

*Local Workforce Investment Plan for Region 11  
Program Year 2011*

**1) Executive Summary**

**The Executive Summary should provide a concise description of the entirety of the plan. It should be able to function as a stand-alone document that describes the key themes, initiatives, and actions to be taken by the workforce investment board or regional workforce board during Program Year 2011 (July 1, 2011 – June 30, 2012).**

In support of the Indiana state workforce development system, Region 11 Regional Workforce Board (RWB) focuses on three priorities:

- (1) growing jobs in Indiana
- (2) increasing personal income of Indiana residents
- (3) delivering premier customer service

Region 11 RWB will meet these priorities through activities that reinforce four goals:

- (1) to ensure Hoosiers understand and achieve occupational goals that advance Indiana's economy
- (2) to identify, align, and connect Indiana employers with qualified workers
- (3) to achieve a cohesive workforce investment system
- (4) to deliver optimal high quality and efficiency statewide

Region 11 believes that collaboration among economic development, workforce development, and education partners is necessary in planning for the economic success of a community, region or state. Regional economic development is driven largely by a region's ability to create and attract talent needed by current employers and by prospective employers who will be attracted to the region if it demonstrates the ability to provide a consistent talent supply. To support job growth, Region 11:

- (1) builds relationships with the business community to identify barriers to employment opportunities
- (2) works with business and training providers to support business attraction, expansion, and retention
- (3) utilizes accurate and timely labor market analyses to identify primary business sectors, regional in-demand and high wage occupations, and target employment sectors in Region 11
- (4) utilizes such labor market information to select and prepare for appropriate occupational goals that will advance both Region 11 and Indiana's economy and increase personal income of residents in southwestern Indiana.

Region 11 continues to manage a cohesive workforce investment system through a delivery model that appears seamless to the customer and achieves all state and federal performance measures. To achieve this goal, Region 11:

- (1) delivers premier customer service while integrating all workforce services, regardless of funding source
- (2) documents the skills of Southwest Indiana's workforce in order to measure successful alignment of Indiana employers and qualified workers
- (3) ensures high quality and efficiency through continuous review and update of operating policy and procedures, training, and performance monitoring
- (4) pinpoints trends and corrects system processes through continuous performance monitoring and reporting of both programmatic and fiscal activities

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In addition, successful regional partnerships contribute to a cohesive workforce investment system and provide relevant, reliable, and visible career development for Indiana adults. In 2010, the RWB was instrumental in building a consortium to discuss Adult Basic Education within the Region and how it might be improved. EGR-11 submitted a plan to the Indiana Department of Workforce Development (DWD) for funding that focused on developing career pathways for clients along with obtaining a GED or enhancement of basic skills. The program incorporates real world experiences into the classrooms and counsels students on employment opportunities beyond entry level positions to assist participants in providing a livable wage for their families. When appropriate, WorkOne customers are referred to other agencies and community organizations for wraparound social services; regular scheduled partner meetings maintain this vital network.

In 2011, statewide workforce development revitalizes its commitment to customer service. A new Customer Flow policy provides for access to multi-level services that meet the needs of the consumer and streamline client enrollment based on additional and suitable assessment and counseling. Region 11 contributed to the creation and advancement of this new policy including restructure of the enrollment process and performance metrics.

Region 11 presents a comprehensive approach to workforce development in the following pages of Region 11 Local Workforce Investment Plan for Program Year 2011.

**2) Labor Market and Demographic Analysis**

**• What are the area's primary business sectors by business size?**

Regional statistics show there is a labor force of 217,460 and an unemployment rate of 7.7%, only slightly higher than the previous month, and down .9% from January 2010. Region 11's primary business sectors are Manufacturing with employment level of 37,996 (19.3%); Healthcare and Social Assistance with employment level of 27,727 (14.1%); Public Administration with employment level of 23,854(12.1%); and Retail Trade with employment level of 21,791 (11.0%).

**• What are the current and projected employment opportunities within the local area/region?**

Region 11 current and projected employment through 2018 represented for the top 10 Hot Jobs

<u>Rank</u>	<u>Occupation</u>	<u>2008 Employment</u>	<u>2018 Employment</u>
1.	Management Analysts	673	912
2.	Construction Laborers	1,329	1,629
3.	Boilermakers	619	787
4.	Registered Nurses	4,868	5,955
5.	Heating, Air Conditioning, and Refrigeration Mechanics	430	593
6.	Operating Engineers/Other Construction Equipment Oper.	740	850
7.	First-Line Supervisors/Manager of Construction Trades	1,057	1,259

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8. Truck Drivers. Heavy and Tractor Trailer	4,704	5,322
9. Accountants and Auditors	1,166	1,402
10. Human Resources, Training, and Labor Relations	702	840

- **What are the area's high-demand, high wage occupations, and what job skills and educational attainment are needed for those occupations?**

The Region's top 10 high-demand, high wage occupations, and educational attainment required include:

1. Management Analyst- Bachelor's Degree plus work experience
2. Construction Laborer- Moderate on-the-job training
3. Boilermakers- Long term on-the-job training
4. Registered Nurse- Associate's Degree
5. Heating, Air Conditioning and Refrigeration Mechanics and Installers- Long term on-the-job training
6. Operating Engineers and other Construction Equipment Operators- Moderate on-the-job training
7. First-Line Supervisors/Managers of Construction Trades and Extraction Workers- Work experience in related field
8. Truck Drivers- Moderate on-the-job training
9. Accountants/Auditors- Bachelor's Degree
10. Human Relations, Training and Labor Relations Specialists- Bachelor's Degree

- **What industries and occupations within the local area's economy are expected to grow or decline within the next three years and within the next ten years? Does the area have any "targeted" employment sectors? If so, describe the information and process utilized to establish the "targeted" sector.**

All Region 11 industries are projected to experience some growth with added job openings due to the need to replace retirees or persons making job changes. During the three year period of 2010 through 2012, there are an estimated 15,000 net job openings with one-third from new job creation. Five industries are expected to have total openings for more than 1,000 for the three year period. These industries include Food Preparation and Serving Related Occupations, Production Occupations, Office and Administrative Support Occupations, Sales and Related Occupations, and Transportation and Material Moving Occupations.

Region 11 currently targets industry sectors of Advanced Manufacturing; Energy; Healthcare and Bio-medical; and Transportation, Distribution, and Logistics. Through studies performed during the State's Strategic Skills Initiative and the WIRED grant, Region 11 identified these industries as key to the region for job growth and creation as well as requiring a highly skilled workforce.

Advanced Manufacturing: The sector has experienced radical change in recent years, but is beginning to rebound, and will still provide one of the strongest pathways to earning an income above the state average. During 2010, 30 percent of all jobs lost were in the manufacturing sector and occupations in

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this industry were listed as the occupations most desired by dislocated workers. However, as manufacturers begin to rehire, they are in need of a workforce with more enhanced skills than those previously employed. Plastics and Chemical manufacturing are strong sub-sectors for Region 11. These sectors have continued to grow when other manufacturers reported job loss in 2010. From the fourth quarter of 2009 to the first quarter of 2010, Chemical manufacturing grew by 265 employed; Plastics manufacturing grew by 30 employed. For the second quarter of 2010, total employment for Chemical Manufacturing had reached 4,171 from 4,110 in the first quarter; Plastics manufacturing had reached 4,725 from 4,403 in the first quarter. These sub-sectors display growth in Region 11 and continue to be important resources for the region.

Transportation, Distribution and Logistics: Closely related to the manufacturing of goods is the transportation of these goods. Manufacturers rely heavily upon a robust transportation infrastructure to bring raw materials to production facilities and to deliver finished products to consumers. Transportation and Logistics is not only the moving of goods from one site to another, but is the refined orchestration of delivery at the optimum time for production or sale known as “just in time delivery” and the overall management of the entire supply chain. A 2009 Inland Intermodal Feasibility Study completed under the direction of the region’s WIRED Intermodal Task Force revealed the potential for 12,000 direct and indirect jobs in logistics by 2023, but private sector investment in the Intermodal facility and recovery in the manufacturing industry need to occur before this growth will be realized. GSIW continues to work with economic development professionals and training providers to identify skills sets and their corresponding training programs for the logistics industry.

Healthcare/Bio Med/Bio Tech: A shortage of healthcare professionals exists nationwide. Both two-year and four-year postsecondary educational institutions have upgraded training facilities and added staff to increase training opportunities in the healthcare industry. Training institutions are layering training modules to allow persons to enter the industry, continue education and to move up the ladder to higher skilled and higher paying jobs in this sector. The health cluster includes core services such as doctors’ offices, hospitals, testing labs, and health-related manufacturing industries.

Energy: The energy industry is one of the few readily accepted, long-term growth sectors of the national economy. Global energy demand is projected to grow by 44% by 2030 (EIA, International Energy Outlook 2009), as the global economy continues to expand. To meet this increased demand, every sector of the energy industry is expected to see growth. Developing economic and workforce opportunities, Region 11 advisory groups are active in each of these areas of concentration.

- **How and to what extent do the current and projected employment opportunities within the local area/region differ? What actions is the area undertaking to respond to that anticipated divergence?**

In comparing targeted sectors versus positions projected to be in-demand, there are some differences in the represented industries. On the Hoosier Hot 50 Jobs- Region 11 list, there are many differences in job listing versus the State Hoosier Hot 50 Jobs list. Of the top 10 Region 11 Hot Jobs, only four of those positions are found in the State’s Top 10. These positions are Management Analysts ranked first for Region 11 and second for the State; Construction Laborers ranked second for Region 11 and sixth for the State; Registered Nurses ranked fourth for Region 11 and fifth for the State; and Accountants

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and Auditors ranked ninth for Region 11 and tenth for the State. After further investigation of the top 10, three resounding differences are Boilermakers ranking third for Region 11 and forty-ninth for the State; Truck Drivers, Heavy and Tractor-Trailer Operators ranking eighth for Region 11 and forty-seventh for the State; and the largest difference is First-Line Supervisors/Managers of Construction Trades and Extraction Workers ranking seventh for Region 11 and absent on the State list.

Many of the occupations that are listed in the Region's top 10 are skilled labor occupations and many require on-the-job training. Local staff members work with clients to develop their skill sets based on previous work experience through TORQ (Talent Occupation Relationship Quotient), a tool used to determine an individual's skill gaps between two occupations. TORQ has allowed staff to successfully place individuals into On-the-Job Training contracts with eligible employers.

Local staff also provided clients interested in training the opportunity to explore the positions on the Hoosier Hot 50 Jobs- Region 11 list as well as a local training list outlining areas in which they may seek training and explore labor market information to determine if the industry will experience growth or decline. To maximize success, this exploration must be completed before a client may be placed in training.

- **Please attach the policy (including the "demand occupation" list) currently used in allocating occupational training funds. Given the responses to the questions above, does the current policy require modification? If not, why; if so, in what way?**

See attachments (A) SOP 06-04, (B) SOP 09-04, (C) Hoosier Hot 50 Job-Region 11, and (D) Region 11 Training List. These policies and documents provide the paradigm for allocation for occupational training in Region 11.

Attachment (A) SOP 06-04 specifies training selection must be an in-demand occupation, and training will be limited to occupations on the regional and/or local in-demand list.

Attachment (B) SOP-09-04 prescribes the process for development, ongoing review, and update of the local in-demand occupation list. This list was compiled through a review of various reports for long and short term hot jog, occupational projections, and labor market statistics. Reviewed annually, the list was not changed in 2010; under current review, minimal or no changes are anticipated in 2011.

Based upon the answers to previous questions, current training allocation policies do not need modification at this time. In-demand occupations listed on both the Attachment (D) Region 11 local list and Attachment (C) Hoosier Hot 50 Jobs – Region 11 list correspond with labor market growth indicators and targeted industry sectors including advanced manufacturing, medical, science/technology and engineering, and business administration occupations.

- **Analyze statistically the area's workforce according to the following categories and evaluate it against the employment needs described above.**
  - **Demographics (Age, Gender, Race)**
  - **Educational Attainment (HSD/GED, Associate, Bachelor, Advanced Degree)**

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o **Employed/Unemployed numbers and percentages**

**Which demographic groups are most in need of career development, training and re(employment) services?**

Region 11 has a general population of 422,991 and comprised of Caucasian 395,339 (93.4%); African American 18,189 (4.4%); Hispanic/Latino 7,424 (1.8%); and Two or More Race Groups 4,338 (1.0%). The general population is 49% male and 51% female.

Region 11 has a population of 271,690 residents 25 years and older. The graph below reflects the education attainment in 1990 as well as 2000. While the Region greatly decreased the number of residents with less than ninth grade education, the number of High School graduates fell slightly in the 10 year period. With this slight decrease, the Region has stayed above the State graduation rate, with 86.4% of High School students graduating. Residents with less than a ninth grade education comprise the only sector of population that decreased and make up the largest section of the population.

Region 11 has maintained a higher employed percentage and a lower unemployment rate than the State average. For May 2009 Region 11 reports 93.1% (205,239) employment and the State averages 91.7% (2,873,560). Region 11 reports 6.9% (15,167) unemployment, while the State averages 8.3% (259,236).

The population groups in most need of WIA services are those with less than a ninth grade education and that hold no diploma. For the section of the population that has less than a ninth grade education, research shows these individuals will struggle to find employment and may earn \$8,000 less annually than those with a High School Diploma or equivalent. Individuals with High School Diploma or equivalent will earn \$5,000 less annually than those with some college and \$14,900 less annually than those with a Bachelor's degree. Individuals without a high school diploma also face a greater barrier in keeping employment. These two population groups are most in need of services in order to raise the region's standards to create a highly-skilled, versatile, and globally competitive workforce.

<b>Educational Attainment in 1990 and 2000</b>				
	1990	Pct. of Pop. 25+	2000	Pct. of Pop. 25+
<b>Total Population 25+</b>	255,875	100.00%	271,690	100.00%
Less than 9th Grade	27,429	10.70%	16,020	5.90%
9th to 12th Grade, No Diploma	38,232	14.90%	32,096	11.80%
High School Graduate (incl. equivalency)	99,991	39.10%	104,169	38.30%
Some College, No Degree	40,452	15.80%	53,976	19.90%
Associate's Degree	16,041	6.30%	19,898	7.30%
Bachelor's Degree	19,931	7.80%	28,518	10.50%
Graduate or Professional Degree	13,799	5.40%	17,013	6.30%

Source: US Census Bureau

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- **Based upon labor market information and demographics, what makes the area unique to its contiguous areas and within the state as a whole?**

Learning new things and acquiring new skills are basic elements of success in today's work environment. However, there are certain segments of Region 11's population that are more in need of intervention than others as they look to climb the ladder to success or to even become gainfully employed. Southwest Indiana's educational attainment rate for those graduating from high school is higher than the state or national rate, but the rate decreases for those going to and completing college. Training opportunities by themselves will be insufficient in raising skill levels. There must be a systematic approach in assisting both the emerging and existing workforce with identifying a career path, assessing skills and implementing activities that assist them in navigating their chosen path. Through various grants and assistance from the state, Region 11 has developed several initiatives to help build workforce pipelines as well as educating dislocated workers about the training opportunities for which they may be eligible. Through the outcry for industry-specific filled pipelines, Region 11 has successfully held many Skills Summits to reinforce the idea that skill attainment is the most important attribute in a competitive job market. To echo these efforts, industry and post-secondary institutions inform attendees of what skills are needed for these positions and how to obtain those skills. This has been successful in helping dislocated workers move forward and enhance their skill sets.

Providing outreach to Region 11 employers and assisting the employers with information to build a successful internship program, Region 11 has had the opportunity to work with Indiana INTERN.net to launch Education and Experience (E<sup>2</sup>). This program allows the Region to build strong collaboration with its post-secondary institutions and to also open the door to create other initiatives. Another retention initiative that makes the Region unique is Engineer Our Future. This initiative encourages students interested in Engineering or Technical occupations to network with companies that hire for those occupations; it also provides the students with a point of contact for internships.

### **3) Operational Plans**

- **Provide the address, phone number, and hours of operations for each WorkOne office located within the area. Identify which offices are "full-service" and "express."**

As Region 11 plans for the future, we are mindful of the opportunities and complications inherent in grant funding. Region 11 anticipates the provision of excellent customer service; in order to provide the best customer service and maintain service levels, we may need to consider consolidation of express sites.

Vanderburgh/Warrick -- Full Service  
700 E. Walnut Street  
Evansville, IN 47713  
Ph: (812) 424-4473  
Fx: (812) 421-3189

Knox -- Full Service  
1500 N. Chestnut Street  
PO Box 430  
Vincennes, IN 47951  
Ph: (812) 882-8770

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M, T, Th, F 7 am – 4:30pm  
W 10am – 4:30pm

Fx: (812) 882-4535  
M, T, Th, F 8am – 4:30pm  
W 10am – 4:30pm

Gibson – Express  
112 N. Prince Street  
Princeton, IN 47670  
Ph: (812) 386-7983  
Fx: (812) 385-0431  
M, T, Th, F 8am – 4:30pm  
W 10am – 4:30pm

Dubois – Express  
850 College Avenue  
PO Box 664  
Jasper, IN 47546  
Ph: (812) 482-3007  
Fx: (812) 634-1597  
M, T, Th, F 8am – 4:30pm  
W 10am – 4:30pm

Posey – Express  
306 N. Kimball  
Mt. Vernon, IN 47620  
Ph: (812) 838-3563  
Fx: (812) 838-3678  
M, T, Th, F 8am – 4:30pm  
W 10am – 4:30pm

Spencer - Express  
319 S. 5<sup>th</sup>, Suite 5  
Rockport, IN 47635  
Ph: (812) 649-4077  
Fx: (812) 649-9049  
M, T, Th, F 8am – 4:30pm  
W 10am – 4:30pm

Perry – Express  
614 A Main Street  
Tell City, IN 47586  
Ph: (812) 548-4870  
Fx: (812) 548-4871  
M, T, Th, F 8am – 4:30pm  
W 10am – 4:30pm

- **Does the WIB/RWB use any performance metrics in addition to Common Measures? If so, describe those metrics. Please attach as appendices copies of performance reports presented to the WIB/RWB for the last two quarters of calendar-year 2010 and the first quarter of calendar-year 2011.**

See Attachment (E) Performance Reports and Attachment (EE) Metrics. In addition to Common Measures performance metrics collected and reported at the state level, the Region 11 RWB:

- Tracks the number of new customers by month and year-to-date
- Reviews specific customer services by month and year-to-date. Compiled through raw data extract queries, customer services include workshops, computer classes, and supportive services.

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- Tracks individual training contracts year-to-date. It should be noted that training contracts are received at the beginning of each semester.
  - Tracks credentials according to type and degreed credentials according to field of study. Credentials generally follow the end of each semester.
  - Reviews a monthly regional youth progress report. This is a comparison report with Youth Common Measures.
- 
- **How does the WIB/RWB measure the success of its executive staff/regional operator? In the case of an RWB seeking to transition to a WIB, how will the success of its executive staff be measured going forward?**

Representing the interests of the Grow Southwestern Indiana Workforce Board, Inc., the Regional Operator supports the RWB's vision, mission, and goals to provide services in compliance with federal, state, and local laws including but not limited to:

- Development of a budget for purposes of carrying out duties of local board
- Coordination with the RWB's Fiscal Agent to provide timely reporting
- Employment of staff to perform functions
- Solicitation and acceptance of grants and donations
- Oversight with respect to local youth activity programs
- Assistance to RWB with negotiation and agreement on local performance measures
- Coordination of workforce investment activities
- Promotion of participation of private sector employers through roles of connecting, brokering, and coaching activities to assist such employers

Through policy and procedure development, the Regional Operator supports the day-to-day operation of the WorkOne system in EGR Region 11. Responsibilities include but are not limited to:

- Functional oversight of all leadership staff within the region
- Development and implementation of financial plans, including budgets for all departments, to support WorkOne operations
- Oversight of all participant MIS activities in the region
- Coordination of linkages between full-service centers and express sites to ensure consistent product delivery to all customers
- Oversight of Product Line Development activities
- Solicitation of ideas and suggestions for continuous improvement to services and products from all WorkOne system staff, Department of Workforce Development, and other states and agencies
- Training opportunities for WorkOne staff
- Provision of general support to teams in the region in the form of resources, technology, and information needed to deliver high quality services and products.
- Evaluation and monitoring of all WorkOne sites
- Problem solving for implementation issues
- Development of partner services in all counties including relationships with businesses, labor unions, training organizations, educational institutions, and area social services agencies

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- Liaison between the Department of Workforce Development, the service provider(s), and the RWB

The Regional Operator maintains records and submits reports, data, and information at such times and in such form as Grow Southwest Indiana Workforce Board, Inc. may require. Through structured committees including a Business Committee, Operations Committee, Financial Committee, and Executive Committee, the Grow Southwest Indiana Workforce Board, Inc. interprets all reports and determines quality, acceptability, and progress of services rendered.

**WIA Adult and Dislocated Worker Services**

- **Complete WIA Adult and Dislocated Worker Services Matrix attachment.**

See Attachment (F) WIA Adult and Dislocated Worker Services Matrix.

- **Describe the criteria to be used by the WIB/RWB and the process followed by the board to determine if WIA Annual Adult funds shall be considered “limited.” Although a WIB/RWB can generally consider WIA Adult funds as unlimited, a limitation is *required* when any of the following conditions exists:**
  - **Has the area requested additional WIA funds/discretionary funds for Adult programs in previous three program years?**
  - **Has the area transferred any WIA Dislocated Worker Funds into the WIA Adult program within previous three program years?**
  - **Does the area regularly expend over 90% of its WIA annual Adult funds?**

Region 11 RWB has no additional triggers beyond the three limitations noted above. Since Region 11 has met one or more of the three limitations, the RWB generally considers WIA Adult funds as limited.

- **In accordance with the process outlined above, describe the process to ensure priority is provided to recipients of public assistance if WIA Adult funds are “limited.” If WIA Adult funds are not limited, please skip to the next question.**

Per DWD Policy 2007-25, Attachment B, if the RWB determines funds for the WIA Adult program to be limited, the training services must be prioritized for recipients of public assistance and other low-income individuals according to policy definition of a “low income individual” – An individual who:

- (A) Receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program
- (B) Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of UI compensation, child support payments, payments described in subparagraph (a), and old-age and survivors insurance benefits received under section 202 of the SS Act that, in relation to family size, does

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not exceed the higher of (i) the poverty line, for an equivalent period; or (ii) 70% of the lower living standard income level, for an equivalent period

- (C) Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977
- (D) Qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart b. McKinney Homeless Assistance Act
- (E) Is a foster child on behalf of who State or local government payments are made
- (F) In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or (B), but who is a member of a family whose income does not meet such requirements.

WorkOne staff must verify the individual's low income status at the point of the first training service. Low income status falls under Data Element Validation (DEV). Staff will record or select low income on the application screen and select the appropriate documentation source.

- **Describe the process that the WIB/RWB will use to ensure priority is provided to veterans and veterans' spouses. Describe the process to ensure that DVOPs and LVERs serve *only* veterans and veterans' spouses.**

To ensure program integration and coordination of veterans' services, the majority of veterans and eligible spouses may be seen and serviced by W/P staff. However, individual veterans have the option to make an appointment to see a Veteran Representative.

All individuals that enter the WorkOne office will sign in at the front desk and self-attest veteran or eligible spouse status. Per Priority of Service guidelines, those individuals shall be moved to the front of the waiting line, the enrollment process, and initial skill assessment process.

The Welcome Team will identify those veterans and eligible spouses with barriers to employment and refer to the Disabled Veterans Outreach Program (DVOP) specialists for further assessment. Veterans without barriers to employment who request an appointment will see a Local Veterans Employment Representative (LVER).

The DVOP specialist provides intensive services to meet the employment needs of eligible veterans with the following priority: 1) special disabled veterans, 2) other disabled veterans, and 3) other eligible veterans in accordance with priorities as determined by applicable rates of unemployment and the employment emphases in Chapter 42. Intensive services include: 1) comprehensive assessment of education, skills, and abilities, 2) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals, 3) group and individual career coaching, 4) short-term pre-vocational services, and 5) development of individual employment plan.

The LVER concentrates on job development services for veterans and eligible spouses, especially veterans determined to be job ready after receipt of intensive services from a DVOP specialist.

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Services include: 1) referral to other local, state, and federal agencies, 2) IndianaCareerConnect registration, 3) resume writing, 4) job search, 5) interviewing skills, and 6) assessment testing.

- **How does WIB/RWB measure the success of its service providers?**

Foundationally, success is determined by delivery of service as detailed in the service provider contract. To measure the success of its service providers, the RWB utilizes multiple reporting models for program delivery including formal scheduled monitoring, ongoing informal monitoring, monitoring reports and correction responses, financial reports, state-mandated reports for selected funding sources, and raw data queries from the management information system.

Reporting incorporates services, training, completion, and credential results. Monitoring involves accurate delivery and documentation of service provision, funding expenditure levels, and third party evaluation. Reporting and monitoring occur on a monthly, sometimes quarterly, and annual basis. A regular schedule of written and oral reporting and discussion reveals trends and need for course correction.

Per SOP 06-14, the Regional Operator is responsible for programmatic monitoring to ensure compliance with federal, state, and local regulations; the Fiscal Agent is responsible for the financial monitoring. Provision for high risk service provider determination and correction action is outlined in the SOP.

- **How does WIB/RWB measure the efficacy of the training providers at which recipients awarded Individual Training Accounts enroll? Under what conditions would the WIB/RWB disallow enrollment in a given institution?**

According to DWD Policy 2009-13, the Workforce Investment Act (WIA) intends for job seekers to have freedom of choice in selecting any qualified training provider. The Act also intends for job seekers to make their decisions based on performance criteria.

As a result, training providers are required to supply performance metrics for each program including but not limited to: student enrollment numbers for each program, total number of program completers, average time for completion, employment rate of individuals who complete the program and employment rate of completers who obtain employment in the occupation related to the program, and average hourly wage rate.

At a minimum, completion rates will be collected by DWD; DWD will supply employment and average earnings. Local focus includes student enrollment numbers, age of the training program, and average hourly wage rate.

Disallowed enrollment may occur due to failure of training provider to meet or continue eligibility through incomplete or untimely application submissions, failure to meet definition of WIA training services, lack of support of in-demand occupation, intentional submission of inaccurate information, failure to meet approval criteria established by the SWIC, delinquency in payment of taxes,

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unemployment insurance contributions or reimbursements, and failure to meet any other requirement for a training program under WIA.

- **Please include policies or processes to track and support learner persistence in and completion of the program in the program of study.**

Multiple policies and processes track and support learner persistence in and completion of the program of study. Attachment (A) SOP 06-04 requires pre-determination of eligibility and likelihood of success including basic skill proficiency prior to training (SOP 06-04 Addendum), career interest assessment in support of program of study, self-directed labor market research such as wage information and workplace expectations, and a personal financial plan for living expenses for the duration of training. Specific barriers to employment are identified, documented, and addressed. Learners must sign a release of information to authorize release of financial aid information, results of testing, recommendations and/or acceptance into any programs of the training institution, grades, and midterm reports and copies of all diplomas, degrees, and credentials.

Often, needs other than training funds contribute to the success or failure of the educational completion. Attachment (G) SOP 06-02 provides for supportive services including transportation assistance, specific assistance with rent/mortgage/utility expenses/car repair, and uniforms and tools needed for training purposes. Eligibility for supportive services must indicate unmet budgetary need.

Per Attachment (A) SOP 06-04, while in training, learner persistence and completion is tracked through required submission of class attendance and grades. Customers must provide attendance sheets at a minimum monthly; however, attendance sheets must be provided at more regular intervals if they are need as documentation for supportive services. Case management processes document 30 day contacts between the learner and case manager; inconsistencies in the customer's attendance or failure to abide by the educational institution's policies or procedures will be immediately addressed by the service provider.

Internal workshops and computer classes are available to support the customer. Appropriate community referrals to support persistence and completion may involve professional counseling referrals, other public service agency referrals, and tutoring service referrals.

**WIA Youth Services**

- **Complete Youth Services Matrix attachment**

See Attachment (H) Youth Services Matrix.

- **Indicate the number of WIA Youth service staff persons located within the local area/region?**

There are 10 FTE youth staff located throughout Region 11.

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- **Describe specific outreach activities targeted to Youth within the local area/region.**

**In-School Program Recruitment:**

Located at the high schools, each specialist is entrenched in the everyday activity of the school and is always actively looking for students who could benefit from the JAG program. Specialists hold information sessions for teachers and facilitate throughout the school year. Additionally, there are planned information sessions for students hosted by the specialist and JAG participants to recruit individuals. Students are typically recruited for semester start dates since the classes are a part of the school curriculum. Specialists complete a large amount of recruitment, intake and scheduling during the spring and summer months.

