



## Board Report

September 19, 2018

### Participant Services Goals for PY18

Program	Region 8 Planned Goals for Number of Customers Served (7/1/18 – 6/30/19)
WIOA Adult	1000
WIOA DW	150
WIOA Out of School Youth	137
WIOA In School Youth	75
JAG	280
WorkIN	70

Due to functionality of the ICC system, accurate Program Year to Date figures are not available until October 1<sup>st</sup> each year. Actual progress toward goals will be presented at the December 12, 2018 Board meeting.

### Performance Highlights

- DWD received the most recent Customer Service Data for Third Quarter 2017. **Customer Satisfaction for Region 8 was 96.17%. Employer Satisfaction rate was 97.92% from 145 regional employers that were surveyed.**
- **WorkKeys- 281** assessments administered in the last three months. Discussion is being held to identify different employers or populations including JAG students and other High School seniors that may benefit from WorkKeys testing.
- **Work Based Learning** - in the last three months, there was an average of 16 customers active in work-based learning (WBL) opportunities with regional employers.

*Work Based Learning Spotlight* - My Sister's Closet launched the first class of the Ready 2 Work program in Bloomington in July. This 12-week program assists low income single mothers and survivors of domestic violence by providing them with the necessary skills to move to self-sufficiency. Ready 2 Work provides both computer-based and instructor-led instruction in workplace soft skills, personal financial literacy, image coaching (for appropriate workplace dress), and customer service. As part of the program, Region 8 is funding part-time Work Experience opportunities as a work based learning activity which allows participants to apply the skills learned in the classroom while developing additional job skills including merchandising, inventory control, point of sale processes, supply chain management basics and Human Resource basics.

## TAA and Rapid Response Activities

- **Hoosier Times-** On 8/21/18, The Hoosier Times newspaper group eliminated 10 jobs at four locations in South Central Indiana. The affected publications are The Herald Times (Bloomington), The Times-Mail (Bedford), The Reporter-times (Martinsville) and the Spencer Evening World. Some employees were laid off immediately while a few positions were extended for a short period of time. Our Business Services Director reached out to Hoosier Times representatives and provided information to the employer regarding WorkOne services to share with the affected workers.
- **TAA Engagement-** Due to an initiative by DWD to engage more TAA eligible customers, Region 8 has been given one TAA Engagement Coordinator position which will be located in the Bedford WorkOne office, to assist with increasing area enrollments.

## Business Services

- In August, there were a total of 128 Distinct Employer Contacts for this Program Year (July 1, 2018-June 30, 2019) for a total of 251 to date, achieving 42% of our annual program goal of 600.
- Business Contacts are trending above the target goal for the current Program Year (July1, 2018 – June 30, 2019). To date, 886 contacts have been completed which is already 52% of our yearly goal of 1,680 contacts. Some of the employers visited this quarter included the following: Manchester Tank and Equipment Co., Indian Creek Stone Products, MCL Restaurant and Bakery Catering, Cook Incorporated and NSWC Crane.
- Ongoing Hiring Events and Job Fairs continued throughout the Region. From June to August, 58 Mini Job Fairs were hosted, and over 4,400 informational e-newsletters were sent out promoting job fairs, workshops, training opportunities and Veterans services.

## Regional Events

### Daviess County WorkOne New Location

We have moved to a new office in Daviess County that better suits our needs as well as those of Adult Basic Education as their program continues to grow. Our new address is 8 NE 21st Street, Washington, IN. An open house was held on September 12, 2018 from 2 to 4 p.m. Invited guests included Senator Eric Bassler, Mayor Joe Wellman, County Commissioners, City Council members, local business representatives, DWD, Adult Education and many more. We greatly appreciated Senator Bassler taking the time to attend this regional event and offering his support to Region 8 endeavors.



## Bloomington WorkOne: New Office Location

On September 28, we will be moving to our new Bloomington State Government Center location at 1531 South Curry Pike, Suite 200, Bloomington, IN 47403-2716. The building has a multitude of State agencies which include the following: Department of Child Services (DCS), Bureau of Motor Vehicles (BMV), Department of Revenue (DOR), Vocational Rehabilitation (VR), Family and Social Services Administration (FSSA) and Department of Workforce Development (DWD).



Our Region 8 JAG team was recently in New Orleans attending the 2018 National Training Seminar (NTS). The seminar provided more than 450 colleagues from across the JAG National Network with opportunities to network and learn from more than 50 "Best Practices" workshops conducted by JAG Specialists, Managers, and Administrators from across the country. Our newest JAG specialists also attended the Pre-National Training Seminar which provided in-depth developmental opportunities for new and experienced network staff.

Region 8 JAG finished with "5 of 5" for Class of 2017 Follow-Up Students. JAG Manager Jennifer Robinson (pictured fifth from right) represented Region 8 by accepting the "5 of 5" Award for our schools.



Region 8 was also honored to have Jayme Bellman (pictured above right) earn the distinguished title of Outstanding JAG Specialist. Jayme's dedication and passion for working with her students led to her being nominated for the national honor.

Region 8 had the following outcomes:

JAG National Standard	State Expectation	Region 8
Graduation Rate	90%	93.15%
Job Placement Including Military	60%	77.94%
Positive Outcome: Job, Military or Post-Secondary	80%	91.18%
Total in Full Time Placement	80%	94.34%
Total in Full Time Jobs	60%	83.02%



WorkINdiana programs continue to have increased participation. Region 8 had 11 customers enter WorkIN training in July and August. Customers are continuing to be placed in Work Based Learning activities following training to increase their employability skills and provide employers with the opportunity to hire them upon completion.



As of August 31<sup>st</sup>, Region 8 has 35 Employers who have applied for the Employer Training Grant. Sector applicants include the following: Health Sciences (13), IT/Business Services (10), Building & Construction (3), Advanced Manufacturing (8) and Agriculture (1). Employers have been approved for **\$904,189** in training funds. Of the 35 businesses that applied for the grant, 21 are actively participating and 10 are in the process of applying. The other 4 businesses are currently listed as idle or inactive. 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 Training Grant.** The website has been recently updated to include eligibility requirements and qualifying programs that are available. Information can be found at <https://www.nextleveljobs.org/>.