



August 2015 Issue 10 Vol. 1

Occupational Spotlight:
Laborers and Material Movers/ +
Forklift Driving
 (MSSC Certified Logistics Associate (CLA)/
 MSSC CLA + Forklift)



Material handling is the movement, protection, storage and control of materials and products throughout the process of their manufacture and distribution, consumption and disposal. Laborers and material movers manually move stock, freight or other materials. Some laborers/movers may clean vehicles, pick up unwanted household goods and some may pack materials for moving. They are also responsible for maintaining and cleaning the warehouse.

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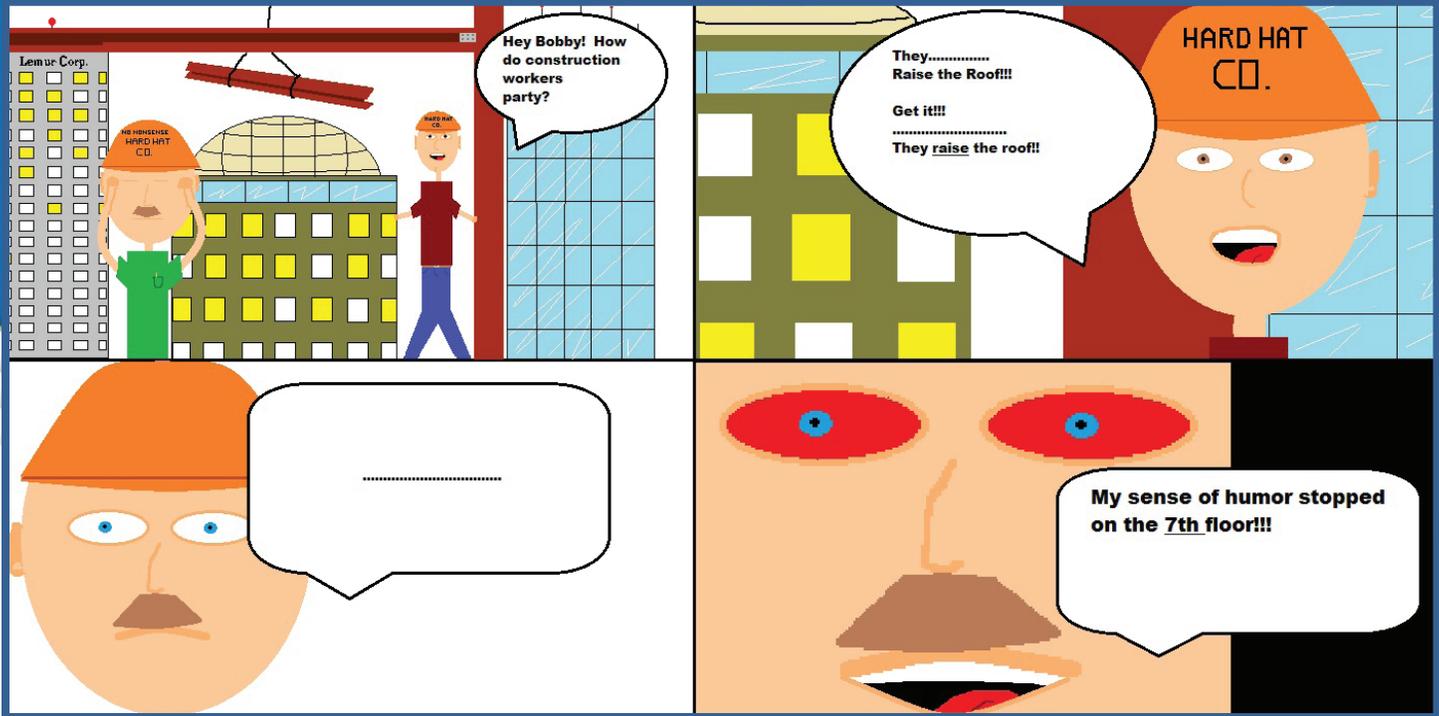
INDIANA WAGE INFORMATION