**Out-of-school Program Recruitment:**

High school drop outs between the age of 18 and 21 are recruited through the following means:

- Walk-ins to the WorkOne offices within the region
- Coordination with local school corporations
- Coordination with courts and probation departments
- Coordination with Adult Basic Education programs and alternative schools
- Networking with the Family and Social Services Administration
- Foster program coordination to identify those individuals who are aging out of foster care
- Faith-based organizations
- Homeless shelters
- Vocational Rehabilitation
- Youth homes such as Hillcrest Washington, Methodist Youth Home, etc.

The greatest numbers of youth participants are recruited through the WorkOne system and the Adult Basic Education programs.

Region 11 does not currently co-enroll older youth in Adult. Effective 2006, training funds are specifically dedicated to youth participants. While the possibility of co-enrollment exists, several problems are created including multiple case managers and exit/re-enrollment issues.

- **How does WIB/RWB measure the success of Youth service providers?**

Several measures demonstrate the success of the Region 11 service provider. These measures include:

- Enrollment goal attainment
- Common measure performance goals
- Accurate reporting and case system documentation
- Successful program completion rates

Monthly reporting comprises:

- Class period attendance numbers

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- Guest speakers
- Field trips
- Community activities
- College applications and admission test completions
- College contacts

Follow-up mandates:

- GED/HSD completion rates
- Competency mastery
- Other credential or certificate attainment
- Full-time employment or military placement

**Other Services**

- **How does the WIB/RWB ensure that local staff coordinate activities with the State Rapid Response team/Dislocated Worker Unit to perform the following:**
  - **Secure and share information when there is a possibility of a mass layoff (50 or more workers)?**

Local staff may obtain information through media partners, WorkOne offices, or State Rapid Response team/Dislocated Worker Units of impending layoffs. If layoff notice is obtained through media or local office, local staff makes contact with company personnel and Union representative, if applicable, to schedule a meeting to gain information of layoff. Local staff also requests or helps draft a Worker Adjustment and Retraining Notification (WARN) and provides to State Rapid Response team/Dislocated Worker Unit. If notified by State Rapid Response team/Dislocated Worker Unit by WARN notice contact is made to company and Union representative, if applicable, to schedule a meeting to gain information of layoff.

Information obtained is number affected if not already known, if a severance package will be offered, list of employees names, Social Security numbers, address, wage, and occupation title, and if Trade Adjustment Act is applicable. Local staff and company representative schedule date for Rapid Response Orientation to present Unemployment Insurance, Job Search, and retraining opportunities the workers may be eligible for.

Information is presented through a PowerPoint and includes UpLink Tutorial provided through Department of Workforce Development's (DWD) website; attendees are given "Resource Guide for the Unemployed" booklet and survey to complete for DWD. Completed surveys are copied and sent to Service Provider and originals mailed to Dislocated Worker Unit.

- **Coordinate activities where a layoff involves a company that is Trade Adjustment Act certified?**

Local staff notifies Trade Adjustment Act (TAA) Coordinators of all impending layoffs. If the company or Union requests TAA Coordinators attendance at Rapid Response Orientation to answer questions, TAA Coordinators are invited. The open communication ensures that TAA Coordinators are aware of all background information for layoffs.

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Upon notification from company or Union that TAA petition has been filed, TAA Coordinators are notified, and local staff work to obtain a list of eligible employees from the company or Union. If a company is certified for Trade Adjustment Act (TAA), local staff is notified by State Dislocated Worker Unit and contacts TAA Coordinators to assist in scheduling orientation session. TAA Coordinators then contact eligible workers for initial TAA orientation. At TAA Orientation, information is provided through the PowerPoint created by State Dislocated Worker Unit. Individuals are then signed up for Next Steps meeting before they leave orientation.

- **How does the WIB/RWB ensure the coordination of the following programs, at minimum, at each WorkOne?**
  - **Unemployment Insurance**
  - **Trade Act**
  - **Title 38 Veterans Programs (LVER, DVOP)**
  - **Work Profiling Reemployment Services (WPRS) and Reemployment Eligibility Assessment (REA)**

#### UNEMPLOYMENT INSURANCE

To receive unemployment insurance (UI) benefits, an individual must register for work in Indiana Career Connect ([www.indianacareerconnect.com](http://www.indianacareerconnect.com)). Registration must be completed within four (4) weeks of the filing of the unemployment insurance claim. The individual is also required to be able and available for work and actively conducting a job search during each week unemployment benefits are claimed. As a WorkOne customer increasingly utilizes additional WorkOne services, staff members coordinate the appropriate services through informational, educational, and case management activities.

UI services are offered in the Evansville, Tell City, Mt. Vernon, Vincennes, Jasper, and Princeton offices.

#### REEMPLOYMENT SERVICES

Based on recent filing for unemployment insurance benefits, a number of individuals are chosen to participate in a special program, Reemployment Services, which is designed to assist unemployed individuals in locating employment and/or job training. This federally funded program has been designed to improve the ability to obtain employment.

As part of this Reemployment Services program, the State of Indiana and the Department of workforce Development have implemented a selection and referral system. This system reviews certain demographics for each claimant to gauge the person's ability to secure employment without assistance. Reemployment specialists coordinate with other WorkOne programs to validate existing customer engagement with WorkOne services. For those who need assistance, Reemployment Services offers assistance through Indiana's WorkOne offices. Such assistance may include job search workshops, individual job search assistance, employment counseling, job training, and other services as needed.

Reemployment Services are offered in the Evansville and Vincennes offices.

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#### TRADE ADJUSTMENT ACT

The Trade Adjustment Act (TAA) offers up to 104 weeks of cash payments (Trade Readjustment Allowance or TRA) for workers enrolled in full-time training and up to 130 weeks of cash payments if the worker is also enrolled in remedial training. These cash payments are coordinated with unemployment insurance benefits and TAA training enrollment deadlines to ensure the customer maximizes coverage of training dollars (TAA) with income support (TRA).

Alternative Trade Adjustment Assistance (ATAA) is available to workers 50 years of age and older and requires full-time employment within 26 weeks of separation. This option does not include TAA-approved training. ATAA is coordinated with UI for maximum benefit.

TAA/TRA services are available in the Evansville and Vincennes offices. Limited scheduled services are available at the Princeton and Jasper office.

#### VETERANS

To ensure program integration and coordination of veterans' services, the majority of veterans are serviced by W/P staff. However, individual veterans may exercise the option to make an appointment to see a Veteran Representative. Veterans who request an appointment with a Veteran Representative will initially see a Local Veterans' Employment Representative (LVER). As veterans with disabilities that are a substantial barrier to employment are identified by any WorkOne staff, these veterans are referred to the Disabled Veterans Outreach Program (DVOP) specialists.

Per DWD Policy 2008-15, DVOP specialists provide intensive services to veterans with disabilities that are substantial barriers to employment and/or special training needs. A documented plan of action coordinates supportive services, referrals to training, and job development contacts. LVERs are mandated to provide job development referrals and referrals to training and supportive services.

Veteran representatives are located in both the Vincennes and Evansville offices.

- **What strategies does the WIB/RWB employ to conduct outreach to and serve ex-offenders?  
With which partner organizations does the WIB/RWB work in serving ex-offenders?**

The WIB/RWB has seen a real deficiency in serving ex-offenders, and through the Business Services Committee, has embraced Churches Embracing Offenders (CEO) as a member to help address this deficiency. Through Paul Medcalf, a consultant for CEO [www.churchesembracingoffenders.org](http://www.churchesembracingoffenders.org), a job readiness certificate program is currently under development to help ex-offenders become "job ready." This program also includes training per industry request entitled "Workplace Ethics" and is based on the book by Rabbi Wayne Dosick titled The Business Bible- Ten Commandments for Creating an Ethical Workplace.

The WIB/RWB has begun building partnerships with Ivy Tech Community College and USI in cooperation with Churches Embracing Offenders and CAJE (Congregations Acting for Justice and

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Empowerment) - a powerful, well-networked grouping of 17 congregations made up of Baptists, Catholics, Lutherans, Methodists, etc. - who are coordinating research and work already existing inside and outside the prison system in Region 11 to assist ex-offenders seeking assistance, including employment, and with Volunteers of America to inform residents of services available to them.

- **Briefly describe the business services, specifically job recruitment, job posting, and job matching services, that are offered within the local area/region.**

Through Indiana Career Connect, Indiana's job matching system, employers and individuals can find and match jobs specifically by matching skills. Since this system matches solely based on individuals' skills, it perfectly aligns with the Customer Bill of Rights for the WorkOne system to: know your skills; improve your skills; and find the best job matching your skills. Individuals may also access labor market information if interested in a career change or to know where to improve their skills. Labor market information is also available to provide information for high-wage and high-growth careers to assist in career changes and also provides wage information for those new to the job market.

Employers can post jobs, find labor market information, and search for candidates meeting their skill expectations, all at no cost. Employers may access the job posting wizard to help with creation of a job posting with skills generated by occupation code and the opportunity to input specific skills or certifications required for the position. Applicants are then auto-ranked by percentage of skill match, and employers may review resumes and contact information for candidates. If employers wish to find candidates, they may perform a search to filter candidates by skills, certifications held, experience, and educational levels. If a desired candidate is found through search, the employer may still view resume and contact information for the candidate.

#### **4) Key Partnerships**

- **Complete WIB/RWB Partnership Matrix**

See Attachment (I) Key Partnerships

- **Attach One-Stop Partner MOU –WIBs only need to respond**

N/A

- **Describe the policy and process for referring clients to other agencies/organizations that provide social-services, including but not limited to: nutritional assistance, home rent/utility subsidies, domestic-violence support, personal-finance management, legal counseling, disability support, substance-abuse intervention.**

Upon entry into the WorkOne office, customers may identify specific social service needs in combination with employment assistance including food assistance, housing assistance, domestic

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violence support, legal counseling, substance abuse issues, and disability support. Initially, WorkOne customers receive a pocket resource guide, a community resource brochure, and/or conversational guidance regarding sources of community assistance.

WorkOne staff members are trained to assess for community service needs at the time of application. Demographic information obtained at the time of application may indicate possible areas of need to be discussed with WorkOne customer. Existing social service assistance information demonstrates client need.

If not at entry or at the time of application, clients may inquire regarding social service assistance during the job search or training period. Case managers refer customers to the appropriate social service agency in the geographical area.

For nutritional/food assistance, clients may be referred to local food banks, WIC clinics, and Food Stamp programs. Housing assistance referrals include local emergency shelters, transitional housing, low income/income based housing agencies, and homeless outreach teams. Domestic violence support may be supplied through local DV shelters; legal services may be found at the local Legal Aid office or the Indiana Legal Services Organization. Disability assistance may be referred to the local Vocational Rehabilitation office. Financial assistance may be found at local Community Action Programs (CAPE) and trustee offices; budget counseling referrals are made to local credit counseling programs, Catholic Charities, and community development fund offices that offer assistance with home and small business loans. Substance abuse referrals may be made to participating counseling service organizations that utilize an income-based pay scale.

Partner meetings in Knox and Vanderburgh Counties provide an opportunity for various social service agencies to educate WorkOne staff members regarding the services that are offered in each type of organization

- **Describe how the WIB partners with economic development entities within the local area and at the state level.**

Staff of the Regional Operator in Region 11 have developed a strong relationship with local and state economic development entities. The Regional Operator is co-located with the Indiana Economic Development Corporation, the Economic Development Coalition of Southwest Indiana (serving the four counties of Gibson, Posey, Vanderburgh and Warrick), as well as the Growth Alliance for Greater Evansville, the economic development entity for the city of Evansville and Vanderburgh County. The RO also shares a staff member with the Chamber of Commerce of Southwest Indiana to help serve as a liaison to Chamber members and has also shared staff with the Perry County Development Corporation. These shared staff agreements allow the RO to have a finger on the pulse of the communities while maximizing staff time.

The RO attends bi-weekly meetings with the economic developers in the four counties of Gibson, Posey, Vanderburgh and Warrick. These meetings are conducted as the Business Retention and Expansion group for these four counties and also include the Small Business Development Center. The RO is also an active participant of the Knox County Development Corporation's Knox County

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Partnership group. This group actively speaks about the workforce and economic needs of Knox County, actively seeks opportunities to address those needs such as grants or other funds, and tracks progress of initiatives to ensure successful delivery.

RO staff meet with each economic development director on a monthly basis to help establish the workforce needs in each of the counties. Region 11 is very diverse; each county has particular workforce needs. These meetings allow RO staff to understand the needs of the economic developers in each of the counties and assist them with those needs.

**5) Budget**

- **Attach a copy of the WIB/RWB's budget, including all funding streams.**

See Attachment (J) Budget.

- **Describe how the RWB monitors its annual budget and the budget of its service providers.**  
The Regional Operator and contractors submit "Accrued Expenditure Reports" (AER) to the Fiscal agent each month. The AER reports the monthly expenditures and the year-to-date expenditures by grant or contract and compares year-to-date to budget. The Fiscal Agent prepares monthly a "Grant Breakdown" and "Current Standing of Remaining Funds of Region 11" that compares actual expenditures to budget for each grant. The Fiscal Agent also prepares monthly a "Revenue and Expense to Budget" report that compares actual expenditures to budget for each contract awarded by the RWB.

The reports are submitted to the Finance Committee for their review each month along with the Balance Sheet and a detailed narrative of the of the "Grant Breakdown" and "Revenue and Expense" reports. The Committee reviews the reports and makes recommendations to the RWB based of any major variances from the monthly benchmark.

- **Describe how the WIB/RWB will ensure that administrative spending is kept to a minimum**
  - **Explain how WIA administrative funds will be utilized, including projected expenditures for the following categories:**
    - **Staffing (Administrative Cost):**  
The RWB ensures that administrative spending is kept to a minimum through contract negotiations, minimizing duplications and monthly review of expenditures. The Fiscal Agent performs the financial duties of the RWB and the Regional Operator performs the program and operational duties of the RWB. The Fiscal Agent expenditures and the Regional Operator expenditures for accounting, procurement and payroll are administration. The projected expenditures for administration are \$181,000.
    - **Travel:**  
Travel includes reimbursement to board members. Travel expenses include auto mileage, car rental, air fare, taxi fare, toll roads, parking, registrations and overnight lodging. The RWB travel policy is attached. The projected expenditures for travel are \$10,000.

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- **Outreach:**  
Outreach is not budgeted by the RWB or RO. Outreach is conducted through all Regional staff as they interact with business and clients.
- **Other (describe)-**  
NA
- **Provide any policies/procedures the WIB/RWBs will utilize to approve the following:**
  - **Hiring of staff**  
The RWB does not have staff. The Regional Operator and Fiscal Agent act as staff to the RWB. The RWB and the Regional Operator contract require that the RWB approve the hiring of the Executive Director. In addition the RWB issues a Request for Proposal for Fiscal Agent and part of the RFP requires that the key personnel are identified and the resumes are included. Hiring of staff begins with posting on Indiana Career Connect. Resumes are reviewed for related qualifications and appointments are scheduled with an interview panel. A decision is made following a second interview with the top three or four applicants. In order to provide equal employment and advancement opportunities to all individuals, employment decisions for fiscal agent and regional operator staff will be based on merit, qualifications, and abilities. The fiscal agent and the regional operator will not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.
  - **Travel**  
Reimbursements for travel expenses will only be made upon presentation of documentation of actual amounts and nature of expense. Such documentation includes vendor receipts, invoices or confirmation from vendors. Only reasonable expenses directly related to RWB, fiscal agent and service provider business will be reimbursed. No reimbursement for expenses for guests will be made.
- **Please provide the Regional Operator's policy and procedures for staffing to ensure compliance with applicable federal laws and regulations.**

In order to insure compliance with applicable federal laws and regulations the Regional Operator follows the policies and procedures outlined in the Employee Handbook. (See Attachment JJ)

**6) Governance and Structure**

- **Describe how the WIB/RWB consulted with members of the public, including local elected officials, representatives of business, labor, and economic development prior to the submission of this plan.**

Staff of the Regional Operator met with the Chief Elected Officials of each county as well as presented to the County Commissioners meetings in each of the counties to explain the development of this plan. These meetings are open to the public and fairly well attended. Staff has also met with area Chambers of Commerce, Central Labor Council and Economic Developers to let them know of this plan and to seek their input. This plan has been brought to the full RWB meeting (public meetings) and been

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announced to the public that this plan is in the works. Parts of the plan were distributed to through the RWB sub-committee structure (public meetings) to gain the input of sub-committee members as well as the public in attendance.

- **Describe the role of the local elected officials in the governance and implementation of WIA programs in the local area/region. (Attach a copy of the local elected official agreement)**

The Regional Operator, on an annual basis, attends the county commissioner meetings in each of the 9 counties to inform them of events in the region and seek their input. Local elected officials are invited to special bi-annual meetings to discuss the programs and outcomes of the RWB. Their input is solicited and questions are answered. The RO then meets with individual elected officials throughout the 9 counties to provide feedback on the WIA program and seek further input on local topics.

See Attachment (K) Local Elected Official Agreement.

- **Who is the chief elected official for the area, and how is liability for the misuse of WIA funds assumed by the local elected officials? - WIBs only need to respond.**

N/A

- **Identify who the fiscal agent or entity responsible for the disbursement of WIA grant funds in the local area is.**

Name: Nancy Begle  
Organization: Crowe-Horwath  
Address: 1149 S. Balthazar Drive  
Telephone Number: (812) 544-2121  
Email Address: nbegle-crowechizek@live.com

- **Describe the nomination and selection process used to appoint members to the workforce investment board. – WIBs only need to respond.**

N/A

- **Using available workforce data, describe how business representatives that serve on the WIB are appointed to accurately reflect the employment opportunities (primary industries, business size) and the geographic diversity of the local workforce service area. – WIBs only need to respond.**

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N/A

- **Attach a copy of the WIB/RWB bylaws (example of bylaws can be found at [http://www.in.gov/dwd/files/SWIC\\_Bylaws-9-16-10.pdf](http://www.in.gov/dwd/files/SWIC_Bylaws-9-16-10.pdf))**
  - **The following information, at minimum, is required in the by-laws:**
    - **Quorum rules**
    - **Attendance rules**
    - **Membership terms**
    - **Identification of Board Officers and Election Procedures**
    - **Description and duties of any WIB/RWB subcommittees (Youth Council mandatory for WIBs)**
    - **Voting Rules**
    - **Description of what constitutes a conflict of interest to a board member and what actions will be taken by the board member in the event of a conflict of interest**
    - **Describe how the WIB/RWB and any of its subcommittees comply with Open Door Laws**
    - **Rules for Amending Bylaws**

See Attachment (L) RWB Bylaws.

- **Provide a description of the WIB/RWB's support and administrative staffing**
  - **Complete chart below, indicating the compensation of the top five paid individuals employed/contracted by the WIB/RWB, or employed/contracted by any entities using WIA funds to provide administrative or staff support to the WIB/RWB.**

100% of the following wages will be charged to DWD grants.

<b>Executive Compensation</b>					
	<b>Staff Person Name</b>	<b>Salary</b>	<b>Benefits</b>	<b>Bonuses</b>	<b>Total Annual Compensation</b>
1	Jim Heck	\$ 97,850	\$ 9,992	\$1,000	\$108,842
2	Kay Johnson	\$ 51,500	\$ 6,221	\$ 400	\$ 58,121
3	Mary Hamilton	\$ 48,410	\$ 9,260	\$ 300	\$ 57,970
4	Sara Huelsman	\$ 46,350	\$ 5,563	\$ 400	\$ 52,313
5	Linda Jones	\$ 41,200	\$10,509	\$ 500	\$ 52,209

- **Attach WIB/RWB Organization Chart, and provide a brief description of the key responsibilities of all WIB or Regional Operator staff persons**

President and Vice President – Provides overall strategic planning for Region 11's RWB. Identifies national workforce development trends. Evaluates successful workforce development initiatives for applicable utilization in Region 11.

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Executive Director – Manages the day to day operations of the Regional Operator. Provide staff support at Regional Workforce Board and committee meetings. Plans and directs all aspects of the organizations operational policies, objectives and initiatives.

Operation Manager – Creates and maintains a performance management system with associated metrics for all contractors of the Regional Workforce Board. Supervises Performance Monitoring Specialists. Manages day to day operations of the System Performance team. Creates and maintains standard operating procedures in compliance with state, federal and local policies.

Business Services and Communications Manager – Develops and maintains relationships with local employers. Supervises Business Services and Communication Specialists and Intern Representatives. Conducts employer outreach and coordinate activities to optimize employment opportunities and available services for customers. Builds relationships with chambers and economic development groups. Develops and maintains communication to region through newsletters and websites.

Finance Manager – Manages the Regional Operator finances, grants and contracts. Manages the Regional Operator bank account recording receipts and disbursements. Prepares budgets for grants and modifications to grants. Procures and prepares contracts and modifications. Serves as liaison to the Fiscal Agent. Serves as the Equal Employment Officer.

Administrative Assistant – Provides administrative support to the Executive Director. Plans, schedules, announces, coordinates and records meetings. Drafts and edits reports, presentations and other documents. Maintains required corporate, RWB and Local Elected Officials documents.

Business Services & Communications Specialist – Develops and maintains relationships with local employers. Performs outreach to employers to inform them of programs. Promotes Indiana Career Connect.com to employers. Maintains contacts and outcomes in Indiana Career Connect. Schedules and facilitates rapid response as needed. Contributes and assists with distribution of the newsletter to businesses

Planning Manager – Facilitates the collaboration of educators, business leaders, economic developers and workforce professionals to lead to regional solutions and programs. Builds and maintain relationship with community leaders. Identifies public and private funding sources. Develops and writes plans for funding requests. Prepares request for proposals.

Performance Monitoring Specialist – Data validation and monitoring of all service providers and subcontractors. Serves as a master user on the TrackOne data tracking system. Monitors TrackOne performance data. Conducts monitoring of the WorkOne sites for TrackOne compliance. Prepares monitoring reports. Compiles monthly and year-to-date reports of TrackOne data.

See Attachment (M) RWB Organization Chart.

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- **Please clarify the number of FTE's positions at the Regional Operator Level.**

The Regional Operator is staffed with 9 full-time equivalents. See Attachment (MM) RO Organization Chart.

The Service Provider is Vincennes University. See Attachment (MMM) Service Provider Organization Chart.

- **Who is the area's OneStop Operator (OSO), what are its roles and responsibilities, and describe the OSO designation process – WIBs only need to respond.**

N/A

- **Identify what WIA services and/or activities will be awarded through competitive grants within the local area/region, and briefly describe the competitive process that was or will be utilized within each competition?**
  - **OneStop Operator? (WIBs only)**
  - **WIA Youth Service Providers? (WIBs only)**
  - **WIA Adult Service Providers?**
  - **WIA Dislocated Worker Providers?**
  - **Other?**

In order to ensure that the maximum number of bids is received for the Regional Operator and/or Service Provider the RWB announces the Request for Proposal in the area newspapers, WorkOne website and the Department of Workforce Development website. E-mail announcements are sent to all vendors on the master bidders list.

For PY12, an RFP will be issued for WIA Adult, Dislocated Worker, and Youth Service providers. This RFP will cover two years with the possibility of an extension for a third year based on performance. The RWB, after consulting with DWD, will direct the RO to issue an RFP for these services. The RFP will be publicly announced and posted on both the RWB and DWD websites. A bidder's conference will be held and bidders will be given the opportunity to submit questions. The RO will review responses to ensure the specifications set by the RWB are met. The Operations Committee of the RWB will score the proposals and make a recommendation to the full RWB. The RWB will make the final decision. All RWB meeting are open to the public.

- **How does the WIB/RWB eliminate real or perceived conflict of interest in developing RFPs, scoring proposals, and issuing grant awards?**

All RWB members annually complete a conflict of interest document disclosing real or perceived conflict of interest including business information and personal/familial relationships. In the event conflict of interest is discovered in RFP development, proposal scoring, and contract award, such an individual will be removed from processes and will abstain from vote.

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**7) Program Contact Lists and Signature Page**

- **Provide the name and contact information of the WIB/RWB's primary contact persons for the following:**

- **WIA Adult and Dislocated Worker Programs-**

Jim Heck  
Grow Southwest Indiana Workforce  
318 Main St. STE 504  
Evansville, IN 47708  
(812) 492-4505  
[Jim.heck@workonesw.org](mailto:Jim.heck@workonesw.org)

- **WIA Youth Programs**

Jim Heck  
See above

- **Fiscal management**

Nancy Begle  
Crowe-Horwath  
1149 S. Balthazar Drive  
Santa Claus, IN  
(812) 544-2121  
[nbegle-crowechizek@live.com](mailto:nbegle-crowechizek@live.com)

- **Electronic/Information systems**

TrackOne  
Kay Johnson  
Grow Southwest Indiana Workforce  
318 Main St. STE 504  
Evansville, IN 47708  
(812) 492-4508  
[Kay.johnson@workonesw.org](mailto:Kay.johnson@workonesw.org)

Indiana Career Connect  
Sara McCarty  
Grow Southwest Indiana Workforce  
318 Main St. STE 504  
Evansville, IN 47708  
(812) 492-4509  
[Sara.mccarty@workonesw.org](mailto:Sara.mccarty@workonesw.org)

- **Data collection/performance**

Kay Johnson  
Grow Southwest Indiana Workforce  
318 Main St. STE 504  
Evansville, IN 47708  
(812) 492-4508  
[Kay.johnson@workonesw.org](mailto:Kay.johnson@workonesw.org)

- **WIA Equal Opportunity Officer**

Linda Jones

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Grow Southwest Indiana Workforce  
318 Main St. STE 504  
Evansville, IN 47708  
(812)492-4511  
[Linda.jones@workonesw.org](mailto:Linda.jones@workonesw.org)

- **WIA program complaints**  
Linda Jones  
See above
- **The Local Plan must be signed and dated by the following (include printed name and title, and contact information):**
  - Workforce Investment Board/Regional Workforce Board Chairperson
  - Chief Elected Official*(Attach the signatory page in PDF format)*

**Attachments to be included**

- 1) Local Area/Region List of Demand Occupations or Policy (PDF format acceptable)
- 2) WIA Adult and Dislocated Worker Services Matrix
- 3) WIA Youth Services Matrix
- 4) WIB/RWB Partners Matrix
- 5) Copy of WIB MOU (for WIBs only, in PDF format)
- 6) Copy of local elected officials agreement (for WIBs only, in PDF format)
- 7) Copy of WIB/RWB Bylaws (PDF format acceptable)
- 8) Copy of performance reports to the WIB/RWBs for Q3 and Q4 2010, Q1 2011. (PDF or MS Publisher format acceptable)
- 9) Any other attachments (PDF format acceptable, excepting spreadsheets containing numerical data)

**In Witness Whereof**, Grow Southwest Indiana Workforce Board, Inc. Chairperson and Region 11 Chief Local Elected Official, through their duly authorized representatives, drafted this State Workforce Investment Plan. The parties, having read and understanding the foregoing terms of this State Workforce Investment Plan, do by their respective signatures dated below hereby submit this plan for approval.

**Grow Southwest Indiana Workforce Board, Inc. Chairperson:**

\_\_\_\_\_  
Signature

Paula Pinkstaff, Chair

\_\_\_\_\_  
Typed or Printed Name and Title

\_\_\_\_\_  
Date

**Region 11 Chief Local Elected Official:**

\_\_\_\_\_  
Signature

Mayor Jonathan Weinzapfel

\_\_\_\_\_  
Typed or Printed Name and Title

\_\_\_\_\_  
Date

**SOP 06-04**  
**Individual Training Contracts**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**RWB Approval Date: 10/22/06**  
**Revised: 3/26/10**  
**Revised: 4/12/10**

**Purpose**

To provide policy concerning the payment of training expenses to eligible training providers for the training of individuals using funds from the Workforce Investment Act. Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of such services.

**Dollar Limitations**

Each customer can be awarded up to \$4500 per program year. This package will include: tuition, books, fees, tools, and additional training supplies. Exceptions may be made in writing to the Regional Operator.

**Eligibility Determination**

Customers must meet the gateway from core and intensive services to training. Customer must have made a concerted effort to locate employment and his/her inability to do so without further training must be clearly documented in the file.

Customers must have a comprehensive assessment and an Individual Service Strategy (ISS) developed which includes a job search plan for post-training services.

The customer needs to test at a reading and math level consistent with the requirements for the occupation chosen for training. A standardized test must be used by the service provider. Customers who are unable to test at the appropriate level may qualify for remedial training.

