



February 2016 Issue 12 Vol. 1

## Occupational Spotlight: Pharmacy Technician (C.Ph.T.)



Pharmacy technicians work under the direction of a pharmacist where they prepare medication. Technicians must be precise in their work as details are sometimes a matter of life and death.

Dealing with medicine distribution and packaging are the primary responsibilities of pharmacy technicians. They measure, count out, label, and record amounts and dosages of medications according to prescription orders. Technicians may also maintain patient records and use the computer to retrieve, manage, and store data.

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### INDIANA WAGE INFORMATION

	Entry	Median
Hourly Wage	\$11.27	\$13.54

### JOB OUTLOOK IN INDIANA

Long Term	11.1% increase
Short Term	.64% increase

\*Data collected from [hoosierdata.in.gov](http://hoosierdata.in.gov)

## Take Five with Commissioner Braun



**Steven J. Braun**  
Commissioner, DWD

Steve Braun was appointed in 2014 to serve as Indiana's Commissioner of the Department of Workforce Development, which is tasked with building a highly skilled and educated Hoosier workforce that can compete in the global economy.

Prior to graduating from Harvard University, Commissioner Braun was born and raised in Southern Indiana. After receiving a business degree, Braun immediately went to work for Price Waterhouse. Shortly after, he started his own technology consulting business that grew to over 750 employees

across 13 offices nationwide. Both experiences have given him a unique understanding of the challenges facing today's workforce.

Commissioner Braun believes our agency's mission for 2016 is to "engage with employers to determine their workforce needs, align education and training resources to employer demand, and advance the Hoosier economic development strategy by teaching the right skills at the right time in the right way in order to maximize Indiana's economic potential."

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### Q&A

Contributed by Lissa Griffin, Region 9 WIOA Regional Supervisor

**Q: Do all the WorkINDiana trainings have the same requirements to be accepted into training?**

A: The WorkINDiana Learning Outcomes provides insightful information about each program and is an excellent tool when doing counseling & career planning with participants. WorkINDiana requires at least a 4th grade level in math & reading; however, each region and training provider may have additional requirements. The training provider, Adult Education staff, and WorkOne staff can offer additional information.

**Q: I have a youth under the age of 18, what WorkINDiana training options could this customer consider?**

A: The WorkINDiana Learning Outcomes provides age restrictions for each eligible program and employers may also have age restrictions as part of their hiring requirements. Local labor market information can assist in determining what occupations are in-demand.

WorkINDiana Learning Outcomes are located here: [in.gov/dwd/adultedadadmin/workin.htm](http://in.gov/dwd/adultedadadmin/workin.htm)



# Elevating Work and Learn in Indiana - 2015

By Amy Marsh, DWD Director of Career Readiness

On November 10, 2015, the Indiana Career Council partnered with Lebanon Community Schools and the Indiana Regional Works Councils to host the symposium “Elevating Work and Learn in Indiana.”

This event, the first of its kind in the state, highlighted the important work of eight educational programs that provide work-based learning opportunities to students across the learning spectrum (secondary grades through adult learners). These programs offer valuable learning outcomes for students through the following providers: Jay County Schools, Goodwill Industries, Indiana Kentucky Ohio Regional Council of Carpenters (IKORCC), Conexus, Rapid Reemployment in Advanced Manufacturing Positions (RAMP), Tech Point, Vincennes University and Porter County Career Center. Each program shared foundational activities and the successful placement of students in jobs or further education.



Indiana Governor Mike Pence listens at the Elevating Work and Learn in Indiana Event

More than 200 educators, employers and community organizations participated in this inaugural event.

