Indiana's Workforce Investment Act
Annual Report

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A report by the Indiana Department
of Workforce Development

INDIANA
WORKFORCE
DEVELOPMENT

In Memoriam

FRANK O'BANNON, GOVERNOR OF INDIANA, 1930-2003

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Message from Commissioner Alan D. Degner

Over the past several years the Indiana Department of Workforce Development (DWD) has been busy helping the citizens of Indiana with their employment, training, career and technical education needs. Our vision has been to create the most qualified high-performance workers in the nation and the most user-friendly public/private system for customers (students, workers, and employers). Our mission has been to ensure access to lifelong learning for all Hoosiers. During both strong economic times and times of uncertainty, DWD initiatives have supported this mission, accomplishing much in the face of many challenges.
We have centered our goals around three investment priorities: Development of Regional Economies; Development of the Existing Workforce; and the Development of the Future and Potential Workforce. All of our initiatives support these three investment priorities.

Our past initiatives have had a positive effect on Indiana – even in difficult times. We have brought potential employees and employers together through CS3, our state-of-the-art job matching system. We have made innovative changes in how we do business via the WorkOne system of one-stop offices and the Workforce Investment Act (WIA). We have transitioned individuals from welfare to work, and have helped Hoosiers learn new skills and acquire better jobs through Advance Indiana training initiatives.

These past successes have set the bar even higher for what DWD can provide in the future. And it is evident that the future is now. Our initiatives will enhance the function of DWD and serve well the needs of deserving Hoosiers and their families. The challenges of these times have only increased the significance and reaffirmed the critical role of DWD in the future Indiana economy.

Indiana's Workforce Investment Boards and Workforce Service Areas

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

Indiana Received Program Year 1999 National Incentive Performance Award

On May 3, 2001, the United States Department of Labor (USDOL) made $1,308,726 available to the State of Indiana "for exceeding performance levels, agreed to by the Secretaries, Governor and State Education Officer, for outcomes in State operated employment and adult education programs. The goals included placement after training, retention in employment, and improvements in literacy levels, among other measures." These funds were for performance goals met during Program Year 1999. The funds supported innovative workforce system building activities for two years, ending June 30, 2003. All the funds were expended for the projects and the objectives met.

The activities were determined through joint planning conducted by the Indiana Department of Workforce Development (DWD) and the Indiana Department of Education, Adult Basic Education Division, and included both State and various local personnel. There were several initiatives implemented from the incentive funding. One initiative was developing and marketing the WorkOne brand name for all chartered full-service one-stops and WorkOne Express sites where not all services may be provided. Another funded initiative was for case management and participant tracking. English Works in Indiana, a partnership between DWD and Education in conjunction with industry was another project that resulted in improvement in language proficiency focusing on safety in the workplace. Descriptions of these projects follow.

Marketing Materials

The East Central Workforce Investment Board through its agent, East Central Opportunities, Inc., received $30,000 for the development of a series of brochures, calendars, and marketing materials. The materials advertised the benefits of the WorkOne system and not the services of any one partner. Therefore, they were easily adapted for use by other Indiana WIBs. Also, the national logo, "America's Workforce Network" was inserted, allowing for statewide marketing with connections to a national branding.

In addition, each workforce service area received $17,000 for specified marketing activities. Allowable activities included customizing and printing the marketing materials developed by East Central; distributing videotapes produced by the State; producing local television ads,

public service announcements, radio and print ads; and purchasing signage for WorkOne Centers and WorkOne Express sites.

Case Management System & Participant Tracking

Beginning July 1, 2002, DWD required each WIB to track and report all individuals who received WIA supported services in their workforce service areas. The systems and procedures for collecting this data was at the discretion of each local workforce investment board. Data was collected through the local participant management information system. The goal was to count all of the non-registered individuals obtaining WIA-supported services in the local area.

An award of $31,000 was given to each WIB for enhancements of case management and the management information system. The funds could be used to purchase software and hardware that supported the additional reporting requirements and/or enhanced a case management system. Other allowable uses included the purchase of bar code or swipe card technology or other technologies designed to track or enhance service activities within WorkOne offices.
To ensure maximum flexibility for the use of the funds, local boards were permitted to not only use the amount of funding listed for allowable activities, but they also had the flexibility to shift funding between the allowable activities, in collaboration with the Department. Local boards, in collaboration with the Department, also had the ability to use the allocations for other activities that enhanced the WorkOne system.

English Works

English Works is a continuing collaborative effort with DWD's Incumbent Worker Training Initiative and the Department of Education's Division of Adult Education in conjunction with industry to improve the skills of Indiana's Limited English Proficient (LEP) workers. The focus is on safety in the workplace – with a practical outcome of safety awareness. The new initiative expanded the program so that a model of community alliance could be developed.

Indiana Received Program Year 2000 National Incentive Performance Award

On April 20, 2002, United States Department of Labor awarded $2,896,500 to Indiana "for exceeding performance levels, agreed to by the Secretaries, Governor and State Education Officer, for outcomes in State operated employment and adult education programs."

The funds are available for the two-year period, July 1, 2002 through June 30, 2004. In consultation and agreement with the Indiana Department of Education, Adult Education Division, DWD prepared and submitted a plan to use the national incentive award for workforce system building. Also, valuable local input was provided by local administrators from the Workforce Investment Act and secondary and post-secondary institutions.

The project, aimed at Indiana's economic and workforce goals, centers on three investment priorities. These are development of regional economies; the incumbent workforce; and the future and potential workforce. The priorities focus on building innovative, creative and

sustainable programs statewide. Funding covers one-time start-up costs, and not on-going continuation of an existing project. Descriptions of some of the funded projects follow.

Capacity Building

A workgroup composed of representatives from Adult Basic Education, Vocational and Technical Education and Workforce Investment Boards personnel formed to identify appropriate capacity building initiatives for this funding. Initial discussion included: (1) bringing in speakers/trainers to address deficiencies in performance in data sharing between programs; (2) joint local meetings to cross train individuals on performance measurement for the three programs and (3) creating easy to use guides on performance measurements for the three programs. During the course of the program year the following speakers were funded: John Chamberlin on "Meeting Performance Standards"; Greg Newton on "Building Employer Relationships"; and Kip Stottlemyer on Recruitment Strategies for Youth."

Data and Continuous Improvement for Performance Measures

State partners planned a process with the goal of integrating data and collection, including follow-up systems. The system is being modeled on the Indiana Technical Education Reporting System (IN TERS). The purpose of IN TERS is to identify and/or provide data and information on state and regional labor markets, vocational education programs, enrollments, program performance and other data and information which is useful to the activities of the workforce partnership areas.

English Works

English Works in Indiana, the workforce literacy program component, has completed its first year targeting limited English proficient workers in Indiana businesses. Nine instructors have each completed 540 hours of instruction in 13 companies. In June 2003, several publications were completed in conjunction with this project. They are:

> A ***Community Alliance Model*** (CAM) that includes 1) a "best practices" video that spotlights five Indiana communities and showcases the successful strategies used by these groups to create and reinforce diversity understanding and multicultural awareness, 2) A how-to manual that reflects thoughts, tips and worksheets to be used as reference tools for community groups to create and reinforce diversity training, and 3) An interactive, state-of-the-art CD-ROM that provides users with opportunities to access information about cooperation and the collaborative processes.
>
> ***Connecting Cultures to Communities*** is a handbook designed to assist the newcomer in integrating into their local communities. ***Welcome File for the United States*** includes information on how to buy/lease a car, use the medical system, and find a home. Also, included are lists of telephone numbers, American holidays, cooking terms, and clothing sizes. This publication will be very helpful to Indiana newcomers and new employees.

Finishing First

Finishing First is a project to assist adults who desire to earn a regular high school diploma, but who have not successfully completed the Graduation Qualifying Exam (GQE). In Indiana, a high school graduate must meet the GQE requirement, in addition to earning the required credits to qualify for a high school diploma. When the high school diploma is not an appropriate option, Finishing First provides assistance to adults for GED preparation and basic skills assistance.

During the period of January 1, 2003 – June 30, 2003, thirty-five programs were reimbursed for offering Finishing First classes. These programs offered 5,291 hours of instruction and enrolled three out of four adults who registered. Finishing First enrolled 1,315 students during this period. More than 1,675 were registered. Instructors spent 23,669 hours in direct contact with students. Over 40 percent of the students enrolled were seeking assistance with GQE remediation. Others desired basic skills assistance and GED preparation. Many of the classes took place at full service WorkOne centers or Express locations in the program's community. At a minimum, directors of adult education were to work with WorkOne personnel to offer instruction at sites nearby if WorkOne centers or express locations were not available.

Youth Innovative Programs

Funds for Youth Innovative Programs were awarded through a competitive grant process announced October 3, 2002. Entities received funds to create replicable, sustainable and innovative programs for youth. A total of $1,290,204 was awarded to 49 entities, including schools, postsecondary institutions and Workforce Investment Boards to improve academic achievement and increase the development of skills for high-skill/ high-demand/high-wage occupations.

Among the recipients were 28 secondary schools and two postsecondary institutions that will share $567,000 for Project Lead the Way (PLTW) pre-engineering academies. PLTW is a shining example of engaging students in a rigorous, high tech curriculum that teaches high levels of math, science, teamwork, communication and critical thinking skills in a meaningful way that motivates both the students and teachers. Nearly 1,000 additional students will benefit from this program this year and that number will grow exponentially in future years. For more information on PLTW, visit www.pltw.purdue.edu or www.pltw.org.

Grant dollars are also being used to fund several information technology, health, business and public safety academies; various career preparation activities for youth, apprenticeship programs, programs for Latino youth and student internships. Funds are also being used to help students with limited English proficiency and for opportunities for students to get involved in nontraditional programs. Many programs integrate academic curricula with internships so students can better understand how their academic studies relate to their future opportunities. Most of the school programs involve planning and professional development sessions that will occur over the summer months in anticipation of new programs for students that began fall 2003.

Incentive Awards for Workforce Investment Board

In October 2002, incentive award grants were given to Indiana's sixteen WIBs. One thousand dollars was given for each of the seventeen WIA performance standards that each WIB met for Program Year 2000. The awards were to be used to support Workforce Investment Act activities (through implementing each WIB's strategic plan) and vocational and technical education programs. A total of $204,000 was awarded. Funds are available for use from December 1, 2002 to June 30, 2004.

Incentive Awards for Vocational Education

Vocational and Technical Education Incentive Awards were provided to three area vocational districts for meeting or exceeding performance indicators. Each entity received $20,000. Following are reports on the three awards.

Heartland Career Center, Wabash, Indiana, developed an innovative option to offer Information Technology programs as part of their vocational course offerings. They provided students the opportunity to meet multiple industry certification requirements and standards included in the information technology vocational business programs. Their plan enables students to move easily from one curriculum to another within each program. Local curriculums targeted include Design/Graphic Technology, A+/Computer Repair Certification, Electronics, Computer Operations/Programming (Networking), Computer Repair, and Office Support Technology. The skills and certifications acquired in these combined programs enabled students to compete for those opportunities in the High Wage/High Demand arena.

A.K. Smith Area Career Center, Michigan City, Indiana, used the incentive award to provide professional development activities for educators, to purchase equipment that supported the use of technology, and to assist the integration of academic and vocational skills. Teachers were supported in their use of new technologies for learning and also in their use of technology for professional development and collaboration. Training and support are key to integrating technology into the classroom and to increase student learning. Teachers became more accomplished in utilizing the latest technology in their personal lives as well as in the classroom. The integration of vocational and academic courses has been recognized as an effective strategy for improving the education and transition of students to employment or continued education. Integrated vocational/academic education helped to make academic education "real" for students.

Porter County Education Interlocal, Valparaiso, Indiana, used the incentive grant award to modernize and update equipment in vocational laboratories. In addition they supplemented instructional supplies to improve and enhance instruction and improve student learning.

Eleventh Annual Workforce Development Alumni Day

On November 21, 2002 at the Indiana State House Rotunda, former DWD Commissioner, Craig Hartzer, recognized the accomplishments of 28 participants in the WorkOne system and six WorkOne partners. Those partners were from the Northeast WIB: Future Works Program, Fort Wayne; Alcoa Automotive Indiana Assembly, and Auburn Foundry Incorporated, Auburn, Indiana. From the Circle Seven WIB was Ball State University, School of Extended Education; and from the Southeastern WIB, H & E Machine, Connersville, and Pinehurst CLC, Centerville, Indiana. Dr. Hartzer stated: "Your dedication to the Hoosier tradition of hard work deserves this celebration. I congratulate you and wish you the very best in good fortune. I also want to recognize the important role our partners in the workforce development system have played in this celebration. Working together with our local communities, we can continue to strengthen Indiana's commitment to education and training."

Indiana's Human Resource Investment Council (HRIC) Report: Workforce Investment Boards' Regional Strategic Planning

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

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

Using a common set of Strategic Plan Review Criteria, the Human Resource Investment Council (HRIC) was coordinating the initiative. Emphasis was placed on the broader community, involvement of all stakeholders, and shared accountabilities for the economic future of the region. Each board was permitted to utilize two-thirds of the $75,000 to initiate the planning process. The remaining $25,000 for Program Year 2000 was awarded following submission of an initial document. The final installments of the planning funds were to be released when reviewers determined that the board had earned a "meets requirements" rating on the first three review criteria.

Initially, there was no deadline for plan submission. The goal was to provide the maximum amount of local flexibility in organizing to meet the need of each locality. The only exception was that plans were to be submitted for the 12 workforce planning regions rather than for the 16 Workforce Service Areas. This meant that areas that shared a common planning region worked together to produce a single strategic plan for a regional economy.

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

- Community Engagement Process for Plan

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

Beginning July 1, 2002, the HRIC began reviewing the initial planning summaries from the twelve regional areas, and began working with each planning region independently on the completion of their full strategic plan. The Council organized a Strategic Review workgroup to review each plan, identify common themes and best practices, and develop a common approach to communicating the results of local planning in a consistent statewide fashion.

