



Board Report

June 28, 2023

Participant Service Goals for PY'22

| Program | Regional Plan Goals | Carry-In PY'21 Clients | New in PY'22 (July 1-May 31) | Total | Goal % |
|--------------------------|---------------------|------------------------|------------------------------|-------|--------|
| WIOA Adult | 782 | 90 | 339 | 429 | 55% |
| WIOA Dislocated Worker | 160 | 12 | 70 | 82 | 51% |
| WIOA Out of School Youth | 194 | 10 | 48 | 58 | 30% |
| WIOA In School Youth | 48 | 7 | 24 | 31 | 65% |

Region 8 has struggled to meet performance this program year due to a multitude of factors with the biggest issue being staff turnover. We are now fully staffed for the first time in two years and are seeing an increase in enrollments. Below is one of the many successes we have recently seen in the region:

Heather Allen came to the Linton WorkOne office in May of 2020 after being permanently laid off by her employer. She was eligible for the Trade Adjustment Assistance (TAA) Program because her job loss was due to foreign competition. In an effort to make Heather eligible for all potential services available to her, she was also co-enrolled as a WIOA Dislocated Worker. Heather worked with TAA and WIOA staff to develop an employment plan. In August of 2021, Heather began classes at Indiana Wesleyan University to earn an Associate Degree in Business. As another part of her employment plan, Heather utilized the region's Dislocated Worker-Disaster Relief Employment (DW-DRG) grant to begin a part-time temporary position at the Linton WorkOne office in September of 2020. She performed front desk duties at the office and assisted customers with their employment needs. Once she started school, Heather was fearful that she would not be successful in maintaining employment and opted to not accept another position when the grant ended in June of 2021.

Heather continued to pursue her Associate Degree and maintained a 4.0 GPA with an anticipated graduation date of May 2024. She gained enough confidence in her abilities to be a successful student and began seeking employment prior to graduation. Heather applied for a position as an RESEA Coordinator at the Linton WorkOne office and was hired based upon her skill set and previous job performance in that office. She began her employment on May 24, 2023 and has already proven to be an asset to the office in her new role.

Region 8 County Unemployment Rates

| County | December | January | February | March | April |
|----------|----------|---------|----------|-------|-------|
| Brown | 2.5% | 3.7% | 3.9% | 3.6% | 2.5% |
| Daviess | 1.5% | 2.4% | 2.6% | 2.5% | 1.9% |
| Greene | 2.9% | 4.1% | 4.4% | 4.2% | 3.1% |
| Lawrence | 2.7% | 3.9% | 4.4% | 4.3% | 3.1% |
| Martin | 2.0% | 2.8% | 2.9% | 3.0% | 2.4% |
| Monroe | 1.9% | 3.0% | 3.4% | 3.2% | 2.4% |
| Orange | 2.6% | 3.6% | 4.0% | 4.0% | 2.7% |
| Owen | 2.8% | 3.7% | 4.4% | 4.3% | 2.9% |

As of April 2023, Indiana's unemployment rate was 3.0%, which was below the national rate of 3.4%. All Region 8 counties were below the state average with the exception of Greene and Lawrence. Indiana's labor force participation rate was 63.6% in April, which was above the national rate of 62.6%.

Region 8 staff continue to answer basic UI questions and help customers use WorkOne computers to file UI claims as needed. Customers who need additional assistance are required to call or email the UI Contact Center at DWD. Customers at the Linton and Bloomington WorkOne locations have the option of using a designated phone to speak directly with an Unemployment Specialist at the UI Contact Center. Customers have the option to file by phone if they do not have access to a computer or smart phone to file online.

Staff also continue to assist customers with ID.me, a highly secure identity verification process that was implemented in February 2021 to ensure claimants are able to access their unemployment benefits. This process was adopted due to claimants from several states being victimized by criminals using stolen identities to submit fraudulent unemployment claims. DWD has provided Region 8 with a few smart phones to assist customers in completing this process.