Governor Mike Pence thanked those in attendance for their innovations to improve hands-on opportunities, highlighting the work of Bob Taylor, Superintendent of Lebanon Community Schools, as well as recent graduate Cameron Kunkel at Jay County High School. Supporting remarks were shared by Lt. Governor Sue



Chris Lowery, Chancellor of Ivy Tech Southeast addresses symposium attendees

Ellspermann and Ivy Tech Southeast Chancellor Chris Lowery. Lowery’s keynote challenged participants to take action now, encouraging leaders to think about how to engage students before high school and throughout high school, about creative ways to engage businesses in full partnership, and remembering that this is about success for students. Lowery said work and learn is a cornerstone of making the middle class possible.

Closing the event, DWD Chief Operating Officer, Jackie Dowd, shared that Indiana will apply to participate in the National Governors Association Policy Academy on Work-Based Learning. Should Indiana be selected, Hoosiers will connect with thought partners and resources around the country to expand and scale work and learn opportunities for all.



Cameron Kunkel, a Jay County High School Graduate, speaks

## Work and Learn models - Tips from Region 8



There's been a lot of buzz lately about work and learn opportunities. Why are they so important? For starters, they can help our WorkINdiana students and others choose careers, network with potential employers, and apply their newly learned skills in the work place. More importantly, students get direct work experience, something they may have little practice with or not at all. Ideally, a few of them will get permanent job offers.

Region 8 must be doing something right. Over the past few months, nine WorkINdiana students have participated in paid work experiences and four of them received permanent job offers. Our curiosity got the best of us, and we contacted Shannon Laurent, Region Operator, to see if she would share with our readers how Region 8 has been so successful in placing WorkINdiana students in work and learn opportunities. Here is what Shannon and her team had to say.

**Most employers are reluctant to take on interns or Work and Learn participants – they don't have the time, no one to watch over/manage the participants, complete a training plan, liability issues, etc. How did you get your foot in the door?**

Region 8 has been fortunate to find employers who are willing to serve as sites for work experience without much difficulty. We believe there are a number of reasons we are having success with identifying available sites. Perhaps the most significant reason is the coordination between members of the regional Business Services Team and Career Advisors who provide case management services to WorkINdiana customers.

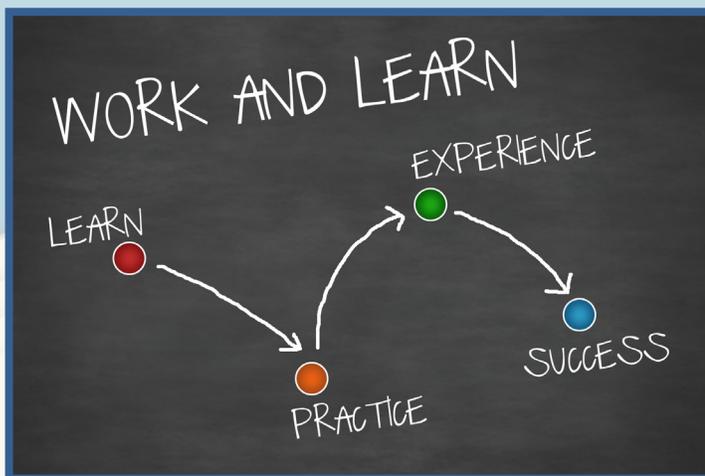
Because WorkIndiana is limited to a specific list of occupations, Business Service Team members know that work experience opportunities will be needed in these fields. Career Advisors keep the Business Services Team informed about the numbers and planned training completion dates of WorkINdiana students in each career field. During routine business contacts and employer visits, Business Services team members make sure to explain the work experience program to employers and point out how participating as an employer site can benefit the company. The Business Services Director provides a list of talking points to staff who work with employers to guide them through the topics

that should be covered when making a presentation about work experience to an employer. Whenever possible, a Career Advisor who is knowledgeable about work experience is invited to participate in the employer visit.

Secondly, job fairs. If an employer is participating in a job fair, it is very likely that they need to hire workers. Job fairs tend to last for several hours during which WorkOne staff can have casual conversations with employer representatives about the many services offered by WorkOne, including work experience.

