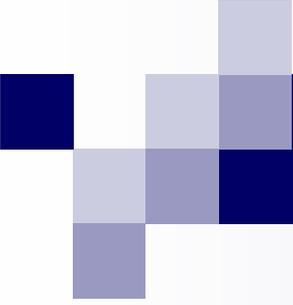


INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

2009-2010

Annual Training Report



Acknowledgements

December 1, 2010

Developing a world-class workforce through training and skills enhancement has always been a top priority of the Department of Workforce Development (DWD). The recession pinpointed emerging skills gaps and emphasized the critical need to diversify the labor force. DWD has used this knowledge to identify current and projected occupational shortages and to develop training programs to meet the needs of Hoosier workers and employers. This document highlights our actions over the past year.

DWD provided numerous Hoosiers with training including over 2,000 youth through the Young Hoosier Conservation Corps. This program employed youth at Department of Natural Resource and Department of Transportation sites. Participants gained real-world work experience while gathering valuable career skills in the process. All participants received training on employee policies, safety and customer service. Each work site also included youth supervisors that received additional training to prepare them for management positions later in life.

In today's tight job market, DWD continues to help incumbent workers maintain up-to-date skills to stay competitive through Career Advancement Accounts. This program allows experienced workers to receive training in high-growth, high-demand occupations. Many Hoosiers use this program as an opportunity to prepare for careers in health care, information technology and advanced manufacturing.

Across the state, our regional workforce boards are actively engaged in developing and implementing additional training programs that meet the needs of their communities. Many of their efforts are highlighted in this report. Together our focus on training and diversifying workforce skills is translating into encouraging signs. Employers are recognizing our dedication to preparing the workforce for 21st century careers and are choosing to locate and expand in Indiana.

In this report, you will find an in-depth look at these programs and many more. Your continued support makes these initiatives possible and allows us to improve the lives of our state's workers. DWD looks forward to our continued partnership as we work to create a skilled and competitive workforce.

Sincerely,



Mark W. Everson
Commissioner
Indiana Department of Workforce Development

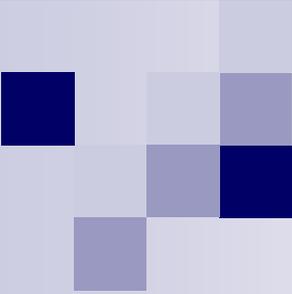


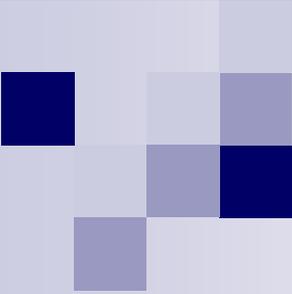
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- Economic Growth Region Map
- Incumbent Worker Training Earning Replacement Rates
& Retention Rates
- Training Acceleration Grant Project Profiles
- Workforce Investment Act Summaries of Performance



Executive Summary

The Indiana Department of Workforce Development (DWD) is dedicated to empowering Indiana workers to become a highly skilled, competitive workforce. In Program Year 2009 (PY 09), DWD implemented and administered a variety of training programs throughout the state. These programs provided training for emerging, incumbent, dislocated and unemployed workers in Indiana.

Per IC 22-4-18-7 Indiana is required to submit a report of all training activities for the previous year. Reports must include state and federally funded training programs implemented and/or administered by DWD for PY 09 (July 1, 2009 to June 30, 2010).

In PY 09, DWD administered nine programs:

- Career Advancement Accounts
- Journey Worker & Apprenticeship Training
- Jump Start
- Major Opportunities
- Summer Youth Employment
- Trade Adjustment Assistance
- Training Acceleration Grants
- Workforce Investment Act
- Workforce Literacy

An online appendix at <http://www.in.gov/dwd/2636.htm> contains a map of DWD's economic growth regions (regions), profiles of each Training Acceleration Grant (TAG) project, earning replacement rates (ERR) and retention rates as well as more detailed information about the Workforce Investment Act.

ERR and retention rates provide data on the effectiveness of the training programs. Because of differences in federal and state training funds, there are differences in how the ERR and retention rates are calculated. This is explained in detail in the glossary on page 17.

Career Advancement Accounts

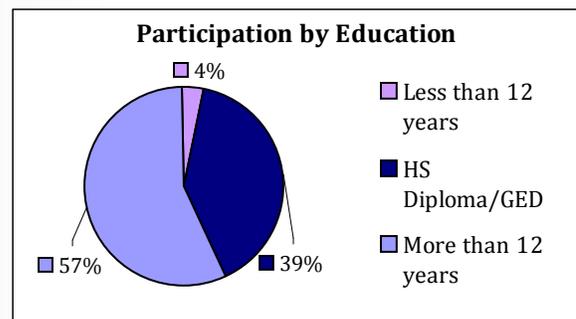
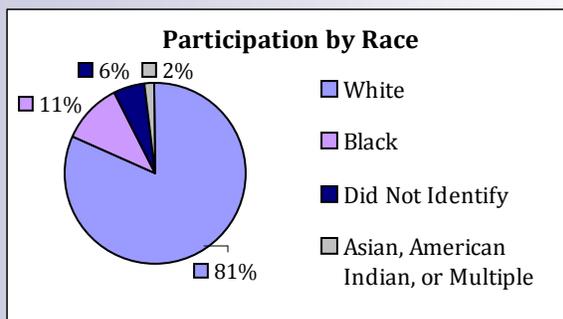
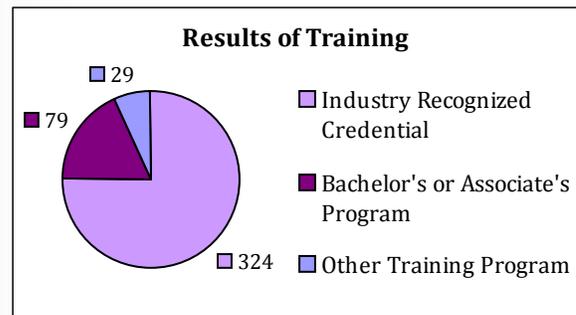
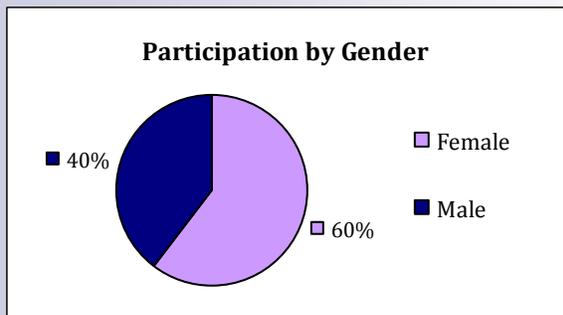
DWD received a demonstration grant to develop Career Advancement Accounts (CAA). CAAs are self-managed personal accounts designed to enable incumbent workers to access and fund a variety of job training and career advancement programs in high-growth, high-demand occupations.

