



Board Report

September 18, 2019

Participant Services Goals for PY'19

Program	Regional Plan Goals	Potential Carry-In Clients	New in 1 st quarter (July1-Sept.)	Potential Total	%
WIOA Adult	820	220	54	274	33%
WIOA DW	165	66	18	84	51%
WIOA Out of School Youth	143	40	6	46	32%
WIOA In School Youth	36	16	0	16	44%
JAG	280	N/A	N/A	293	105%

Performance Highlights

- Customer Service Data has been received from DWD for Fourth Quarter 2018. Overall Customer Satisfaction for Region 8 was at 94.5%. Employer Satisfaction Surveys were only given for statewide services. Employer Satisfaction survey rate for Fourth Quarter 2018 was at 98.7%. Most employers were completely satisfied with the services they received.
- **WorkKeys-** Over 50 assessments were administered in the last three months. Business Services staff continue to engage with employers at job fairs throughout the region to discuss the utilization of the assessments as part of their hiring process.
- **Work Based Learning** - in the last three months, an average of 24 customers were active in work-based learning (WBL) opportunities with regional employers. The WIOA Support Grant funds awarded to the region has allowed us to increase our work experience customer base and so far, 46 customers have been served by that grant.

TAA and Rapid Response Activities

- **Mectra Labs, Inc. located in Bloomfield-** On May 16th, WorkOne staff were notified that Mectra closed operations on May 15th with 24 employees being affected. An announcement was made that business operations were being moved to the United Kingdom. A Rapid Response Orientation was held on June 3rd at the WorkOne in Linton for the affected employees. On May 17th, a TAA Petition was filed. Eight (8) individuals attended a TAA orientation on August 23rd at the Linton WorkOne office. Five (5) of those individuals have been enrolled to receive employment and training services and another two will be enrolled in the near future.
- **Yellow Cab Company in Bloomington-** On August 15th, Yellow Cab Company in Bloomington announced they are suspending operations as of this date with six employees being terminated. WorkOne staff offered a Rapid Response Orientation for affected employees at the Bloomington WorkOne on August 19th.
- **TAA Engagement-** Region 8 currently has 31 TAA enrollments. Six (6) new enrollments occurred in August and September. 20 customers were participating in RTAA, six (6) in Job Search, two (2) are attending training, one (1) retired and eight (8) entered into full time employment. TAA numbers will increase as Mectra is now TAA certified.

Business Services

- For Program Year 2018 (July 1, 2018-June 30, 2019), Region 8 made 619 Distinct Employer Contacts, which achieved 103% of our goal of 600. Program goals remained the same for Program Year 2019 (July 1, 2019-June 2020). During July and August, a total of 214 contacts have been made which represents an achievement of 36% of our annual program goal of 600 contacts.
- For Program Year 2018 (July 1, 2018-June 30, 2019), Region 8 made 2,495 Business Contacts, which achieved 151% of our goal of 1,680. Program goals remained the same for Program Year 2019 (July 1, 2019-June 2020). During July and August, a total of 357 contacts have been made which represents an achievement of 21% of our annual program goal of 1,680 contacts. Some of the employers visited this quarter included the following: NSWC Crane Army HR, Lehigh Hanson Cement, Mainstay Suites and Sleep Inn of Crane, Eagle Railcar, Hanapin Marketing, Baxter Pharmaceuticals, PTS Electronics, JA Benefits, IU Health Bloomington, Living Well Home Care, Aggregate Manufacturing International, Gosport Manufacturing Co., Bates Mechanical, Inc. and Fender 4-Star Meats.
- Ongoing Hiring Events and Job Fairs continued throughout the Region. In July and August, 35 Mini Job Fairs were hosted, and informational e-newsletters were sent to over 3,200 individuals promoting job fairs, workshops, training opportunities and Veterans services.

Regional Events



The South Central Region 8 Workforce Board has been awarded a \$125,000 federal grant to help homeless veterans find meaningful employment. The Homeless Veterans' Reintegration Program (HVRP) grant is administered by the U.S. Department of Labor, Veterans' Employment and Training Service (DOL-VETS). It is the only federal grant to focus solely on competitive employment for homeless veterans. HVRP grantees such as South Central Region 8 are required to enroll all participants in the public workforce system through a local WorkOne.