### **What was your biggest challenge? Success?**

Getting the customer adequately prepared for work experience is often as challenging as identifying employer sites. As always, employability skills are a challenge. It is very important to make sure the customer understands the expectations, hours, duties, working environment, rules and responsibilities associated with their work experience assignment. This is important not only for the success of the customer, but it is also important to make sure the employer has



a positive experience and is willing to take more customers in the future.

Our biggest success has been that 67% of work experience completers have been hired in the field in which they were trained. And of those individuals who have been hired in the field in which they were trained, 75% have been hired by the employer who provided the work experience opportunity.

### **What are the benefits to employers participating? What have employers told you?**

One benefit is that employers get access to good candidates who might not otherwise apply for jobs at their company. This is primarily because customers, who complete training, but do not have any work experience in the field for which they have been trained, are often hesitant to apply at certain companies out of fear that they are unqualified and will be rejected. These customers are eager, however, to take advantage of the opportunity to participate in work experience at these sites because it is less intimidating when the WorkOne staff help set up the work assignment and handle all the details with the employer.

Another key benefit is that employers have an opportunity to try out a potential employee for several weeks before hiring them. This allows employers to get to know the candidate and observe their actions in the workplace environment before making the commitment to hire them.

### **What do you see as the benefits to the students?**

- They get their foot in the door to show the employer what they can do. Hopefully this

leads to a permanent placement.

- Work experiences are resume and job application gold! Even a few weeks experience at a work site can make them more competitive in their job search and help boost their confidence about their knowledge as they go into a job interview.
- Students have an opportunity to try out the job and work environment of a company without the pressure of going through the traditional hiring process and competing with other candidates.
- Confidence booster. A student gains confidence that they can be successful on the job which often helps them to better understand the connection between their training and the needs of the employer.

### **What advice would you give to others who want to offer work and learn opportunities to students? What shouldn't we do or lessons learned?**

- Plan ahead. Identify employers who are willing to serve as a work experience site before you have a candidate ready for placement, and help the employer resolve any administrative concerns about work experience before you place a customer there.
- Make sure the employer and student understand their responsibilities and has realistic expectations.
- Be flexible. Sometimes employers prefer to start with a small commitment before they leap into full participation with work experience. Any opportunity for our customers to gain experience and make contacts in their chosen career field is valuable even if it is brief.



# PROFESSIONAL SPOTLIGHT

For the past nine years, I have served as the Director of Adult Education for the Metropolitan School District of Washington Township. Over the course of my professional career, I have worked as a teacher, basketball coach, and school administrator. Personally, I live in Pendleton, Indiana and enjoy spending time with my three children: Autumn, Tatum, and Drew.

Working in Adult Education (AE) was not part of my career pathway. Like many of our students, I did not have a traditional educational experience. When I was 17, I became a single father and delayed attending college until my late 20's. Prior to attending college, I worked multiple jobs including manufacturing positions in order to support my daughter. Once I completed my teaching degree at Ball State, I worked in a detention center which provided valuable experience teaching non-traditional students. I applied for the Community & Continuing Education Administrative position in Washington Township and was fortunate that Shawn Wright-Browner selected me for the position.

When I first started working in Adult Education, almost a decade

ago, it was a much different educational setting. The majority of our services were geared toward community education with a smaller percentage of resources and staffing directed at serving ABE and

ESL students. Over the past seven years, this has shifted dramatically to focus more on the educational services for



**Todd DeLey**

Director of Adult Education  
Metropolitan School District  
of Washington Township

adults. The biggest shift in Adult Education was the realignment of AE services from Department of Education to the Department of Workforce Development. Not only did it change the types and levels of services provided, but also restructured funding to provide more resources for programs that served more students effectively. Beyond the education services provided, our staff has become more valuable to the students and the community by offering career and transition oriented opportunities.

Our program's greatest accomplishment during my tenure has been not only achieving significant growth (from approx. 500 students to 1,500+ per year) but maintaining high levels of educational outcomes during this increase. The challenge has been restructuring our staff and changing mindsets to have an impact beyond the educational piece. While this has not always been easy, the impact our staff and program have on student success and their lives in general is more than I could have predicted or imagined.