CAA accounts are targeted to three distinct projects. Those are:

- State administered CAAs for incumbent workers laid off from non-Trade Adjustment Assistance certified employers;
- CAAs offered in conjunction with the Advanced Manufacturing Awareness and Image campaign; and
- Regionally-based CAA demonstration projects.

In Program Year 2009,

- Five regions in the state continued to implement the Career Advancement Accounts.
- Total obligations for CAAs through June 30, 2010 equaled \$818,857.
- A CAA participant may be awarded up to a maximum of \$6,000 for CAA training.
- The total number of participants as of June 30, 2010 was 432.
- 79 participants are in associates, bachelors and community college programs.
- 324 participants have received industry-recognized credentials.
- 29 participants are in other training programs.



Career Advancement Accounts

Summary of regional activity (view regional map online at www.in.gov/dwd/2636.htm):

The Center of Workforce Innovations, Valparaiso/Region 1, covering Northwest Indiana.

In PY 09, Region 1 issued CAAs to individuals seeking training primarily in healthcare and information technology occupations. The region reported 51 participants had a wage gain during the year. The region’s business services team is working with local employers to raise their staff up to the next level of work skills and accompanying pay.

Partners for Workforce Solutions, Fort Wayne/Region 3, covering Northeast Indiana.

In PY 09, Region 3 issued CAAs to individuals seeking training in information technology, healthcare, and business occupations.

Alliance for Strategic Growth, Inc, Muncie/Region 6, covering East Central Indiana.

In PY 09, Region 6 issued CAAs to individuals who were seeking training specifically focused on healthcare occupations. The project is available in all counties in the region and there is a staff member at each WorkOne center acting as a CAA resource.

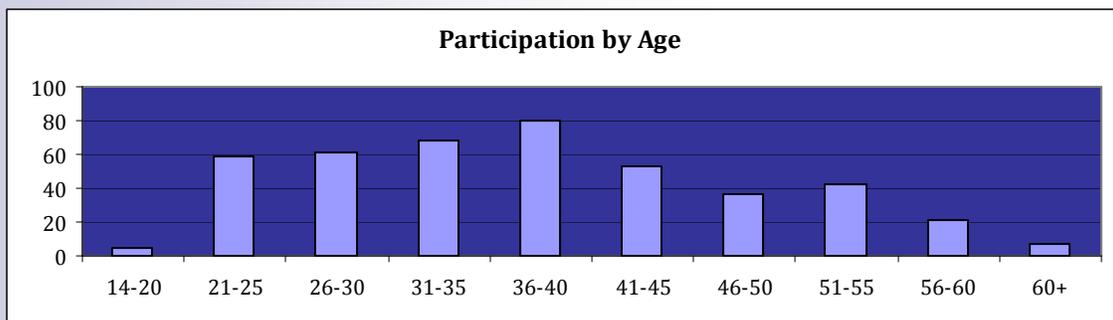
REACH, Inc, Columbus/Region 9 covering Southeast Indiana.

In PY 09, Region 9 issued CAAs to individuals who were seeking training specifically focused on advanced manufacturing occupations. Many of the participants completed a management supervision certification program.

Grow Southwest Indiana Workforce Board, Inc., Evansville/Region 11, covering Southwest Indiana.

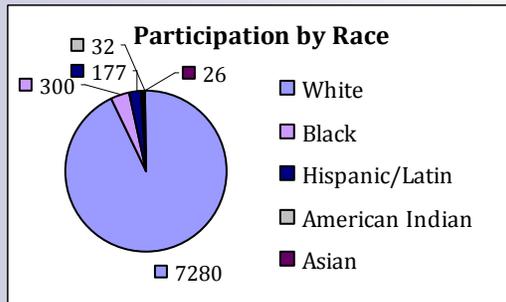
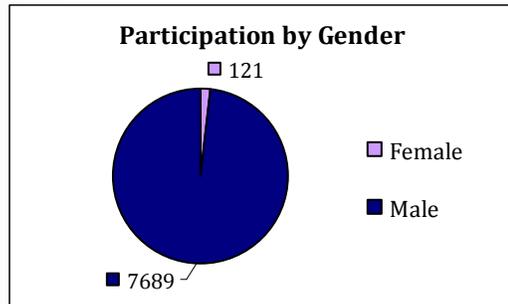
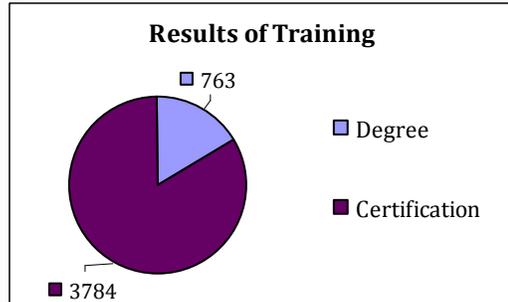
In PY 09, Region 11 issued CAAs to individuals who were seeking training in healthcare occupations. Individuals are being trained as registered nurses, certified nursing assistants, radiological technicians, and nurse practitioners. The program has been successful in drawing in a group of people who had strong interests in continuing their education in the medical fields.

