

*Local Workforce Investment Plan for Region 11
Program Year 2011*

1) Executive Summary

The Executive Summary should provide a concise description of the entirety of the plan. It should be able to function as a stand-alone document that describes the key themes, initiatives, and actions to be taken by the workforce investment board or regional workforce board during Program Year 2011 (July 1, 2011 – June 30, 2012).

In support of the Indiana state workforce development system, Region 11 Regional Workforce Board (RWB) focuses on three priorities:

- (1) growing jobs in Indiana
- (2) increasing personal income of Indiana residents
- (3) delivering premier customer service

Region 11 RWB will meet these priorities through activities that reinforce four goals:

- (1) to ensure Hoosiers understand and achieve occupational goals that advance Indiana's economy
- (2) to identify, align, and connect Indiana employers with qualified workers
- (3) to achieve a cohesive workforce investment system
- (4) to deliver optimal high quality and efficiency statewide

Region 11 believes that collaboration among economic development, workforce development, and education partners is necessary in planning for the economic success of a community, region or state. Regional economic development is driven largely by a region's ability to create and attract talent needed by current employers and by prospective employers who will be attracted to the region if it demonstrates the ability to provide a consistent talent supply. To support job growth, Region 11:

- (1) builds relationships with the business community to identify barriers to employment opportunities
- (2) works with business and training providers to support business attraction, expansion, and retention
- (3) utilizes accurate and timely labor market analyses to identify primary business sectors, regional in-demand and high wage occupations, and target employment sectors in Region 11
- (4) utilizes such labor market information to select and prepare for appropriate occupational goals that will advance both Region 11 and Indiana's economy and increase personal income of residents in southwestern Indiana.

Region 11 continues to manage a cohesive workforce investment system through a delivery model that appears seamless to the customer and achieves all state and federal performance measures. To achieve this goal, Region 11:

- (1) delivers premier customer service while integrating all workforce services, regardless of funding source
- (2) documents the skills of Southwest Indiana's workforce in order to measure successful alignment of Indiana employers and qualified workers
- (3) ensures high quality and efficiency through continuous review and update of operating policy and procedures, training, and performance monitoring
- (4) pinpoints trends and corrects system processes through continuous performance monitoring and reporting of both programmatic and fiscal activities

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In addition, successful regional partnerships contribute to a cohesive workforce investment system and provide relevant, reliable, and visible career development for Indiana adults. In 2010, the RWB was instrumental in building a consortium to discuss Adult Basic Education within the Region and how it might be improved. EGR-11 submitted a plan to the Indiana Department of Workforce Development (DWD) for funding that focused on developing career pathways for clients along with obtaining a GED or enhancement of basic skills. The program incorporates real world experiences into the classrooms and counsels students on employment opportunities beyond entry level positions to assist participants in providing a livable wage for their families. When appropriate, WorkOne customers are referred to other agencies and community organizations for wraparound social services; regular scheduled partner meetings maintain this vital network.

In 2011, statewide workforce development revitalizes its commitment to customer service. A new Customer Flow policy provides for access to multi-level services that meet the needs of the consumer and streamline client enrollment based on additional and suitable assessment and counseling. Region 11 contributed to the creation and advancement of this new policy including restructure of the enrollment process and performance metrics.

Region 11 presents a comprehensive approach to workforce development in the following pages of Region 11 Local Workforce Investment Plan for Program Year 2011.

2) Labor Market and Demographic Analysis

- **What are the area's primary business sectors by business size?**

Regional statistics show there is a labor force of 217,460 and an unemployment rate of 7.7%, only slightly higher than the previous month, and down .9% from January 2010. Region 11's primary business sectors are Manufacturing with employment level of 37,996 (19.3%); Healthcare and Social Assistance with employment level of 27,727 (14.1%); Public Administration with employment level of 23,854(12.1%); and Retail Trade with employment level of 21,791 (11.0%).

- **What are the current and projected employment opportunities within the local area/region?**

In Region 11, occupational group projections show Management occupations, in varying industries, presenting the greatest percentage of change from 2008 employment, however there will be little growth overall. Other occupations expected to have significant increases are Business and Financial Operations and Computer and Mathematical occupations. These occupations are expected to have greater than 20% growth from 2008 employment.

Business and Financial Operations and Building and Grounds Cleaning and Maintenance occupations will see the largest number in growth. These occupations are expected to see growth of more than 130 openings through 2018. Other occupations seeing large growth are Food Preparation and Serving

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Related (70), Education, Training, and Library (52), and Arts, Design, Entertainment, Sports, and Media (35) occupations.

In comparing the Region's top 10 high-demand, high wage occupations list with the projections; the occupations in high-demand also align with the projections. However, Food Preparation and Serving Related Occupations are projected to have high growth, but are not represented on the high-demand list and occupations that will be in high-demand such as Registered Nurses or Construction Laborers are not of occupation groups that will experience high growth overall. This could mean that other occupations of those groups will not grow or could even decline.

- **What are the area's high-demand, high wage occupations, and what job skills and educational attainment are needed for those occupations?**

The Region's top 10 high-demand, high wage occupations, and educational attainment required include:

1. Management Analyst- Bachelor's Degree plus work experience
2. Construction Laborer- Moderate on-the-job training
3. Boilermakers- Long term on-the-job training
4. Registered Nurse- Associate's Degree
5. Heating, Air Conditioning and Refrigeration Mechanics and Installers- Long term on-the-job training
6. Operating Engineers and other Construction Equipment Operators- Moderate on-the-job training
7. First-Line Supervisors/Managers of Construction Trades and Extraction Workers- Work experience in related field
8. Truck Drivers- Moderate on-the-job training
9. Accountants/Auditors- Bachelor's Degree
10. Human Relations, Training and Labor Relations Specialists- Bachelor's Degree

- **What industries and occupations within the local area's economy are expected to grow or decline within the next three years and within the next ten years? Does the area have any "targeted" employment sectors? If so, describe the information and process utilized to establish the "targeted" sector.**

All Region 11 industries are projected to experience some growth with added job openings due to the need to replace retirees or persons making job changes. During the three year period of 2010 through 2012, there are an estimated 15,000 net job openings with one-third from new job creation. Five industries are expected to have total openings for more than 1,000 for the three year period. These industries include Food Preparation and Serving Related Occupations, Production Occupations, Office and Administrative Support Occupations, Sales and Related Occupations, and Transportation and Material Moving Occupations.

Region 11 currently targets industry sectors of Advanced Manufacturing; Energy; Healthcare and Bio-medical; and Transportation, Distribution, and Logistics. Through studies performed during the State's

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Strategic Skills Initiative and the WIRED grant, Region 11 identified these industries as key to the region for job growth and creation as well as requiring a highly skilled workforce.