A standardized occupational skills assessment needs to be given to insure the customer's interests, values, and abilities match his/her stated training goal.

The training selected must be an in-demand occupation and must meet the customer's performance wage. The customer should be assessed to discover if he/she already has a marketable certification. Training can be obtained for persons who have a credential if that credential is found to be no longer marketable.

The customer should complete a self-directed labor market study to find out more about the desired occupation and to ensure there is a demand for it in his/her local labor market.

The customer must apply for all available grants and scholarships. Customers will not be asked to seek loans for educational purposes.

Dislocated Workers must show an inability to locate employment at the current DWD replacement wage.

Adults must show an inability to locate employment at the current DWD replacement wage and meet one of the following criteria:

1. Economically disadvantaged individual not eligible for TANF or food stamps
2. The working poor (economically disadvantaged and employed)
3. Former or current TANF recipients
4. Food stamp recipients
5. Single parent household with dependents who have not graduated from the 12<sup>th</sup> grade
6. Ages between 18 – 21 or over 54 years of age
7. Long-term unemployed 12 out of 26 weeks or have a poor work history as defined by DWD
8. Individual with a physical or mental impairment which is a substantial impediment to employment
9. No high school diploma or GED
10. Individual with family income below WIA self-sufficiency
11. Individual with a felony which is a substantial barrier to employment

### **Selecting an appropriate training goal**

Training will be limited to occupations on the local in-demand occupations list. If the customer wants, and his/her assessment supports the need for training in an occupation that is not on the list, the service provider will request a solid job offer from an area employer in writing. After the service provider verifies the job offer, the program director will review the request and has the authority to allow the customer to proceed with training. All contracts must be executed with a training institution on the statewide provider list. The service provider will forward a memo for record to the Regional Operator with a copy of the contract.

### **Duration**

The duration of the Individual Training Account will be not more than one year, not to exceed the end of the program year. Educational cost agreements will be issued either by the semester or quarter and will include the cost of books, fees, and other educational materials in addition to tuition. Exceptions to the ITC limit may be granted by the Regional Operator following a written request and justification by the service provider staff.

### **Unspent Funds**

Unspent funds may be carried over to the next program year if applicable.

## **Customer Requirements**

1. The customer must be enrolled in comprehensive assessment. The customer's training related financial assistance needs must be documented. This should include a budget (Attachment A). The budget should be reviewed to ensure the customer has enough personal survival income to stay in training through its duration. This budget will be updated prior to each school term to assist in re-determining need. The assessment should support the customer's need for training. The assessment should also include, but not be limited to: Career Goals and Interests, Career Talents, Career Skills, Academics, Job-Seeking Skills, Job Keeping Skills, Life and Family Issues, Physical and Mental Health, Chemical Dependency Issues, and Legal Issues.
2. The customer should complete a standardized reading and math assessment. These test scores should meet the minimum requirement for the selected occupation. Customers who are unable to test at the appropriate level may qualify for remedial training.
3. The customer should complete an interest inventory to ensure their skills, values, and interest corresponds to their training goal.
4. The customer should have an IEP which supports the need for training. The IEP should have a targeted job search plan as well.
5. The customer should have applied for other grants and should be either unable to obtain these grants or the grants should be insufficient to cover the cost of the customer's education.
6. The customer must select training in a demand occupation as stated on the local In-Demand Occupation List.
7. The customer must select an educational facility on the state approved list.
8. The customer must understand and agree to the statements in the Student Training Agreement. This agreement should be reviewed with the customer at the beginning of each semester.
9. The authorization for registration form will be completed and presented to the educational institution.

## **Contract Procedures**

1. A contract must be written for each funding source. Youth in need of training may access funds from youth dollars under classroom training or when appropriate, may be concurrently enrolled into the adult program for purposes of an ITC.
2. The use of ITC's will be explained to the registrant during the completion of the IEP.
3. A contract must be written for each funding source.
4. Each contract will appropriate a specific dollar amount to the educational institution for training.
5. The ITC will be used for all expenses associated with the training, such as tuition, books, fees, supplies, etc.
6. Supportive services, tools, uniforms and equipment will not be included in the ITC.
7. Contracts may be modified to increase or decrease the total appropriation.
8. Contracts may be written for the duration of one program year.
9. At the end of the program year, the contract must be closed out.
10. All contracts must be signed and dated on or prior to the effective date of the contract.
11. A GPA of at least a 2.0 on a 4.0 scale must be maintained in order to obligate additional funds.
12. Information about Pell Grants and other financial aid available to the registrant will be provided during the assessment process prior to the completion of the IEP. The registrant is required to file for financial aid.
13. The staff is responsible for preparing and submitting the exchange of financial aid information to the educational institution each quarter or semester.

14. One copy of the contract must be signed by the appropriate individuals. The original will be kept by the Service Provider in the client file and copies submitted to the training provider and RO.

### **Educational Cost Agreement**

An ECA will be developed after the contract has been executed. Each ECA appropriates a portion of the total funds allocated in the contract,

Each ECA will be written for specific course work and a specific period of time.

Classroom training should be for a reasonable course load and the academic and or vocational skill should be attainable within the time frame and within the customer's abilities.

In NO instance shall an ECA be written to train a customer for a job that will pay less than performance standard objectives.

All costs associated with the training or the training environment, which is provided at no cost to the regular student, shall be the responsibility of the training institution.

An agreement must be prepared between the service provider and the customer concerning care and disposition of the tools, books, and non-consumable supplies should the customer not be employed following training or does not complete the training program.

For tools and supplies not available through the training institution, an additional training supplies form must be completed and accompanied with a check request. A copy must be sent to the Regional Operator.

When entering into an ECA, the file must have documentation listing cost of tuition/attendance per credit hour or other method of determining cost for all programs offered by an educational institution, minimum admission requirements, required achievement levels, attendance policies, refund policies, and policies concerning the cancellation or dropping of classes after enrollment.

In no instance shall the customer be required to apply for or access student loans or incur personal debt as a condition of participation.

The educational institution must inform the service provider of the amounts and disposition of any HEA Title IV award, as well as other sources of financial aid for each customer. These funds must be expended before WIA funds can be accessed.

WIA funds cannot be expended on costs that already have been paid for by PELL Grant funds or other financial aid awards. PELL grant funds can be used for tuition or other educational related expenses. If a customer is receiving TANF and PELL, the PELL must be used for tuition.

If there is a change in the status of the ECA during the course of the agreement period, the ECA must be modified.

All ECAs must be modified to be customer specific and with the goal to secure full-time employment.

All customers enrolled in WIA training services must apply for all grants and financial aid available (excluding student loans).

Each customer must sign a release of information to authorize release of financial aid information, results of testing, recommendations and/or acceptance into any programs of the training institution, grades and midterm reports and copy of all diplomas, degrees, and credentials.

Customers must provide attendance sheets at a minimum of monthly; however, attendances sheets must be provided at more regular intervals if they are needed as backup documentation for supportive services.

A copy of the customer's grade report must be placed in the contract file at the end of each semester or summer session. The grade must also be entered as part of the customer's record.

Inconsistencies in the customer's attendance or failure to abide by the educational institution's policies or procedures will be immediately addressed by the service provider. Changes in the customer's status must be reported by the service provider staff to the Regional Operator for purpose of contract monitoring.

Billing for reimbursement will occur after the drop and add period has concluded and will be consistent with the requirements of the institution that is usual and customary for other students

An educational institution found to be abusing the program shall be examined by the staff putting a notification in writing to his/her supervisor. Management will make recommendations to the Regional Operator.

Upon completion, a copy of the certificate or diploma should be placed in the contract file. A copy of the credential will be sent to the Regional Operator for the purpose of contract monitoring.

### **Drug Screening**

A 5 panel drug screen will be conducted prior to entering into a contract with the training institution for all ITC candidates.

### **Credential Incentive Program**

No incentive payment will be included at this time.

**Review of the ITC Process**

<p>1. The customer will receive services through staff assisted core and intensive service prior to entering an individual training contract.</p>	<p>2. The customer will take and pass a 5 panel drug screen.</p>	<p>3. The customer will participate in career exploration and meet with his/her service manager to ensure that this is a good match for his skills, abilities, interest, and the local labor market.</p>
<p>4. The customer will select a school from the state approved list to attend for training.</p>	<p>5. The customer will apply for other grants and scholarships with the help of his/her service manager and his/her chosen educational institution.</p>	<p>6. The service provider will make contact with the educational institution and advise them there will be a contract forthcoming. This can be in the form of an individual training contract or as an agreement for an umbrella contract already established with the educational institution.</p>
<p>7. The service provider will complete the educational cost agreement. This will be signed by the service provider, the educational institution, and the customer. There will be one original signature and two copies. The original will be retained by the service provider in the client file, one copy will go to the educational institution, and one copy will be sent to the Regional.</p>	<p>8. At the end of the semester or quarter, there may be a change in the original cost in the educational cost agreement. The service provider will modify this amount with the Educational Cost Agreement. When this modification is complete and the check is cut to pay the amount due to the educational institution, the contract will be completed.</p>	<p>9. This process from step 5 – 8 will be repeated for each school term.</p>

## **Glossary of Terms**

- 1. ITC – Individual Training Contract (This is a contract between the Regional Workforce Board and a customer seeking services. It is executed by the RWB’s service provider (Vincennes University) and the educational institution.**
- 2. Educational Institution – Any facility of higher learning on the State of Indiana’s approved training list.**
- 3. State Approved List – The State of Indiana keeps a list of training institutions and their programs which have received an approval from state agencies and boards such as the Office of Vocational Rehabilitation and the Regional Workforce Boards, where customers may attend with the goal of obtaining a marketable credential.**
- 4. Regional Operator – the entity which holds the contract with the Regional Workforce Board to oversee and operate WIA services. In region 11, T.P. Miller and Associates (Grow Southwest Indiana Workforce) is the Regional Operator.**
- 5. Service Provider – The entity which the Regional Operator has chosen to deliver services to customers. In Region 11 this is Vincennes University.**
- 6. ECA – Educational Cost Agreement – an agreement between the Service Provider, Customer, and the Educational Institution regarding the amount of money which will be paid by WIA funds.**
- 7. HEA – Higher Education Award – a grant given by a school or university which assists with the cost of the training.**

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EDUCATIONAL COST AGREEMENT	
Educational Institution	Program Title
Customer Name	Social Security #
Semester	Beginning Date
Dot Code	Ending Date
Contract Number	Occupational Title
ECA Number	Issuing Office (Agency)

FUNDING SOURCE	AMOUNT	EXPENSE (Tuition, Books, Supplies, Living Expenses, etc.)
*PELL Grant		PELL Grant <b>must</b> be applied before WIA funding
*Other Financial Aid		Financial Aid <b>must</b> be applied before WIA funding
* Other Scholarships		Scholarships <b>must</b> be applied prior to WIA funding
*WIA Training Funds		TUITION: \$
		BOOKS: \$
		SUPPLIES: \$
		CAMPUS FEES: \$
		PELL GRANT: \$
		SCHOLARSHIPS: \$
		FINANCIAL AID: \$
		ECA TOTAL: \$
* Student Loan		
* Customer Contribution		
*Other Sources		
<b>TOTAL AMOUNT:</b>		

THE PARTIES TO THIS EDUCATIONAL COST AGREEMENT by mutual understanding agrees to the distribution of the funds as outlined above. This educational Cost Agreement has been reached through a joint discussion and negotiation between the Service Provider's representative, the Educational Institution's Representative, and the CUSTOMER. This agreement outlines how available dollars will be applied to the cost of tuition, fees, books, and living expenses. The E/I assures that the Service Provider and the CUSTOMER have been informed of the amounts and disposition of all the HEA Title IV awards and all other types of financial aid available to the CUSTOMER and that the WIA funds do not duplicate any other available funds.

The CUSTOMER acknowledges that he/she has been informed that WIA funds will not be available to repay student loans and that the decision to secure a student loan is as an independent CUSTOMER and not part of the authorized WIA commitment.

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E/I's Authorized Representative	Service Provider's Authorized Representative	CUSTOMER
DATE:	DATE:	DATE:

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**EDUCATIONAL COST AGREEMENT MODIFICATION**

Educational Institution	Program Title
Customer Name	Social Security #
Semester	Beginning Date
Dot Code	Ending Date
Contract Number	Occupational Title

FUNDING SOURCE	AMOUNT	EXPENSE (Tuition, Books, Supplies, Living Expenses, etc.)	
		*WIA Training Funds	
		BOOKS:	
		SUPPLIES:	
		LAB AND/ OR CAMPUS FEES:	
		PELL GRANT:	
		SCHOLARSHIPS:	
		FINANCIAL AID:	
		Unallocated WIA Funds from prior period	
		ECA MODIFICATION TOTAL:	

The Purpose of this Modification is to (Check One)

<input type="checkbox"/>	Increase the funds	by: \$		from:\$		to a total of:	
<input type="checkbox"/>	Decrease the funds	by: \$		from:\$		to a total of:	
<input type="checkbox"/>	Change the ending date	From:		To:			

This modification is an extension of the original ECA. With the exception of the information contained herein, the original provisions remain unchanged.

Signature of E/I's Authorized Representative:	Date:
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Signature of Service Provider's Authorized Representative:	Date:
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**EXCHANGE OF FINANCIAL AID INFORMATION**

Participants Name	Program	SERVICE PROVIDER:										
Participants Name	Address											
Address	Phone Number											
Social Security Number	Number of Credit Hours	Major										
School Name/ City	School Phone (Optional)											
School Address												
I authorize the Service Provider named and the Financial Aide Officer at the above named school to exchange financial, academic, and other information necessary to further my training. I authorize the release of a copy of my Financial Award Letter.												
Participant's Signature				Date								
Service Provider Staff Signature				Date								
Need analysis for (check one)	<input type="checkbox"/>	Fall	<input type="checkbox"/>	Winter	<input type="checkbox"/>	Spring	<input type="checkbox"/>	Summer	Dates:	mm/dd/yyyy	to	mm/dd/yyyy
<b>SCHOOL OFFICIAL -- COMPLETE AND RETURN THIS FORM TO THE ABOVE OFFICE</b>												
1. Is student on probation status? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Academic <input type="checkbox"/> Financial Aid												
2. Has the student applied for financial aid? <input type="checkbox"/> Yes <input type="checkbox"/> No												
3. Student has financial aid specifically designated for tuition? <input type="checkbox"/> Yes <input type="checkbox"/> No												
NUMBER OF CREDIT HOURS ENROLLED						COST PER CREDIT HOUR \$						
FINANCIAL AID - SEMESTER INFORMATION						DIRECT EDUCATIONAL EXPENSES - SEMESTER INFORMATION						
PELL	\$	Tuition				\$						
Higher Education Award -Tuition Only	\$	Books				\$						
Other Grants	\$	Fees				\$						
Other Scholarships	\$	Supplies				\$						
Other Scholarships	\$	Lab				\$						
Supplemental Education Opportunity Grant	\$	Room and Board				\$						
Federal Perkins Loan	\$	Transportation				\$						
Stafford Loan	\$	Personal Expenses				\$						
Other Loans	\$	Other				\$						
Child of Disabled Veteran- Tuition	\$					\$						
Work Study / On-Campus Employment	\$					\$						
TOTAL	\$	TOTAL				\$						
Student <input type="checkbox"/> is a commuter <input type="checkbox"/> is a dependant <input type="checkbox"/> resides on campus <input type="checkbox"/> is self supporting <input type="checkbox"/> resides off campus						Student will attend <input type="checkbox"/> Full-time <input type="checkbox"/> Half-time <input type="checkbox"/> ¾ time <input type="checkbox"/> less than half						

The training institution assures that (1) PELL/ SEOG and/or other Federal, State, and Local Grants available to the student, and WIA funds, will not be used for the same expenses; (2) all refunds, rebates, discounts, and expenses paid by the training institution are due and payable to the Service Provider upon discovery; (3) fund authorized by the Service Provider from WIA funds will be used exclusively for tuition, book, supplies, and fees as approved in accordance with the institution's published fees; If the participant, for an reason, does not complete authorized length of training the agreement becomes null and void for any charges other than those already incurred. I have read and agree to the conditions of the Occupational Skills Training Agreement.

\_\_\_\_\_  
SCHOOL OFFICIAL SIGNATURE

\_\_\_\_\_  
DATE

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**INDIVIDUAL TRAINING CONTRACT**

<b>Contract Number:</b> _____	<b>Modification Number:</b> _____
<b>Funding Source:</b> _____	<b>WIA Approval #:</b> _____
<b>Educational Institution</b>	<b>Agency</b>

**TRAINEE'S NAME:** \_\_\_\_\_

**Semester:** \_\_\_\_\_

**SOCIAL SECURITY NUMBER:** \_\_\_\_\_

**TOTAL CONTRACT ALLOTMENT:** \_\_\_\_\_

**AGREEMENT**

- 1. PARTIES TO THIS AGREEMENT:** By mutual understanding, \_\_\_\_\_ herein known as E/I and the WIA Service Provider, hereinafter known as AGENCY, are bound to the mutual obligations and performance agreed to herein for eligible and enrolled WIA customers referred to the E/I by the AGENCY.
- 2. PERIOD OF AGREEMENT:** This agreement shall begin \_\_\_\_\_ and remain valid until \_\_\_\_\_ or until such time as wither party deems it necessary to terminate and/ or modify said agreement.
- 3. PURPOSE:** The E/I shall provide classroom training instruction which will assist WIA certified individuals in obtaining the skills necessary to secure employment. **The intent of such training shall be to secure full-time employment.**
- 4. ALLOTMENT:** The total cost of this Contract to the Agency's WIA grant will not exceed \_\_\_\_\_. This allotment is subject to availability of funds and does not constitute a federal or AGENCY obligation.
- 5. MODIFICATION:** This modification [ ] does not change the allotment or [ ] increases, [ ] decreases the allotment by \_\_\_\_\_. The funds previously allotted to a new total allotment of \_\_\_\_\_.
- 6. APPROVED COURSES:** The E/I shall provide classroom instruction only in courses approved by the AGENCY.
- 7. EDUCATIONAL COST AGREEMENT:** An Educational Cost Agreement (ECA) will be developed on a semester/ summer session basis for each customer referred to the E/I under this Contract. Modifications can make to the ECA during the period of the Educational Cost Agreement.
- 8. APPLICABLE LAWS:** The E/I agrees to abide by all applicable Federal, State, and Local Laws governing its organization and this program during the life of this agreement which shall include, but not limited to, all levels of policy which emanate from the Workforce Investment Act of 1998.
- 9. PAYMENTS:** Payments to the E/I shall be predicted on submission of properly completed documents. The documents shall be evidence of enrollment, tuition, fees, and appropriate adjustments, discounts, rebates and funds consistent with the policies of the E/I governing tuition, books, and fees. The handling and processing of payments for WIA customers shall be accorded the same treatment as other students attending the E/I.
- 10. DUPLICATION OF SERVICES:** The E/I will disclose and assure that all HEA Title IV awards and all other types of financial aid available to the customer will not be used for the same expense as the WIA funds. The E/I shall inform the AGENCY of the amounts and disposition of any HEA Title IV awards as well as other sources of financial aid for each customer that is awarded after enrollment of the individual customer. The E/I and the AGENCY shall fully disclose to any WIA customer and the total financial obligations of

the training, the investment being made by WIA, Grants, Work Study, and any and all other contributions to the education to the CUSTOMER as part of the ECA.

11. **NONDISCRIMINATION:** The E/I shall provide WIA customers with the same conditions as other enrolled students of the E/I in similar training programs. As a condition to the award of this Agreement under WIA funded programs, the E/I assures, with respect to the execution of this Agreement, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Investment Act of 1998, including the Nontraditional Right Act of 1964, as amended section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; title IX of the Educational Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR part 34. The United States has the right to seek judicial enforcement of the assurance.
12. **NOTIFICATION TO INSTITUTION DEPARTMENTS:** The E/I ensures that all departments involved in implementation of this Agreement are informed of all terms and conditions, including but not limited the Financial Aid Officer, Book Store(s), and the E/I's Business Office Controller.
13. **ALLOWABLE COST:** Funds available under this Agreement shall be used exclusively for tuition, books, supplies, and fess in accordance with the E/I's published fees offered to the general public as outlined in the ECA and as approved and agreed to by the AGENCY, E/I, and Customer.
14. **LIMITATIONS:** The AGENCY shall not be liable for the cost incurred for individuals not certified as WIA eligible prior to enrollment and participation at the E/I. All refunds, rebates, discounts, and expenses paid by the AGENCY are due and payable upon discovery. The E/I agrees to notify the AGENCY upon discovery of excessive absenteeism or withdrawal of enrolled WIA Customers.
15. **ACCESS TO RECORDS:** It is further agreed that the AGENCY will have access to all information the E/I compiles concerning a WIA Customer and that copies of this information will be tendered to the Workforce Training Center, the Workforce Investment Board, the Department of Labor, the Comptroller General if the United States or any of their duty authorized representatives, and other authorized Federal and State officials. The E/I shall preserve and make available records until the expiration of three (3) years from the date of final payment.
16. **INTENT TO MODIFY:** The AGENCY has the right to revise or modify this Agreement based on its funding and planning under the State of Indiana and WIA legislation. The AGENCY shall have the right to modify this Agreement in the instance of inadequate funding levels provided to the AGENCY upon giving 15 days of written notice to the E/I. all modifications to the Agreement must me in writing. Request from the E/I for interpretations or modifications must be made in writing to the AGENCY.
17. **TERMINATION:** The AGENCY has the right to terminate this Agreement in the event there are inadequate funds provided to the AGENCY TO CARRY OUT THIS Agreement upon giving 30 days written notice to the E/I. this Agreement may be cancelled in writing by either party by giving 30 days written notice to the other party in this Agreement.
18. **HOLD HARMLESS:** The E/I agrees to save and hold harmless the AGENCY from all loses, liabilities, claims, judgments, demands, legal proceedings, recoveries, cost, expenses, and attorney's fees brought or recovered against the E/I which may arise as a result of the acts of any of its personnel in the performance of its obligations under the Agreement.
19. **COMPLETE AGREEMENT:** This Agreement as set forth herein, including any subsequent modifications hereto, and along with the attachments herein set forth as attached and made a part of the agreement, constitutes the whole of the Agreement and the final expression of the intention of the parties thereto, and any other verbal or oral expression is not a part of the Agreement and is without effect herein.

### SIGNATURES OF AUTHORIZATION

Educational Institution's Signatory Official	Agency's Signatory Official
Signature: _____	Signature: _____
Typed Name: _____	Typed Name: _____
Title: _____	Title: _____
Phone Number: _____	Phone Number: _____
Date: _____	Date: _____

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**OCCUPATIONAL SKILLS ASSISTANCE AGREEMENT**

The following items apply to my training component (please place a check mark by each item that applies):

- 1) I agree to contact the service manager **at least once a month**, I understand that failure to make contact will affect my school funding. I agree to turn in my monthly tracking sheet in a timely manner.
- 2) I understand that I must inform the staff immediately if I cannot start or finish my class (es) as planned.
- 3) I agree to let staff know immediately if I move, change my phone number, or contact person.
- 4) I understand that I must complete a Federal Financial Aid Form (FAFSA) by March 1<sup>st</sup> of each year. I also agree to apply for all available financial aid.
- 5) I understand that I must provide Service Provider staff with a copy of my grades within one week of receiving them.
- 6) I understand that failure to maintain a 2.0 cumulative grade point average could result in loss of all assistance.
- 7) I agree to provide staff with my class schedule and anticipated expenses for the current semester in a timely manner.
- 8) I agree that **before** I withdraw/ drop a class after the first week I must call to discuss the situation with staff. Failure to do so might make me responsible for reimbursing the cost of the class.
- 9) I agree to contact the office if I decide to change my major.
- 10) I agree to notify staff of any **additional** financial assistance I receive **each semester** such as scholarships, loans, grants, etc.
- 11) By my signature below, I verify that I fully understand and agree to comply with all the items on the agreement. I also verify that a copy of this agreement has been provided to me.

Participant's Signature

Date

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**OCCUPATIONAL SKILLS TRAINING AGREEMENT/ EXCHANGE  
OF FINANCIAL AID INFORMATION**

By mutual understanding the Service Provider \_\_\_\_\_  
(hereafter referred to as the Service Provider), and the training institution agrees to the following for the Service Provider participant referred to receive classroom training to obtain the skills necessary to secure employment.

This agreement shall remain valid for the semester or training period or until either party deems it necessary to terminate or modify it. Termination of this agreement for convenience must be in writing and made with no less than thirty (30) calendar days prior to the effective date of such termination.

**APPROVED COURSES AND PAYMENT:** Only courses and cost authorized on the Training Authorization are approved for payment. Funds shall be used exclusively for tuition, books, supplies, and fees as approved by the Service Provider in accordance with the institution's published fees as specified in course catalogues. Funds for any certified participant served under this agreement shall not exceed the amounts on T A unless modified by bilateral written agreement. The Service Provider maintains title to all tools, books, and other materials purchased. The Service Provider assumes no liability for costs not specifically authorized nor is there a commitment of subsequent training funds. Payment to the Institution shall be predicted on submission of properly completed documents as agreed to by the Service Provider.

**APPLICABLE LAWS:** The Institution agrees to abide by all applicable Federal, State mans Local laws governing its organization and this program during the life of this agreement which shall include, but not limited to, all levels of policy which emanate from the Workforce Investment Act of 1998 (WIA). As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Development Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, sex, religion, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/ status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity; Title VI of the civil rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against a qualified individual with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.; Title IX of the Educational Amendments of 1972, as amended, assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed program activity, and to all agreements the grant applicant makes to carry out the WIA Title I financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of assurance.

**DUPLICATION OF SERVICES:** The institution assures that the Institution's financial aid officer will inform the Service Provider of the amount of disposition of any HEA Title IV award (including PELL Grant, Supplemental Education Opportunity Grant, Work-Study, and Federal loan programs) as well as other sources of financial aid for each of the participants which was awarded after enrollment unless in direct conflict with Title IV education fund refund regulations and to the limit of its ability. In the event that any or all of the tuition and fees paid to the Institution are refundable, the Institution will refund such amounts to the Service Provider up to the amount which the Service Provider has paid for this participant. The Institution further assures that it will adjust charges as appropriate to the Service Provider if eligibility for PELL grants and other forms of financial assistance is not established until after a participant referral to the Institution has occurred. The Institution assures that the financial aid office or controller is aware to this agreement. All refunds and expenses paid by the Service Provider are due and payable to the Service Provider upon discovery. The Institution agrees to notify the Service Provider upon discovery of excessive absenteeism or withdrawal of enrolled participants.

**ACCESS TO RECORD:** It is agreed that the RWB/Regional Operator, DWD, and DOL will have access to all information the Institution compiles concerning a participants and funds to conduct audits and examinations. This information will be tendered to the Service Provider upon presentation of a waiver concerning release of private information signed by the participant and his/ her guardian or parent, if required. This will include information on grades, the academic progress of the Service Provider participants and classroom attendance.

**HOLD HARMLESS:** The Institution agrees to save and hold harmless the RWB/Regional Operator/Service Providers from all losses, liabilities, claims, judgments, demands, legal proceedings, recoveries, cost, expenses, and attorney's fees brought or recovered against the Institution which may arise as a result of the acts of any of its personnel in the performance of its obligations under the Agreement. Institutions that are exempt from this clause per ruling of the Attorney General are to attach a letter of exemption.

Revised 10/08

**Grow Southwest Indiana Region 11**  
**WorkOne**  
**Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh, Warrick**  
 10/16/08

**TRAINING AUTHORIZATION**

County	Program	Service Provider	
Participants Name		Address	
Address		Phone Number	
Social Security Number		Number of Credit Hours	Major
School Name/ City		School Phone (Optional)	
School Address			
<p>The Service Provider agrees to the payment of tuition of and fees for the provided instruction, fees, books, and materials indicated on this page. There is no commitment nor is it implied that the Service Provider will pay the institution for any subsequent periods of training. The Service Provider does not assume any liability for any cost not specifically authorized.</p> <p>The courses listed are those described in the course catalog as is the amount charged.</p> <p>The training institution certifies that it will inform the Service Provider of the amounts and disposition of any financial aid received by the named participant. This includes, but is not limited to, Higher Education Act Title IV funds.</p> <p>In the event that any or all of the tuition and fees paid to the institution are refundable, the institution will refund such amounts to the Service Provider up to the amount which the Service Provider has paid for this participant.</p>			
Service Provider AUTHORIZES THE FOLOWING COURSES, TUITION, FEES, AND BOOKS			
AUTHORIZED COURSES FOR ENROLLMENT FOR: Fall: _____ Winter: _____ Spring _____ Summer: _____ Dates _____ to _____			
CREDIT HOURS _____ x COST PER CREDIT HOUR \$ _____ = (A) \$ _____ TUITION			
<b>LESS THE FOLLOWING:</b>			
SOURCE		AMOUNT	
TOTAL		(B) \$	
TOTAL TUITION AUTHORIZED (A-B)		\$	
BOOKS AUTHORIZED		\$	
FEES AUTHORIZED		\$	
TOTAL AUTHORIZED		\$	
Participants Signature		Date	
Staff Signature		Date	



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Rev 10/08

**Attachment (B)**

**SOP 09-04  
Local Training List  
Standard Operating Procedures  
Grow Southwest Indiana Region 11  
Approval: 12/3/09**

**Purpose**

To provide policies and guidelines for developing a local training list of WIA eligible training for Region 11

**Process for development of the local training list**

The State of Indiana has developed a list of 50 Hoosier Hot Jobs. This list is intended to provide guidance on WIA eligible training; however, some jobs may not be in high demand within Region 11 or are not eligible for training assistance with WIA funds because they require advanced degrees. Therefore, Region 11 has developed an additional list of local Hot Jobs that will be eligible for WIA training assistance.

