



WIOA Annual Performance

Report Narrative

Program Year 2022
(July 1, 2022 - June 30, 2023)

DWD
INDIANA DEPARTMENT OF
WORKFORCE
DEVELOPMENT

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1.1: Waivers – Detail each waiver the state had in place for at least one program year.

1.1(a): Waiver to Require that State and Local Areas Spend 75 percent of the Governor's Youth Reserve on Out of School Youth.

Indiana Workforce Development Boards (WDBs), or local areas, for WDBs in regions 3, 5, 11 and 12 utilized a Waiver associated with the requirement under the Workforce Innovation and Opportunity Act (WIOA) Section 129(a)(4)(A) and 20 CFR 681.410 that the state and local areas expend 75% of the Governor’s reserve youth funds and local formula youth funds on out-of-school youth during PY 2022.

These WDB’s and others saw a decrease in funding to support Indiana’s in-school youth programming, like Indiana’s Jobs for America’s Graduates (JAG) program. These funding decreases were due to continued COVID-19 reversions affecting state sponsored funding and WIOA formula youth allocations.

The WDBs in Indiana rely on programs like Jobs for American Graduates (JAG), which is a 43-year nationally recognized workforce preparation and dropout prevention program that helps improve high school graduation rates, increase post-graduation employment, and increases access to and utilization of post-secondary education and training by Indiana’s new high school graduates. Despite 4 consecutive years of decreases in the overall reduction in funding to WDBs for youth service, regional workforce boards were able to utilize the Waiver on Youth Funding Expenditures to ensure that Indiana’s JAG program continues to outperform both peer states and Indiana’s own programmatic goals.

The flexibility allowed by the Waiver on Funding Youth Expenditures has contributed to the success of Indiana’s JAG program—a program that serves over 70,000 at-risk youth annually across the national network—by allowing JAG to continue in-class instruction, student mentoring, and participant follow-up services.

During PY22 Indiana’s JAG program was able to achieve the following results for Hoosier students:

	2022	National Goal
Graduation Rate	95%	90%
Entered Employment	73%	60%
Full-time Employment	83%	60%
Full-time Positive Outcomes	83%	75%
Post-Secondary Outcomes	40%	35%

Notable improvements from PY21 to PY22 were:

- Entered employment outcomes, up 5% from PY21.
- Full-time positive outcomes (defined as FT employment, FT education, FT enlistment or a combination of PT placements), up 3% from PY21.
- post-secondary education outcomes, up 2% from the prior year.

JAG Indiana students continue to outperform all other JAG affiliated states in scholarship funds secured for post-secondary enrollment—to the tune of \$24 million for the Class of 2023. These scholarship funds reflect strong partnerships between our in-school JAG programming and Indiana’s higher education system, including the 21st Century Scholars program.

Included in JAG outcomes are nearly 2,500 in-school youth in the follow-up phase of services and over 4,500 junior and senior students in classrooms across the state. Graduation rates for special populations in Indiana are as follows:

Black Students	78%
Hispanic Students	84%
Special Education Students	76%
Low-income Students	84%

JAG Indiana’s 95% graduation rate is 9% higher than that of all Indiana Class of 2022 seniors, and 11% higher than all low-income students in Indiana. Additionally, enrollment partnerships with the Indiana’s Vocational Rehabilitation Pre-Employment Transition program has created more equity in access for students with individualized educational plans (IEPs) or 504 plans to enroll in JAG classes; 94% of JAG students in this population graduated high school, compared to 76% of their special education peers not enrolled in JAG.

These outcomes demonstrate the effectiveness of Indiana’s JAG program, effectiveness made possible in part by utilization of the Waiver on Funding Youth Expenditures, at reducing the state’s overall high school dropout rate, while also preparing participants for entry into the 21st century workforce.

JAG has proven, thanks in part to the Wavier on Youth Funding Expenditures, to be a transformative program for youth participants in Indiana. For example Indiana’s 2023 JAG Indiana Outstanding Senior from Avon High School, Neva Verbik, who prior to JAG said, in her own words, that she “felt disconnected from school, and quite frankly, the world. When I started JAG, I was the quiet one sitting in the back of the classroom. Little did I know, JAG would change my life.”

Neva would go on to flourish in JAG, serving as her chapter president and learning how to prepare to go to college to chase her career dreams. “JAG transformed me,” Neva said. “I am a success story, but not an exception. There are hundreds of other shy students like me who have the potential to learn and grow in the JAG program like I did.”

Neva currently attends what she calls her “dream college” at the University of Evansville, studying biology and pre-veterinary science.

1.1(b): Waiver on WIOA State Board Membership Requirements.

During the 2018 Legislative Session, the Indiana General Assembly created the Governor's Workforce Cabinet (GWC or Cabinet) and designated it with the responsibilities of the state workforce board, in addition to assigning the authority to direct the state agencies required to strategically address current and future workforce and education needs. The Cabinet is experiencing continued success and has met the goals established for PY22 by continuing to bring together key partners, determine strategy, and to drive change for individuals and employers. The Cabinet is comprised of 34 total members with 29 voting members representing different geographic areas of the state, and includes business and community leaders, K-12 and Career and Technical Education representatives, appointees from postsecondary institutions, Indiana lawmakers and experts from state agencies. This unique structure allows for a comprehensive view of workforce from early childhood, K-12, post-secondary, and adult education to the world of work. During PY22, seven board members were appointed to address term limits or vacancies. Per DOL’s request, two individuals were appointed to represent Adult Education and Vocational Rehabilitation. With additional Cabinet appointments, industry/employer representatives continue to remain a majority.

In June 2022, the Cabinet began conducting its meetings regionally. By December 2023, ten of the twelve designated economic growth regions will have served as Cabinet meeting locations. Local business and civic leaders, members of the local workforce board, economic development organizations, postsecondary institutions, training partners and community organizations from the local region attend and discuss priority topics with Cabinet members. Where opportunities exist to champion and replicate regional success, or identified barriers can be addressed, the Cabinet serves as a change agent. In advance of the 2023 legislative session, outside of regional meetings, industry representatives worked closely with the GWC Chair and Executive Director to lead member working groups, which culminated in the Cabinet's first formal set of legislative recommendations¹. These recommendations were prepared for the Governor and Indiana General Assembly and propose solutions for helping employers find skilled workers, removing barriers to employment for potential workers, and preparing the future workforce. This collection is the work of statewide Cabinet members and is based on many hours of collaboration, interviews with subject matter experts, and the review of programs, outcomes, and best practices both locally and nationally.

Many items championed or proposed in the Cabinet recommendations received legislative support. Examples of priorities advanced include: expansion of early learning opportunities, increasing kindergarten readiness and third grade reading level proficiency, development of a career navigation network using intermediaries for in school youth and select individuals, K-12 Career Scholarship Accounts to remove barriers related to work-based learning opportunities, scaling career technical education graduation pathways and funding, accelerating digital development, increased funding for short term certification programs, increased credential attainment and stack-ability, on the job education opportunities, establishment of college funding formula for in demand STEM degrees, in state college retention incentives, increased adult education state funding, and more. The recommendations continue to serve as the basis for strategic planning and visioning related to the Workforce Innovation and Opportunity Act strategic plan and broader economic, workforce development, and education and training talent pipeline goals.

As part of House Enrolled Act 1002, Indiana's authority for both secondary and postsecondary Career and Technical Education (CTE) was transferred from the GWC to the Indiana Commission for Higher Education (ICHE or CHE). The move to the Commission will allow for seamless data sharing and implementation for dual credit program expansion and will allow for efficiencies in related service delivery across CTE, Secondary, and Postsecondary. In addition, it will help the state meet broader goals around the college-going rate for both youth and adults, postsecondary degree completion and graduate retention.

During the waiver modification review in 2022, quantifiable goals were established.

1. ***Increase Indiana's educational attainment rate with a specific goal of having 60% of Hoosiers with a quality credential beyond high school by 2025. Consistent with its Perkins submission, Indiana will target an 8% increase in credential attainment over the waiver period.***

Indiana set a goal to develop pathways towards higher education attainment rates post-high school for 60% of Hoosiers aged 25-64 by 2025. Since 2019, progress towards that goal has increased from 48.3% to 54%. Dating back to 2009, Indiana has increased by 21 percentage points.² The majority of the 2019-2021 increase is attributed to certificates and certifications—a 3.4% increase. In program year 2021, over 10,000 noncredit bearing and credit bearing credentials were awarded through the Workforce Ready Grant (WRG). In total, over 38,000 completions have been awarded since the programs' inception. In 2023, biennial funding for WRG was tripled to \$24 while funding for ETG was sustained, totaling a combined \$58M. In addition to short term credential attainment targeted focus through the WRG, credential attainment within K-12, CTE and Postsecondary Education received administrative and legislative support to further develop K-12 graduation pathways, bolster adult education training, and incentivize post-secondary graduate in-state retention during the 2023 legislative session. Perkins credential attainment metrics remained flat with 20% of concentrators receiving a credential through career technical education.