The workgroup met regularly during PY'02, including two meetings with local WIB members to develop a common approach for communicating the results of the local strategic process. The Council recommended the development of a common approach to summarizing each planning area's outcomes that use a common Power Point presentation format that was developed by the Council in cooperation with the WIBs. The common format includes the following elements.

- Introduction
- WSA Map
- How was community involved
  - Who
  - How
  - When/what part
- Year 2000 Workforce Demographics (Current Supply)
- Typical Workforce Examples
- Year 2000 Employer Demographics (Current Supply)
- Typical Employers Examples
- Current Workforce System Investments
- 2010 Workforce Projections (Future Workforce Supply)
- 2010 Employer Projections (Future Workforce Demand)
- Industry gainers/losers
- Emerging industry clusters
- Emerging skill sets
- Identify Gaps: Current and Projected
- WIB Strategies for closing gaps (4-5 actionable strategies)
- Lessons Learned/Innovative Approaches
- Information/Services/Products needed for continuous improvement.

Copies of the individual summaries are currently available through the HRIC and are expected to be a valuable resource as the State of Indiana begins the next five-year planning process.

HRIC High Performance Workforce Partnership Grants

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

Funding for the grants comes from the United States Department of Labor and is administered by the Indiana Department of Workforce Development. Twenty-four proposals were received requesting over $1.07 million in funds. Successful grantees were selected through a competitive scoring process that gave consideration to the return on investment from the invested dollars, the sustainability of all projects, and levels of innovation that a proposal contained. The projects will be fully implemented during the upcoming year and a follow-up forum will allow for the successes of these projects to be shared with groups from all over Indiana.

These awards include funding to the following:

The AFL-CIO Labor Institute for Training, based in Indianapolis will work to expand educational opportunities to non-traditional incumbent workers and those seeking specialized training not offered in a traditional educational setting. These opportunities will allow workers not likely to pursue more training acquire additional valuable training.

The Center for Workforce Innovations WIB (DeKalb, Porter, LaPorte, Starke, Pulaski, Jasper, and Newton Counties) for a project entitled "Energize Economies through Partnerships." This project will use skill assessments to measure the needs of employers in Jasper and Newton Counties and the skill level possessed by workers in the area. Through community partnerships, employees will be able to access needed training and supply current and future area businesses with a qualified workforce.

The Community Education Coalition of Columbus (Bartholomew County) received funding for a proposal to expand the skill levels of entry level workers. The Coalition plans to develop and implement a training delivery system that will allow entry-level workers to better meet the needs of area employers.

The Grant County Economic Growth Council's proposed "Grant County Innovation Center Project" will assist and encourage the growth of existing business and aid in the start-up of new entrepreneurial enterprises. The grant will also help improve the data-sharing network present throughout Grant County.

The Indianapolis Private Industry Council WIB (Marion County) plans to expand the efforts of community-based organizations, employers and training providers in the Martindale Brightwood community and the adjoining Keystone Enterprise Park. This expansion will include an increased utilization of current services and the assessment of needs for area employers.

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

The Northeast Indiana WIB (LaGrange, Steuben, Noble, Whitley, Allen, Huntington, Wells, and Adams Counties) will aim to increase information sharing between area public, private, educational and industry representatives. The grant will also aim to assess the skill level and skill needs of area employees in an effort to expand the quality of jobs and workers in the area.

The Northern Indiana WIB (St. Joseph, Marshall, Elkhart, and Kosciusko Counties) will use funds to aid in the establishment of a common language for businesses and schools to promote and expand the use of a common skill assessment system in all areas of the region. This will continue to expand the link between education and career planning.

The Southern Seven WIB (Orange, Crawford, Harrison, Washington, Scott, Clark, and Floyd Counties) will use funding to conduct a regional broadband feasibility study. This study will aid in the assessment of the need for technology in the region and develop partnerships to assist in the implementation of the process.

The WIB of Southwest Indiana (Posey, Vanderburgh, Warrick, Spencer, and Perry Counties) was granted funds to expand the use of skill assessments to measure the needs of employers in the area and provide assistance for employees to gain adequate skills to meet these requirements. The project will target incumbent, displaced and entry-level workers. Many of the area's largest employers are interested in the project.

The Tecumseh Area Partnership WIB (Benton, Warren, Fountain, White, Tippecanoe, Montgomery, Carroll, and Clinton Counties) will use the funding to establish a local information sharing and coordination system. The system will assist in identifying and highlighting key business needs and trends in the region.

The Western Indiana WIB (Vermillion, Vigo, Parke, Putnam, and Clay Counties) will work to expand the pool of qualified workers in the advanced manufacturing cluster. Area educators, employers, and the existing workforce development community will accomplish this through an increased use of information sharing tools.

Indiana's WorkOne Centers and WorkOne Express Sites

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

At WorkOne Centers, the Employment Service (Wagner Peyser) is a key partner, providing services through Indiana's Customer Self Service System (CS3). CS3 is the statewide computer job matching service that can be accessed either in the office or through the Internet. This electronic labor exchange helps employers find new employees and individuals post their resumes and seek new employment. During Program Year 2002 (PY'02), 9,315 employers listed job orders and the labor exchange system served 517,833 individuals.

Another mandatory partner in the WorkOne system is unemployment insurance (UI). During this Program Year 2002, 284,925 regular unemployment claims were filed. In Indiana, initial claims filing had to be done in person at a WorkOne until initial claims filing came on line on August 11, 2003. A prototype of initial claims was tested for six months, February through August 11, in two WorkOne offices, Anderson and Linton, to insure a validated operational system for statewide use. In addition, 1,190 new federal claims (UCFE) and 1,172 military claims (UCX) were filed.

Beginning on March 12, 2002, the late Governor Frank O'Bannon signed an agreement allowing Hoosiers to receive extended benefits, called Temporary Extended Unemployment Compensation (TEUC). During this Program Year 2002, new TEUC-UI claims numbered 66,305. There were 282 new TEUC-UCFE filed and 128 new TEUC-UCX.

Beginning in October 2001, claimants had the choice of filing for weekly benefits via the Internet, by mail, or in person at WorkOne Centers and some Express sites. During Program Year 2002, the number of weeks paid for UI benefits was 2,771,138, UCFE 9,018 and UCX 7,687. TEUC weeks paid were TEUC-UI 614,016, TEUC-UCFE 3,885, and TEUC-UCX 1,506.

Partnering in WorkOne Centers

Expansion of WorkOne Centers in Bloomington and Evansville during the program year led to the inclusion of Vocational Rehabilitation Services within those centers. WorkOne Centers throughout the state added Adult Basic Education classes as part of the cooperative venture between the Department of Workforce Development and the Indiana Department of Education

utilizing national incentive funds from the Department of Labor. This initiative called, "Finishing First" used the partnership built with the centers to attract individuals needing additional accelerated assistance to complete their Graduate Qualifying Exam (GQE).

FaithWorks Indiana in WorkOne Centers

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

Six state Workforce Investment Boards received regional grants from DWD: The Center for Workforce Innovations located in northwest Indiana, Circle Seven in central Indiana, Marion County (IPIC), North Central Indiana, Northeast Indiana and Southern Seven. In addition, other WorkOne offices developed small projects for FBOs and CBOs and began localized programs.

Veterans Programs in WorkOne Centers

The Department of Workforce Development WorkOnes have 34 Local Veterans Employment Representatives (LVERs) and 31 Disabled Veteran Outreach Program Specialists (DVOPs). Last year, they provided services to 54,650 veterans and eligible persons.

During PY'02, Indiana was one of nine states receiving a competition based Veterans' Workforce Investment Program grant. The grant, administered through the Department of Workforce Development (DWD), was for $850,000 and was designed to provide employment and training services to 350 Indiana veterans within a one-year period. DWD sub-granted most of the funding to the Interlocal Association to operate the program. The program included seven Workforce Investment Areas (WIA) located throughout the state. Each Workforce Service Area was given an equal portion of the funding to provide services to veterans within their individual program areas. Successful completion of first year goals has led to a second year of funding at the same level of $850,000.

First year performance indicates a placement rate of 93% of the planned goal, or 228 veterans being placed, with an average wage at placement being $14.09 per hour. Second year funding for the program ends June 30, 2004. We anticipate providing employment services to 375 veterans during this period.

During PY '02, DWD conducted the fifth annual statewide, "VETWORKING" conference. The conference brings together all Veteran staff from around the state to discuss veteran related employment and training issues and best practices in providing services to our veteran population. This year's conference focused on implementation of the new, "Jobs for Veterans Act", signed into law in November 2002 by President Bush.

WorkKeys in WorkOne Centers

Selected areas initiated WorkKeys projects to profile jobs in specific industries and assess incumbent workers, as well as potential candidates for new positions. WorkOne centers in Evansville, Lafayette, South Bend, and Vincennes have developed initiatives during the program year to provide employer profiling and assessment for workers using WorkKeys. Major companies participating include Eli Lilly, Whirlpool, and AM General.

WorkOne Evansville's Workforce Incentive Grant (WIG)

In July 2002, WorkOne Evansville, a partnership of state and local organizations brought together under the Workforce Investment Act, received an award of $789,653 from the United States Department of Labor. The two-year grant will expand employment and training opportunities for people with disabilities. The WorkOne Evansville consortium partners are Career Choices, Inc., a not-for-profit organization and WIA service provider; Vocational Rehabilitation Services, a Family and Social Services agency; and the Indiana Department of Workforce Development. Each year about 20,000 people come to WorkOne Evansville seeking jobs.

The consortium will use the two-year grant to hire three specialists to do aggressive job development, job placement and job readiness training for at least 180 people with disabilities. The WorkOne will seek out people with disabilities and new employers in Perry, Posey, Spencer, Vanderburgh and Warrick counties, and make both the buildings that house WorkOne and WorkOne Express centers, as well as the resources within those centers, accessible to people with disabilities to allow for full inclusion in all WorkOne activities.

At the end of the first year of the project, 78% of the client goal and 79% of the placement goal for the 2-year project had been met. As of June 30, 2003, 141 persons had been served. Sixty-three persons had been placed at an average wage of $8.67 an hour, with average weekly hours of 34.5. Job development contacts totaled 524.

In the first phase of the project, the WorkOne Evansville's Information Resource Area has added six new computers with large screen monitors, adaptive keyboards, and mice. Phase two of the project will add state of the art adaptive equipment that will allow job-seeking individuals with nearly any type of disability to access resources.

Dislocated Workers, Rapid Response, and Trade Adjustment Assistance

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

Following are the ways the unit assisted Hoosier workers during Program Year 2002:

- Received and responded to 136 Worker Adjustment and Retraining Notification Act (WARN) closure/mass layoff events. Response involved meeting with employers, unions,

and community stakeholders to provide information and help design event-specific transition programs to assist with layoffs. WARN notices were posted regularly on the DWD's web page.

- Served over 30,000 displaced workers. Services included rapid response orientation sessions, workshops, establishment and support of Worker Transition Committees, and establishment and support of on-site pre-layoff centers and services.

- Continued to administer and support strategic plans and National Emergency Grants for downsizings in the northwest Indiana steel industry and the central Indiana airline industry downsizing due to the closing of the United Maintenance Hub. Met with WIBs and project operators on a bi-monthly basis.

- Administered WIA Title I Dislocated Worker 25% funds, granting $401,275 in emergency (Tier 1) funds and $1,967,600 in supplemental allocations (Tier 2).

- Received notification from the United States Department of Labor's Division of Trade Adjustment Assistance (DTAA) of 46 Indiana TAA certifications covering over 5,600 workers. DTAA made negative decisions on 21 petitions.

- Completed written notification to 5,600 workers certified for TAA and held orientation sessions for 80 % of those workers.

- Enrolled 842 trade certified workers into approved training, and issued waivers from training for 303 workers.

- Determined 1,971 workers to be eligible for the Health Coverage Tax Credit program and transmitted the eligibility data to the HCTC operations center.

- Exited 610 TAA certified workers from training programs. Of those, 456 received a license, certificate, or degree.

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

  Added the following major features:

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

  - Health Coverage Tax Credit program (HCTC) is available to 3 groups (1) TAA participants eligible to receive income support; (2) Eligible participants in the Alternative TAA Program; and 3) PBGC pension recipients. Benefits include: 65%

advanceable credit which can be used for health insurance coverage such as COBRA or state qualified plan.

Major changes in the program included:

- Combining TAA and NAFTA/TAA into one program
- Expanding the eligible worker pool to include secondary workers and suppliers
- Requiring that the state provide rapid response assistance to all filing petitions
- Requiring that workers receive services more quickly in order to establish eligibility for some services: 16 weeks after separation or 8 weeks after certification date
- Adding an additional 26 weeks of income support for workers participating in training the maximum could result in 104 weeks of income support
- Allowing workers whose training includes remedial education an additional 26 weeks of income support - for a maximum of 130 weeks
- Increasing caps on one-time payments for job search and relocation from $800 to $1,250

National Emergency Grants

Two major National Emergency Grants (NEG) from the United States Department of Labor provided much needed training and readjustment services to workers affected by major dislocations in Indiana. Both NEG projects are in the second year of operation.

With an award of $2.3 million for workers dislocated from steel and other manufacturing companies in Northwest Indiana, our two project operators have served almost 900 individuals. To date, 341 participants enrolled in classroom training and 346 have entered new employment. Most of the participants reside in a seven-county area. The ending date of the grant is April 3, 2004.

The other major NEG grant has $3.1 million to serve individuals who lost their jobs as a result of the September 11, 2001 terrorist attacks. Named the Airline Industry Recareerment (AIR) project, this grant is operated by the Indianapolis Private Industry Council (IPIC) and provides services to affected workers in Central Indiana. The project has exceeded the planned enrollment targets, and to date has over 1,200 participants. More than 450 participants received classroom training.

Because of the very high demand for services under both grants, the Department of Workforce Development is augmenting the NEG funds with WIA State formula funds to ensure that needed services are available for all interested workers.

