



Western Indiana Workforce Investment Board

Quarterly Meeting

February 20, 2014

7:30 A.M. – 9:00 A.M.

Meadows Conference Center

**Western Indiana Workforce Investment Board, Inc.
Board Meeting**

Thursday, February 20, 2014 - 7:30 a.m. -- Meadows Conference Center

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Agenda
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	Page Number
Call to Order, President Rick Burger	--
Public Comments	--
Approval of the November 21, 2013 Meeting Minutes	1
Planning and Evaluation Committee Report, Doug Dillion	4
Budget, Finance, Distribution Committee Report, George Guinn	--
Personnel Committee Report, Mary Ann Clark	--
Youth Council Report, Ellen Reeves	24
Executive Committee Report, Rick Burger	43
Other Business	
Adjournment	
Next Board Meeting: 7:30 AM --May 22, 2014- Meadows Banquet Center	

Western Indiana Workforce Investment Board, Inc.
Quarterly Meeting
November 21, 2013 – Meadows Conference Center – 7:30 A.M.

Members Present: President Rick Burger, Mary Ann Clark, Larry Tempel, Laurence Cross, Mary Caye Pfister, Tom Szymanski, Ron Hinsenkamp, Doug Dillion, George Guinn, Dr. Ann Valentine, Ellen Reeves, Bill Dory, Fred Rubey, Arnold Jenkins, Darryl Andrews, Judy Anderson, Theresa Shaffer, Bill Carper, Mayor Duke Bennett

Others Present: Lisa Lee, Dave Tucker, Brent Woolwine, Kim Stephenson, Mike Smith, Tim Kelley, Linda Morley, Rick Shagley-Attorney to the Board

President Rick Burger called the meeting to order and requested comments from the public. None were made known.

Mr. Burger asked for any corrections to the minutes of the September 5, 2013 meeting. None were made known. Ellen Reeves moved for approval of the minutes as presented. Mary Caye Pfister seconded and the motion was carried.

Doug Dillion presented the Planning and Evaluation Committee Report. Members were provided updated information on JAG programs. Information on the barriers faced by the JAG students was provided. The purpose and activities of the JAG Career Associations was discussed. Members were informed of the upcoming JAG Regional Career Development Conference which Ivy Tech Community College has once again graciously agreed to host at their Terre Haute Campus. Service numbers for the first quarter of Program Year 2013 were presented for review and discussion.

Information on businesses services was presented including current WorkKeys and on-the-job training activities. Mr. Dillion discussed the "NEAT" newsletter that is being published on the WorkOne West website. Fred Rubey asked that board members be sent the link to the newsletter. Lisa Lee discussed the success of the regions first participation in National Manufacturing Day in October. School counselors were able to tour local advanced manufacturing facilities including Marion, Tri Aerospace, LLC, JWS-Stark Industries, and GE Aviation. The tours allowed counselors to see first-hand how high tech and skilled manufacturing has become.

Lisa Lee provided information on the WARN notice issued by Multi Packaging Solutions (MPS). The closing date is December 31, 2013, but most employees have already been separated and a Rapid Response orientation was held November 15, 2013 at Ivy Tech Community College. A job fair for MPS employees is scheduled for December 5, 2013 at the Meadows Conference Center.

Regional and statewide performance measures for the period ending June 30, 2013 were provided for review and discussion. State negotiated performance standards for PY 13 were presented.

Vincennes University is in the final year of their contract as WIA service provider with the contract end date being June 30, 2014. A request for proposals to serve as service provider must be issued for the

upcoming program year. Lisa Lee presented proposed changes to the RFP, including a requirement to post all job openings on Indiana Career Connect, all newly hired service provider staff will be required to complete a background check and drug test, mandatory staff continuing education requirements, expanded recruitment and customer outreach to include expanded workshop options. The contract resulting from the RFP will be issued for two years, with a third year option at the discretion of the board.

In conjunction with this, the Planning Committee is also recommending that all future employees of the Western Indiana Workforce Investment Board be required to undergo a drug test and background check prior to being offered employment.

Doug Dillion updated the board members on the activities of the Region 7 Works Council. Discussion on the continued need for business involvement in education followed. Tom Szymanski commented on the need to continue to stress the importance of career pathways, such as apprenticeships and short term training. Dr. Ann Valentine noted that it is important to keep pressure on education to focus more on applied math.

Bill Dory moved to approve the Planning and Evaluation Committee report. George Guinn seconded and the motion was carried.

Committee Chair George Guinn called on Tim Kelley to present the Budget, Finance and Distribution Committee Report. The full balance of the PY 13 WIA allocation was received on October 30, 2013 bringing the total allocation for the year to \$1,846,453.00. As previously approved by the board, 50% of the dislocated worker funding was transferred to adult. 30% of the PY 13 allocation is being set aside for PY 14 carry in. Mr. Kelley presented the Grant Report, noting that at 33% of the year 25% of the funds have been expended.

As a result of the issuance of a RFP for Audit Services, the Executive Committee had previously approved contracting with Comer Nowling Associates. Proposals were received from Comer Nowling and the AGTA Group. Comer Nowling was chosen based on overall lower cost and

their familiarity with not for profits and Workforce Investment Act regulations. A two year contract with an option for a third year was approved by the Executive Committee. Doug Dillion move to approve the audit services contract. Fred Rubey seconded and the motion was carried.

Mr. Kelley reported that we had recently completed both the independent audit and the state DWD monitoring processes. Although final reports have not been issued, exit interviews with the auditors and monitors indicated there were no findings anticipated at that time.

Mary Caye Pfister moved to approve the Budget, Finance and Distribution Committee report. Bill Dory seconded and the motion was carried,

The Executive Committee met on November 15, 2013 and reviewed an amendment to the WIB-3-07 contract with Vincennes University for WIA services. This Amendment 2 increases the PY 13 WIA

allocation by \$490,849.00 to a total of \$1,523,005.00. Fred Rubey moved to approve the amendment as presented. Ellen Reeves seconded and the motion was carried.

Lisa Lee discussed contracting with Fleck and Associates in the amount of \$19,000.00 for assistance with data gathering and planning services for the EWIN/CELL grant. Laurence Cross moved to approve the contract, Bill Carper seconded and the motion was carried.

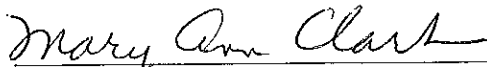
Bill Carper moved for approval of the Executive Committee Report. Tom Szymanski seconded and the motion was carried.

Lisa Lee discussed the upcoming One-Stop Partner Conference scheduled for December 13, 2013. This conference offers the opportunity for all partners to inform and educate the group about available services.

David Tucker commented on the success of the JAG programs and the impact it has on students both in high school and at the post-secondary level. Vincennes University offers former JAG students the opportunity to meet and network at the college level. Bill Dory commented that WIWIB needs to be more diligent about making sure the public is aware of all the things WorkOne contributes to the region by sending out more press releases.

There being no additional business, the meeting was adjourned.

Respectfully submitted;

A handwritten signature in cursive script, reading "Mary Ann Clark", written in dark ink.

Mary Ann Clark, Secretary

Western Indiana Workforce Investment Board, Inc.
Planning Committee Meeting
February 12, 2014 – WIB Office – 7:30 A.M.

Present: Chairperson Doug Dillion, Ron Hinsenkamp, Mary Caye Pfister, Bill Carper, Lisa Lee, Tim Kelley, Mike Smith, Linda Morley, Richard Shagley – Attorney to the Board

Chairperson Doug Dillion called the meeting to order and introductions were made.

Mike Smith presented the Business Services report for November 2013 to January 2014. Bemis Company, North American Limestone and Gartland Foundry are involved in new job profiles from WorkKeys. The International Union of Operating Engineers Local 841 will be completing WorkKeys assessments for new apprentice applicants. Spa Haute Company will require NCRC completion for new hires. New OJT contacts were entered into with Advics, GE Aviation, and Bemis Company.

The closing of Multi Packaging Solution displace approximately 120 workers. Services for the Multi Packaging Solutions displaced workers included orientation sessions, resume and interviewing workshops, a job fair exclusively for MPS employees and ongoing Coffee with Colleagues at the Terre Haute WorkOne office.

On December 18, 2013 an onsite Rapid Response Orientation was held at Freight Car Rail Services in Clinton. The plant closed on December 20 and sixteen hourly and eight management staff were displaced by this closing. Follow-up WorkOne orientation and unemployment information sessions were held at the WorkOne office in Clinton.

Information on recent CNC training graduates was presented. Two classes have completed the training. The first class had nine complete and the second class had six. Placement of these individuals in employment has been exceptional. Much credit for this success is based on a partnership between local businesses and Ivy Tech to ensure class curriculum tied closely to the high skill, high demand, and high wage jobs of Region 7. WorkOne staff currently has 13 individuals ready for the next class. CNC is a high demand and high wage career in both Region 7 and throughout the state.

Lisa Lee commented the WorkOne partner conference held on December 13. This annual conference offers the opportunity for all partners to explain their services and procedures resulting in greater cooperation and understanding. She also provided information on the Terre North High School JAG program CODA Christmas project and the Northview High School JAG 12 Trees of Christmas project. Both projects were student led through the Career Associations.

The next item of business was a request for modification of youth policy. Youth can earn incentives for things such as meeting goals, earning credentials and participation in work and learning experiences. In the past these incentive awards have counted toward the board approved supportive service limit of \$2,000.00 per individual. The proposed policy modification would read as follows; Retroactive to July 1,

2013, youth incentive dollars will not count against the supportive service limitation, and will be tracked separately.

It was discussed that supportive service dollars can be used for things such as car repair, travel reimbursement, child care, funds for post-secondary needs beyond Pell and other grants, clothing and other needs. Mary Caye Pfister moved to approve the policy modification as presented. Bill Carper seconded and the motion was carried.

WorkOnewest.com usage reports were presented. Information on the Disability Employment Initiative was also presented. One Ticket-to-Work has thus far been assigned to the Western Indianan WIB. The Disability Resource Coordinator is working with a local task force to begin planning a financial literacy fair for the region.

Doug Dillion updated the committee on the EWIN CELL grant. The strategic plan, "Classroom to Careers", (C2C) designed to promote manufacturing skills and careers in western Indiana has been drafted. The plan is a roadmap focusing on 1) in-school curriculum development and delivery, 2) employer involvement in the schools and classrooms and 3) outreach and marketing. The core planning team has made a strong effort to complement the Regional Works Council planning efforts. Bill Carper commented on the great value of connecting schools and businesses. The core planning team will be meeting with the original focus groups and other interested parties in few weeks to review the plan and begin implementation. Ron Hinsenkamp moved to approve the Classroom to Careers plan and future modifications. Bill Carper seconded and the motion was carried.

Lisa Lee shared with committee members that she has been selected by the Indiana Department of Education to serve on the statewide Career and College Readiness panel, which is tasked with reviewing the College-and Career-Readiness Standards for Hoosier students. Ms. Lee is serving with panel members charged with reviewing math standards. A statewide meeting is planned for mid-March.

Mary Caye Pfister moved to approve the Planning Committee Report. Bill Carper seconded and the motion was carried.

There being no additional business, Bill Carper moved to adjourn. Ron Hinsenkamp seconded and the motion was carried.