My advice to a new educator is never lose sight of the educational need at the core of services, but to also understand the importance of a holistic view of how we serve and support students to better their lives. All of the opportunities offered through Adult Education including career coaching, certification training, and assistance preparing for college extends our impact beyond what we offered when I started in this career.

If I weren't working in Adult Education I would probably work in the sports field or possibly sales. I feel fortunate that I am able to work in a career that allows me to work both with people and also positively impact the lives of students who have not previously succeeded in an educational setting. I believe that the current direction Adult Education is headed will continue to allow our profession to have a profound impact on a population that is often under-valued and overlooked in our society as a whole.

# 2015 Was Duncan Clabaugh's Year

By Acacia St. John, WorkOne Eastern Indiana



**Duncan Clabaugh**

2015 was Duncan Clabaugh's year. It's the year he decided to make big changes in his life and boy, did life pay him dividends! Duncan dropped out of high school in 11th grade and was working as a delivery driver for a local bakery making just over minimum wage. He knew that he didn't want to do that forever and he also knew he needed to get his HSE (High School Equivalency) diploma.

Duncan began working with Richmond Adult Education and obtained his HSE in April 2015. Mendy Kauffman was Duncan's Adult Education instructor and was beyond happy for his success.

"Duncan came to us motivated and ready to start the next chapter of his life. Because of his motivation and dedication, Duncan earned his HSE and is now on a new journey. Congratulations, Duncan!"

While attending Adult Education classes, Duncan had a friend that suggested

he seek out the Richmond WorkOne office and its young adult program. This friend had great success in the program and thought Duncan would too. At the same time, Duncan heard about a WorkINdiana program at his local community college that sounded like a good training opportunity and would hopefully open up some job opportunities. Seeing that everything was lining up, Duncan decided to pursue training and job search assistance with the Richmond WorkOne office.

Carla Jo Mason, Young Adult Career Advisor for WorkOne, began working with Duncan and in October 2015, assisted him in getting into the Manufacturing Matters training. The training, if successful, would result in a Certified Production Technician credential (CPT).

"Duncan is the ideal client," said Carla Jo. "He is self-motivated, follows through with anything asked of him, and has the drive to work and educate himself."

During his first few weeks of training, Duncan saw a job posting on Indiana Career Connect with Smith Dairy (now Smith Foods). Duncan decided to complete an application for employment and was referred to the position by WorkOne. Duncan was offered and accepted the position with Smith Dairy in November 2015 after just one interview. He nearly doubled his wage from his previous job. And he continued with his training.

Duncan said, "I feel like my ongoing training in Manufacturing Matters along with the job referral by WorkOne helped me get this job."

What a year for Duncan. He earned his HSE; earned a Silver National Career Readiness Certificate; successfully completed training in December; earned his CPT credential; and is still happily employed with Smith Foods.

# Meet LARA's Youth Interns

By Trish Maxwell, Director, Lafayette Adult Resource Academy



# LARA

Lafayette Adult Resource Academy

In October, 2015, the WorkOne youth team in Lafayette launched a new initiative to reach out to young students at the Lafayette Adult Resource Academy (LARA). Under the leadership of Chris Cohee, Regional Coordinator with Community Action Program of Western Indiana, and Deb Provo, Youth Services Team Leader at WorkOne, the team hosted a daylong Youth Job Fair at LARA. Forty-one applicants participated in the job fair, learning about internship opportunities and other youth services available at WorkOne. From these applicants, six students were selected for the first round of internships. Two interns were placed at Habitat for Humanity, and four were placed at LARA.

The experience for interns and for LARA staff alike has been exciting. Our interns are working on gaining valuable work experience, while pursuing academic goals. The interns value being regarded as professional members of the LARA team, and we value having their positive energy and assistance!