¹ https://www.in.gov/gwc/files/GWC-Recommendations_Employer-Talent-Challenges-1.20.23-lr.pdf

² <https://www.luminafoundation.org/stronger-nation/report/#/progress/state/IN>

2. ***Expand work-based learning opportunities for both youth and adult populations. Indiana will target a 6% increase in work-based learning participation over the waiver period.***

During the waiver period, Indiana saw a decrease in the number of active apprenticeships, declining from 18,504 active apprenticeships at year end 2021 to 17,185 in 2022; however, new apprenticeships rose from 7,137 to 7,402 over the same period. Registered apprenticeship programs also declined from 1,173 to 900 and new program counts dropped from 66 to 58. Despite a slight year over year decrease, Indiana maintains the highest labor force to apprenticeship ratio nationally at .51%. Outside of federally recognized apprenticeships, Indiana saw increased participation in Perkins Work Based Learning Participation rising from 13% of concentrators in year ending 2021 to 18% of concentrators in year ending 2022. To improve K-12 employment and post-secondary pathway development, HEA 1002 established additional infrastructure to support work-based learning through Career Scholarship Accounts which will provide up to \$5,000 per student in allowable expense reimbursement to the employer to help remove student barriers for entering the workplace. In addition, HEA 1002 will increase connections to student to employer building career coaching intermediary capacity within high schools.

The Employer Training Grant, an on-the-job training grant program which was distributed through regional workforce development boards, during PY21 and PY22 served nearly 900 employers with 5,700 individuals receiving on the job training support. Within Adult Education 5,000 individuals received assistance through the Workforce Education Initiative (WEI). WEI enrollment increased by 47% year over year.

3. ***Increase employer engagement with a focus on engagement with minority-, women- and veteran-owned businesses. Indiana will target a 10% increase in employer engagement over the waiver period.***

From 2021 to 2022, Indiana increased employer engagement with a 9% increase in total businesses served. Over this timeframe, work-based learning assistance increased by 50%, engagement in strategic planning and economic development increased by 40%, and assistance to access untapped labor pools also increased by 40%. Women, minority, and veteran-owned business engagement increased by 6% in number of businesses served.

[See Appendix I](#)

1.2: Employer Performance Indicators – Identify Two Approaches Chosen for the Effectiveness in Serving Employers Performance Indicator Pilot

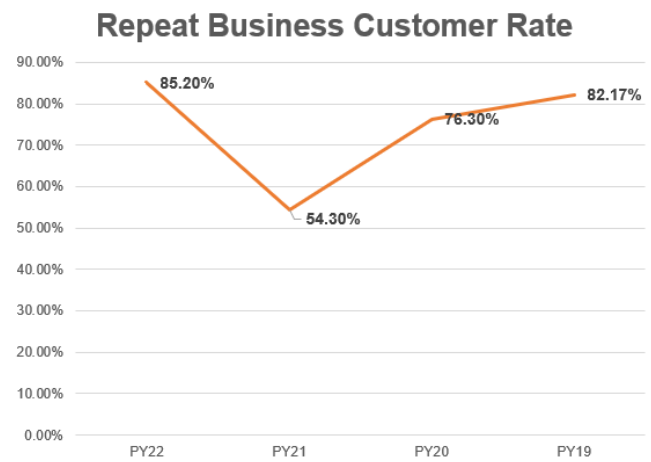
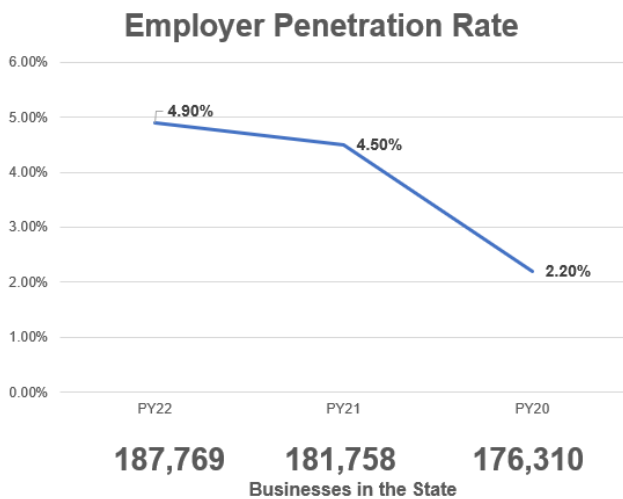
The purpose of engaging Hoosier businesses is to address the needs of employers, workers, and communities to promote long-term economic stability, competitiveness, and growth.

DWD deployed the following two approaches (see charts below):

- **Repeat Business Customers** (Approach 2)—addresses efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time.
- **Business Penetration Rate** (Approach 3)—addresses efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

In support of the above indicators and in alignment with our State Plan, the following employer engagement strategies were implemented or improved over the last year:

- DWD formed the Workforce Solutions and Engagement team. This team focuses on volunteerism, workforce education, work-based learning, and business engagement. The goals of this team are centered around fostering business connectivity with local workforce development boards. These efforts aim to help inform the critical talent supply chain work being delivered in the American Job Centers to ensure occupational demands are being met for employers. The Workforce Solutions and Engagement team has placed an enhanced strategic focus on data analytics in support of the business penetration rate indicator. Through use of our Dun & Bradstreet tool, DWD has been able to develop a "Top Hoosier Businesses" targeting list, which has provided the opportunity to develop deeper partnerships with businesses that may not have otherwise interfaced with the workforce system. Our strategic focus over that last year has been on growing Minority, Women and Veteran owned businesses. Subsequently, these unique data sets also provide opportunities to connect Hoosier business partners to a variety of other grants and sector strategy partnerships.
- One of the greatest investments that DWD has made in support of managing business relationships across our state, is in our client relationship manager (CRM). This system contains over 17,000 current Business relationships with over 100 business engagement-facing users. To maximize data for our data collection of business information, DWD has embedded a Dun & Bradstreet Optimizer into our CRM, which provides quality matching for data entry and increased business intelligence data integrity. The Dun & Bradstreet Optimizer provides DWD with real-time connections to the data cloud ensuring data integrity in our business records.
- Strategic direction and technical support to local areas is critical to sustaining business relationships statewide. DWD continued to deliver ongoing strategic direction to Business Consultant partners through monthly virtual business service meetings that provide regular communication, broaden awareness, and create real-time collaboration on business engagement strategies. Local areas are invited to participate in conversations to discuss both hypothetical and actual scenarios that are affecting businesses in our state and work real time solutions to address these challenging issues. In January 2023, DWD began adding community workforce partners to these meetings to create an opportunity to deepen connections and collaborations among groups that may also be serving Hoosier businesses. Examples of these partners include the Indiana Office of Equity, Inclusion, and Opportunity, The Indiana Department of Correction's- Hoosier Initiative for Re-Entry, TechPoint, and the StartEdUp Foundation.



1.3: Brief Descriptions

1.3(a): Current or planned evaluation and research projects, including methodologies.

DWD continued its Federal Quarterly Performance Dashboard (<https://www.in.gov/dwd/performance/federal/>) in PY22. This dashboard allows staff and workforce partners to quickly review and analyze both individual quarter and annual rolling WIOA performance data- both statewide and for local areas in one location.

In addition to ease of access to performance level data, DWD has continued its commitment to evidence-based performance evaluations. While the last WIOA evaluation was conducted in 2019 (<https://www.hoosierdata.in.gov/wdqi/ibrc%20wioa%20evaluation%20of%20adult%20training%20programs%202019.pdf>) and reviewed WIOA Adult training programs, DWD plans to continue to build on this work through additional performance data elements and new evidence-based evaluations.

DWD has also begun the process to conduct an evidence-based evaluation of our Reemployment Services and Eligibility Assessment (RESEA) program. While this evaluation will be focused on specific efforts and data elements of the RESEA program, our goal is to seek opportunities throughout the evaluation to also evaluate WIOA programming where applicable. DWD expects to complete and begin implementation of our findings from this evaluation in PY23.

While PY22 has been primarily focused on building and preparing our teams and selection of a vendor to conduct evidence-based evaluations on our workforce programs, DWD has a continued interest in building our technical knowledge on evaluations through participation in the upcoming Evaluation Peer Learning Cohort in 2023.

As in previous years the Indiana State Legislature conducted an annual review, analysis, and evaluation process for Indiana's workforce related programs during PY22. The Office of Fiscal and Management Analysis (OFMA), a division of Indiana's Legislative Services Agency (LSA), conducted this review during PY22. This review can be retrieved at https://s3.us-east-2.amazonaws.com/iga-publications/workforce_review/2023-06-22T17-20-08.200Z-2022%20Workforce%20Evaluation%20FINAL.pdf

Indiana also compiled the state's annual Indiana Economic Analysis Report, which used industry, employment, and other labor market information made available through the US Department of Labor (USDOL). This can be retrieved at: https://www.hoosierdata.in.gov/docs/annual_econ_analysis/ETA_INDIANA%20ECONOMIC%20ANALYSIS%20REPORT%20PY2022.pdf

1.3(b): Efforts to coordinate the development of such of such projects with WIOA core programs, other state agencies, and local boards.