DWD was also awarded a $550,000 NEG disaster grant to establish a temporary jobs program for clean-up and restoration work in the aftermath of the severe storms and tornado that struck 32 counties in Southern and Central Indiana September 20, 2002. Twenty-two participants have worked on six different projects in hard-hit local communities through this grant.

Policy, Planning and Evaluation

DWD's Policy, Planning and Evaluation Division reconfigured during Program Year 2002 into the Evaluation, System Policy, and WIA Administration areas. The Division is primarily responsible for providing guidance to the workforce development system, interpretation of the Workforce Investment Act and Welfare-to-Work (WtW) laws and regulations, writing and communicating policies, and evaluating the workforce development system in Indiana. Policies and other relevant information can be accessed through DWD's home page, http://www.in.gov/dwd/. The web site is updated on a regular basis so system users can be kept current on Indiana and Department of Labor policies and announcements. Also developed and added to the website during PY'02 was an online, searchable policy "log." This database contains all active DWD Policies, regardless of addressee or program area and is an attempt to allow for easy and more accessible information for both DWD and partner staff, regardless of their physical location.

Evaluation is continuing its oversight of a $100,000 research grant from USDOL to develop real time indicators of performance. The Center for Urban Policy and the Environment, Indiana University-Purdue University Indianapolis, is serving as the principal research arm for this project. With the advent of new common measures slated for implementation in PY'04, Evaluation has refocused the project to explore indicators of the new common measures rather than the traditional WIA measures, which may soon be replaced. This project is slated for completion in PY'03.

In PY'02, USDOL initiated a major new endeavor to assure the validity of the data and the accuracy of the reports, which are transmitted to them. This initiative is identified as "data validation." In our attempt to comply with this new initiative, the Evaluation Division acquired supplemental staff resources to begin the validation process. The results of these efforts will be formally reported to the United States Department of Labor in April 2004.

As part of the WIA legislatively mandated incentive awards, DWD released $620,000 for successful performance to the WIBs. The funding was a combination of WIA and Wagner-Peyser funds. Of the funding, $320,000 was awarded for regional cooperation in meeting all three of DWD's system goals (customer satisfaction, wage gains, and skill gains). The remainder was awarded for exemplary performance by local areas on the mandatory WIA performance measures. The awards were for PY'01 performance on system, WIA, and Wagner Peyser performance measures.

The Director of Policy works with all division members to provide guidance to the workforce development system through the Chief Elected Officials and Workforce Investment Boards. Responsibilities include but are not limited to ensuring coordination and cooperation exists within Indiana's workforce development system, and implementing initiatives funded by the United States Department of Labor, the Department of Workforce Development, and other federal and state entities. The Director of Policy also serves as an active member of several committees and task forces with local, state, and federal partners. These groups include an interagency council on homelessness, and several disability awareness and advocacy groups.

This has allowed for additional and unique partnerships and information sharing with several required and voluntary partner groups.

WIA Administration staff facilitates coordination of workforce development services between the WorkOne partners. Services can be located at or accessed through the WorkOne Centers across Indiana. Within DWD, the unit coordinates and supports services with the Implementation Unit, whose staff implements the Wagner-Peyser Act, and with the Workforce Transition Unit, whose staff works with the Trade Adjustment Act and Dislocated Worker programs. Also, the unit coordinates closely with the Oversight Unit who provide on-site WIB monitoring and the Fiscal Division. WIA Administration also provides technical assistance to local Workforce Investment Boards as needed.

In Program Year 2002, WIA Administration gathered input on how to best assist local administrators with providing more effective and efficient services to our customers and meeting performance standards. DWD contracted with a neutral facilitator to gather information in-house and out-of-house and provide recommendations to DWD.

As a result of an initial recommendation, WIA Administration is focusing now and in the future on providing technical assistance. The majority of technical assistance is provided in coordination with DWD's Lifelong Learning Institute in cooperation with Indiana University School of Continuing Studies. The training is targeted to Workforce Investment Board and WorkOne partner staff. Recommendations for topics are provided through a workgroup comprised of state and local administrators and directly to the workgroup from the workforce investment boards. As such, DWD is contracting with national experts to train on a wide variety of topics: meeting performance standards, recruitment strategies for youth, building employer relationships, customer satisfaction, and job retention.

The State of Indiana hosted a USDOL Region V State WIA Youth Liaisons Roundtable in Indianapolis on January 30-31, 2003. State youth representatives from each of the 10 states in Region V formed the State Youth Liaisons' Workgroup. The meeting focused on managing performance in WIA-funded youth programs. The meeting provided an opportunity for state youth liaisons to share programmatic experiences, best practices, and issues of concern. National USDOL staff also attended to participate in the discussions.

There were several items on the Roundtable's agenda. They included: an overview of Region V Program Year 2001 WIA youth performance; local areas discussing how they manage performance; and states discussing how they can help to improve local performance, how to use local performance data, ideas for front-line staff development, and how to enhance performance through State partnerships.

WIA Sponsored Technical Assistance

January 28, 2003	Larry Robbin	Radar Approach to Job Retention
February 10, 11 & 12, 2003	John Chamberlin	Meeting Performance Standards
March 24-25, 2003 and April 15, 2003	Sonya Jones	Certificates of Technical Achievement (CTAs) Training
May 29-30, 2003	Greg Newton	Building Employer Relationships
June 3-4, 2003	Kip Stottlemyer	Recruitment Strategies for Youth

Larry Robbin, Executive Director of Robbin and Associates, has more than 35 years of experience in workforce development and job retention. His workshop on Radar Approach to Job Retention was intended for staff who work with job seekers at risk for retention problems. More than 4,000 people across the country have taken this training in various sessions. Because the training is interactive, retention strategies from many attendees are incorporated in the session. The National Association of Workforce Development Professionals and the National Welfare-to-Work Institute sponsored this training in national tours.

John Chamberlin's daylong training was held in three areas of the state, South Bend, Carmel and Sellersburg. The target audiences for the training were WIB staff, service providers, WIB representatives from DWD, Adult Basic Education (ABE) and Technical Education, and other WIA partners. The session included some of the basics for meeting performance standards along with innovative methods and use of partner data to improve outcomes. John Chamberlin is an attorney with more than 22 years' experience in designing and managing workforce development, education reform, economic development and welfare reform programs, and initiatives.

Greg Newton's presentation on "Building Employer Relationships: Making Business Satisfied, Life-Long Partners and Customers" helped staff having direct contact with employers to develop the effective relationships needed to reach and serve more local businesses with higher satisfaction, and to effectively market one-stop system services to those businesses. The purpose of the class was to present the essentials of relationship management, and apply it to delivery of business services. Since opening his successful consultation business in 1981, Greg Newton has worked with more than 420 different businesses, organizations, and associations throughout the country.

Kip Stottlemyer presented a one-day program on "Recruitment Strategies for Youth." This class was intended for youth providers, Youth Council members, Workforce Investment Board members and staff, One-Stop operators, and all partners whose focus is youth services. Participants learned ways to target, find, attract, and keep the customers they want to serve in their youth programs. Kip Stottlemyer has built a national reputation for his broad knowledge of workforce investment, education, welfare, and youth issues.

Certificates of Technical Achievement (CTAs)

One way to improve Indiana's WIA youth performance is to promote the use of Certificates of Technical Achievement (CTAs). Policy, Planning and Evaluation partnered with DWD's Technical Education staff to initially offer two CTA-related workshops – one as an overview targeted to Workforce Investment Board (WIB) Directors, WIB members, and Youth Council members. The second sessions were targeted to WIB staff, WorkOne partners, WIA management and front-line staff, and service provider staff.

The overview sessions described how CTAs can be awarded and how WIBs can work with their service providers to use them to improve their WIA performance. The second session provided specifics on how to conduct short-term training programs that may result in the WIA customers receiving CTAs. Additional training sessions may occur during PY'03.

While closed transcripts attest to where and how particular knowledge was acquired, CTAs function as "open transcripts" and document the application of knowledge and skill – both over time and across classroom learning, work-based training, employment experience, customized training, and employer-sponsored training. Through a performance-based scenario assessment system, CTAs document participants' application of the essential skills and technical proficiencies. CTAs are issued to individuals in Certification Notebooks. The Notebooks contain a letter of introduction to potential employers and post secondary institution representatives, the CTAs, and backup information, which details the assessment process. The Certification notebooks can stand alone or work in conjunction with an individual's existing portfolio or employment information.

Sonya Jones has been involved with the Indiana Essential Skills and Technical Proficiency Initiative since 1995. She is a former assistant state director of vocational education in Indiana. Since November of 1999, Sonya has been planning, conducting, and coordinating CTA workshops through a contractual relationship with the Indiana Department of Workforce Development. During that time, 42 workshops have been delivered across the state. Sonya has also worked closely with the technical assistance facilitators who provide assistance to educators after the workshop. She has developed all of the workshop materials and has revised them on a continuous basis to reflect new DWD policy and recommendations from participants. She has also been involved in the development and revisions to the computer software program that is used in the workshops for scenario assessment development and student evaluation.

Cost of WIA Program Activities Relative to Program Outcomes

	PY'02 Exiters	PY'02 Exiters with Positive Outcomes	PY'02 Expenditures	PY'02 Cost per Positive Outcome
Youth Program	2,317	2,014	$10,671,101	$5,298
Adult Program	2,932	2,075	$7,836,751	$3,777
Dislocated Worker Program	2,657	2,158	$6,163,116	$2,856

For youth, positive program outcomes were considered employment, skill attainment, or credential attainment. The youth expenditures divided by the number of youth exiting the program with a positive outcome was $5,298.

While many adults and dislocated workers gained valuable skills and credentials, the calculation of cost effectiveness is based on employment. The cost of providing adult services divided by the number of adult exiters that gained employment was $3,777. For dislocated workers the cost per entered employment was $2,856.

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

Performance Results

Indiana statewide performance for PY'02 reported in the appendix of this report includes all required cohorts for each measure. All UI wage records were not available when the performance was computed for this report. Preliminary data indicates Indiana met 10 of the 17 federal performance criteria for PY'02. The determination of whether substate areas fail, meet, or exceed performance measures will be made in February 2004 when more complete wage records are available. Since we are unable to determine final substate performance at this time, no assessment of meeting or not meeting performance is included in this report.

Advance Indiana's Regional Skills Alliance Grants

In 1999, DWD consolidated its incumbent worker training programs into one overall program – Advance Indiana. Under Advance Indiana, Regional Skill Alliance (RSA) grants use WIA 15% funds to provide training assistance to firms that coordinate their training activities for mutual benefit. The Advance Indiana program works with the Workforce Investment Boards (WIB) to develop applications for RSA funding. Interested applicants are encouraged to contact their local WIB or a representative of the Advance Indiana program to inquire about RSA opportunities.

The program is very flexible in terms of the types of training it can help fund. Ultimately, the key factor is that the training must result in a portable, transferable skill credential for the employee. Credentials document the proficiencies of the employed worker and are valuable to the employee and to employers for job growth and career development. Examples of portable credentials include associate or college degrees, apprenticeships or journey-person upgrades, and nationally recognized skill credentials.

During PY'02, there were 28 active projects with the following WIBs administering 27 of them:

East Central WIB
Indianapolis Private Industry Council (5 projects)
Interlocal Association (3 projects)
Lake County Integrated Services Delivery Board (2 projects)
Madison-Grant WIB (2 projects)
Northeast WIB
Shawnee Trace Workforce Investment Board
Southeastern WIB
Southern Seven WIB (3 projects)
Southwest Indiana Workforce Investment Board (4 projects)
Tecumseh Area Partnership, Inc.
The Center for Workforce Innovations (3 projects)

The RSAs represent $3,379,274 in awards and $8,581,717 in matching funds from participating employers. This investment will help train approximately 1563 incumbent workers and expected outcomes include:

- 181 Apprenticeships/journey-person upgrades
- 247 Certificates of Technical Achievement
- 338 Associate or higher degrees, and
- 920 Other certificates
- 1686 Total In some cases, enrollees are pursuing more than one outcome.

To date, 1480 incumbent workers have enrolled in training and 711 of them have finished. Results include 24 completed apprenticeships and 53 Associate Degrees, 25 Bachelor Degrees, 141 Certificates of Technical Achievement, and 579 other customized certifications. On average, after training, workers are earning approximately $1.57 more per hour in wages.

Examples of RSA Projects

Northeast Indiana Workforce Investment Board

The Northeast Indiana Workforce Investment Board and the Council for Adult and Experiential Learning (CAEL) worked with the Indiana Department of Workforce Development to provide support and matching funds for Lifelong Learning Accounts (LiLAs). This pilot project is part of a national LiLA Demonstration project designed to respond to the critical need for ongoing education and training of adult workers.

The project will target employers with a workforce that includes a significant portion of low-wage or low-skill jobs. Workers will contribute funds to a LiLA account and the employer will match those funds. Grant funds will then match individual and employer contributions dollar for dollar. The goal is to establish LiLA accounts for the education and training of 75 manufacturing workers in Northeastern Indiana. So far, 42 workers, with the help of 7 area employers, have established learning accounts, and 3 workers are already in training. With the help of this grant, "Russ" was able to establish a LiLA account. He is a laborer from Fort Wayne who works at a fertilizer company in Albion. He plans to use his LiLA to obtain his GED and to begin taking classes in electrical maintenance. As a brand-new father, he sees his LiLA as a chance to advance in his career and better provide for his family.

Indianapolis Private Industry Council

The Indiana Department of Workforce Development awarded $199,757 to the Indianapolis Private Industry Council to provide training for skilled life science positions at Clarian and St. Francis Hospitals. This program will equip participating employees with certifications and degrees in surgical technology, licensed practical nursing, registered nursing, radiographic technology, or surgical nursing over a two-year period. The grant will be matched with $500,000 from Clarian and St. Francis Hospitals to help finance the workers' training. "To be successful in our effort to promote central Indiana as a world leader in life sciences, we must have plenty of skilled professionals in nursing and other fields," Indianapolis Mayor Bart Peterson said. "This grant will go a long way toward providing better training and education for our much needed life sciences workers." Twenty-five workers are enrolled in training and are well on their way to earning their certifications.

