



Board Report

December 12, 2018

Participant Services Goals for PY18

Program	Regional Plan Goals	Enrollments July-December	Carry-In Customers	Total	Goal %
WIOA Adult	1000	250	309	559	56%
WIOA DW	150	62	48	110	73%
WIOA Out of School Youth	137	30	45	75	55%
WIOA In School Youth	75	3	15	18	24%
JAG	280	173	118	291	104%
WorkIN	70	35	7	42	60%

Performance Highlights

- Customer Service Data has been received from DWD for First Quarter 2018. Overall Customer Satisfaction for Region 8 was at 100%, which was slightly above the state average. Employer Satisfaction Surveys for First Quarter 2018 resulted in a 93.75% satisfaction rate.
- WorkKeys-** 108 assessments were administered in the last three months. Business Services staff are engaging with employers at job fairs throughout the region to discuss the utilization of the assessments as part of their hiring process. The following schools will also be offering WorkKeys to students who do not intend on pursuing post-secondary education: Bedford North Lawrence, Eastern Greene, Edgewood and Owen Valley.
- Work Based Learning -** in the last three months, an average of 10 customers were active in work-based learning (WBL) opportunities with regional employers. The WIOA Support Grant funds recently awarded to the region will allow us to serve additional customers during the rest of the program year.

TAA and Rapid Response Activities

- **Linton SuperValu Grocery-** A Rapid Response Orientation was offered to affected employees at the store on Friday, September 21st. The facility closed on Saturday, September 22nd resulting in the dislocation of 58 part-time and full-time employees.
- **Lyons Health and Living Center-** A Rapid Response orientation was held on November 9th. The facility closed on November 30th with a total of 65 workers potentially being affected. Workers facing dislocation were provided information about available WorkOne Services and given local office staff contact information to facilitate access to employment and training assistance.
- **TAA Engagement-** Due to an initiative by DWD to engage increased numbers of eligible TAA customers, Region 8 was given a TAA Engagement Coordinator position. Trudie Dillman was selected for that position. During the months of October and November 2018, five (5) additional TAA customers were enrolled resulting in a regional TAA enrollment total of 50 clients. 37 customers were participating in RTAA, eight (8) in Job Search and five (5) were attending training. During this calendar year, 88 customers have received some form of TAA Service in the Region 8 offices.

Business Services

- From September through November, there were a total of 101 Distinct Employer Contacts. During the current Program Year (July 1, 2018-June 30, 2019), a total of 352 contacts have been made which represents an achievement of 59% of our annual program goal of 600 contacts.
- Business Contacts are trending above the target goal for the current Program Year (July 1, 2018 – June 30, 2019). To date, 1,345 contacts have been completed which is already 80% of our yearly goal of 1,680 contacts. Some of the employers visited this quarter included the following: Baxter Pharmaceutical, Roots RV & Sales, Bloomington Transit, Boyd & Company, Eagle Railcar, Indiana State Police, and Promax Building Solutions.
- Ongoing Hiring Events and Job Fairs continued throughout the Region. From September to November, 69 Mini Job Fairs were hosted, and informational e-newsletters were sent to over 18,000 individuals promoting job fairs, workshops, training opportunities and Veterans services.

Regional Events

Commissioner Payne Visits Bloomington WorkOne

On November 2nd, Commissioner Fred Payne made his first visit to the new WorkOne Center in Bloomington and talked with staff members responsible for providing WorkOne services. He made inquiries of staff members regarding changes they had seen in programs and the customers we were able to serve. He also expressed an interest in learning about the challenges staff members face in the performance of their daily job duties.

One item of particular interest noted by the Commissioner was the inclusion of partner agencies in the new office. By providing Chances and Services for Youth (CASY), Southern Indiana Center for Independent Living (SICIL) and Monroe County Community Schools' Adult Education (AE) program an opportunity to use space in the WorkOne, Region 8 has demonstrated an understanding of the importance of providing integrated services to the customers we serve.



At the conclusion of his visit, Commission Payne acknowledged the great work Region 8 has done in Bloomington to make needed services available to a broad range of customers and helping to connect job seekers to appropriate services based on their needs.



Washington JAG Visit with Senator Eric Bassler



Senator Eric Bassler visited Washington High School on October 1st to speak with our JAG students. Students were able to tell Senator Bassler about the JAG program and the impact it has had on their lives. The students felt comfortable talking with him and were able to discuss how they feel about JAG and how it has helped them prepare for their future. Each expressed how much they like being a part of

JAG and how it is the highlight of their school day. Students also expressed their gratitude for JAG Specialist Brittany Duncan. JAG Manager Jennifer Robinson and JAG Coordinator Derek Morgan were also in attendance to help Senator Bassler learn more about the program.

National Student Leadership Academy

The Jobs for America's Graduates (JAG) program provides the opportunity to send Students to the JAG National Student Leadership Academy (NSLA) in Washington, D.C., which took place from November 14 to November 17, 2018. Region 8 was able to send seven (7) JAG Students from throughout the region and two (2) Chaperones to the event. At JAG NSLA, students were able to network with over 500 JAG youth from across the country participating in various leadership development activities. They were also provided with a twilight tour of the national monuments and were able to visit the Smithsonian Museums.



New JAG program at Edgewood

The region will be starting our 8th JAG Program at Edgewood High School in Ellettsville beginning in January 2019. Mychael Doering accepted the JAG Specialist position and the class already has 45 students identified for the start date of January 7, 2019.



The JAG Career Development Conference is scheduled for February 1, 2019 with a snow make-up day scheduled for February 8, 2019. The conference will be held at Ivy Tech Bloomington. JAG Manager Jennifer Robinson is currently seeking judges for this event. If you are interested, please email Jennifer at the following address: jnrobinson@vinu.edu.



WorkINdiana programs continue to have increased participation. Region 8 has enrolled 42 customers including carry-in from the previous program year. Of those 42 customers, 24 have completed training, 15 are still enrolled and 3 have been unable to complete training as planned. Customers continue to be placed in Work Based Learning activities following training to increase their employability skills and provide employers with an opportunity to hire them upon completion.



As of November 16th, Region 8 has 38 Employers who have applied for the Employer Training Grant. Sector applicants include the following: Health Sciences (13), IT/Business Services (11), Building & Construction (3), Advanced Manufacturing (10) and Agriculture (1). Of the 38 businesses that have applied for the grant, 21 are actively participating and 14 are still in the application process. The remaining 3 businesses are currently listed as idle or inactive. Region 8 employers have thus far been approved for approximately **\$645,750** in training funds. The majority of the Employer Training Grant funds have been obligated, but employers are still encouraged to apply as they will be considered as additional funds become available.

There are still opportunities for our customers with the Workforce Ready Grant. The website has been recently updated to include eligibility requirements and qualifying training programs that are available. Information can be found at <https://www.nextleveljobs.org/>.