Advanced Manufacturing: The sector has experienced radical change in recent years, but is beginning to rebound, and will still provide one of the strongest pathways to earning an income above the state average. During 2010, 30 percent of all jobs lost were in the manufacturing sector and occupations in this industry were listed as the occupations most desired by dislocated workers. However, as manufacturers begin to rehire, they are in need of a workforce with more enhanced skills than those previously employed. Plastics and Chemical manufacturing are strong sub-sectors for Region 11. These sectors have continued to grow when other manufacturers reported job loss in 2010. From the fourth quarter of 2009 to the first quarter of 2010, Chemical manufacturing grew by 265 employed; Plastics manufacturing grew by 30 employed. For the second quarter of 2010, total employment for Chemical Manufacturing had reached 4,171 from 4,110 in the first quarter; Plastics manufacturing had reached 4,725 from 4,403 in the first quarter. These sub-sectors display growth in Region 11 and continue to be important resources for the region.

Transportation, Distribution and Logistics: Closely related to the manufacturing of goods is the transportation of these goods. Manufacturers rely heavily upon a robust transportation infrastructure to bring raw materials to production facilities and to deliver finished products to consumers. Transportation and Logistics is not only the moving of goods from one site to another, but is the refined orchestration of delivery at the optimum time for production or sale known as “just in time delivery” and the overall management of the entire supply chain. A 2009 Inland Intermodal Feasibility Study completed under the direction of the region’s WIRED Intermodal Task Force revealed the potential for 12,000 direct and indirect jobs in logistics by 2023, but private sector investment in the Intermodal facility and recovery in the manufacturing industry need to occur before this growth will be realized. GSIW continues to work with economic development professionals and training providers to identify skills sets and their corresponding training programs for the logistics industry.

Healthcare/Bio Med/Bio Tech: A shortage of healthcare professionals exists nationwide. Both two-year and four-year postsecondary educational institutions have upgraded training facilities and added staff to increase training opportunities in the healthcare industry. Training institutions are layering training modules to allow persons to enter the industry, continue education and to move up the ladder to higher skilled and higher paying jobs in this sector. The health cluster includes core services such as doctors’ offices, hospitals, testing labs, and health-related manufacturing industries.

Energy: The energy industry is one of the few readily accepted, long-term growth sectors of the national economy. Global energy demand is projected to grow by 44% by 2030 (EIA, International Energy Outlook 2009), as the global economy continues to expand. To meet this increased demand, every sector of the energy industry is expected to see growth. Developing economic and workforce opportunities, Region 11 advisory groups are active in each of these areas of concentration.

- **How and to what extent do the current and projected employment opportunities within the local area/region differ? What actions is the area undertaking to respond to that anticipated divergence?**

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In comparing targeted sectors versus positions projected to be in-demand, there are some differences in the represented industries. On the Hoosier Hot 50 Jobs- Region 11 list, there are many differences in job listing versus the State Hoosier Hot 50 Jobs list. Of the top 10 Region 11 Hot Jobs, only four of those positions are found in the State's Top 10. These positions are Management Analysts ranked first for Region 11 and second for the State; Construction Laborers ranked second for Region 11 and sixth for the State; Registered Nurses ranked fourth for Region 11 and fifth for the State; and Accountants and Auditors ranked ninth for Region 11 and tenth for the State. After further investigation of the top 10, three resounding differences are Boilermakers ranking third for Region 11 and forty-ninth for the State; Truck Drivers, Heavy and Tractor-Trailer Operators ranking eighth for Region 11 and forty-seventh for the State; and the largest difference is First-Line Supervisors/Managers of Construction Trades and Extraction Workers ranking seventh for Region 11 and absent on the State list.

Many of the occupations that are listed in the Region's top 10 are skilled labor occupations and many require on-the-job training. Local staff members work with clients to develop their skill sets based on previous work experience through TORQ (Talent Occupation Relationship Quotient), a tool used to determine an individual's skill gaps between two occupations. TORQ has allowed staff to successfully place individuals into On-the-Job Training contracts with eligible employers.

Local staff also provided clients interested in training the opportunity to explore the positions on the Hoosier Hot 50 Jobs- Region 11 list as well as a local training list outlining areas in which they may seek training and explore labor market information to determine if the industry will experience growth or decline. To maximize success, This exploration must be completed before a client may be placed in training.

- **Please attach the policy (including the “demand occupation” list) currently used in allocating occupational training funds. Given the responses to the questions above, does the current policy require modification? If not, why; if so, in what way?**

See attachments (A) SOP 06-04, (B) SOP 09-04, (C) Hoosier Hot 50 Job-Region 11, and (D) Region 11 Training List. These policies and documents provide the paradigm for allocation for occupational training in Region 11.

Attachment (A) SOP 06-04 specifies training selection must be an in-demand occupation, and training will be limited to occupations on the regional and/or local in-demand list.

Attachment (B) SOP-09-04 prescribes the process for development, ongoing review, and update of the local in-demand occupation list. This list was compiled through a review of various reports for long and short term hot jog, occupational projections, and labor market statistics. Reviewed annually, the list was not changed in 2010; under current review, minimal or no changes are anticipated in 2011.

Based upon the answers to previous questions, current training allocation policies do not need modification at this time. In-demand occupations listed on both the Attachment (D) Region 11 local list and Attachment (C) Hoosier Hot 50 Jobs – Region 11 list correspond with labor market growth indicators and targeted industry sectors including advanced manufacturing, medical, science/technology and engineering, and business administration occupations.

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- **Analyze statistically the area’s workforce according to the following categories and evaluate it against the employment needs described above.**
 - **Demographics (Age, Gender, Race)**
 - **Educational Attainment (HSD/GED, Associate, Bachelor, Advanced Degree)**
 - **Employed/Unemployed numbers and percentages**

Which demographic groups are most in need of career development, training and re(employment) services?

Region 11 has a population of 271,690 residents 25 years and older. The graph below reflects the education attainment in 1990 as well as 2000. While the Region greatly decreased the number of residents with less than ninth grade education, the number of High School graduates fell slightly in the 10 year period. This is the only sector of population that decreased and makes up the largest section of the population. The population groups in most need of WIA services are those with less than a ninth grade education and those that hold no diploma. For the section of the population that has less than a ninth grade education, research shows these individuals will struggle to find employment and may earn \$8,000 less annually than those with a High School Diploma or equivalent. Individuals with High School Diploma or equivalent will earn \$5,000 less annually than those with some college and \$14,900 less annually than those with a Bachelor’s degree. These two population groups are most in need of services in order to raise the region’s standards to create a highly-skilled, versatile, and globally competitive workforce.

