INDIANA
WORKFORCE
DEVELOPMENT
AND ITS WorkOne CENTERS

TO: State Workforce Innovation Council Chairperson
Marion County Workforce Investment Board Chairperson & Director
Regional Workforce Board Chairpersons
Regional Operators
Directors of Operations for Northern and Southern Indiana

FROM: Teresa L. Voors
Commissioner, Indiana Department of Workforce Development

THROUGH: Dale Wengler, Deputy Commissioner, Policy and Field Operations

DATE: April 21, 2008

SUBJECT: DWD Policy 2007-37
Entities Required to Use the Indiana Department of Workforce Development's Electronic Case Management and Labor Exchange (Job Matching) Systems

Purpose
To provide guidance concerning which entities are required to use the Indiana Department of Workforce Development's electronic management information systems

Rescission
DWD Commissioner's Directive 2005-23, Entities Required to Use the Indiana Department of Workforce Development's Electronic Case Management System, dated May 30, 2006

Content
The Indiana Department of Workforce Development has procured electronic case management and labor exchange (job matching) systems for the delivery of workforce development services. The case management system (TrackOne) was operational for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) programs on July 1, 2006. It is anticipated that the system will be operational for the Wagner-Peyser (W-P) and Veterans programs on April 28, 2008. Further, it is anticipated that the State's electronic labor exchange system (IndianaCareerConnect.com) will be operational for all programs on July 1, 2008.

The Department of Workforce Development's guidance is as follows:

> All grantees (Workforce Investment Boards for the Balance of State and Marion County), sub-grantees (Regional Workforce Boards), contractors (Regional Operators) and sub-contractors (service providers in all Indiana counties) are required to use the State's electronic systems for all case management, participant reporting, oversight and labor exchange service delivery and functions.

> TrackOne shall be the only case management system used for the following funding sources: Workforce Investment Act (WIA), Wagner-Peyser (W-P), Trade Adjustment Assistance (TAA), Veterans, Workforce Innovation in Regional Economic Development (WIRED), Major Opportunities and Career Advancement Account (CAA) programs. Case management records are to be entered into these systems at the point and time of service delivery.
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> IndianaCareerConnect.com shall be the only labor exchange (job matching system) used for the provision of workforce investment services in Indiana.

Effective immediately, the Indiana Department of Workforce Development will no longer authorize the use of Workforce Investment Act, Wagner-Peyser Act, Trade Adjustment Assistance, Veterans or other Department sponsored grant funding to support any case management or labor exchange (job matching) systems other than TrackOne and IndianaCareerConnect.com. The Department, at its discretion, may authorize temporary alternative methods of case management and/or labor exchange data capture in the event that its electronic systems require significant maintenance, reconfiguration to accommodate a grant program or other unanticipated event.

Questions regarding this policy should be sent to:

Amy Smith-Rubeck, MA, LMHC
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Review Date
October 1, 2010

Ownership
DWD Field Support Systems
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, Indiana 46204
Telephone: 317/233-6078

Effective Date
Immediately

Action
Local administrators are instructed to distribute the information contained in this policy to appropriate staff.