The Region 11 Local Training List was compiled after a review of various reports for long and short term hot jobs, occupational projections, labor market statistics, etc. Emphasis was given to jobs that are high demand, high wage or considered STEPPING STONE occupations to higher wage jobs. This list is not all inclusive and may be amended as needed.

**Ongoing review and update**

The Regional Operator will review the list and labor market information on an annual basis to determine the viability of the jobs listed. Additions and omissions will be made at that time. The updated list will be submitted to the Operations Committee of the Regional Workforce Board, the Secondary Regional Manager and DWD Local Office Managers for dissemination to all WorkOne Staff.

If, during the course of the year, information regarding the need for specific jobs comes to light due to developments in the labor market, any staff member of the Regional Operator, Service Provider or DWD or member of the RWB may petition to add to the list by submitting a written request to the Executive Director of the RO. The RO will make a determination and notify the petitioner, Operations Committee, Secondary Regional Manager and DWD Local Office Managers of any amendments.

## Hoosier Hot 50 Jobs - Region 11

RANK	OCC CODE	HOT JOB	2008 EMPLOYMENT	2018 PROJECTION	2018 GROWTH	2018 % CHANGE	2018 OPENINGS	2010 EMPLOYMENT	2012 PROJECTION	2012 GROWTH	2012 % CHANGE	2012 OPENINGS	2009 WAGE
1	13-1111	Management Analysts	673	912	239	36%	364	663	712	49	7%	69	\$60,470
2	47-2061	Construction Laborers	1,329	1,629	300	23%	389	1,149	1,238	89	8%	101	\$34,862
3	47-2011	Boilermakers	819	787	168	27%	299	496	532	36	7%	59	\$64,058
4	29-1111	Registered Nurses	4,868	5,955	1,087	22%	1,937	5,036	5,255	219	4%	363	\$50,477
5	49-9021	Heating, Air Conditioning and Refrigeration Mechanics and Installers	430	593	163	38%	232	333	366	33	10%	42	\$43,527
6	47-2073	Operating Engineers and Other Construction Equipment Operators	740	850	110	15%	237	621	668	47	8%	65	\$45,659
7	47-1011	First-Line Supervisors/Managers of Construction Trades and Extraction Workers	1,057	1,259	202	19%	406	927	973	46	5%	77	\$59,149
8	53-3032	Truck Drivers, Heavy and Tractor-Trailer	4,704	5,322	618	13%	1,460	4,162	4,404	242	6%	377	\$34,067
9	13-2011	Accountants and Auditors	1,166	1,402	236	20%	433	1,126	1,192	66	6%	100	\$51,121
10	13-1070	Human Resources, Training and Labor Relations Specialists	702	840	138	20%	322	688	730	42	6%	77	\$46,047
11	29-2061	Licensed Practical and Licensed Vocational Nurses	1,467	1,794	327	22%	786	1,512	1,562	50	3%	143	\$36,432
12	47-2152	Plumbers, Pipefitters and Steamfitters	2,342	2,682	340	15%	812	1,976	2,032	56	3%	128	\$51,405
13	47-2031	Carpenters	1,968	2,234	266	14%	511	1,731	1,782	51	3%	87	\$33,199
14	49-9041	Industrial Machinery Mechanics	1,431	1,547	116	8%	322	1,283	1,315	32	2%	68	\$42,237
15	49-9042	Maintenance and Repair Workers, General	2,756	2,889	133	5%	557	2,606	2,653	47	2%	117	\$36,375
16	29-1060	Physicians and Surgeons	871	1,046	175	20%	328	875	897	22	3%	50	\$166,400
17	33-9032	Security Guards	807	979	172	8%	259	898	947	49	5%	85	\$32,802
18	25-1000	Postsecondary Teachers	1,799	2,067	268	15%	582	1,867	1,939	72	4%	130	\$59,403
19	21-1020	Social Workers	895	1,046	151	17%	376	915	936	21	2%	64	\$34,141
20	11-9021	Construction Managers	512	645	133	26%	173	442	467	25	6%	30	\$79,240
21	25-2000	Primary and Secondary School Teachers	5,046	5,765	719	14%	1,945	1,389	1,452	63	5%	135	\$45,624
22	13-1051	Cost Estimators	319	406	87	27%	158	267	291	24	9%	35	\$56,737
23	41-4000	Sales Representatives, Wholesale and Manufacturing	2,690	2,765	75	3%	698	2,472	2,526	54	2%	163	\$46,270
24	41-3000	Sales Representatives, Services	1,800	1,946	146	8%	578	1,750	1,808	58	3%	139	\$42,903
25	41-1011	First-Line Supervisors/Managers of Retail Sales Workers	2,778	2,858	81	3%	677	2,660	2,687	27	1%	135	\$31,841

RANK	CCC CODE	HOT JOB	2008 EMPLOYMENT	2018 PROJECTION	2018 GROWTH	2018 % CHANGE	2018 OPENINGS	2010 EMPLOYMENT	2012 PROJECTION	2012 GROWTH	2012 % CHANGE	2012 OPENINGS	2008 WAGE
26	33-2000	Fire Fighting and Prevention Workers	426	501	75	18%	205	414	441	27	7%	50	\$44,165
27	15-1081	Network Systems and Data Communications Analysts	184	244	80	43%	109	158	174	16	10%	21	\$61,045
28	17-2051	Civil Engineers	258	317	59	23%	103	263	272	19	8%	26	\$64,919
29	47-2111	Electricians	1,535	1,561	46	3%	417	1,274	1,303	29	2%	87	\$46,314
30	15-1030	Computer Software Engineers	468	595	127	27%	166	455	479	24	5%	30	\$53,096
31	29-1123	Physical Therapists	342	437	95	28%	136	348	362	14	4%	21	\$63,484
32	35-1012	First-Line Supervisors/Managers of Food Preparation and Serving Workers	1,211	1,261	70	6%	165	1,154	1,187	33	3%	52	\$30,936
33	43-1011	First-Line Supervisors/Managers of Office and Administrative Support Workers	1,711	1,859	147	9%	533	1,648	1,670	22	1%	89	\$42,694
34	27-3031	Public Relations Specialists	378	467	89	24%	179	362	362	20	6%	37	\$44,503
35	47-2051	Cement Masons and Concrete Finishers	360	416	56	16%	147	286	299	13	5%	27	\$44,614
36	11-9111	Medical and Health Services Managers	686	782	96	14%	227	704	726	22	3%	44	\$64,554
37	31-9091	Dental Assistants	392	531	139	35%	213	386	401	15	4%	27	\$30,670
38	11-9199	Managers, All Other	925	958	33	4%	272	836	912	16	2%	59	\$53,280
39	47-2221	Structural Iron and Steel Workers	362	414	52	14%	111	299	324	25	8%	34	\$49,458
40	29-2021	Dental Hygienists	312	419	107	34%	171	308	318	10	3%	21	\$60,875
41	48-9044	Millwrights	382	437	55	14%	132	286	305	19	7%	29	\$49,517
42	29-2055	Surgical Technologists	276	346	70	25%	140	284	299	15	5%	27	\$39,190
43	29-1051	Pharmacists	377	424	47	12%	131	385	389	4	1%	20	\$104,035
44	29-1122	Occupational Therapists	231	291	60	26%	102	237	248	11	5%	18	\$61,333
45	49-3023	Automotive Service Technicians and Mechanics	1,118	1,145	27	2%	240	1,005	1,017	12	1%	47	\$34,525
46	23-1000	Lawyers, Judges and Related Workers	480	551	71	15%	161	474	487	13	3%	30	\$78,135
47	11-2022	Sales Managers	538	594	56	10%	172	491	504	13	3%	34	\$65,832
48	23-2000	Legal Support Workers	354	432	78	22%	124	355	376	21	6%	29	\$34,458
49	21-1090	Miscellaneous Community and Social Service Specialists	490	583	93	19%	197	498	514	16	3%	36	\$31,046
50	37-1000	Supervisors, Building and Grounds Cleaning and Maintenance Workers	573	618	45	8%	105	572	607	35	6%	44	\$33,589

# Region 11 Training List

November 2009.

## Field /Occupation

### Administration, Office, Etc.

- Accounting
- Auditors
- Auditing Clerks
- Bookkeeping
- Business Administration
- Executive Secretaries/ Administrative Assistants
- Legal Secretaries/Paralegals/Legal Assistants
- Office Administration
- Management, General / Operations/Marketing

### Industrial, etc.

- Automotive Body Repair
- Automotive Service Technician
- Construction Managers
- Electrician
- Electrical Maintenance/Repair
- Electronic Repair
- HVAC
- Welding
- Truck Drivers
- Mining
  - Heavy Equipment Operator
  - Coal Mine Technology

### Medical

- Cardiovascular Techs
- Diagnostic Medical Sonographers
- Dental Assistants
- Dental Hygienists
- EMT/Paramedic
- Licensed Practical Nurses
- Licensed Vocational Nurses
- Medical Assistants
- Medical/Clinical Lab Technician
- Medical Records/Coding
- Nursing Aide, Orderlies, and Attendants
- Occupational Therapist/Therapy Assistants
- Physical Therapist/Therapy Assistants
- Radiologic Technician

**Proposed Region 11 Hot Jobs List (cont.)**

**Page 2**

**Medical (cont.)**

Registered Nurses  
Respiratory Therapist/Therapy Technician  
Surgical Technician

**Public Service, Teachers, etc.**

Elementary School Teachers  
Middle School Teachers  
Secondary School Teachers  
Social Workers  
Correctional Officers  
Police and Patrol Officers

**Science, Technology, Engineering & Math (STEM)**

Computer Specialists  
Computer Support Specialists  
Graphic Designers  
Mechanical Drafters  
Chemical Engineers/Techs  
Chemists  
Civil Engineers/Techs  
Electrical Engineers/Techs  
Industrial Engineers/Techs  
Mechanical Engineers/Techs/Robotics Technician

**Other**

\*First Line Supervisor/Manager of Food Prep Workers

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS  
JULY 2010**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 09	9,334	1,595	213	11,142
YTD Previous month	0	0	0	0
Current month	2245	41	22	2,308
YTD 2009	11,579	1,636	235	13,450

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois				0	0
Gibson				0	0
Knox	1			1	0
Perry				0	0
Pike				0	0
Posey				0	0
Spencer				0	0
Vanderburgh				0	0
Warrick				0	0
Total	1	0	0	1	0

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	0	23	23
Transportation Services	0	13	13
Housing Assistance & Health Care	0	0	0
Assessment Interviews	0	2,590	2,590
Initial ISS/IEP Development Sessions	0	39	39
Workshops	0	306	306
Computer Classes	0	388	388
*UI Referrals	0	5,842	5,842

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degres / Cert.	Lit. / Num.
Performance Goals	71.90%	62.80%	40%
Total Program Performance	0.00%	0.00%	0.00%

REGIONAL STATISTICS 2010 CONTINUED

CREDENTIALS BREAKDOWN							
	Total	GED	CNA	LPN	CDL	Degree	Other
Dubois							
Gibson							
Knox							
Perry							
Pike							
Posey							
Spencer							
Vanderburgh							
Warrick							
<b>Total</b>	<b>0</b>						

DEGREE & OTHER CREDENTIALS BREAKDOWN			
Degree	#	Other	#
AS- Adm Office Tech		IT Certification	
AS- Business Admin		Heavy Equip Op	
AS- Office Admin		Mfg Prod Tech Cert	
AS-Paralegal		Mine Safety Cert	
AS- Mech Design		HS Diploma	
Industrial Maint		Welding Oper Cert	
Registered Nurse		Medical Assist Cert	
AS- Med Admin		Substance Abuse Cert	
AS- Surgical Tech		Office Adm Cert	
Medical Assistant		RN (test)	
Pharmacy Tech		Phlebotomy Cert	
Paramedic		Accounting Cert	
AS-Comp Tech			
Law Enforcement			
Information Tech			
<b>TOTAL</b>	<b>0</b>		<b>0</b>

TRAINING BREAKDOWN							
	Total	C.N.A.	GED	LPN	CDL	Degree	Other
Dubois	0						
Gibson	0						
Knox	1	1					
Perry	0						
Pike	0						
Posey	0						
Spencer	0						
Vanderburgh	0						
Warrick	0						
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS**  
**August 2010**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 09	9,334	1,595	213	11,142
YTD Previous month	2245	41	22	2,308
Current month	2607	19	30	2,656
YTD 2009	14,186	1,655	265	16,106

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois				0	0
Gibson				0	0
Knox	1			1	1
Perry				0	0
Pike				0	0
Posey				0	0
Spencer				0	0
Vanderburgh				0	0
Warrick				0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	23	14	37
Transportation Services	13	55	68
Housing Assistance & Health Care	0	3	3
Assessment Interviews	2,590	2,325	4,915
Initial ISS/IEP Development Sessions	39	124	163
Workshops	306	353	659
Computer Classes	388	556	944
*UI Referrals	5,842	8,220	14,062

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.90%	62.80%	40%
Total Program Performance	100.00%	100.00%	0.00%

REGION VI STATES AUGUST 2013 CONTINUED

CREDENTIALS BREAKDOWN							
	GED	CNA	LPN	CDL	Degree	Other	Total
Dubois							0
Gibson							0
Knox					1		1
Perry							0
Pike							0
Posey							0
Spencer							0
Vanderburgh							0
Warrick							0
Total	0	0	0	0	1	0	1

DEGREE & OTHER CREDENTIALS BREAKDOWN			
Degree	#	Other	#
AS- Adm Office Tech		IT Certification	
AS- Business Admin		Heavy Equip Op	
AS- Office Admin		Mfg Prod Tech Cert	
AS-Paralegal		Mine Safety Cert	
AS- Mech Design		HS Diploma	
Industrial Maint		Welding Oper Cert	
Registered Nurse	1	Medical Assist Cert	
AS- Med Admin		Substance Abuse Cert	
AS- Surgical Tech		Office Adm Cert	
Medical Assistant		RN (test)	
Pharmacy Tech		Phlebotomy Cert	
Paramedic		Accounting Cert	
AS-Comp Tech			
Law Enforcement			
Information Tech			
TOTAL	1		0

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois							0
Gibson							0
Knox	1						1
Perry							0
Pike							0
Posey							0
Spencer							0
Vanderburgh							0
Warrick							0
Total	1	0	0	0	0	0	1

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS**  
**SEPTEMBER 2010**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 09	9,334	1,595	213	11,142
YTD Previous month	4852	60	52	4,964
Current month	1983	44	6	2,033
YTD 2009	16,169	1,699	271	18,139

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois				0	0
Gibson				0	1
Knox	1	2		3	1
Perry				0	0
Pike				0	0
Posey		1	1	2	0
Spencer		1		1	0
Vanderburgh		4		4	2
Warrick				0	0
<b>Total</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>10</b>	<b>4</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	37	14	51
Transportation Services	68	91	159
Housing Assistance & Health Care	3	3	6
Assessment Interviews	4,915	1,701	6,616
Initial ISS/IEP Development Sessions	163	25	188
Workshops	659	276	935
Computer Classes	944	287	1,231
*UI Referrals	14,062	5,045	19,107

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.90%	62.80%	40%
Total Program Performance	100.00%	100.00%	100.00%

REGION 10 SCHOOLS STATEWIDE CREDIT CONTINUED

CREDENTIALS BREAKDOWN							
	GED	C N A	LPN	CDL	Degree	Other	Total
Dubois							0
Gibson	1						1
Knox					1		1
Perry							0
Pike							0
Posey							0
Spencer							0
Vanderburgh	2						2
Warrick							0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN				
Degree	#		Other	#
AS- Adm Office Tech			IT Certification	
AS- Business Admin			Heavy Equip Op	
AS- Office Admin			Mfg Prod Tech Cert	
AS-Paralegal			Mine Safety Cert	
AS- Mech Design			HS Diploma	
Industrial Maint			Welding Oper Cert	
Registered Nurse	1		Medical Assist Cert	
AS- Med Admin			Substance Abuse Cert	
AS- Surgical Tech			Office Adm Cert	
Medical Assistant			RN (test)	
Pharmacy Tech			Phlebotomy Cert	
Paramedic			Accounting Cert	
AS-Comp Tech				
Law Enforcement				
Information Tech				
<b>TOTAL</b>	<b>1</b>			<b>0</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois							0
Gibson							0
Knox	2				1		3
Perry							0
Pike							0
Posey					2		2
Spencer					1		1
Vanderburgh					3	1	4
Warrick							0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>10</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS**  
**OCTOBER 2010**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 09	9,334	1,595	213	11,142
YTD Previous month	6835	104	58	6,997
Current month	1990	29	15	2,034
YTD 2009	18,159	1,728	286	20,173

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois	6			6	0
Gibson				0	1
Knox	11	2		13	6
Perry	4			4	0
Pike				0	0
Posey	5	1	1	7	2
Spencer	6	1		7	2
Vanderburgh	25	4		29	3
Warrick				0	0
<b>Total</b>	<b>57</b>	<b>8</b>	<b>1</b>	<b>66</b>	<b>14</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	51	1	52
Transportation Services	159	72	231
Housing Assistance & Health Care	6	0	6
Assessment Interviews	6,616	1,753	8,369
Initial ISS/IEP Development Sessions	188	119	307
Workshops	935	343	1,278
Computer Classes	1,231	91	1,322
*UI Referrals	19,107	5,079	24,186

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.90%	62.80%	40%
Total Program Performance	80.00%	80.00%	80.00%

REGIONAL STATISTICS CONTINUED

CREDENTIALS BREAKDOWN							
	GED	CNA	LPN	CDL	Degree	Other	Total
Dubols							0
Gibson	1						1
Knox	2	3			1		6
Perry							0
Pike							0
Posey	2						2
Spencer				1	1		2
Vanderburgh	3						3
Warrick							0
<b>Total</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>14</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN				
Degree	#		Other	#
AS- Adm Office Tech			IT Certification	
AS- Business Admin			Heavy Equip Op	
AS- Office Admin			Mfg Prod Tech Cert	
AS-Paralegal			Mine Safety Cert	
AS- Mech Design			HS Diploma	
Industrial Maint	1		Welding Oper Cert	
Registered Nurse	1		Medical Assist Cert	
AS- Med Admin			Substance Abuse Cert	
AS- Surgical Tech			Office Adm Cert	
Medical Assistant			RN (test)	
Pharmacy Tech			Phlebotomy Cert	
Paramedic			Accounting Cert	
AS-Comp Tech				
Law Enforcement				
Information Tech				
<b>TOTAL</b>	<b>2</b>			<b>0</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubols	1				5		6
Gibson							0
Knox	5		2		6		13
Perry					2	2	4
Pike							0
Posey					7		7
Spencer				1	6		7
Vanderburgh	2				25	2	29
Warrick							0
<b>Total</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>51</b>	<b>4</b>	<b>66</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS  
NOVEMBER 2010**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 09	9,334	1,595	213	11,142
YTD Previous month	8825	133	73	9,031
Current month	1891	38	11	1,940
YTD 2009	20,050	1,766	297	22,113

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois	6			6	0
Gibson				0	1
Knox	11	2		13	6
Perry	4			4	0
Pike				0	0
Posey	5	1	1	7	2
Spencer	6	1		7	2
Vanderburgh	25	4		29	3
Warrick				0	0
<b>Total</b>	<b>57</b>	<b>8</b>	<b>1</b>	<b>66</b>	<b>14</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	52	15	67
Transportation Services	231	99	330
Housing Assistance & Health Care	6	0	6
Assessment Interviews	8,369	2,383	10,752
Initial ISS/IEP Development Sessions	307	112	419
Workshops	1,278	318	1,596
Computer Classes	1,322	281	1,603
*UI Referrals	24,186	4,800	28,986

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.80%	62.80%	40%
Total Program Performance	88.88%	75.00%	85.71%

REGION 11 STATES NOVEMBER 2010 CONTINUED

CREDENTIALS BREAKDOWN							
	GED	C.N.A.	LPN	CDL	Degree	Other	Total
Dubois							0
Gibson	1						1
Knox	2	3			1		6
Perry							0
Pike							0
Posey	2						2
Spencer				1	1		2
Vanderburgh	3						3
Warrick							0
<b>Total</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>14</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN			
Degree	#	Other	#
AS- Adm Office Tech		IT Certification	
AS- Business Admin		Heavy Equip Op	
AS- Office Admin		Mfg Prod Tech Cert	
AS-Paralegal		Mine Safety Cert	
AS- Mech Dasgn		HS Diploma	
Industrial Maint	1	Welding Oper Cert	
Registered Nurse	1	Medical Asslst Cert	
AS- Med Admin		Substance Abuse Cert	
AS- Surgical Tech		Office Adm Cert	
Medical Assistant		RN (test)	
Pharmacy Tech		Phlebotomy Cert	
Paramedic		Accounting Cert	
AS-Comp Tech			
Law Enforcement			
Information Tech			
<b>TOTAL</b>	<b>2</b>		<b>0</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois	1				5		6
Gibson							0
Knox	5		2		6		13
Perry					2	2	4
Pike							0
Posey					7		7
Spencer				1	6		7
Vanderburgh	2				25	2	29
Warrick							0
<b>Total</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>51</b>	<b>4</b>	<b>66</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS  
DECEMBER 2010**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 10	9,334	1,595	213	11,142
YTD Previous month	10716	171	84	10,971
Current month	2334	16	12	2,362
YTD 2010	22,384	1,782	309	24,475

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois	4	2		6	1
Gibson		1		1	4
Knox	11	2		13	7
Perry	4			4	0
Pike				0	0
Posey	5	1	1	7	2
Spencer	6	1		7	2
Vanderburgh	25	4		29	4
Warrick				0	0
<b>Total</b>	<b>55</b>	<b>11</b>	<b>1</b>	<b>67</b>	<b>20</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	67	13	80
Transportation Services	330	49	379
Housing Assistance & Health Care	6	0	6
Assessment Interviews	10,752	1,943	12,695
Initial ISS/IEP Development Sessions	419	55	474
Workshops	1,596	295	1,891
Computer Classes	1,603	377	1,980
*UI Referrals	28,986	6,162	35,148

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.90%	82.80%	40%
Total Program Performance	92.88%	86.70%	90.00%

REGIONAL STAFF DEVELOPMENT (CONTINUED)

CREDENTIALS BREAKDOWN							
	GED	CNA	LPN	CDL	Degree	Other	Total
Dubois					1		1
Gibson	3				1		4
Knox	2	3			2		7
Perry							0
Pike							0
Posey	2						2
Spencer				1	1		2
Vanderburgh	3	1					4
Warrick							0
<b>Total</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>20</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN			
Degree	#	Other	#
AS- Adm Office Tech		IT Certification	
AS- Business Admin		Heavy Equip Op	
AS- Office Admin		Mfg Prod Tech Cert	
AS-Paralegal		Mine Safety Cert	
AS- Drafting	1	HS Diploma	
BS-Business Mgmt	1	Welding Oper Cert	
Registered Nurse	1	Medical Assist Cert	
AS- Med Admin		Substance Abuse Cert	
AS- Surgical Tech	1	Office Adm Cert	
Medical Assistant		RN (test)	
Pharmacy Tech		Phlebotomy Cert	
Auto Service Tech	1	Accounting Cert	
AS-Comp Tech			
Law Enforcement			
Information Tech			
<b>TOTAL</b>	<b>5</b>		<b>0</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois	3				3		6
Gibson	1						1
Knox	5		2		6		13
Perry					2	2	4
Pike							0
Posey					7		7
Spencer				1	6		7
Vanderburgh	2				25	2	29
Warrick							0
<b>Total</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>49</b>	<b>4</b>	<b>67</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS  
JANUARY 2011**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 10	9,334	1,595	213	11,142
YTD Previous month	13050	187	96	13,333
Current month	3143	21	14	3,178
YTD 2010	25,527	1,803	323	27,653

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois	4	2		6	1
Gibson		1		1	4
Knox	11	1		12	9
Perry	4			4	0
Pike				0	0
Posey	5	2	1	8	2
Spencer	6	1		7	2
Vanderburgh	25	4		29	9
Warrick				0	0
<b>Total</b>	<b>55</b>	<b>11</b>	<b>1</b>	<b>67</b>	<b>27</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	80	22	102
Transportation Services	379	95	474
Housing Assistance & Health Care	6	0	6
Assessment Interviews	12,695	2,349	15,044
Initial ISS/IEP Development Sessions	474	108	582
Workshops	1,891	216	2,107
Computer Classes	1,980	133	2,113
*UI Referrals	35,148	8,785	43,933

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.90%	62.80%	40%
Total Program Performance	83.33%	70.58%	91.86%

REGIONAL STATE BOARD OF COMMUNITY COLLEGE

CREDENTIALS BREAKDOWN							
	GED	CNA	LPN	CDL	Degree	Other	Total
Dubois					1		1
Gibson	3				1		4
Knox	2	4			3		9
Perry							0
Pike							0
Posey	2						2
Spencer				1	1		2
Vanderburgh	8	1					9
Warrick							0
<b>Total</b>	<b>15</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>27</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN			
Degree	#	Other	#
AS- Adm Office Tech		IT Certification	
AS- Business Admin		Heavy Equip Op	
AS- Office Admin		Mfg Prod Tech Cert	
AS-Paralegal		Mine Safety Cert	
AS- Drafting	1	HS Diploma	
BS-Business Mgmt	1	Welding Oper Cert	
Registered Nurse	2	Medical Assist Cert	
AS- Med Admin		Substance Abuse Cert	
AS- Surgical Tech	1	Office Adm Cert	
Medical Assistant		RN (test)	
Pharmacy Tech		Phlebotomy Cert	
Auto Service Tech	1	Accounting Cert	
AS-Comp Tech			
Law Enforcement			
Information Tech			
<b>TOTAL</b>	<b>6</b>		<b>0</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois	3				3		6
Gibson	1						1
Knox	5		2		5		12
Perry					2	2	4
Pike							0
Posey				1	7		8
Spencer				1	6		7
Vanderburgh	2			1	25	1	29
Warrick							0
<b>Total</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>48</b>	<b>3</b>	<b>67</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS  
FEBRUARY 2011**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 10	9,334	1,595	213	11,142
YTD Previous month	16193	208	110	16,511
Current month	2330	10	21	2,361
YTD 2010	27,857	1,813	344	30,014

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois	4	2		6	1
Gibson		1		1	6
Knox	12	1		13	12
Perry	4			4	0
Pike				0	0
Posey	5	2	2	9	3
Spencer	6	1		7	2
Vanderburgh	27	5		32	11
Warrick				0	0
<b>Total</b>	<b>58</b>	<b>12</b>	<b>2</b>	<b>72</b>	<b>35</b>

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	102	8	110
Transportation Services	474	52	526
Housing Assistance & Health Care	6	0	6
Assessment Interviews	15,044	1,862	16,906
Initial ISS/IEP Development Sessions	582	183	765
Workshops	2,107	173	2,280
Computer Classes	2,113	99	2,212
*UI Referrals	43,933	6,059	49,992

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.80%	62.80%	40%
Total Program Performance	84.60%	61.50%	73.33%

REGION 10 STATISTICS YEAR 2011 (CONTINUED)

CREDENTIALS BREAKDOWN							
	GED	CNA	LPN	CDL	Degree	Other	Total
Dubois					1		1
Gibson	3			2	1		6
Knox	2	4			5	1	12
Perry							0
Pike							0
Posey	2			1			3
Spencer				1	1		2
Vanderburgh	10	1					11
Warrick							0
<b>Total</b>	<b>17</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>35</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN				
Degree	#		Other	#
AS- Adm Office Tech			IT Certification	
AS- Business Admin			Heavy Equip Op	1
AS- Office Admin			Mfg Prod Tech Cert	
AS-Paralegal	1		Mine Safety Cert	
AS- Drafting	1		HS Diploma	
BS-Business Mgmt	2		Welding Oper Cert	
Registered Nurse	2		Medical Assist Cert	
AS- Med Admin			Substance Abuse Cert	
AS- Surgical Tech	1		Office Adm Cert	
Medical Assistant			RN (test)	
Pharmacy Tech			Phlebotomy Cert	
Auto Service Tech	1		Accounting Cert	
AS-Comp Tech				
Law Enforcement				
Information Tech				
<b>TOTAL</b>	<b>8</b>			<b>1</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois	3				3		6
Gibson	1						1
Knox	5		2		6		13
Perry					2	2	4
Pike							0
Posey				1	8		9
Spencer				1	6		7
Vanderburgh	2			1	28	1	32
Warrick							0
<b>Total</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>53</b>	<b>3</b>	<b>72</b>

**REGION 11 PROGRAM YEAR 2010-2011 STATISTICS**  
**March 2011**

**NEW CUSTOMERS**

	Adult	DW	Youth	Total
Carryover June 10	9,334	1,595	213	11,142
YTD Previous month	18523	218	131	18,872
Current month	2708	16	21	2,745
YTD 2010	30,565	1,829	365	32,759

These are customers new to TrackOne for the current program year and includes customers carried over.