Jobs Program Activity November 2013-January 2014

WorkKeys

Bemis Company, Inc. – Vigo County

4 New Profiles

Assistant Press Operator – \$15.48 hr. – 20 new hires

Assistant Extrusion Operator-\$15.40-10 new hires

Assistant Machine Operator-\$15.23-5 new hires

Maintenance Mechanic-\$17.62-5 new hires

- **Total Project Cost - \$11,920.00**

North American Limestone – Putnam County

2 New Profiles

Utility Mill Worker –\$12.00- 5 new hires

Quarry Worker - \$12.00 - 5 new hires

- **Total Project Cost - \$4,800.00**

Gartland Foundry – Vigo County

1 New Profile

Manual Mold Maker –\$19.00- 5 new hires

- **Total Project Cost - \$2,440.00**

IUOE Local 841 Training – Vermillion County

Assessments Only

Apprentice Operating Engineer –\$20.83- 40 new hires

- **Total Project Cost - \$4,320.00**

National Career Readiness Certificate

7

SpaHaute Company-Vigo County

Surgical Tech --\$10.10- 5 new hires

Massage Therapist - \$10.10 - 5 new hires

Rehab Tech/Office-\$10.10-5 new hires

- **Total Project Cost - \$1,620.00**

On the Job Training Contracts

Advics -- Vigo County

- Maintenance Technician Training
- **Contract amount - \$3,634.00**

GE Aviation -- Vigo County

- CNC Machinist/Fabricator Training
- **Contract amount - \$5,592.00**

Bemis Company, Inc. -- Vigo County

- Pre-Press Operator Training
- **Contract amount - \$4,017.06**
- Pre-Press Operator Training
- **Contract amount - \$3,707.46**
- Pre-Press Operator Training
- **Contract amount - \$3,707.46**
- Pre-Press Operator Training
- **Contract amount - \$3,397.86**

Chamber Events

8

- Clay
- Putnam
- Vermillion
- Parke
- Vigo

Participated:

1. Rapid Response events MPS – Multi Packaging Solutions
2. Rapid Response events FrieghtCar America, Inc.
3. C2C Grant Meetings
4. Proctored WorkKeys tests
5. BLN Advisory Meeting
6. Northview JAG Indiana Career Connect Overview presentation
7. www.workonewest.com Website Updates
8. Work Council Meetings
9. Attended Accelerate West Central Indiana Economic Development Association Meetings
10. WorkOne Services Overview for Area 30 Learning Center
11. Updated ICC Job Aids for Staff and Employers
12. Parke County Learning Center Meeting
13. Conexus Meeting
14. Terre Haute EDC Meeting
15. Developed NEAT Newsletter
16. WorkOne Business Services Workshop for Clay County Chamber of Commerce
17. JAG Career Development Conference
18. Clay County Literacy Council Meetings
19. Newport Chemical Depot Reuse Authority Common Construction Wage Commission participation
20. Vermillion County Annual Chamber Banquet
21. Parke County Annual Chamber Banquet
22. Presented to WorkOne Partner Meeting
23. Published NEAT Newsletter



As one of the workers impacted by the recent closing of Multi Packaging Solutions, WorkOne Western Indiana is offering an important informational session to help you and your spouse learn more about all the services available to individuals who have been displaced by this closure.

The orientation sessions will give an overview of possible programs and services such as:

- Unemployment Insurance Benefit Program
- Job Search and placement assistance
- Professional interviewing and resume preparation workshops
- Information about education and training opportunities
- Financial planning and stress management workshops
- Labor Market Information
- Veterans programs and services

ORIENTATION SESSIONS

Friday, November 15, 2013 10:30 am – 12:00 pm Ivy Tech Community College Oakley Auditorium 8000 South Education Drive, Terre Haute, IN 47802	Friday, November 15, 2013 3:00 pm – 4:30 pm Ivy Tech Community College Oakley Auditorium 8000 South Education Drive, Terre Haute, IN 47802
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WorkOne Staff will be located at entrances to the college to assist with directions to the event.

Also enclosed is a survey to complete and bring to the orientation session. Time will also be provided during the session to complete the document.

If you have any further questions about any of the information listed above please contact **Mike Smith** at **812-238-5616 ext. 4**.

If you cannot attend please be sure to visit a WorkOne office to learn more about services available to you.

Dear {MPS Employee}

Job Fair for MPS employees and Spouses

When: December 5, 2013

Time: 1pm to 4pm

Where: MCL Conference Center (located in the Meadows Shopping Center)

WorkOne has partnered with several local employers to conduct a job fair specifically for MPS employees and their spouses.

The employers who are participating are familiar with MPS products. We have also provided them with a listing of the specific job titles for MPS employees so these employers are aware of the skills that you possess.

Some employers may request that you complete an application. Others may request to interview with you at the job fair. Please bring copies of your resume and be prepared to interview.

For additional information about free resume and interview workshops available, please see the attached page.

Employers attending (as of 11/19/13):

Company	Produces
Advics	Automotive Brakes
Bemis	Plastic Products
Cadillac Products	Automotive Parts
Kellogg's	Food Products
MCL	Restaurant
North American Lighting	Automotive Lighting
Quad Graphics	Printed Materials
Phoenix Closures	Lids for Food Packaging
Raybestos Powertrain LLC	Automotive Transmissions
Stark Industries	Aerospace and Health Care Components
Taghleef	Plastic Products
ThyssenKrupp Presta	Automotive Transmissions
TRW	Automotive Parts

Resume and Interview Workshops

Your resume is your introduction to the companies attending the job fair. A good resume outlines your skills and abilities in a format that will catch the attention of job recruiters. In preparation for this job fair, you are urged to attend any of the resume workshops shown below. Simply call the number provided to register. A good resume can result in an interview. We also have workshops available on how to interview and answer the tough questions.

WorkOne can also provide you with opportunities to upgrade your current skills and gain new skills. We encourage you to visit your local WorkOne and talk with our employment specialists as you look to start your next career.

If possible, when you visit a WorkOne, please bring your driver's license or state identification card, your Social Security card and a copy of your DD 2-14 if you are veteran.

RESUME AND INTERVIEWING WORKSHOPS SCHEDULE

Clay County WorkOne 921 West National Avenue Brazil, IN 47834 812-448-2636	12/3/13	Resume Workshop	9:00 am
	12/3/13	Interviewing Workshop	10:00 am
Sullivan County WorkOne 35 West Jackson Street Sullivan, IN 47882 812-268-3358	12/3/13	Resume Workshop	1:00 pm
	12/3/13	Interviewing Workshop	2:00 pm
Vermillion County WorkOne 306 South Main Street Clinton, IN 47842 765-832-3523	12/3/13	Resume Workshop	9:00 am
	12/3/13	Interviewing Workshop	10:00 am
Vigo County WorkOne 30 North 8 th Street Terre Haute, IN 812-242-6475	11/25/13	Resume Workshop	9:00 am
	11/25/13	Interviewing Workshop	10:00 am
	11/26/13	Resume Workshop	2:00 pm
	11/26/13	Interviewing Workshop	3:00 pm
	12/2/13	Resume Workshop	9:00 am
	12/2/13	Interviewing Workshop	10:00 am

We hope to see you at this job fair and for any additional questions, please call 812-238-5616, ext. 4.

Job Fair for MPS Employees and Spouses



Coffee with Your Colleagues for MPS Employees and Spouses

When: December 23, 2013

Time: 9:00 to 10:30

Where: Terre Haute WorkOne

WorkOne would like to invite you to have coffee with your colleagues. This meeting will give you the opportunity to reconnect with those you have worked with at MPS and discuss job and training opportunities available to you.

Representatives from Ivy Tech, Hamilton Center, and WorkOne will provide information on training opportunities, stress management, unemployment insurance information, job placement services.

Parking is available in the parking garage located at 8th and Cherry Street. Coupons for free parking will be provided to you at the event. Please RSVP by emailing Sheila Hess at shess@vinu.edu or by calling Debbie Reichert at 812-242-6475.

If you have questions, please call me at (812) 890-0440. We look forward to meeting with you on Monday, December 23, 2013 at the Terre Haute WorkOne (fifth floor) located at 30 N. 8th Street, Terre Haute, Indiana.

Sincerely,

Sheila Hess

Operations Manager

Freight Car Rail Services – Clinton

14

Contacts-

Allison Donlon – Corporate representative

312-928-0049

adonlon@freightcar.net

Carla Gosnell – Local HR staff

765-832-5210

812-208-6626

16 production hourly staff

8 management staff

RR Session to be held on 12-18-13 at Clinton site.

Plant is closing on 12-20-13

No severance package is being offered.

UI workshop will held at Vermillion WorkOne on 12-27-13 from 9-12.

Rapid response orientation session held on 12-18.

Attended by:

- Lisa Lee
- Curt Robison
- Laury Burris
- Tammy Hill
- Donna Cooper
- Jim Sharpe
- Mike Smith
- Clinton Mayor Jack Gilfoy
- Beau Brown-Ivy Tech Corporate College

15 workers attended event.

UI Workshop was held at Vermillion Office on 12-27-2013. Six dislocated workers attended event.

Staff attendees:

- Tammy Hill
- Donna Cooper
- Jim Sharpe
- Curt Robison
- Brad Trusler
- Laury Burris



Ivy Tech Community College was the site today for six individuals to receive a certification that will make them more work ready.

The Computer Numeric Control Operator program is a 225 hour course that teaches students machine skills. It also offers the opportunity for individuals to become National Institute of Metalworking Skills certified.

J.R Strole is a West Vigo grad who enjoyed the twelve week experience and would encourage those who are interested to sign up.

J.R Strole- NIMS Certified

"Working with Tina at Work One, she's the one that told me about this program, and how high the demand is in this area. To be able to go into the workforce, with a good paying job is excellent."



WorkOne Hosts Partner Conference

On Friday, December 13th, 2013 WorkOne West hosted its annual Community Partners Conference.

The conference brought together nearly fifty individuals from throughout the region. Participants were able to network and discuss ways we can all work together to better serve our customers.

Representatives from the various agencies provided presentations/updates on the valuable services that they provide to our community. The conference featured presentations from:

- Experience Works
- The Hamilton Center
- Vocational Rehabilitation
- Adult Basic Education
- Disability Resource Coordinator
- WorkOne
- Vincennes University
- Ivy Tech Corporate College

Thank you to all who participated in the conference and for all that our partners do for our community.

Speaker Jeff Clutter, Vigo County Adult Basic Education, addresses the group. Below.



JAG Holiday Service Projects

This holiday season several of our local JAG Students gave back to the community through service projects.

CODA Blankets

As stated on the CODA Terre Haute website, "The mission of the Council on Domestic Abuse, Inc. is the elimination of domestic violence and sexual assault through societal change and the empowerment of abused individuals and their minor children".

Recently, CODA Director, Lorrie Kelley visited the Terre Haute North JAG Class. The students learned about the work this agency does, the training necessary to work at CODA, some of the tasks involved in working with CODA, and the risks involved with helping these families. They learned that they offer volunteer and internship opportunities as well. In order to become a volunteer at CODA, a person must go through a 12 hour crisis management training. At least two students are planning on doing this training and hope to work as volunteers at CODA.

The JAG class also learned that there was a huge need for Christmas gifts. To help these clients during this winter season, the class decided to purchase items to be used as gifts. In addition to the items purchased, the students also purchased materials to make hand-made blankets. The students wrapped these blankets and other items to be given as gifts to CODA.

12 Trees of Christmas

The Northview JAG Students took the phrase, the 12 Days of Christmas and put their own spin on it. The Students decided to give back this year by selecting a family from each of the 12 schools, Elementary, Junior High and High School, in Clay County and providing them with a Christmas tree for the holidays.