South Central Region 8's grant will serve eligible veterans in Brown, Daviess, Greene, Lawrence, Martin, Monroe, Orange and Owen counties. The grant also will assist eligible veterans in Morgan County. Due to the short commuting distance to Bloomington, Morgan County residents often are employed by Monroe County employers and frequently visit the WorkOne center in Bloomington for employment and training assistance since there is not a full-time WorkOne location in Morgan County.

DOL-VETS identified three specific veteran populations as priorities for receiving HVRP services: chronically homeless veterans; homeless female veterans and veterans with families; and incarcerated veterans. Region 8 has chosen to focus on chronically homeless veterans but is willing to also serve the other two populations.

HVRP services are available in each of the eight WorkOne Centers staffed by experienced Career Advisors who are knowledgeable about a broad range of services offered through partners of the WorkOne system and other community organizations.

Additional information regarding the HVRP program can be found on the WorkOne South Central website at <http://workonesouthcentral.org/60.html>

JAG NATIONAL TRAINING SEMINAR: ORLANDO

The JAG National Training Seminar was held in Orlando from July 7– July 12. More than 500 colleagues joined to gain inspiration, deeper skill sets and stronger professional networks with the best JAG Specialists, managers, trainers and administrators from across the United States.

The JAG Advantage is based on a promise to deliver student-centered programs to help young people achieve their fullest potential. JAG is about giving students an advantage that will set them apart from all other youth in today's emerging workforce. During the National Training Seminar, staff were able to explore all of the critical components of the JAG Model and breakout sessions were held for the following topics: project based learning, trauma informed care strategies, data management and employer engagement.

Region 8 JAG was able to have eight of their staff members in attendance and were the proud recipient of the JAG 5 of 5 National Award.

JAG Manager Jennifer Robinson stated the following in regards to her JAG Specialists: *“Thanks to everyone that supports our JAG Programs along the way and contributes to the success of our students. We were honored with the 5 of 5 award from JAG National and I want to commend everyone's hard work to help make Region 8 JAG great!”*



Left to Right: Derek Morgan, Jennifer Robinson, Jayme Bellman, Roscoe Baugh, Kim Allen, Mychal Doering, Katie Cook and Tina Bond.



WorkINdiana programs continue to have great participation and success. Region 8 enrolled 83 customers including carry-in from the previous program year as of 6/30/19. Of those 83 customers, 67 have completed training, 8 are still enrolled and 8 have been unable to complete training as planned. Region 8 has had an 89.73% completion rate, exceeding the state expectation of 80%. Of those who have completed training, 53 have passed giving Region 8 a 79.1% certification rate, which has also exceeded the state expectation of 74%. Finally, 39 of those 53 individuals are employed, which exceeded the expected employment rate by 13.6%. There will not be additional WorkINdiana funding available, but Region 8 carried approximately \$30,000 into the program year to serve as many customers as possible prior to the program ending date on December 31st, 2019.

Customer Highlight:

Thomas learned about WorkOne services at a WorkOne Job Fair where he spoke with Business Services staff about employment and training opportunities. Thomas graduated from high school in 2007, but had no further training or education and no job-related certifications. He has spent the last several years obtaining employment through temporary employment agencies, but had been unable to obtain self-sufficient employment that allowed him to provide for his family. Thomas was met with an Owen County Career Advisor to discuss training possibilities. Thomas completed TABE testing and it was determined he would need remediation through ABE to complete a training program. Thomas received career guidance and counseling, financial literacy, development of an Individual Employment Plan, occupational skills training and supportive services to assist with gas to training. Thomas passed his driving test and earned his CDL-A license. Ten days after finishing training, Thomas accepted a truck driving position with B & B Food Distributors in Terre Haute. Thomas is very happy to have found work so quickly that allows him to be home every night.



In the last legislative session, DWD received approximately \$20 million for the next two years to obligate to employers for the Next Level Jobs (NLJ) Employer Training Grant. In July 2019, local Business Services Staff began working with regional employers to develop training plans for the NLJ Employer Training Grant through the reimbursement phase. Currently, Business Services Staff are assisting 15 area businesses with applying for these grant funds.

The Workforce Ready Grant has also expanded. The Next Level website has been recently updated to include eligibility requirements and qualifying programs that are available. Several customers throughout the region have applied and been accepted into training programs. Several Region 8 adult education providers have been approved to offer training and are currently serving customers with this funding. Customers are strongly encouraged to contact their local WorkOne office to potentially receive additional supportive services during training. Information about the Employer Training Grant and the Workforce Ready Grant can be found at the following website: <https://www.nextleveljobs.org/>.