RESEA

The Re-Employment Services and Eligibility Assessment (RESEA) program targets unemployed individuals who are most likely to exhaust UI benefits and provides career services designed to help them get back to work more quickly. From July 1 to May 31, 2023, 1,210 individuals were selected to participate in RESEA services. Of those required to participate, 572 Assessment Interviews were completed with an RESEA Specialist. Of the remaining claimants, 125 returned to work and the others declined services due to various reasons. During the same timeframe, 399 participants were selected for SUBRESEA. Of those required to participate, 189 successfully completed their required 1:1 meeting. Of those remaining claimants, 19 returned to work and the rest declined services.

WARN/Non-WARN Notices and Rapid Response Activities

General Motors-Bedford - On March 15th, General Motors in Bedford announced a planned layoff of 45 employees to occur on May 5th. Rapid Response Orientations were held on May 3rd and May 8th at the StoneGate Arts and Education Center. Five (5) affected workers attended and received information packets and a presentation on WorkOne services, Adult Basic Education services and community services.

Catalent Pharma Solutions – On June 1st, Catalent announced a planned layoff of 150 workers ranging from entry-level to mid-level professionals to occur on June 3rd. Catalent did not provide a list of affected employees, but agreed to send WorkOne Rapid Response information to all of them. Workers received severance with the shortest duration lasting until August. A Rapid Response Orientation has been planned for August 4th at Bloomington WorkOne to assist those individuals that have not obtained employment.

Cook Medical- On June 13th, WorkOne was notified that a layoff of 75 workers from the Bloomington Cook Medical facility would occur on or near June 15th. All affected employees were working remotely and employed in sales or professional positions. Cook did not provide a list of affected employees, but agreed to send WorkOne Rapid Response information to all of them. Cook will be providing 3 months of Outplacement Services offered through LHH to those affected workers. A Rapid Response Orientation will be held in August at Bloomington WorkOne to assist those individuals that have not obtained employment.

Performance Highlights and Business Services Updates

From July 1, 2022 to May 31, 2023 the Business Service Team assisted with the following:

- **Seven (7)** customers have participated in **work-based learning (WBL) opportunities** with regional employers.
- **110 WorkKeys assessments** have been administered to individuals throughout the region. Business Services staff continue to promote the National Career Readiness Certificate (NCRC) and engage with employers to discuss the utilization of these assessments as part of their hiring process.
- A total of **238 Distinct Employer** contacts were made, representing a **40%** achievement of our annual program goal of 600 contacts.
- A total of **1,315 Business Contacts** were made, representing a **78%** achievement of our annual program goal of 1,680 contacts. During this same time frame, employers searched **over 3,800 resumes** using the ICC resume database to fill job openings.

Ongoing Hiring Events and Job Fairs taking place throughout the region:

- During April and May, WorkOne hosted, sponsored and attended 14 events throughout the region. Some of these events included the OVHS College & Career Fair; Buy Indiana Expo; Paoli HS & Lost River Career Center Career Expo; Eastern Greene HS Job Fair; Veterans Stand Up-Monroe County; Lawrence County Senior Expo & Job Fair; 2023 Transition & Community Resource Fair; StoneGate Job Fair and Greene County PACE Community Resource Fair. Several mini-job fairs were also hosted by WorkOne county offices for employers during this period.

GRANT UPDATES

National Dislocated Worker Employment Recovery Grant (DW-ERG)

In September 2020, Region 8 received \$350,000 to provide Career Services, Training and Supportive Services to Dislocated Workers who have been affected by COVID-19. In October 2022, the region received an additional \$100,000. As of April 30th, 149 eligible workers were enrolled to participate in career and training services, which exceeded the planned goal of 129 participants. All DW-ERG funds allocated to Region 8 were expended prior to the May 15th ending date of the grant.