DWD's efforts in planning, developing, and conducting evidence-based evaluations over the upcoming year includes active involvement and engagement of our local workforce development boards. As part of DWD's application for participation in the Evaluation Peer Learning Cohort in 2023, local board participation is included to continue to build on our collaborate efforts to address program efficacy.

1.3(c): A list of completed evaluation and related reports and links to where they were made accessible to the public electronically.

- **Indiana Workforce Programs Report:** <https://www.in.gov/dwd/files/2021-State-of-the-Indiana-Workforce-Report.pdf>
- **Federal Performance Metrics Dashboard:** <https://www.in.gov/dwd/performance/federal/>
- **Indiana WIOA Analysis of Adult Training Programs:** <https://www.hoosierdata.in.gov/wdqi/ibrc%20wioa%20evaluation%20of%20adult%20training%20programs%202019.pdf>
- **2022 Indiana Economic Analysis Report:** https://www.hoosierdata.in.gov/docs/annual_econ_analysis/ETA_INDIANA%20ECONOMIC%20ANALYSIS%20REPORT%20PY2022.pdf
- **LSA 2022 Indiana Workforce-Related Program Review:** https://s3.us-east-2.amazonaws.com/iga-publications/workforce_review/2023-06-22T17-20-08.200Z-2022%20Workforce%20Evaluation%20FINAL.pdf
- **LSA 2023 Indiana Workforce-Related Program Review:** https://s3.us-east-2.amazonaws.com/iga-publications/workforce_review/2023-10-02T13-28-29.680Z-2023%20Workforce%20Evaluation%20FINAL.pdf

1.3(d): State efforts to provide data, survey responses, and timely site visits for federal evaluations.

DWD continues to provide ongoing data and support to USDOL including, and corresponding to, scheduled site visits and federal monitoring. Indiana was timely in all federal report submissions for PY22.

1.3(e): Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

DWD is committed to continuous improvement strategies utilizing results from studies and evidence-based practices. As part of DWD's planning process to conduct evaluations, a segment of the work following evaluations is focused on actionable items that can be implemented to improve overall program delivery and service design.

DWD's continuous improvement efforts to date on evaluations have been focused on setting the foundation and building a framework to be able to conduct meaningful evaluations across WIOA programs on an ongoing basis. This includes the establishment of a team of individuals made up of program subject matter experts, data and performance specialists, and research and analysis team members that will participate in and contribute to evaluations routinely throughout the program year. The final key element to our continuous improvement efforts is securing an appropriate partner to support the statistical design of DWD's evaluations.

DWD has partnered with the Indiana Business Research Center (IBRC) to support the facilitation of our evaluation design, collection and analysis of data, and reporting. DWD's long-standing partnership with IBRC will allow our already collaborative teams to expand on the research and analysis that their teams are currently supporting for our agency.

DWD intends to conduct two program evaluations in the next program year, one will be focused on the RESEA program and include elements of WIOA within the evaluation. The other will be focused on general WIOA programing. In addition to these evaluations, DWD has applied to participate in USDOL's 2023 Peer Learning Cohort on evaluations to learn from other states what evaluation efforts have been made and to share our ideas on possible evaluation topics to consider. DWD intends to use this peer learning group, if selected, to further enhance the foundation setting and framework building of our agency's efforts in conducting evidence-based evaluations.

1.4: Customer Satisfaction – Describe the State's Approach

DWD strives to provide all customers with excellent customer service through multiple outlets and across all programs. Customers may connect with a customer service representative in person at their local one-stop center or by mail, email, online chat, or phone. During PY22, DWD expanded virtual customer service options to include access to services virtually, making available a dedicated live staffed phone and chat line that could direct job seekers to on-line services and connect them with WorkOne locations for further staff assistance. In addition, Indiana continued use of our Virtual Customer Engagement (VCE) Platform, which allows customers to set up appointments and staff to provide services virtually.

DWD believes that excellence in customer service is not just treating customers with respect and efficiency, but it is also providing high-quality services that help customers meet their career goals and receive benefits for which they are eligible. In 2016 DWD devised the WIOA Customer and Employer Satisfaction surveys to determine if Indiana's workforce system was meeting job seeker and employer needs and to provide a roadmap to improving services and programs in the future.

The WIOA Customer and Employer satisfaction survey supports the State Plan goal of, "ensuring quality pathways that provide opportunities for career advancement, personal prosperity, and well-being for all Hoosiers." In PY19 DWD revised the survey to allow customers to rate and provide comments on the full range of services they might have been provided. While this survey has undergone some revision over the last few years, DWD has continued its use during PY22. DWD uses survey data to aggregate monthly reports on client ratings and comments for all of Indiana's workforce programs. These reports are distributed to local areas and where successes are shared, and opportunities are identified, for improvement.

During PY22 DWD surveyed approximately 17,443 clients who participated in WorkOne services. Most of these individuals were provided UI, WIOA and/or Wagner-Peyser (WP) services. The survey found that 98% of all clients were at least somewhat satisfied, and over 93% were very or extremely satisfied with their customer experiences.

DWD also surveyed 270 businesses during PY22. These surveys found that 99% of businesses were at least somewhat satisfied with their customer experience and over 97% were very or extremely satisfied with the services provided by DWD.

As stated above, customer satisfaction survey (CSS) results are shared with local areas on a regular basis, comments are shared monthly, and overall ratings shared quarterly. This information is used by DWD and the local areas to evaluate and improve operations as well as recognize staff whose efforts are recognized through positive comments. Usage of the WorkOne CSSs and a 90% approval rating is a required part of WorkOne recertification. DWD plans to review both surveys for revision during PY23.

2.1: Strategic Vision & Goals – Progress Toward Achieving the State's Strategic Vision and Goals as Outlined in the State Plan

DWD continues to pursue Indiana's strategic vision to create a workforce and talent system that provides all Hoosiers with equitable opportunities for lifelong learning and increased economic mobility, while simultaneously providing Indiana's employers with the skills and talents they need to grow and diversify their workforce. Indiana aims to increase the economic and social mobility of all Hoosiers by:

- Providing Hoosiers with access to career pathways that provide opportunities for career advancement, personal prosperity, and personal actualization.
- Partnering with Indiana employers, educational institutions, and training providers to identify and close skill gaps so that Indiana's workforce can meet emerging talent needs.
- Aligning workforce programs and funding to meet Indiana's current and future workforce needs.

During the 2022 WIOA program year, Indiana has continued our significant progress towards achieving this strategic vision. This progress includes:

- Award and implementation of USDOL's QUEST Dislocated Worker Grant aimed to enable unemployed and underemployed Hoosiers to enter, return to, or advance in high-quality jobs in infrastructure, environment and climate, the care economy, and other critical and growing industries.
- Implementation of a Learning Management System to support cross-agency training.
- Indiana's continued effort and investment to upskill Indiana talent through its signature Next Level Jobs programs, which include Indiana's state funded Workforce Ready Grant (WRG) and Employer Training Grant (ETG) programs.
- Development of Indiana's Workforce Recommendation Engine.
- Expanded outreach through Indiana's TAA program.
- Continued development of the Indiana Career Explorer and Agile Work Profiler.

Learning Management System

In partnership with USDOL, DWD and Indiana Vocational Rehabilitation Services (VRS) developed a training program to cross-train staff within the American Job Centers and VRS field offices to better coordinate and deliver services to joint customers. Two training courses were developed:

- Workforce Collaboration and Integration: Co-enrollment and Joint Case Management.
- Workforce Collaboration and Integration: Indiana's Workforce System and WIOA Program Partners.

DWD leveraged WIOA discretionary funding to purchase the LMS system in the fall of PY22 and the training was launched to DWD and VRS field office personnel later that winter.

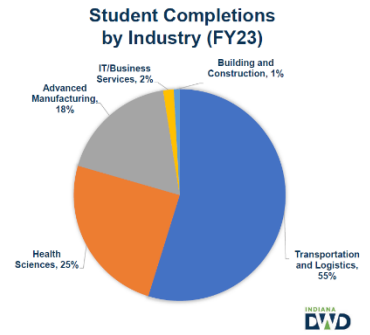
Next Level Jobs

Indiana's Workforce Ready Grant (WRG) and Employer Training Grant (ETG) are part of Governor Eric Holcomb's Next Level Indiana agenda. DWD, in partnership with Indiana's Commission for Higher Education (CHE), are working together on strengthening Indiana's workforce by focusing on high-priority industries, high-demand jobs, and serving Hoosiers most in need of workforce education and training.

- Workforce Ready Grant is a program that covers the tuition costs for Hoosiers who enroll in high-value postsecondary certification programs at Ivy Tech Community College, Vincennes University, and other eligible training providers listed on the state’s Eligible Training Provider List (ETPL). During PY22 the WRG served 540 Hoosiers.