**TRAINING AND CREDENTIALS YEAR TO DATE**

County	Training				Credentials Earned
	Adult	DW	Youth	Total	
Dubois	4	2		6	1
Gibson		1		1	6
Knox	12	1		13	12
Perry	4	1		5	0
Pike				0	0
Posey	5	3	2	10	3
Spencer	6	1	1	8	2
Vanderburgh	27	6		33	11
Warrick				0	0
Total	58	15	3	76	35

**SPECIFIC SERVICES PROVIDED YEAR TO DATE**

Service Title	Previous YTD	Current Month	YTD
Other Supportive Services	110	0	110
Transportation Services	526	68	594
Housing Assistance & Health Care	6	0	6
Assessment Interviews	16,906	2,285	19,191
Initial ISS/IEP Development Sessions	765	162	927
Workshops	2,280	328	2,608
Computer Classes	2,212	338	2,550
*UI Referrals	49,992	6,986	56,978

\*This number does not reflect the many who bypass the front desk.

**YOUTH PROGRAM**

	Emp. / Ed.	Degree / Cert.	Lit. / Num.
Performance Goals	71.90%	62.80%	40%
Total Program Performance	86.66%	62.50%	68.42%

REGION 11 STATS March 2011 CONTINUED

CREDENTIALS BREAKDOWN							
	GED	C N A	LPN	CDL	Degree	Other	Total
Dubois					1		1
Gibson	3			2	1		6
Knox	2	4			5	1	12
Perry							0
Pike							0
Posey	2			1			3
Spencer				1	1		2
Vanderburgh	10	1					11
Warrick							0
<b>Total</b>	<b>17</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>35</b>

DEGREE & OTHER CREDENTIALS BREAKDOWN				
Degree	#		Other	#
AS- Adm Office Tech			IT Certification	
AS- Business Admin			Heavy Equip Op	1
AS- Office Admin			Mfg Prod Tech Cert	
AS-Paralegal	1		Mine Safety Cert	
AS- Drafting	1		HS Diploma	
BS-Business Mgmt	2		Welding Oper Cert	
Registered Nurse	2		Medical Assist Cert	
AS- Med Admin			Substance Abuse Cert	
AS- Surgical Tech	1		Office Adm Cert	
Medical Assistant			RN (test)	
Pharmacy Tech			Phlebotomy Cert	
Auto Service Tech	1		Accounting Cert	
AS-Comp Tech				
Law Enforcement				
Information Tech				
<b>TOTAL</b>	<b>8</b>			<b>1</b>

TRAINING BREAKDOWN							
	C.N.A.	GED	LPN	CDL	Degree	Other	Total
Dubois	3				3		6
Gibson	1						1
Knox	5		2		6		13
Perry					3	2	5
Pike							0
Posey				1	9		10
Spencer	1			1	6		8
Vanderburgh	2			1	29	1	33
Warrick							0
<b>Total</b>	<b>12</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>56</b>	<b>3</b>	<b>76</b>

## REGION 11 STATE PLAN REVISIONS

After receipt of regional plan feedback and meetings between regional operator and state reviewers, Region 11 submits the following summary of changes/modifications that were made to the Region 11 State Plan.

**To the directive in SECTION 2: LABOR MARKET ANALYSIS, Analyze statistically the area's workforce according to the following categories and evaluate it against the employment needs described above:**

- Demographics (Age, Gender, Race)
- Educational Attainment (HSD/GED, Associate, Bachelor, Advanced Degree)
- Employed/Unemployed number and percentages

**Which demographics groups are most in need of career development, training, and (re)employment service?**

Region 11 provided race, gender, and ethnicity information, additional educational attainment information, high school graduation rates, and employment information.

**To the directive in SECTION 3: OPERATIONAL PLANS, GENERAL, Provide the performance metrics used by the RWB in addition to Common measures to track performance.**

Region 11 attached the SW Indiana Regional Operator Metrics Program Year 2010 (Attachment EE).

**To the directive in SECTION 3: OPERATIONAL PLANS, WIA ADULT AND DISLOCATED WORKER SERVICES, Describe the criteria to be used by the RWB and the process followed by the board to determine if WIA annual Adult funds shall be considered "limited"?**

Region 11 RWB has no additional triggers beyond the three limitations noted above. Since Region 11 has met one or more of the three limitations, the RWB generally considers WIA Adult funds as limited.

**To the directive in SECTION 3: OPERATIONAL PLANS, WIA YOUTH SERVICES, Indicate the number of WIA Youth service staff persons located within the local area.**

"FTE" was added to the statement regarding the number of WIA Youth service staff persons.

**To the directive in SECTION 5: BUDGET, Describe how the RWB monitors its annual budget and the budget of its service providers, the following information was added:**

The Regional Operator and contractors submit "Accrued Expenditure Reports" (AER) to the Fiscal agent each month. The AER reports the monthly expenditures and the year-to-date expenditures by grant or contract and compares year-to-date to budget. The Fiscal Agent prepares monthly a "Grant Breakdown" and "Current Standing of Remaining Funds of Region 11" that compares actual expenditures to budget for each grant. The Fiscal Agent also prepares monthly a "Revenue and Expense to Budget" report that compares actual expenditures to budget for each contract awarded by the RWB.

The reports are submitted to the Finance Committee for their review each month along with the Balance Sheet and a detailed narrative of the of the "Grant Breakdown" and "Revenue and Expense" reports. The Committee reviews the reports and makes recommendations to the RWB based on any major variances from the monthly benchmark.

**To the directive in SECTION 5: BUDGET, Provide any policies and procedures the RWBs will utilize to approve the hiring of staff.**

Provision made by the addition of Thomas P. Miller and Associates personnel policies "Employment Handbook". See Attachment JJ.

**To the directive in SECTION 6: GOVERNANCE AND STRUCTURE, RWB By-Laws.**  
By-laws from Articles of Incorporation were updated and attached. See Attachment L.

**To the directive in SECTION 6: GOVERNANCE AND STRUCTURE, Attach RWB Organization chart and provide a brief description of the key responsibilities of all Regional Operator staff persons.**

Attachment MM provides the Regional Operator Organizational Chart.

**To the directive in SECTION 6: GOVERNANCE AND STRUCTURE, Identify what WIA services and/or activities will be awarded through competitive grants within the local area and briefly describe the competitive process that was or will be utilized within each competition.**

In order to ensure that the maximum number of bids is received for the Regional Operator and/or Service Provider the RWB announces the Request for Proposal in the area newspapers, WorkOne website and the Department of Workforce Development website. E-mail announcements are sent to all vendors on the master bidders list.

**To the directive in COMMENTS FOR THE ATTACHMENTS, WIA Adult and Dislocated Worker Service Matrix, RWB must rework WIA Adult and Dislocated Worker Service Matrix, closely following update instructions contained with Matrix spreadsheet.**  
See updated Attachment (F) Adult-DW Service Matrix (2).

**To the directive in COMMENTS FOR THE ATTACHMENTS, WIA Youth Service Matrix, Please provide the total percentage of WIA Youth funds to be utilized for In-School and Out-of-School youth.**

See update Attachment (H) Youth Service Matrix.

**To the directive in COMMENTS FOR THE ATTACHMENTS, Clarification, Please clarify why no older WIA Youth will be co-enrolled into the WIA Adult Program.**

Region 11 does not currently co-enroll older youth in Adult. Effective 2006, training funds are specifically dedicated to youth participants. While the possibility of co-enrollment exists, several problems are created including multiple case managers and exit/re-enrollment issues.

**To the directive in COMMENTS FOR THE ATTACHMENTS, WIA Service Provider Budget, Please provide the WIA Service Provider budget.**

See Attachment J1-J4.

**To the directive in COMMENTS FOR THE ATTACHMENTS, Organizational Chart,  
Please provide organizational chart for the Regional Operator and staff.**

Organization chart for Regional Operator and staff already included. See Attachment MMM for Service Provider Organizational Chart.

## SW Indiana Region Operator Metrics Program Year 2010

Category	Progress Goal	Metric	Quarterly Update	May-11	Cumm. Total
Increased Responsiveness to Employers Business Services Committee	Complete 132 visits (visit = in person at business) to businesses (focusing on target sectors from WIRED and SSI initiatives) to determine their needs and explain our offerings	132 Visits-- summary of needs & response to be shared with BS Committee	20 visits by 9/30; 30 visits in 12/31 quarter; 41 visits in 3/31 quarter; 41 visits in 6/30 quarter	5	144
	Develop model OJT (on-the-job training) structure and implement with region's employers, focusing on target sectors from WIRED and SSI initiatives.	Enroll 40 workers in OJT programs	5 by 9/30 10 in 12/30 quarter; 12 in 3/31 quarter; 13 in 6/30 quarter	4	29
Increased Customer Service to Adults & Laid-Off Workers Business Services/Operations Committees	Develop a pre-approved list of clients prepared to enter into an OJT contract with area employers.	List of at least 50 eligible clients		13	167
Increased Alignment with Economic Development Goals of Region Business Services/Executive Committee	Presentations to economic development organizations in the region focused on Board's priorities in driving talent development tied to regional economic development	Develop & deliver at least one to each county over the course of the Program Year -- provide summary of feedback to Committees		1	3
Increased Youth Development & Retention Operations/Business Services Committee	Work with employers, schools and chambers to strengthen the relationship with Indiana Intern.net.	Initiate a meeting between Indiana Intern.net and the Business Services Committee to facilitate a better website.			0
	Work with RWB to create a Board driven Youth proposal to be included in collaboration with EVSC and the ERBC in a Lily Endowment proposal	Put together a schedule of meeting and deadlines to create proposal.			0
Fund Development to Sustain & Accelerate Board Priorities Finance/Executive Committees	Establish fund development strategies, with partners as needed, to increase the amount of workforce development funds for the region in excess of the WIA formula amount (\$2,183,544) via proposals to foundations and government sources.	Target = 500K (60% of initial approved RO Budget)		0	\$ 870,380
Increased Effectiveness & Impact of Board Executive Committee	Establish a regional development segment at Board meetings, with a facilitated conversation with key business & economic development leaders focused on workforce needs & strategies	Minimum of one program quarterly at RWB Meetings. TPMA to provide facilitation in interim meetings to prepare for programs & organize our responses following programs.		1	7

## Increased Responsiveness to Employers

Jul-10	
Aug-10	38 on-site visits completed 7/01/10-8/31/10. Please see Business Services for a list of visits. 1 OJT contract began in August 2010.
Sep-10	14 on-site visits completed 9/1/10-9/30/10. Please see Business Services for a list of visits. 2 OJT contracts began in Sept. 2010.
Oct-10	7 on-site visits completed 10/01/10-10/29/10. Please see Business Services for a list of visits. 3 OJT contracts began in Oct. 2010.
Nov-10	8 on-site visits completed 11/01/10-11/30/10. Please see Business Services for a list of visits. 0 OJT contracts began in Nov. 2010.
Dec-10	19 on-site visits completed 12/01/10-12/30/10. Please see Business Services for a list of visits. 3 OJT contracts began in Dec. 2010.
Jan-11	9 on-site visits completed 1/01/11-1/31/11. Please see Business Services for a list of visits. 1 OJT contract began in Jan. 2011.
Feb-11	22 on-site visits completed 2/01/2011-2/28/2011. Please see Business Services for a list of visits. 2 OJT contracts began in Feb. 2011.
Mar-11	11 on-site visits completed 03/1/11-3/31/11. Please see Business Services for a list of visits. 7 OJT contracts began in Mar. 2011.
Apr-11	11 on-site visits completed 04/1/11-4/30/11. Please see Business Services for a list of visits. 6 OJT contracts began in Apr. 2011.
May-11	5 on-site visits completed 05/01/11-05/31/11. Please see Business Services for a list of visits. 4 OJT contracts began in May 2011.
Jun-11	

## Increased Customer Service to Adults & Laid-Off Workers

Jul-10

Aug-10

Staff continues to work closely with clients to determine eligibility, initiates contact with local companies who may wish to participate and continues to develop working relationships with them.

Sep-10

Oct-10

Even though goal has been met, staff continues to work to find other client's eligible for OJT's.

Nov-10

Dec-10

Jan-11

Feb-11

Mar-11

Apr-11

May-11

Jun-11

## Increased Alignment with Economic Development Goals of Region

Jul-10	
Aug-10	Gathering information to put presentation together.
Sep-10	Gathering information to put presentation together.
Oct-10	Presentation given to Business Services Committee members for feedback
Nov-10	
Dec-10	contacting Eco/Devos to present at Board meetings
Jan-11	contacting Eco/Devos to present at Board meetings
Feb-11	Presentations given to Spencer and Gibson Counties regarding OJT's in this program year. Approval received by Business Services Committee to count for metric.
Mar-11	
Apr-11	Presentations given at Knox County Partnership meeting
May-11	
Jun-11	

## Increased Youth Development & Retention

Jul-10	Spoke with Pam Norman to schedule meeting. IndianaINTERN.net has procured a vendor and contract terms are currently being negotiated. Ms. Norman will contact when vendor secured to solicit feedback of Business Services Committee and inform Committee of what changes will be made. Paula Pinkstaff has asked that TPMA provide a draft timeline for the Lilly proposal at the next Executive Committee meeting on 9/17/10
Aug-10	
Sep-10	Working with Pam Norman on content for E2 page on IndianaINTERN.net new site.
Oct-10	Pam Norman scheduled to attend and present at January Business Services Committee meeting
Nov-10	
Dec-10	Pam Norman scheduled to meet with Business Services Committee but has resigned from position and will not be able to speak at January meeting. Will talk to Program Assistant to come and speak to Committee at a later date
Jan-11	Indiana INTERN.net seeking new Director and have asked we schedule for April committee meeting.
Feb-11	
Mar-11	Indiana INTERN.net Director Janet Boston scheduled for May committee meeting.
Apr-11	Indiana INTERN.net Director Janet Boston scheduled for May committee meeting.
May-11	Director Janet Boston presented at May committee meeting. Meeting provided great discussion of new site and provided Ms. Boston ide
Jun-11	

## Fund Development to Sustain & Accelerate Board Priorities

Jul-10	\$250,000 of \$500,000 State Energy Sector Partnership Grant from Indiana Department of Workforce Development
Aug-10	\$50,000 of \$150,000 Grant from Vincennes University for Mining Heavy Equipment Training
Sep-10	
Oct-10	\$117,479 for National Emergency Grant to provide OJT for dislocated workers laid off on or after January 1, 2008. The employer should be seeking employees for opportunities in high growth, high wage positions. Currently we are at 83% of the goal.
Nov-10	\$50,000 Kimball Layoff Aversion Grant - Incumbent Worker On-the-Job Training. Currently we are at 93% of the goal.
Dec-10	
Jan-11	
Feb-11	\$250,000 in Workforce Investment Act discretionary money that was requested in October 2010 to prevent closing express sites.
Mar-11	
Apr-11	\$152,901 Workforce Investment Act dislocated worker funds.
May-11	
Jun-11	

## Increased Effectiveness & Impact of Board

Jul-10

Aug-10

Steve Dwyer has been asked to speak at the October 22, 2010, Annual RWB Meeting. Tom Miller gave a presentation on GREEN and ERBC at August RWB meeting.

Sep-10

Oct-10

Steve Dwyer presented at the Annual RWB Meeting.

Nov-10

Dec-10

Josh Pack to present an update of Project GREEN at January RWB Meeting.

Jan-11

Kevin Hunter with ABE and Debbie Dewey with GAGE presented at January Meeting. Josh Pack move to February.

Feb-11

Josh Pack presented and update of GREEN and Greater Evansville Young Professionals Network

Mar-11

Apr-11

Ray Neihaus and Pike Central Students presented their idea to the board that they would like to present at MIT.

May-11

Vince Bertram spoke to the board regarding Project Lead the Way

Jun-11

**WIA Adult and Dislocated Worker Service Matrix**

Attachment (F) Adult and DW Services Matrix Activity	Description	% WIA Funds to be		Other Funds to be Utilized (Type of Funds and Amount)	Annual Participation Target			Annual Service Target		
		Adult	DW		Adult	DW	Co-Enrolled Out-of- School Youth	Adult	DW	
Core Services	Orientation Workshop	-Frequency: 1 time per week -Delivery Mechanism: Face to face -Objective: Increase customer knowledge of WO services -Anticipated Learning Outcomes: Customer will access all appropriate WO services	51	49	WP - \$800	612	588	0	1060	1020
	Resume Workshop	-Frequency: 1 time per week -Delivery Mechanism: Face to face -Objective: Increase customer knowledge of resume types -Anticipated Learning Outcomes: Customer will create basic resume types	51	49	WP - \$800	612	588	0	1060	1020
	Interviewing Workshop	-Frequency: 1 times per week -Delivery Mechanism: Face to face -Objective: Increase customer knowledge of interviewing skills -Anticipated Learning Outcomes: Customer will utilize appropriate interviewing skills	51	49	WP - \$800	612	588	0	1060	1020
	Career Interest Workshop	-Frequency: 1 time per week -Delivery Mechanism: Face-to-face -Objective: Increase customer knowledge of career exploration information -Anticipated Learning Outcomes: Customer will identify 3 areas of personal career interest	51	49	WP - \$800	612	588	0	1060	1020
	Job Search Workshop	-Frequency: 1 time per week -Delivery Mechanism: Face-to-face -Objective: Increase customer knowledge of job search techniques -Anticipated Learning Outcomes: Customer will utilize job search techniques esp. online	51	49	WP - \$800	612	588	0	1060	1020
	UI Workshop	-Frequency: 5 times per week -Delivery Mechanism: Online, face-to-face -Objective: Increase customer knowledge of UI application and filing process -Anticipated Learning Outcomes: Customer will successfully file online	0	0	WP-\$3900	612	588	0	1060	1020
	Healthy Lifestyles Workshop	-Frequency: 1 time per week -Delivery Mechanism: Face-to-face -Objective: Increase customer knowledge of healthy lifestyle -Anticipated Learning Outcomes: Customer will be able to make healthy lifestyle choices	51	49	WP - \$800	612	588	0	1060	1020
	Digital Literacy Workshop	-Frequency: 1 time per week -Delivery Mechanism: Face-to-face -Objective: Increase basic computer literacy skills -Anticipated Learning Outcomes: Customer will utilize basic computer and internet functions	51	49	WP-\$800	612	588	0	1060	1020

**WIA Adult and Dislocated Worker Service Matrix**

	Financial Literacy Workshop	<ul style="list-style-type: none"> <li>•Frequency: 1 time per week</li> <li>•Delivery Mechanism: Face-to-face</li> <li>•Objective: Increase customer financial literacy skills</li> <li>•Anticipated Learning Outcomes: Customer will be able to construct personal budget</li> </ul>	51	49	WP-\$800	612	588	0	1060	1020
	Work Readiness Workshop	<ul style="list-style-type: none"> <li>•Frequency: 1 time per week</li> <li>•Delivery Mechanism: Face-to-face</li> <li>•Objective: Increase customer work readiness</li> <li>•Anticipated Learning Outcomes: Customer will be able to identify and address workplace environment issues</li> </ul>	51	49	WP-\$800	612	588	0	1060	1020
	Other Workshops	ICC workshop	51	49	WP-\$1950	612	588	0	1060	1020
	Other Core Services	Self help job search, self help LMI, self help financial aid, self help assessments, community resource referrals	51	49	WP-\$65,000	904	869	0	5304	5096
Intensive Services/Cas	Case Mgmt	Total number = 14 (7 WIA and 7 other); assists customer with eligibility, program requirements & completion, supportive services, documentation	51	49	ACC/VET/TAA\$42000	357	343	0	5355	5145
	Counseling	Currently two ACCs assist the ABE learner including counseling, ABE completion progress, and transition to employment or post secondary training/education	0	0	WP-\$33,000	204	196	0	204	196
	Prevocational Training	Computer classes in Microsoft Office are offered. Less than certification, these computer classes are recognized by area employers. Customers who complete score well on employment tests.	51	49	0	510	490	0	1591	1529
	Intensive Level Workshops	In the future, intensive workshop offerings may include resume and interviewing, decision making, planning, intensive job search techniques, and Job Club. Current Job Club is not intensive level.	51	49	WP-\$1500	357	343	0	1071	1029

**WIA Adult and Dislocated Worker Service Matrix**

Training	ITAs	Must be high-wage, in demand on state/regional Hot 50, or regional additional list. Must not have marketable degree. \$4500 program year limit. \$1500 participant year limit for supportive services may include gas, one time car repair, one time rent/mortgage, one time utility bill	60	40	0	102	98	0	102	98
	OJT	Up to 50% of wage rate of participant for extraordinary costs of training, minimum of \$10/hr, will not exceed 499 hours, 6 months, or \$13,000.	20	80	0	20	80	0	140	1600
Other Activities or Programs	Supportive Services	Gas vouchers, one time car repair of \$250, rent/mortgage assistance of \$250, utility bill of \$250, uniforms. User must meet unmet need eligibility	51	49	0	102	98	0	408	392
	Business Services	Indiana Career Connect, job order posting and matching, business seminars, regional economic data	51	49	WP-\$50,000					
	Staff Development	Annual training for WorkOne staff	51	49	0					
	Other	(Briefly describe any other activities or programs offered within the local area/region, and provide the rationale for offering - add additional rows if necessary)	51	49	WP-\$720					
	Admin Activities	(Insert additional rows if needed)								
Attachment F Adult and DW Services Matrix Activity	Total Core Services		0.93	0.93	\$78,050	7636	7337		16964	16316
	Total Intensive Services		0.05	0.05	76500	1428	1372		8221	7899
	Total Training Services		0.01	0.01	0	122	178		242	1698
	Total Other		0.01	0.01	50720	102	98		408	392
	Grand Total		100%	100%	\$205,270	9288	8985		25835	26305

**SOP 06-02**  
**Supportive Services**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**RWB Approval Date: 08/25/06**

Purpose

To enable participants in all WIA programs to participate in training and obtain and retain gainful employment.

Eligibility

Any adult, dislocated worker or youth who is enrolled in a WIA staff assisted core, intensive, or training activity. Core participants are not eligible for supportive services. Participants must be unable to obtain a particular service through another source and this should be documented in the case notes.

Duration

Participations are eligible for supportive services from the time of enrollment up to 90 days after termination from the program.

File Documentation

The need for supportive services will be determined through an assessment process which includes a personal budget. The need will be documented in the individual employment plan and the case notes. This should be an on-going process. The service provider may use additional forms of documentation as their agency requires.

Payment Documentation

Items which cost less than \$200 can be purchased at the discretion of the service provider. Items costing more than \$200 should have a minimum of 3 bids. The lowest bidder should be used unless the service provider has a valid reason for using another bidder (ie -- the training institution may insist that certain items be purchased through designated vendors). Bids not secured in writing should be documented via a memo to attach to the request for purchase. Each service provider will have a written process for the bid process.

### Supportive Services Covered

The following services are covered under the supportive services policy: Transportation, dependent care (child or elder), health care, food, interview and or work clothing, tools required for employment as documented by the employer, cost of GED testing, educational fees, one time auto repairs, one time housing payments and one-time temporary emergency shelter, and other reasonable expense needs as defined by the customers Individual Employment Plan and unavailable to obtain from other community sources. Payments through WIA programs should be made by vender payments only. Exceptions to this will need the approval of the program director or the regional manager.

### Maximum Dollar Payment

A WIA participant is eligible for a maximum amount of \$500 per participant year in supportive services. Exceptions can be made with the approval of the program director and the regional manager.

### Exceptions

Exceptions to this supportive services policy are allowable; but, must be approved by the director and the regional manager.

### Needs-Related Payments

Needs-related payments are not available for adults and dislocated workers unless specified by another funding source.

### Work Experience – Adult and Dislocated Workers

WIA work experience is a short-term or part-time (paid or unpaid) work activity in the public or private sector which provides an individual with the opportunity to acquire the skills and knowledge necessary to perform a job, including appropriate work habits and behaviors. Participation is based on the need of the participant and supported by an assessment. Work experience for adults and dislocated workers should be no more than 26 weeks in length. For individuals with little or no work history, the need for work experience will be readily apparent; however, for dislocated workers it might be more difficult to justify unless they are displaced homemakers. Work experience cannot exceed 40 hours per week. The participant will be compensated for actual time worked. Vacation, sick, overtime and holiday pay is not provided.

### Work Experience – Youth

Work experience may be subsidized or unsubsidized. All work experiences should be work based learning experiences, which are at least 51% work. They will be through local business, non-profit organizations or governmental agencies. Wages will be determined by the provider based on current funding. It is suggested that youth who participate in this activity for consecutive program years be given an hourly increase each year to encourage continued participation. This amount will be determined by the provider based on funding allocations. Work hours will be determined by funding allocations and meet the guidelines set forth by child labor laws. Hours will be coordinated between the youth, parents, the service provider, and the work site supervisor. Youth will complete state and federal tax forms, and the appropriate tax will be withheld. The service provider will be responsible for the FICA taxes and worker's compensation for these wages. Paychecks will be issued on a bi-weekly basis. W2's will be distributed by January 31 of each year.

Participants cannot be employed in the construction, operation or maintenance of any part of any facility that is used or will be used for sectarian instruction or as a place for religious worship. Work experience sites will not be developed at or within sites owned by religious or sectarian organizations. Religious or sectarian organizations include any organization that has as part of their function sectarian instruction or provide a framework for religious worship. Participants may not be employed in any political activities. Work sites cannot be developed with an employer that has individuals on layoff in the same job classification nor can a participant be placed if the placement will result in displacement of an employee, including partial displacement such as reduction in non-overtime hours, wages or benefits. A work experience agreement may not be written with a company or agency if the owner of the company or the director of the agency is an immediate family member of the participant. Immediate family may not serve as the participant's supervisor or have the authority to hire or fire the participant at the workplace. Staff is responsible for ensuring that the youth and the work site supervisors have a working knowledge of applicable child labor laws. All forms required for the employment of youth such as the I-9 and W-4 will be completed. All youth between the ages of 14 – 17 must have an "intent to employ" card and a work permit. EEO/AA posters and teen work hour posters must be posted in a conspicuous place at each worksite and in the local WorkOne office. Work experience for youth is designed to enable youth to gain exposure to the world of work and its requirements. Work experience should help the youth acquire the personal attributes, knowledge and skills needed to obtain a job and advance in employment. The purpose is to provide the youth with opportunity for career exploration and skill development and is not to benefit the employer. Work experiences should be based on reasonable length. Work experiences may be subsidized or unsubsidized and may include the following elements:

1. Instruction in employability skills or generic workplace skills such as those identified by the secretary's commission on achieving necessary skills (SCANS).
2. Exposure to various aspects of an industry
3. Progressively more complex tasks
4. Internships and job shadowing

5. The integration of basic academic skills into work activities, supported work, work adjustment, and other transition activities.
6. Entrepreneurship
7. Service learning
8. Paid and unpaid community service. Other elements designed to achieve the goals of work experience, [20 CFR Part 664,460]

### On-The-Job Training

WIA requires that individuals in on-the-job training or employed in activities under this title, shall be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in occupations by the same employer and who have similar training, experience, and skills. Such rates shall be in accordance with applicable law, but in no event less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act or the applicable state or local minimum wage law. [WIA Section 191(a)(1)(A)]

OJT should provide knowledge or skills essential to the full and adequate performance on the job; provide reimbursement to the employer of up to 50% of the wage rate of the participant, for extraordinary cost of providing the training and additional supervision related to training and is limited in duration as appropriate to the occupation for which the participant is being trained.