Educational Attainment in 1990 and 2000				
	1990	Pct. of Pop. 25+	2000	Pct. of Pop. 25+
Total Population 25+	255,875	100.00%	271,690	100.00%
Less than 9th Grade	27,429	10.70%	16,020	5.90%
9th to 12th Grade, No Diploma	38,232	14.90%	32,096	11.80%
High School Graduate (incl. equivalency)	99,991	39.10%	104,169	38.30%
Some College, No Degree	40,452	15.80%	53,976	19.90%
Associate's Degree	16,041	6.30%	19,898	7.30%
Bachelor's Degree	19,931	7.80%	28,518	10.50%
Graduate or Professional Degree	13,799	5.40%	17,013	6.30%

Source: US Census Bureau

- **Based upon labor market information and demographics, what makes the area unique to its contiguous areas and within the state as a whole?**

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Learning new things and acquiring new skills are basic elements of success in today's work environment. However, there are certain segments of Region 11's population that are more in need of intervention than others as they look to climb the ladder to success or to even become gainfully employed. Southwest Indiana's educational attainment rate for those graduating from high school is higher than the state or national rate, but the rate decreases for those going to and completing college. Training opportunities by themselves will be insufficient in raising skill levels. There must be a systematic approach in assisting both the emerging and existing workforce with identifying a career path, assessing skills and implementing activities that assist them in navigating their chosen path. Through various grants and assistance from the state, Region 11 has developed several initiatives to help build workforce pipelines as well as educating dislocated workers about the training opportunities for which they may be eligible. Through the outcry for industry-specific filled pipelines, Region 11 has successfully held many Skills Summits to reinforce the idea that skill attainment is the most important attribute in a competitive job market. To echo these efforts, industry and post-secondary institutions inform attendees of what skills are needed for these positions and how to obtain those skills. This has been successful in helping dislocated workers move forward and enhance their skill sets.

Providing outreach to Region 11 employers and assisting the employers with information to build a successful internship program, Region 11 has had the opportunity to work with Indiana INTERN.net to launch Education and Experience (E²). This program allows the Region to build strong collaboration with its post-secondary institutions and to also open the door to create other initiatives. Another retention initiative that makes the Region unique is Engineer Our Future. This initiative encourages students interested in Engineering or Technical occupations to network with companies that hire for those occupations; it also provides the students with a point of contact for internships.

3) Operational Plans

- **Provide the address, phone number, and hours of operations for each WorkOne office located within the area. Identify which offices are "full-service" and "express."**

As Region 11 plans for the future, we are mindful of the opportunities and complications inherent in grant funding. Region 11 anticipates the provision of excellent customer service; in order to provide the best customer service and maintain service levels, we may need to consider consolidation of express sites.

Vanderburgh/Warrick – Full Service
700 E. Walnut Street
Evansville, IN 47713
Ph: (812) 424-4473
Fx: (812) 421-3189
M, T, Th, F 7 am – 4:30pm
W 10am – 4:30pm

Knox – Full Service
1500 N. Chestnut Street
PO Box 430
Vincennes, IN 47951
Ph: (812) 882-8770
Fx: (812) 882-4535
M, T, Th, F 8am – 4:30pm
W 10am – 4:30pm

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Gibson – Express
112 N. Prince Street
Princeton, IN 47670
Ph: (812) 386-7983
Fx: (812) 385-0431
M, T, Th, F 8am – 4:30pm
W 10am – 4:30pm

Dubois – Express
850 College Avenue
PO Box 664
Jasper, IN 47546
Ph: (812) 482-3007
Fx: (812) 634-1597
M, T, Th, F 8am – 4:30pm
W 10am – 4:30pm

Posey – Express
306 N. Kimball
Mt. Vernon, IN 47620
Ph: (812) 838-3563
Fx: (812) 838-3678
M, T, Th, F 8am – 4:30pm
W 10am – 4:30pm

Spencer - Express
319 S. 5th, Suite 5
Rockport, IN 47635
Ph: (812) 649-4077
Fx: (812) 649-9049
M, T, Th, F 8am – 4:30pm
W 10am – 4:30pm

Perry – Express
614 A Main Street
Tell City, IN 47586
Ph: (812) 548-4870
Fx: (812) 548-4871
M, T, Th, F 8am – 4:30pm
W 10am – 4:30pm

- **Does the WIB/RWB use any performance metrics in addition to Common Measures? If so, describe those metrics. Please attach as appendices copies of performance reports presented to the WIB/RWB for the last two quarters of calendar-year 2010 and the first quarter of calendar-year 2011.**

See Attachment (E) Performance Reports. In addition to Common Measures performance metrics collected and reported at the state level, the Region 11 RWB:

- Tracks the number of new customers by month and year-to-date
- Reviews specific customer services by month and year-to-date. Compiled through raw data extract queries, customer services include workshops, computer classes, and supportive services.
- Tracks individual training contracts year-to-date. It should be noted that training contracts are received at the beginning of each semester.
- Tracks credentials according to type and degreed credentials according to field of study. Credentials generally follow the end of each semester.
- Reviews a monthly regional youth progress report. This is a comparison report with Youth Common Measures.

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- **How does the WIB/RWB measure the success of its executive staff/regional operator? In the case of an RWB seeking to transition to a WIB, how will the success of its executive staff be measured going forward?**

Representing the interests of the Grow Southwestern Indiana Workforce Board, Inc., the Regional Operator supports the RWB's vision, mission, and goals to provide services in compliance with federal, state, and local laws including but not limited to:

- Development of a budget for purposes of carrying out duties of local board
- Coordination with the RWB's Fiscal Agent to provide timely reporting
- Employment of staff to perform functions
- Solicitation and acceptance of grants and donations
- Oversight with respect to local youth activity programs
- Assistance to RWB with negotiation and agreement on local performance measures
- Coordination of workforce investment activities
- Promotion of participation of private sector employers through roles of connecting, brokering, and coaching activities to assist such employers

Through policy and procedure development, the Regional Operator supports the day-to-day operation of the WorkOne system in EGR Region 11. Responsibilities include but are not limited to:

- Functional oversight of all leadership staff within the region
- Development and implementation of financial plans, including budgets for all departments, to support WorkOne operations
- Oversight of all participant MIS activities in the region
- Coordination of linkages between full-service centers and express sites to ensure consistent product delivery to all customers
- Oversight of Product Line Development activities
- Solicitation of ideas and suggestions for continuous improvement to services and products from all WorkOne system staff, Department of Workforce Development, and other states and agencies
- Training opportunities for WorkOne staff
- Provision of general support to teams in the region in the form of resources, technology, and information needed to deliver high quality services and products.
- Evaluation and monitoring of all WorkOne sites
- Problem solving for implementation issues
- Development of partner services in all counties including relationships with businesses, labor unions, training organizations, educational institutions, and area social services agencies
- Liaison between the Department of Workforce Development, the service provider(s), and the RWB

The Regional Operator maintains records and submits reports, data, and information at such times and in such form as Grow Southwest Indiana Workforce Board, Inc. may require. Through structured committees including a Business Committee, Operations Committee, Financial Committee, and

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Executive Committee, the Grow Southwest Indiana Workforce Board, Inc. interprets all reports and determines quality, acceptability, and progress of services rendered.