WorkOne Youth staff members meet with interns weekly. They review time sheets and evaluations completed by on site supervisors. They discuss any concerns and reinforce job readiness skills. Interns benefit

from the collaboration of WorkOne and LARA staff members who provide support, mentoring, and resources to guide interns to success! The most impressive part of this process has been the growth that each intern has demonstrated. Everything about working in this environment was a new experience for our interns. Teaching them how to interact with adults on a professional level, take themselves and their jobs seriously, was a learning experience for them and for us! WorkOne and LARA staff meet regularly to discuss what we are learning and how it can drive improvement in this exciting initiative.

We are preparing for a second Youth Career Fair in late January. We changed the name from "job fair" to "career fair" to highlight our focus on long term thinking for our youth. We don't want to simply provide paid internships, we want to create a path for earning academic credentials, engaging in self-discovery, and building sustainable careers.

Below are the stories of LARA's first four youth interns:

Rocio Perez is 22 years old and has 3 children ages 2, 4, and 6. She earned her High School Equivalency (HSE) in 2013. She had no idea what kind of career she might be interested in. That

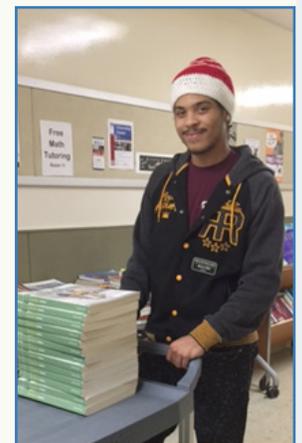


**Rocio Perez**

all changed when she started her internship. She requested a position in the childcare center at LARA, and it was a natural fit. Rocio

says she really enjoys building relationships with the children and watching them grow. Since English is her second language she especially appreciates helping children master English. Rocio is working on earning a paraprofessional certification and plans to pursue a job as an ELL assistant in the local public schools.

Kyres Ellis is 16 years old and working on earning his high school equivalency diploma. He has passed Math, Social Studies, and Science, so far! Kyres is working as a program



**Kyres Ellis**

assistant intern at LARA. He provides a wide range of services from maintaining facilities to welcoming new students. Kyres has an outgoing personality and connects with people easily. His most important goal is to earn

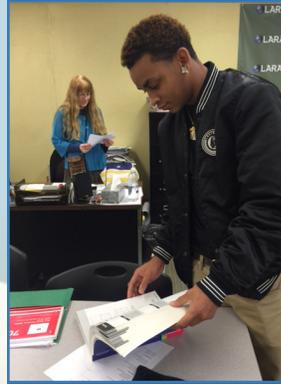
## Meet LARA's Youth Interns (cont'd)

his diploma. After that he is considering a certification in customer service.

Shirley McCarthy is 17 years old and one test away from completing her High School Equivalency Diploma! Shirley is serving as a childcare intern. She enjoys watching children play happily in childcare while maintaining a safe environment for children. Currently Shirley is studying for the science portion for her HSE. After graduation, she plans to prepare for a career in the military, potentially the air force.



**Shirley McCarthy**



**Darrell Young**

Darrell Young is 17 years old and has passed three of his HSE tests! He is interning as a classroom assistant. He helps in all classrooms, greeting students, organizing supplies, helping maintain classrooms, and assisting students with laptops and iPads. Darrell's passion is music. He taught himself to play guitar and composes his own songs. Someday he would like to own a music studio so he may

enter the customer service certification program to help build the skills he will need as a business owner.

## New Year, New Goal: Competition with a Purpose



**Brianna Morse**  
Youth Program Manager

The new year brings about many resolutions and promises that we will be better. We will follow through on a diet plan, commit to our gym membership, arrive to work on time, and the list goes on. The youth we serve in workforce development may make similar plans for themselves; they will get their high school diploma or equivalent, they will apply to college or find a part-time job or make sure they've saved enough money each week to buy diapers and formula for their children. However, in order to achieve our

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*"The healthiest competition occurs when average people win by putting above average effort." - Colin Powell*

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goals, we all need a helping hand and a little push to check off each milestone on the way to self-fulfillment.