The students contacted sponsors for donations. Wagoner Tree Farm in Greencastle donated several of the trees. Ornaments and lights were also collected to decorate the trees.

Before the Christmas holiday the students delivered the trees, lights, decorations, stockings, and gloves to needy families in Clay Community Schools.

"The parents and children have been extremely thankful. It has been a heartwarming experience for everyone involved. I'm extremely proud of all my JAG students for coming up with such a wonderful community service project and I am thankful beyond words for the support all of you given them". Dana Bottomly Northview High School JAG Specialist

Proposed Policy Modification

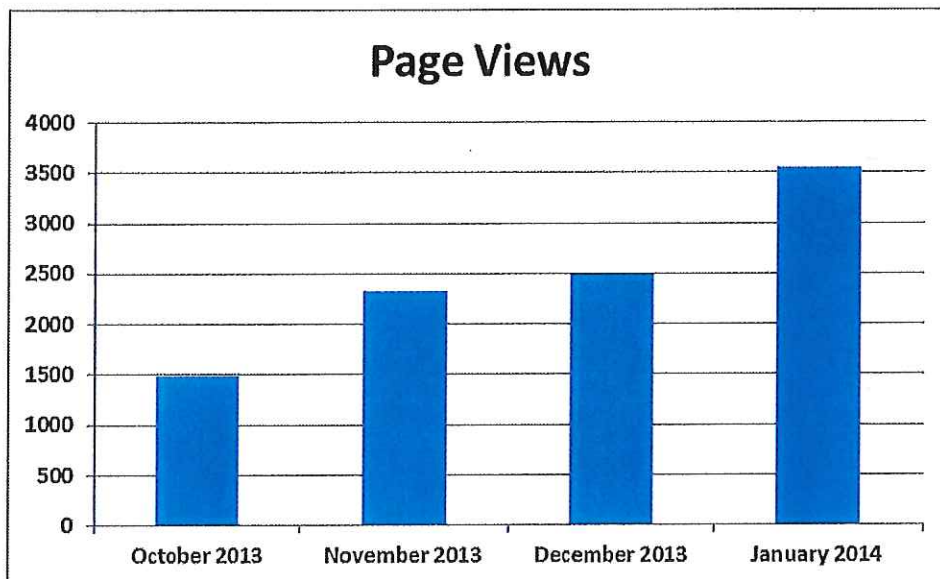
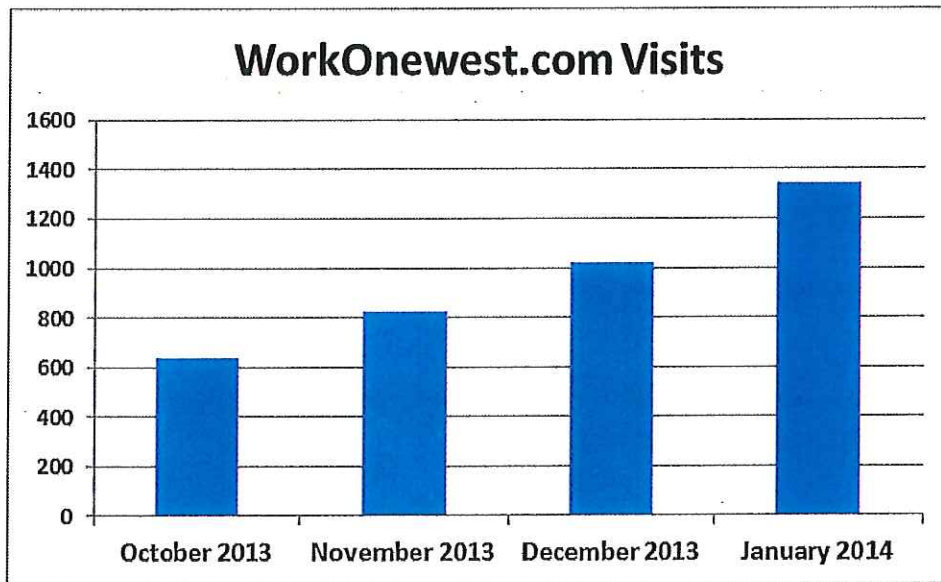
Separation of Youth Direct Service Costs

WIA youth and state funded JAG youth receive incentives for reaching goals. Currently youth can annually receive a maximum of three \$50.00 incentives for completing a goal. Youth also can earn a one-time \$200.00 incentive payment for gaining a credential such as high school diploma, GED, or an Occupational Skills Certification. Youth also are eligible to receive incentive funding for participation in summer camp learning experiences and/or work experience.

In the past these incentive dollars counted toward the supportive service limitation of \$2,000.00 per period of enrollment.

Proposed policy modification: Retroactive to July 1, 2013, incentive dollars will not count against the supportive service limitation, and will be tracked separately.

WorkOnewest.com Usage Report



DEI Update – February 2014

- Staff Training – The Disability Resource Coordinator provided training for staff focused on the following areas:
 1. DEI – grant components and how it affects staff
 2. Ticket to Work/what it means
 3. Integrated Resource Teams – specific to individual customer
 4. Disability Awareness
 5. Community Resources/speakers from local agencies
- Ticket to Work – DRC has met individually with several customers along with our WorkOne staff to discuss Ticket to Work – We assigned our first ticket at the end of January and will continue to meet with customers as we identify them as potential ticket customers.
- Local Task Force has been formed and met for initial meeting/explanation of DEI initiative – scheduled to meet again at the end of February to begin planning for a financial literacy fair for our region
- DRC has been involved/participated in multiple trainings – just to name a few:
 1. Bridges Out of Poverty simulation/presentation in Putnam County
 2. VR 101 Webinar
 3. Community Resources Day at the New Castle Training Facility to discuss services for offenders getting ready for release
 4. Ask the EEOC about the ADA webinar
 5. Favorable Tax Deductions for Individuals with Disabilities
 6. Weekly topics for “Ticket Training Tuesdays”
 7. “There’s no place like home – Veteran’s Housing webinar”
 8. “Employers Can’t Afford to Ignore Mental Health”
 9. “Over 50 Workforce” webinar
 10. Benefits Counseling training basics
 11. Changes in 503 Regulations and what they mean to employers/employees
- DRC has collaborated with Hamilton Center as they have been working on a mental health grant for the DEI initiative at the state level
- Community Collaboration/Outreach – the DRC participates regularly in the following community organizations as collaboration is a primary focus of the DEI initiative:
 1. Putnam County Resource Meeting
 2. Clay County Step Ahead
 3. Vermillion County LCC

4. Vermillion County Systems of Care
5. Parke County Systems of Care
6. Disability Awareness Work Group -- Vigo County
7. Wabash Valley Business Leadership Network
8. Community Resource Alliance Meeting -- Vigo County
9. Sullivan County LCC
10. Sullivan County Systems of Care

ATTACHMENT B
WORKPLAN AND IMPLEMENTATION SCHEDULE

TASK	Target Date	Responsibility	Milestone/Outcome
Award Notification	February 21, 2014	State of Indiana ETA	
Post and advertise positions; interview and select new employees; provide HCI-specific orientation	February 21-April 7, 2014	Nichelle Washington Emily Owens	New staff hired and oriented to HCI
Begin Ticket to Work suitability process for new staff	March-April 2014	Nichelle Washington	Suitability granted
Provide staff cross training with WorkOne/HCI including Mental Health First Aid	April 7-21, 2014	Nichelle Washington Emily Owens MHFA trainers	WorkOne has improved knowledge of working with person with mental illness and substance addiction and HCI staff have better working knowledge about WorkOne services
Job shadowing and on-site training	April 7-May 5, 2014	New Employment Specialist and existing	New staff trained
Employment Specialist training/certification	May 6-8, 2014 and June 10-12, 2014	New Employment Specialist	Certification
Ticket to Work Training	To be determined. Will enroll in first available training	New Employment Specialist	Improved knowledge of the Ticket to Work program and ability to implement at HCI
Begin referrals from WorkOne	May 12, 2014	New Employment Specialist/Nichelle Washington and WorkOne staff	Implementation of DEI services begins
Continue implementation of DEI, providing employment services, behavioral health/Substance addiction services, enrolling in Ticket to Work	Through September 30, 2015	Employment Solutions staff	Satisfaction of grant requirements and moving toward sustainability

Western Indiana Workforce Investment Board, Inc.

Youth Council Meeting

February 6, 2014 – 12:00 pm- WIB Office

Present: Chairperson Ellen Reeves, Nancy Davisson, Rene' Hankins, Craig Newby, Dr. Timothy Rayle, Dori Ball, Lora Bush, Mike Hagemier, Lisa Lee, Tim Kelley, Linda Morley, Richard Shagley-Attorney to the Board

Chairperson Ellen Reeves called the meeting to order and introductions were made.

Linda Morley presented youth services information. 228 in school youth and 91 out of school youth participated in WIA services from July 1 to December 31, 2013. Fifty three youth have been or are in the process of being exited to unsubsidized employment.

JAG enrollments at the seven JAG sites (representing nine schools) were provided. There are 138 WIA funded JAG students and 147 state funded JAG students in the Region 7 JAG classrooms. On January 31 approximately 200 of these students participated in the Region 7 JAG Career Development Conference. Thank you to Ivy Tech Community College –Wabash Valley for once again hosting the conference at their campus. Vincennes University kindly provided lunch for the students and both Ivy Tech and Vincennes University spoke with the students regarding educational opportunities. Many community, education and business leaders volunteered their time to serve as judges for the competitions and meet the students. Students that received first place awards at the conference will compete at the state JAG Career Development Conference in Indianapolis on March 24. A special thanks goes to the following WIB members that served as judges and exceptional role models for these students: Daryl Andrews, Laurence Cross, Bill Dory, Dr. Tad Foster, Ellen Reeves, and Jac Padget – Region 7 representative on the State Workforce Innovation Council (SWIC).

Both JAG and WIA youth performance numbers were presented and discussed. The JAG students that completed their senior year in May 2013 had a 90.62% graduation rate. Staff continues to work with those that did not graduate to return to high school, begin a credit recovery program or work toward their high school equivalency diploma. For the period ending June 30, 2013, Region 7 had exceeded the performance measures for Placed in Education/Employment and Attained Degree or Certificate. No participants fell into the Literacy/Numeracy Gain measure which measured youth exited from 7/1/11 to 6/30/12. All youth, WIA and/or JAG receive a full year of follow up services after exit from the program.

Tim Kelley provided information on the responses received from the Request for Proposals for WIA Youth Services for Program Year 2014, 2015, with a possible third year option. Lisa Lee recused herself from any discussion of the proposals and from reviewing and scoring the submission. Proposals were received from Arbor E&T, LLC D/B/A ResCare Workforce Services and Vincennes University. A spreadsheet comparing the proposals was presented and reviewed. ResCare presented many training and learning opportunities for both the customers and staff, but did not seem to have a strong youth services background. Vincennes University did not have a great emphasis on innovation, but does have a strong history of successful youth programs. ResCare committed 14.7% of the proposed budget to direct youth services and Vincennes University committed 32% to direct services. Ellen Reeves spoke of some personal interactions with ResCare and abstained from the vote. Three of the WIB staffed had reviewed and scored the proposals; the scores totaled 88 for Vincennes University and 84 for ResCare. Nancy Davisson commented that Vincennes University was prepared to spend more on direct customer cost which was a positive. Craig Newby moved to approve awarding a two year youth services contract, with an option for a third year, to Vincennes University with a start date of July 1, 2014. Nancy Davisson seconded and the motion was carried.