Results from Program Year 2009	
CAA Retention Rate	91%
CAA Earning Replacement Rate	105%



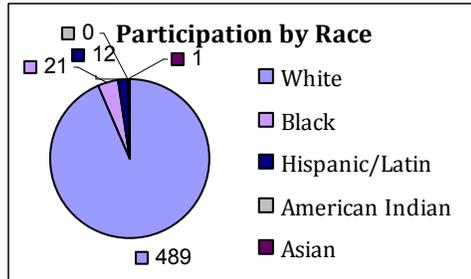
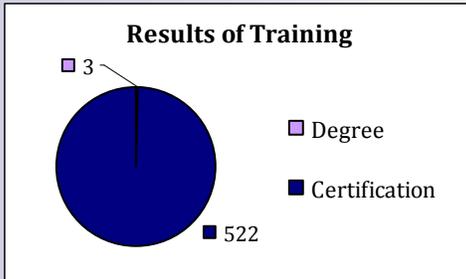
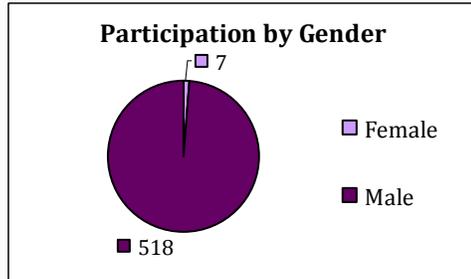
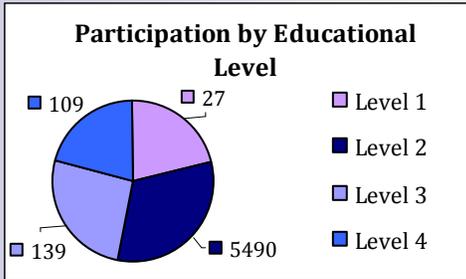
Journey Worker & Apprenticeship Training

Per IC 22-4-25-1, DWD provides funding for training in apprenticeship programs approved by the United States Department of Labor Bureau of Apprenticeship and Training, which lead to an associates degree, as well as journeyman upgrades training. This training is provided through Ivy Tech Community College and Vincennes University. The training is designed as multi-year training to provide upgrades for persons in approved apprenticeship programs at various employers across the state. Some programs offer certificates equal to a year of training and others only upon completion of the entire program. The results of PY 09 training include 3784 certifications and 763 degrees.

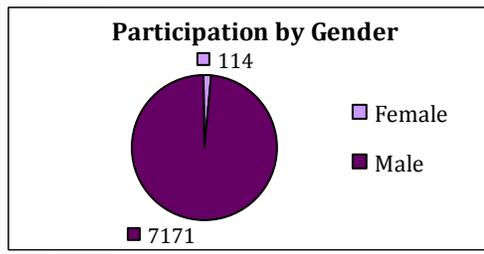
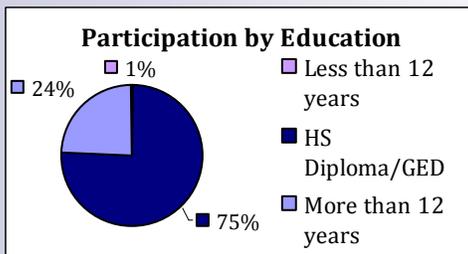
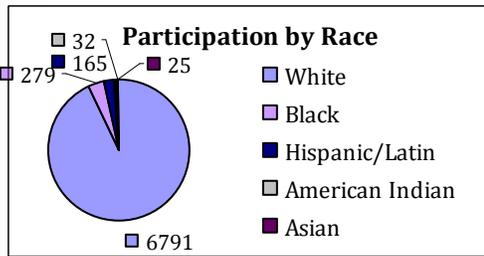
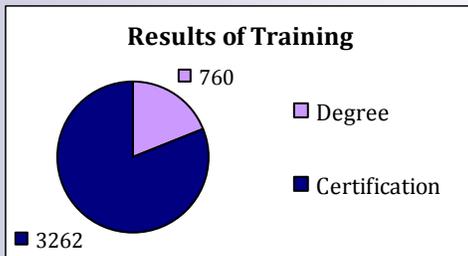


Journey Worker & Apprenticeship Training

Vincennes University—ABC Training Trust
\$1,250,000 — Number of Trainees: 525



Ivy Tech Community College Joint Labor Management Apprenticeship Program
\$4,250,000 — Number of Trainees: 7,293



	Apprentice AAS Degree Program	Apprentice TC Program	Apprentice Program Completed	AAS/TC Completed	Journey-person Upgrade
Results of Project (Participants)	4,720	222	912	760	2,350