	Hourly Wage (Entry)	Hourly Wage (Median)
Laborers/Movers	\$9.36	\$11.61
Laborers/Movers +Forklift Driving	\$10.00	\$14.81

JOB OUTLOOK IN INDIANA

	Long Term	Short Term
Laborers/Movers	15.3%	4.1%
Laborers/Movers +Forklift Driving	12%	2.9%

*Data collected from hoosierdata.in.gov



COMIC CREATION: KAMERON BATES, DWD SUMMER INTERN

By Corttany Brooks

DWD Summer Intern

Most high school students—and the majority of our adult learners—don't have a clear idea of what career they want to have, or even what careers are out there. With the U.S. economy and job market feeling the forces of globalization and the ever-increasing pace of technological change, the key to the nation's economic success in the years to come will be a skilled, well-educated and productive workforce.

However, there are outdated educational practices that are failing to equip students with the knowledge and skills required for the jobs that are, and will be, available in the 21st Century. The education system doesn't give enough weight to practical and technical skills, to the hands-on learning that informs the real-world skills that companies actually need.

We know that we need skilled people to close this gap. We know that behind every successful economy you find an engaged and productive workforce. We also know that nearly one-third of Indiana's workforce does not have the skills necessary to succeed in today's workplace—that's more than 900,000* Indiana residents. And

we know that by end of this decade that one in three jobs will require some higher education.

An annual Indiana Chamber of Commerce statewide employer survey reinforces a common theme: Indiana companies are prepared to grow, but nearly three-quarters of the 526 respondents report that finding employees to fill their workforce is challenging.

Key results from the survey indicate that 74 percent reported a challenge of finding employees while 24 percent reported that "filling our workforce is our biggest challenge." These results have slightly increased from 2014 where 72 percent indicated a challenge and 19 percent considered it to be their biggest issue.

Additionally, 43 percent claim they left jobs in Indiana unfilled due to under-qualified candidates, which is a 4 percent increase over 2014.

The Indiana Department of Workforce Development forecasts over 148,000 construction jobs will be added by 2022 as the industry expands. The big question is whether or not we will have the skilled workers—from bricklayers and roofers to surveyors and drafters—to fill those

positions. It is almost a perennial problem cited by the industry. And it is a problem we at WorkINdiana are determined to tackle.

Throughout the summer, we have been extensively researching training providers and accredited programs to add to our WorkINdiana framework. This is an open process, and we want as many people as possible to be involved. Comments can be provided by emailing us at WorkINdiana@dwd.in.gov.

We are positive that we can make significant and lasting improvements to workforce development. These will need to be driven by WorkOnes collaborating with Adult Education providers to make sure we are implementing a system that is simpler, faster and more transparent to access.

It is an exciting time. We have entered a period of growth, and now WorkINdiana has to play its role in supporting an expanding industry.

"The continued positive outlook from Indiana employers is encouraging," states Indiana Chamber of Commerce President Kevin Brinegar. "But despite various programs and local examples of strong education-business connections, it is clear that much more work remains to provide

Workforce Under Construction (cont'd)

workers with the skills they need for today and tomorrow's jobs."

There is a lot at stake. But if we can create a proactive system, based on great forecasting, solid evaluation, and close relationships with industry, I believe

the phrase "skills gap" will be one we will hear much less frequently when talking about construction.



Q: Who is actually eligible to participate in a WorkINDiana program?

A: This is a good question! The basic requirements for a student to be eligible for WorkINDiana are the following: students are eligible while they are enrolled in a Title II Adult Education program as long as all other criteria are met. After students leave their Title II Adult Education program, they will remain eligible during their current program year and the following program year provided they have their high school diploma or equivalency. Students also need to have achieved a 4th grade level on the TABE in Math and Reading.

Q: If a student has low TABE scores, should they be sent to remediation before participating in WorkINDiana?

A: Not necessarily. Remember that, while each WorkINDiana training provider has the ability to set minimum TABE scores, the minimum is only a 4th grade level in

Reading and Math. When a student has low TABE scores a counselor or case manager has the flexibility to make the best decision for the students based upon their employment and educational goals.