OJT contracting requirements: The training must be an in-demand occupation as determined by the local labor market; limited to a maximum of 40 hours per week; Maximum training dollars of \$4,000 for adults and \$7,000 for DW; Aimed at unemployed adults and adults at 200% below the poverty level; for employed workers, OJT must be related to the introduction of new technology, introduction to new projects or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes as identified by the local board.

WIA requires that individuals in on-the-job training or employed in activities under this title shall be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in occupations by the same employer and who have similar training, experience, and skills. Such rates shall be in accordance with applicable law, but in no event less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act or the applicable state or local minimum wage law. [WIA Section 191(a)(1)(A)]

OJT should provide knowledge or skills essential to the full and adequate performance on the job; provide reimbursement to the employer of up to 50% of the wage rate of the participant, for extraordinary cost of providing the training and additional supervision related to training and is limited in duration as appropriate to the occupation for which the participant is being trained.

OJT contracting requirements: The training must be an in-demand occupation as determined by the local labor market; limited to a maximum of 40 hours per week; Maximum training dollars of \$4,000 for adults and \$7,000 for DW; Aimed at unemployed adults and adults at 200% below the poverty level; for employed workers, OJT must be related to the introduction of new technology, introduction to new projects or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes as identified by the local board. Employers who exhibit a pattern of failure rate may not be eligible for OJT. Contracts cannot be written for an employer who is a family member of the owner, supervisor, or hiring agent. With written approval from the director and review by the regional manager, an OJT may be written with an employer whose immediate family member is an employee of a Regional Workforce Board or the service provider.

Participants cannot be employed in political activities or in the construction, operation, or maintenance of any facility used or to be used for sectarian instruction or as a place for religious worship.

Participants cannot displace current employees.

Contracts cannot be written for any business that has relocated from any location within the US if the relocation results in any employee losing his or her job at the original location.

#### Stipends and Incentives – Youth

Service providers will have incentive programs for the following activities as mandated by the regional operator.

GED – Youth who enter the program at non-deficient basic skill levels will not qualify for the incentive plan. Instead, upon their successful completion and attainment of their GED, they will receive a flat incentive. If the test is passed in its entirety the individual will receive full incentive payment based on the elapsed time frame to get the GED. If any of the tests are not passed and needs to be retaken, the time off for arrival of test scores will be added onto the pre-test time.

Youth will sign an agreement prior to the beginning of the program, which will have incentive periods attached to it. Upon finding a goal date, the incentive levels will be as follows:

1. Less than 50% of time before goal date
2. Within 50% of time before goal date
3. Within 25% of time before goal date

Beyond 25% of time after goal date

### Other Incentives for Older and/or Out-of-School Youth

Service providers will have incentive programs for the following activities as mandated by the regional operator.

1. Out-of-school youth who are found to be deficient in work readiness, job preparation, and soft skill will be awarded an incentive upon successful completion of job search and retention workshops.
2. Youth between the ages of 19 – 21 who obtain a credential. This is a one-time payment.
3. Any out-of-school youth, who obtains employment and retains the employment through the first quarter following the date of exit determination, will receive an incentive. If retention is maintained through the third quarter the youth shall receive an additional incentive.

### Stipends for Younger and/or In-School Youth Program Participants

Any youth who are in-school will earn a stipend for each hour of time spent in workshop activity. Wages will be determined by the provider as mandated by the regional operator.

### In-School Youth Incentive Plan

Service providers will have incentive programs for the following activities as mandated by the regional operator. Youth between the ages of 14 – 18 will receive an incentive upon the successful completion of goals as determined by the service provider:

### Combinations - Youth

Service providers will have incentive programs for the following activities as mandated by the regional operator. Youth between the ages of 14 – 18 will receive an incentive upon the successful completion of goals as determined by the service provider.

### On-the-Job Training Youth

On-the-job training is not an appropriate work experience for youth participants under age 18; therefore, this activity will not be provided under the youth program. Participants who are between the age of 18 and 21 may be concurrently enrolled into the adult program for purposes of OJT.

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**Administrative Provision**

Allowances, earnings, and payments to individuals participating in programs under WIA title I shall not be considered as income for the purposes of determining eligibility. Furthermore the amount of income transfer and in-kind aid furnished under federal or federally assisted program based on need other than as provided under the Social Security Act [WIA Section 181(a)(2)].

Service providers will ensure that funds are not spent on the wages of incumbent employees during their participation in economic development activities provided through a statewide workforce investment system. [20 CFR Part 667.264(a)(1)]

Youth Services Matrix

Program/Activity	Description	Program Elements											% WIA Youth Funds to be Utilized		Other Funds/Resources to be Utilized (Type of Funds and Amount)	Annual Participation Target	
		High School/Secondary School Completion	Alternative Secondary School Services	Statewide Employment Opportunities	Education/Preparation Experiences	Vocational Skills Training	Teacher/In-Development Opportunities	Supervisory Services/Internships	Adult Learning	Career Assessments	Counseling and Coaching	In-School	Out-of-School	In-School		Out-of-School	
Jobs for America's Graduates (JAG)	Seven out of school and three in school JAG programs. No plans for expansion without additional funds	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	45	55	0	105	210
Employment Programs	Seventy percent of seniors or those defined as seniors by program parameters are required to participate in an internship.	Y	Y	N	Y	Y	Y	N	Y	Y	Y	45	55	0	30	50	
Adult Education Programs	Used as a recruitment tool for JAG programs. Anyone over 18 w/o GED or HSD assessed for JAG; if not appropriate, then WIA Adult. Involved in all ABE sites. Expect 100% completion	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	45	55	0	0	210	
Scholarships	No scholarships offered.	N	N	N	N	N	N	N	N	N	N	N/A	N/A	N/A	N/A	N/A	
Workshops	Resume, interviewing, career exploration, conflict resolution, parenting, budgeting, job search. Out of school -2 classes/week; in school -5 classes/week. At all sites.	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	45	55	0	105	210	
Other Programs	Non-JAG WIA youth. 25% of total youth. Working on HSD not drop out; others want GED and ready for GED testing before post secondary training.	Y	N	N	N	N	N	Y	Y	Y	Y	45	55	0	25	25	

## Key Workforce Investment Board Partnerships

Attachment (I)

Name of Partner	Description of Partnership	Shared Customers/Interests
Indiana Department of Workforce Development	Contract for Integrated Services	Job Seekers and Businesses
Vocational Rehabilitation Services - Vanderburgh Co.	Memorandum of Understanding - Referral System	Job Seekers
Tri-Cap, E.O.C., Inc. - Dubois, Pike and Warrick Counties	Memorandum of Understanding - Referral System	Job Seekers
PACE - Knox County	Memorandum of Understanding - Referral System	Job Seekers
Goodwill Industries - Vanderburgh County	Memorandum of Understanding - Referral System	Job Seekers
Commerce of Southwest Indiana - Vanderburgh County	Contract for Shared Staff	Businesses and Job Seekers
The Chamber of Commerce of Southwest Indiana - Posey County	Memorandum of Understanding - Referral System	Businesses and Job Seekers
Gibson County Chamber of Commerce	Memorandum of Understanding - Referral System	Businesses and Job Seekers
Perry County Development Corporation	Memorandum of Understanding - Referral System	Businesses and Job Seekers
Pike County Chamber of Commerce	Memorandum of Understanding - Referral System	Businesses and Job Seekers
Knox County Development Corporation	Memorandum of Understanding - Referral System	Businesses and Job Seekers
Community Learning Center of Perry County	Memorandum of Understanding - Referral System	Job Seekers
Pike County School Corporation	Memorandum of Understanding - Referral System	Youth
Tell City High School - Perry County	Memorandum of Understanding - Referral System	Youth
Cannelton High School - Perry County	Memorandum of Understanding - Referral System	Youth
Warrick County School Corporation	Memorandum of Understanding - Jobs for American Graduates	Youth 9th - 12th grades
Name of Partner	Description of Partnership	Shared Customers/Interests
Vincennes Community School Corporation - Knox County	Memorandum of Understanding - Jobs for American Graduates	Youth 9th - 12th grades
Tell City-Troy Township School Corporation - Perry County	Memorandum of Understanding - Jobs for American Graduates	Youth 9th - 12th grades
Pike County School Corporation	Memorandum of Understanding - Jobs for American Graduates	Youth 9th - 12th grades
Local Union Representative - Vanderburgh County	Memorandum of Understanding - Referral System	Businesses and Job Seekers

**WIB/RWB INDIANA REGION 11 WORKFORCE BOARD INC.**

Budget FY: 2011	WIA Admin (Adult/Dislocated Worker/Youth)				Other From DWD	TOTAL	
<b>Section II: Administration Budget</b>							
Wages & Benefits	\$		158,958	\$	11,380	\$ 170,338	
Travel	\$		12,155	\$	870	\$ 13,025	
Supplies	\$		4,524	\$	324	\$ 4,848	
Equipment (Purchase)	\$		1,696	\$	121	\$ 1,817	
Equipment (Rental)	\$		2,261	\$	162	\$ 2,423	
Overhead (Rent, Utilities, etc.)	\$		42,719	\$	3,059	\$ 45,778	
Contractual	\$		82,000	\$	28,000	\$ 110,000	
		Adult	Dislocated Worker	Youth In-School	Out-of School	Other From DWD	TOTAL
<b>A. TOTAL Allocated ADMINISTRATION</b>	\$	73,005	\$ 126,723	\$ 73,209	\$ 31,376	\$ 43,916	\$ 348,229
<b>Section III: Program Budget</b>							
<b>Internal Costs</b>							
Wages & Benefits	\$	79,314	\$ 179,750	\$ 82,911	\$ 35,533	\$ 57,305	\$ 434,813
Travel	\$	6,065	\$ 13,745	\$ 6,340	\$ 2,717	\$ 4,382	\$ 33,249
Supplies	\$	2,257	\$ 5,116	\$ 2,360	\$ 1,011	\$ 1,631	\$ 12,375
Equipment (Purchase)	\$	847	\$ 1,920	\$ 885	\$ 380	\$ 612	\$ 4,644
Equipment (Rental)	\$	1,128	\$ 2,556	\$ 1,179	\$ 505	\$ 815	\$ 6,183
Overhead (Rent, Utilities, etc.)	\$	24,089	\$ 54,593	\$ 25,181	\$ 10,791	\$ 15,400	\$ 130,054
Other	\$	91,423	\$ 218,745	\$ 125,882	\$ 53,950	\$ -	\$ 490,000
<b>B. TOTAL Internal - Program</b>	\$	205,123	\$ 476,425	\$ 244,738	\$ 104,887	\$ 80,145	\$ 1,111,318
<b>Contractual - Program Funds</b>	\$	432,099	\$ 629,667	\$ 394,264	\$ 168,970	\$ 809,618	\$ 2,434,618
<b>C. TOTAL PROGRAM</b>	\$	637,222	\$ 1,106,092	\$ 639,002	\$ 273,857	\$ 889,763	\$ 3,545,936
<b>D. TOTAL BUDGET</b>	\$	710,227	\$ 1,232,815	\$ 712,211	\$ 305,233	\$ 933,679	\$ 3,894,165
Program Management	\$	355,647	\$ 537,714	\$ 327,469	\$ 140,343	\$ 80,145	\$ 1,441,318
Core & Intensive Services	\$	258,796	\$ 380,767	\$ 236,206	\$ 101,231	\$ 164,023	\$ 1,141,023
Direct Client Services	\$	84,235	\$ 123,934	\$ 76,882	\$ 32,949	\$ 645,595	\$ 963,595
<b>E. TOTAL PROGRAM</b>	\$	698,678	\$ 1,042,415	\$ 640,557	\$ 274,523	\$ 889,763	\$ 3,545,936

	Adult	Dislocated Worker	Youth In-School	Out-of School	Other From DWD	TOTAL
<b>Section IV: Projected Revenue</b>						
2011 Allocation	\$ 649,141	\$ 925,912	\$ 618,877	\$ 265,233		\$ 2,459,163
Planned Carry-In	\$ 61,086	\$ 306,903	\$ 93,334	\$ 40,000		\$ 501,323
Other - Specify -VU-DOL/JAG/ABE					\$ 188,369	\$ 188,369
RR - KIMBALL					\$ 38,607	\$ 38,607
MOSP					\$ 14,590	\$ 14,590
SAETC					\$ 312,074	\$ 312,074
BUS. CONSULTANT					\$ 60,000	\$ 60,000
NEG-OJT-ARRA & OJT-RR					\$ 303,039	\$ 303,039
INTEGRATED SERVICES					\$ 17,000	\$ 17,000
<b>F. TOTAL PROGRAM</b>	\$ 710,227	\$ 1,232,815	\$ 712,211	\$ 305,233	\$ 933,679	\$ 3,894,165

Overhead - Rent/Utilities/Communications/Insurance/Audit/Meetings  
 Line A is the distribution of the total cost from the Line Items listed in Section I  
 Line B is the total of the Internal Program Line items in Section II. All internal cost must be broken out by these line items.  
 Line C = Line B plus the Contractual - Program Funds line  
 Line D - Line A plus Line B  
 The total Program cost in Section II must be broken out by type of service or Program cost in Section III  
 Line E must equal Line C

Section IV: Projected Revenue - Line F must be equal to or greater than Line D - the total budget

**Local Operator/Regional Operator T.P.M.A.**

Budget FY: 2011	WIA Admin (Adult/Dislocated Worker/Youth)				Other From DWD	TOTAL	
<b>Section I: Administration Budget</b>							
Wages & Benefits	\$			116,062	\$ 11,380	\$ 127,442	
Travel	\$			8,875	\$ 870	\$ 9,745	
Supplies	\$			3,303	\$ 324	\$ 3,627	
Equipment (Purchase)	\$			1,238	\$ 121	\$ 1,359	
Equipment (Rental)	\$			1,651	\$ 162	\$ 1,813	
Overhead (Rent, Utilities, etc.)	\$			31,191	\$ 3,059	\$ 34,250	
Contractual	\$			-	\$ -	\$ -	
		Adult	Dislocated Worker	Youth In-School	Out-of School	Other From DWD	TOTAL
<b>A. TOTAL Allocated ADMINISTRATION</b>	\$	34,103	\$ 77,289	\$ 35,650	\$ 15,278	\$ 15,916	\$ 178,236
<b>Section II: Program Budget</b>							
<b>Internal Costs</b>							
Wages & Benefits	\$	79,314	\$ 179,750	\$ 82,911	\$ 35,533	\$ 57,305	\$ 434,813
Travel	\$	6,065	\$ 13,745	\$ 6,340	\$ 2,717	\$ 4,382	\$ 33,249
Supplies	\$	2,257	\$ 5,116	\$ 2,360	\$ 1,011	\$ 1,631	\$ 12,375
Equipment (Purchase)	\$	847	\$ 1,920	\$ 885	\$ 380	\$ 612	\$ 4,644
Equipment (Rental)	\$	1,128	\$ 2,558	\$ 1,179	\$ 505	\$ 815	\$ 6,183
Overhead (Rent, Utilities, etc.)	\$	21,317	\$ 48,300	\$ 22,283	\$ 9,551	\$ 15,400	\$ 116,851
Other	\$	-	\$ -	\$ -	\$ -	\$ -	\$ -
<b>B. TOTAL Internal - Program</b>	\$	110,928	\$ 251,387	\$ 115,958	\$ 49,697	\$ 80,145	\$ 608,115
<b>Contractual - Program Funds</b>							\$ -
<b>C. TOTAL PROGRAM</b>	\$	110,928	\$ 251,387	\$ 115,958	\$ 49,697	\$ 80,145	\$ 608,115
<b>D. TOTAL BUDGET</b>	\$	145,031	\$ 328,676	\$ 151,608	\$ 64,975	\$ 96,061	\$ 786,351
<b>Section III: Program Cost Break-out</b>							
Program Management	\$	145,031	\$ 328,676	\$ 151,608	\$ 64,975	\$ 96,061	\$ 786,351
Core & Intensive Services							\$ -
Direct Client Services	\$	-	\$ -	\$ -	\$ -	\$ -	\$ -
<b>E. TOTAL PROGRAM</b>	\$	145,031	\$ 328,676	\$ 151,608	\$ 64,975	\$ 96,061	\$ 786,351

	Adult	Dislocated Worker	Youth In-School	Out-of School	Other From DWD	TOTAL
<b>Section IV: Projected Revenue</b>						
2011 Allocation	\$ 136,307	\$ 284,843	\$ 138,278	\$ 59,262	\$ -	\$ 618,690
Planned Carry-In	\$ 8,724	\$ 43,833	\$ 13,330	\$ 5,713	\$ -	\$ 71,600
Other - Specify / V.U. DOL					\$ 4,000	\$ 4,000
MOSP					\$ 81	\$ 81
BUSINESS CONSULTANT					\$ 60,000	\$ 60,000
JAG					\$ 341	\$ 341
A.B.E.					\$ 6,494	\$ 6,494
I.S.					\$ 5,000	\$ 5,000
NEG-OJT-ARRA / RR-OJT					\$ 20,145	\$ 20,145
<b>TOTAL PROGRAM</b>	\$ 145,031	\$ 328,676	\$ 151,608	\$ 64,975	\$ 96,061	\$ 786,351

Overhead - Rent/Utilities/Communications/Insurance/Audit/Meetings

Line A is the distribution of the total cost from the Line Items listed in Section I

Line B is the total of the Internal Program Line items in Section II. All internal cost must be broken out by these line items.

Line C = Line B plus the Contractual - Program Funds line

Line D - Line A plus Line B

The total Program cost in Section II must be broken out by type of service or Program cost in Section III

Line E must equal Line C

Section IV: Projected Revenue - Line F must be equal to or greater than Line D - the total budget

Service Provider **VINCENNES UNIVERSITY - R 11**

Budget FY: 2011	WIA Admin (Adult/Dislocated Worker/Youth)				Other From DWD	TOTAL
<b>Section I: Administration Budget</b>						
Wages & Benefits						\$ -
Travel						\$ -
Supplies						\$ -
Equipment (Purchase)						\$ -
Equipment (Rental)						\$ -
Overhead (Rent, Utilities, etc.)						\$ -
Contractual						\$ -
	Adult	Dislocated Worker	Youth In-School    Out-of School		Other From DWD	TOTAL
<b>A. TOTAL Allocated ADMINISTRATION</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Section II: Program Budget</b>						
<b>Internal Costs</b>						
Wages & Benefits	\$ 265,826	\$ 391,110	\$ 242,623	\$ 103,982	\$ 157,323	\$ 1,160,864
Travel	\$ 11,993	\$ 17,645	\$ 10,946	\$ 4,691	\$ 1,000	\$ 46,275
Supplies	\$ 7,414	\$ 10,908	\$ 6,767	\$ 2,900	\$ 1,000	\$ 28,989
Equipment (Purchase)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Equipment (Rental)	\$ 41,423	\$ 60,947	\$ 37,807	\$ 16,203	\$ 2,500	\$ 158,880
Overhead (Rent, Utilities, etc.)	\$ 10,282	\$ 15,127	\$ 9,384	\$ 4,022	\$ 2,200	\$ 41,015
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>B. TOTAL Internal - Program</b>	\$ 336,938	\$ 495,737	\$ 307,527	\$ 131,798	\$ 164,023	\$ 1,436,023
Contractual - Program Funds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>C. TOTAL PROGRAM</b>	\$ 336,938	\$ 495,737	\$ 307,527	\$ 131,798	\$ 164,023	\$ 1,436,023
<b>D. TOTAL BUDGET</b>	\$ 336,938	\$ 495,737	\$ 307,527	\$ 131,798	\$ 164,023	\$ 1,436,023
<b>Section III: Program Cost Breakdown</b>						
Program Management	\$ 78,142	\$ 114,970	\$ 71,321	\$ 30,567	\$ -	\$ 295,000
Core & Intensive Services	\$ 258,796	\$ 380,767	\$ 236,206	\$ 101,231	\$ 164,023	\$ 1,141,023
Direct Client Services	\$ 84,235	\$ 123,934	\$ 76,882	\$ 32,949	\$ 333,521	\$ 651,521
<b>E. TOTAL PROGRAM</b>	\$ 421,173	\$ 619,671	\$ 384,409	\$ 164,747	\$ 497,544	\$ 2,087,544

	Adult	Dislocated Worker	Youth In-School    Out-of School		Other From DWD	TOTAL
<b>Section IV: Projected Revenue</b>						
2011 Allocation	\$ 373,173	\$ 378,515	\$ 311,070	\$ 133,316		\$ 1,196,074
Planned Carry-In	\$ 48,000	\$ 241,156	\$ 73,339	\$ 31,431		\$ 393,926
Other - Specify						\$ -
RR - KIMBALL					\$ 38,607	\$ 38,607
MOSP					\$ 13,509	\$ 13,509
JAG					\$ 19,151	\$ 19,151
A.B.E.					\$ 88,508	\$ 88,508
OJT-RR/NEG-OJT-ARRA					\$ 274,894	\$ 274,894
V.U. / D.O.L.					\$ 62,875	\$ 62,875
<b>TOTAL PROGRAM</b>	\$ 421,173	\$ 619,671	\$ 384,409	\$ 164,747	\$ 497,544	\$ 2,087,544

Overhead - Rent/Utilities/Communications/Meetings

Line A is the distribution of the total cost from the Line Items listed in Section I

Line B is the total of the Internal Program Line items in Section II. All internal cost must be broken out by these line items.

Line C = Line B plus the Contractual - Program Funds line

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Line E must equal Line C

Section IV: Projected Revenue - Line F must be equal to or greater than Line D - the total budget

**Service Provider Chamber & SEAETC/V.U.**

Budget FY: 2011	WIA Admin (Adult/Dislocated Worker/Youth)				Other From DWD	TOTAL
<b>Section I: Administration Budget</b>						
Wages & Benefits						\$ -
Travel						\$ -
Supplies						\$ -
Equipment (Purchase)						\$ -
Equipment (Rental)						\$ -
Overhead (Rent, Utilities, etc.)						\$ -
Contractual						\$ -
	Adult	Dislocated Worker	Youth In-School    Out-of School		Other From DWD	TOTAL
<b>A. TOTAL Allocated ADMINISTRATION</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Section II: Program Budget</b>						
<b>Internal Costs</b>						
Wages & Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Travel	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Equipment (Purchase)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Equipment (Rental)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Overhead (Rent, Utilities, etc.)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>B. TOTAL Internal - Program</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Contractual - Program Funds</b>	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223	\$ -	\$ 35,000
<b>C. TOTAL PROGRAM</b>	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223	\$ -	\$ 35,000
<b>D. TOTAL BUDGET</b>	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223	\$ -	\$ 35,000
<b>Section III: Program Cost Break-out</b>						
Program Management	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223		\$ 35,000
Core & Intensive Services						\$ -
Direct Client Services	\$ -	\$ -	\$ -	\$ -	\$ 312,074	\$ 312,074
<b>E. TOTAL PROGRAM</b>	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223	\$ 312,074	\$ 347,074

	Adult	Dislocated Worker	Youth In-School    Out-of School		Other From DWD	TOTAL
<b>Section IV: Projected Revenue</b>						
2011 Allocation	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223		\$ 35,000
Planned Carry-in						\$ -
Other - Specify						\$ -
SEAETC/V.U.					\$ 312,074	\$ 312,074
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
<b>TOTAL PROGRAM</b>	\$ 10,926	\$ 9,996	\$ 9,855	\$ 4,223	\$ 312,074	\$ 347,074

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**Thomas P. Miller and Associates**  
*Building Assets through Knowledge & Innovation*

# **Employee Handbook**

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**WELCOME NEW EMPLOYEE!**

On behalf of your colleagues, we welcome you to Thomas P. Miller and Associates (TPMA) and wish you every success.

We believe that each employee contributes directly to TPMA's growth and success, and we hope you will take pride in being a member of our team.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Thomas P. Miller and Associates

## INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with TPMA and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. It is your initial guide to the way we would like to see things work at TPMA. It describes many of your responsibilities as an employee and outlines the programs developed by TPMA to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

We believe that one of the key factors in our success has been our ability to be flexible when dealing with business conditions, our customers, and our valuable employees. Our ability to adjust to changing circumstances by exercising our discretion will be maintained in all aspects of our business and our relationship with you. The contents of this handbook and any other policy statements issued by us must always be subject to change.

Even though this handbook is only a general guide, the information contained in it is important and we expect you to become familiar with its contents and to raise questions any time you have trouble with your work here at TPMA. By sharing information in this way, all of us can succeed.

## **100 EMPLOYMENT**

### **101 Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at TPMA will be based on merit, qualifications, and abilities. TPMA does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

TPMA will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### **102 Business Ethics and Conduct**

The successful business operation and reputation of TPMA is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of TPMA is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to TPMA, and its customers, to act in a way that will merit the continued trust and confidence of the public.

TPMA will comply with the spirit and intent of all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on the ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your supervisor.

Compliance with this policy of business ethics and conduct is the responsibility of every TPMA employee.

### **103 Outside Employment**

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with TPMA. All employees will be judged by the same performance standards and will be subject to TPMA's scheduling demands, regardless of any existing outside work requirements.

If TPMA determines that an employee's outside work interferes with performance or the ability to meet the requirements of TPMA as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with TPMA.

Outside employment will present a conflict of interest if it has an adverse impact on TPMA.

#### **104 Non-Disclosure**

The protection of confidential business information and trade secrets is vital to the interests and the success of TPMA. Such confidential information includes, but is not limited to, the following examples:

- General TPMA payroll information
- Computer processes
- Customer lists
- Customer preferences
- Financial information

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from disclosed information.

### **200 EMPLOYMENT STATUS AND RECORDS**

#### **201 Employment Categories**

It is the intent of TPMA to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by TPMA management.

In addition to the above categories, each employee will belong to one other employment category (TPMA reserves the right to negotiate certain employee benefits with employees based upon employee education and experience):

**REGULAR FULL-TIME** employees are those who are not in a temporary or introductory status and who are regularly scheduled to work at least 40 hours per week. Generally, they are eligible for TPMA benefit package, subject to the terms, conditions, and limitations of each benefit program.

**PART-TIME** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 40 hours per week, but at least 20 hours per week. Regular part-time employees are eligible for some benefits sponsored by TPMA, subject to the terms, conditions, and limitations of each benefit program.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with TPMA is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

TEMPORARY employees are those who are scheduled to work in a position or on a specific project that is expected to last for a limited duration, usually no more than six (6) months during any twelve (12) month period. Temporary employees are not eligible to participate in TPMA's benefit programs.

### **202 Access to Personnel Files**

TPMA maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of TPMA, and access to the information they contain is restricted. Generally, only supervisors and management personnel of TPMA who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Manager or Administration Manager. With reasonable advance notice, employees may review their own personnel files in TPMA's offices and in the presence of an individual appointed by TPMA to maintain the files.

### **203 Personnel Data Changes**

It is the responsibility of each employee to promptly notify TPMA of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Manager or Administration Manager.

### **204 Introductory Period**

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. TPMA uses this period to evaluate employee capabilities, work habits, and overall performance.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If TPMA determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employees' performance, the introductory period may be extended for a specified period of time. If the introductory period is extended past the 90 days, employees will not be eligible for benefits until their introductory status is completed.

Because you are an at-will employee, either you or TPMA may end the employment relationship with or without cause or notice at any time, even during the introductory period. Whether or not the introductory period is extended, completion of the introductory period does not guarantee

employment for any definite duration or modify the at-will nature of the employment relationship in any way.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

Employees will be notified in writing at the end of their introductory period that their classification has been changed to "regular."

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other TPMA -provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific program for the details on eligibility requirements.

### **205 Performance Evaluation**

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal written performance evaluations will be conducted at the end of an employee's initial period of hire, known as the introductory period. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire.

If you receive a job promotion or job change, your anniversary date for purposes of performance evaluation will change to the date of your promotion or job change. For example, if your hire date is March 1, 2000 and you accepted a promotion or a job change on December 15, 2000, then your next scheduled performance evaluation will be on or about December 15, 2001, not March 1, 2001. Your original hire date will continue to serve as your anniversary date for purposes of PTO accrual and other benefit related decisions.

### **206 Bonuses**

From time to time, dependent on company performance, bonuses may be paid out.