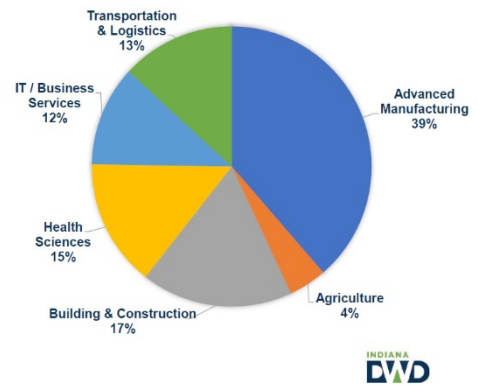
WRG Industry Impact

Top 5
CDL
Welding
Medical Assisting
Medical Coding
Industrial Maintenance



- Employer Training Grant is a program through which DWD is meeting the needs of Hoosiers and Indiana’s employers by reimbursing employers in high-demand business sectors up to \$5,000, with a cap of \$50,000, for each new employee that is hired, trained or re-trained, and employed for at least six months. During PY22, the Employer Training Grant served 404 employers.

6 Priority Industry Sectors



Learn more about Next Level Jobs at <https://www.nextleveljobs.org/>

Workforce Recommendation Engine

This unique tool is designed to:

- Centralize workforce services by leveraging longitudinal data and artificial intelligence technologies to connect Hoosiers to workforce resources and programs.
- Recommend individualized occupational training and career paths based on real-time, real-world data insights from similar individuals who’ve had positive workforce outcomes.
- Combine employer demand/opportunities with customized avenues for consideration.
- Lead individuals towards a career that provides employment stability, upward mobility, and fulfillment.

A pilot launch for this tool is planned for the fall of 2023.

TAA Outreach

In early 2023 the TAA Unit began outreach to individuals from prior TAA certifications who may not have previously engaged with their TAA benefits. Outreach was conducted through open house events across the state offering a \$50 gas card incentive to eligible individuals who attend. The Open House events offer Indiana’s workers the ability to engage with TAA staff, receive information regarding their remaining benefits, and receive partner service referrals in an open format. Through this intensive outreach strategy, by July 2023, Indiana had increased TAA program engagement by over 600% for new program enrollments.

This initiative served as a pilot for a USDOL incentive project and within three months had shown tremendous success and was recognized as a best practice in outreach strategy for the TAA program nationally.

Indiana Career Explorer and Agile Work Profiler

The [Indiana Career Explorer](#) (INCE) is a robust online career exploration system that enables Hoosiers, both young and old, to explore career pathways within the context of the workforce landscape. Indiana Career Explorer intuitively navigates users to discover careers that they may be interested in and are suited to the user's agilities, creating greater career alignment for long term success.

Using detailed career assessments, including an Interest Inventory (II), the Agile Work Profiler (AWP), and the Work Values Matcher (WVM), career planners can focus on determining their interests, aptitudes and values and discover how those align with high demand career pathways. The Agile Work Profiler (AWP) considers both a user's interests and abilities and then ranks the user's universally applicable 'agilities.' During PY22, the results of the AWP were fully integrated into Indiana Career Explorer so that job seekers and their career coaches can easily access and review results. The combined feedback from these three assessments helps both the user and any career advisor to better understand what careers and activities INTEREST the user, what the user is GOOD at (agilities) and what the user VALUES in a work setting. This information is invaluable to effective career planning and successful entry into a career pathway. Our JAG student and Adult Education enrollees take all three assessments; and the usage of these assessments at all Work Ones continues to steadily increase.

Part of the INCE formula for achieving a successful career includes identifying jobs that are expected to be in high demand, potentially leading to greater job prospects. Each potential job description provides insight into the profession including any education, training, or certifications needed and while also providing users with the information they need to pursue potential career entry requirements.

To expand the utilization of INCE across all age groups in Indiana, one enhancement to INCE during PY22 was the introduction of the K-5 INCE application. This allows K-5 students in Indiana to explore careers in a fun and visual way utilizing iconography. An additional enhancement to INCE has been a digitized graduation plan that may be utilized in the middle and high school space. The graduation plan, along with the student course planner, assists students in mapping out potential career pathways in a highly detailed way, while providing students the support they need to begin the process of entering the career pathway of their choice. INCE is currently utilized in 295 Indiana K-12 schools and by 111,726 students.

Usage of INCE has steadily increased since its launch in 2022. A significant spike in usage began in August of 2022 when the Indiana Department of Education (INDOE) system launched DWD's INCE tool for use in Indiana's K-12 system. Since that time usage has continued in a steady upward trend.

Finally, Indiana's WIOA Title II Adult Education programs have achieved complete (100%) utilization of INCE in the Adult Education classroom.

Indiana and DWD value the important role of quality career coaching within the workforce system. INCE is one of many resources utilized in the larger effort to strengthen career coaching at our Work Ones, in schools, and across community organizations. Quality career coaching allows job seekers to gather the relevant information, both personal and from the workforce landscape, to make informed decisions about career training. In the past year DWD has launched a career coaching website that seeks to be a rich resource for career coaches and for those who influence others with career exploration and engagement within Indiana's workforce system.

Each month approximately 250 new users access the site, some from outside of Indiana. A virtual career coaching community of practice also launched and meets each quarter. This community of practice provides a space for those who operate as career coaches or counselors to come together, receive professional development, share best practices, and learn from both outside subject matter experts and from one another.

DWD's Career Exploration and Advising team has partnered with Rework America Alliance, a Markle organization, to broaden the impact of quality career coaching by launching virtual training modules so that career coaches across the state can access high quality on-demand training to hone their skills. We are currently developing badges to reward those who successfully complete the modules and demonstrate mastery of the material. Collectively the work done around career coaching and advising is intended to steadily increase the quality of coaching that is offered to students and job seekers across the state and to improve outcomes for Hoosiers who participate in both Indiana's workforce and educational systems.

2.2: Sector Strategies – Progress Made in Implementing Sector Strategies and Career Pathways

DWD, in collaboration with various Indiana stakeholders, has created a common framework for sector partnerships. This includes increasing our conversations around the skills needed in our in-demand industries as well as harnessing artificial intelligence (AI) driven job-matching to deliver talent to employers based on critical occupational skills and abilities.

While traditional WIOA programming supports a great portion of this strategy, through Indiana’s Next Level Jobs programming, our state has been able to complement the federal funded services available within the workforce system. Indiana’s Next Level Jobs program has increased access to skill advancement for Hoosiers and increased the opportunities to access support for businesses in need of upskilling their current workforce. Indiana utilizes key sector industries that are focused on high demand opportunities and growth to focus these efforts and ensure alignment of the talent produced and the business demand.

With a focus on expanding Indiana’s strategy in sector partnerships, DWD applied and was awarded a QUEST grant from USDOL to focus in the critical areas of infrastructure, environment and climate, and the care economy. Our efforts in PY22 have been primarily focused on developing relationships with partners in these key areas and devising the strategy to address the significant needs that will be forthcoming to our state. These efforts will continue into PY23 with a laser focus on deploying listening and feedback sessions with partners followed by strategy and pipeline planning to recruit, upskill, and sustain the talent to meet these needs.

Additionally, DWD deployed Performance Support Grants to local areas using the Governor’s Reserve funding. Local areas were encouraged to pursue strategies to develop or expand on sector partnerships with businesses, education, and training institutions, local economic development organizations (LEDOs), and regional economic development partnerships focused on addressing skill gaps and creating a pipeline of skilled and trained workers.

2.3: Out-of-School Youth

Indiana has a waiver to provide flexibility for regional Workforce Development Boards to decrease the minimum out-of-school youth expenditures from 75% to 50% as needed; however, in order to meet the needs of out-of-school youth (OSY) participants, out-of-school youth services are very individualized and provided individuals with access to partnerships with training providers and employer partners that help participants achieve their goals.

DWD has also partnered with the Indiana Department of Corrections (IDOC) to enroll youth who exit the juvenile justice system, making our WorkOne Centers their first stop upon release. In the past year, IDOC has worked to improve transition processes, including scheduling pre-release meetings between youth offenders and WorkOne youth caseworkers.

Workforce Challenges

One of the most notable challenges affecting in and out-of-school youth programming in Indiana is the workforce shortage of skilled and passionate case managers to provide services. There have been numerous retirements and staff leaving the system to pursue more lucrative professions in the past three (3) years. At this time, only 40% of our youth staff across the state were employed with us pre-COVID. The constant staff attrition of those who are tasked with forming meaningful connections with youth and other partners is causing a severe strain on regional leadership and is negatively affecting outcomes. Youth, more than any other demographic, are often disappointed and feel let-down when there is a staffing change during their period of participation; they disconnect from services and can be shown as a negative program outcome in both WIOA and JAG. In addition to the effects for youth, there is a knowledge loss across the youth workforce system, leaving gaps in service delivery (case management), historical knowledge and mentors.

Indiana also was awarded, and implemented, USDOL’s QUEST Dislocated Worker Grant in two pilot regions within the state. This grant will help aid unemployed and underemployed Hoosiers enter, return to, or advance in high-quality jobs in critical and growing industrial sectors, which includes (but are not limited to) infrastructure, the care economy, and the environment and climate sectors.

Notable Successes

One notable success of Indiana’s out-of-school youth program is Ben. Ben was a walk-in referral at an AJC in Southeastern Indiana in January 2022. Although he possessed his high school diploma, Ben had a documented disability, IEP, and was not in school at the time, so he was enrolled in the OSY Program.