WIA Adult and Dislocated Worker Services

- **Complete WIA Adult and Dislocated Worker Services Matrix attachment.**

See Attachment (F) WIA Adult and Dislocated Worker Services Matrix.

- **Describe the criteria to be used by the WIB/RWB and the process followed by the board to determine if WIA Annual Adult funds shall be considered “limited.” Although a WIB/RWB can generally consider WIA Adult funds as unlimited, a limitation is *required* when any of the following conditions exists:**
 - **Has the area requested additional WIA funds/discretionary funds for Adult programs in previous three program years?**
 - **Has the area transferred any WIA Dislocated Worker Funds into the WIA Adult program within previous three program years?**
 - **Does the area regularly expend over 90% of its WIA annual Adult funds?**

Although Region 11 has not transferred any WIA Dislocated Worker Funds into the WIA Adult program within the previous three program years, Region 11 has requested additional WIA funds for Adult programs in the previous three program years, and the area regularly expends over 90% of its WIA annual Adult funds.

While the Region 11 RWB generally considers WIA Adult funds as unlimited, the above two conditions require a limitation. Eligibility is determined in accordance with the state priority system.

- **In accordance with the process outlined above, describe the process to ensure priority is provided to recipients of public assistance if WIA Adult funds are “limited.” If WIA Adult funds are not limited, please skip to the next question.**

Per DWD Policy 2007-25, Attachment B, if the RWB determines funds for the WIA Adult program to be limited, the training services must be prioritized for recipients of public assistance and other low-income individuals according to policy definition of a “low income individual” – An individual who:

- (A) Receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program
- (B) Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of UI compensation, child support payments, payments described in subparagraph (a), and old-age and survivors insurance benefits received under section 202 of the SS Act that, in relation to family size, does not exceed the higher of (i) the poverty line, for an equivalent period; or (ii) 70% of the lower living standard income level, for an equivalent period

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- (C) Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977
- (D) Qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart b. McKinney Homeless Assistance Act
- (E) Is a foster child on behalf of who State or local government payments are made
- (F) In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or (B), but who is a member of a family whose income does not meet such requirements.

WorkOne staff must verify the individual's low income status at the point of the first training service. Low income status falls under Data Element Validation (DEV). Staff will record or select low income on the application screen and select the appropriate documentation source.

- **Describe the process that the WIB/RWB will use to ensure priority is provided to veterans and veterans' spouses. Describe the process to ensure that DVOPs and LVERs serve *only* veterans and veterans' spouses.**

To ensure program integration and coordination of veterans' services, the majority of veterans and eligible spouses may be seen and serviced by W/P staff. However, individual veterans have the option to make an appointment to see a Veteran Representative.

All individuals that enter the WorkOne office will sign in at the front desk and self-attest veteran or eligible spouse status. Per Priority of Service guidelines, those individuals shall be moved to the front of the waiting line, the enrollment process, and initial skill assessment process.

The Welcome Team will identify those veterans and eligible spouses with barriers to employment and refer to the Disabled Veterans Outreach Program (DVOP) specialists for further assessment. Veterans without barriers to employment who request an appointment will see a Local Veterans Employment Representative (LVER).

The DVOP specialist provides intensive services to meet the employment needs of eligible veterans with the following priority: 1) special disabled veterans, 2) other disabled veterans, and 3) other eligible veterans in accordance with priorities as determined by applicable rates of unemployment and the employment emphases in Chapter 42. Intensive services include: 1) comprehensive assessment of education, skills, and abilities, 2) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals, 3) group and individual career coaching, 4) short-term pre-vocational services, and 5) development of individual employment plan.

The LVER concentrates on job development services for veterans and eligible spouses, especially veterans determined to be job ready after receipt of intensive services from a DVOP specialist. Services include: 1) referral to other local, state, and federal agencies, 2) IndianaCareerConnect registration, 3) resume writing, 4) job search, 5) interviewing skills, and 6) assessment testing.

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- **How does WIB/RWB measure the success of its service providers?**

Foundationally, success is determined by delivery of service as detailed in the service provider contract. To measure the success of its service providers, the RWB utilizes multiple reporting models for program delivery including formal scheduled monitoring, ongoing informal monitoring, monitoring reports and correction responses, financial reports, state-mandated reports for selected funding sources, and raw data queries from the management information system.

Reporting incorporates services, training, completion, and credential results. Monitoring involves accurate delivery and documentation of service provision, funding expenditure levels, and third party evaluation. Reporting and monitoring occur on a monthly, sometimes quarterly, and annual basis. A regular schedule of written and oral reporting and discussion reveals trends and need for course correction.

Per SOP 06-14, the Regional Operator is responsible for programmatic monitoring to ensure compliance with federal, state, and local regulations; the Fiscal Agent is responsible for the financial monitoring. Provision for high risk service provider determination and correction action is outlined in the SOP.

- **How does WIB/RWB measure the efficacy of the training providers at which recipients awarded Individual Training Accounts enroll? Under what conditions would the WIB/RWB disallow enrollment in a given institution?**

According to DWD Policy 2009-13, the Workforce Investment Act (WIA) intends for job seekers to have freedom of choice in selecting any qualified training provider. The Act also intends for job seekers to make their decisions based on performance criteria.

As a result, training providers are required to supply performance metrics for each program including but not limited to: student enrollment numbers for each program, total number of program completers, average time for completion, employment rate of individuals who complete the program and employment rate of completers who obtain employment in the occupation related to the program, and average hourly wage rate.

At a minimum, completion rates will be collected by DWD; DWD will supply employment and average earnings. Local focus includes student enrollment numbers, age of the training program, and average hourly wage rate.

Disallowed enrollment may occur due to failure of training provider to meet or continue eligibility through incomplete or untimely application submissions, failure to meet definition of WIA training services, lack of support of in-demand occupation, intentional submission of inaccurate information, failure to meet approval criteria established by the SWIC, delinquency in payment of taxes, unemployment insurance contributions or reimbursements, and failure to meet any other requirement for a training program under WIA.

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- **Please include policies or processes to track and support learner persistence in and completion of the program in the program of study.**

Multiple policies and processes track and support learner persistence in and completion of the program of study. Attachment (A) SOP 06-04 requires pre-determination of eligibility and likelihood of success including basic skill proficiency prior to training (SOP 06-04 Addendum), career interest assessment in support of program of study, self-directed labor market research such as wage information and workplace expectations, and a personal financial plan for living expenses for the duration of training. Specific barriers to employment are identified, documented, and addressed. Learners must sign a release of information to authorize release of financial aid information, results of testing, recommendations and/or acceptance into any programs of the training institution, grades, and midterm reports and copies of all diplomas, degrees, and credentials.