Tim Kelley commented that the adult and dislocated worker proposals were still under review and requested that no information be released until all decisions are final.

Lisa Lee commented on State Workforce Investment Council considering an initiative to promote Work Ready Communities in Indiana. Part of Work Ready is an emphasis on the numbers of individuals in the community that have completed the National Career Readiness Certificates through Work Keys.

Craig Newby moved to approve the Youth Council report. Motion seconded by Mike Hagemier, and approved.

Ellen Reeves asked for any other business to be brought before the committee. None was made known. Lora Bush moved for adjournment, Craig Newby seconded and the motion was carried.

Youth Report

7/1/2013 to December 31/2013

Through the end of December, 319 youth have participated in WIA services this program year. 228 of these are in-school youth and 91 are out of school youth.

- 54 credentials have been earned by out of school youth this year to date.
- 19 youth have been exited to unsubsidized employment at an average hourly wage of \$9.00.
- 34 additional youth are in the exit process with 25 being exited to unsubsidized employment.

13 youth have completed Work Indiana course work with 5 completing the testing and earning a credential, 7 have not tested yet, 1 tested and failed to pass and will be able to retest. Only one youth has dropped out and failed to complete the training. Three of those that have passed the certification testing are now employed in a related field. The others are job searching or preparing for the certification exams.

JAG Enrollments

Program	WIA	State	Total
Northview	36	5	41
Greencastle/South Putnam	16	30	46
Riverton Parke/Turkey Run	2	38	40
South Vermillion	4	23	27
Sullivan	38	8	46
Terre Haute North	40	2	42
Terre Haute South	2	41	43
	138	147	285

Approximately 140 JAG students representing all the programs attended the JAG Career Development Conference held at Ivy Tech Community College on January 31. Community, business and education leaders served as judges as the students competed in:

- Writing Skills
- Employability Skills
- Public Speaking
- Career Presentation

- Critical Thinking
- Creative Solutions
- Financial Literacy
- Outstanding Senior
- Cover Design

Sullivan High School Career Association won the competition for Career Banner and Northview High School Career Association won the competition for Chapter Service Learning Binder.

First place winners will compete against regional winners from around the state at the JAG Career Development Conference on March 24 in Indianapolis at Ivy Tech Community College.

JAG Indiana 2012-2013 Graduates in Follow Up

Region	Number in Follow Up	Grads in Follow Up	Graduation Rate (goal 90%)	Positive Outcome: Job, Military or Post-Secondary (80% goal)	Of those in Positive Outcomes are Full-Time (80% goal)	Job Placement including Military (60% goal)	Of those in Jobs are full-time (60% goal)	Number in Post Secondary	Further Education and a Job	Available/Unemployed	Unable to Contact (grads and non-grads)
Region 1	163	128	78.53%	93	19	29	17	63	2	24	9.81%
Region 2	187	145	77.54%	108	62	66	51	41	21	14	19.25%
Region 3	203	175	86.63%	122	48	66	35	56	21	21	22.66%
Region 4	47	39	82.98%	33	16	18	9	15	8	6	4.26%
Region 5	87	73	83.91%	54	28	35	20	18	15	8	11.49%
Region 6	67	61	91.04%	50	26	32	18	18	12	8	5.97%
Region 7	84	58	90.62%	45	30	33	21	12	16	11	4.69%
Region 8	19	16	84.21%	12	4	8	4	4	1	4	15.78%
Region 9	39	37	94.87%	24	15	19	7	5	10	4	25.64%
Region 10	11	10	90.91%	1	0	1	0	0	0	3	63.63%
Region 11	49	46	93.88%	20	18	19	11	1	12	4	10.20%
Region 12	268	219	81.72%	157	83	103	59	54	35	39	10.45%
*Total	1204	1007	83.64%	719	349	429	252	287	153	146	15.53

*To see how totals for Graduates in Follow Up are calculated, click on each total for formulas.

JAG Indiana 2012-2013 Non-Grads in Follow Up

Region	Non Grads in Follow Up	Non Grads Back in High School	Non Grads in GED	Non Grads Positive Outcome: Job, Military or Post-Secondary	Non Grads of those in Positive Outcomes are Full-Time	Non Grads Placement including Military	Non Grads of those in full-time Jobs are Available/Unemployed
Region 1	35	9	5	21	4	5	3
Region 2	42	8	1	20	10	9	9
Region 3	27	3	1	10	4	6	4
Region 4	8	2	3	6	1	1	1
Region 5	14	5	7	7	2	2	2
Region 6	6	3	1	4	0	0	0
Region 7	6	0	0	5	5	5	5
Region 8	3	0	0	0	0	0	0
Region 9	2	0	0	1	1	1	0
Region 10	1	0	0	0	0	0	0
Region 11	3	0	0	0	0	0	0
Region 12	50	7	2	29	15	19	10
Total	197	37	13	103	42	48	34

Indiana

84%	90% Graduation Rate
43%	60% Job Placement including Military
71%	80% Positive Outcome: Job, Military or Post-Secondary
81%	80% of those in Positive Outcomes are Full-Time
59%	60% of those in Jobs are full-time

JAG National 5 of 5 Goals

JAG Indiana 2013-2014 In-School

Region	Number of Programs	Expected Enrollments	Current Enrollment	Average Per Site
Region 1	9	360	332	37
Region 2	17	600	465	27
Region 3	13	480	390	30
Region 4	7	280	209	30
Region 5	11	440	310	28
Region 6	7	280	192	27
Region 7	9	360	257	29
Region 8	1	40	37	37
Region 9	4	160	97	24
Region 10	2	80	74	37
Region 11	8	280	267	33
Region 12	13	520	401	31
Total	101	3880	3031	

Target: 3920
Current: 3031
Deficit: 888

JAG Indiana Out-of-School Program

Out of School	# of Programs	July Enrollment	August Enrollment	September Enrollment	October Enrollment	November Enrollment	December Enrollment	January Enrollment	February Enrollment	March Enrollment	April Enrollment	May Enrollment	June Enrollment	# on Active Roster	# on Follow-up Roster
Region 1	1	0	0	26	26	7								26	19
Region 2	3	3	11	37	37	21								28	7
Region 10	1	0	0	24	7	7								24	17
Region 11	3	6	70	145	67	36								114	78
Region 12	4	1	9	9	12	27								32	5
Total	12	10	90	241	149	98	0	0	0	0	0	0	0	224	126

Out-of-School Follow-up Report

Region	# of Programs	November # in Follow-up	GED Grads	Non Grads	# Employed	GED Grads	Non Grads	Unable to contact	Available but Unemployed
Region 1	1	19	0	19	0	0	0	0	0
Region 2	1	7	7	0	6	6	0	0	1
Region 10	1	17	6	11	0	0	0	16	1
Region 11	4	78	36	42	8	8	0	70	0
Region 12	1	5	3	2	0	0	0	5	0
Total	8	126	52	74	14	27	0	91	2

Indiana JAG Goals for OOS

42%	90% Graduation Rate
26%	60% Job Placement including Military
26%	80% Positive Outcome: Job, Military or Post-Secondary
71%	60% of those in Jobs are full-time
71%	80% of those in Positive Outcomes are Full-Time

Special Thanks to:

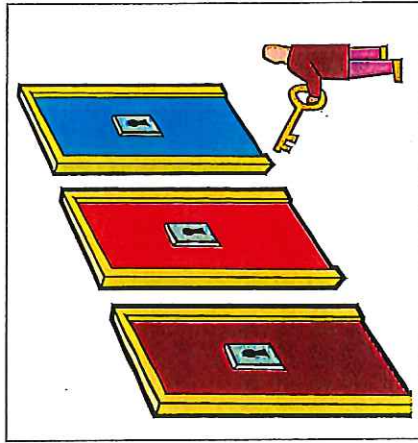
Ivy Tech Community College for inviting us to their beautiful campus.

Vincennes University for providing lunch.

To all of our Judges for their participation today:

- Louise Anderson – Retired Director AHEC
- Daryl Andrews – GlaxoSmithKline
- Karen Bean – WorkOne Western Indiana
- Laury Burris – WorkOne Western Indiana
- Laurence Cross – Tri Aerospace
- Bill Dory – Greencastle /Putnam County Economic Development Center
- Dr. Tad Foster – Indiana State University
- Marjorie Hopkins – Author
- Tina Kent – WorkOne Western Indiana
- Keith Lee – Clabber Girl Corporation
- Jac Padgett – Environmental Certification Labs
- Ellen Reeves – United Way of the Wabash Valley
- Janet Swalls – Ivy Tech Community College
- Claudia Tanoos – Terre Haute Economic Development Corporation
- Dave Tucker – Vincennes University
- Chris Williams – Ivy Tech Community College

JAG Career Development Conference



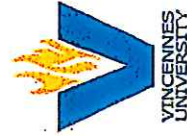
January 31, 2014

Ivy Tech Community College

Sponsors



INDIANA
WORKFORCE
DEVELOPMENT



WorkOne
Western Indiana

Welcome

Welcome JAG students

The Career Development Conference provides you an opportunity to push yourself beyond your comfort zone. It is a chance to meet community and education leaders on a professional level. We encourage you to meet and greet as many new people as possible today. You never know who might be holding the key to your future.

Good luck in your competitions and enjoy the day. Be sure to take a moment to thank your specialist for their support and encouragement.

Thank you for participating.



Rick Burger
President Western Indiana Workforce
Investment Board

JAGIndiana
JOBS FOR AMERICA'S GRADUATES

Event Schedule

Registration: 9:00 to 9:30 A.M.

Opening Ceremonies: 9:30 A.M.
Auditorium

Introduction – Linda Morley
Welcome – Samantha Page, PV2
Pledge of Allegiance – Kateisha Benson
National Anthem – Shanine Pennington
Details of the Day: Mike Robison

Competitions: 9:50 A.M. – 11:30 A.M.

