



Joseph E. Kernan, Governor  
Alan D. Degner, Commissioner

10 N. Senate Avenue  
Indianapolis, IN 46204-2277  
Phone: 317-232-7670  
FAX: 317-233-4793  
TDD: 317-232-7560  
<http://www.workforce.IN.gov>

An Equal Opportunity Employer

**TO:** All DWD Local Office Managers  
WIB Directors  
Program Directors

**FROM:** Betsy Bedwell  
Deputy Commissioner  
Field Operations/Program Development

**DATE:** October 15, 2003

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

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

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

**Content:**

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

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

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

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

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

Effective Date: Immediately

Review Date: October 15, 2005

Ownership: DWD Implementation Unit

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

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

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

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

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

Attachment: IRA Standards List

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

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

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

### **Hardware and General Equipment**

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

### **Basic Software**

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

### **Job Search Reference Materials**

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

### **ADA Equipment and Software**

Winning Career Strategies

TTY Equipment

Zoom Text Software (or equivalent) or [See Equipment re: 27”TV]

Braille/Large Letter Key Labels

### **Resume Writing, Applications, Cover Letters, Thank You Letters, ETC.**

WinWay Resume Pro Deluxe Software

MS Word

NVTI Video Series, including:

- Ultimate Job Search
- Starting the Job Search/Effective Job Search Techniques
- Interviewing w/Confidence
- Writing Resumes and Cover Letters
- Job Search Tips for People With Disabilities

The Damn Good Resume Guide

Blue Collar and Beyond

Resumes for High School Graduates

Resumes for College Students and Recent Graduates

Dynamic Cover Letters (Hansen and Hansen)

200 Letters for Job Hunters

### **Career Exploration and Skills ID**

The Tough New Labor Market (Video)

The Guide for Occupational Exploration (GOE) [Two copies]

The Enhanced Guide for Occupational Exploration (EGOE) [Two copies]

NVTI Video Series

The Skills Search (Video)

### **Dislocated, Older and Younger Workers, Ex-offenders, Disability, Minority and Gender Issues in the Workplace**

Transitions for Mid Career Changers (Video)

Is There Life After Layoff? (Video)

Surviving Layoff: Coping With the Emotional, Financial and Job Hunting Stresses of Unemployment

Mid-Career Job Hunting

Getting a Job After 50

The Over 40 Job Guide

More Choices: A Strategic Guide for Mixing Career and Family

DOL – Women’s Bureau: Gender Equity Publications (find at [www.dol.gov/wb](http://www.dol.gov/wb)) and [www.dol.gov](http://www.dol.gov) – occupational information, statistics, non-traditional occupations, women’s economic history, employment issues publications that are very useful for career exploration), plus booklets from the Gov. Printing Office)

The Minority Career Guide: What African American, Hispanic and Asian Americans Must Know to Succeed in Corporate America

Minority Organizations: A National Directory

Job Strategies for People with Disabilities

EEOC Publications (low cost pubs. – min. of two)

The Smart Woman’s Guide to Resumes and Jobs

**Networking, Job Searching and Interviewing**

NVTI Video Series (see above)

Knock ‘em Dead (Dressing for Interview Success)

Sweaty Palms: The Neglected Art of Being Interviewed

The Quick Job Search

The Job Hunting Handbook

What Color Is Your Parachute? (Current Version)

How to Get Interviews from Classified Job Aids

Who’s Hiring Who?