Often, needs other than training funds contribute to the success or failure of the educational completion. Attachment (G) SOP 06-02 provides for supportive services including transportation assistance, specific assistance with rent/mortgage/utility expenses/car repair, and uniforms and tools needed for training purposes. Eligibility for supportive services must indicate unmet budgetary need.

Per Attachment (A) SOP 06-04, while in training, learner persistence and completion is tracked through required submission of class attendance and grades. Customers must provide attendance sheets at a minimum monthly; however, attendance sheets must be provided at more regular intervals if they are need as documentation for supportive services. Case management processes document 30 day contacts between the learner and case manager; inconsistencies in the customer's attendance or failure to abide by the educational institution's policies or procedures will be immediately addressed by the service provider.

Internal workshops and computer classes are available to support the customer. Appropriate community referrals to support persistence and completion may involve professional counseling referrals, other public service agency referrals, and tutoring service referrals.

WIA Youth Services

- **Complete Youth Services Matrix attachment**

See Attachment (H) Youth Services Matrix.

- **Indicate the number of WIA Youth service staff persons located within the local area/region?**

There are 10 youth staff located throughout Region 11.

- **Describe specific outreach activities targeted to Youth within the local area/region.**

In-School Program Recruitment:

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Located at the high schools, each specialist is entrenched in the everyday activity of the school and is always actively looking for students who could benefit from the JAG program. Specialists hold information sessions for teachers and facilitate throughout the school year. Additionally, there are planned information sessions for students hosted by the specialist and JAG participants to recruit individuals. Students are typically recruited for semester start dates since the classes are a part of the school curriculum. Specialists complete a large amount of recruitment, intake and scheduling during the spring and summer months.

Out-of-school Program Recruitment:

High school drop outs between the age of 18 and 21 are recruited through the following means:

- Walk-ins to the WorkOne offices within the region
- Coordination with local school corporations
- Coordination with courts and probation departments
- Coordination with Adult Basic Education programs and alternative schools
- Networking with the Family and Social Services Administration
- Foster program coordination to identify those individuals who are aging out of foster care
- Faith-based organizations
- Homeless shelters
- Vocational Rehabilitation
- Youth homes such as Hillcrest Washington, Methodist Youth Home, etc.

The greatest numbers of youth participants are recruited through the WorkOne system and the Adult Basic Education programs.

• **How does WIB/RWB measure the success of Youth service providers?**

Several measures demonstrate the success of the Region 11 service provider. These measures include:

- Enrollment goal attainment
- Common measure performance goals
- Accurate reporting and case system documentation
- Successful program completion rates

Monthly reporting comprises:

- Class period attendance numbers
- Guest speakers
- Field trips
- Community activities
- College applications and admission test completions
- College contacts

Follow-up mandates:

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- GED/HSD completion rates
- Competency mastery
- Other credential or certificate attainment
- Full-time employment or military placement

Other Services

- **How does the WIB/RWB ensure that local staff coordinate activities with the State Rapid Response team/Dislocated Worker Unit to perform the following:**
 - **Secure and share information when there is a possibility of a mass layoff (50 or more workers)?**

Local staff may obtain information through media partners, WorkOne offices, or State Rapid Response team/Dislocated Worker Units of impending layoffs. If layoff notice is obtained through media or local office, local staff makes contact with company personnel and Union representative, if applicable, to schedule a meeting to gain information of layoff. Local staff also requests or helps draft a Worker Adjustment and Retraining Notification (WARN) and provides to State Rapid Response team/Dislocated Worker Unit. If notified by State Rapid Response team/Dislocated Worker Unit by WARN notice contact is made to company and Union representative, if applicable, to schedule a meeting to gain information of layoff.

Information obtained is number affected if not already known, if a severance package will be offered, list of employees names, Social Security numbers, address, wage, and occupation title, and if Trade Adjustment Act is applicable. Local staff and company representative schedule date for Rapid Response Orientation to present Unemployment Insurance, Job Search, and retraining opportunities the workers may be eligible for.

Information is presented through a PowerPoint and includes UpLink Tutorial provided through Department of Workforce Development's (DWD) website; attendees are given "Resource Guide for the Unemployed" booklet and survey to complete for DWD. Completed surveys are copied and sent to Service Provider and originals mailed to Dislocated Worker Unit.

- **Coordinate activities where a layoff involves a company that is Trade Adjustment Act certified?**

Local staff notifies Trade Adjustment Act (TAA) Coordinators of all impending layoffs. If the company or Union requests TAA Coordinators attendance at Rapid Response Orientation to answer questions, TAA Coordinators are invited. The open communication ensures that TAA Coordinators are aware of all background information for layoffs.

Upon notification from company or Union that TAA petition has been filed, TAA Coordinators are notified, and local staff work to obtain a list of eligible employees from the company or Union. If a company is certified for Trade Adjustment Act (TAA), local staff is notified by State Dislocated Worker Unit and contacts TAA Coordinators to assist in scheduling orientation session. TAA Coordinators then contact eligible workers for initial TAA orientation. At TAA Orientation,

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information is provided through the PowerPoint created by State Dislocated Worker Unit. Individuals are then signed up for Next Steps meeting before they leave orientation.

- **How does the WIB/RWB ensure the coordination of the following programs, at minimum, at each WorkOne?**
 - **Unemployment Insurance**
 - **Trade Act**
 - **Title 38 Veterans Programs (LVER, DVOP)**
 - **Work Profiling Reemployment Services (WPRS) and Reemployment Eligibility Assessment (REA)**

UNEMPLOYMENT INSURANCE

To receive unemployment insurance (UI) benefits, an individual must register for work in Indiana Career Connect (www.indianacareerconnect.com). Registration must be completed within four (4) weeks of the filing of the unemployment insurance claim. The individual is also required to be able and available for work and actively conducting a job search during each week unemployment benefits are claimed. As a WorkOne customer increasingly utilizes additional WorkOne services, staff members coordinate the appropriate services through informational, educational, and case management activities.

UI services are offered in the Evansville, Tell City, Mt. Vernon, Vincennes, Jasper, and Princeton offices.

REEMPLOYMENT SERVICES

Based on recent filing for unemployment insurance benefits, a number of individuals are chosen to participate in a special program, Reemployment Services, which is designed to assist unemployed individuals in locating employment and/or job training. This federally funded program has been designed to improve the ability to obtain employment.