## **300 EMPLOYEE BENEFIT PROGRAMS**

### **301 Employee Benefits**

Eligible employees at TPMA are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- 401(k)
- Holidays
- Life Insurance
- Long-Term Disability
- Medical Insurance
- Paid Time Off (PTO)

### **302 Medical Insurance**

TPMA will pay ½ of the cost of individual coverage on health and dental for eligible employees. TPMA pays 100% of the cost of the individual coverage on vision for those employees. Dependents included in the insurance plan are required to pay the portion of the monthly premium for that coverage on a payroll deduction basis. Employees are eligible for insurance coverage the day after 30 days of employment.

### **303 Holidays**

TPMA will grant holiday time off to all employees on the holidays listed below:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If a recognized holiday falls on a Saturday or Sunday, then the holiday will be recognized on the Friday preceding a Saturday holiday or the Monday following a Sunday holiday.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay in addition to the wages that they receive for hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked on the holiday for the purposes of determining overtime.

### **304 Bereavement Leave**

Paid bereavement leave will be granted to full-time employees in the event of absence necessitated by the death of a family member. In the event of the death of an employee's spouse, child, parent or sibling, the employee will be granted three days off with pay. In the event of the death of an employee's grandparent, father or mother-in-law, or son or daughter-in-law, the employee will be granted one day off with pay.

**305 Jury Duty**

A copy of the court notice must be submitted to the employee's manager to verify the need for such leave. The employee will receive the difference between jury duty pay and his or her normal salary or wage for each day of jury duty up to a maximum of five days per year in addition to any other paid leave. Proper documentation regarding the amount of jury duty pay received is necessary in order to receive the Company provided compensation salary.

**306 Paid Time Off (PTO)**

**Eligibility:** Full-time employees who work 40 hours or more per week and have completed 30 days of employment with TPMA are eligible for PTO. Any request for time off prior to an employee completing their 30 days of employment will be reviewed by a member of the Management Team.

1. All employees hired 1/1/2006 and forward will receive 120 hours of PTO per calendar year, pro-rated based on month of hire (see pro-rate schedule below). The following are listed in the PTO category:
  - o Vacation
  - o Doctor Appointment
  - o Short-term illness
  - o Other miscellaneous personal time off

**PTO Pro-rated Schedule**

<u>Month of Hire</u>	<u>PTO Hours</u>	<u>Month of Hire</u>	<u>PTO Hours</u>
Jan	120	Jul	60
Feb	110	Aug	50
Mar	100	Sep	40
Apr	90	Oct	30
May	80	Nov	20
Jun	70	Dec	10

2. Employees hired prior to 1/1/2006 receive 176 hours of PTO per calendar year.

A PTO request form should be submitted to your supervisor for approval prior to taking time off. Once approved, PTO forms should be retained by the employee and submitted with the corresponding timesheet. It is the supervisor's responsibility to assure proper coverage at all times. Employees shall take PTO to which they are entitled prior to December 31 of each year. Any exceptions must have management approval and cannot exceed 40 hours.

PTO time is not accrued. On January 1 of each year each employee is provided 120 hours of PTO to be used during that calendar year (January 1 to December 31). PTO hours not used will not be carried over and are not paid out upon termination of employment.

**307 Life Insurance**

Life insurance offers you and your family important financial protection. TPMA provides a basic life insurance plan (\$25,000) for eligible employees. TPMA pays 100% of this Life Insurance premium for employee.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- Regular full-time employees
- Regular part-time employees (who work a minimum of 30 hours per week)

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between TPMA and the insurance carrier. Eligible employees may begin life insurance coverage only after completing 90 calendar days of service.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Manager or Administration Manager for more information about life insurance benefits.

### **308 Long-Term Disability**

TPMA provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- All employees who work a minimum of 20 hours per week

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between TPMA and the insurance carrier. Eligible employees may begin LTD coverage only after completing 30 calendar days of service.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Manager or Administration Manager for more information about LTD benefits.

### **309 Simple IRA**

Under the plan, employees may elect to make contribution to the plan through salary deferral. TPMA will match up to 3% of employee contribution. New employees are eligible to enroll in Simple IRA after 1 year of employment.

## **400 TIMEKEEPING AND PAYROLL**

### **401 Paydays**

Payroll dates are the 7<sup>th</sup> and 22<sup>nd</sup> of each month. Payroll on the 7<sup>th</sup> covers hours worked the 16<sup>th</sup> – 30<sup>th</sup> or 31<sup>st</sup> of previous month and payroll on the 22<sup>nd</sup> day covers hours worked the 1<sup>st</sup> – 15<sup>th</sup> of the current month. Timesheets should be turned in on the earliest business date following the 15<sup>th</sup> and 30<sup>th</sup>/31<sup>st</sup> of each month.

#### 402 Timesheets

Employees will maintain timesheets daily, recording number of hours worked on each grant, program or project. When the time worked benefits all grants, the hours worked will be recorded as "Pool" hours. Holidays and Paid Time Off will be recorded in the Holiday and PTO columns. At the end of each pay period, employees sign their timesheet and the supervisor signs to approve.

All timesheets are forwarded to the Executive/Administrative Assistant for processing and submission to Bookkeeping Plus for ADP processing.

#### 403 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee
- Discharge – involuntary employment termination initiated by the organization
- Retirement – voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

TPMA will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to TPMA, or return of TPMA -owned property. Suggestions, complaints, and questions can also be voiced.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid.

#### 404 Termination By Discharge

Employment with TPMA may be terminated at the initiation of the company. Reasons for termination at the initiation of the company include, but are not limited to, substandard job performance, violation of company policies, procedures and rules, and excessive unexcused absences or attendance problems. Employees whose behavior falls into these categories will proceed through a series of warnings as follows:

1. Verbal Warning – This is a warning from the employee's manager about job performance issues or policy violations. The manager will inform the employee that a "verbal warning" is being issued and consult with the employee on appropriate action to correct the situation. Verbal Warnings are not necessarily limited to one.
2. Written Warning – This is the second level of warning, and it is more serious than a verbal warning. The manager will notify the employee of the problem(s) in writing and consult with the employee on corrective action. The employee will be given a copy of the written warning.
3. Suspension – This is the third level of warning, and should be considered a final warning. The manager will notify the employee of the problem(s) in writing and consult with the employee on corrective action. The employee will be given a copy of the final written warning.

4. Discharge – If all prior warnings have not resulted in correction of an employee's problem(s), the company may terminate the employee.

TPMA reserves the right to skip any of the above steps depending on the severity of the infraction and previous disciplinary actions. This will be done at the discretion of the manager.

## **500 WORK CONDITIONS AND HOURS**

### **501 Overtime**

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. In addition, in some cases, employees may be required to work overtime. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

### **502 Use of Equipment and Vehicles**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

### **503 Communications Systems**

All electronic and telephonic communication systems (including e-mail, voice mail, cellular phones, Internet systems, etc.) and all communication and information transmitted by, received from, or stored in the TPMA systems are the property of TPMA and as such are to be used solely for job-related purposes.

**Business Use Only:** The use of any software and business equipment (including, but not limited to facsimiles, computers, and copy machines) for other than job-related purposes are prohibited, unless expressly permitted by a designated manager/ supervisor.

**Authorization to Access Information:** Employees are not permitted to use any code, access any file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from their manager/supervisor. All pass codes are property of TPMA.

No employee may use a pass code that has not been issued to that employee or that is unknown to the company management.

**Passwords:** Personal passwords should not be given out to anyone. Passwords are to be changed periodically in order to maintain security. TPMA may monitor e-mail messages randomly to determine whether any outsiders are using the system or whether any violations of the company' policy have occurred.

**Monitoring of Voice Mail, E-Mail and Internet:** To ensure that the use of electronic and telephonic communication systems and business equipment is consistent with TPMA legitimate business interests, authorized representatives of TPMA may monitor the use of such equipment from time to time.

**Sensitive Information:** Sensitive information is not to be sent via electronic mail.

**Application of Other Policies to Electronic Communications:** Many other policies of TPMA apply to the use of the electronic mail system, including those concerning courtesy, harassment, reporting absences and solicitation. All the policies, which apply to communications through the e-mail system with co-workers, also apply to communications with vendors and customers.

**No Foul, Inappropriate, Offensive or Defamatory Remarks:** Foul, inappropriate, or offensive messages such as racial, sexual or religious slurs are prohibited in e-mail or voice mail. Defamatory remarks about employees, members, competitors or others are also forbidden. Access or distribution of pornography via the Internet or e-mail or any other method is prohibited.

**Authorized E-Mail Users Only:** Only authorized persons can use e-mail. If employees have not been issued an e-mail password, they may not use the e-mail system. Employees may not use unauthorized codes, passwords, or other means to gain access to e-mail belonging to others.

**Communications Systems Consent Form:** As a condition of initial and continued employment, employees may be required to sign a communications systems consent and use agreement.

**No Anonymous Messages:** Employees are prohibited from using voice mail to harass other employees or to send anonymous messages. TPMA can trace the origination of abusive messages and will discipline all violators, up to and including discharge.

**No Solicitation Via E-Mail:** E-mail must not be used to solicit for business ventures, personal parties, social meetings, political or religious causes, or other matters not connected to TPMA business.

**Policy Violations:** Employees who violate this policy are subject to disciplinary action, up to and including discharge.

#### **504 Business Travel Expenses**

TPMA will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

Employees whose travel plans have been approved should make all travel arrangements through a designated on-site employee, through on-line travel sites or directly with airlines, hotels or car rental agencies, being as cost effective as possible. TPMA has corporate rates for car rentals through Enterprise or Budget.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives would be reimbursed by TPMA. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense.
- Tips not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
- Charges for telephone calls, fax, and similar services required for business purposes.
- Charges for one personal telephone call each day.
- Charges for laundry and valet services, only on trips of five or more days. (Personal entertainment and personal care items are not reimbursed.)

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by TPMA may not be used for personal use without prior approval.

When travel is completed, employees should submit completed travel expense reports within 30 days. Expense report must be approved by supervisor prior to submission for payment. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expense policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

## **600 LEAVES OF ABSENCE**

### **601 Pregnancy Disability Leave**

TPMA provides pregnancy disability leaves of absence to eligible employees who are temporarily unable to work due to a disability related to pregnancy, childbirth, or related medical conditions.

Employees in the following employment classifications are eligible to request pregnancy disability leave as described in this policy:

- All employees

Employees should make requests for pregnancy disability leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for pregnancy disability leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to TPMA. Employees returning from pregnancy disability leave must submit a health care provider's verification of their fitness to return to work.

Employees are normally granted unpaid leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Employees may substitute any accrued paid leave time for unpaid leave as part of the pregnancy disability leave period.

Subject to the terms, conditions, and limitations of the applicable plans, TPMA will continue to provide health insurance benefits for the full period of the approved pregnancy disability leave.

Benefit accruals, such as vacation, sick leave, and holiday benefits, will not continue during the approved pregnancy disability leave period.

So that an employee's return to work can be properly scheduled, an employee on pregnancy disability leave is requested to provide TPMA with at least two weeks advance notice of the date he/she intends to return to work.

When a pregnancy disability leave ends, the employee will be reinstated to the same position, unless either the job ceased to exist because of legitimate business reasons or each means of preserving the job would substantially undermine the ability to operate TPMA safely and efficiently. If the same position is not available, the employee will be offered a comparable position in terms of such issues as pay, location, job content, and promotional opportunities.

If an employee fails to report to work promptly at the end of pregnancy disability leave, TPMA will assume that the employee has resigned.

## **602 Medical Leave**

TPMA provides medical leaves of absences without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. Employees may use any accrued PTO as part of their medical leave. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; and continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:

- Regular full-time employees
- Regular part-time employees

Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to TPMA. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, TPMA will continue to provide health insurance benefits for the full period of the approved medical leave.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide TPMA with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, TPMA will assume that the employee has resigned.

### **603 Military Leave**

TPMA complies with all applicable laws regarding military leaves of absences. To request a leave you must notify your supervisor at least two weeks in advance, or as soon as possible. TPMA will attempt to hold your original position for you. If for business reasons we cannot, a similar position at the same pay rate will be given to you.

## **700 EMPLOYEE CONDUCT AND DISCIPLINARY ACTION**

### **701 Employee Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, TPMA expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or legal drugs (for example, taking prescription drugs without a prescription or exceeding the prescribed dosage).
- Illegal use of drugs
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies

### **702 Workplace Safety**

We are committed to providing a safe and productive work environment. We expect you and everyone who works for us to report to work each day fit to perform your job unencumbered by the effects of drugs, alcohol, or other controlled substances. The unlawful or unauthorized manufacture, distribution, dispensation, possession, sale or use of alcohol or controlled substances on TPMA premises, TPMA vehicles, or while engaged in TPMA business activities is strictly prohibited and will not be tolerated.

The problems of substance abuse in the workplace are serious. It is for that reason that we must take a stand to assure that our workplace will be safe and drug free for us all.

If you or anyone working for us appears to be under the influence of alcohol or a controlled substance which may affect your ability to safely and efficiently perform your job duties, then it may be necessary to temporarily remove you from work duties to determine your ability to continue working.

Depending on the circumstances, it may be necessary for you to undergo a drug or alcohol test as a condition of your continued employment. The results of the test will be considered in determining an appropriate response to your situation. Your failure or refusal to submit to such a test will be seen as insubordinate conduct and will warrant termination.

If you believe that you have a substance abuse problem, then, by all means, immediately seek help from appropriate sources, including us. We can attempt to accommodate individuals who acknowledge the existence of these serious problems. We will not tolerate, however, illegal or unsafe conduct by any of our employees.

### **703 Workplace Privacy**

TPMA respects the privacy of our employees, patients and all others with whom we do business. We expect all of our employees to show the same respect for the privacy of co-workers and of our business dealings.

So that there will be no misunderstanding, you should be aware that TPMA telephones, computer systems, Internet, e-mail, and voicemail systems belong to TPMA. We must always be able to quickly access any of these systems whenever we see fit. Consequently, it is very important for you to understand that anything said, written, transferred, or stored using these systems may not be completely private, even though you may have been given an individual password or access capabilities. You should not expect complete privacy in these systems, or in any business-related file cabinet, desk, or drawer. Anything that you wish to keep completely

private should not be brought to the workplace at all and should not be mentioned or discussed while engaging in TPMA business or while using TPMA's communication systems.

#### **704 Sexual and Other Unlawful Harassment**

TPMA is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, color, national origin, disability, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Sexual harassment often is not as noticeable as other forms of prohibited harassment; therefore, the problems inherent in sexual harassment demand special attention and awareness. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature are not appropriate in our work environment and will not be tolerated or condoned.

Sexual harassment does not refer to comments, compliments and contacts that are acceptable in a professional workplace. Unlawful sexual harassment is a form of sex discrimination and occurs when:

1. Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment; or
2. Submission to or rejection of such conduct by an individual is used as a basis for making employment decisions affecting the individual; or
3. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Human Resources Manager or any other member of management. Employees can raise good faith concerns and make good faith reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or unlawful harassment should promptly advise the Human Resources Manager or any member of management who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

#### **705 Attendance and Punctuality**

To maintain a safe and productive work environment, TPMA expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on TPMA. In rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify the Human Resources Manager or your direct supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

#### **706 Business Casual Wear**

The following is intended to serve as a guide to help define appropriate casual business wear for all employees.

Our primary objective is to have employees project a professional image while taking advantage of more casual and relaxed fashions. Casual dress offers a welcome alternative to the formality of typical business attire.

However, not all casual clothing is appropriate for the office or in the field. Casual business wear means clean, neat, professional clothing. It is never appropriate to wear stained, wrinkled, frayed, or revealing clothing to the workplace. If you are considering wearing something and you are not sure if it is acceptable, choose something else or inquire first.

Listed below is a general overview of acceptable casual business wear as well as a listing of some of the more common items that are not appropriate for the office or in the field. Obviously, neither group is intended to be all inclusive. Rather, these items should help set the general parameters for proper casual business wear and allow you to make intelligent judgments about items that are not specifically addressed.

Examples of acceptable office casual business wear include:

- jeans
- dress shorts
- casual shirts and blouses

Examples of inappropriate clothing items that should not be worn on casual days include:

- shorts higher than 2 inches above the knees
- halter tops
- visible undergarments

Staff working in the field besides the above inappropriate items should also refrain from wearing the following:

- jeans
- dress shorts
- sleeveless shirts unless covered by a lab coat
- capri pants

We hope and fully expect that business casual wear will help make our workplace more enjoyable and productive.

#### **707 Solicitation and Distribution of Literature**

Employees are not allowed to solicit or distribute literature to fellow employees or customers during work hours. This applies while either the solicitor or the person being solicited is on working hours. Items included in this are political, religious, or sales catalogs. This, however, is not a comprehensive list.

I, \_\_\_\_\_, have received and read a copy of the Thomas P. Miller & Associates, LLC Employee Handbook which outlines the policies, benefits, and expectations of Thomas P. Miller & Associates, LLC, as well as my responsibilities as an employee.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Employee Handbook provided to me by Thomas P. Miller & Associates, LLC. I understand this handbook is not intended to cover every situation which may arise during my employment, but is simply a general guide to the policies, practices, benefits and expectations of Thomas P. Miller & Associates, LLC.

I understand that the Thomas P. Miller & Associates, LLC Employee Handbook is not a contract of employment and should not be deemed as such.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Regional Elected Official Agreement  
with the Regional Workforce Board**

This agreement is made and entered into by and between the designated Regional Elected Officials from the counties of Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh, and Warrick in Region 11 to set forth the procedures that shall govern the Regional Elected Officials and their responsibilities and actions pursuant to the provisions of the Workforce Investment Act, and all federal and state statutes, rules, and regulations promulgated hereunder. The Regional Elected Officials body includes one designated Local Elected Official from each County as set forth in each Local Elected Official Agreement.

**I. Duties and Responsibilities of Local Elected Officials**

The Regional Elected Officials selected by the Local Elected Officials (LEOs) of their county to represent the County are responsible for:

- a. Entering into an Elected Official Agreement with Region 11 to establish responsibilities and actions as it pertains to the Workforce Investment Act and Regional Workforce Board;
- b. Providing guidance to the Regional Workforce Board as a member of the Executive Council;
- c. Communicating updates and changes to the Local Elected Officials of the Region;
- d. Selecting a Regional Chief Elected Official (the "Regional CEO") for the Region;
- e. Notifying the Local Elected Officials of the County about a vacancy on the Regional Workforce Board that requires their appointment.

A Regional Elected Official may determine the need to utilize a proxy to the Executive Council on his/her behalf. The proxy shall be the Business Representative appointed by the Local Elected Official of the County he/she represents.

**II. Duties and Responsibilities of the Chief Elected Official**

The Regional CEO will be responsible for interacting with the designated Regional Elected Officials on matters concerning the Regional Workforce Board. The Regional CEO shall be authorized to act as a contact person for all Regional Elected Official business and to sign all contracts/grant agreements not requiring full Regional Elected Official approval.

Additionally, the CEO will have the authority to sign all necessary documents representing the actions approved by the Regional Elected officials and/or the Executive County of the Regional Elected Officials. The Regional CEO serves on the Regional Workforce Board and is responsible, along with the Regional Workforce Chairperson for updating the Regional Elected Official Executive Council on workforce development activities and issues for Region 11.

**III. Selection of a Fiscal Agent**

The Regional elected officials are responsible for selecting a Fiscal Agent to serve at their pleasure. The Regional Elected Officials may select to utilize a State procured Fiscal Agent with Regional Representatives. If the Regional Elected Officials agree to select a regionally

procured Fiscal Agent, notification will be made to the State and a contract will be signed indemnifying the Governor of fiscal liability in the Region. The Fiscal Agent will perform the duties as outline in the "Agreement Between Local Elected Officials and the Region 11 Regional Workforce Board" and will abide by the conditions and provision specified therein. The Regional CEO will determine the process of selected the Fiscal Agent, should the need arise. A majority of the Regional Elected Officials must agree with the selection of the Fiscal Agent.

**IV. Selection of an Executive Council**

The Regional Elected Official will operate as an Executive Council who will serve a two-year term. There is no limit on the number of consecutive or non-consecutive terms a Regional Elected Official may serve on the Council.

Any Regional Elected Official may designate, in writing, a proxy to act on his/her behalf at an Executive Council meeting. The designee shall be the Business Representative appointed to the Regional Workforce Board by the LEOs of the County he/she represents. Proxies and votes will be recorded and made part of a permanent file. The Regional Chief Elected Official will be selected by the members of the Executive Council and will serve a two-year term. There is no limit on the number of consecutive or non-consecutive terms the CEO may serve.

**V. Duties of the Executive Council**

Duties of the Executive Council include, but are not limited to, the following:

- a. Provide guidance to the Regional Workforce Board;
- b. Communicate updates and changes to the Local Elected Officials of the Region;
- c. Select a Regional CEO for the Region;
- d. Notifying the Local Elected Officials of the Region about a vacancy on the Regional Workforce Board that requires their appointment;
- e. Procure a Fiscal Agent either through the State or Regional competitive procurement

**VI. Frequency of Executive Council Meetings**

The Executive Council will meet at least twice a year to perform the duties as outlined above. There is no limit to the number of times the Executive Council may meet to address the issues brought to their attention.

**VII. Other Responsibilities**

As their schedules permit, Regional Elected Officials are encouraged to attend Regional Workforce Board meetings, and meet with their Board representatives and the Board Chairperson for updates on the progress and actions in improving workforce development for the employers and citizens of the region.

Regional Elected Officials may request, individually or collectively, information from the Regional Workforce Board and may request such information to be delivered in person and/or in writing.

**VIII. Authority to Act**

Each Regional Elected Official signing on behalf of a given County shall obtain the necessary approvals from the Local Elected Officials to so act. Hence, this Agreement shall be signed by only on Regional Elected Official from each County.

**IX. Counterpart**

This Agreement may be executed in separate counterparts, each of which when so executed shall be an original, but all of such counterparts shall together constitute but one of the same instrument.

**X. Period of Agreement**

The period of this Agreement shall be from July 1, 2010 through June 30, 2012.

**XI. Amendment**

This Agreement may be amended at any time by written request to the Regional CEO, who will set up a process of voting on the change. Changes in the State or Federal legislation affecting the Workforce Investment Act may require a modification to this Agreement. A modification of the Agreement requires a majority vote of the Regional Elected Officials.

Region 11 Elected Officials have named Jonathan Weinzapfel to stand as the Chief Elected Official on this 30 day of April, 2010.

I, \_\_\_\_\_ hereby accept the appointment of Chief Elected Official for Region 11 and agree to the duties and responsibilities contained herein.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**SIGNATURES:**

**Dubois County**

John H. Burger  
Name

\_\_\_\_\_  
Title

**Gibson County**

Bob Townsend  
Name

\_\_\_\_\_  
Title

**Knox County**

James A. Baldwin  
Name

Mayor City of Vanceville  
Title

**Perry County**

Barbara Ewing  
Name

Mayor - City of Jess City  
Title

**Pike County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Posey County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Spencer County**

Thomas G. Taylor  
Name

Commissioner Spencer County  
Title

**Vanderburgh County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Warrick County**

Don Williams  
Name

\_\_\_\_\_  
Title

**Knox County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Perry County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Pike County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Posey County**

*John M. Tucker*  
\_\_\_\_\_  
Name

*Mayor*  
\_\_\_\_\_  
Title

**Spencer County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Vanderburgh County**

\_\_\_\_\_  
Name

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Title

**Warrick County**

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Name

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Title

**Knox County**

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Name

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Title

**Perry County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Pike County**

*Dale Nalley*  
\_\_\_\_\_  
Name

*Commissioner*  
\_\_\_\_\_  
Title

**Posey County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Spencer County**

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**Vanderburgh County**

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**Pike County**

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**Posey County**

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Name

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**Spencer County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**Vanderburgh County**

*Jonathan W. Hoff*  
\_\_\_\_\_  
Name

*Mayer*  
\_\_\_\_\_  
Title

**Warrick County**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**BY-LAWS**  
**OF**  
**GROW SOUTHWEST INDIANA WORKFORCE BOARD, INC.**

**ARTICLE I**

**Purposes**

**Section 1.1 Name.** The name of the Corporation shall be Grow Southwest Indiana Workforce Board, Inc.

**Section 1.2 Authority.** The Corporation is a regional workforce board certified by the Governor of Indiana under the Workforce Investment Act of 1998, for the following nine counties in southwestern Indiana: Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick (the "Counties").

**Section 1.3 Fiscal Year.** The fiscal year of the Corporation shall begin on the 1<sup>st</sup> day of July and end on the 30<sup>th</sup> day of June following.

**Section 1.4 Purposes.** The purpose of the Corporation is more specifically set forth in the Articles of Incorporation, approved and filed with the Indiana Secretary of State on April 20, 2006. In connection therewith, the Corporation shall provide policy guidance for, and review, monitor and evaluate activities under the Workforce Investment Act, in order to create a system of workforce investment that integrates all public workforce development resources into an easily accessible system to benefit the Counties and the regional economy. The Corporation shall provide day-to-day supervision of the staff of the Corporation, all in accordance with and pursuant to the Workforce Investment Act of 1998.

**Section 1.5 Membership.** The corporation is not a member organization and shall have no members.

## ARTICLE II

### Board of Directors

Section 2.1. Duties and Qualifications. The business, property and affairs of the Corporation shall be managed by the Board of Directors.

Section 2.2 Number of Directors. The Board of Directors (the "Board") shall consist of such number of members not fewer than nine (9) nor more than sixteen (16), the exact number of which shall be prescribed from time to time in the Bylaws of the Corporation and by I.C. 22-45-7-2; provided, however, the Board of Directors at the time of the adoption of these Articles of Incorporation shall consist of fourteen (14) members.

Section 2.3 Selection of Directors. The Board shall be made up of the following:

2.3.1 At least one (1) business representative from each county who is:

- (A) A business owner;
- (B) A chief executive or operating officer; or
- (C) A business executive or employer with optimum policy making or hiring authority.

2.3.2 Four (4) nonbusiness representatives, one (1) from each of the following categories:

- (A) An economic development entity.
- (B) A local educational entity.
- (C) A community based or faith based organization.
- (D) A labor organization, with the member being nominated by the local labor federations.

2.3.3 The nonbusiness representatives described in Section 2.3.2 shall be selected and

appointed as members of the Board in the following manner:

- (A) The mayor of the largest city in the Region shall select and appoint one (1) member from any of the four (4) categories listed in Section 2.3.2.
- (B) If the second largest city in the Region has a population greater than eight thousand (8,000), the mayor of the second largest city in the Region shall select and appoint one (1) member from any of the three (3) remaining categories listed in Section 2.3.2.
- (C) If the third largest city in the Region has a population greater than eight thousand (8,000), the mayor of the third largest city in the Region shall select and appoint one (1) member from either of the two remaining categories listed in Section 2.3.2.
- (D) If the fourth largest city in the Region has a population greater than eighth thousand (8,000), the mayor of the fourth largest city in the Region shall select and appoint one (1) member from the remaining category listed in Section 2.3.2.

2.3.4 If a Region contains fewer than four (4) cities having a population greater than eight thousand (8,000), the selection and appointment of the nonbusiness representatives as member to the Board occurs as described in Section 2.3.3 with the mayors of the cities having a population greater than eight thousand (8,000) alternately selecting and appointing the members.

2.3.5 The business representatives described in Section 2.3.1 are selected and appointed as members of the Board in the following manner:

- (A) Each County in the Region shall appoint, by majority agreement of all the local elected officials in that County, one (1) business representative who

meets the requirements of Section 2.3.1.

- (B) The mayor of each city having a population greater than one hundred thousand (100,000) in the Region shall appoint one (1) additional business representative who meets the requirements of Section 2.3.1.

2.3.6 If the selection and appointment process described in Section 2.3.3 through 2.3.5 results in fewer than sixteen (16) members being appointed to the Board, the local elected officials in the Region may, by majority agreement, appoint additional business representatives who meet the requirements of Section 2.3.1 until the sixteen (16) member limit is reached.

Section 2.4 Term. The term of each member of the Board of Directors shall be for three (3) years or until his/her successor is elected and qualified. Following the adoption of these Articles of Incorporation, the Board of Directors shall meet to assign terms for members of the then Board of Directors with four (4) of such members to serve for three (3) year terms, four (4) of such members to serve for two (2) year terms and six (6) to eight (8) of such members to serve for one (1) year terms. Following the end of the terms of members of the Board of Directors serving two (2) year terms, their successors shall be elected for three (3) year terms and following the end of the terms of members of the Board of Directors serving one (1) year terms, their successors shall be elected for three (3) year terms. Thereafter, all members of the Board of Directors shall be elected for three (3) year terms.