Workforce Investment Board of Southwest Indiana, Inc.

An Advance Indiana training grant of $77,045 will ease severe staffing shortages faced by hospitals and nursing homes in Southwestern Indiana. The need for high-skilled workers in the health care industry continues to grow, especially in nursing. Labor market data indicate that by 2008 the need for nurses in Southwestern Indiana will grow by more than 300 openings a year. The grant will help 17 health care workers, now working as certified nursing assistants at six health care facilities in the Evansville area, to train to become licensed practical nurses. A partnership between the Southwest Workforce Investment Board, Evansville area employers and the State will allow the workers to continue at their jobs while they receive training. Participants

will be required to complete at least 52 credits in two years. Most of the workers can expect hourly wage increases of 10 percent to 30 percent. Eighteen workers have enrolled in training. One worker has finished training and is earning an additional $3.41 per hour.

The Center of Workforce Innovations Inc.

The Center of Workforce Innovations Inc., as the administrator of the grant, has helped form a partnership between eleven employers in Jasper County, the Department of Workforce Development (DWD), Ivy Tech State College, and the Jasper County Foundation. Their goal was to bring an Associate Degree program to the Jasper County business community. This fast-track program will enable employers to promote from within, which serves as a benefit to the employers, employees, and community as well. Twenty-five incumbent workers that work in Jasper County have taken advantage of this educational opportunity, and nineteen will be completing the program and receiving an Associates Degree.

Healthcare Initiatives

Indiana is facing a critical skill shortage in the healthcare industry. Like most other states, Indiana needs more Licensed Practical Nurses (LPN), Registered Nurses (RN), Radiology Technicians, Surgical Technicians and other specialized healthcare occupations. As an example, newly released data from the Labor Market Information (LMI) unit of DWD projects that Indiana will need 14,210 Registered Nurses and Licensed Practical and Vocational Nurses by 2010 simply to replace those leaving the workforce. In addition, Indiana is expected to create another 15,600 new nursing positions. The Advance Indiana Program, through its WIA funding, has targeted health care training to address the needs of this industry.

The Advance Indiana Program awarded $1,294,352 of WIA discretionary funding through its Regional Skill Alliance grants to approximately 27 private health care facilities. The objective is to train 374 existing workers in health care occupations. Training results extend to Licensed Practical Nursing to Associate Degrees in Nursing to Nuclear Medical Technician and to Respiratory Therapist. The Workforce Investment Boards administer the funding for these projects. At the time of this report, three additional healthcare projects were approved.

Advance Indiana's Initiatives for the Future

Indiana, like the rest of the nation, could not escape the effects of the national recession. This recession, and the 54,000 manufacturing jobs it has cost our state since 2001, demonstrated unequivocally the importance of our efforts to aggressively diversify Indiana's economy. The state has identified advanced manufacturing, life sciences, logistics (advanced distribution) and information technology as holding the most promise for revitalizing the state economy. For this reason, Advance Indiana anticipates using 100% of its WIA funding next year to train individuals who work in these critical areas. This will include continued work with manufacturers and health care facilities as well as working with Indiana's substantial pharmaceutical and bio-medical industries, software development and fiber optics industries, and high-tech distribution.

Welfare to Work

From July 1998 through June 2003, the Welfare-to-Work (WtW) program in Indiana served 5043 clients enrolled in the effort to move long-term welfare recipients from dependence to self-sufficiency. Of active clients, 2317 were placed in unsubsidized employment. Of those, 2004 were in full-time positions. Long term placement of six months or more was achieved by 1805 (62%) clients in unsubsidized positions. Of those, weekly earnings rose an average of 39%, an increase of $58.83 per week during this period. 425 participants were placed in subsidized employment. Average cost per client of the five-year old program was $5,469, or $1,094 per year. (This compares well with the $744 per month typically paid to a one-adult, two-child family as welfare (TANF) and food stamps in Indiana.)

The typical WtW participant in Indiana has been a white female between 18 and 35 years of age. 57% of clients were white; 70% were female; and 79% were within that age bracket.

Of 3,199 clients served with the Fiscal Year 1998 funding, 1,589 (50%) were placed in unsubsidized employment. Of those, 1,374 were in full time positions. Long term placement of six months or more was achieved by 1,221 (64%) clients in unsubsidized positions. The clients obtained an average increase of 43% in weekly earnings during this period. 336 participants were placed in subsidized employment.

Of 4,678 clients served with the Fiscal Year 1999 funding, 2,151 (46%) were placed in unsubsidized employment. Of those, 1,855 were in full time positions. Retention for six months or more was achieved by 1,670 (62%) clients in unsubsidized employment. Participants retained in unsubsidized employment averaged an increase of 38% in weekly earnings. 390 participants were placed in subsidized employment.

	Active Clients	Unsubsidized Employment	Subsidized Employment	Full-Time Unsubsidized Employment	Long Term (Six months or more) in Full-Time Unsubsidized	Increase in Weekly Earnings for Unsubsidized Employment
1998	3199	1589 (50%)	336	1374	1221	43%
1999	4678	2151 (46%)	390	1855	1670	38%
Program Total	5043	2317	425	2004	1805	39%

Lifelong Learning Institute

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The Lifelong Learning Institute (LLI) began operations in February 1998. The mission of the LLI is to develop the skills workforce investment professionals need to meet current and future work demands.

The Institute was built on the foundation of two primary tenets:

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

Key strategies of the LLI include:

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

Information on the LLI and its offerings can be found at http://www.in.gov/dwd/education/lli and on DWD's Intranet site - DWITE (accessible to DWD staff only).

Training accomplishments

- Trained 1,677 participants (1,211 DWD staff and 466 staff from partner entities).
- Continued to coordinate the Go Out and Learn (GOAL) tuition assistance program for DWD staff. Over 170 DWD staff participated in this program since November 1999 with 45 participants during this program year. Based on consolidated data from surveys of GOAL participants, 60% of participants have completed or are pursuing degrees, certificates, and other programs of study. 72% of the respondents indicated they would not have pursued further education without this assistance.
- LLI staff served as trainers, presenters, or facilitators for a wide variety of organizations. The list of organizations includes staff from 9 different Workforce Service Areas, the Institute for Career Development (ICD) – a steelworker training consortium, FaithWorks (Indiana's Faith-Based Initiative), Indiana State Personnel Department, Vocational Rehabilitation, Indiana University School of Continuing Studies (Richey Symposium),

Indiana Commission on Community Service and Volunteerism (ICCSV), Indianapolis Private Industry Council – Work Incentive Grant Project, Damien Center (a center for people with HIV/AIDs), Evansville WorkOne Employer Group, Wabash Valley Human Resources (Community Action Program), Unemployment Insurance Roundtable, DWD Customer Service Helpline, DWD Counselors Work Group, and DWD Accounts Payable Unit.

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

Program Year 2002 saw the continuation of the LLI's partnership with the IU School of Continuing Studies. This year included an increase in the number of offerings provided by nationally known expert trainers including John Chamberlin, Cal Crow, Judi Fisher, Greg Newton, Larry Robin, Kip Stottlemyer and others. This training benefited hundreds of Workforce Investment Act (WIA) partner staff and the customers they serve. As is the case throughout the country, programmatic funds for training are scarce and staff who serve customers cannot easily travel out-of-state. This partnership has allowed us to bring the trainers to staff needing this knowledge and new perspectives. Over 1,350 Continuing Education Units (each CEU represents 10 hours of training) have been awarded to participants trained under this initiative over the past 2 1/2 years.

LLI/IU SCS Highlights

- Provided joint training programs aimed at improving WIA customer service, performance, and partnerships. During PY'02, the LLI/IU SCS partnership trained 475 DWD and partner agency staff in 10 sessions. Topics included Counseling and Interviewing Skills for Workforce Professionals, Crushing Federal Performance Standards, Building Bridges Out of Poverty, Radar Approach to Job Retention, Meeting Performance Standards, Building Employer Relations, and Recruitment Strategies for Youth.
- The LLI and IU SCS awarded career development certificates in the areas of Counseling, Customer Service, and Employer/Customer Relations. These certificates represent successful completion of a series of required/elective courses. During this program year, 24 persons received certificates - a significant increase over the 10 awarded in the first year.
- Formed a training advisory workgroup (jointly led by DWD's WIA Administration and the LLI/IU SCS partnership) to provide ongoing input on topics and curriculum content. This led to a game plan for future WIA-related training along with earmarked funding support for training topics in PY'03.

Training Partnerships and Facilitation Activities

- Partnered with various entities in support of the Indianapolis Work Incentive Grant (WIG) project aimed at promoting disabilities awareness in Marion County's WorkOne system. The partners in this venture included the Indianapolis Private Industry Council (lead), Goodwill Industries, Easter Seal Crossroads, Vocational Rehabilitation, and DWD/LLI. Specific LLI involvement in this project included:

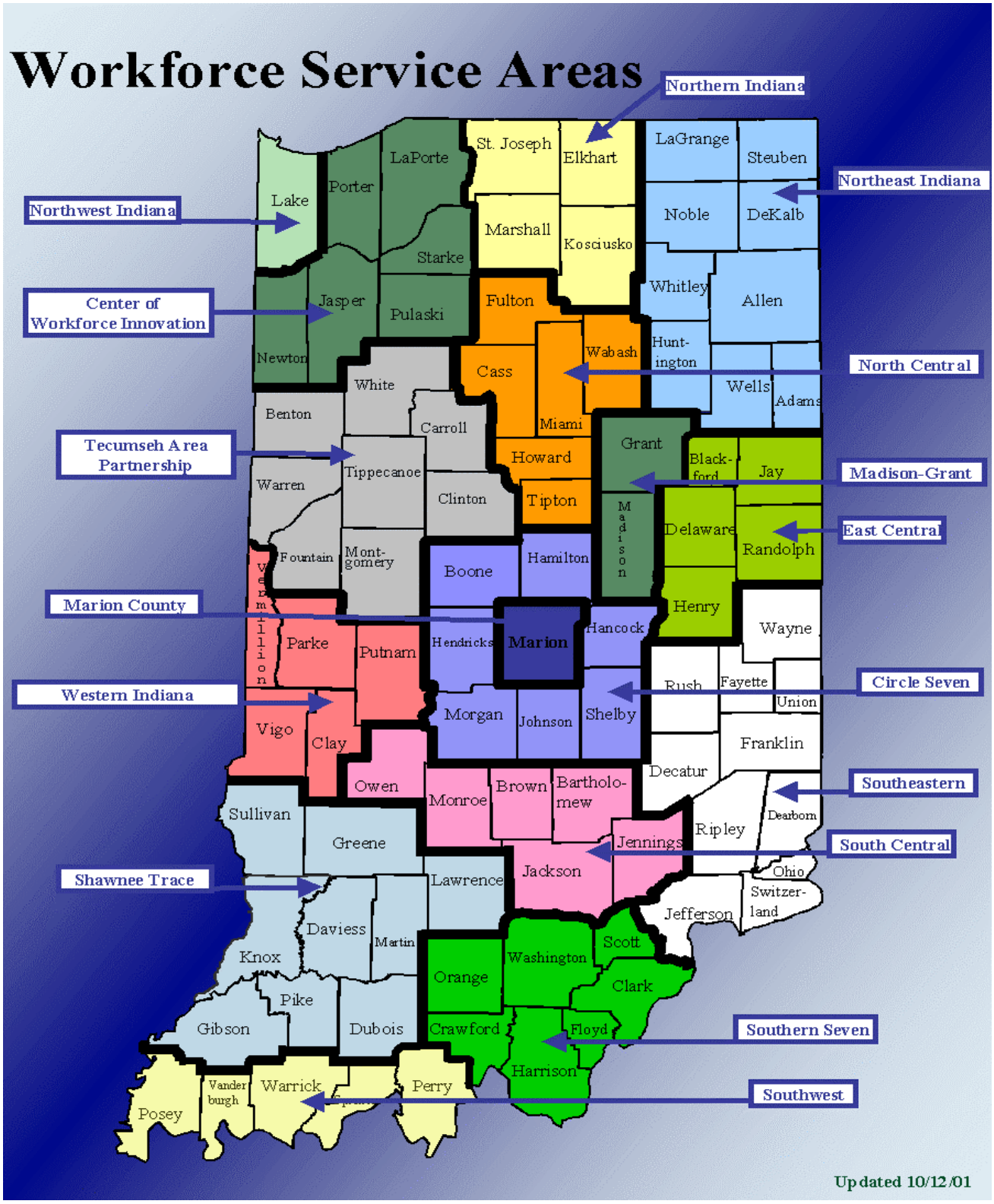
    - Revision of various LLI curricula to include a focus on services to people with disabilities.
    - Three staff members serving on the training team that delivered the Disabilities Awareness Video Conference Training (on March 19, 2003) to 95 attendees from various WIA partners
    - Assisting in planning and rolling-out the "Putting WorkOnes to Work for People with Disabilities Conference" on June 18-29, 2003 (which was attended by 241 staff from WIA partners).

- The LLI and Counselors from DWD Field Operations trained coordinators from the Institute for Career Development (ICD – a joint Steel Company/Union incumbent worker training project in Burns Harbor, Indiana) in counseling areas and related classes. ICD's coordinators received LLI/IU SCS Counseling Certificates after completing the training and were recognized in a special session that took place in early PY'03.
- Working with DWD Field Operations in planning on two important ventures that will be implemented in early PY'03. 1) Standard Operating Procedures and training for Local Area Trainers to support WorkOne operations. 2) Mandatory Training Lists for DWD local office staff to support ongoing customer service improvement and professional development.
- The LLI provided a special Stress Management training session for Trade Adjustment Assistance clients who were in jeopardy of losing their continuing eligibility. This project reached 103 clients and was done in collaboration with DWD's Rapid Response Unit.
- The LLI worked with the DWD Customer Service Committee to plan and rollout the Greg Newton Customer Service Training planned for PY'03.
- Continued to partner with a local Workforce Investment Board for the services of a Partnership Liaison to reach out to the WIA community and assist the LLI in strategic planning.
- Four LLI staff participated in ISO 9001 continuous improvement training and will be assisting in internal audits and training ventures under this project.