As part of this Reemployment Services program, the State of Indiana and the Department of workforce Development have implemented a selection and referral system. This system reviews certain demographics for each claimant to gauge the person's ability to secure employment without assistance. Reemployment specialists coordinate with other WorkOne programs to validate existing customer engagement with WorkOne services. For those who need assistance, Reemployment Services offers assistance through Indiana's WorkOne offices. Such assistance may include job search workshops, individual job search assistance, employment counseling, job training, and other services as needed.

Reemployment Services are offered in the Evansville and Vincennes offices.

TRADE ADJUSTMENT ACT

The Trade Adjustment Act (TAA) offers up to 104 weeks of cash payments (Trade Readjustment Allowance or TRA) for workers enrolled in full-time training and up to 130 weeks of cash payments if the worker is also enrolled in remedial training. These cash payments are coordinated with

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unemployment insurance benefits and TAA training enrollment deadlines to ensure the customer maximizes coverage of training dollars (TAA) with income support (TRA).

Alternative Trade Adjustment Assistance (ATAA) is available to workers 50 years of age and older and requires full-time employment within 26 weeks of separation. This option does not include TAA-approved training. ATAA is coordinated with UI for maximum benefit.

TAA/TRA services are available in the Evansville and Vincennes offices. Limited scheduled services are available at the Princeton and Jasper office.

VETERANS

To ensure program integration and coordination of veterans' services, the majority of veterans are serviced by W/P staff. The Welcome Team identifies those veterans with barriers to employment and refers these veterans to the Disabled Veterans Outreach Program (DVOP) specialists. However, individual veterans may exercise the option to make an appointment to see a Veteran Representative. Veterans without barriers to employment who request an appointment will see a Local Veterans' Employment Representative (LVER).

Per DWD Policy 2008-15, DVOP specialists provide intensive services to veterans with barriers to employment and/or special training needs. A documented plan of action coordinates supportive services, referrals to training, and job development contacts. LVERs are mandated to provide job development referrals and referrals to training and supportive services.

Veteran representatives are located in both the Vincennes and Evansville offices.

- **What strategies does the WIB/RWB employ to conduct outreach to and serve ex-offenders? With which partner organizations does the WIB/RWB work in serving ex-offenders?**

The WIB/RWB has seen a real deficiency in serving ex-offenders, and through the Business Services Committee, has embraced Churches Embracing Offenders (CEO) as a member to help address this deficiency. Through Paul Medcalf, a consultant for CEO www.churchesembracingoffenders.org, a job readiness certificate program is currently under development to help ex-offenders become "job ready." This program also includes training per industry request entitled "Workplace Ethics" and is based on the book by Rabbi Wayne Dosick titled The Business Bible- Ten Commandments for Creating an Ethical Workplace.

The WIB/RWB has begun building partnerships with Ivy Tech Community College and USI in cooperation with Churches Embracing Offenders and CAJE (Congregations Acting for Justice and Empowerment) - a powerful, well-networked grouping of 17 congregations made up of Baptists, Catholics, Lutherans, Methodists, etc. - who are coordinating research and work already existing inside and outside the prison system in Region 11 to assist ex-offenders seeking assistance, including employment, and with Volunteers of America to inform residents of services available to them.

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- **Briefly describe the business services, specifically job recruitment, job posting, and job matching services, that are offered within the local area/region.**

Through Indiana Career Connect, Indiana's job matching system, employers and individuals can find and match jobs specifically by matching skills. Since this system matches solely based on individuals' skills, it perfectly aligns with the Customer Bill of Rights for the WorkOne system to: know your skills; improve your skills; and find the best job matching your skills. Individuals may also access labor market information if interested in a career change or to know where to improve their skills. Labor market information is also available to provide information for high-wage and high-growth careers to assist in career changes and also provides wage information for those new to the job market.

Employers can post jobs, find labor market information, and search for candidates meeting their skill expectations, all at no cost. Employers may access the job posting wizard to help with creation of a job posting with skills generated by occupation code and the opportunity to input specific skills or certifications required for the position. Applicants are then auto-ranked by percentage of skill match, and employers may review resumes and contact information for candidates. If employers wish to find candidates, they may perform a search to filter candidates by skills, certifications held, experience, and educational levels. If a desired candidate is found through search, the employer may still view resume and contact information for the candidate.

4) Key Partnerships

- **Complete WIB/RWB Partnership Matrix**

See Attachment (I) Key Partnerships

- **Attach One-Stop Partner MOU –WIBs only need to respond**

N/A

- **Describe the policy and process for referring clients to other agencies/organizations that provide social-services, including but not limited to: nutritional assistance, home rent/utility subsidies, domestic-violence support, personal-finance management, legal counseling, disability support, substance-abuse intervention.**

Upon entry into the WorkOne office, customers may identify specific social service needs in combination with employment assistance including food assistance, housing assistance, domestic violence support, legal counseling, substance abuse issues, and disability support. Initially, WorkOne customers receive a pocket resource guide, a community resource brochure, and/or conversational guidance regarding sources of community assistance.

WorkOne staff members are trained to assess for community service needs at the time of application. Demographic information obtained at the time of application may indicate possible areas of need to be

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discussed with WorkOne customer. Existing social service assistance information demonstrates client need.

If not at entry or at the time of application, clients may inquire regarding social service assistance during the job search or training period. Case managers refer customers to the appropriate social service agency in the geographical area.

For nutritional/food assistance, clients may be referred to local food banks, WIC clinics, and Food Stamp programs. Housing assistance referrals include local emergency shelters, transitional housing, low income/income based housing agencies, and homeless outreach teams. Domestic violence support may be supplied through local DV shelters; legal services may be found at the local Legal Aid office or the Indiana Legal Services Organization. Disability assistance may be referred to the local Vocational Rehabilitation office. Financial assistance may be found at local Community Action Programs (CAPE) and trustee offices; budget counseling referrals are made to local credit counseling programs, Catholic Charities, and community development fund offices that offer assistance with home and small business loans. Substance abuse referrals may be made to participating counseling service organizations that utilize an income-based pay scale.

Partner meetings in Knox and Vanderburgh Counties provide an opportunity for various social service agencies to educate WorkOne staff members regarding the services that are offered in each type of organization

- **Describe how the WIB partners with economic development entities within the local area and at the state level.**

Staff of the Regional Operator in Region 11 have developed a strong relationship with local and state economic development entities. The Regional Operator is co-located with the Indiana Economic Development Corporation, the Economic Development Coalition of Southwest Indiana (serving the four counties of Gibson, Posey, Vanderburgh and Warrick), as well as the Growth Alliance for Greater Evansville, the economic development entity for the city of Evansville and Vanderburgh County. The RO also shares a staff member with the Chamber of Commerce of Southwest Indiana to help serve as a liaison to Chamber members and has also shared staff with the Perry County Development Corporation. These shared staff agreements allow the RO to have a finger on the pulse of the communities while maximizing staff time.