Finally, the WorkINDiana program is designed with concurrent enrollment in mind! In many cases the students will have the best outcomes when they are enrolled in a WorkINDiana certification program AND Adult Education—whether that AE enrollment is directed at HSE attainment or basic skill remediation.

Q: Can English Language Learners Participate in WorkINDiana?

A: Yes! ELLs can participate in WorkINDiana programs just as long as they meet the minimum WorkINDiana requirements; however, this means that ELLs need to achieve a 4th grade score on the regular TABE in Math and Reading. At the moment, TABE CLAS-E scores do

not qualify ELLs for WorkINDiana.

Q: We have been hearing a lot about Career Pathways in WIOA. Can you explain what these are?

A: In our April newsletter there is an article that goes into great detail about WIOA and Career Pathways. We encourage you to check that out; however, the short version of the story is that Career Pathways are things that have been discussed for years in workforce development, and to some extent, Adult Education.

WIOA has just put the often discussed topic of Career Pathways into practice. Essentially, Career Pathways are broad employment pathways designed to give our students the best chance of success when transitioning to a good paying job in the workforce. These pathways help guide and focus the services we provide to our students, so that they are prepared to enter a career that not only pays well, but will provide our students with work experience and on-the-job training leading to better employment opportunities higher on the career ladder. Indeed, this is what WorkINDiana is all about!

Professional Spotlight: Mandi Logsdon

Submitted by Molly Dodge, Adult Education Program Director, Region 9



Mandi is a colleague who requires little introduction. Once you meet her, you're quickly her best friend. Within your first conversation, Mandi will learn your personal story—including the “little known facts” only known in your smallest personal circles—and the next time you meet, whether it is in a day, a month, or a year, she will remember you. She will remember the names of your children, where you live, and what you like about your job. She will ask you if you still have that dog—the one that's been ill—and if you enjoyed your vacation to Branson. Mandi is a collector of stories and personal details. It is her hobby and her passion and why she is an unsung hero to River Valley Resources' (RVR) Adult Education program.

Mandi's role in Adult Education started fairly small. We needed data entry, file documentation and case notes. As a former WIA Youth and Adult Case Manager, Mandi was familiar with our

Indiana.

Over the past three years, Mandi's role in the program has grown. After she was fully trained in InTERS and felt confident in her ability to use it, Mandi began to ask how she could apply her previous experience as a WIA Case Manager and her knowledge of the WorkOne system to improve the outcomes for students. Mandi began to take more of a leadership role in helping RVR to deepen relationships with the students, literacy volunteers, WorkINDiana training providers, and the employers in the communities we serve.

This year, with the emphasis on follow up and transitions, Mandi began to talk on the phone - a lot. At one point, after a blitz of follow up calls to students she believed would benefit from our new Ivy Prep college transition class, one of her co-workers joked that she now was so inspired she wanted to sign up! When Mandi begins her motivational spiel, she once again finds out a student's story- what motivates them and who inspires them- and then she remembers that story. If they promise to come to class, but they don't show, Mandi is back on the phone for another round of conversation.

and friend.

Mandi currently splits her time between the “Rural Works!,” an employment program based on the “Bridges out of Poverty” literature, and Adult Education.

Q&A

Did you always know what you wanted to do?

No, and I still don't know what I want to be when I grow up! While in college, I knew I wanted to help people better their lives, but I wasn't sure where to start. Growing up in a family that was financially poor, but rich in love, I wanted a better life for myself, and I wanted to positively impact the life of others.

Are you doing what you thought you'd do in high school? Grade school? College?

In high school, I didn't realize that I could go to college. No one encouraged me to dream about college or apply for financial aid. I had no idea how to go about planning for my future. I got lucky.

As a senior in high school, I visited Indiana Business College (now Harrison College) with a friend just to keep her company. That is when I starting dreaming, I had sensory overload! It turned out that I could go to college! I chose to enroll in the Business Management Associate Degree program. The college then convinced me to transfer my credits and also obtain an associate degree in Office Management.

Have you ever dealt with serious challenges at work? How do/did you handle them?