Room H236: Creative Solutions
Room H234/H232: Career Presentation
Room H220/238: Critical Thinking
Room H102/H136C: Employability Skills
Room H124: Public Speaking
Room H240: Writing Skills
Room H216: Financial Literacy

11:30 A.M. to 12:00 P.M.
Red Group: Lunch – Community Room
Blue Group: Ivy Tech/VU Presentations-
Auditorium

12:15 to 12:45
Red Group: Ivy Tech/VU Presentations-
Auditorium
Blue Group: Lunch – Community Room

Awards Ceremony: 12:45 to 1:30 P.M.
Auditorium

1 st	Dominique Morefield	Terre Haute South
2nd	Hannah Ellison	Greencastle High School
3rd	Amber Ramsey	Terre Haute North

Employability Skills

1 st	Lindsay Frye	Northview High School
2nd	Leeanna Herrera	Terre Haute North
3rd	Shyanne Brown	Sullivan High School

Public Speaking

1 st	Shanine Pennington	Sullivan High School
2nd	Katiesha Benson	Sullivan High School
3rd	Alexandria Bell	Terre Haute North

Career Presentation

1 st	Jessie Kennedy	Terre Haute North
2nd	Angel Nield	South Putnam High School
3rd	Cassandra Arnold	Northview High School

Critical Thinking

1 st	Cordell Majors	Terre Haute South
2nd	Kane Porter	Terre Haute South
3rd	Courtney Branson	Northview High School

Creative Solutions

1 st	Zach Wagle	Northview High School
2nd	Michael Hensler	Sullivan High School
3rd	Dakota York	Turkey Run High School

Financial Literacy

1 st	Kate Stark	Sullivan High School
2nd	Tidy Weese	Northview High School
3rd	Robin Cundiff	Terre Haute South

Chapter Banner: Sullivan Career Association

Service Learning Binder: Northview Career Association

Cover Design: Kelley Brown-Sullivan High School

Outstanding Senior: Katiesha Benson-Sullivan High School

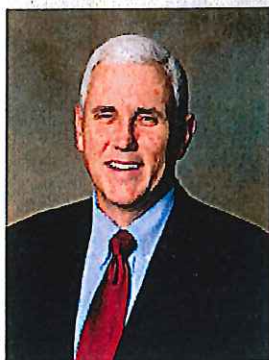


MONTHLY REPORT

A MONTHLY REPORT TO THE CSA AND BOARD OF DIRECTORS

December 2013

GOVERNOR MIKE PENCE TO HOST APRIL 9-10 BOARD MEETING



The Honorable Mike Pence
Governor
State of Indiana

Governor Mike Pence, elected Vice Chair by the Board of Directors at our November Board meeting, invited the Board to hold their Spring Board Meeting in Indianapolis, and the Board enthusiastically accepted the invitation. This meeting will give us the opportunity to assess one of the best examples of taking JAG to dramatic new statewide scale through the combined good work of the State Department of Workforce Development, local Workforce Investment Boards, Goodwill, and other organizations, in close coordination with local schools. The program grew this year from 60 locations serving 3,000 young people to 114 locations serving approximately 6,000 young people—nearly doubling the scale of the program in just six months.

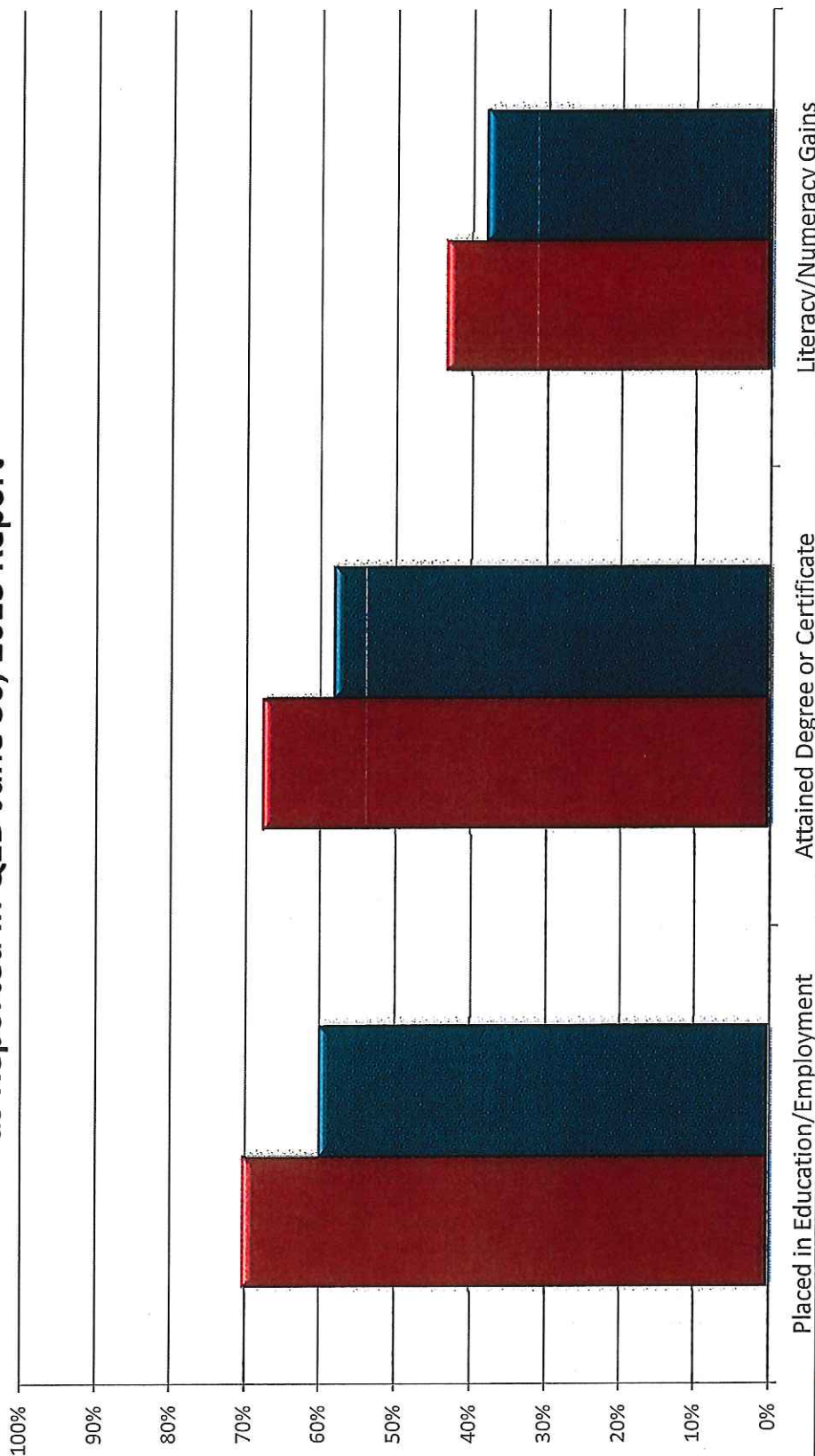
The Governor will host a working dinner for the Board at the Governor's Residence in Indianapolis on April 9. This will be followed by a full Board Meeting on April 10 from 8:00 a.m. to 3:00 p.m., which will be led by Governor Pence.

In addition to the above topics, key topics at the Board meeting will include: (1) how to further accelerate the overall growth strategy of JAG; (2) the challenges and the opportunities to enhance the impact of the program in meeting Career and College Readiness and Common Core Standards in all of the states where JAG operates; and (3) assessment of other opportunities for JAG to continue improving its success in helping young people secure jobs that lead to good careers, at a time of the highest youth unemployment in American history.



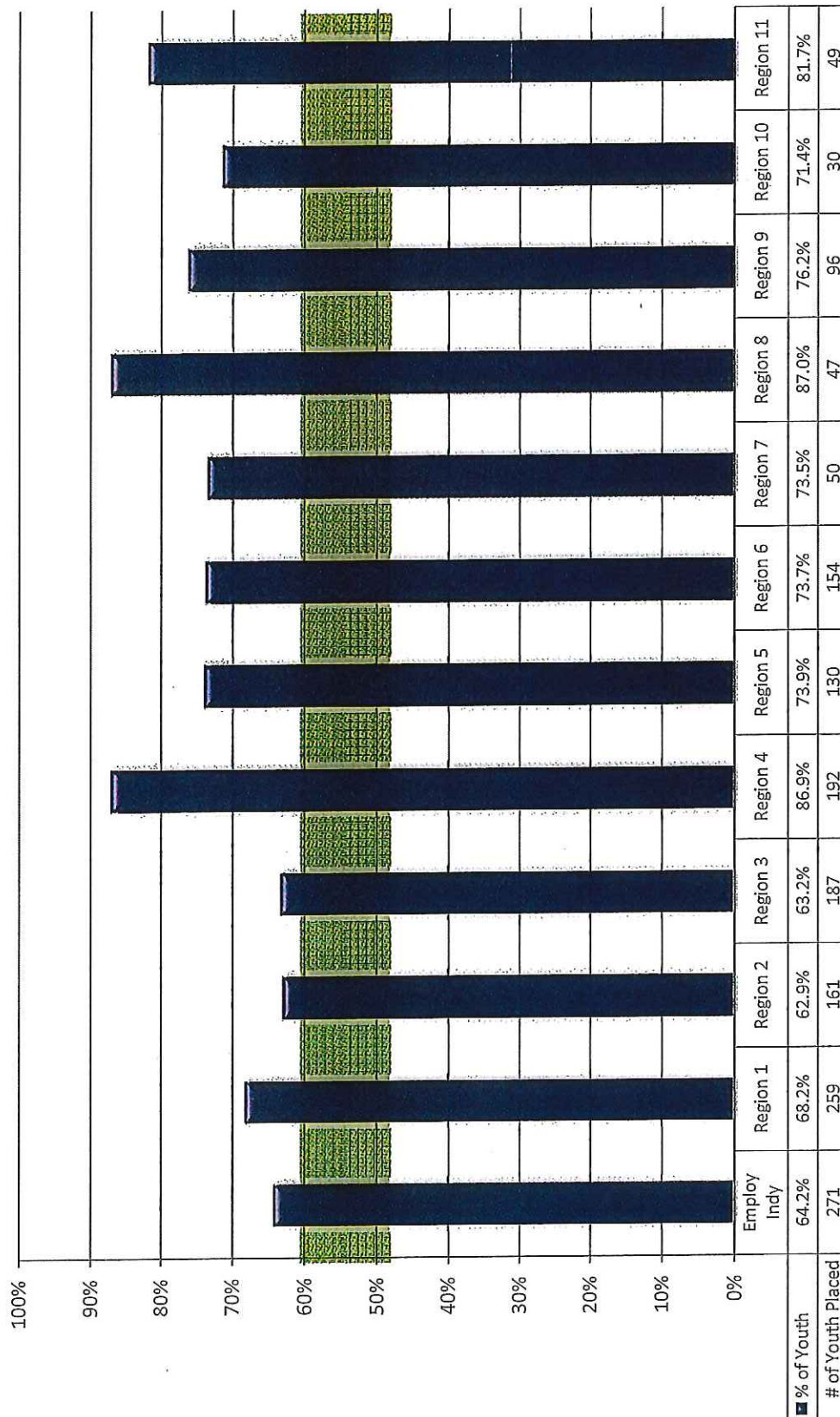
Upon his retirement as President of the National Urban League of St. Louis, **Jim Buford** has resigned from the JAG Board of Directors and most other boards on which he serves. Jim has been an extraordinary leader of JAG for 30 years, having served as one of our first Vice Presidents after JAG was launched in Delaware in the early 1980s. As President of the Urban League of St. Louis, he took the lead and fought relentlessly to sustain and grow Jobs for Missouri Graduates, with the Urban League as the major force behind the program. In light of his extraordinary commitment to Jobs for America's Graduates, Jim will be greatly missed by all of us who have worked with him for so many years.