JumpStart

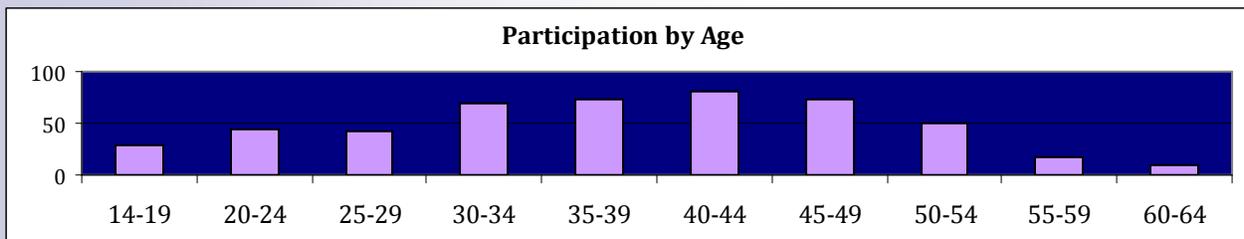
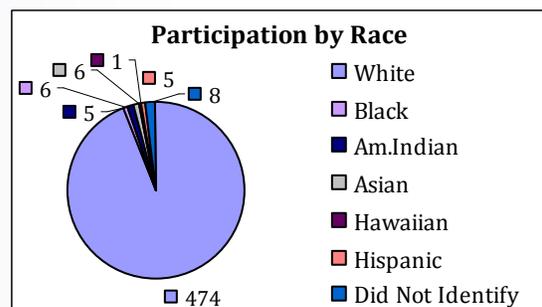
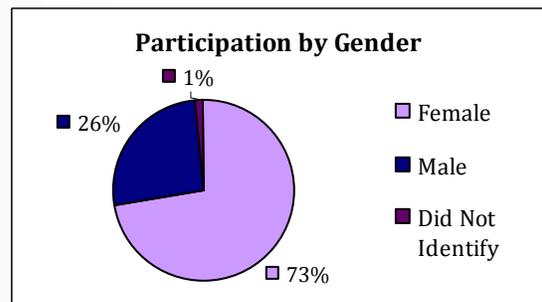
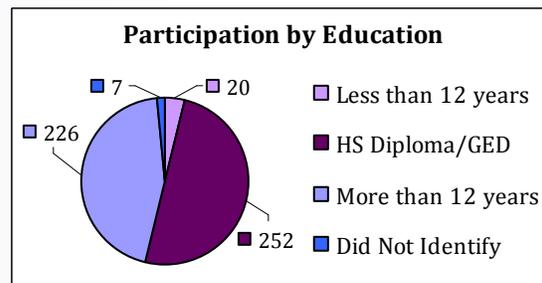
In anticipation of the employment needs of the Honda plant in Greensburg and the expansion of the Cummins Engine plant in Columbus, the Indiana Department of Workforce Development awarded a \$1.4 million grant to Economic Growth Region 9 to develop, implement, and sustain innovative training and education programs for the advanced manufacturing sectors. The Indiana Region 9 Workforce Board and Ivy Tech Community College collaborated to develop JumpStart, an innovative advanced manufacturing training program that would meet the objectives of the grant.

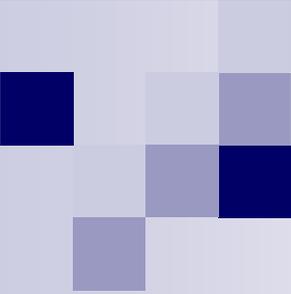
The training was compressed, customized and fully transferable among employers and consisted of four unique modules: Computer Numerical Control (CNC), Manufacturing Skill Standards Council (MSSC), Management and Supervisory Institute (MSI), and Industrial Maintenance.

The training significantly raised participants' skill levels. Successful participants received national certifications from organizations such as the Manufacturing Skills Standard Certification (MSSC), National Institute of Metalworking Skills (NIMS), and the American Welding Society (AWS). They also earned Career Development Certificates and college credit from Ivy Tech Community College that could be applied towards an associate degree.

Results from Program Year 2009	
Retention Rate	71%
Earning Replacement Rate	102%

Five hundred and five individuals enrolled in training and 387 students completed at least one module and earned credentials in industrial maintenance, supervisory and management, MSSC, or manufacturing certifications. The grant ended October 31, 2009.





Major Opportunities

The Major Opportunities (MO) program was established in 2006 and receives yearly allocations of \$2M as indicated in IC 22-4-25-2.5. The Indiana Department of Workforce Development (DWD) designed MO as a means to provide skills training to qualified individuals in preparation for entry level jobs in the construction trades.

Since its inception, MO has taken on a number of iterations. Previously MO contracted with training providers who provided pre-apprenticeship training in Evansville, Fort Wayne, Gary, Indianapolis, and South Bend. It was intended that employers would hire participants who successfully completed the pre-apprenticeship training. MO was successful under this structure, until the recession negatively impacted construction hiring.

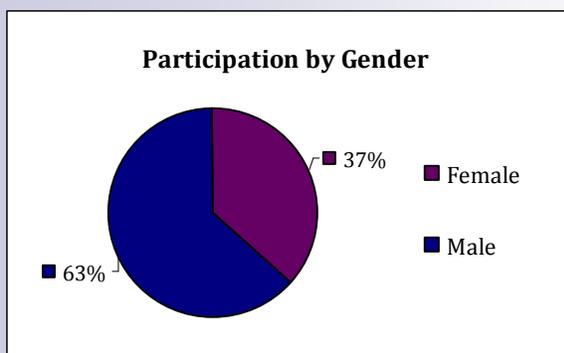
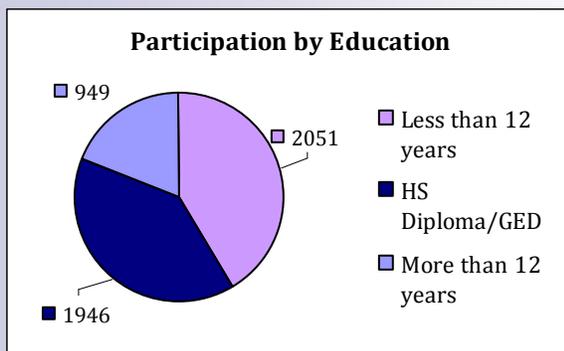
In the spring of 2009, DWD reconstituted the MO program to focus on pre-apprenticeship training provided through on-the-job (OJT) training for road construction trades and other construction sectors in which jobs are immediately identifiable. To encourage companies to participate in the MO program, salary support of up to 50% for each MO participant is provided for up to six months.

MO OJT was officially launched with an information session on April 13, 2010. Since then, two employers have applied and have hired a total of three participants.

DWD continues to reach out to employers to encourage them to apply and anticipates that more employers will participate as hiring in the construction industry picks up pace.

Summer Youth Employment

In February 2009, President Obama announced distribution of federal stimulus funding to states to support summer youth employment programs for low income youth. Indiana created two programs to serve youth in all 92 counties that would allow the youth work experience and mentorship from employers. YouthWorks Indy operated in Marion County and Young Hoosiers Conservation Corps operated in the other 91 counties. The programs ran during the summers of 2009 and 2010. The following narrative summarizes the 2010 summer programs but the data covers both 2009 and 2010.