Section 2.5 Vote Required for Action. Each member of the Board of Directors shall be entitled to cast one (1) vote on all matters submitted to a vote at any meeting of the Board of Directors. The affirmative vote of a majority of the members of the Board of Directors who are present at a meeting where a quorum has been established shall be required on all matters submitted to a vote at any meeting of the Board of Directors.

Section 2.6. Vacancies. Vacancies of members of the Board of Directors shall be filled by the mayor or local elected officials who appointed the Director whose seat has been vacated.

Section 2.7. Removal. Any director may be removed, with or without cause, by the Local Elected Official (as defined in the Corporation's Articles of Incorporation) who appointed such director or if the director is an At Large Director (as defined in the Articles of Incorporation), such At Large Director may be removed by the majority vote of the Board of Directors.

Section 2.8. Annual Meetings. The annual meeting of the Board of Directors shall be held on or after the 2<sup>nd</sup> Tuesday in April of each year at such other time as may be designated by the Board of Directors. Annual meetings of the Board of Directors should be held within the earlier of six (6) months after the close of the fiscal year or fifteen (15) months after the Corporation's last annual meeting. The failure to hold an annual or regular meeting at a time stated in or fixed in accordance with these Bylaws does not affect the validity of any corporate action or work any forfeiture or dissolution of the Corporation. The Annual Meeting shall be held at the place specified in the notice of the meeting. At the Annual Meeting, the Chairman and the Treasurer, or their designees, shall report on the activities and financial condition, respectively, of the Corporation.

Section 2.9. Other Meetings. Regular meetings of the Board of Directors may be held pursuant to a resolution of the Board to such effect, and shall be held whenever convenient for the Board of Directors. Unless otherwise provided by the Board of Directors, regular meetings shall be held at the Corporation's principal office. No notice shall be necessary for any regular meeting except as required by law. Special meetings of the Board of Directors may be held upon the call of the Chairman or not less than twenty percent (20%) of the directors then in office and upon at least forty-eight (48) hours' notice specifying the date, time, place and purpose or

purposes of the meeting, given to each director either personally or by mail, telegram, facsimile transmission, or telephone. Except as may be prohibited by law, a director may waive any required notice of an annual, regular or special meeting. The waiver must be in writing, signed by the director entitled to the notice, and filed with the minutes or Corporate records. A director's attendance at or participation in a meeting waives any required notice to the director of the meeting unless the director at the beginning of the meeting or promptly upon the director's arrival, objects to holding the meeting or transacting business at the meeting and does not vote for or assent to action taken at the meeting.

Section 2.10. Quorum; Voting. One-half (1/2) of the directors in office when action is taken shall be necessary to constitute a quorum for the transaction of any business at a meeting of the Board of Directors. If a quorum is present when a vote is taken, the affirmative vote of a majority of the directors present when the act is taken shall be the act of the Board of Directors, unless the act of a greater number is required by law, the Articles of Incorporation, or these By-laws.

Section 2.11. Action by Consent. Except as prohibited by law, any action required or permitted to be taken at any meeting of the Board of Directors may be taken without a meeting if the action is taken by all directors. The action must be evidenced by at least one (1) written consent describing the action to be taken, signed by each director, and included in the minutes or filed with the corporate records reflecting the action taken. Action taken under this section is effective when the last director signs the consent, unless the consent specifies a prior or subsequent effective date.

Section 2.12. Committees. The Board of Directors may from time to time create and appoint standing, special or other committees to undertake studies, make recommendations, and carry on functions for the purpose of efficiently accomplishing the purposes of the Corporation.

Committees, to the extent specified by the Board of Directors, may exercise the powers, functions, or authority of the Board of Directors, except where prohibited by law; provided, however, that if a committee is to exercise board powers, functions, or authority, (a) all the persons serving on the committee must be directors, (b) there must be at least two (2) persons on the committee, and (c) the creation of the committee and the appointment of its members shall be by a majority of all directors in office when the action is taken. One-half (1/2) of the appointed members of any committee created by the Board of Directors must be present at any meeting of the committee to constitute a quorum.

Section 2.13. Conflict of Interest Policy. A director is prohibited from voting on any issues where the director has a potential conflict of interest. Further, if any director significantly participates in the development of contracts, specifications or standards, or in a discussion of the Board of Directors or decision relating to (a) specific terms of a contract; (b) determination of specific standards for performance of a contract; (c) development of invitations to bid, requests for proposals or other bid processes leading to a contract; or (d) any similar discussions or decisions, then that director and the entity represented by that director are prohibited from:

- Bidding on those contracts
- Supervising staff that are paid from funding awarded under such contracts
- Receiving any direct financial benefit from any resulting contract

Each director shall file an economic interest/conflict of interest(s) statement in form and substance acceptable to the Corporation with the Corporation upon appointment and each year thereafter.

Any director with a potential or actual conflict(s) of interest must submit a disclosure letter to the Corporation when potential conflict(s) are discovered and, if possible, before the agenda is prepared for the meeting involving the matter. If a director discovers a conflict of interest during

any meeting of the Board of Directors, the director must verbally declare such conflict(s) of interest, the declaration must be clearly noted in the minutes of the meeting and the director must be excused from the remainder of the discussion and the voting on that issue. Each director is responsible for determining whether the potential or actual conflict(s) of interest exists or arise during his or her service on the Board of Directors. Directors are also responsible for reporting such potential or actual conflict(s) of interest as soon as discovered. Any board member who does not comply with the Conflict of Interest policy will have their membership reviewed by the Executive Committee.

2.14 Attendance. Any member who misses more than three meeting in a year may have their attendance reviewed by the Executive Committee for recommended removal from the board. These attendance rules do not apply to meetings of committees. However, members are expected to participate to the best of their abilities on committees and at the meetings of committees.

### ARTICLE III

#### Officers

Section 3.1. Officers and Qualifications Therefore. The officers of the Corporation shall consist of a Chairman, a Vice Chairman, a Secretary and a Treasurer. The offices of Chairman and Vice Chairman may only be held by directors appointed as business representatives. The officers shall be chosen by the Board of Directors. Any two (2) or more offices may be held by the same person, except the offices of Chairman and Secretary shall be held by different persons.

Section 3.2. Terms of Office. Each officer of the Corporation shall be elected by the Board of Directors at its annual meeting and shall hold office for a term of one (1) year and until a successor shall be duly elected and qualified, or until resignation, removal, or death.

Section 3.3. Vacancies. Whenever any vacancies shall occur in any of the offices of the Corporation for any reason, the same may be filled by the Board of Directors, and any officer so elected shall hold office until the expiration of the term of the officer causing the vacancy and until the officer's successor shall be duly elected and qualified.

Section 3.4. Removal. Any officer of the Corporation may be removed, with or without cause, at any time by the Board of Directors.

## ARTICLE IV

### Powers and Duties of Officers

Section 4.1. Chairman. The Chairman, if present, shall preside at all meetings of the Board of Directors. At each annual meeting of the Board of Directors, the Chairman or the Chairman's designee shall report on the activities of the Corporation. Subject to the general control of the Board of Directors, the Chairman shall manage and supervise all of the affairs of the Corporation and shall perform all of the usual duties of the chief executive officer of a corporation.

Section 4.2. Vice Chairman. Subject to the general control of the Board of Directors, if the Chairman is not present, the Vice Chairman shall discharge all the usual functions of the Chairman and shall have such other powers and duties as these By-laws, the Board of Directors, or an officer authorized by the Board may prescribe.

Section 4.3. Secretary. The Secretary shall attend all meetings of the Board of Directors, and shall prepare, keep, or cause to be kept, a true and complete record and minutes of the proceedings of such meetings, and shall perform a like duty, when required, for all committees appointed by the Board of Directors. If required, the Secretary shall attest the execution by the Corporation of deeds, leases, agreements and other official documents. The Secretary shall attend to the giving and serving of all notices of the Corporation required by these By-laws, shall

have custody of the books (except books of account) and records of the Corporation, shall be responsible for authenticating records of the Corporation, and in general shall perform all duties pertaining to the office of Secretary and such other duties as these By-laws, the Board of Directors, or an officer authorized by the Board may prescribe.

Section 4.4. Treasurer. The Treasurer shall keep, or shall cause to be kept, correct and complete records of account, showing accurately at all times the financial condition of the Corporation. The Treasurer shall have charge and custody of, and be responsible for, all funds, notes, securities and other valuables which may from time to time come into the possession of the Corporation and shall deposit, or cause to be deposited, all funds of the Corporation with such depositories as the Board of Directors shall designate. At each annual meeting of the Board of Directors, the Treasurer, or the Treasurer's designee, shall report on the financial condition of the Corporation. The Treasurer, or the Treasurer's designee, shall furnish, at meetings of the Board of Directors or whenever requested, a statement of the financial condition of the Corporation, and in general shall perform all duties pertaining to the office of Treasurer.

Section 4.5. Assistant Officers. The Board of Directors may from time to time designate and elect assistant officers who shall have such powers and duties as the officers whom they are elected to assist shall specify and delegate to them, and such other powers and duties as these By-laws or the Board of Directors may prescribe. An Assistant Secretary may, in the absence or disability of the Secretary, attest the execution of all documents by the Corporation.

Section 4.6. Executive Committee. There shall be an Executive Committee which shall consist of the Chairman, Vice-Chairman, Secretary, Treasurer and the chairman of any standing committee. It shall act for the Board on any business delegated to it by the Board.

## ARTICLE V

### Miscellaneous

Section 5.1. Corporate Seal. The Corporation may, but need not, have a corporate seal. The form of any such corporate seal may be specified in a resolution of the Board of Directors. A corporate seal, however, shall not be required for any purpose, and its absence shall not invalidate any document or action.

Section 5.2. Execution of Contracts and Other Documents. Unless otherwise ordered by the Board of Directors, all written contracts and other documents entered into by the Corporation shall be executed on behalf of the Corporation by the Chairman or Vice Chairman, and, if required, attested by the Secretary or an assistant secretary.

Section 5.3. Fiscal Year. The fiscal year of the Corporation shall begin on July 1 of each year and end on the immediately following June 30.

Section 5.4. Open Door Law The Corporation will conduct all business in accordance with the following Indiana Statute:: Open Door Law: IC 5-14-1.5.

## ARTICLE VI

### Amendments

Subject to law and the Articles of Incorporation, the power to make, alter, amend or repeal all or any part of these By-laws is vested in the Board of Directors. The Corporation must provide notice to the directors of any meeting at which an amendment to the By-laws is to be considered and voted upon.

## ARTICLES OF INCORPORATION

### OF

## GROW SOUTHWEST INDIANA WORKFORCE BOARD, INC.

The Articles of Incorporation of Grow Southwest Indiana Workforce Board, Inc. (hereinafter referred to as the "Corporation"), pursuant to the provisions of the Indiana Nonprofit Corporation Act of 1991, as amended (hereinafter referred to as the "Act"), are as follows:

### ARTICLE I

- 1.1 Name. The name of the Corporation is GROW SOUTHWEST INDIANA WORKFORCE BOARD, INC. ("Corporation").
- 1.2 Classification. This corporation is a public benefit corporation pursuant to the Indiana Nonprofit Corporation Act.

### ARTICLE II

#### PURPOSES

The purposes for which the Corporation is organized are:

- 2.1 The Corporation is organized exclusively for charitable and educational purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code of 1986, as amended (or the corresponding provision of any future United States Internal Revenue Law) (the "Internal Revenue Code"). To advance the Corporation's tax-exempt purposes, the Corporation will (i) perform functions of a Workforce Investment Board under the Workforce Investment Act of 1998 (the "WIA") and any and all regulations promulgated and issued pursuant thereto, as such may be amended from time to time in the counties of Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick, Indiana (individually a "County" and collectively the "Region"), (ii) attract, retain and grow business and industry in the Region; (iii) provide training and educational resources to employers in the Region; (iv) provide training and educational resources to employees in the Region; (v) promote the creation of jobs and the fulfillment of employment needs of employers in the Region, including but not limited to, training of disadvantaged or unemployed persons to meet the current and projected business and industry employment needs; (vi) operate educational and skill training programs in the Region; and (vii)

arrange for support services to enable eligible persons in the Region to enter and continue in the workforce; provided, however, that the Corporation shall not engage in any activities prohibited by the WIA or which would jeopardize the Corporation's tax exempt status. In furtherance of these purposes, the Corporation is authorized to:

- 2.1.1 Raise funds for the purposes described in Section 2.1 of this Article from the public and from all other sources available and to receive and maintain such funds and expend principal and income therefrom in support of or in furtherance of the charitable purposes of the Corporation as described in Section 2.1 above.
- 2.1.2 Acquire, own, use, lease as lessor or lessee, convey and otherwise deal in and with real and personal property and any interest therein, all in support of or in furtherance of the charitable purposes of the Corporation as described in Section 2.1 above.
- 2.1.3 Contract with other organizations (for-profit and not-for-profit), with individuals, and with governmental agencies, in support of or in furtherance of the charitable purposes of the Corporation as described in Section 2.1 above.
- 2.1.4 Own or operate facilities or own other assets for public use and welfare in furtherance of the charitable purposes of the Corporation as described in Section 2.1 above.
- 2.1.5 Engage in any lawful activities within the purposes for which a corporation may be organized under the Act, which are in furtherance of or in support of the charitable purposes of the Corporation as described in Section 2.1 above.
- 2.1.6 Otherwise operate in support of or in furtherance of the charitable and educational purposes of the Corporation, and do so exclusively for charitable and educational purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code and in the course of such operation:
  - 2.1.6-1 No part of the net earnings of the Corporation shall inure to the benefit of, or be distributable to, its directors, officers or other persons unless allowed by Section 501(c)(3) of the Internal Revenue Code and the Act, except that the Corporation shall be authorized and empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of the purposes set forth herein;
  - 2.1.6-2 No substantial part of the activities of the Corporation shall be the carrying on of propaganda, or otherwise attempting to influence legislation, and the Corporation shall not participate in, or intervene in (including the publishing or distribution of statements), any political

campaign on behalf of any candidate for public office except as authorized under the Internal Revenue Code; and

2.1.6-3 Notwithstanding any other provision of these Articles of Incorporation, the Corporation shall not carry on any other activities not permitted to be carried on (a) by a corporation exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code or (b) by a corporation, contributions to which are deductible under Section 170(c)(2), Section 2055(a)(2) or Section 2522(a)(2) of the Internal Revenue Code.

2.2 Subject to any Restriction or limitation imposed by the Act or the WIA or by any other law or by these Articles, the Corporation shall have the power to:

2.2.1. To do everything necessary, advisable or convenient to accomplish the purposes herein set forth; and

2.2.2 To have, exercise or enjoy in furtherance of the proposes herein set forth all of the general rights, privileges and powers granted to Corporation by the Act, as now existing or hereafter amended.

2.3 The Corporation shall not engage in any act of self-dealing that would subject any person to the taxes imposed on the acts of self-dealing by Section 4941 of the Code, as amended, or corresponding provisions of any subsequent federal law. The Corporation shall distribute its income for each taxable year at such time and in such manner as not to become subject to the tax on undistributed income imposed by Section 4942 of the Code, as amended, or corresponding provisions of any subsequent federal tax law. The Corporation shall not retain any excess business holdings which would subject it to the tax on excess business holdings imposed by Section 4943 of the Code, as amended, or corresponding provisions of any subsequent federal tax law. The Corporation shall not make any investments in such manner as to subject it to tax under Section 4944 of the Code, as amended, or corresponding provisions of any subsequent federal tax law. The Corporation shall not make any expenditures which would subject it to taxes on taxable expenditures imposed by Section 4945 of the Code, as amended, or corresponding provisions of any subsequent federal tax law.

### ARTICLE III

#### PERIOD OF EXISTENCE

3.1 The period during which the Corporation shall continue is perpetual.

## ARTICLE IV

### REGISTERED AGENT AND REGISTERED OFFICE

- 4.1 Registered Agent. The name and address of the Corporation's registered agent for service of process is Marco L. DeLucio, 20 N.W. First Street, Ninth Floor, Evansville, Indiana 47708.
- 4.2 Registered Office. The post office address of the registered office of the Corporation is Marco L. DeLucio, P.O. Box 916, Evansville, Indiana 47706-0916.

## ARTICLE V

### MEMBERSHIP

- 5.1 Membership. The Corporation is a non-membership organization and shall have no members.

## ARTICLE VI

### BOARD OF DIRECTORS

- 6.1 Number of Directors. The Board of Directors (the "Board") shall consist of such number of members not fewer than nine (9) nor more than sixteen (16), the exact number of which shall be prescribed from time to time in the Bylaws of the Corporation and by I.C. 22-45-7-2; provided, however, the Board of Directors at the time of the adoption of these Articles of Incorporation shall consist of fourteen (14) members.
- 6.2 Selection of Directors. The Board shall be made up of the following:
- 6.2.1 At least one (1) business representative who is:
- (A) A business owner;
  - (B) A chief executive or operating officer; or
  - (C) A business executive or employer with optimum policy making or hiring authority.
- 6.2.2 Four (4) nonbusiness representatives, one (1) from each of the following categories:
- (A) An economic development entity.

- (B) A local educational entity.
- (C) A community based or faith based organization.
- (D) A labor organization, with the member being nominated by the local labor federations.

6.2.3 The nonbusiness representatives described in Section 6.2.2 shall be selected and appointed as members of the Board in the following manner:

- (A) The mayor of the largest city in the Region shall select and appoint one (1) member from any of the four (4) categories listed in Section 6.2.2.
- (B) If the second largest city in the Region has a population greater than eight thousand (8,000), the mayor of the second largest city in the Region shall select and appoint one (1) member from any of the three (3) remaining categories listed in Section 6.2.2.
- (C) If the third largest city in the Region has a population greater than eight thousand (8,000), the mayor of the third largest city in the Region shall select and appoint one (1) member from either of the two remaining categories listed in Section 6.2.2.
- (D) If the fourth largest city in the Region has a population greater than eighth thousand (8,000), the mayor of the fourth largest city in the Region shall select and appoint one (1) member from the remaining category listed in Section 6.2.2.

6.2.4 If a Region contains fewer than four (4) cities having a population greater than eight thousand (8,000), the selection and appointment of the nonbusiness representatives as member to the Board occurs as described in Section 6.2.3 with the mayors of the cities having a population greater than eight thousand (8,000) alternately selecting and appointing the members.

6.2.5 The business representatives described in Section 6.2.1 are selected and appointed as members of the Board in the following manner:

- (A) Each County in the Region shall appoint, by majority agreement of all the local elected officials in that County, one (1) business representative who meets the requirements of Section 6.2.1.
- (B) The mayor of each city having a population greater than one hundred thousand (100,000) in the Region shall appoint one (1) additional business representative who meets the requirements of Section 6.2.1.

- 6.2.6 If the selection and appointment process described in Section 6.2.3 through 6.2.5 results in fewer than sixteen (16) members being appointed to the Board, the local elected officials in the Region may, by majority agreement, appoint additional business representatives who meet the requirements of Section 6.2.1 until the sixteen (16) member limit is reached.
- 6.3 Term. The term of each member of the Board of Directors shall be for three (3) years or until his/her successor is elected and qualified. Following the adoption of these Articles of Incorporation, the Board of Directors shall meet to assign terms for members of the then Board of Directors with four (4) of such members to serve for three (3) year terms, four (4) of such members to serve for two (2) year terms and six (6) to eight (8) of such members to serve for one (1) year terms. Following the end of the terms of members of the Board of Directors serving two (2) year terms, their successors shall be elected for three (3) year terms and following the end of the terms of members of the Board of Directors serving one (1) year terms, their successors shall be elected for three (3) year terms. Thereafter, all members of the Board of Directors shall be elected for three (3) year terms.
- 6.4 Powers and Responsibilities. The business, property and affairs of the Corporation shall be managed and controlled by the Board of Directors in accordance with the policies established by them. The Board of Directors shall bear ultimate responsibility for the operation and maintenance of the Corporation. The Board of Directors shall have the power to accept or reject major gifts to the Corporation.
- 6.5 Current Board of Directors. The names and addresses of the members of the Board of Directors as of the date of the adoption of these Articles of Incorporation are attached hereto as "Exhibit A."
- 6.6 Vote Required for Action. Each member of the Board of Directors shall be entitled to cast one (1) vote on all matters submitted to a vote at any meeting of the Board of Directors. The affirmative vote of a majority of the members of the Board of Directors shall be required on all matters submitted to a vote at any meeting of the Board of Directors.

## ARTICLE VII

### PROVISIONS FOR REGULATION AND CONDUCT OF THE AFFAIRS OF CORPORATION

- 7.1 Bylaws. The power to alter, amend or repeal the Bylaws of the Corporation or to adopt new Bylaws shall be vested in the members of the Board of Directors.

- 7.2 Amendments to the Articles of Incorporation. The power to amend these Articles of Incorporation shall be vested in the members of the Board of Directors.
- 7.3 Meetings by Telecommunications Device. Members of the Board of Directors or any committee appointed by the Board of Directors may participate in a meeting by means of a conference telephone or similar communications equipment if all persons participating in the meeting can hear each other simultaneously, and participation in such meeting in such manner shall constitute presence in person.
- 7.4 Meetings of the Board of Directors. Regular meetings of the Board of Directors shall be held at such time and place as the Board of Directors shall from time to time determine. Said meetings may be held within or without the State of Indiana.
- 7.5 Action Without Meeting of the Board of Directors. Any action required or permitted to be taken at any meeting of the Board of Directors or of any committee thereof may be taken without a meeting if, prior to such action, a written consent thereto is signed by all members of the Board of Directors or of such committee as the case may be, and such written consent is filed with Minutes of the proceedings of the Board of Directors or committee.
- 7.6 General Powers. All of the powers of this Corporation, insofar as may be lawfully vested by these Articles of Incorporation in the Board of Directors, are hereby conferred upon the Board of Directors of this Corporation.
- 7.7 Vacancies. Vacancies of members of the Board of Directors shall be filled by the mayor or local elected officials who appointed the Director whose seat has been vacated.
- 7.8 Disposition of Assets. Upon the dissolution of this Corporation, the disposition of all of the assets of the Corporation shall be in a manner as provided by the Board and in accordance with the following:
- 7.8.1 The paying of or the making of provision for the payment of all of the liabilities, direct or indirect, contingent or otherwise, including without limitation, all outstanding loan agreements, credit agreements, master indentures, etc.;
- 7.8.2 All assets remaining after the payments described in Subsection 7.8.1 shall be distributed to such organization(s) as the Board shall determine; provided, however, that such organization(s) is/are exempt under Section 501(c)(3) of the Internal Revenue Code, as amended, or the corresponding provisions of any future United States Internal Revenue law so long as such organization(s) is operated for non-profit purposes. Any such assets not so disposed of shall be disposed of by the Judge of the Circuit Court of Vanderburgh County, Indiana, exclusively for such purposes or to such organization or organizations as said

Court shall determine, which are organized and operated exclusively for such purposes.

- 7.9 Conduct of Affairs. The Corporation shall conduct its affairs in accord with policies, procedures, directives and guidelines established from time to time by the Board of Directors.

## ARTICLE VIII

### INDEMNIFICATION

- 8.1. Rights to Indemnification and Advancement of Expenses. The Corporation shall indemnify as a matter of right every person made a party to a proceeding because such person is or was:

8.1.1 an officer or director of the Corporation; or

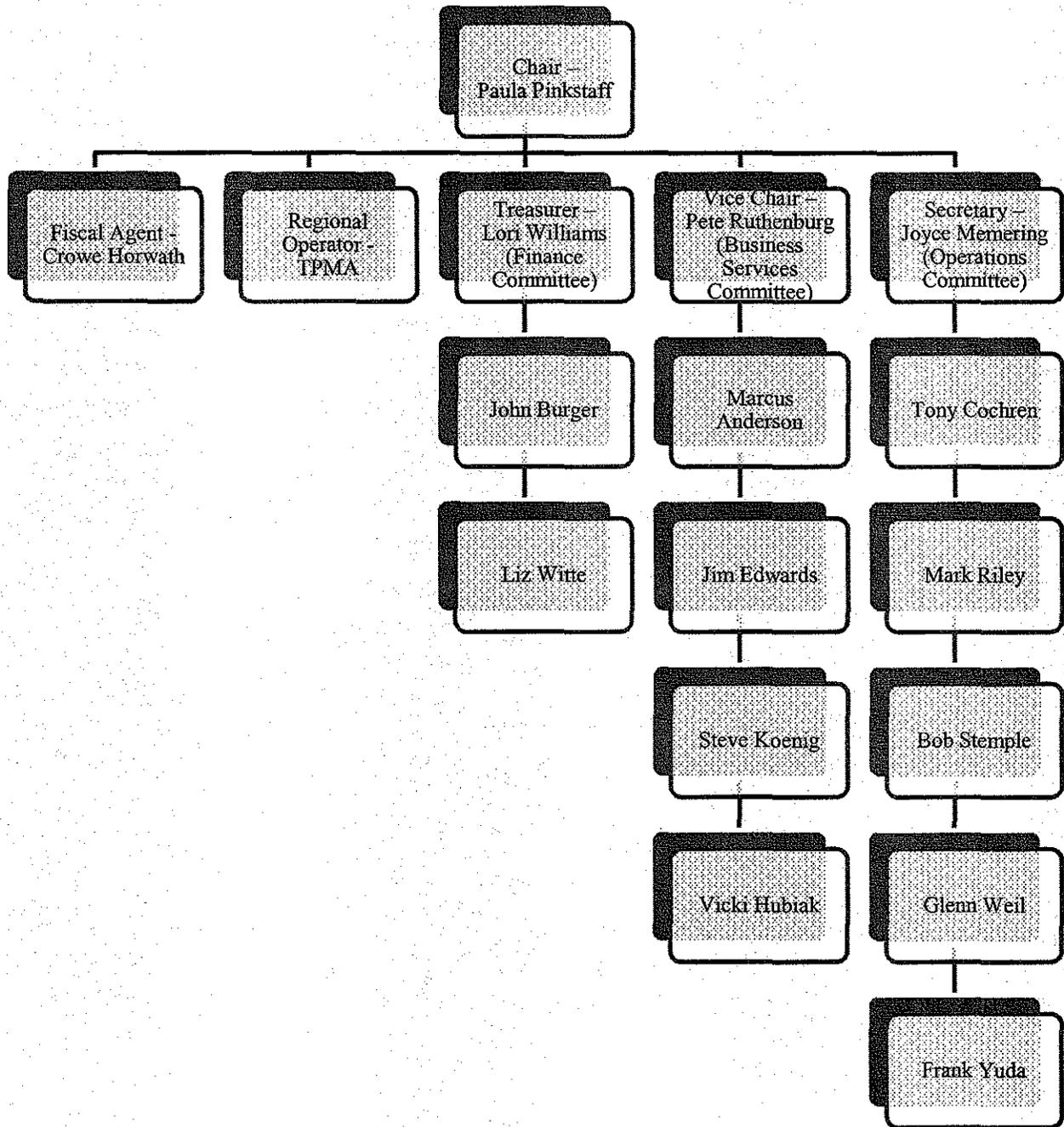
8.1.2 while a director or officer of the Corporation, serving at the Corporation's request as a director, officer, partner, trustee, employee, or agent of another foreign or domestic corporation, limited liability company, partnership, joint venture, trust, employee benefit plan, or other enterprise, whether for profit or not,

(each an "Indemnitee") against all liability incurred by such person in connection with the proceeding; provided that it is determined in the specific case that indemnification of such person is permissible in the circumstances because such person has met the standard of conduct for indemnification specified in the Act. The Corporation shall pay for or reimburse the reasonable expenses incurred by an Indemnitee in connection with any such proceeding in advance of final disposition thereof in accordance with the procedures and subject to the conditions specified in the Act. The Corporation shall indemnify as a matter of right any Indemnitee who is wholly successful, on the merits or otherwise, in the defense of any such proceeding against reasonable expenses incurred by the person in connection with the proceeding without the requirement of a determination as set forth in the first sentence of this paragraph.

Upon demand by a person for indemnification or advancement of expenses, as the case may be, the Corporation shall expeditiously determine whether person is entitled thereto in accordance with this Article and the procedures specified in the Act.

The indemnification provided under this Article shall be applicable to any proceeding arising from acts or omissions occurring before or after the adoption of this Article.

- 8.2 Other Rights Not Affected. It is the intent of this Article to provide indemnification to directors and officers to the fullest extent now or hereafter permitted by law consistent with the terms and conditions of this Article. Nothing contained in this Article shall limit or preclude the exercise of, or be deemed exclusive of, any right under the law, by



# Regional Operator Organizational Chart