Other Accomplishments

- LLI trainers were called upon and provided hours of technical assistance and support in instances where backlogged work and/or technical disruptions caused customer service problems.
- The LLI participated in planning and implementation efforts for Indiana's new Unemployment Insurance Modernization project.

Indiana's Workforce Investment Boards & Workforce Service Areas (WSAs)



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

The Department of Workforce Development requested Indiana's WIB Directors to contribute an individual report with program year highlights from their areas. Each Director's report follows their listed primary consortium partners, WorkOne Centers and Express sites listing. County locations are in parenthesis ( ). The WIBs have collaborated with many organizations in locating WorkOne Centers and Express sites strategically in Indiana's 92 counties

The Center of Workforce Innovations, 2804 Boilermaker Court, Suite E, Valparaiso, IN 46383
Consortium Partner Agencies for The Center of Workforce Innovations WSA
LaPorte County Consortium Partner Agencies-DWD, KVWorks (WIA), Michigan City Adult Education
Porter County Consortium Partner Agencies-DWD, KVWorks (WIA), Portage Adult Education

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

The Center of Workforce Innovation's (CWI's) Workforce Investment Board focused on continued strategic planning and implementation this past year. The WorkOne infrastructure and partnerships saw continued positive growth with the addition of faith-based and new community partners.

CWI launched a new Regional Skills Alliance for the manufacturing sector in Pulaski County and were a catalyst in creating the partnerships that developed the Organizational Leadership and Supervision Program in Starke County. This program will enable 27 incumbent workers to receive a 30-college credit hour certificate from Purdue University North Central and Ancilla College. CWI also celebrated the success of 19 graduates who received their associate degrees in business management from IVY Tech State College in Newton County.

In addition, CWI promoted and supported workforce development through other programs, products and services, such as:

- Educational programs which included two literacy conferences; a School-to-Work (STW) Best Practice conference where the highlighted speaker was the first STW National Director, J.D. Hoye; a 21st Century Logistics Conference; and the Community Workforce Compact meeting, developed in cooperation with the Lake County WIB.
- Several products were developed including a "What Employers Expect of Me" poster; a comprehensive faith-based resource directory for WorkOne partners and faith-based organizations; an employer resource bank; and a Discover Literacy Newsletter.
- Implemented a vital service in Northwest Indiana through a national emergency grant from the

United States Department of Labor (USDOL), which provides customized services to meet the needs of displaced workers from the steel and manufacturing industries. Also, provided available internship opportunities through the use of http://www.indianaintern.net/home.asp.
- CWI staff was selected by the Department of Labor for their Youth Leadership program.

Circle Seven - Interlocal Association, 836 S. State Street, P.O. Box 69, Greenfield, IN 46140
Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services and Interlocal Association (WIA)

Avon WorkOne Express, 6781 E. U.S. 36, Suite 350, Avon, IN 46123 (Hendricks)
Fishers WorkOne Express, 10022 Lantern Road, Suite 600, Fishers, IN 46038 (Hamilton)
Franklin WorkOne Express, 600 Banta Road, Franklin, IN 46131 (Johnson)
Greenfield WorkOne Express, 836 S. State Street, Greenfield, IN 46140 (Hancock)
Lebanon WorkOne Express, 125 Lakeshore Drive, Lebanon, IN 46052 (Boone)
Martinsville WorkOne Express, 1839 Robin Road, Martinsville, IN 46151 (Morgan)
Shelbyville WorkOne, 425 E. Washington St., Shelbyville, IN 46176 (Shelby)

The Circle Seven Workforce Investment Board was very proactive in accessing resources to meet the workforce needs of the area. In addition to the base funding allocated for assisting adults, dislocated workers and youth, the Circle Seven WIB was successful in obtaining significant additional funding to support workforce programs in the area.

The WIB received a competitive national award of $833,000 to serve Indiana veterans with short-term training and placement services. Circle Seven subcontracted with six other areas to serve 383 veterans placing 249 at $14.09 average wage per hour.

A $500,000 competitive national grant was received to serve youth with disabilities to empower them to fully utilize WorkOne services and to develop alternative performance standards. Morgan County victims of the September 2002 tornadoes were assisted via a $293,856 national emergency grant. Through subcontracting with Goodwill Industries, $700,000 was secured to provide training, support and placement services to dislocated airline industry workers. More dislocated workers were served with an $80,000 discretionary grant.

Faith and community based organizations were engaged to increase their awareness of WorkOne services via a $90,000 competitive grant. Four performance based contracts totaling over $297,000 funded placement and family support activities for public assistance recipients.

These supplemental resources provided much needed additional support for serving individuals in each county and is a concrete example of how the WIB accomplishes its mission of connecting resources with workforce needs for economic improvement.

East Central Indiana Workforce Investment Board, Inc., 201 East Charles Street, P.O. Box 1081, Muncie, IN 47308
Consortium Partner Agencies: Department of Workforce Development, Vocational Rehabilitation Services, East Central Opportunities, Inc. (WIA), Muncie Community Schools (Adult Education), ACTION, Inc., (CSBG), Experience Works (Title V Older Worker), Ivy Tech State College (Post Secondary - Vocational Education)

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

In partnership with the State Human Resource Investment Council, the **East Central Indiana Workforce Investment Board (ECIWIB)** completed and unveiled its Workforce Strategic Plan and Board Committees prioritized key elements into work plans. The top six workforce gaps are identified as: 1) Level of soft skills, 2) Level of basic academic skills, 3) Level of basic computer skills, 4) Supply of employees to meet the demands of the health care industry, 5) Level of career awareness of adults and youth of occupations in demand requiring less than a four year degree, and 6) Continued attention to the alignment of workforce and economic development initiatives.

The ECIWIB has diligently worked to maintain and strengthen relationships with all partners including local and regional economic development offices and staff through board participation and joint projects. Revenue challenges that threatened closure of local WorkOne Offices resulted in unanimous affirmation as to the importance of locally based services to businesses, workers, elected officials, economic developers, and for stability of the local communities.

Health care worker shortages were reduced through the Board's partnership with Ivy Tech State College and Ball State University to address capacity issues while more skilled workers were generated through a state funded Skill Alliance Grant resulting in an increase of 30 new hires and 39 promotions in the Health Care Field with a wage gain of $7.92/hour and conservative Return on Investment after one year of over $1,435,043. Ongoing funding netted another 176 enrollments in Health Care Training with 60 completions currently working in the Health Care Field. Through IVTC's distance learning system, the rural WorkOne Offices became local campuses to the classes offered and provided simulcasting of the ECIWIB hosted quarterly employer forums in five locations.

Other accomplishments include the annual Labor-Management Seminar and the Career Awareness Project piloted in two Muncie high schools to increase career awareness. The East Central WorkOne System, representing seven partnership agencies, demonstrated the intent of the Act when, through independent state evaluation, achieved the Number One ranking in customer satisfaction in the State while experiencing one of the highest unemployment rates.

Madison-Grant – Madison-Grant WIB, Inc., c/o Job Source, 222 East Tenth Street, Suite C, P.O. Box 149, Anderson, IN 46015

Madison Consortium Partner Agencies: DWD, Vocational Rehabilitation Services, JobSource (WIA), Ivy Tech State College (Post Secondary Education), Green Thumb, Inc. (Title V Older Worker), Division of Family and Children and Ebbertt Education Center (Adult Education)
Location: Anderson WorkOne, 222 E. 10th Street, Suite B, Anderson, IN 46016 (Madison)

Grant Consortium Partner Agencies: DWD, Vocational Rehabilitation Services, JobSource (WIA), Transition Resources Corporation (MSFW), Ivy Tech State College (Post Secondary Education), Tucker Area Vocational Technical Center (Adult Education)
Location: Marion WorkOne, 850 N. Miller Avenue, Marion, IN 46952 (Grant)

In the **Madison-Grant Workforce Service Area** collaborative efforts this year were focused on education and GED attainment for youth, veterans programs, and maximizing resources for dislocated workers eligible for Trade Adjustment Assistance.

In partnership with secondary education programs, an incentive award was offered to students along with career counseling and occupational skills training, job development and placement services, and supportive services to increase participation and provide support to youth seeking high school diplomas and GEDs. As a result of the program, 38 youth received a GED or high school diploma and 27 youth obtained employment.

The Veteran Workforce Investment Program assisted 48 veterans with completion of academic training and job search activities. Eleven of these veterans were trained for new occupations in education, counseling, and healthcare which are in demand in the area. In addition, a local veteran was able to regain employment quickly as a commercial pilot after the loss of his job due to 9/11 cutbacks.

A concerted effort to creatively utilize available funding from TAA and WIA dislocated worker funding resulted in 25 clients being enrolled in training programs offering Associate Degrees and Technical Certificates upon graduation. This collaboration also resulted in the performance of more than 500 career assessments and individual counseling appointments to assist these workers in making career changes and adjustments toward reemployment.

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

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

The Indianapolis Private Industry Council (IPIC) works with employers in analyzing their needs to ensure that workers have the necessary skills to excel and the employer has the structure in place to grow their business. IPIC also has launched initiatives for employers to retrain their existing workers to fill higher-skilled positions and to address changing technologies.

IPIC is working with employers in key growth industries to identify the needs of the market and develop a system to better prepare our current workers and those that will enter the workforce. For example, a highly developed and trained workforce is essential to the growth and development of the life sciences industry. IPIC committed nearly $1.3 million in training support for employees in the life sciences industry. The funding, in part, comes from Regional Skills Alliance grants that were awarded by the Indiana Department of Workforce Development to train existing workers in area hospitals in high-skill and high-wage health-care occupations that are in demand. The grants totaled $334,000 and additional funding totaling $955,000 was leveraged from local employers to support training initiatives now underway.

IPIC partnered with Clarian Health, Community Hospitals of Indianapolis and Anderson, and St. Francis Hospital to help retrain workers so they can advance in the organization and allow for new entrants. Training contracts with area hospitals are concentrated on positions for which the health-care industry is reporting shortages, namely Surgical Technicians, Licensed Practical Nurses, RNs and Radiographic Technologists. After successful completion of the training programs, employees will gain pay increases ranging from 16 to 78 percent.

IPIC oversees the operation of three full service WorkOne Centers and four WorkOne Express sites in Indianapolis. The centers provide a one-stop resource for job seekers and employers by delivering education, job training and placement services. Additionally, all the WorkOne sites provide state-of-the-art assistive technology for persons with disabilities. More than 70,000 individuals successfully received services through WorkOne system sites in Indianapolis last year.

North Central - Workforce Development Strategies, Inc., 1200 Kitty Hawk, Ste.208, Peru, IN 46970
Consortium Partner Agencies: DWD, Transition Resources Corporation, Inc. (WIA), Green Thumb, Inc. (Title V Older Worker) and Vocational Rehabilitation Services

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

Today's changing workplace and the nation's economic climate demand leadership and vision at all levels. During this program year, the **North Central Indiana Workforce Investment Board** continued to provide the leadership and strategic thinking necessary to build a strong and credible foundation for a regional workforce strategy. Our initiatives focused on public awareness about the realities of how the North Central Indiana labor market works; linkages between economic development, education and workforce development; and the creation of alliances. Specifically, we:

- Became designated as the North Central Indiana Economic Development District
- Hired an Economic Development District Coordinator
- Held the "first" annual Business2Business Expo
- Produced the *Top 50 Critical Occupations in North Central Indiana* career guide
- Engaged over 100 regional educators through a series of community meetings to share the *Top 50 Critical Occupations in North Central Indiana* career guide
- Obtained a Faith-Based/Community-Based grant that was used to raise awareness of the WorkOne system and foster new partnerships
- Gathered data to produce a regional resource map
- Developed an awareness campaign targeted to incumbent workers that focuses on key indicators of a changing workplace
- Supported the efforts of the Indiana Workforce Investment Board Association which resulted in increased funding for the regional WorkOne system
- Conducted legislative briefings to educate the North Central Indiana state legislators on regional workforce issues
- Saw the election of our Board Chair to serve as Chair of the National Association of Workforce Boards
- Implemented the WIB marketing communications plan which resulted in an enhanced logo, updated presentation template, increased media relationships and coverage, proactive communication with key audiences and an updated website
- Obtained $149,200 in non-WIA funds and competitive grants
- Served 626 participants in the region with Workforce Investment Act (WIA) dollars, including 248 Youth (ages 14-21) and 164 dislocated workers
- Helped to place 121of these WIA participants in new jobs

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

Angola WorkOne Express, 317 S. Wayne Street, Suite 1-D, Angola, Indiana 46703 (Steuben)
Auburn WorkOne, 936 W. 15th Street, Auburn, IN 46706-2031 (DeKalb)
Bluffton WorkOne Express, 3156 E. SR 124, Bluffton, IN 46714 (Wells)
Columbia City WorkOne Express, 119 Hoosier Drive, Columbia City, IN 46725 (Whitley)
Decatur WorkOne Express, 415 S. 13th Street, Decatur, IN 46733 (Adams)
Ft. Wayne WorkOne, 201 E. Rudisill Blvd., Ft. Wayne, IN 46806 (Allen)
Ft. Wayne Ivy Tech State College Express, 3800 N. Anthony Blvd., Ft. Wayne, IN 46805
Huntington WorkOne Express, 1314 Flaxmill Road, Huntington, IN 46750 (Huntington)
Kendallville WorkOne Express, 524 Professional Way, Kendallville, IN 46755 (Noble)
LaGrange WorkOne Express, 512 N. Detroit Street, LaGrange, IN 46761 (LaGrange)

As recipient of a FaithWorks grant, the **Northeast Indiana Workforce Investment Board (NIWIB)** developed a program that invites faith-based and community-based organizations to learn about and become involved with the region's workforce system. The initiative consists of four activities:

- FaithWorks Leadership Academy (designed for leadership of faith-based and community-based organizations interested in learning more about the workforce system and grant writing techniques)
- FaithWorks Fellowships (20 individuals experienced paid internships for in-depth exposure to the workforce system in Northeast Indiana through conferences, job shadowing, client meetings, IMPACT classes, CS3 operation and staffing resource rooms)
- Tool Kit (a variety of resources for participants to use when working with and counseling constituents regarding their employment needs)
- Community Resource Guide (directory of community resources)

The project has been expanded to include other communities in Northeast Indiana. Due to the success of the pilot project, the FaithWorks team has been invited to be a presenter of this project to the National Association of Counties in November.