YouthWorks

Marion County operated the YouthWorks Indy (YWI) program during the summers of 2009 and 2010. YWI served high school students or out-of-school youth seeking a GED or Industry credential. The 2010 YouthWorks Indy objectives were to:

- provide paid work experiences that allow for career exploration, on the job training and employer mentoring;
- provide education that offers pathways to further academic preparation, credentials, additional WIA services and employment opportunities;
- and provide work readiness that is measurable and performance based.

During Summer 2010, YWI had nearly 600 youth participating and 26 employers with work assignments at more than 100 sites. YWI 2010 featured three tracks that each included work readiness, education, and work experience. All tracks featured one week of work readiness training and 4-8 weeks of education and work experience.

The in-school enrichment track was available to youth in high school wanting to earn high school credits in language arts, English, science and/or mathematics. The out-of-school GED track offered accelerated learning to youth that do not have a high school diploma and want a GED. The high-growth industry enrichment track offered recognized training, credentialing and/or college credits and work experience in high-demand industries in Marion County. The industries explored in this track included healthcare, information technology, and science, technology, engineering, and math (STEM).

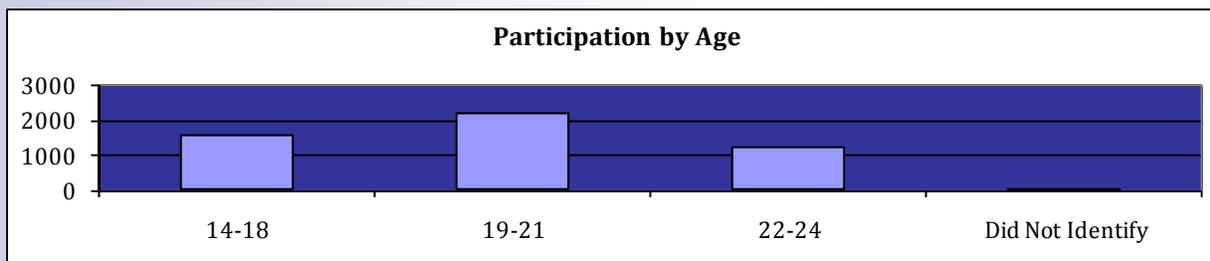
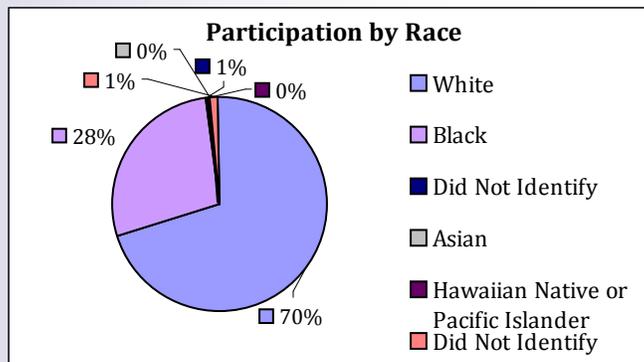
Summer Youth Employment

Young Hoosiers Conservation Corps (YHCC)

The remaining 91 counties in Indiana participated in Young Hoosiers Conservation Corps (YHCC). The 2010 program was a partnership between DWD, Department of Natural Resources (DNR), Indiana Department of Transportation (INDOT), and National Guard (NG). Nearly 2000 youth were hired for the 2010 program.

Most YHCC participants in DNR worked in operations and maintenance with special projects related to trail maintenance and construction, invasive species removal, and building retaining walls and structures. Youth working with INDOT assisted with building and equipment maintenance, mowing and trimming, patching and resurfacing, traffic control, and administrative work. YHCC participants worked at the National Guard Youth Challenge Academy in labor, maintenance, IT and administrative roles.

Youth gained valuable experience and skills during the 16-24 weeks of paid work experience. Prior to employment, youth received a mandatory training on policies, career pathways with the partner agencies, workplace ethics, and WorkOne services. Youth also received frequent safety training including daily highway safety training for youth at INDOT. Some YHCC youth were hired or promoted to supervisor positions that paid a dollar an hour more and had additional responsibilities. The 2010 program also emphasized the WorkOne services and transition of YHCC youth into employment, education, and/or WorkOne services. Youth were encouraged to participate in up to three activities with pay. The activities included workshops covering topics such as interviewing, resumes, financial literacy, and work ethics. Youth could also attend job fairs, interview with employers, visit colleges, or meet with a WorkOne career counselor.



Trade Adjustment Assistance

During Program Year 2009, the DWD Dislocated Workers' team coordinated and assisted with 61 Worker Adjustment and Retraining Notification Act (WARN) notices. The team worked in conjunction with DWD's eleven Regional Workforce Boards, their regional operators, the Indianapolis Private Industry Council and WorkOne locations throughout Indiana. The displaced workers received services which included one or more of the following:

- Rapid Response Orientations
- Community Coordination of Resources
- Workshops
- Strategic Planning Sessions

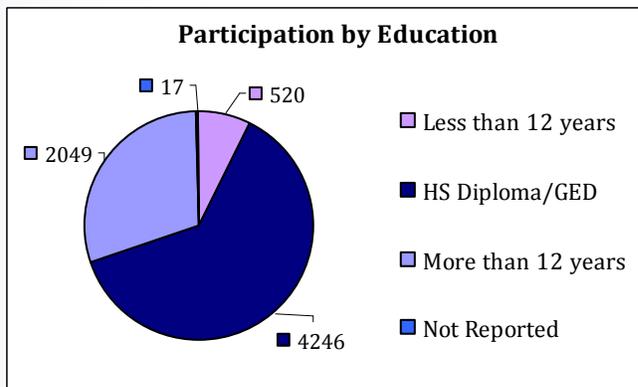
Whirlpool TAA Dislocation Event

In the third quarter of 2009, WorkOne Evansville/DWD and Workforce Innovation in Regional Economic Development (WIRED) Southwest Indiana began efforts to support the transition of more than 1,000 workers from the slated 2010 closing of Whirlpool. Working with its partners, Whirlpool and Local 808 International Union of Electronic, Electrical, Salaried, Machine and Furniture Workers and the Communication Workers of America (IUE - CWA Local 808) and The University of Southern Indiana, a special service site was set up. The site provided computer training and dedicated staff to assist the dislocated workers with UI, TRA, TAA, training, work readiness workshops and re-employment plans.

