

## SWIC Employer Development Committee Meeting April 25, 2011

Members participating in meeting: Susan Brooks, Mark Goldman, Kay Gordon, Ed Carpenter

Also participating: Greg Vollmer, Scott Sanders, Mike Barnes, Fenrick James, Kris Deckard (Chamber)

The agenda for the meeting included:

An ICC update from Scott Sanders and Fenrick James

A report from Kris Deckard of the Indiana Chamber on the Ready Indiana Employer Survey

An update on Business Consultant activity

Scott Sanders reported results of comparing ICC (Indiana Career Connect) to other Job Bank sites using [www.compete.com](http://www.compete.com). Beginning in February we experienced a pretty large downtick in unique ICC users. It is believed that this coincided with the roll off of many UI (Unemployment Insurance) users that exhausted their benefits. A posted note in the metrics is that jobs posted on ICC through the WorkOnes increased from 5,000 jobs in January to over 10,000 now. As of today, April 25<sup>th</sup> there are 62,000 discrete non-duplicated jobs posted on ICC. Mark Goldman offered that it would be helpful if the client filter could be tightened up to provide prospective employees that are more in line with employer requirements. Scott reported that they have been working this issue with GeoSolutions.

Kris Deckard offered that she has been working with Fenrick to see if a modification could be made to the employer page to provide a clear location for entry of required or desired certification information. Ms. Deckard also reported that the survey indicated that 75% of employers report that they are seeing skill deficits in job applicants. They are also seeing a large number of unemployed with only a high school diploma. She also reported that the survey indicated that some employers have heard of WorkOne but their knowledge of the system doesn't go beyond that. Overall we are starting to see hiring underway. Seven thousand surveys (Ready Indiana) were sent out and 218 employers did respond. There was a general discussion about educating employers about ICC and the use of ICC.

Mike Barnes reported on the most recent Business Consultant meeting. The most recent meeting was a joint meeting with representatives from Voc Rehab. We are working to strengthen relationships with them to better serve individuals in need. They will have representatives on the new Workforce Investment Boards. We have been working with DOL to move LVERs (Local Veteran Employment Representatives) to be full time members of the employment teams in the WorkOnes. Mike reported that new guidelines were presented for the LVERs and training is underway. Business Consultants reported that employers continue to have a strong interest in the use of WorkKeys assessments. On-the-Job-Training (OJT) is getting some traction with employers. In line with hiring increases, interest in OJT is increasing. YTD 678 customers are currently in OJT contracts representing \$1,512,245.

The regions have projected (based on contracts underway) a total of 1155 customers and \$2,691,786 in expenditures by the end of the program year. This reflects the momentum gained by the increase in hiring rate in several industries.

Susan Brooks requested DWD bring forth a standardized business consultant reporting format that all the Business Consultants would use to provide a format for the committee to report to the SWIC. This format will be completed but it was pointed out that it will require dual entry as the various regions use different Customer Relations Management software packages for their activity planning and reporting.

Respectfully submitted,

Greg Vollmer

Deputy Commissioner, Field Operations

Indiana Department of Workforce Development.