Northern Indiana - Northern Indiana WIB, Inc., 401 E. Colfax Avenue, South Bend, IN 46601
Consortium Partner Agencies: DWD, Goodwill Industries of Michiana, Inc. (WIA), JobWorks (WIA), and Transition Resources Corporation (Migrant Services for Farm Workers, MSFW)

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

The Northern Indiana Workforce Investment Board's (NIWIB's) annual Economic Forecasting summit attracted more than 225 community business leaders, educators and students last November. Terry Savage, *Chicago Sun Times* personal finance writer, moderated a panel of nationally renowned economists that included Robert Stovall, frequent panelist on *Wall Street Week with Louis Rukeyser*. The event is co-sponsored by the University of Notre Dame Mendoza College of Business, Teachers Credit Union Investments, and JobWorks, Inc. The purpose of the Summit is to deliver relevant labor market information to Region 2 employers.

The FDIC Money Smart program provides financial literacy assistance to customers of the WorkOne Centers in Elkhart, Marshall and St. Joseph Counties. Partners in this initiative include Purdue Cooperative Extension Services, Bank One, Lake City Bank, the Elkhart Housing Assistance, Goodwill Industries of Michiana, Inc., Department of Workforce Development, and JobWorks, Inc. The Northern Indiana Workforce Investment Board and the Northern Indiana WSA was the 77th partnership with FDIC within the United States Department of Labor's Region 5 to implement the program and was featured as a model program on the FDIC website. The Money Smart Program curriculum is open to all customers of WorkOne. Visit the following website for more information:
<http://www.fdic.gov/consumers/consumer/moneysmart/regions/chicago.html#model2>

This past summer 21 youth completed the Earthworks Project which revealed to the participating youth the managing of a business. Skills learned were teamwork, accounting and budgeting, marketing and selling products. Three youth went on to work experience/employment. Others developed social skills and increased self-esteem as well as team building skills in an employment situation. Organizations that partnered in the project included Goodwill of Michiana, NIWIB's youth service provider, Earthworks and Crossroads Academy. The program ran for 4 ½ days a week for seven weeks.

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

Crown Point WorkOne Express, 1116 N. Main Street, Crown Point, IN 46307 (Lake)
East Chicago WorkOne Express, 720 W. Chicago Avenue, East Chicago, IN 46312 (Lake)
Gary WorkOne, 1776 W. 37th Avenue, Gary, IN 46408 (Lake)
Hammond WorkOne, 6431 Columbia Avenue, Hammond, IN 46320 (Lake)

This year the **Lake County Integrated Services Delivery Board (LCISDB)** moved into space in the Highland Office Complex. This completed the separation from the service provider, Workforce Development Services. We also ended our fiscal relationship with the City of Gary as fiscal pass thru and switched to the Northwest Indiana Regional Planning Commission.

We participated in the economic development efforts in the region. We proposed a Comprehensive Economic Development Strategy collaboration. The two Workforce Boards in Region 1, LCISDB and Center for Workforce Innovations (CWI) have worked together on many levels. We have a Community Workforce Compact (CWC) where over 100 people have contributed achieving four goals for the region that have impact on the workforce.

The President of the LCISDB has participated in the US Conference of Mayors Workforce Development Committee in Washington and Denver to enhance the public policy recommendations both nationally and locally.

The Research and Feedback Committee of the board contracted for a Baldrige monitoring of the WorkOne centers (4) in our service delivery area. We sponsored Philip and Mikela Tarlow (futurists) to help the board envision the trends for the future workforce.

Finally, with a state grant, we are helping 81 nursing and nurse aids improve their education and get their degrees by providing a subsidy for their tuition. The Board has targeted; steel, financial, logistics/transportation, medical, and information technology as business clusters with projected workforce growth in the future.

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

Bedford WorkOne, 918 16th Street, Suite 200, Bedford, IN 47421 (Lawrence)
Jasper WorkOne Express, 607 Third Avenue, Jasper, IN 47546 (Dubois)
Linton WorkOne, 1600 NE "A" Street, Linton, IN 47441 (Greene)
Loogootee WorkOne Express, 123 Cooper Street, Loogootee, IN 47553 (Martin)
Petersburg WorkOne Express, 280 W. Main Street, Petersburg, In 47567 (Pike)
Princeton WorkOne Express, 112 N. Prince Street, Princeton, IN 47670 (Gibson)
Sullivan WorkOne Express, 1313 N. Section Street, Sullivan, IN 47882 (Sullivan)
Vincennes WorkOne, 310 N. 2nd Street, Vincennes, IN 47591-0430 (Knox)
Washington WorkOne Express, 310 S.E. 21st Street, Washington, IN 47501 (Daviess)

The **Shawnee Trace Workforce Investment Board** area continues to be faced with the problem of plant closures and layoffs. The workers who become dislocated as a result have been able to avail themselves of services through the nine WorkOne and WorkOne Express locations. The re-employment rates for those individuals served through the centers have been above expectations and office visitations by displaced workers remains steady. Consequently, in most counties the rates of unemployment have remained fairly level and even declined in some areas.

Using funds available from the Department of Workforce Development we have been able to develop and distribute new marketing materials aimed at the employer community as well as those seeking services through the WorkOne system.

The partnership developed between the service provider and the Pathways Assessment Center at Vincennes University has enabled WIA clients to be provided an assessment of their work readiness as well as job skills. Assessment instruments used by Pathways for assessment includes the ACT WorkKeys and the PESCO SAGE. Employers are reporting significant gains in both retention as well as an increase in the number of applicants being referred who meet or exceed their job requirements.

Service provider staffs also serve on the board of directors for several national workforce development organizations including the National Association of Workforce Development Professionals, the National Workforce Association, and the U.S. Conference of Mayors. These representatives serve a valuable service to the WorkOne system in that they are current on trends and best practices for client services.

South Central - South Central Workforce Development Services, 417 South Landmark, Bloomington, IN 47403
Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Experience Works, Vincennes University/South Central Workforce Development Services

Bloomington WorkOne, 450 S. Landmark Avenue, Bloomington, IN 47402 (Monroe)
Columbus WorkOne, 2320 Midway St., Columbus, IN 47202 (Bartholomew)
Nashville WorkOne Express, 91 W. Mound Street, Lower E, Nashville, IN 47448 (Brown)
North Vernon WorkOne Express, 11 E. Meloy Street, North Vernon, IN 47265 (Jennings)
Seymour WorkOne Express, 200 E. Third Street, Seymour, IN 47274 (Jackson)
Spencer WorkOne Express, 689 W. Morgan St., Suite 2A, Spencer, IN 47460 (Owen)

Coordination of Dislocated Worker Services: WorkOne Staff in the South Central Workforce Service Area responded effectively to deliver information on available services and provide employment and training assistance to over 1,100 workers dislocated from 13 different companies. For the convenience of our customers and to avoid duplication, **South Central Workforce Development Services** and local DWD staff worked cooperatively to design an assessment process that could be utilized by both WIA and TAA programs.

Local WorkOne staff coordinated with surrounding Workforce Service Areas to exchange information and ensure a consistent approach to service delivery for area dislocated workers, regardless of their particular county of residence. When TAA funds became unavailable, South Central Workforce Development Services (SCWDS) staff offered WIA assistance to the affected workers to allow their training to continue without interruption until additional TAA funding was secured. In addition, WorkOne staff assisted with the planning, organization and implementation of several very successful job fairs throughout our area.

Non-Custodial Parent Project: Staff of South Central Workforce Development Services established cooperative working relationships with judges, prosecutors, and child support enforcement officials in 5 counties to assist non-custodial parents to find employment and begin paying child support. This was a successful program for all involved. It provided prosecutors with a productive alternative to incarceration for the non-custodial parents and provided more child support for the children of these individuals.

Relocation of Vocational Rehabilitation in the Bloomington WorkOne: In a effort to provide more comprehensive services to customers of WorkOne Bloomington, local DWD and SCWDS staff had been working in cooperation with local Vocational Rehabilitation representatives for many months planning for the relocation of the entire Vocational Rehabilitation office in Bloomington to the WorkOne Center. During PY'02, that goal was achieved making Bloomington one of very few offices in the state that has full-time DWD, WIA and VR staff located within the facility.

Southeastern - Barada Associates, Inc., 130 E. Second Street, Rushville, IN 46173
Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Experience Works (Title V Older Worker), River Valley Resources (WIA)

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

The **Southeastern Indiana WIB** expanded the WSA's successful Basic Skills Academy concept from a "welfare-to-work" focus to serve youth, dislocated workers, and unemployed or underemployed. Expansion included the first Skills Express Academy**,** a partnership of the Fayette County Community Education Coalition (whose director is Vice Chair of the WIB's Youth Council), River Valley Resources (WIA), and Whitewater Technical Career Center Adult Education (Adult Education and Literacy). The site was the Connersville WorkOne Express.

Several Skills Express participants had been dislocated from longtime jobs by downsizings or closings. The Academy focused on math and writing brush-up, learning and practicing effective job-seeking techniques, and acquiring skills and knowledge to help retain employment. Instructors included WIB members, who talked to Academy participants about community resources, banking, insurance, housing assistance, stress management, and budgeting. Other volunteers served as mentors for the 12 Academy grads. Five are now in full-time jobs, four are in school, three are job-seeking; one has earned her GED.

The WIB conducted an intensive survey of hiring and training needs of businesses throughout the 11-county WSA. Over 200 businesses were surveyed through one-on-one interviews conducted by various partner staff--from River Valley Resources (WIA), Ivy Tech State College (post secondary vocational education), and economic development organizations and Chambers of Commerce. The WIB is using the data to assess business needs and gaps in training opportunities in the WSA. The final report also broke down data/analysis by county, so local Chambers of Commerce and economic development entities can better assess the workforce needs of their local communities. The WIB is exploring ways to broker customized customer service training (the #1 training need expressed by surveyed employers).

The WIB and Youth Council sponsored a community mapping project to identify resources for youth in the 11 counties of the WSA. The "mappers" were young people, in-school and out- of-school, from the WIA youth program. Mappers combed their respective counties, visiting agencies, organizations, businesses, schools, churches, medical facilities, etc., collecting information about services to youth, including hours of operation, fees, and accessibility issues. They completed 3,000 surveys, which have become the foundation for a database of youth resources throughout the area. It enabled the WIB and Youth Council to identify gaps in youth services and strategize the use of their funds and other resources to fill these gaps.

Southern Seven - Southern Seven WIB, Inc., P.O. Box 6712, New Albany, IN 47150
Consortium Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Transition Resources (WIA) and Experience Works (Title V Older Worker)

Corydon WorkOne Express, 725 Quarry Road NW, Corydon, IN 47112 (Harrison)
English WorkOne Express, 304 Indiana Avenue, English, IN 47118 (Crawford)
Jeffersonville WorkOne Express, 1613 E. 8th Street, Jeffersonville, IN 47130 (Clark)
New Albany WorkOne, 3310 Grant Line Road, New Albany, IN 47151 (Floyd)
Paoli WorkOne Express, 196 S. Court Street, Paoli, IN 47454 (Orange)
Salem WorkOne Express, 190 Becks Mill Rd., Suite G, Salem, IN 47165 (Washington)
Scottsburg WorkOne Express, 1092 W. Community Way, Scottsburg, IN 47170 (Scott)

Southern Seven Workforce Investment Board, Inc. highlights include the following.
An Economic Development Grant has funded a regional High-Speed Internet (Broadband) feasibility study to provide high-speed Internet infrastructure recommendations and deployment plans, both per county and regionally. The study should be completed in January 2004.
A Faith-based and Community-based Outreach Initiative designed to increase WorkOne service access points in each county community will be completed in December 2003.

Four Regional Skills Alliance Grants were funded: Harrison County, a five-tiered manufacturing training model; Scott County Partnership, a four-tiered manufacturing training model; Machine tool and Die consortium, tuition support for apprentices at several companies; and a Healthcare Training Grant which began in July 2003, involving 5 area hospitals, 1 rehabilitation hospital and 1 nursing home. The healthcare grant has 75 trainees across several in-demand, skilled healthcare occupations.

A Regional Employer Survey of Employee Skills and Training Needs was completed. The survey represents the first original research product for the Southern Seven Workforce Board done in partnership with Indiana University Southeast (IUS). Approximately 600 employers representing the region's overall labor market were surveyed. The four-page survey summary was distributed to businesses, schools, and other interested groups.

Community Workforce Audit research was completed in conjunction with the Louisville Workforce Board. Southern Seven Board staff served on the Steering Committee. This DOL-funded research has a 24 county bi-state regional economy perspective and a web address at http://kentuckianaworks.org/outlook/.

Regarding student career preparation, Southern Seven WIB was involved with the 2nd Annual Regional Trades and Technology Fair, developed in collaboration with the Region 14 Career Link consortium. Approximately 2500 8th grade students had a first hand look at over 40 in-demand skilled occupations.

WorkOne marketing materials, including new brochures, folders and brochures in Spanish were completed and are in use.