One of the ways our Jobs for America's Graduates (JAG) students are challenged to beat the odds is by challenging themselves in a healthy competition known as the Career Development Conference (CDC). When DWD first launched the JAG program, we started our CDC as a combined event that featured a motivational speaker, leadership and team building events and three basic competitive events, including a communication triathlon where participants conducted a mock phone call, wrote a business letter and thank you note for a small judging panel.

As time has passed, our competitive events have evolved to match the needs of the ever-

changing workforce system and meet employer needs for a skilled workforce. This year, spurred into action by the Workforce Innovation and Opportunity Act, we added additional competitive events focused on entrepreneurship skills. We also offer individual events in the areas of public speaking, critical thinking, employability skills, creative solutions, financial literacy, writing skills and outstanding senior.

School chapter events have also been updated to make better use of technology and updated design skills. Chapters are able to compete in a school commercial that could be used to recruit new students, marketing brochure that can be shared with businesses to recruit guest speakers or internship opportunities specific to their local area, and a blog or video diary that features the

## New Year, New Goal: Competition with a Purpose (cont'd)

students work for their service learning project, which this year has been focused around hunger relief.

Students begin preparing for these events as soon as they enter the JAG program, rifling through the competitive event handbook as soon as it's finished. Specialists weave the preparation into their everyday lesson plans, helping students get a feel for their true talents and skills for each event's competencies. Schools begin to whittle the list of interested students down as they gear up for the twelve Regional Career Development Conferences that begin in January and blitz for about three weeks into February. Behind the scenes, the State JAG team works to prepare exciting twists to the individual competitions, including development of the project to be completed in the creative solutions event; past

projects have included a balloon powered car utilizing everyday materials or a foot-tall table made from newspaper capable of holding a 5 lb. weight.

After the regional events are completed, the winners from each region are invited to the State CDC in March hosted by DWD and Ivy Tech Community College at their Corporate College Center. This culminating event is for the elite 125 students across the state and features premier judges from statewide business partners and a keynote presentation by Governor Pence. Judges and students network during the all-day event allowing competitors to make valuable connections with potential employers or internship opportunities. Students are recognized for their professionalism and outstanding achievements during an awards ceremony that awards over \$20,000 in incentives which students can use for college tuition, book fees or other financial needs. Past student winners of the



Indiana Governor Mike Pence stands with JAG students at the 2015 CDC.

Indiana Outstanding Senior award have also gone on to be awarded the Ken Smith Scholar award given by JAG National which celebrates the commitment to and accomplishments while enrolled in the JAG program.

As the students prepare to participate in these events, it's important to remember that healthy competition begins with one's self. The desire to achieve more than you thought you could and learn from defeat is integral to the youth's success in their future. Youth must be taught that the business world is often competitive - from getting the interview or the job to getting the project or promotion that leads to further success. They must be prepared to win and lose, but those who put forth the greatest effort should never be disappointed by the results, as success is often just about showing up.



### About WorkINDiana

The WorkINDiana program offers short-term occupational training to Adult Education students spanning seven business sectors and 30 industry-recognized certifications. To find out more, visit [in.gov/dwd/adultedadmin/workin.htm](http://in.gov/dwd/adultedadmin/workin.htm)

The WorkINDiana Program and Adult Education are supported by WorkOne Centers.

Please let us know how we are doing including: questions, topics of interest, or articles you'd like to submit. Send your comments to [bjohnson@dwd.in.gov](mailto:bjohnson@dwd.in.gov).

Look for our April edition in two months!

For past WorkINDiana Newsletters and Adult Education Newsletters, please visit [amplifyae.org/newsletters](http://amplifyae.org/newsletters)



INDIANA  
**WORKFORCE**  
DEVELOPMENT  
AND ITS **WorkOne** CENTERS