During the first two quarters of Ben’s participation in the OSY program he worked with his family and case manager to enroll in college to work towards a degree in technology and website development. Ben’s INCE assessment showed strengths in using technology, using his hands in a skillful way, and supported the idea of post-secondary education. Unfortunately, Ben was not successful and after 2 semesters Ben had only earned 3 credits and was placed on academic monitoring; following that, Ben changed his major, but he was still unsuccessful.

In May 2023, his case manager approached Ben about a Work Experience as a street laborer. After reviewing the duties of a street laborer, Ben agreed to give it a try. In the first week, Ben’s supervisor reported that he was an excellent worker, showed great potential, and demonstrated a willingness to learn. At the end of Ben’s second week his case manager met with him to discuss his work performance evaluation, which showed above average on his work ethics. Ben’s parents reported their son was coming home and talking to them about his new job and duties, and no longer was going straight to his room to play video games. His mother also noted that Ben was maturing and was spending more time outside.

After 4 weeks of working, one of Ben’s job mentors announced his retirement and wanted to recommend Ben as his replacement. After talking with Ben, the city manager agreed to give him an interview. The case manager offered Ben additional work readiness services to prepare for his interview, and Ben confided, he loved being a street laborer and hoped that he would get hired. Ben’s case manager noted that Ben had matured, grown confident in his abilities, and showed no struggles communicating with his peers. In a recent follow-up Ben reported he was doing well and “loves” his job with the City of Aurora. Since starting work for the city, Ben has been trained on how to back a trailer, operating small engine machines, and is working with the public during the city’s summer community events.

Although there are many individual success stories in our in-school-youth (ISY) and OSY programming, the most notable success of PY22 was our continued partnership between JAG and Vocational Rehabilitation’s Pre-Employment Training Services program. JAG enrollments of students with disabilities now make up over 20% of the student population receiving services, up nearly 8% from the start of our agency partnership; additionally, JAG Indiana operates a program at the Indiana School for the Deaf, making it the only fully-disability focused program in the 39-state national network.

2.4: Performance and Accountability System

2:4(a): Performance measures/indicators.

DWD currently uses the six primary indicators of WIOA performance found in §116(b)(2)(A) of WIOA. These indicators are used to measure both the local area and overall state effectiveness in delivering WIOA services, and the impact of those services on Hoosiers in need of workforce training and/or job placement services.

DWD’s Local Performance Guidance for Program Years (PY) 2022 and 2023 can be accessed at:

https://www.in.gov/dwd/files/activepolicies/2021-25-M_WIOA_Local_Performance_Negotiation_Guidance_PY22-23.pdf

During PY22 Indiana met, and in most cases, exceeded the negotiated levels of performance:

State Negotiated and Actual Levels of Performance								
PY22								
	Adult		Dislocated Worker		Youth		Wagner Peyser	
	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	77.4%	80.6%	74.7%	77.0%	78.4%	80.5%	74.0%	74.8%
Employment 4Q	76.5%	80.3%	75.6%	76.8%	78.6%	84.3%	69.0%	72.7%
Median Earnings	\$6,760	\$8,156	\$8,098	\$9,079	\$3,341	\$4,639	\$7,500	\$8,768
Credential Rate	68.0%	74.6%	72.0%	73.0%	65.0%	70.9%	-	-
MSG	61.0%	71.6%	61.0%	70.0%	65.0%	73.5%	-	-

While Indiana continues to see one of the lowest unemployment rates in the United States, it also means that the Hoosiers that remain unemployed and in need of workforce assistance often experience more barriers to obtaining sustainable employment. Mitigating significant barriers to employment takes time and significant resources and will continue to be an area of focus as we review future performance levels.

To assess local area performance, Indiana conducted a performance assessment for PY22 using the model that was developed to provide local areas with their initial estimates. The application of the assessment, to end of year results, resulted in 11 local areas passing all WIOA measures and 1 local area with a failed measure. To address a failed measure of performance, DWD will provide technical assistance and support to the local area, while also ensuring there is an active plan for improvement into the next year.

2:4(b): Common Exit.

DWD emphasized our position on common exit through DWD Policy 2021-08 Co- Enrollment and Common Exit. Common exit is intended to ensure a more efficient and effective integrated service delivery system, track the coordination of services, and align performance reporting. Although co-enrollment and common exit are closely related, not all state and local programs are included in DWD's common exit protocol. DWD's approach to common exit is based on the United States Department of Labor's (USDOL) definition with a focus on performance outcomes and federal reporting.

Additionally, the following definitions are used to define Common exit and Exit:

- **Common exit:** Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.
- **Exit:** As defined for the purpose of performance calculations, exit is the point after which a participant who has received services through any program meets the following criteria:
 - For the Adult, Dislocated Worker, and Youth programs authorized under WIOA Title I, the Adult Education and Family Literacy Act (AEFLA) program authorized under WIOA Title II, and the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III, exit date is the last date of service. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services, with no plans to provide the participant with future services. Services do not include self-service, information-only services or follow-up services.

DWD's Common Exit Policy can be accessed at https://www.in.gov/dwd/files/activepolicies/2021-08-P_Co-Enrollment_Common_Exit.pdf

Case Management

DWD's case management system, Indiana Career Connect (ICC), is utilized for the purposes of implementing Indiana's common exit for WIOA Titles I and III. ICC applies a combined, or common, exit process when an individual does not receive a service in any common exit applicable program for 90 consecutive days. The client's exit date is the terminal date for all relevant program services within the client's current period of participation.

2:4(c): Data Validation.

DWD has established processes for data validation that meet federal guidelines issued by USDOL. See DWD issued Policy 2022-08 Workforce Programs Data Validation (https://www.in.gov/dwd/files/activepolicies/2022-08-P_WIOA_Data_Validation.pdf).

Data validation is a series of internal controls, or quality assurance techniques, established to verify the accuracy, validity, and reliability of data within Indiana’s case management and data systems. DWD requires that local areas use Indiana Career Connect to upload documents upon receipt from the participant for data validation purposes. This client management system streamlines the process by eliminating the need to maintain paper documents and allowing the validation process to be conducted remotely and accurately. DWD utilizes internal procedures to ensure that all documentation related to eligibility and performance outcomes are recorded in Indiana Career Connect.

In PY22, DWD continued to implement our data validation strategy of sampling and validating data on a quarterly basis. DWD is now also including active participants in the sampling process. The samples contain records from all local areas for TAA, WIOA Title I, and WIOA Title III programs with a confidence level of 95% and a confidence interval of 15%. The samples are drawn from the PIRL extract file and are checked against the state’s Management Information System (MIS) following the guidelines in TEGl 23-19 to ensure the accuracy of the information contained in the federal extract files.

In addition to sampling, DWD reviews data quarterly for errors, inconsistencies, missing data, out of range values, and any anomalies prior to the PIRL submission into the WIPS federal reporting system. DWD has flagged errors, and in those instances, local areas are requested to make corrections. Additionally, to further support data validation, monitoring teams review sample records and compare data to the source documentation to verify participant eligibility in the programs.

In PY22, and in subsequent program years, Indiana plans to assess the data validation process to ensure the process is working as intended and will make any revisions as needed.

2.5: Negotiated Performance Levels for Local Areas for Core Programs

[See Appendix II](#)

2.6(a): Activities provided with WIOA funds reserved by the governor.

Performance Support Grants

DWD continued to support the endeavors of the local areas by amplifying its efforts in engaging and serving employers that seek a better skilled workforce. During PY22 the governor’s discretionary funds were used to support projects and activities that fell into one or more of the following categories:

- Capacity building.
- Services to target populations.
- Business Services and employer engagement.
- Youth engagement.

Performance support grants were awarded to local areas and aimed to:

- Increase labor participation (in general and for target populations).
- Decrease the percentage of long-term unemployment.
- Improve employment outcomes for target populations.
- Increase credential attainment leading to improved employment outcomes.
- Increase youth engagement.

LMS-learning management system, and collaboration with VRS

To support greater cross agency coordination, DWD in collaboration with Indiana Vocational Rehabilitation developed a training program to cross-train staff within our American Job Centers and VR field offices to better coordinate and deliver services to our joint customers. Two training courses were developed:

- Workforce Collaboration and Integration: Co-enrollment and Joint Case Management
- Workforce Collaboration and Integration: Indiana's Workforce System and WIOA Program Partners.

DWD leveraged our WIOA discretionary funds to purchase the LMS system and deploy training.

2.6(b): Rapid response activities and layoff aversion.

Strategies

Rapid Response activities are coordinated through a combined effort of state staff, WIOA partner staff, Local Elected Officials (LEOs) and various other partners within the community. DWD has worked closely, over the last year, with local area staff to identify and improve how Rapid Response activities are delivered. Increased efforts have been focused not only on our traditional WARN notifications, but also on those employers that may not be required to file a WARN and may have workers that will be impacted by layoff or closure. To provide support for these kinds of activities, DWD makes available to local areas the opportunity throughout the program year to apply for additional Rapid Response funding to support targeted strategies. These strategies may include anticipated dislocations, dislocations that may have already occurred, or prevention of dislocation through lay off aversion.