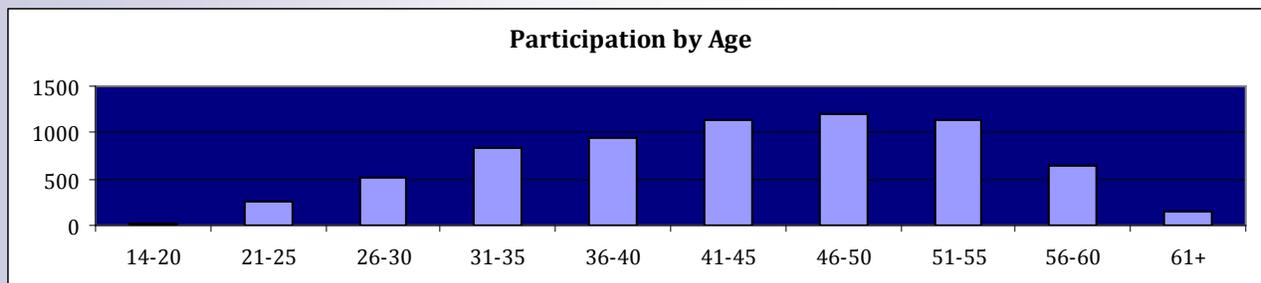
Results from Program Year 2009

TAA Entered Employment Rate	60.7%
TAA Employment Retention Rate	85.9%
TAA Average Earnings	\$14,600

Participation by Education



Participation by Age

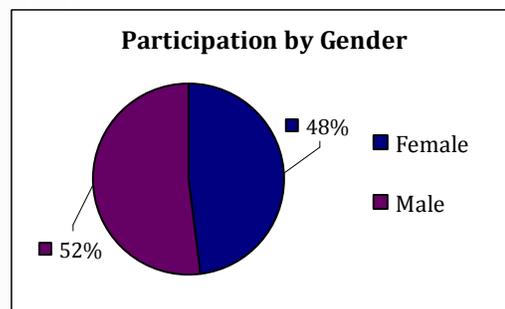
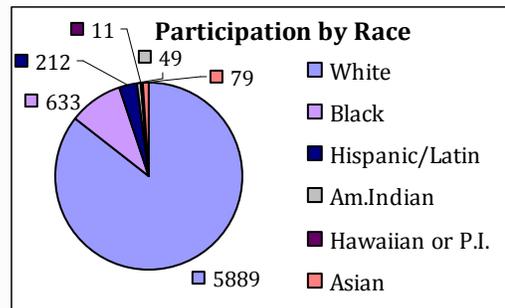


Trade Adjustment Assistance

Trade Adjustment Assistance (TAA), Alternative Trade Adjustment Assistance (ATAA) and Health Coverage Tax Credit Program Highlights

During Program Year 2009, the Department of Workforce Development Dislocated Workers' team:

- Made more than 9,000 determinations related to training plans and related TAA benefits
- Processed 361 workers' benefits from the ATAA wage subsidy program for older workers that provides a wage subsidy of 50% of the difference between a worker's old and new wages. The maximum amount is \$12,000 or two years' duration (under the American Recovery and Reinvestment Act), whichever comes first.
- Received 91 Indiana companies' Trade Adjustment Assistance certifications from the U.S. Department of Labor and coordinated benefits with the affected employees. As of June 2010, more than 20,000 Hoosiers are potentially eligible to receive TAA related benefits.
- Notified potential participants of eligibility and maintained eligibility for more than 1,400 workers who received benefits provided by the Health Coverage Tax Credit Program (HCTC). This program is a federal tax credit that can pay 80% of the qualified health plan premiums for eligible TAA or ATAA recipients.



Training Acceleration Grants

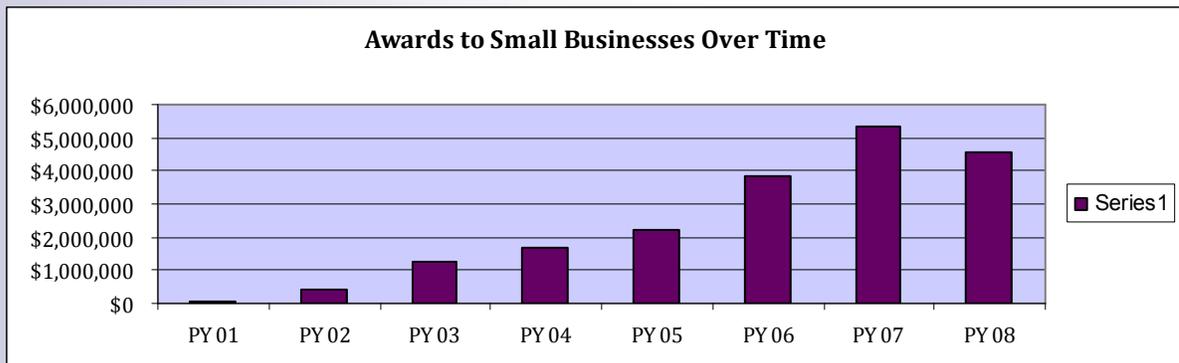
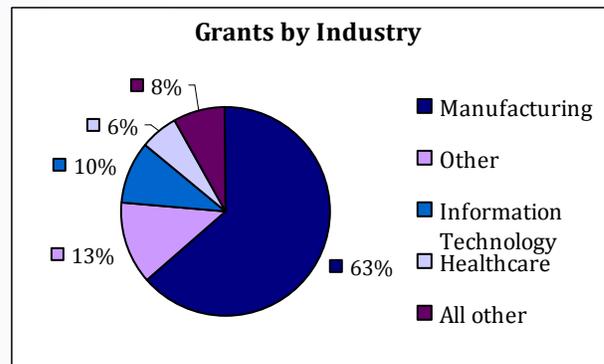
The Training Acceleration Grant (TAG) program was created to upgrade the skills of Hoosier workers and better position Indiana employers for economic growth. The program officially expired on December 31, 2008. TAG was the state's principal incumbent workers training program, helping approximately 50,000 workers raise their skills. The individual grants that were active during the previous program year can be found at: http://netapps.dwd.in.gov/tag_ATR/tag_master.htm. This includes their trainee demographics, number of trainees, average age, educational level, gender, ethnicity and project results.