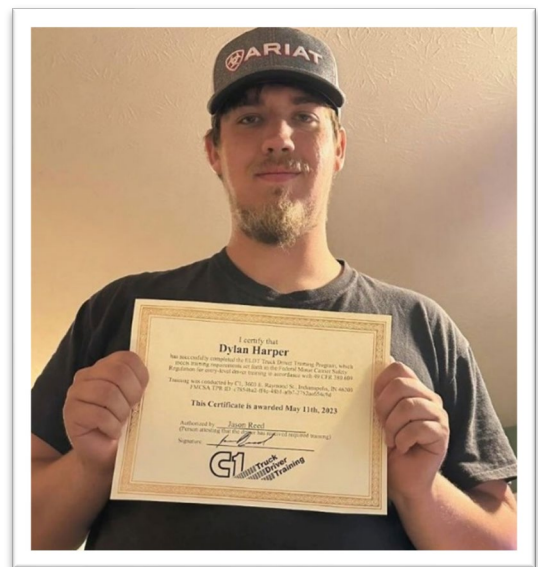
WIOA Support Grant PY22- Employer Training Scholarship Fund (ETSF)

The Employer Training Scholarship Fund (ETSF) provides funds for short-term training that leads to certifications for existing workers and new hires of companies located within the region. While the individuals who earn these credentials certainly benefit from their enhanced skills, the primary focus is based on the staffing needs of local employers. Participant eligibility is based on requests from employers rather than the economic status or existing marketable skills of the workers. Although this initiative is funded through Performance Support Grant Funds, staff has co-enrolled the majority of these individuals in WIOA. This initiative serves to increase employer engagement and helps address the needs of businesses while also providing a certification to each individual. Over \$350,000 was granted for tuition assistance and approximately \$268,000 of those funds have been obligated. To date, Region 8 has had 43 employers take part in this initiative. 51 participants having completed training with only one (1) dropping out. Along with the 98% class completion rate thus far, 92% of those tested have received their certification. At least 20 individuals have received a pay increase since receiving their certification.

ETSF Success Story:

Dylan Harper was a JAG student at Eastern Greene High School. Last year, Youth Engagement Coordinator Juanita Sciscoe presented information at the school discussing the employment and training services available through the WIOA youth program offered at local WorkOne offices. Dylan was excited to learn he could benefit from these additional services so he worked with JAG Specialist Jayme Bellman to receive a referral for WIOA eligibility determination. Dylan was enrolled in the WIOA In-School Youth Program where he received support to help him stay motivated to graduate high school and plan for his future. Dylan obtained employment prior to graduation, but was still discussing training options with his JAG Specialist. When Dylan graduated in May 2022, he opted not to pursue training because he was so busy with work.

During his JAG follow-up conversations, Dylan once again expressed an interest in earning a credential. He had learned from his supervisor that obtaining his CDL-A would substantially advance his status at work. Dylan utilized ETSF tuition funding provided by WorkOne to attend CDL training at C1 in Indianapolis. Dylan successfully completed his training and received his license in May 2023. Dylan received a raise and his employer was also grateful to have benefited from the program.





Next Level Jobs: Workforce Ready Grant and Employer Training Grant

For Program Year 2022 (July 2022-June 2023), Region 8 received \$425,160 of WRG grant funds for tuition assistance. These funds will be fully expended as of June 30th. From July 1, 2022 to June 26, 2023, 109 students have been enrolled in training. Currently, 17 students continue to attend classes and 92 have finished their training program. Of those 92 students, 83 successfully completed training resulting in a 90% completion rate. Of the 83 students who completed training, 60 have thus far earned a credential or license resulting in a 72% certification rate at the present time. With 9 additional students who have not yet taken their exam or are waiting to receive their scores, it is anticipated that the certification rate will increase in the coming weeks as more test results become available.

For Program Year 2022, Region 8 received \$977,000 of Employer Training Grant funds. \$849,000 will be used to reimburse employers for training new employees and/or upskilling incumbent workers. DWD guidance for implementation of these funds was not given until February 2023, so funds were obligated later than anticipated. To date, almost \$800,000 have been obligated, and based on current commitments, it is likely the remaining funds will be fully obligated by the end of June. Businesses who would like more information about how to apply for the next round of funding should contact Robin Branch (rbranch@vinu.edu) or Earl Isom (eisom@dwd.in.gov).

