



Board Report

March 13, 2019

Participant Services Goals for PY18

Program	Regional Plan Goals	Enrollments July-February	Carry-In Customers	Total	Goal %
WIOA Adult	1000	367	309	676	68%
WIOA DW	150	133	48	181	121%
WIOA Out of School Youth	137	49	45	94	69%
WIOA In School Youth	75	6	15	21	28%
JAG	280	173	118	291	104%
WorkIN	70	46	7	53	76%

Performance Highlights

- Customer Service Data has been received from DWD for Second Quarter 2018. Overall Customer Satisfaction for Region 8 was at 100%, which was slightly above the state average. Employer Satisfaction Surveys for Second Quarter 2018 resulted in a 94.12% satisfaction rate.
- WorkKeys-** 239 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 12 customers were active in work-based learning (WBL) opportunities with regional employers. The WIOA Support Grant funds recently awarded to the region has allowed us to increase our work experience customer base and so far 12 customers are being served by that grant.

TAA and Rapid Response Activities

- **Orscheln in Bedford** - On October 17th it was announced that the store would close on December 23rd with 8 employees being laid off. Rapid Response Orientations were conducted on December 17th to 8 workers.
- **Barnes & Noble Booksellers in Bloomington**– on November 29th it was announced that the bookstore was scheduled to close February 2019 with 30-40 workers being affected. Business Services staff contacted their Store manager and offered to present WorkOne Services to employees.
- **Save-A-Lot Foods in Paoli**- On December 6th, WorkOne staff were notified the food store would be closing on December 15th with 8 employees being affected. WorkOne staff conducted a Rapid Response Orientation on December 12th with 8 attending the presentation.
- **Hall Brothers Transportation in Orleans**- On January 28th it was announced that Hall Brothers will close on March 1st with 17 company employees being laid off. Business Services staff contacted management staff and offered to present WorkOne services to employees.
- **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 January and February 2019, these engagement efforts resulted in a regional TAA enrollment total of 45 clients. 30 customers were participating in RTAA, seven (7) in Job Search, (1) one relocation to our area, five (5) are attending training, one (1) retired and two (2) entered into full time employment. During the previous calendar year, 88 customers received TAA Services in the Region 8 offices.

TAA Customer Highlight:

Wade and Jon were laid off from GE in Bloomington when the facility closed. Both had worked there for over 30 years and had become good friends. They decided to take advantage of their TAA training benefits and enrolled at Ivy Tech to obtain a degree in Heating, Ventilation, and Cooling (HVAC). Wade had a hip replacement procedure while finishing his last semester, but was diligent in his studies. Wade and Jon had a good support system which both feel contributed to their successful completion of the program. While taking classes, Jon was selected as an adjunct instructor for welding at IVY Tech. Both completed their Associates Degree in December 2018. Jon continues to teach and has worked several contracted jobs. Wade is job searching for positions in HVAC and looks forward to working in a field that is mechanical but also allows him to work with people.

Business Services

- From December through February, there were a total of 124 Distinct Employer Contacts. During the current Program Year (July 1, 2018-June 30, 2019), a total of 476 contacts have been made which represents an achievement of 79% 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, 1,861 contacts have been completed which brings us to 111% of our yearly goal of 1,680 contacts. Some of the employers visited this quarter included the following: Baxter Pharmaceutical, Cook, Crane Army Ammunition Activity, Bloomington Transit, Eagle Railcar, Indiana State Police, and Hall Brothers Trucking.
- Ongoing Hiring Events and Job Fairs continued throughout the Region. From December to February, 48 Mini Job Fairs were hosted, and informational e-newsletters were sent to over 6,250 individuals promoting job fairs, workshops, training opportunities and Veterans services.

Regional Events



Skillful Indiana Initiative: The Governor's Coaching Corp

In February 2018, Indiana joined the Skillful State Network, a collaboration to transform the U.S. labor market into one that is skills-based. The Network marked the national expansion of Skillful, a Markle Foundation initiative, which leverages data to achieve a skills-based labor market where employers are able to find the talent they need and allows individuals to acquire new skills and keep up with the pace of change.

Skillful will be offering two types of career coach training to assist in this endeavor: The Governor's Coaching Corp and The Skillful Community of Practice. The Governor's Coaching Corp is an annual leadership program in which Indiana's most talented career coaches develop innovative practices and technologies to support career services in the increasingly digital economy, while advancing their professional development and sharing best practices with their peers. Three individuals from Region 8 applied for this intensive training that begins in the spring of 2019. The Coaching Community of Practice is a virtual platform powered by Microsoft Teams for career coaches from across Indiana to build their capacity as coaches, source best practices and resources, and support one another's work by sharing experiences and advice – all to increase their impact on skilled jobseekers.

Skill Works training also provides a multi-part, SHRM certified training series for employers with the what, why, and how of skills-based employment practices. These workshops are currently in development.



The Region 8 JAG Career Development Conference (CDC) was held at WestGate Academy on February 15th, 2019. First Place Winners from Chapter, Group and Individual Competitions will advance to the State CDC in Indianapolis. Congratulations to our winners and best of luck to them as they compete on 3/15/19 at the State CDC. Special thanks to our JAG Staff, JAG Students and Volunteers as they remained patient with moving the location and the date of the event. Thank you for your continued support!



Left to right: Jag Specialists Roscoe Baugh, Kim Allen and Jeremy Lowery



Pictured: Brown County JAG Class and Jag Specialist Roscoe Baugh



WorkINdiana programs continue to have increased participation. Region 8 has enrolled 53 customers including carry-in from the previous program year. Of those 53 customers, 38 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.

Customer Highlight:

Jamie came to WorkOne Bedford after being selected for the RESEA program. Jamie was enrolled in the WIOA Adult and Dislocated Worker programs. She had no education beyond high school and was interested in short term training as it would provide her with the fastest route to gain an occupational certification. After assessing her skills and working with Adult Education to increase her basic skills, Jamie participated in the WorkINdiana program to complete CCMA training. Jamie received the following types of services from her local WorkOne office: supportive services to assist with TASC testing, career guidance and counseling, financial literacy, development of an Individual Employment Plan, occupational skills training and supportive services to assist with work attire. Jamie was an inspiration as she not only excelled in class, but she also served as a mentor to the other three WorkOne clients who attended the training. She created a study group for the class to ensure success for herself and those around her. She also provided transportation to one of the clients and counseled her through the loss of her mother. Jamie was also chosen as a lead for any information that needed to be disseminated to the group. She passed the CCMA State certification exam and obtained the highest score in her class. Jamie is currently completing a work based learning assignment at St. Vincent Dunn Hospital in Bedford, IN and is excited to be working in her field of study.



As of February 8, Region 8 has 40 Employers who have applied for the Employer Training Grant. Sector applicants include the following: Health Sciences (14), IT/Business Services (11), Building & Construction (4), Advanced Manufacturing (10) and Agriculture (1). Of the 40 businesses that have applied for the grant, 18 are actively participating and 22 are currently idle. 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/>.