The RO attends bi-weekly meetings with the economic developers in the four counties of Gibson, Posey, Vanderburgh and Warrick. These meetings are conducted as the Business Retention and Expansion group for these four counties and also include the Small Business Development Center. The RO is also an active participant of the Knox County Development Corporation's Knox County Partnership group. This group actively speaks about the workforce and economic needs of Knox County, actively seeks opportunities to address those needs such as grants or other funds, and tracks progress of initiatives to ensure successful delivery.

RO staff meet with each economic development director on a monthly basis to help establish the workforce needs in each of the counties. Region 11 is very diverse; each county has particular

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workforce needs. These meetings allow RO staff to understand the needs of the economic developers in each of the counties and assist them with those needs.

5) Budget

- **Attach a copy of the WIB/RWB's budget, including all funding streams.**

See Attachment (J) Budget.

- **Describe how the WIB/RWB will ensure that administrative spending is kept to a minimum**
 - **Explain how WIA administrative funds will be utilized, including projected expenditures for the following categories:**
 - **Staffing (Administrative Cost):**

The RWB ensures that administrative spending is kept to a minimum through contract negotiations, minimizing duplications and monthly review of expenditures. The Fiscal Agent performs the financial duties of the RWB and the Regional Operator performs the program and operational duties of the RWB. The Fiscal Agent expenditures and the Regional Operator expenditures for accounting, procurement and payroll are administration. The projected expenditures for administration are \$181,000.
 - **Travel:**

Travel includes reimbursement to board members. Travel expenses include auto mileage, car rental, air fare, taxi fare, toll roads, parking, registrations and overnight lodging. The RWB travel policy is attached. The projected expenditures for travel are \$10,000.
 - **Outreach:**

Outreach is not budgeted by the RWB or RO. Outreach is conducted through all Regional staff as they interact with business and clients.
 - **Other (describe)-**

NA
 - **Provide any policies/procedures the WIB/RWBs will utilize to approve the following:**
 - **Hiring of staff**

The RWB does not have staff. The Regional Operator and Fiscal Agent act as staff to the RWB. The RWB and the Regional Operator contract require that the RWB approve the hiring of the Executive Director. In addition the RWB issues a Request for Proposal for Fiscal Agent and part of the RFP requires that the key personnel are identified and the resumes are included. Hiring of staff begins with posting on Indiana Career Connect. Resumes are reviewed for related qualifications and appointments are scheduled with an interview panel. A decision is made following a second interview with the top three or four applicants. In order to provide equal employment and advancement opportunities to all individuals, employment decisions for fiscal agent and regional operator staff will be based on merit, qualifications, and abilities. The fiscal agent and the regional operator will not discriminate in employment opportunities or practices on the basis of race, color,

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religion, sex, national origin, age, disability, or any other characteristic protected by law.

▪ **Travel**

Reimbursements for travel expenses will only be made upon presentation of documentation of actual amounts and nature of expense. Such documentation includes vendor receipts, invoices or confirmation from vendors. Only reasonable expenses directly related to RWB, fiscal agent and service provider business will be reimbursed. No reimbursement for expenses for guests will be made.

6) Governance and Structure

- **Describe how the WIB/RWB consulted with members of the public, including local elected officials, representatives of business, labor, and economic development prior to the submission of this plan.**

Staff of the Regional Operator met with the Chief Elected Officials of each county as well as presented to the County Commissioners meetings in each of the counties to explain the development of this plan. These meetings are open to the public and fairly well attended. Staff has also met with area Chambers of Commerce, Central Labor Council and Economic Developers to let them know of this plan and to seek their input. This plan has been brought to the full RWB meeting (public meetings) and been announced to the public that this plan is in the works. Parts of the plan were distributed to through the RWB sub-committee structure (public meetings) to gain the input of sub-committee members as well as the public in attendance.

- **Describe the role of the local elected officials in the governance and implementation of WIA programs in the local area/region. (Attach a copy of the local elected official agreement)**

The Regional Operator, on an annual basis, attends the county commissioner meetings in each of the 9 counties to inform them of events in the region and seek their input. Local elected officials are invited to special bi-annual meetings to discuss the programs and outcomes of the RWB. Their input is solicited and questions are answered. The RO then meets with individual elected officials throughout the 9 counties to provide feedback on the WIA program and seek further input on local topics.

See Attachment (K) Local Elected Official Agreement.

- **Who is the chief elected official for the area, and how is liability for the misuse of WIA funds assumed by the local elected officials? - WIBs only need to respond.**

N/A

- **Identify who the fiscal agent or entity responsible for the disbursement of WIA grant funds in the local area is.**

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Name: Nancy Begle
Organization: Crowe-Horwath
Address: 1149 S. Balthazar Drive
Telephone Number: (812) 544-2121
Email Address: nbegle-crowechizek@live.com

- **Describe the nomination and selection process used to appoint members to the workforce investment board. – WIBs only need to respond.**

N/A

- **Using available workforce data, describe how business representatives that serve on the WIB are appointed to accurately reflect the employment opportunities (primary industries, business size) and the geographic diversity of the local workforce service area. – WIBs only need to respond.**

N/A

- **Attach a copy of the WIB/RWB bylaws (example of bylaws can be found at http://www.in.gov/dwd/files/SWIC_Bylaws-9-16-10.pdf)**
 - **The following information, at minimum, is required in the by-laws:**
 - **Quorum rules**
 - **Attendance rules**
 - **Membership terms**
 - **Identification of Board Officers and Election Procedures**
 - **Description and duties of any WIB/RWB subcommittees (Youth Council mandatory for WIBs)**
 - **Voting Rules**
 - **Description of what constitutes a conflict of interest to a board member and what actions will be taken by the board member in the event of a conflict of interest**
 - **Describe how the WIB/RWB and any of its subcommittees comply with Open Door Laws**
 - **Rules for Amending Bylaws**

See Attachment (L) RWB Bylaws.

- **Provide a description of the WIB/RWB's support and administrative staffing**

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- **Complete chart below, indicating the compensation of the top five paid individuals employed/contracted by the WIB/RWB, or employed/contracted by any entities using WIA funds to provide administrative or staff support to the WIB/RWB.**

Executive Compensation					
	Staff Person Name	Salary	Benefits	Bonuses	Total Annual Compensation
1	Jimmy Wheeler	\$126,000	\$7,040	\$	\$133,040
2	Roy Vanderford	\$105,792	\$6,831		\$112,623
3	Jim Heck	\$97,850	\$4,238	\$1,000	\$111,234
4	Brian Hueni	\$82,000	\$24,600		\$106,600
5	Tom Miller	\$72,592	\$4,580		\$77,172

- **Attach WIB/RWB Organization Chart, and provide a brief description of the key responsibilities of all WIB or Regional Operator staff persons**

President and Vice President – Provides overall strategic planning for Region 11’s RWB. Identifies national workforce development trends. Evaluates successful workforce development initiatives for applicable utilization in Region 11.