WRG Success:

Dusti L. was unemployed when she came into the Linton WorkOne office seeking assistance. She had a CNA license, but to earn a self-sufficient wage she would be required to travel and could not due to family obligations. Since she already had medical experience, Dusti was volunteering as an administrative assistant in hopes of improving her office skills to help advance her career path to become a CCMA. She was enrolled in the WIOA Adult program and utilized WRG funds to attend CCMA training. Dusti earned her CCMA certification in December of 2022. She immediately interviewed for a CCMA position and thought she would be starting her job soon. In April, Dusti contacted her Career Advisor and was discouraged because the job offer was rescinded due to the clinic not opening for business. Dusti and her Career Advisor updated her resume, began doing a thorough job search and Dusti applied for other open positions. In June, she obtained full-time employment as a CCMA at Wabash Valley Correctional Facility earning \$20.00 per hour.

Apprenticeship Building America (ABA) Grant

In April 2023, the South Central Region 8 Workforce Board received \$547,000 through a DOL sponsored grant acquired by the DWD Office of Work-Based Learning and Apprenticeships. The Apprenticeship Building America (ABA) funding is intended to expand the number of programs and apprentices; diversify the industries that utilize Registered Apprenticeship (RAP); and increasing access to, and completion of, RAPs for underrepresented populations and underserved communities. The goal for these participants will be a nationally recognized credential. The grant period is effective from July 1, 2022 through May 15, 2026.

Target sectors for this grant include:

- Advanced Manufacturing
- IT and Business Service
- Building and Construction
- Growth or Emerging Industry
- Health and Life Sciences
- Transportation and Logistics
- Agriculture

The following activities may be funded for RAP and certified Pre-Apprenticeship participants: Related Technical Instruction (RTI), On-the-Job Learning (OJL) and Supportive Services (SS). Region 8 is currently in the process of enrolling several apprentices and a more detailed update will be provided at the board meeting.

The JAG Region 8 team was recognized on June 19th at the JAG Indiana State Training Seminar for their outstanding achievements this past year. Program success is measured by the outcomes of JAG students in follow-up. Through monthly contact after high school graduation, Region 8 JAG Specialists mentor and encourage their JAG students to ensure they succeed in their training and employment goals. They strive to make sure their students are employed, enrolled in post-secondary school, and/or enlisted in the Military.

Region 8 JAG Programs as a whole achieved the 6 of 6 Award for meeting the required program metrics for the region. Each of the schools below also earned 6 of 6 honors for their specific JAG programs:

- Brown County High School- Roscoe Baugh
- Eastern Greene High School-Jayme Bellman
- Mitchell High School- Nikki Porter
- Paoli Jr. and Sr. High School-Katie Cook
- Washington High School
- Owen Valley High School



Pictured above - left to right: EGHS JAG Specialist Jayme Bellman, Mitchell JAG Specialist Nikki Porter, JAG Manager Jennifer Robinson, JAG Coordinator Derek Morgan, Paoli JAG Specialist Katie Cook and Brown County JAG Specialist Roscoe Baugh

Follow-up Success:

Ali Harper was a 2-year JAG Student at Eastern Greene High School. Ali struggled to get out of her comfort zone and realize her leadership potential. She spent a lot of time receiving counseling and mentoring from her JAG Specialist, Jayme Bellman. With support from Specialist Bellman, she earned several college credits in high school which helped her advance quickly in college. She also became a JAG National Career Association Officer which increased her confidence as a leader. Her story below highlights the impact that JAG can have:



This Fall, I will begin my senior year of college at IU Bloomington to finish up my Bachelor of Science in Healthcare Management & Policy with minors in HR management and Healthy Aging. I am currently fulfilling my program's internship requirement at an assisted living facility in Mooresville, IN. I am an Executive Director Intern and have been working within each department of the facility. This has allowed me to learn about the day-to-day operations and how each department contributes to quality resident care and organizational success. Immediately after receiving my degree, I plan to take the state and federal exams needed to obtain my Health Facility Administration (HFA) license so I can become the Executive Director of an assisted living facility and/or skilled nursing facility.