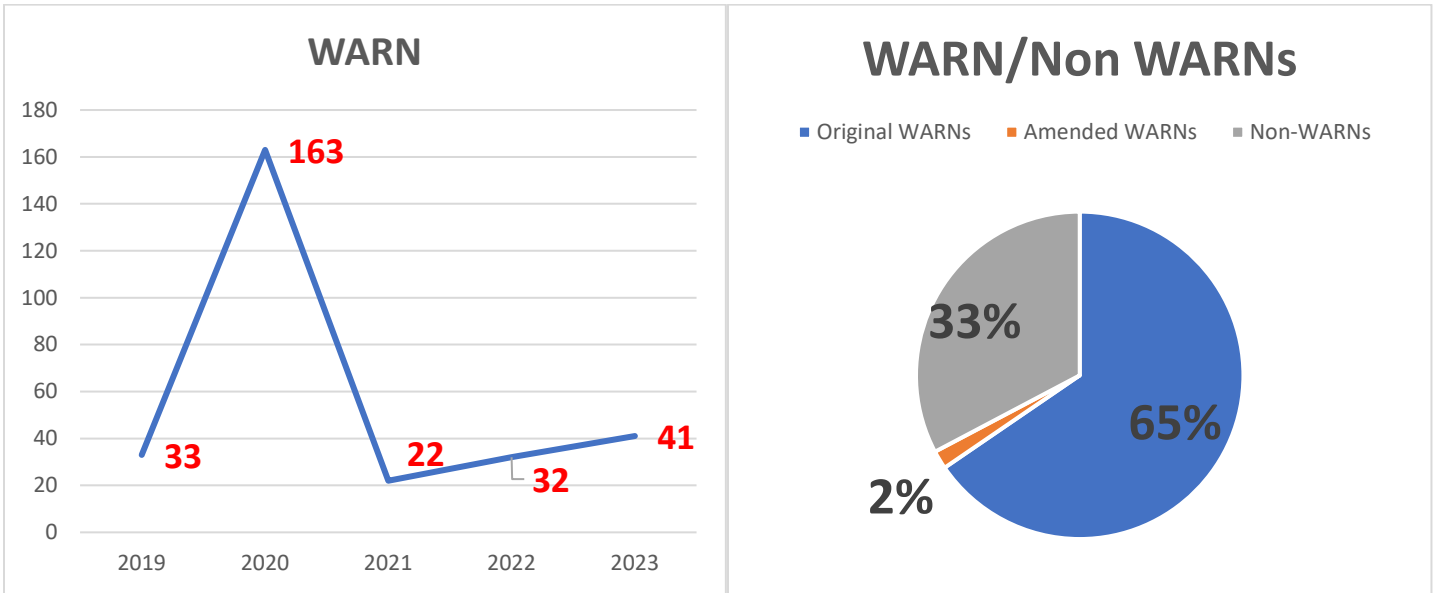
Capacity Building

Indiana hosted a Rapid Response and TAA roundtable in June of 2023. The efforts of this roundtable were centered around capacity building across programs to increase awareness of and coordinate efforts to identify and serve workers impacted by dislocation and businesses affected by layoff or closure. During the roundtable a variety of programs were coordinated as part of the discussion: The Work Opportunity Tax Credit, Federal Bonding, TAA Eligibility, Adult Basic Education, RESEA, Employer Training Grant, Workforce Ready Grant, Labor Market Information, Veteran Services, Equal Opportunity, and tips on using the Indiana Career Connect (ICC) System. In addition to these programs, presentations from UDDOL's Workforce Development Specialist on Rapid Response, Christopher Mendoza and EBSA on health benefits and retirement benefits were also provided.

This event was very successful and welcomed over 100 local area staff in attendance to participate. As an identified best practice, DWD plans to look at hosting future events to continue these capacity building efforts.

PY22 Activity

In 2022, Indiana has continued to see an increase in the number of WARNs filed from the previous year and is currently on pace to considerably exceed the number of WARNs for 2022 in 2023. DWD continues to monitor this data closely to understand the impact on both workers and our Indiana economy. For the purposes of comparison, the below charts display the WARN activity year over year since 2019 as well as a distribution of WARN and Non WARN activity for PY22.



2.7 National Dislocated Worker Grants

During PY22 Indiana had three National Dislocated Worker Grants: Employment Recovery Grant (ER-DWG), National Health Emergency Grant (NHE-DWG), and Quest Grant (Q-DWG).

Employment Recovery Dislocated Worker Grants (ER-DWG)

DWD was awarded \$6.6 million in initial WIOA National Dislocated Worker Employment Recovery Grant funding in June 2020.

Indiana’s ER-DWG funding supported the efforts in reemployment across the state in each of Indiana’s 12 local workforce development areas (LWDAs). Dislocated workers were served by local Workforce Development Boards (WDBs) as well as statewide efforts to pivot toward and improve virtual delivery of services.

Aimed at responding to the dramatic rise in unemployment and dislocated workers throughout Indiana, LWDAs were issued sub-awards to provide career, training, and support services. Primary activities performed during the program year included:

- Case management focused on reemployment with an emphasis on both career and training services.
- Assessments of participants existing skills, employment readiness, and barriers to employment.
- Assessing participants for the need for supportive services.
- Providing relevant training opportunities in alignment with community and labor market needs.

The table below reflects participant performance since the inception of the ER-DWG through September 2022. The ER-DWG grant ended during PY22 with the following results:

ER-DWG			
	Planned Participants	Actual Participants	%
Totals	1631	1321	81%

During a review of the grant at the end of PY22, the participant count for the grant overall was at 81% with 75% of the LDWAs having met or exceeded their planned participant performance.

A promising practice that emerged from this grant was a local area’s assessment of their coordination with the RESEA program to identify potentially eligible participants for these opportunities. The local area’s evaluation resulted in an improvement to their process and internal communication to drive increased program coordination and participation.

NHE Opioid Response Dislocated Worker Grant

DWD received an NHE Opioid Response Dislocated Worker Grant in 2019. The purpose of this grant was to provide eligible participants with disaster-relief employment in positions that address the opioid crisis.

These positions include things such as: community health workers, recovery coaches, and peer navigators; with the intention to help individuals travel the path to addiction recovery. It also assisted eligible individuals directly impacted by the opioid crisis by allowing reintegration into the workforce, providing opportunities for work-based and institutional training, placement in high-wage in-demand occupations, and assisting opioid epidemic impacted employers by improving the labor force in their communities.

Utilizing the NHE Opioid Response Dislocated Worker Grant the local LDWAs have focused on establishing and maintaining effective partnerships, creating opportunities for participants, and providing services to affected communities. Partnership development includes:

- Addiction treatment centers.
- Local healthcare providers.
- Agencies addressing food insecurity, homelessness, transportation, etc. who serve those impacted by the opioid crisis.
- The Court system, IDOC facilities, and probation offices.
- Veteran service agencies.
- Vocational Rehab offices and service providers.
- MSFW service providers.
- Community partner organizations.

The NHE-DWG grant ended during PY22 with the following results:

NHE Opioid Grant			
	Planned Participants	Actual Participants	%
Totals	450	686	152.44%

As an example of the impact this grant has had, a local area served 20 participants that were enrolled in business administration training while also incarcerated under this grant. The participants all completed their first of three semesters of training and received work skills experience at the same time. The success of this effort has led to continued efforts to serve individuals incarcerated through other unique funding opportunities available.

QUEST Dislocated Worker Grants (Q-DWG)

DWD received a Quest Disaster Recovery Worker Grant in December 2022. The purpose of this grant was to enable individuals who have been adversely affected by the COVID-19 pandemic and the social and economic inequities that the pandemic exacerbated, to enter, return to, or advance in high-quality jobs in growth industries including infrastructure, environment and climate, and the care economy.

DWD and Indiana’s WIOA Title II Adult Education providers have partnered to identify and connect with individuals without a high school diploma or equivalent as a priority focus group for this grant.

Utilizing the Quest Disaster Recovery Worker Grant, Indiana has selected two local areas based on quantitative data that report high populations of Hoosiers without a high school diploma or equivalent. While Indiana has initially selected two local areas, as needs are assessed and identified in other areas, the opportunity to expand is available.

In addition to serving dislocated workers as a part of this grant, DWD also has planned strategies to target and develop sector partnerships in the key sectors of infrastructure, environment and climate, and the care economy. DWD's efforts in PY22 have been primarily focused on developing relationships with partners in these key areas and devising the strategy to address the significant needs that will be forthcoming to our state. These efforts will continue into PY23 with a focus on deploying listening and feedback sessions with partners followed by strategy and pipeline planning to recruit, upskill, and sustain the talent to meet these developing needs.