Statewide Outcomes vs. Federal Standard Cumulative 4 Quarters - Youth Measures as Reported in QED June 30, 2013 Report



State Outcome	Placed in Education/Employment	Attained Degree or Certificate	Literacy/Numeracy Gains
	70.4%	67.8%	43.4%
Negotiated Standard	60.0%	58.0%	38.0%

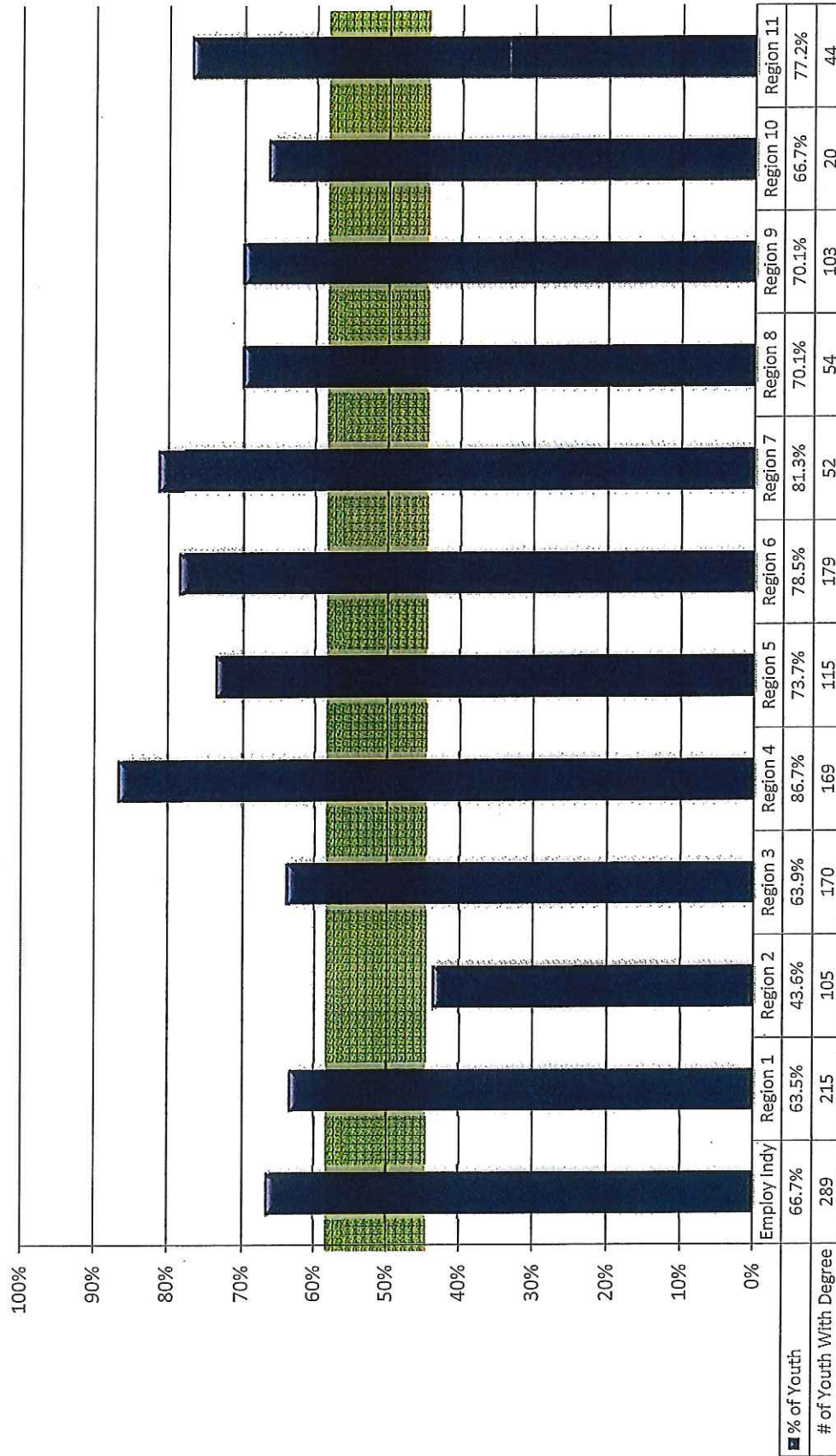
Common Measure - Placed in Education / Employment - Youth
Exiters 10/1/2011 - 9/30/2012
as Reported in QED June 30, 2013 Report
DOL Negotiated Standard: 60% Minimum Standard: 48%



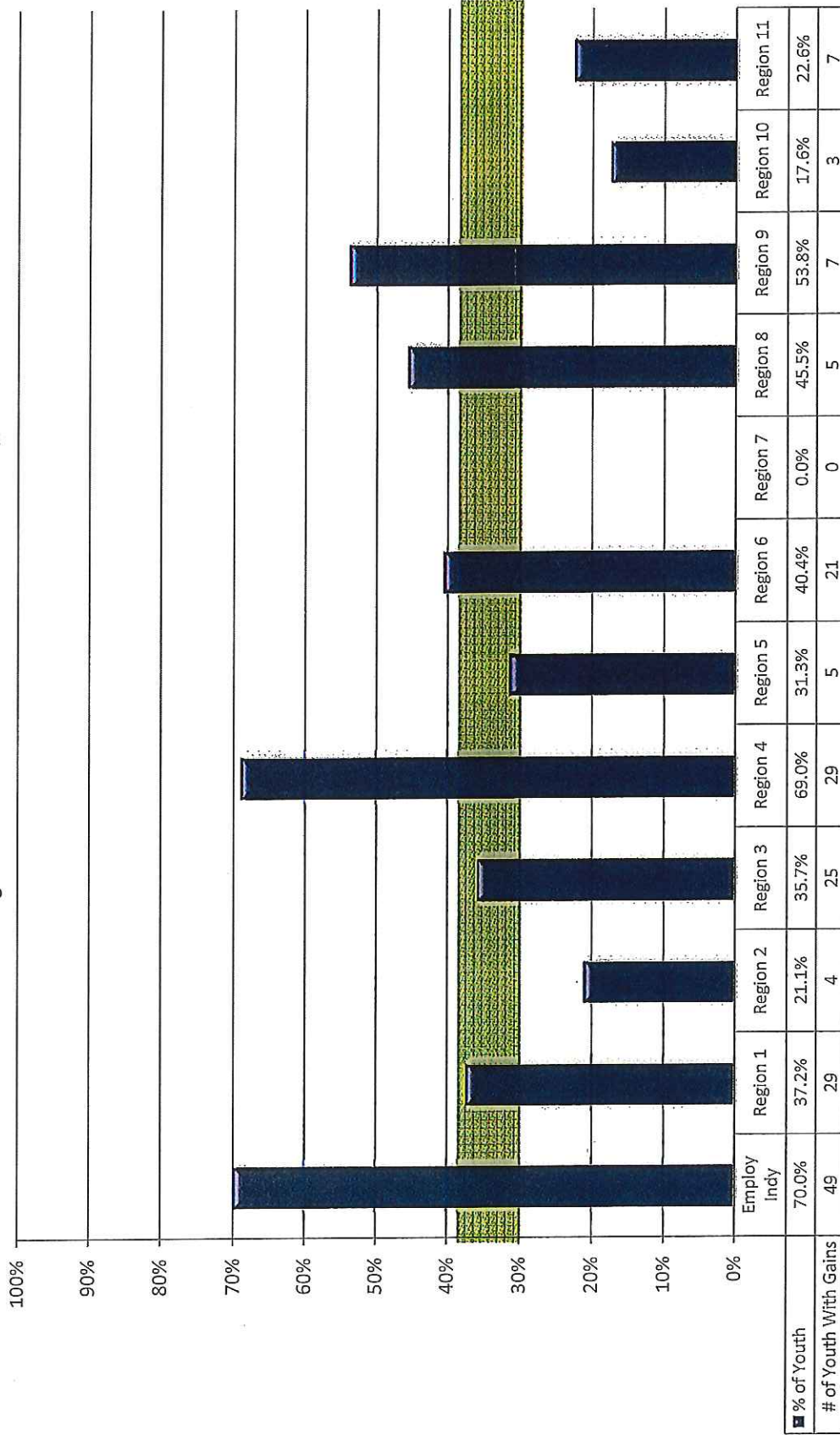
Common Measure - Attained Degree or Certificate - Youth Exiters 10/1/2011 - 9/30/2012

as Reported in QED June 30, 2013 Report

DOL Negotiated Standard: 58% Minimum Standard: 46%



Common Measure - Literacy/Numeracy Gains - Youth
Exiters 7/1/2011 - 06/30/2012
as Reported in QED June 30, 2013 Report
DOL Negotiated Standard: 38% Minimum Standard: 30%



Region 7 WIA Service Provider / Request for Proposals/ Proposals Submitted by Arbor-ResCare Workforce Services & Vincennes University / February 2014				
WIA Youth RFP				
Experience of Organization	Rescare			Vincennes University
Organization & Legal Status	The bidder is a for profit corporation, in business since 1968 with a variety of experiences including WIA, TANF, SNAP, Job Corps and numerous other projects.			Bidder is a state institution of higher education, with more than 30 years of experience in various workforce programs including CETA, JTPA, TANF, IMPACT & WIA
Personnel	3 individuals identified with a total of 52 years in government program experience. Point of contact was initially identified as Steve Morris			One full time System Manager, a full time JAG Coordinator along with a part time Program Director and a part time clerical support position were identified by the bidder
Past Project Experience	The firm has delivered services in 26 states, responsible for 72 projects including WIA services in Region 9, Region 11 & IPIC in Indiana. No specific indication of Youth experience.			VU has WIA program contracts dating back to 2006, including Region 7, 8 & 11 in Indiana. Their experience includes WIA Youth Services in all 3 regions.

Case Management & Track One Experience	WIA Service delivery in 3 Indiana WIA Regions has provided the managers with considerable TrackOne experience. They also use a separate case management software, WORCS, with an emphasis on that system			The bidder has had 8 years of experience in the use of Track One. This is their only case management system.
Proposed Plan of Work				
WIA Youth Services to be provided.	Bidder provided an overview, following the list of 10 services that must be provided.		Bidder provided an overview of the required 10 services that must be provided	
Number of Youth to be served.	250			400
Plans to Meeting or Exceed Performance Measures	Peer reviews, supervisory review, monthly contract performance reviews with staff, as well as staff meetings and training		Data validation reviews and internal file reviews	
Assessments	TABE, WIN, Casey Life Skills, JIST Career Aptitude		TABE, ICE and WorkKeys	
Additional Resources or Tools	ResCare Resume Pro, ResCare University, ResCare Academy		Will use additional tools, as needed and if approved by the WIB	

Promotion of WIA Youth Services	Attendance at Community Events, Virtual Opportunities, Tray Liners at Fast Food Restaurants, Principal Resource Officers & Word Of Mouth			Promotion of WorkOne Services to Non-WIA JAG, Community Involvement of Staff & Word of Mouth
Staffing Plan				
Number of Staff	1 Director, 7 Full-time JAG & 3 Full-time other, with full-time staff only in Vigo, Sullivan and Vermillion Counties			Full-time staff in all counties plus the JAG staff however, county staff duties would also include Adult & Dislocated Worker programs
Staff Development & Training	Within 6 months, all staff will complete one of several RWS Professional Certification. In addition, training would be provided via Web, Skype & other methods			Track One training, any required training from DWD or the WIB and training for any deficiencies identified during ongoing monitoring of service delivery.
Staff made aware of changes to services, tools, policy or products	Project Director responsible for communication.			System Manager organizes and presides over administrative/operational information

Innovative Programs and Services							
Unique and Innovative Services	"Cutting edge enabling technology" including such tools as ResCare University, Academy, Resume Pro, etc.					Focus on service integration and local budgets & service numbers	
	One on One Youth Counseling. Also contacts via phone, text, e-mail & social media					Intense case management.	
	Local office community Service Challenges to encourage staff to participate in community projects.					Work closely with ABE, local high schools, Voc Rehab & other county services	
Budget and Fiscal Services							
Accounting program and means to track expenditures	Oracle Accounting Program. The company has experience across the country in interacting with other accounting systems and do not anticipate any problems with being compatible with FundWare.					Use Fundware for reporting and coordinate with Banner which is the university accounting system. Capable of preparing Fundware reports in support of billing	

Incentives, Stipends & Supportive Services	Based upon WIA regulations and amount set aside in the proposed budget. ResCare proposes spending 14.7% on Direct (Customer) Costs		Based upon WIA regulations and amount set aside in the proposed budget. VU proposes spending 32% on Direct (Customer) Costs
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Western Indiana Workforce Investment Board, Inc.
Executive Committee Meeting

February 12, 2014 – 11:30 A.M. – WIB Office

Present: President Rick Burger, Doug Dillion, George Guinn, Mary Ann Clark, Lisa Lee, Tim Kelley, Mike Smith, Linda Morley, Richard Shagley - Attorney to the Board.