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

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

The **Workforce Investment Board of Southwest Indiana, Inc**., in partnership with the Indiana State Human Resources Investment Council (SHRIC), has successfully deployed a computer-based skills remediation program throughout our region in WorkOne sites and local literacy programs. Through a grant from the SHRIC, the WIB has secured licenses for KeyTrain©, a self-paced, computer-based skills remediation package that provides just-in-time, individually customized training to customers based on the results of their assessment.

Many WorkOne customers never learn where they fall short in their skills compared to those needed for the job they want. A WorkKeys profile may have been performed at an employer's worksite to identify the levels of skills current and prospective employees need in order to be successful at the job. The customer may be referred to the job and then be rejected for lack of skills. What is the missing link? The feedback and remediation of skill deficiencies provided to customers through KeyTrain©.

The grant has also supported the WorkKeys profiling of several in-demand positions, including those at such employers as Whirlpool, Berry Plastics and a feeder industry to the Toyota plant. These profiles have helped employers, job applicants, workforce development professionals and educators better understand the critical skills needed by incumbent workers and job seekers to get the job or to be effective on the job. For those who are interested in preparing for these jobs, who have been turned down in the application process or who want to better prepare for these or similar career opportunities, KeyTrain© provides the skills upgrading they need.

KeyTrain© is now available throughout the five (5) county region and closes the gap in the continuous loop many job seekers find themselves of job application, application rejection, job application, application rejection. KeyTrain© provides them with the opportunity to identify and resolve skill deficiencies that prevent them from being qualified job seekers in the careers they choose to pursue. In Southwest Indiana, the implementation of KeyTrain© is creating a better-qualified workforce to meet quantified skills standards identified through the WorkKeys profiling system and is helping close the skills gap in our region.

Tecumseh Area Partnership, 2300 Concord Road, PO Box 4729, Lafayette, IN 47903-4729
Consortium Partner Agencies: DWD, Tecumseh Area Partnership (WIA) and Community Action Program of Western Indiana (CSBG), Vocational Rehabilitation Services

Covington WorkOne Express, 418 Washington Street, Covington, IN 47932 (Fountain)
Crawfordsville WorkOne Express, 210 E. Jefferson, Suite 200, Crawfordsville, IN 47933 (Montgomery)
Delphi WorkOne Express, 6931 W. County Road 300 North, Delphi, IN 46023 (Carroll)
Frankfort WorkOne Express, 301 E. Clinton Street, Suite 7, Frankfort, IN 46041 (Clinton)
Lafayette WorkOne, 2301 Concord Road, Lafayette, IN 47903 (Tippecanoe)
Lafayette WorkOne Express, Lafayette Adult Resource Academy, 324 South Street, Lafayette 47901 (Tippecanoe)
Lafayette WorkOne Express, Wabash Center, 2000 Greenbush Street, Lafayette, IN 47903
Monticello WorkOne Express, 1500 North Main Street, Suite E., Monticello, IN 47960 (White)

Program Year 2002 was the "Year of the Dislocated Worker" in the Tecumseh Workforce Service Area. Hundreds of workers from the manufacturing sector, most of whom are highly skilled and highly paid, were displaced within the space of a few months. Known for its diversified economy and high rate of employment, the northwest central region of Indiana had not experienced such a sudden loss of jobs in more than two decades.

The **Tecumseh Area WIB** and local WorkOne Partnership have chosen to view this as a temporary setback and an opportunity to invest in rebuilding the workforce for future growth. Perhaps the greatest positive benefit to emerge from the recent spate of job losses has been the establishment of strong linkages between local economic development and workforce development organizations. Unprecedented instances of joint planning and resource sharing have occurred over the past year. The result has been a unified strategy for investing in advanced manufacturing, life science, and information technology job skills that matches the private sector's investment in technology, capital and product improvement.

The WIB has adopted three regional community models that will direct and sustain joint economic-workforce development investments. One model establishes a systematic approach to gathering, analyzing, reporting, and responding to the information gained through the business retention and expansion efforts of local economic development organizations. A second model promotes a systems approach to 1) understanding the specific skill dimensions of key, high skill, high pay jobs, 2) assessing incumbent and emerging workers' skills according to those dimensions, and 3) ensuring that education and training resources are in place to provide the support needed to fill any identified skill gaps. The third model creates a regional vision and establishes a regional capability for systematic training in performance improvement and process efficiency within our local businesses and industries.

The Tecumseh Area met 16 out of 17 WIA performance and WorkOne System performance goals for Program Year 2002.

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

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

The Western Indiana Workforce Investment Board served more than a thousand customers through WIA core, intensive, and training services this past program year. For the sixth consecutive year, the Western Indiana WIB, Plumbers and Steam Fitters Local 157, and Western Indiana Employment and Training Services have partnered to provide WIA youth with a unique opportunity to gain hands-on welding experience; often leading to industry-recognized welding certification, and in some cases, acceptance into the Plumbers and Steam Fitters apprenticeship program. The past year also saw the establishment of a special dislocated worker project aimed at serving the former workers of North American Capacitors in Greencastle, Indiana. Through a partnership between DWD, the Western Indiana WIB, and Western Indiana Employment and Training Services, nearly one hundred individuals are being provided such valuable services as job search assistance, skills upgrading and certification classes, and post-secondary instruction.

The WorkOne service system has enjoyed substantial growth and enhancement. To date, there are fifteen chartered WorkOne offices in Western Indiana. Because a large part of the strategic focus of the area is to take a proactive, rather than reactive, position towards workforce development, eight WorkOne Express sites are located in educational institutions; impacting

high schools, learning centers, and the state's community college network. All WorkOne offices are provided a direct link to a seamless partner service delivery system and businesses links, along with critical employment and career information related to the four Energize Indiana sectors.

One Energize Indiana targeted sector has taken the lead in Western Indiana to meet both present and future workforce needs. The Wabash Valley Advanced Manufacturing Cluster, a group of approximately twenty companies, have come together to promote the need for skilled manufacturing employees and to increase the awareness of the vast career opportunities that the manufacturing sector offers. With facilitation provided by the WIB, and working in close partnership with local educators, local elected officials, and the region's economic development organizations, the Wabash Valley Advanced Manufacturing Cluster is addressing issues such as minimum skill levels, student skill certification, and career ladders. The Cluster is also providing WorkOne offices with critical local employment and career information.

Appendix

State of Indiana – PY'02

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	75.9	545	7464	780	69.9
Employers	68	70.8	536	10654	780	68.7

Table B: Adult Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	77.8	1869
			2403
Employment Retention Rate	80	85.7	2036
			2375
Earnings Change in Six Months	$2600	$2566	$5517109
			2150
Employment and Credential Rate	50	62.6	646
			1032

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	72.3	159	74.2	135	66.9	97	74.4	96
		220		182		145		129
Employment Retention Rate	81.3	157	86.9	139	84.2	101	86.5	96
		193		160		120		111
Earnings Change in Six Months	$2827	$469295	$2358	$325379	$3113	$354885	-$325	-$31808
		166		138		114		98
Employment and Credential Rate	53	53	54	47	62.5	30	55.2	16
		100		87		48		29

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	81.8	584	76.1	1285
		714		1689
Employment Retention Rate	85.2	730	86.0	1306
		857		1518
Earnings Change in Six Months	$3630	$2784455	$1976	$2732654
		767		1383

Table E: Dislocated Worker Program At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0	86.3	2444
			2831
Employment Retention Rate	86.0	92.8	2267
			2444
Earnings Replacement Rate in Six Months	88.0	89.7	$30457624
			$33941950
Employment and Credential Rate	50.0	59.0	612
			1038

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84.2	262	77.5	55	72.4	**234**	80.8	21
		311		71		323		26
Employment Retention Rate	91.2	239	94.5	52	91.9	215	90.5	19
		262		55		234		21
Earnings Replacement Rate	87.3	$4018000	84.4	$580235	80.1	$2757462	155.0	$107014
		$4600137		$687203		$3443056		$69061
Employment and Credential Rate	63.5	80	58.6	17	54.9	39	71.4	5
		126		29		71		7

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	88.7	921	84.9	1523
		1038		1793
Employment Retention Rate	92.5	852	92.9	1415
		921		1523
Earnings Replacement Rate	87.3	$11161512	91.2	$19296112
		$12791419		$21150531

Table H: Older Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0	63.9	223
			349
Employment Retention Rate	78.0	77.6	229
			295
Earnings Change in Six Months	$3150	$2374	$659842
			278
Credential Rate	55.0	32.4	146
			451

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	61.6	53	50.0	1	48.6	17	62.3	137
		86		2		35		220
Employment Retention Rate	75.0	45	100.0	1	84.2	16	72.1	124
		60		1		19		172
Earnings Change in Six Months	$2442	$134311	$607	$607	$3252	$61779	$2069	$341367
		55		1		19		165
Credential Rate	33.3	32	0.0	0	31.7	13	29.4	79
		96		2		41		269

Table J: Younger Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	67	85.0	4043
			4754
Diploma or Equivalent Attainment Rate	55	50.1	417
			833
Retention Rate	55	54.2	482
			889

Table K: Outcomes for Younger Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	85.8	758	79.9	809	70.5	439
		883		1013		623
Diploma or Equivalent Attainment Rate	42.5	54	57.6	80	31.9	68
		127		139		213
Retention Rate	46.5	60	52.1	85	51.8	127
		129		163		245

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	74	1728	$1706	$3568862	9.7	181	$3810	$7121460	61	356
		2336		2092		1869		1869		584
Dislocated Workers	84.6	1497	83.6	$19327730	11.7	285	$6195	$15141079	56.7	522
		1770		$23127116		2444		2444		921
Older Youth	74.2	161	$3238	$611889	9.0	20	$2136	$476280		
		217		189		223		223		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	5474	2932
Dislocated Workers	5306	2657
Older Youth	1123	555
Younger Youth	3589	1762

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			$7836751
Local Dislocated Workers			$6163116
Local Youth			$10671101
Rapid Response			$3823192
Statewide Required Activities			$2228415
Statewide Allowable Activities	Program Activity Description	Incumbent Worker Training	$1548415
		TA/Capacity Building	$80000
		Incentive Awards	$600000
Total of All Federal Spending Listed Above			$32950990

Table O: Summary of Local Performance

The Center of Workforce Innovations—PY'02

Local Area Name THE CENTER OF WORKFORCE INNOVATIONS	Total Participants Served	Adults	337
		Dislocated Workers	490
		Older Youth	99
		Younger Youth	158
ETA Assigned Number 18010	Total Exiters	Adults	133
		Dislocated Workers	150
		Older Youth	21
		Younger Youth	36
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	65.9
	Employers	68.0	69.4
Entered Employment Rate	Adults	81.1	82.9
	Dislocated Workers	81.5	88.4
	Older Youth	69.8	100.0
Retention Rate	Adults	81.7	92.6
	Dislocated Workers	90.3	93.8
	Older Youth	78.0	85.7
	Younger Youth	68.0	77.3
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$4,138
	Dislocated Workers	90.5	110.3
	Older Youth	$2,889	$2,661
Credential/Diploma Rate	Adults	50.0	69.7
	Dislocated Workers	55.5	71.7
	Older Youth	36.3	85.7
	Younger Youth	58.5	85.0
Skill Attainment Rate	Younger Youth	71.9	88.3

Table O: Summary of Local Performance (cont.)

Circle Seven—PY'02

Local Area Name CIRCLE SEVEN	Total Participants Served	Adults	134
		Dislocated Workers	622
		Older Youth	28
		Younger Youth	53
ETA Assigned Number 18060	Total Exiters	Adults	103
		Dislocated Workers	491
		Older Youth	20
		Younger Youth	17
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	68.1
	Employers	68.0	69.3
Entered Employment Rate	Adults	79.8	84.8
	Dislocated Workers	75.4	81.6
	Older Youth	84.5	58.8
Retention Rate	Adults	83.2	90.7
	Dislocated Workers	89.5	93.2
	Older Youth	78.0	54.5
	Younger Youth	55.0	60.9
Earnings Change/Earnings Replacement in Six Months	Adults	$2,500	$768
	Dislocated Workers	88.0	81.0
	Older Youth	$3,755	$1,847
Credential/Diploma Rate	Adults	50.0	72.2
	Dislocated Workers	51.2	71.6
	Older Youth	55.0	9.5
	Younger Youth	55.0	69.2
Skill Attainment Rate	Younger Youth	77.7	91.1

Table O: Summary of Local Performance (cont.)

East Central—PY'02

Local Area Name EAST CENTRAL	Total Participants Served	Adults	352
		Dislocated Workers	546
		Older Youth	80
		Younger Youth	309
ETA Assigned Number 18045	Total Exiters	Adults	176
		Dislocated Workers	224
		Older Youth	45
		Younger Youth	130
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	83.1
	Employers	68.0	77.5
Entered Employment Rate	Adults	81.4	90.8
	Dislocated Workers	80.8	88.6
	Older Youth	79.4	64.9
Retention Rate	Adults	83.6	81.3
	Dislocated Workers	90.1	87.9
	Older Youth	78.0	65.0
	Younger Youth	60.9	50.5
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$2,941
	Dislocated Workers	88.0	91.9
	Older Youth	$3,176	$2,179
Credential/Diploma Rate	Adults	50.3	73.0
	Dislocated Workers	54.4	64.0
	Older Youth	52.5	41.7
	Younger Youth	58.0	64.0
Skill Attainment Rate	Younger Youth	67.0	88.5

Table O: Summary of Local Performance (cont.)