To support DWD's strategy of identifying dislocated workers and specifically those that may lack a high school diploma or equivalent, DWD has developed a tool that is designed to;

- Centralize workforce services by leveraging longitudinal data and artificial intelligence technologies to connect Hoosiers to workforce resources and programs.
- Recommend individualized occupational training and career paths based on real-time, real-world data insights from similar individuals who've had positive workforce outcomes.
- Combine employer demand/opportunities with customized avenues for consideration.
- Lead individuals towards a career that provides employment stability, upward mobility, and fulfillment.

The tool is planned to pilot launch in the fall of 2023.

2.8: Technical Assistance Needs

Performance Indicators

After a review of Indiana's PY22 performance outcomes, while Indiana has met or exceeded the outcomes in these areas, DWD does anticipate that the state may need technical from USDOL in the following areas:

- Measurable skill gains.
- Credential attainment.

These performance indicators continue to be a source of uncertainty and an area where Indiana would like to see continued improvement.

Local Statistical Adjustment Model (LSAM)

Indiana will deploy estimates of program performance to local areas in the spring for PY24/25 performance negotiations using our LSAM. In preparation for this process, technical assistance from USDOL may be needed to ensure that the model that has been developed is in alignment with the expected standards and requirements for using and LSAM to determine local area estimates of performance.

2.9: Promising Practices, Lessons Learned, and Success Stories Focusing on At-Risk and Priority Populations

DWD continues to focus on meeting the needs of all Hoosiers and Indiana Employers, particularly those in priority of service populations.

Next Level Jobs

During PY22 Indiana continued to serve Hoosiers through Governor Eric Holcomb's Next Level Jobs- Workforce Ready Grant program. The workforce ready grant provides free workforce training to Hoosiers that are lacking post-secondary education or credentials. This at-risk population of Hoosiers that lack post-secondary education or credentials are more likely to be impacted by unemployment than those individuals that possess post-secondary education or credentials.

The Next Level Jobs- Employer Training Grant program has also continued in its effort to support employers in their needs to upskill and retain their current workforce or attract and retain talent that might not otherwise be qualified. This program serves to bridge the gap between the needs of both Indiana’s employers and the needs of the individuals who work for them by reimbursing employers in high-demand business sectors up to \$5,000, with a cap of \$50,000, for each new employee that is hired, trained or re-trained, and employed for at least six months.

Adult Priority of Service

DWD continues to serve Hoosiers through traditional WIOA programing and has had a concentrated effort in PY22 of increasing Indiana’s priority of service to priority populations. While Indiana has not yet met the DOL goal of 75%, significant strides have been made and DWD anticipates meeting that goal in PY23.

Jobs for Americas Graduates

The success of Indiana’s Jobs for American Graduates (JAG) program is something the state continues to be proud of and is often a best practice that is reviewed for application to other program models. During PY22 the JAG program in Indiana led to a 95% graduation rate for the at-risk youth population who participate in the program and has created opportunities for JAG participants to achieve their post-secondary education, training, and career goals. In addition, JAG continues to provide key support to priority of service youth populations greatly improving graduation rates among students in this cohort.



	National Standard	Class of 2022	Class of 2021	Class of 2020
Graduation Rate	90%	95%	94%	97%
Jobs	60%	73%	69%	70%
Full-Time Positive Outcomes	75%	83%	85%	83%
Full Time Jobs	60%	83%	82%	80%
Further Education Rate	35%	40%	37%	33%
Connectivity Rate	92%	97%	96%	96%



Work Based Learning

Teaching Apprenticeships

DWD’s Work Based Learning team collaborated with Ball State University, Region 5, Noblesville High School, and the Boys and Girls Club to create a “first of its kind” Teaching Apprenticeship. This Registered Apprenticeship will recruit students from high school interested in becoming a teacher and put them on a path to gain thousands of hours of experience more than just student teaching. This is only one of a few of the teaching apprenticeships that OWBLA has assisted in registering during the program year.

State Earn and Learn Program

Indiana’s Office of Technology (IOT) utilized the SEAL program to recruit and retain talent into their office. The IOT group engaged former cooks and truck drivers and through the SEAL program, developed and trained these individuals into IT experts. The program has grown from 3 participants in 2019 to over 40 this year with recognition via video and podcast about the program and its success. IOT’s CISO and SEAL IT program also won the prestigious StateScoop awards in 2023.

2.10: Challenges Facing the Workforce System

Talent

At the end of PY22, Indiana is at what can be considered nearly “full employment”, meaning that many of our Hoosier Business have identified talent needs and they are simply unable to find workers to fulfill them. This has been a significant challenge for our state over the last year. While Indiana has returned to pre-pandemic levels of unemployment, largely those individuals that remain unemployed are likely to experience more significant barriers to employment. Identification of and barrier breaking service to these individuals is critical to the talent pipeline needs in our state.

Connection and Outreach:

Much has changed about how Hoosiers find work and connect to work opportunities in our state. This has posed some new challenges for our workforce system over the last few years. Indiana continues to strategize new efforts to outreach and connect with Hoosiers in need of workforce services, leveraging technology and tools as a primary source of support.

Lasting Impacts of COVID-19

By the end of June 2023, Indiana’s unemployment rate had returned to pre-pandemic levels and Indiana now has one of the lowest rates of unemployment in the United States; however, a considerable number of Hoosiers who were impacted by the Covid-19 pandemic and the subsequent economic crisis continue to remain out of the workforce and are contributing to long-term or structural unemployment. Indiana is mindfully aware of this population and is strategizing efforts to re-engage these individuals in the workforce. Connecting with this population is critical to being able to provide the talent that our Indiana businesses need to continue to thrive in our state.

2.11: Strategies and Policies Relating to Pay-for-Performance (PFP) Contracting and Accountability System

Indiana does not use PFP for any of Indiana’s WIOA workforce programs. As a result, DWD did not have any reported expenses from its regional workforce development boards for PFP during WIOA PY22.

Appendix I

- A. Waiver to Require that State and Local Areas Spend 75 percent of the Governor's Youth Reserve on OSY; and**
B. Waiver on WIOA State Board Membership Requirements:

U.S. Department of Labor

Employment and Training Administration
 200 Constitution Avenue, N.W. Washington,
 D.C. 20210



June 27, 2022

The Honorable Eric J. Holcomb Governor of
 Indiana

State House Room
 206

Indianapolis, IN 46204

Dear Governor Holcomb:

Thank you for your waiver request submission to the U.S. Department of Labor (Department) regarding certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA) and the accompanying plan to improve the statewide workforce development system (enclosed). The waiver requests were received March 30, 2022, as part of your recent WIOA State Plan modification. This letter provides the Employment and Training Administration's (ETA) official response to your requests and memorializes that Indiana will meet the outcomes and implement the measures identified in its plan to ensure accountability agreed to by Indiana and ETA. This action is taken under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and Sections 8–10 of the Wagner-Peyser Act in WIOA Section 189(i).

Requested Waiver: Waiver associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that the State and local areas expend 75 percent of Governor's reserve youth funds and local formula youth funds on out-of-school youth (OSY).

ETA Response: ETA approves for Program Year (PY) 2022 and PY 2023, which includes the entire time period for which states are authorized to spend those funds, the State's request to waive the requirement that the State expend 75 percent of Governor's reserve youth funds on OSY. ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Indiana to implement its plan to improve the workforce development system. Indiana may lower the expenditure requirement of Governor's reserve funds to 50 percent for OSY.

In addition, ETA approves for PY 2022 and PY 2023, which includes the entire time period for which states are authorized to spend those funds, the State's request to waive the requirement that local areas expend 75 percent of local youth formula funds on OSY. Indiana may lower the local youth funds expenditure requirement to 50 percent for OSY. As a result of this waiver,

ETA expects that the number of in-school youth (ISY) served will increase, and performance accountability outcomes for overall WIOA Youth (including both ISY and OSY) will remain steady or increase for the majority of the WIOA Youth performance indicators.

Requested Waiver: Waiver of the state workforce development board membership requirements at WIOA Section 101(b)(1) and (c) and the corresponding regulations at 20 CFR 679.110(b)-(c).

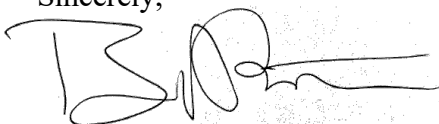
ETA Response: ETA approves, with conditions, the State's request to substitute the WIOA State Workforce Development Board (SWDB) membership requirements with alternate requirements, through June 30, 2024. ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Indiana to implement its plan to improve the workforce development system. In implementing this waiver, the Governor must appoint a unique representative for both the Adult Education and Vocational Rehabilitation programs and extend these representatives' voting privileges. ETA declines to waive the requirements specifically applicable to those Board members.¹ ETA believes that these leadership officials, empowered with full voting privileges, of the State Vocational Rehabilitation and Adult Basic Education programs are essential advocates for inclusive and equitable programming, as well as physical and programmatic access to WIOA-funded services for the populations that these programs represent and serve. ETA accepts all other alterations to SWDB membership and voting privileges as outlined in the State's waiver request, which includes representatives of registered apprenticeship and labor unions, along with representatives from education institutions and businesses. ETA supports the ongoing inclusion of workers' voice provided by labor union representation. If the state wishes to adjust the membership of the board in future years, the state should submit a waiver describing those revisions.