Like most of our students, I lacked soft skills. I did not receive training on how to handle difficult situations. I learned by a Life of Hard Knocks. I made poor choices; I quit some positions due to personality conflicts and arguments with co-workers. Finally, I landed with Personnel Management, Inc. as a

“I recently met Mandi at the COABE conference in Denver and was extremely impressed by her knowledge of the WorkINDiana program and her desire to help Adult Education students succeed.”

Brenda Johnson

processes and procedures. In our 30-year history, RVR has never had a disallowed cost. This is a fact we are quite proud of, and we believe that we owe this directly to our staff training program. This is a training that Mandi not only took, but had a hand in writing. Bringing Mandi in to RVR was essential to our success, particularly when RVR assumed its brand new role as an Adult Education provider in Southeastern

And at our graduation ceremony, which is quite likely the very first time she meets our students in person, she hugs them and they thank her for being a friend and a “cheerleader” in their lives. Mandi is a keeper of stories in which all details are important. Her personal investment in our students results in positive change in their lives and stronger communities. I am privileged to call Mandi my co-worker

Professional Spotlight: Mandi Logsdon (cont'd)

receptionist (I wanted to help people obtain employment), and in that role, an employee could not apply for upward mobility without attending the PMI University.

In the 7 years I worked at the staffing agency, I worked my way up from receptionist to Assistant Branch Manager and attended in-depth training for each position. This training gave me both soft skills and hard skills. My branch manager gave me “polish.” She made a difference in my professional career. I learned to communicate, to manage internal and external staff, and to be confident in myself. I also learned that in order to help others, I had to get out of staffing. It was not an industry that helped the employees working the positions; it was an industry for employers. That is what it is, but not what I wanted.

What is your work ethic? What inspires you to do what you do every day?

I feel that I have a strong work ethic, and I have high expectations of others as well. While working at Personnel Management, I was challenged to develop a personal mission statement. It sits on my bulletin board where I can see it today. I still believe in this statement.

It reads: *My mission is to champion others to grow personally, professionally, emotionally and spiritually by using my compassion, my unique perspective, and my belief in others' inherent goodness, integrity and enormous potential.* I try to live this daily.

Have you ever been in a career and needed a change? What did you do?

Yes, I think most people have! I networked and contacted people in the community who knew me and would recommend me to employers. I updated my résumé. I learned how to job search. I networked in all aspects of my life, including a volunteer committee of which I was a member. This interaction led to

my employment at RVR. RVR serves adults, dislocated workers, and youth, which is very important to me. Our case managers truly make a difference in the lives of the people living in our community and in our region.

When I was hired, RVR needed someone with my employment knowledge and background, and the timing was right. I have never looked back, and I appreciate the opportunities given to me. I've been employed at RVR for 11 years, and during that time I have helped adults and youth better their education and employment. At RVR I feel I can grow, develop and live my personal mission statement.

In your working life, what was the hardest step you've ever taken?

Wow, this is a tough question. I'm averse to change; however, change is inevitable. The hardest step I have ever taken was leaving a stable job with excellent pay and starting all over with RVR. I took the job at RVR because I thought the organization was a good fit for me, but I was still scared of change. I was scared of an unknown future in a new industry with new co-workers. Change still scares me, but as I counsel our clients and students, sometimes change is just what is needed.

Tell us about the work you did before coming to DWD or Adult Education.

My position in RVR's Adult Education program is not unlike my first job out of college. I was the Admissions Director at Indiana Business College. In that job I tried to inspire others to further their education and realize their full potential. As Admissions Director, I had numerous conversations with adults who had never considered college as an option and who lacked the confidence to try. Given my personal history, I felt I had much in common with these students and I received personal satisfaction in becoming a student's first “cheerleader.”

Just prior to joining the Adult Education team at RVR, I was based in my hometown of Greensburg as a WIA Youth Case Manager. I loved every moment of partnering with WIA Youth to help them achieve their goals. I covered three counties. I grew so close to my Youth clients, that when one of them died in a car wreck, I was devastated.

What type of boss do you like to work for?