President Rick Burger called the meeting to order.

Planning Committee

Doug Dillion presented the Planning Committee Report. He presented a proposed modification to the youth services policy. Youth can earn incentives for meeting goals, earning credentials and participation in work and learning experiences. In the past these incentive awards have counted toward the board approved supportive service limit of \$2,000.00 per individual. The proposed policy modification would read as follows; Retroactive to July 1, 2013, youth incentive dollars will not count against the supportive service limitation, and will be tracked separately. Mary Ann Clark moved to approve the policy modification, retroactively, as presented. Doug Dillion seconded and the motion was carried.

Rapid Response services provided to individuals dislocated by the closing of Multi Packaging Solutions in Terre Haute and Freight Car America in Clinton were reviewed. WorkKeys profiling is being done at Bemis Company in Vigo County, North American Limestone in Putnam County, and Gartland Foundry in Vigo County. IUOE Local 841 in Vermillion County is once again requiring WorkKeys testing for its new apprentice applicants. Spa-Haute Company in Vigo County JOBS contract was approved for NCRC testing.

On-the-job training contracts are underway or planned at Advics, GE Aviation, Bemis Company, and Fuson Automotive. A number of the individuals involved in these OJT's are dislocated workers from MPS.

A graduation ceremony for participants of the CNC training class was held at Ivy Tech. To date, 15 students have participated in this training and 13 more are scheduled to begin in the near future. Completion of this training results in NIMS certifications and students are candidates for entry level positions at CNC machine shops.

Doug Dillion updated the committee on the EWIN CELL grant. The strategic plan, "Classroom to Careers" (C2C), designed to promote manufacturing skills and careers in western Indiana, has been completed. The plan is focused on 1) in-school curriculum development and delivery, 2) increased employer involvement in the schools and 3) outreach and marketing. The grant core

steering team has worked to complement the Regional Works Council planning efforts. The next step in advancing this plan will be to meet with the original focus groups members and additional partners throughout the region in the next few weeks to review the plan and begin implementation. Members of the Planning Committee recommend approval of this plan, recognizing that it is a living document that will be revisited and adjusted as work moves forward. Doug Dillion moved to approve the C2C Plan as presented. George Guinn seconded and the motion was carried

Information on JAG Christmas projects at Terre Haute North High School and Northview High School were presented. A very successful WorkOne Partner Conference was held at Meadows Conference Center on December 13, 2013. This conference allows all WorkOne partners to meet and provide updated information on the services their agencies offer.

George Guinn moved to approve the Planning Committee report as presented. Mary Ann Clark seconded and the motion was carried.

Youth Council

Lisa Lee presented the Youth Council Report. 228 in school youth and 91 out of school youth participated in WIA services from July 1 to December 31, 2013. Fifty three youth have been or are in the process of being exited to unsubsidized employment.

JAG enrollments at the seven JAG sites (representing nine schools) were provided. There are 138 WIA funded JAG students and 147 state funded JAG students in the Region 7 JAG classrooms. On January 31 approximately 200 of these students participated in the Region 7 JAG Career Development Conference. Thank you to Ivy Tech Community College for once again hosting the conference. Vincennes University kindly provided lunch for the students and both Ivy Tech and Vincennes University spoke with the students regarding educational opportunities. Many community, education and business leaders volunteered their time to serve as judges for the competitions and meet the students. Students that received first place awards at the conference will compete at the state JAG Career Development Conference in Indianapolis on March 24.

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Literacy/Numeracy Gain measure which measured youth exited from 7/1/11 to 6/30/12. All youth, WIA and/or JAG receive a full year of follow up services after exit from the program.

Tim Kelley reviewed the responses received from the Request for Proposals for WIA Youth Services for Program Year 2014. Lisa Lee recused herself from any discussion of the proposals and from reviewing and scoring the submission due to a conflict. Proposals were received from Arbor E&T, LLC D/B/A ResCare Workforce Services and Vincennes University. A spreadsheet comparing the proposals was presented and reviewed. ResCare presented a number of training and learning opportunities for customers and staff, but did not seem to have a strong youth services background. Vincennes University did not place great emphasis on innovation, but does have a strong history of successful youth programs. ResCare committed 14.7% of the proposed budget to direct youth services and Vincennes University committed 32% to direct services. Three of the WIB staff had reviewed and scored the proposals; the scores totaled 88 for Vincennes University and 84 for ResCare. Mary Ann Clark moved to approve allowing the WIWIB staff to negotiate a two year regional WIA Youth services contract with an option for a third year, with Vincennes University with a start date of July 1, 2014. Mary Ann Clark seconded and the motion was carried. Doug Dillion seconded and the motion was carried.

Doug Dillion moved for approval of the Youth Council report as presented. Mary Ann Clark seconded and the motion was carried.

Executive Committee

Due to inclement weather, the Budget, Finance and Distribution Committee was unable to meet so the business of this committee was forwarded to the Executive Committee for action.

Tim Kelley presented the Grants Report. Amendments to following grants were received:

Business Consultant Grant BC 3-07 amendment #1:

Grant modification received on February 3, 2014, adding \$60,000 to Business Consultant funding, bringing the grant total to \$120,000. Amendment is currently in the signature process.

WIB 2-07 amendment #2 (Carry-In funds from PY 12):

Grant modification received on January 27, 2014, adding \$8,462 in WIA Dislocated Worker funds to our carry-in funds from last program year. This increased our Dislocated Worker carry-in funds from \$219,050 to \$227,512. The total WIA Grant 2-07 was increased to \$1,776,686. Signature process is underway and we are awaiting a fully executed contract from DWD.

WIN 3-07 amendment #1 (WorkINDiana Funds):

Funds under the grant are used in coordination with Adult Basic Education to provide training for some ABE participants. The original grant was in the amount of \$59,051, however positive interest in the training had exhausted the original allocation and the WIB requested additional an \$30,000 which is being provided by DWD with this modification. Awaiting fully executed modification.

Mr. Kelley then reviewed the expenditure report through January 2014. It is anticipated that Dislocated Worker and Rapid Response funding will be fully expended. The adult spending is somewhat lower; WIB staff and the service provider are looking ways to ramp up spending to ensure that adult monies are fully expended. It is estimated that a youth summer services will require approximately \$200,000.00, thus ensuring fully expended youth funds. Doug Dillion commented that WIA administrative spending was low. In response to Doug, Tim stated that administrative funding can be used for program costs and that staff recommend the transfer of \$80,000.00 WIA administrative dollars to support WIA youth summer activities. He then discussed a request for the following funds to be obligated to the service provider:

WIA Adult	\$75,000.00
WIA Youth	\$80,000.00
Rapid Response	\$20,000.00
JAG State funds	\$20,000.00

The results of the state monitoring report were presented. No compliance findings requiring a response were received. The results of the independent audit completed by Comer, Nowling and Associated, P.C. were also presented. There were no findings or questioned costs and the Western Indiana Workforce Investment Board qualifies as a low risk auditee.

George Guinn moved to approve the Budget Committee report as presented. Doug Dillion seconded and the motion was carried.

Lease information regarding the Putnam Office was once again presented to committee members. The Clay Development group is the owner of the property for this office and has offered a five year lease at five percent increase. Doug Dillion moved to approve the lease, George Guinn seconded and the motion was carried. (The Executive Committee had approved renewal for five years at a five percent increase earlier, when the lease was close to expiring.)

Tim Kelley presented a summary of the responses to the Request for Proposal for WIA adult and dislocated worker services. Lisa Lee recused herself from discussion due to a conflict of interest. Proposals were received from Arbor E&T, LLC D/B/A ResCare Workforce Services and Vincennes University. A spreadsheet comparing the proposals was presented and reviewed. Both responders have experience and successful track records with WIA programs. ResCare

offered some proprietary online learning tools for both staff and customers that Vincennes University did not. Vincennes University offered more experience with the Fund Ware accounting system and Track One. ResCare proposed serving 1,200 customers and using 9% of the allocation for direct services to customers. Vincennes University proposed serving 1,800 customers and using 32% of the allocation for direct service costs. Following discussion, Doug Dillion moved to approve allowing the WIWIB staff to negotiate a two year regional WIA Adult and Dislocated Worker services contract with an option for a third year, with Vincennes University with a start date of July 1, 2014. Mary Ann Clark seconded and the motion was carried.

Mary Ann Clark moved for approval of the Executive Committee report. George Guinn seconded and the motion was carried. Being no additional business, the meeting was adjourned.

Western Indiana Workforce Investment Board Inc.
Grants Report
February 2014

Business Consultant Grant BC 3-07 amendment #1:

Grant modification received on February 3, 2014, adding \$60,000 to Business Consultant funding, bringing the grant total to \$120,000. Amendment is currently in the signature process.

WIB 2-07 amendment #2 (Carry-In funds from PY 12):

Grant modification received on January 27, 2014, adding \$8,462 in WIA Dislocated Worker funds to our carry-in funds from last program year. This increased our Dislocated Worker carry-in funds from \$219,050 to \$227,512. The total WIA Grant 2-07 was increased to \$1,776,686. Signature process is underway and we are awaiting a fully executed contract from DWD.

WIN 3-07 amendment #1 (WorkINdiana Funds):

Funds under the grant are used in coordination with Adult Basic Education to provide training for some ABE participants. The original grant was in the amount of \$59,051, however positive interest in the training had exhausted the original allocation and the WIB requested additional an \$30,000 which is being provided by DWD with this modification. Awaiting fully executed modification.

Region 7 / Western Indiana Workforce Investment Board		
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Grant Breakdown and Current Standing of Remaining Funds	

Through January 2014

Program Year 2013				Benchmark % =	58%
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Benchmark % =	58%
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[illegible]

Recommendation to Obligate Additional WIA Funds to Vincennes University									
FUND	Additional Funds to be Obligated								
WIA Adult	75,000.00	(additional fund available due to \$60,000 increase in Business Consultant Grant)							
WIA Administrative	80,000.00	(additional funds for WIA Youth, summer activities, similar to last years support)							
Rapid Response	20,000.00								
JAG 3-07	20,000.00	(funds that will assist WIA Youth summer activities, in support of Non-WIA JAG students)							
Total	195,000.00								



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

December 10, 2013

Lisa Lee, Exec Director
WorkOne Western Indiana
630 Wabash Ave Ste 205
Terre Haute IN 47807

lisalee@workforcenet.org

RE: *Region 7 Western Indiana Economic Growth Region PY13 Monitoring Report.*

Lisa Lee:

Please find attached the *Region 7 Western Indiana Economic Growth Region PY13 Monitoring Report*. Please be advised that the *Report* identifies no compliance findings for which a response will be required.

DWD appreciates the cordial manner in which the monitoring team was received and wishes to thank you and your colleagues for cooperating with our statewide monitoring efforts. Should you have any questions or need additional information, please feel free to contact me at 317-233-4187 or twbrown@dwd.in.gov.