TAG focused on industry recognized and transferable skills to ensure that both the employer and employee benefited from the training.

Indiana's return on investment was measured using one of the following four core objectives:

- Increased personal income for Hoosier workers: To meet this objective, wage increases were awarded upon training completion.
- Promote small business: Eligibility requirements mandated an employer to have 100 or fewer employees.

- Foster job retention and expansion: To meet this objective, an employer had to demonstrate that training was necessary to retain jobs or support an expansion. Examples included increased efficiency, improved competitiveness, and facilitating the use of new technology.
- Close skill gaps identified through WorkKeys® assessments: to meet this objective, employers have a WorkKeys® profile on file with DWD and employees had identifiable skill gaps through WorkKeys® assessments.



Workforce Investment Act

The federal Workforce Investment Act (WIA) offers a wide range of workforce development activities through statewide and local organizations.

The purpose of this program is to promote an increase in the employment, job retention, earnings, and educational and occupational skills attainment by participants.

Training and educational services are available to adults and dislocated workers who meet WIA-eligibility requirements. A youth program specifically designed to address the needs of individuals 14 to 21 years of age who meet WIA-eligibility requirements is also offered. Assistance with a variety of training opportunities is available through each of these programs, including:

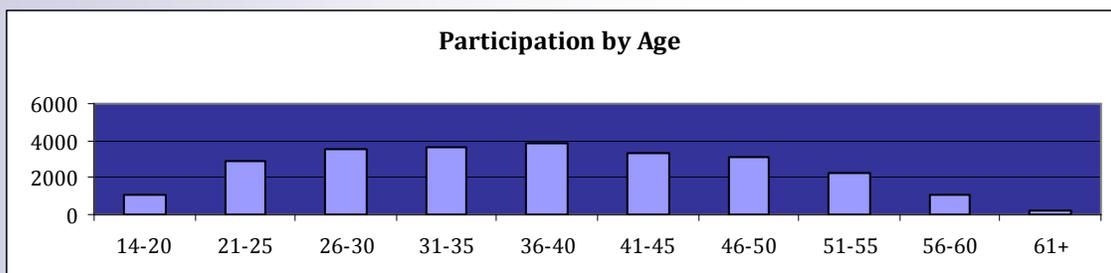
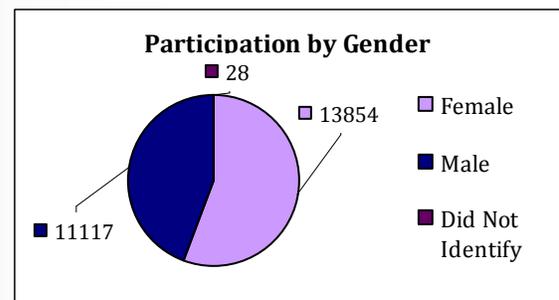
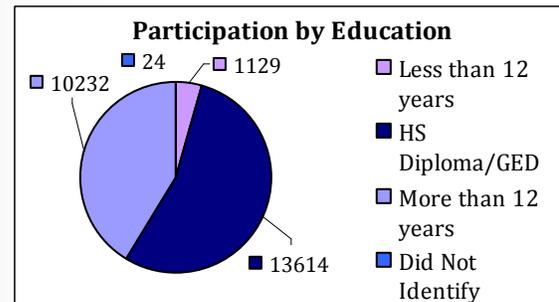
- Adult education and literacy
- Customized training
- Entrepreneurial training
- Occupational skills training
- On-the-job training in an employer's work environment; and
- Skill upgrading and retraining, such as in math, reading and computers

During Program Year 2009, 24,999 individuals participated in training. A summary of statewide and local performance for WIA is located in the online appendix located at <http://www.in.gov/dwd/2636.htm>.

In order to track performance, the two workforce investment boards in Indiana, which administer the funds, are held to performance standards that include:

- Increasing the employment, retention and earnings of participants
- Raising the educational and occupational skill attainment of participants

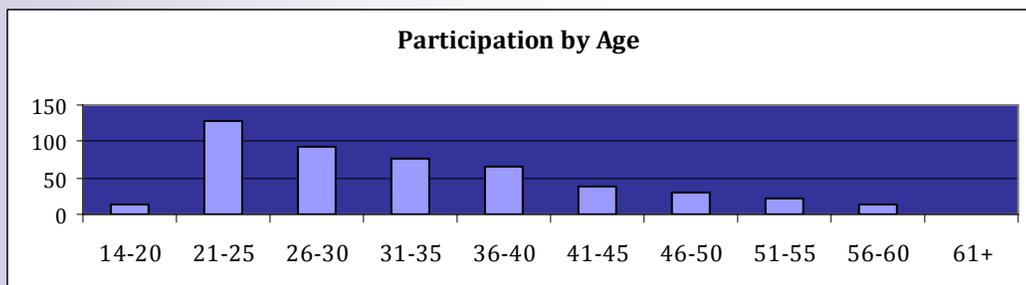
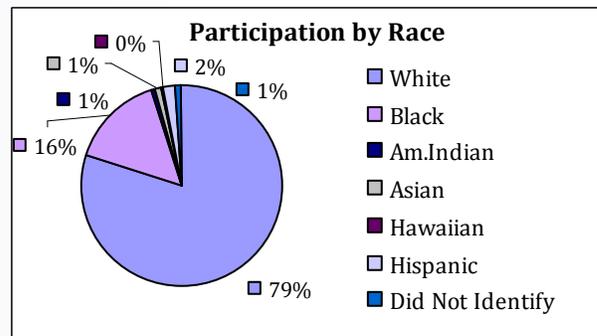
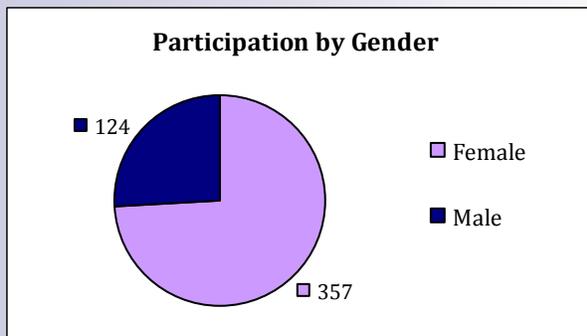
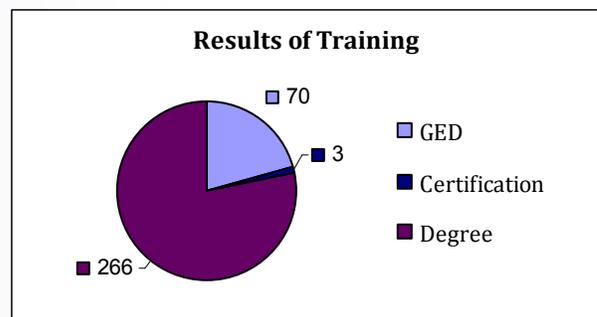
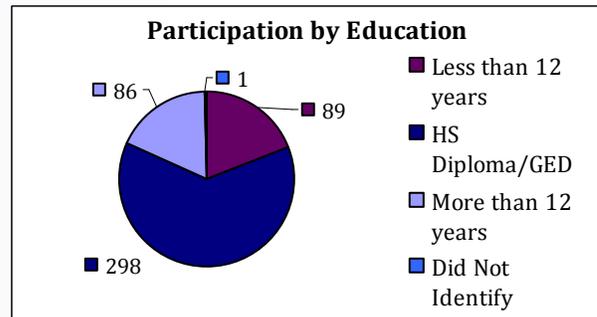
WIA specifies that most services for adults, dislocated workers and youth be provided through one-stop career centers, known in Indiana as WorkOne Centers.



Workforce Literacy

During PY 2009, DWD maintained two Workforce Literacy projects, Major Steps Up & Major Steps. The projects focus on boosting the education level of the incumbent workforce through degree attainment and completion.

- Major Steps Up**, Region 3, offers an accelerated GED program, through which participants can earn their GED in three months and then attend a post-secondary institution. It also provides tuition support for individuals who have dropped out of a college degree program but would like to return to complete it. In PY 2009, 70 participants have earned their GED, 3 have earned an occupational certification and 266 have completed their degree.
- Major Steps**, Region 10, focuses only on helping drop outs return and complete college. In PY 2009, 47 participants have returned to college. Of those, six participants have already completed their degree.



Glossary of Terms

Average Earnings (TAA & WIA Performance Measure)

Of those participants who are employed in the first, second and third quarters after the exit quarter: Total earnings in the second quarter plus the total earnings in the third quarter after the exit quarter divided by the number of participants who exit during the quarter. To calculate this rate, the time period used was April 2008 through March 2009.

Earning Replacement Rate (ERR)

A measurement that is used to determine wage change. The ERR is determined by dividing average quarterly wages earned in the fourth quarter after training is completed by the average quarterly wages earned in the training entrance quarter.

Employment Rate

The percentage of graduates employed one year after training. It is determined by dividing the number employed during the fourth quarter after training is completed by the number of graduates.

Employment Retention Rate (TAA & WIA Performance Measure)

Of those who are employed in the first quarter after the exit quarter: The number of participants who are employed in both the second and third quarters after the exit quarter divided by the number of participants who exit during the quarter. To calculate this rate, the time period used was April 2008 through March 2009.

Entered Employment Rate (TAA & WIA Performance Measure)

Of those who are not employed at the date of participation: The number of participants who are employed in the first quarter after the exit quarter divided by the number of participants who exit during the quarter. The time period used was October 2008 through September 2009.

Program Year 2009 (PY2009)

The time period starting July 1, 2009 and ending June 30, 2010.

Retention Rate

One of the measurements used to gauge long-term benefits of DWD training programs. Retention rates are calculated by analyzing wage data one year after the completion of training.

Unemployment Insurance Wage Database

The repository for all wage data from the Unemployment Insurance quarterly tax reports submitted by employers.

WorkKeys®

Skills assessments that provide reliable, relevant information about workplace skill levels.

Youth (14-21) Attainment of a Degree or Certificate (WIA Performance Measure)

Of all youth enrolled in education (at the date of participation or at any point during the program): Number of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the number of youth participants who exit during the quarter. To calculate this rate, the time period used was October 2008 through September 2009.

Youth (14-21) Literacy and Numeracy Gains (WIA Performance Measure)

Of all those out-of-school youth who are basic skills deficient (at the date of participation): Number of youth participants who increase one or more educational functioning levels divided by the number of youth participants who have completed a year in the youth program (i.e., one year from the date of first youth program service) plus the number of youth participants who exit before completing a year in the youth program. To calculate this rate, the time period used was July 2008 through June 2009.

Youth (14-21) Placement in Employment or Education (WIA Performance Measure)

Of all youth who are not in post-secondary education or employment (including the military) at the date of participation: Number of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter. To calculate this rate, the time period used was October 2008 through September 2009.