Thankfully, I work for a boss who does not micromanage, but knows I will keep her in the loop. I like to work for a boss who understands that I have a high work ethic, high morals and values and lets me set my own goals and task list. A boss who appreciates my time, energy, suggestions, and who depends on me to be accurate, informed and on top of the needs of the program, all while putting my family first.

What's been your biggest challenge?

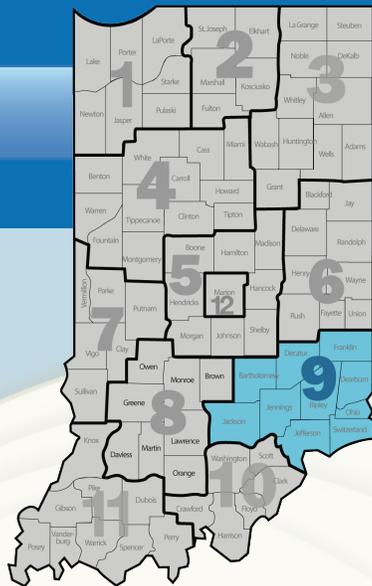
My biggest challenge in Adult Education has been to learn all the federal and state policies and procedures. Not having any background previously in Adult Education, this was a brand new world for me. Earning our teachers' trust was also a big challenge. You only get one chance to make a positive impression. I support our instructors, in all ways that they need support, and I want to be their go-to person for all program-related questions. To accomplish this, I had to learn and work outside my comfort zone until I felt confident that I knew the rules and regulations.

What advice would you give others?

I have a couple of favorite sayings that I share quite often. One is, “You don't know what you don't know until you know you don't know it. Once you know it, own it.” And the other saying is, “If God brought you to it, he'll bring you through it.” And lastly, “Put it in God's hands.” I live by these quotes, and if they help you, use them, too!

News from Region 9

Submitted by Beth Pattison, Adult Education Coordinator for Regions 9 and 10



Increased collaboration and communication help Region 9 succeed

Region 9 recently formed a WorkINDiana Committee to keep members apprised of new initiatives at the state level and certification opportunities available in Southeast Indiana. Representatives from Adult Education, WorkOne, along with some Workforce Investment Board (WIB) members meet bimonthly to discuss details of each new certification to determine those best suited for our region.

Using the Adult Education website (www.in.gov/dwd/adultedadmin/), Region 9 can easily obtain details of available certifications and the occupational outlook for each matching career. Promotional flyers are customized for upcoming certification classes and are distributed throughout the local WorkOne Career Centers, schools and other community stakeholders.

Spread the Word

WorkOne Career Center manager and committee chairperson Lisa Griffin, along with the members of the WorkINDiana committee, has made communication a priority for increasing awareness of WorkINDiana among high school counselors, teachers and students. This was accomplished by sharing marketing

materials with local high schools.

The hope is that once students, or others in the community, demonstrate a need for Adult Education services, they will be referred to an Adult Education program for evaluation and services and ultimately to WorkINDiana certification training.

The Adult Education teacher will ensure the student has the required TABE score and at least 12 hours of enrollment in Adult Education and completes a referral form before directing them to the WorkOne Career Center. The WorkOne Career Center then sends the referral form to the appropriate case manager who meets one-on-one with the student. Our Adult Education providers also refer students to WorkOne Career Centers for other services, such as workshops and youth services. If a student first enters the WorkOne Career Center and needs an HSE, or remediation to improve their skills or pass the Accuplacer, WorkOne Career Center staff refers the student to an Adult Basic Education class where that student can become enrolled, and if appropriate, referred back to a WorkOne Career Center for training or other services. It also helps when the Adult Basic Education class is co-located with a WorkOne Career Center, which enhances the communication process between instructors, WorkOne Career Center staff, and students.

Additionally our staff makes it a point to consistently use the materials posted on the Adult Education website to communicate important program information.

Sharing the WorkINDiana Monthly Report

Our staff consistently distributes and discusses the monthly WorkINDiana

report so that each group involved (Workforce Board, Service Provider, AE Consortium, WorkINDiana Committee, AE staff, WorkOne staff, and EcO15) can see the progress, identify areas for improvement, and track data appropriately. The INTraining list is also used to keep everyone informed about what certifications programs are approved in the region.

