assist you. Your local WorkOne Center can review qualified applicants for you, and only those who meet your specific needs will be referred to you. This will eliminate countless hours of screening potential applicants. Tax reduction and monetary reimbursement for certain eligible veterans are also available. Work Opportunity Tax Credit are also available for hiring qualified veterans.

**For more information regarding  
veterans please call:  
Timothy Hill at 765-446-2733**

Serving Benton, Carroll, Cass, Clinton, Fountain,  
Howard, Miami, Montgomery, Tippecanoe, Tipton,  
Warren, and White counties



## Work Opportunity Tax Credit

# W.O.T.C

## WORK OPPORTUNITY TAX CREDIT

Employers can earn a tax credit of between \$1,200 and \$9,600 per employee, depending on the target group of the new employee and the number of hours worked in the first year. Employees must work at least 120 hours in the first year of employment to receive the tax credit.

The Work Opportunity Tax Credit (WOTC) is a federal tax credit for private, for-profit employers to encourage hiring jobseekers who traditionally have difficulty finding employment, such as some Hoosier Veteran groups, individuals who have utilized welfare programs, ex-felons, disabled individuals and certain groups of Hoosier youth. Visit the Indiana Workforce Development's website at [www.in.gov/dwd/wotc.htm](http://www.in.gov/dwd/wotc.htm) for more information about the program and eligibility.

**You can now apply electronically by registering and following some simple steps. For more information, go to <https://www.in.gov/dwd/business-services/wotc/>**

## Office of Work-based Learning & Apprenticeship



### BENEFITS OF WORK-BASED LEARNING TO BUSINESS AND INDUSTRY

- Develop a more robust talent pipeline
- Reduces training and recruitment costs
- Builds brand awareness of the employer's role in the local economy
- Enables employers to prescreen potential employees before offering full-time employment
- Ability to provide direct input into the education and training provided by local schools
- Demonstrates a commitment by the employer to engage with the community

For more information please visit <https://www.in.gov/dwd/owbla/> today!

## Next Level Jobs Employer Training Grant



[nextleveljobs.org/employer/how-it-works/](https://nextleveljobs.org/employer/how-it-works/)

### Employer Training Grant

Employers can also take advantage of the Employer Training Grant program from the Indiana Department of Workforce Development. Employers in any high demand business sectors can be reimbursed up to \$5,000 for each new employee that is trained, hired and retained for 6 months. There is a \$50,000 cap for each employer and the jobs must be middle skill, high-demand and high-wage jobs that require more than a high school diploma but less than an associate degree.



# Rapid Response

## Early Intervention Outplacement Services

### WHAT IS RAPID RESPONSE?

DWD Rapid Response teams work with companies to quickly maximize resources and minimize disruptions associated with job losses. Rapid Response provides customized services on-site at an affected company, accommodating work schedules and assists company leadership and affected workers through the painful transitions from job loss.

### HOW RAPID RESPONSE WORKS

Rapid Response teams will meet with affected workers prior to a layoff, which allows employees to access services and programs to help them through this difficult time. Rapid Response teams provide a range of information and services including:

- Career Counseling and job search assistance
- Resume preparation and interviewing skills workshops
- Information on the local labor market
- Veteran services
- Unemployment insurance
- Information about education and training opportunities
- Information on health benefits (COBRA)
- Job fairs



The recently updated Uplink CSS for individuals to claim unemployment insurance benefits is <https://uplink.in.gov/CSS/CSSLogon.htm>. All UI claims must be filed online. You will be required to report your last employer's name, address, phone number and dates of employment as well as your address, social security number and phone number. The Uplink login page provides improved access to news and resources for filing claims.

### Top FAQs

- [What happens after I file my unemployment insurance claim?](#)
- [How do I file for unemployment?](#)
- [Where can I find unemployment insurance information for employers?](#)
- [Where can I report unemployment insurance benefit fraud?](#)
- [Where can I find the required employer posters?](#)

### TRADE ADJUSTMENT ASSISTANCE

Trade Adjustment Assistance (TAA) is a federally funded program that offers services and benefits to individuals who have lost their job due to impacts of international trade. TAA petitions may be filed by workers of the impacted company, company officials, union officials, or the state one-stop center. All TAA determinations are made by USDOL. TAA benefits include training, income support job search allowance, relocation allowance, and reemployment trade adjustment assistance (RTAA) wage subsidy.



### WARN NOTICES

DWD is the official source of notifications required by the U.S. Department of Labor, The Worker Adjustment and Retraining Notification (WARN) Act passed by Congress in 1988 requires employers shutting down or downsizing to provide 60-day advance notice of job loss. DWD publishes WARN notices on its website within hours after receiving them from employers for the purpose of informing workers, their families and the affected communities at large.

### FOR MORE INFORMATION

**Faith Willoughby**

Business Services Team Leader

Phone: 765-476-9359

[fwilloughby@workonewestcentral.org](mailto:fwilloughby@workonewestcentral.org)



Contact us to help with your hiring needs



[employerservices@WorkOneWestCentral.org](mailto:employerservices@WorkOneWestCentral.org)

WorkOne REACH—Lafayette  
820 Park East Blvd.  
Lafayette, IN 47905  
Phone 765-474-5400

WorkOne REACH—Kokomo  
700 E Firmin St Suite 150  
Kokomo, IN 46901  
Phone 765-854-1401

### Contact your Business Services Team

**Faith Willoughby**  
Business Services Team Leader  
Phone: 765-476-9359  
[fwilloughby@workonewestcentral.org](mailto:fwilloughby@workonewestcentral.org)

**James Smith**  
Business Services Representative  
Phone 765-430-5331  
[jasmith@workonewestcentral.org](mailto:jasmith@workonewestcentral.org)

Region 4  
**WORKFORCE**  
Board  
Tecumseh Area Partnership, Inc.

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An initiative of the West Central Indiana Region 4 Workforce Board. The WorkOne System is an equal opportunity employer and does not discriminate in the programs and services offered. Auxiliary aids and services are available upon request to individuals with disabilities. The TDD/TTY number is 1-800-743-3333. • El Programa de Financiamiento asistido de acuerdo con el Título 1 de WIA es un programa de Igualdad de Oportunidades de Empleo. Ayuda y servicios auxiliares están disponibles a solicitud para personas con discapacidad. El número de TDD/TTY es 1-800-743-3333

Oversight provided by Region 4 Workforce Board  
[www.region4workforceboard.org](http://www.region4workforceboard.org)