Thomas W Brown, Grant Oversight Supervisor

Phone 317-234-4103
Fax 317-233-6128

TWB/msf

Attachment (1)

cc: Larry Tempel, Board Chair
The Honorable Paul Mason, Chief Elected Official
Monitoring File

Michael R. Pence, *Governor*
Scott B. Sanders, *Commissioner*

10 North Senate Avenue
Indianapolis, IN 46204-2277
www.IN.gov/dwd

An Economic Development Partner

Phone: 317.232.6701
Fax: 317.233.4793

January 17, 2014

To the Management and Board of Directors
of Western Indiana Workforce Investment Board, Inc.
630 Wabash Avenue, Suite 205
Terre Haute, IN 47807

We have audited the financial statements of Western Indiana Workforce Investment Board, Inc. for the year ended June 30, 2013, and have issued our report thereon dated January 17, 2014. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our letter to you dated October 14, 2013. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Findings

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by Western Indiana Workforce Investment Board, Inc. are described in Note 1 to the financial statements. New accounting policies were adopted. The application of existing policies was not changed during 2013. We noted no transactions entered into by the Organization during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. There were no estimates that may be significantly affected by results of future events.

Certain financial statement disclosures are particularly sensitive because of their significance to financial statement users. There were no disclosures that are particularly significant to the financial statement users.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are trivial, and communicate them to the appropriate level of management. The attached Exhibit A summarizes corrected misstatements, other than those that are trivial, that were brought to the attention of management as a result of audit procedures. Management has corrected all such misstatements.

Disagreements with Management

For purposes of this letter, professional standards define a disagreement with management as a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter dated January 17, 2014.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the Organization's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the Organization's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

This information is intended solely for the use of Board of Directors and management of Western Indiana Workforce Investment Board, Inc. and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,

Comer, Nowling And Associates, P.C.
Comer, Nowling And Associates, P.C.

EXHIBIT A – CORRECTED MISSTATEMENTS
Year Ended June 30, 2013

Account	Description	Debit	Credit
Adjusting Journal Entries JE # 1			
AJE<1> Audit Entry to adjust Beginning of Year Net Assets to actual			
6600	OFFICE SUPPLIES	1.00	
3030	NET ASSETS		1.00
Total		1.00	1.00
Reclassifying Journal Entries JE # 101			
RJE<101> Audit Entry to reclassify expenses for legal notices to communications out of Legal fees			
6500	COMMUNICATION EXPENSE	541.32	
6810	LEGAL FEES		541.32
Total		541.32	541.32
Reclassifying Journal Entries JE # 102			
RJE<102> To reclassify non-federal grant revenue			
4200CNA	Federal grant revenue adjustment	108,969.27	
4900CNA	Federal grant revenue adjustment		108,969.27
Total		108,969.27	108,969.27
Reclassifying Journal Entries JE # 103			
RJE<103> Audit Entry to reclassify accounts receivable out of grant receivable balance for reporting purposes			
CNA1	Accounts Receivable - Other	4,835.69	
1200	ACCOUNTS RCEIVABLE		4,835.69
Total		4,835.69	4,835.69

**INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE FOR
EACH MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE
REQUIRED BY OMB CIRCULAR A-133**

To the Board of Directors
Western Indiana Workforce Investment Board, Inc.

Report on Compliance for Each Major Federal Program

We have audited Western Indiana Workforce Investment Board, Inc.'s compliance with the types of compliance requirements described in the *OMB Circular A-133 Compliance Supplement* that could have a direct and material effect on each of Western Indiana Workforce Investment Board, Inc.'s major federal programs for the year ended June 30, 2013. Western Indiana Workforce Investment Board, Inc.'s major federal programs are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with the requirements of laws, regulations, contracts, and grants applicable to its federal programs.

Auditor's Responsibility

Our responsibility is to express an opinion on compliance for each of Western Indiana Workforce Investment Board, Inc.'s major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and OMB Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*. Those standards and OMB Circular A-133 require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Western Indiana Workforce Investment Board, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Western Indiana Workforce Investment Board, Inc.'s compliance.

Opinion on Each Major Federal Program

In our opinion, Western Indiana Workforce Investment Board, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2013.

Report on Internal Control over Compliance

Management of Western Indiana Workforce Investment Board, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Western Indiana Workforce Investment Board, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with OMB Circular A-133, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Western Indiana Workforce Investment Board, Inc.'s internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of OMB Circular A-133. Accordingly, this report is not suitable for any other purpose.

Comer, Nowling And Associates, P.C.

Comer, Nowling And Associates, P.C.
Indianapolis, Indiana
January 17, 2014

WESTERN INDIANA WORKFORCE INVESTMENT BOARD, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED JUNE 30, 2013

Section I – Summary of Auditor’s Results

Financial Statements

Type of auditor’s report issued: Unqualified

Internal control over financial reporting:

- Material weakness(es) identified? Yes ☐ No ☒
- Significant deficiencies identified? Yes ☐ No ☒

Noncompliance material to financial statements noted? Yes ☐ No ☒

Federal Awards

Internal control over major programs:

- Material weakness(es) identified? Yes ☐ No ☒
- Significant deficiencies identified? Yes ☐ No ☒

Type of auditor’s report issued: Unqualified

Any audit findings disclosed required to be reported in
 Accordance with Section 510(a) of Circular A-133 Yes ☐ No ☒

Program tested as major program:

<u>CFDA Number</u>	<u>Name of Federal Program or Cluster</u>
17.258*	U.S. Dept. of Labor - WIA Adult Program
17.259*	U.S. Dept. of Labor - WIA Youth Activities
17.260*	U.S. Dept. of Labor - WIA ARRA Dislocated Workers Recovery (NEGOJT), WIA Dislocated Workers Recovery (Rapid Response)
17.278*	U.S. Dept. of Labor - WIA Dislocated Workers

* Denotes a program cluster. A cluster of programs is treated as a single program for the purpose of meeting the audit requirements of OMB Circular A-133.

Dollar threshold used to distinguish between type A and type B programs \$300,000

Auditee qualified as low-risk auditee? Yes ☒ No ☐

**WESTERN INDIANA WORKFORCE INVESTMENT BOARD, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED JUNE 30, 2013**

Section II – Financial Statement Findings

There were no financial statement findings for the current year.

Section III – Federal Award Findings and Questioned Costs

There were no federal award findings for the current year.

Region 7 WIA Service Provider / Request for Proposals / Proposals Submitted by Arbor-ResCare Workforce Services & Vincennes University / February 2014			
WIA Adult & DW			
Experience of Organization	Rescare		Vincennes University
	The bidder is a for profit corporation, in business since 1968 with a variety of experiences including WIA, TANF, SNAP, Job Corps and numerous other projects.		Bidder is a state institution of higher education, with more than 30 years of experience in various workforce programs including CETA, JTPA, TANF, IMPACT & WIA
Organization & Legal Status			
	3 individuals identified with a total of 52 years in government program experience. Point of contact was initially identified as Steve Morris		One full time System Manager, a part time Program Director with part-time clerical support. Brent Woolwine serves at the single point of contact for VU.
Personnel			
	The firm has delivered services in 26 states, responsible for 72 projects including WIA services in Region 9, Region 11 & IPIC in Indiana. No specific indication of Youth experience.		VU has WIA program contracts dating back to 2006, including Region 7, 8 & 11 in Indiana. Their experience includes WIA Youth Services in all 3 regions.
Past Project Experience			

Case Management & Track One Experience	WIA Service delivery in 3 Indiana WIA Regions has provided the managers with considerable TrackOne experience. They also use a separate case management software, WORCS, with an emphasis on that system		The bidder has had 8 years of experience in the use of Track One. This is their only case management system.
Proposed Plan of Work			
WIA Adult & DW Services to be Provided	They will provide core and intensive, training and follow-up services.		They will provide core and intensive, training and follow-up services
Number of Adults & Dislocated Workers to be served	Adult - 660 DW-540 for a total of 1200 (375 to receive training services and 50 in OJT's)		A total of 1,800 Adults/DW customers to be served in PY 14 with a possible 10% increase, based on funding for PY 15.
Plans to Meeting or Exceed Performance Measures	Peer reviews, supervisory review, monthly contract performance reviews with staff, as well as staff meetings and training and in linking common measures with individual employee performance reviews.		Data validation reviews and internal file reviews

Assessments	Initial assessment to determine customer's needs, then use of drug testing, background investigation and driving record. TABE, WorkKeys, Provelt, ICE, WIN, Casey Life Skills, JIST Career Aptitude			TABE, ICE and WorkKeys
Additional Workshops, including Basic Computer Skills, Mathematics for Manufacturing in every WorkOne office, as well as frequency & any other workshops.	Live Networking Sessions, Social Media: Linked In for Networking, Indiana Career Connect & Indiana Career Explorer, using instructor led skills courses. In addition, ResCare Academy, 4,000 vocational skills and job readiness courses via the internet. Will provide facilitated in-person workshops to job seekers in basic computer & manufacturing math skills. Also, Microsoft Digital Literacy training and certification. ResCare appears to depend heavily on workshops delivered on-line.			VU will add Digital Literacy and Math Workshops during PY 14. They will continue providing all other mandatory workshops. The majority of workshops will be delivered in person and in all counties.

Additional Resources or Tools	ResCare Resume Pro, ResCare University, ResCare Academy, which includes GED Academy.			Will use additional tools, as needed and if approved by the WIB
Promotion of WIA Adult & DW Services	<p>Maintain strong relationships with Chambers of Commerce & Economic Development groups & Industry associations. Also working with United Way, food banks with staff support to these organizations (volunteers). Participate in community events, job fairs, social events and provide workshops. Also work with WWIB to develop a dedicated Facebook page & Twitter account for customer virtual access to programs.</p>			<p>Promotion of WorkOne Services to Chambers of Commerce, Adult Tutoring Services, ABE, Food Pantries, Arts Council, 4-H, and other local community groups. Also work with Reality Stores & Career Days, Housing Authorities, Probation Departments and Vocational Rehabilitation.</p>
Staffing Plan				

Number of Staff	1 Project Director, 1 Supervisor, 8 Case Mgrs, 1 OJT case mgr. & 3 academic career counselors. This includes 1 Full Time Staff at each express sites. The 3 academic career counselors move from county to county, as needed.			Full-time staff in all counties including 2 FT staff in Clay, Sullivan & Vermillion, 2.5 FTE in Putnam and 1.5 FTE in Parke. Vigo County would have 9 FTE's.
Staff Development & Training	Annual training calendar established with additional training added as needed. Customer Service Training, Offer training via WebEx and Teleconference. All staff must complete Harassment, Compliance and IT Security training annually. Each employee will receive at least 16 hours of training annually. Within the first 6 months each frontline employee will complete applicable training in Employer Relations, Career Coaching , Case Management & Assessment.			Track One training, any required training from DWD or the WIB and training for any deficiencies identified during ongoing monitoring of service delivery.

Staff made aware of changes to services, tools, policy or products	Project Director responsible for communication. Will use conference calls, Skype or WebEx meetings to reach staff with such information.			System Manager organizes and presides over administrative/operational information.
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Innovative Programs and Services						
Unique and Innovative Services	"Cutting edge enabling technology" including such tools as ResCare University, Academy, Resume Pro, etc.					Focus on service integration and local budgets & service numbers
	Use of face-to-face customer meetings, focusing on the communication of customer employment plans and how this relates to the step by step process to reach goals. Offer customer on-line training with ResCare Academy and ResCare ResumePro. Team members with touch base with customers via phone, text, e-mail and social media.					
How to keep customers engaged in services.						Intense case management.