WorkINDiana Policy

The WorkINDiana policy is used in Region 9 as it was intended: to help Adult Education students access training and employment opportunities. Region 9 is fortunate to have such caring people who go above and beyond to give students and clients as many training options as possible. Their coordinated efforts lead to an increase in self-confidence, educational attainment, and employment opportunities. As adult learners improve their lives, the entire community benefits from a better educated and trained workforce, who can then serve as positive role models to others.



Beth Pattison

Adult Education Coordinator
for Regions 9 & 10



By Brianna Morse
Youth Program Manager

Did you know?

- More than a quarter of Indiana youth (28.9%) who are enrolled in school are also employed.
- One in eighteen students in the class of 2013 dropped out before graduating (5.6%).
- In Indiana, high school graduates (or their equivalent) will have average annual earnings of \$8,300 more than those without a diploma. Those who go on to some post-secondary training could earn up to \$17,011 more.

The Workforce Investment and Opportunity Act (WIOA) is making significant changes to youth workforce development services. Not only does the Act increase the age of out-of-school eligible young adults to 24, it also emphasizes the importance of work-and-learn opportunities in the form of work experience, internships, job shadow

opportunities or pre-apprenticeship programs. Finally, it creates new program services available to youth participants in the form of Financial Literacy Education and Entrepreneurial Skills Training opportunities.

The significant changes provide a chance to capitalize on the referral process from the Adult Education system to WorkOne youth programs, including the Jobs for America's Graduates (JAG) program. With the increase in the age of eligibility, the act also includes a shift in focus from in-school to out-of-school participants, requiring 75% of grant funds be spent helping this most at-risk population reach new milestones. It is more important than ever that Adult Education programs understand the WIOA eligibility process and help ensure their students have access to these young adult training and employment programs through the WorkOne Centers.

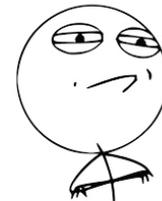
The WIOA's inclusion of new services enhances the portfolio of skills a young adult can complete while enrolled. These services provide access to leadership development activities, tutoring that could be helpful while enrolled in Adult Education classes and connections to an adult mentor, just to name a few. Participants begin with career exploration in the Indiana Career Explorer system and then begin setting personal and educational or career related goals. Their case manager then acts as a guide and provides them a roadmap to achieving these milestones.

Work and learn opportunities, including work experience or internship placements, are an excellent way to partner the WorkINDiana training for enrolled

participants with the much needed job experience employers want. This allows the youth to gain practical on-the-job skills for their chosen certification and also gives the employer an opportunity to assess a potential employee for possible full-time employment. The WorkOne youth case manager can be very useful in establishing the work experience placement and understanding the protocols regarding documentation and on-the-job safety.

Several regional areas received funds from the Department of Workforce Development to increase access to work experiences in their field of study for WorkINDiana participants just this year; if you aren't already aware of this opportunity, check with your WorkOne manager today!

**BACK TO SCHOOL?
BACK TO WORK?**



CHALLENGE ACCEPTED!

There have been many success stories across the state for young Hoosiers. Although it is not an easy road to achievement—youth face many more barriers to success and have fewer supports than adults—connection to a WorkOne Youth program can help them understand the many avenues available for educational and career success, including the great opportunities in the WorkINDiana program.

About WorkINDiana

The WorkINDiana program offers short-term occupational training to Adult Education students spanning six business sectors and 30 industry-recognized certifications. Please visit this link to find out more: amplifyae.org/view/workindiana

The WorkINDiana Program and Adult Education are supported by WorkOne Centers.

Please let us know how we are doing including: questions, topics of interest, or articles you'd like to submit.

Send your comments to bjohnson@dwd.in.gov.

Look for our October edition in two months!

For past WorkINDiana Newsletters and Adult Education Newsletters, please visit this link: amplifyae.org/newsletters



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS