



Indiana Department of Workforce Development

Biennial Budget

Fiscal Years 2018-19

Agency Overview

The Indiana Department of Workforce Development (DWD) is charged with administering and coordinating a variety of workforce development programs that help unemployed and under-employed Hoosiers find fulfilling occupations. Our workforce training initiatives rely heavily on the actions of U.S. Congress, the U.S. Department of Labor, and the U.S. Department of Education for administration guidelines and financial support. DWD also administers the state's unemployment insurance (UI) program which is governed through a coordinated effort of both state and federal governments. Funding for the UI program is provided primarily by insurance premiums collected from Indiana employers.

DWD builds and improves the skills of Indiana's existing workforce through a network of 28 WorkOne and 62 WorkOne Express offices located in 12 regional workforce service areas throughout the state. DWD supports these offices with its own staff, technology, and infrastructure. We also provide grant dollars to Workforce Development Boards and their Regional Operators who provide counseling, case management, and training services to clients entering our WorkOne offices.

DWD understands our obligation to the citizens of Indiana and takes a rigorous approach to ensuring the services we provide are relevant for the state's workforce needs while, at the same time, providing maximum value to the clients and employers we serve. We understand the need to provide a workforce that matches employer demand and promotes economic growth. DWD is constantly evaluating programs and services to ensure we are taking positive steps toward accomplishing these objectives.

Description of Major Programs

DWD administers several federal and state programs that assist Indiana's current and future workforce:

1. Workforce Innovation & Opportunity Act (federal) – Funds are primarily used to provide case management services and training programs to clients entering our WorkOne offices throughout the state. They are divided into three buckets to serve different workforce populations: adult, youth, and dislocated workers. Income qualifications must be met in order to access these services.
2. Unemployment Insurance (federal) – An income maintenance program designed to help individuals bridge the gap between unemployment and returning to work. To qualify for benefits, a person must be unemployed through no fault of their own and able, available, and actively seeking full time employment. Maximum benefit time is 26 weeks.
3. Career & Technical Education Innovation and Advancement Fund (state) – Funding for the advancement of statewide career and technical education programs as well as for workforce initiatives focused on high-wage, high-demand jobs.
4. Adult and Basic Education (state and federal) - Funds from this program ensure the delivery of foundational skills development, academic and career counseling services, and career pathways to adults and out-of-school youth for the purpose of employment, reemployment, or enhanced employment. This includes helping Hoosiers who lack a high school diploma achieve educational grade level gains and ultimately obtain a diploma or high school equivalent (HSE) credential.
5. Wagner-Peyser Act (federal) – Funds are used to counsel job seekers, help write resumes, match skills to employer needs, and help determine employer job demand. There are currently no income qualifications required to access these services.
6. Dropout Prevention (state) – Funding for the Jobs for American Graduates (JAG) program. A non-profit youth development program dedicated to helping low-income, at risk youth graduate from high school and make successful transitions to post-secondary education, training, and/or full-time employment.
7. Work Indiana (state) – Provides access to short-term training opportunities that lead to industry recognized credentials in high-wage, high-demand occupations. Candidates for this program must be enrolled in our Adult Education program.
8. Reemployment Services and Eligibility Assessment Act (RESEA) (federal) - This program provides funds for states to better link the unemployed with the overall workforce system by bringing individuals receiving unemployment benefits into WorkOne offices for personalized assessments and referrals to re-employment services.

9. Jobs For Hoosiers (state) - Works in tandem with RESEA and requires that individuals receiving unemployment benefits schedule an appointment to report to a local WorkOne office after applying for their fourth week of unemployment benefits.
10. Carl D. Perkins Act (federal) – Funds the state’s vocational and technical education programs through grants to local education providers and post-secondary institutions.
11. Trade Adjustment Assistance Act (TAA) (federal) – Helps workers whose employment has been adversely affected by increased imports or shifts to foreign production. Services include job search, training, relocation assistance, and income support while in training.
12. Jobs for Veterans State Grants (JVSG) (federal) – Funding for Local Veterans Employment Representatives (LVERs) and Disabled Veteran Outreach Program Specialists (DVOPS) who provide labor exchange services to veterans and ensure veterans receive preference in job referrals.
13. Serve Indiana (state and federal) – Administers the state’s AmeriCorps and HoosierCorps programs and is the mechanism to promote and coordinate volunteer activities throughout the state. Also partners with the Indiana Housing and Community Development Authority to facilitate requirements of the Hardest Hit Fund (mortgage assistance) and the Indiana Kids program (after school mentoring).
14. Senior Community Service Employment Program (SCSEP) (federal) – Funds for training in meaningful, part-time community service activities for low-income persons who are 55 years of age or older.
15. Employment and Training Administration (state) – Used to fund workforce programs that can’t be paid for with federal funds.

ACCOMPLISHMENTS OVER THE LAST BIENNIUM (FY16, FY17)

1. Development of a new Case Management System that drives a common point of entry, common processes, and common performance measures for all employment and training focused clients across multiple state programs. This system consistently and seamlessly collects required information from an individual’s entry all the way through their career pathway.
2. Development of a Demand System that deploys a statewide framework to collect current and future hiring needs of all Indiana employers. It includes common job classifications and identifies associated skills with each classification.
3. Implementation of an Assessment and Counseling tool linked to occupations prioritized by demand.

4. Establishment of the Skill UP program designed to fund business-led regional partnerships aimed at aligning education, training, and workforce needs. Over \$11 million in grants have already been awarded and the Skill UP 2 program is currently underway with up to \$ 9 million in grants to be awarded.
5. Payoff of the Unemployment Insurance Federal Trust Fund Loan saving Indiana employers \$327 million.
6. JAG Indiana achieved the JAG National “5 of 5” Award for exceeding all standards.
 - O 94% graduation
 - O 72% job placement including the military
 - O 74% in full time job placement
 - O 88% in positive outcome (job, education/training or military)
 - O 88% in full time positive outcome
7. JAG Indiana students received \$21 million in scholarships.
8. In Adult Education, we improved outcomes for student transitions to postsecondary education, training and employment. We show at least a 7% increase in our enter employment metric, a 4% increase in our retained employment metric and a 6% increase in students entering post-secondary education and training.
9. Indiana Adult Education is ranked in the top quartile, 14th, in the nation for student educational functioning level gains.
10. Statewide implementation of a curriculum integrating career awareness into adult education classrooms.
11. Adult Education – employer partnerships developed across the state. Examples include Monroe County Consolidated School Corporation, Cook Group in Monroe County, Lafayette Area Resource Academy, and Wabash National in Tippecanoe County.
12. Successful development of the Indiana Network of Knowledge (INK) which promotes data sharing amongst state agencies which can be used to make better decisions about services offered.
13. Improved agency performance in the timeliness of Unemployment Insurance benefit payments.
14. Significant reductions in fraudulent Unemployment Insurance benefit payments.
15. Tougher wage garnishment statutes resulting in significant increases in Unemployment Insurance overpayment collections.
16. Streamlined operations due to more virtualization of the Unemployment Insurance program.

17. Increased placement in employment of formerly incarcerated individuals due to the Hoosier Initiative for Re-Entry program (HIRE). Approximately 2,500 placements per year.
18. Successful launch of a Statewide Robotics program which assists with the start-up of robotics competitions at grade schools.
19. Assisted with the establishment of a statewide Work Ethic Certification program in Indiana high schools which promotes critical employability skills demanded by employers.

CHALLENGES OVER THE LAST BIENNIUM (FY16, FY 17)

1. Shrinking federal budgets for workforce and unemployment insurance administration.
2. Alignment of training/education to actual workforce needs moving slowly.
3. Eliminating the stigma that CTE training is only for people who otherwise can't succeed.
4. New federal workforce act (WIOA) effective July 1, 2015; final regulations not released until June 30, 2016.
5. WIOA required huge shift in youth funding from in-school to out-of-school.
6. Messaging the fact that WorkOne offices are not UNEMPLOYMENT offices but rather EMPLOYMENT offices with a myriad of services to help people find fulfilling occupations.
7. In regards to the Demand Driven Workforce System, the complexity of integrating multiple systems and data.
8. Adults with multiple life priorities and working students find it difficult to consistently attend classes at adult education sites during structured class times.
9. Offering integrated education and training concurrently in adult education classrooms.
10. In Adult Education, providing quality professional development to all instructors statewide; barriers include varying professional development needs of individual programs, funding, part-time staff, and rural program locations.

OBJECTIVES FOR THE NEXT BIENNIUM (FY18, FY19)

1. Increase our focus on Career & Technical Education programs in high schools in order to help fill the 1,000,000 jobs projected to be available over the next decade.
2. Expand the Jobs for American Graduates (JAG) program to more high schools throughout the state.
3. Continue to evolve into a Strategic Services Agency in order to allocate a greater percentage of our budget toward training Indiana's workforce for high-wage, high-demand occupations.
4. Continued development of our Demand Driven Workforce System in order to quickly provide job seekers, counselors, parents, and students with current data on employment and training.
5. Create the public-facing portion of our Demand Driven Workforce System in order to improve awareness of the tools associated with this system.
6. Create a job demand analytics platform for in-depth, complex occupation analysis.
7. Continue to develop relationships with all Indiana employers to make sure we are aware of their current and future workforce needs.
8. Continue to strive to improve Unemployment Insurance performances and reduce fraud via the increased use of technology.
9. Align integrated education and training offered in adult education programming with employer needs as identified by our Demand Driven Workforce System.
10. Creation of an online model for delivery of basic adult education remediation services.
11. Develop at least one employer partnership in every region that effectively transitions students from remediation and training directly to employment.
12. Implementing a robust professional development program that reaches all staff. Professional development should be targeted to the needs of individual programs and made available on an as needed basis.

KEY PERFORMANCE INDICATORS

Current

1. Percentage of total participants in Jobs for America's Graduates (JAG) employed, enlisted in military service, or enrolled in post-secondary education
2. Employment retention rate
3. Average duration of an individual receiving state unemployment insurance benefits
4. Unemployment insurance tax burden on Indiana Employers (as a % of total wages)
5. Average bi-annual wages per person after entering training program

Possible New KPI's based on Demand Driven Workforce System

1. **Speed and efficiency that workers acquire in-demand skills.**
 - a. Time per new skill.
 - b. Cost per new skill.
 - c. Type of assessment.
 - d. Type of certification.
 - e. Time elapsed from skill gain to new job.
 - f. Wage amount of new job – increase or decrease.
 - g. Retention period of new job.
2. **Speed and accuracy that workers receive support to be re-trained and placed back into employment.**
 - a. Time per Unemployment Insurance eligibility determination.
 - b. Time from filing for Unemployment Insurance benefits to payment.
 - c. Appeal percentage as compared to total benefit determinations.
 - d. Timeliness of Unemployment Insurance benefit payments.
 - e. Number of fraudulent Unemployment Insurance benefit payments.
 - f. Accuracy of employer Unemployment Insurance premium receipts.
 - g. Timeliness of employer Unemployment Insurance premium receipts.