Executive Director – Manages the day to day operations of the Regional Operator. Provide staff support at Regional Workforce Board and committee meetings. Plans and directs all aspects of the organizations operational policies, objectives and initiatives.

Operation Manager – Creates and maintains a performance management system with associated metrics for all contractors of the Regional Workforce Board. Supervises Performance Monitoring Specialists. Manages day to day operations of the System Performance team. Creates and maintains standard operating procedures in compliance with state, federal and local policies.

Business Services and Communications Manager – Develops and maintains relationships with local employers. Supervises Business Services and Communication Specialists and Intern Representatives. Conducts employer outreach and coordinate activities to optimize employment opportunities and available services for customers. Builds relationships with chambers and economic development groups. Develops and maintains communication to region through newsletters and websites.

Finance Manager – Manages the Regional Operator finances, grants and contracts. Manages the Regional Operator bank account recording receipts and disbursements. Prepares budgets for grants and modifications to grants. Procures and prepares contracts and modifications. Serves as liaison to the Fiscal Agent. Serves as the Equal Employment Officer.

Administrative Assistant – Provides administrative support to the Executive Director. Plans, schedules, announces, coordinates and records meetings. Drafts and edits reports, presentations and other documents. Maintains required corporate, RWB and Local Elected Officials documents.

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Business Services & Communications Specialist – Develops and maintains relationships with local employers. Performs outreach to employers to inform them of programs. Promotes Indiana Career Connect.com to employers. Maintains contacts and outcomes in Indiana Career Connect. Schedules and facilitates rapid response as needed. Contributes and assists with distribution of the newsletter to businesses

Planning Manager – Facilitates the collaboration of educators, business leaders, economic developers and workforce professionals to lead to regional solutions and programs. Builds and maintain relationship with community leaders. Identifies public and private funding sources. Develops and writes plans for funding requests. Prepares request for proposals.

Performance Monitoring Specialist – Data validation and monitoring of all service providers and subcontractors. Serves as a master user on the TrackOne data tracking system. Monitors TrackOne performance data. Conducts monitoring of the WorkOne sites for TrackOne compliance. Prepares monitoring reports. Compiles monthly and year-to-date reports of TrackOne data.

Intern Representatives – Work with employers and organizations to develop and increase quality and quantity of meaningful internship opportunities. Conduct extensive follow-up with participating and prospective employers to monitor their internship postings and positions. Provide group presentations and attendance at job fairs and expos.

See Attachment (M) RWB Organization Chart.

- **Who is the area’s OneStop Operator (OSO), what are its roles and responsibilities, and describe the OSO designation process – WIBs only need to respond.**

N/A

- **Identify what WIA services and/or activities will be awarded through competitive grants within the local area/region, and briefly describe the competitive process that was or will be utilized within each competition?**
 - **OneStop Operator? (WIBs only)**
 - **WIA Youth Service Providers? (WIBs only)**
 - **WIA Adult Service Providers?**
 - **WIA Dislocated Worker Providers?**
 - **Other?**

For PY12, an RFP will be issued for WIA Adult, Dislocated Worker, and Youth Service providers. This RFP will cover two years with the possibility of an extension for a third year based on performance. The RWB, after consulting with DWD, will direct the RO to issue an RFP for these services. The RFP will be publicly announced and posted on both the RWB and DWD websites. A bidder’s conference will be held and bidders will be given the opportunity to submit questions. The RO

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will vet responses to ensure the specifications set by the RWB are met. The Operations Committee of the RWB will score the proposals and make a recommendation to the full RWB. The RWB will make the final decision. All RWB meeting are open to the public.

- **How does the WIB/RWB eliminate real or perceived conflict of interest in developing RFPs, scoring proposals, and issuing grant awards?**

All RWB members annually complete a conflict of interest document disclosing real or perceived conflict of interest including business information and personal/familial relationships. In the event conflict of interest is discovered in RFP development, proposal scoring, and contract award, such an individual will be removed from processes and will abstain from vote.

7) Program Contact Lists and Signature Page

- **Provide the name and contact information of the WIB/RWB's primary contact persons for the following:**

- **WIA Adult and Dislocated Worker Programs-**

Jim Heck
Grow Southwest Indiana Workforce
318 Main St. STE 504
Evansville, IN 47708
(812) 492-4505
Jim.heck@workonesw.org

- **WIA Youth Programs**

Jim Heck
See above

- **Fiscal management**

Nancy Begle
Crowe-Horwath
1149 S. Balthazar Drive
Santa Claus, IN
(812) 544-2121
nbegle-crowechizek@live.com

- **Electronic/Information systems**

TrackOne
Kay Johnson
Grow Southwest Indiana Workforce
318 Main St. STE 504
Evansville, IN 47708
(812) 492-4508
Kay.johnson@workonesw.org

Indiana Career Connect
Sara McCarty
Grow Southwest Indiana Workforce
318 Main St. STE 504
Evansville, IN 47708
(812) 492-4509
Sara.mccarty@workonesw.org

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- **Data collection/performance**
Kay Johnson
Grow Southwest Indiana Workforce
318 Main St. STE 504
Evansville, IN 47708
(812) 492-4508
Kay.johnson@workonesw.org

- **WIA Equal Opportunity Officer**
Linda Jones
Grow Southwest Indiana Workforce
318 Main St. STE 504
Evansville, IN 47708
(812)492-4511
Linda.jones@workonesw.org

- **WIA program complaints**
Linda Jones
See above

- **The Local Plan must be signed and dated by the following (include printed name and title, and contact information):**
 - **Workforce Investment Board/Regional Workforce Board Chairperson**
 - **Chief Elected Official***(Attach the signatory page in PDF format)*

Attachments to be included

- 1) **Local Area/Region List of Demand Occupations or Policy (PDF format acceptable)**
- 2) **WIA Adult and Dislocated Worker Services Matrix**
- 3) **WIA Youth Services Matrix**
- 4) **WIB/RWB Partners Matrix**
- 5) **Copy of WIB MOU (for WIBs only, in PDF format)**
- 6) **Copy of local elected officials agreement (for WIBs only, in PDF format)**
- 7) **Copy of WIB/RWB Bylaws (PDF format acceptable)**
- 8) **Copy of performance reports to the WIB/RWBs for Q3 and Q4 2010, Q1 2011. (PDF or MS Publisher format acceptable)**
- 9) **Any other attachments (PDF format acceptable, excepting spreadsheets containing numerical data)**