Madison-Grant—PY'02

Local Area Name MADISON-GRANT	Total Participants Served	Adults	196
		Dislocated Workers	267
		Older Youth	63
		Younger Youth	271
ETA Assigned Number 18040	Total Exiters	Adults	74
		Dislocated Workers	137
		Older Youth	29
		Younger Youth	113
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	78.1
	Employers	68.0	74.3
Entered Employment Rate	Adults	78.4	65.3
	Dislocated Workers	79.8	79.9
	Older Youth	69.0	69.2
Retention Rate	Adults	82.9	90.6
	Dislocated Workers	88.9	91.5
	Older Youth	78.0	92.9
	Younger Youth	47.5	70.5
Earnings Change/Earnings Replacement in Six Months	Adults	$2,888	$3,780
	Dislocated Workers	88.0	67.1
	Older Youth	$3,150	$3,270
Credential/Diploma Rate	Adults	50.0	52.3
	Dislocated Workers	50.0	26.5
	Older Youth	55.0	40.0
	Younger Youth	37.0	55.6
Skill Attainment Rate	Younger Youth	67.0	85.6

Table O: Summary of Local Performance (cont.)

Marion County—PY'02

Local Area Name MARION COUNTY	Total Participants Served	Adults	695
		Dislocated Workers	305
		Older Youth	167
		Younger Youth	838
ETA Assigned Number 18055	Total Exiters	Adults	514
		Dislocated Workers	211
		Older Youth	95
		Younger Youth	415
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	69.2
	Employers	68.0	64.3
Entered Employment Rate	Adults	76.7	68.3
	Dislocated Workers	80.2	81.1
	Older Youth	69.0	53.2
Retention Rate	Adults	79.4	82.0
	Dislocated Workers	86.0	89.7
	Older Youth	81.4	67.3
	Younger Youth	54.9	51.2
Earnings Change/Earnings Replacement in Six Months	Adults	$2,831	$1,755
	Dislocated Workers	88.0	86.7
	Older Youth	$2,690	$1,816
Credential/Diploma Rate	Adults	50.0	41.8
	Dislocated Workers	38.3	55.1
	Older Youth	49.3	19.3
	Younger Youth	43.2	32.2
Skill Attainment Rate	Younger Youth	67.0	87.9

Table O: Summary of Local Performance (cont.)

North Central—PY'02

Local Area Name NORTH CENTRAL	Total Participants Served	Adults	214
		Dislocated Workers	164
		Older Youth	79
		Younger Youth	169
ETA Assigned Number 18035	Total Exiters	Adults	108
		Dislocated Workers	54
		Older Youth	17
		Younger Youth	13
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	66.3
	Employers	68.0	73.3
Entered Employment Rate	Adults	77.7	65.9
	Dislocated Workers	80.9	91.1
	Older Youth	69.0	52.9
Retention Rate	Adults	81.3	88.2
	Dislocated Workers	86.0	94.1
	Older Youth	78.0	86.7
	Younger Youth	55.0	66.7
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$3,146
	Dislocated Workers	90.0	101.8
	Older Youth	$2,896	$4,271
Credential/Diploma Rate	Adults	46.1	44.4
	Dislocated Workers	50.0	52.9
	Older Youth	55.0	17.4
	Younger Youth	50.3	0.0
Skill Attainment Rate	Younger Youth	67.0	56.6

Table O: Summary of Local Performance (cont.)

Northeast Indiana—PY'02

Local Area Name NORTHEAST INDIANA	Total Participants Served	Adults	485
		Dislocated Workers	440
		Older Youth	123
		Younger Youth	329
ETA Assigned Number 18095	Total Exiters	Adults	248
		Dislocated Workers	241
		Older Youth	87
		Younger Youth	281
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	82.4
	Employers	68.0	71.2
Entered Employment Rate	Adults	82.9	91.1
	Dislocated Workers	83.5	94.0
	Older Youth	63.1	87.0
Retention Rate	Adults	81.7	86.6
	Dislocated Workers	90.4	95.2
	Older Youth	84.5	83.3
	Younger Youth	63.2	53.6
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$2,817
	Dislocated Workers	88.0	85.4
	Older Youth	$3,150	$3,041
Credential/Diploma Rate	Adults	55.2	69.7
	Dislocated Workers	50.0	66.7
	Older Youth	54.0	62.8
	Younger Youth	63.2	89.1
Skill Attainment Rate	Younger Youth	81.4	96.6

Table O: Summary of Local Performance (cont.)

Northern Indiana Partnership—PY'02

Local Area Name NORTHERN INDIANA PARTNERSHIP	Total Participants Served	Adults	500
		Dislocated Workers	344
		Older Youth	103
		Younger Youth	416
ETA Assigned Number 18090	Total Exiters	Adults	266
		Dislocated Workers	200
		Older Youth	53
		Younger Youth	197
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	61.8
	Employers	68.0	69.5
Entered Employment Rate	Adults	77.0	68.8
	Dislocated Workers	75.0	81.0
	Older Youth	61.2	58.2
Retention Rate	Adults	81.7	82.4
	Dislocated Workers	90.5	91.5
	Older Youth	77.9	66.7
	Younger Youth	55.3	45.4
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$1,550
	Dislocated Workers	88.0	83.7
	Older Youth	$2,741	$419
Credential/Diploma Rate	Adults	36.3	56.5
	Dislocated Workers	40.8	55.2
	Older Youth	47.5	1.7
	Younger Youth	55.0	22.0
Skill Attainment Rate	Younger Youth	52.2	71.5

Table O: Summary of Local Performance (cont.)

Northwest Indiana—PY'02

Local Area Name NORTHWEST INDIANA	Total Participants Served	Adults	1010
		Dislocated Workers	773
		Older Youth	121
		Younger Youth	395
ETA Assigned Number 18005	Total Exiters	Adults	429
		Dislocated Workers	354
		Older Youth	52
		Younger Youth	228
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	70.4
	Employers	68.0	72.3
Entered Employment Rate	Adults	81.2	84.3
	Dislocated Workers	81.7	92.6
	Older Youth	72.0	92.3
Retention Rate	Adults	80.3	84.8
	Dislocated Workers	86.0	93.1
	Older Youth	77.4	100.0
	Younger Youth	55.0	41.0
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$4,550
	Dislocated Workers	91.6	117.7
	Older Youth	$3,469	$3,979
Credential/Diploma Rate	Adults	57.4	73.1
	Dislocated Workers	61.3	79.0
	Older Youth	50.9	83.3
	Younger Youth	55.0	83.1
Skill Attainment Rate	Younger Youth	71.2	94.5

Table O: Summary of Local Performance (cont.)

Shawnee Trace—PY'02

Local Area Name SHAWNEE TRACE	Total Participants Served	Adults	310
		Dislocated Workers	199
		Older Youth	81
		Younger Youth	97
ETA Assigned Number 18075	Total Exiters	Adults	175
		Dislocated Workers	106
		Older Youth	38
		Younger Youth	52
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	83.8
	Employers	68.0	76.8
Entered Employment Rate	Adults	80.2	81.2
	Dislocated Workers	80.4	86.8
	Older Youth	75.0	69.2
Retention Rate	Adults	84.5	84.8
	Dislocated Workers	90.6	95.7
	Older Youth	83.0	90.9
	Younger Youth	55.0	77.1
Earnings Change/Earnings Replacement in Six Months	Adults	$2,605	$2,391
	Dislocated Workers	88.4	101.0
	Older Youth	$3,150	$3,135
Credential/Diploma Rate	Adults	50.0	68.7
	Dislocated Workers	50.0	61.5
	Older Youth	45.9	23.3
	Younger Youth	51.3	58.1
Skill Attainment Rate	Younger Youth	73.1	82.7

Table O: Summary of Local Performance (cont.)

South Central—PY'02

Local Area Name SOUTH CENTRAL	Total Participants Served	Adults	169
		Dislocated Workers	236
		Older Youth	29
		Younger Youth	72
ETA Assigned Number 18070	Total Exiters	Adults	88
		Dislocated Workers	111
		Older Youth	19
		Younger Youth	43
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	74.3
	Employers	68.0	69.2
Entered Employment Rate	Adults	78.1	79.7
	Dislocated Workers	76.8	87.1
	Older Youth	69.0	58.8
Retention Rate	Adults	80.0	81.0
	Dislocated Workers	91.0	96.3
	Older Youth	78.0	66.7
	Younger Youth	65.0	55.6
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$2,775
	Dislocated Workers	94.4	99.1
	Older Youth	$2,819	$1,977
Credential/Diploma Rate	Adults	54.2	61.5
	Dislocated Workers	50.0	50.0
	Older Youth	52.5	15.0
	Younger Youth	54.8	61.1
Skill Attainment Rate	Younger Youth	83.5	86.7

Table O: Summary of Local Performance (cont.)

Southeastern—PY'02

Local Area Name SOUTHEASTERN	Total Participants Served	Adults	257
		Dislocated Workers	121
		Older Youth	39
		Younger Youth	102
ETA Assigned Number 18065	Total Exiters	Adults	195
		Dislocated Workers	62
		Older Youth	29
		Younger Youth	93
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	66.1
	Employers	68.0	64.3
Entered Employment Rate	Adults	80.1	85.2
	Dislocated Workers	79.5	100.0
	Older Youth	77.4	87.5
Retention Rate	Adults	82.9	90.8
	Dislocated Workers	90.1	92.7
	Older Youth	80.7	100.0
	Younger Youth	61.5	73.1
Earnings Change/Earnings Replacement in Six Months	Adults	$2,496	$2,358
	Dislocated Workers	86.2	110.0
	Older Youth	$3,778	$4,201
Credential/Diploma Rate	Adults	56.3	82.1
	Dislocated Workers	59.0	84.6
	Older Youth	55.3	63.6
	Younger Youth	55.0	62.5
Skill Attainment Rate	Younger Youth	74.9	76.6

Table O: Summary of Local Performance (cont.)

Southern Seven—PY'02

Local Area Name SOUTHERN SEVEN	Total Participants Served	Adults	231
		Dislocated Workers	91
		Older Youth	28
		Younger Youth	48
ETA Assigned Number 18080	Total Exiters	Adults	117
		Dislocated Workers	52
		Older Youth	19
		Younger Youth	35
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	71.2
	Employers	68.0	71.6
Entered Employment Rate	Adults	80.8	71.0
	Dislocated Workers	83.7	78.3
	Older Youth	67.9	---
Retention Rate	Adults	82.7	87.3
	Dislocated Workers	87.8	83.3
	Older Youth	89.0	---
	Younger Youth	55.0	61.1
Earnings Change/Earnings Replacement in Six Months	Adults	$2,600	$2,224
	Dislocated Workers	100.0	89.3
	Older Youth	$3,626	---
Credential/Diploma Rate	Adults	59.0	56.5
	Dislocated Workers	55.8	44.4
	Older Youth	55.0	---
	Younger Youth	58.8	31.3
Skill Attainment Rate	Younger Youth	72.0	68.1

Table O: Summary of Local Performance (cont.)

Southwest Indiana—PY'02

Local Area Name SOUTHWEST INDIANA	Total Participants Served	Adults	294
		Dislocated Workers	174
		Older Youth	34
		Younger Youth	164
ETA Assigned Number 18085	Total Exiters	Adults	202
		Dislocated Workers	104
		Older Youth	15
		Younger Youth	61
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	76.4
	Employers	68.0	71.6
Entered Employment Rate	Adults	78.8	78.3
	Dislocated Workers	82.9	87.4
	Older Youth	69.0	50.0
Retention Rate	Adults	82.6	88.6
	Dislocated Workers	89.3	93.1
	Older Youth	79.0	80.0
	Younger Youth	55.0	50.0
Earnings Change/Earnings Replacement in Six Months	Adults	$1,949	$1,631
	Dislocated Workers	89.0	84.2
	Older Youth	$2,524	$1,788
Credential/Diploma Rate	Adults	50.0	59.3
	Dislocated Workers	50.0	35.7
	Older Youth	34.7	22.2
	Younger Youth	35.9	51.4
Skill Attainment Rate	Younger Youth	41.1	72.7

Table O: Summary of Local Performance (cont.)

Tecumseh Area Partnership—PY'02

Local Area Name TECUMSEH AREA PARTNERSHIP	Total Participants Served	Adults	127
		Dislocated Workers	358
		Older Youth	28
		Younger Youth	33
ETA Assigned Number 18030	Total Exiters	Adults	53
		Dislocated Workers	110
		Older Youth	12
		Younger Youth	17
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	79.9
	Employers	68.0	71.9
Entered Employment Rate	Adults	79.2	85.4
	Dislocated Workers	83.4	95.5
	Older Youth	69.0	87.5
Retention Rate	Adults	82.3	84.4
	Dislocated Workers	90.0	95.2
	Older Youth	78.0	90.0
	Younger Youth	59.7	61.1
Earnings Change/Earnings Replacement in Six Months	Adults	$2,677	$3,627
	Dislocated Workers	89.2	93.2
	Older Youth	$3,585	$642
Credential/Diploma Rate	Adults	50.0	73.5
	Dislocated Workers	56.0	71.4
	Older Youth	55.0	75.0
	Younger Youth	54.8	57.1
Skill Attainment Rate	Younger Youth	67.0	73.1

Table O: Summary of Local Performance (cont.)

Western Indiana—PY'02

Local Area Name WESTERN INDIANA	Total Participants Served	Adults	161
		Dislocated Workers	119
		Older Youth	21
		Younger Youth	135
ETA Assigned Number 18050	Total Exiters	Adults	51
		Dislocated Workers	49
		Older Youth	4
		Younger Youth	31
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	77.7
	Employers	68.0	73.4
Entered Employment Rate	Adults	83.4	84.2
	Dislocated Workers	78.5	92.7
	Older Youth	84.5	66.7
Retention Rate	Adults	83.8	75.6
	Dislocated Workers	89.0	98.0
	Older Youth	78.0	88.2
	Younger Youth	60.9	59.0
Earnings Change/Earnings Replacement in Six Months	Adults	$3,114	$5,188
	Dislocated Workers	87.8	99.3
	Older Youth	$3,150	$3,449
Credential/Diploma Rate	Adults	40.4	54.5
	Dislocated Workers	45.2	66.7
	Older Youth	47.5	48.1
	Younger Youth	52.5	58.8
Skill Attainment Rate	Younger Youth	67.5	92.0