The State must report its waiver outcomes and implementation of the approved waiver in the WIOA Annual Report. ETA will use this information to assess continued waiver approval and to identify promising practices that may be adopted more widely. ETA is available to provide.

¹ 20 CFR 679.110(b)(3)(iii)(A)(I)(ii-iii) require that State Board membership must include the lead State officials with primary responsibility for the AEFLA program and the State Vocations Rehabilitation program. According to 20 CFR 679.110(e), State Board members representing core programs, such as the Vocational Rehabilitation (VR) program, must be individuals who have optimum policy-making authority for the core program that they represent. Pursuant to 20 CFR 679.120(a): A representative with "optimum policy-making authority" is an individual who can reasonably be expected to speak affirmatively on behalf of the entity he or she represents and to commit that entity to a chosen course of action. Furthermore, the VR regulations at 34 CFR 361.13(c)(1) specify certain functions that are the sole responsibility of the VR agency, including participation as a partner in the workforce development system. This would include the VR program's participation on the State Board pursuant to 20 CFR 679.110(b)(3)(iii)(A)(I)(iii) and 20 CFR 679.120(a). The VR program director does not have the authority to delegate this authority to another entity or individual (34 CFR 361.13(c)(2)).

technical assistance to you in support of your goals. If you have questions, feel free to contact my office at (202) 693-2772.

Sincerely,



Brent Parton

Acting Assistant Secretary

Enclosure

cc: Frederick D. Payne, Commissioner, Indiana Department of Workforce Development
Rosaura Zibert, Acting Regional Administrator, ETA
Julie Baker, ETA Federal Project Officer, ETA

Appendix II

	Adult		Dislocated Worker		Youth	
Region 1	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.15%	82.00%	79.10%	78.10%	79.15%	79.80%
Employment 4Q	75.15%	80.90%	74.85%	86.30%	80.15%	83.20%
Median Earnings	\$7,132	\$8,337	\$8,158	\$9,520	\$3,576	\$4,852
Credential Rate	65.45%	65.10%	62.65%	67.30%	64.30%	56.90%
MSG	61.00%	67.10%	61.00%	61.80%	65.00%	76.20%
	Adult		Dislocated Worker		Youth	
Region 2	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	76.90%	79.60%	75.70%	81.30%	78.25%	81.40%
Employment 4Q	73.80%	79.50%	75.85%	84.50%	77.25%	84.70%
Median Earnings	\$6,253	\$7,425	\$7,640	\$9,711	\$3,279	\$4,522
Credential Rate	67.30%	85.50%	72.20%	82.80%	58.15%	66.70%
MSG	61.00%	62.90%	61.00%	67.90%	65.00%	58.70%
	Adult		Dislocated Worker		Youth	
Region 3	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	81.30%	80.90%	79.85%	83.40%	75.00%	87.40%
Employment 4Q	80.05%	83.80%	79.90%	82.20%	83.10%	89.30%
Median Earnings	\$7,406	\$8,398	\$7,911	\$9,571	\$3,610	\$4,374
Credential Rate	70.00%	77.80%	64.00%	78.90%	77.30%	82.60%
MSG	60.00%	77.40%	60.00%	83.30%	65.00%	82.90%

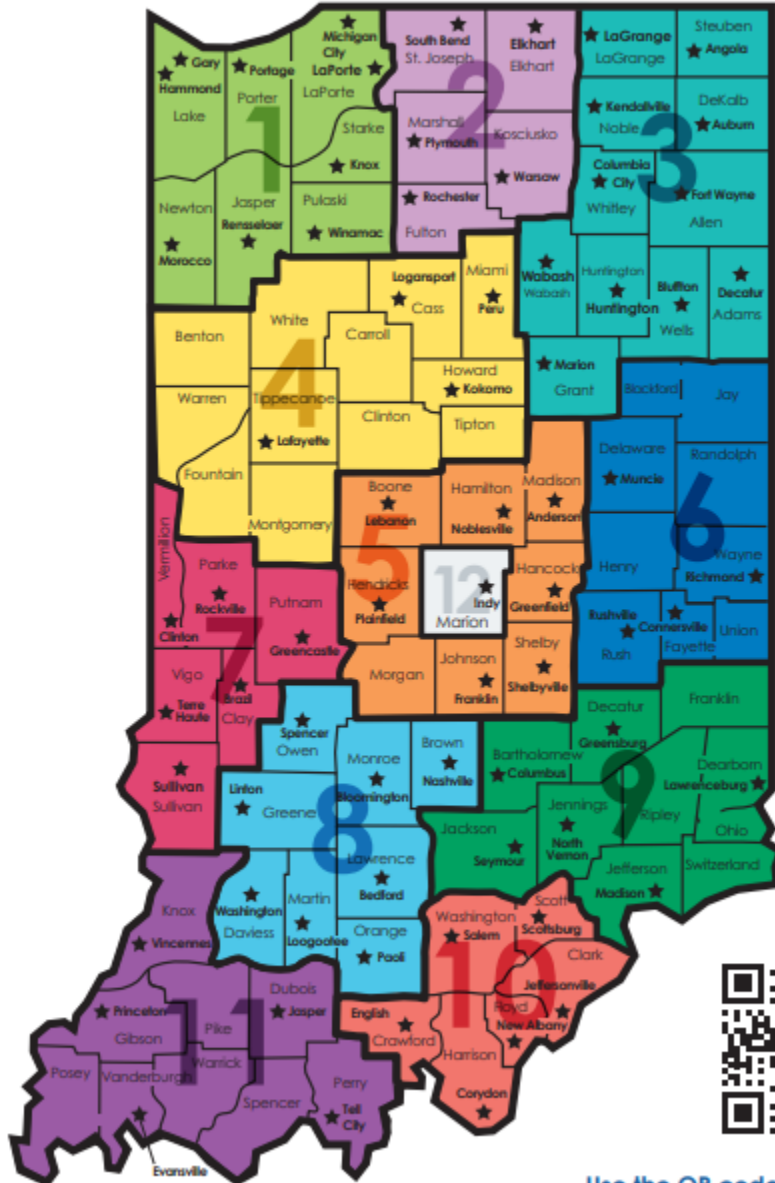
	Adult		Dislocated Worker		Youth	
Region 4	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.20%	82.30%	70.15%	77.00%	78.55%	73.20%
Employment 4Q	76.35%	85.50%	70.00%	81.70%	79.20%	86.70%
Median Earnings	\$7,377	\$9,398	\$7,335	\$8,882	\$3,681	\$4,937
Credential Rate	73.20%	70.10%	70.75%	69.80%	73.90%	64.20%
MSG	61.00%	77.50%	61.00%	94.90%	65.00%	79.80%
	Adult		Dislocated Worker		Youth	
Region 5	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.30%	79.60%	76.80%	79.60%	79.65%	77.20%
Employment 4Q	76.90%	80.20%	81.10%	76.40%	77.80%	87.40%
Median Earnings	\$6,799	\$9,292	\$9,506	\$9,645	\$3,610	\$3,895
Credential Rate	72.50%	74.60%	72.70%	72.10%	67.30%	77.90%
MSG	61.00%	83.30%	61.00%	59.40%	65.00%	86.60%
	Adult		Dislocated Worker		Youth	
Region 6	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	74.50%	69.80%	70.60%	71.00%	76.65%	72.40%
Employment 4Q	72.95%	70.10%	72.30%	66.80%	76.30%	70.90%
Median Earnings	\$6,205	\$7,551	\$6,855	\$8,305	\$3,308	\$3,062
Credential Rate	69.25%	62.90%	66.30%	55.60%	65.05%	67.90%
MSG	61.00%	56.60%	61.00%	72.70%	65.00%	26.30%

	Adult		Dislocated Worker		Youth	
Region 7	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	83.90%	91.50%	77.25%	75.00%	80.40%	85.70%
Employment 4Q	77.60%	84.10%	81.95%	75.00%	75.50%	67.30%
Median Earnings	\$6,600	\$8,942	\$8,298	\$10,539	\$3,600	\$6,022
Credential Rate	73.75%	88.30%	71.15%	91.30%	67.45%	72.30%
MSG	61.00%	72.00%	61.00%	53.80%	60.00%	71.40%
	Adult		Dislocated Worker		Youth	
Region 8	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	78.90%	85.90%	71.95%	71.40%	79.35%	90.20%
Employment 4Q	78.60%	86.80%	74.15%	83.10%	79.30%	83.30%
Median Earnings	\$6,566	\$7,800	\$7,268	\$7,721	\$4,280	\$4,644
Credential Rate	62.45%	72.40%	67.60%	69.60%	61.55%	73.70%
MSG	61.00%	74.80%	61.00%	68.00%	65.00%	59.70%
	Adult		Dislocated Worker		Youth	
Region 9	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	89.45%	86.50%	75.50%	83.30%	80.90%	80.60%
Employment 4Q	83.25%	81.80%	71.00%	82.10%	74.00%	85.30%
Median Earnings	\$6,742	\$8,076	\$7,984	\$7,288	\$4,497	\$5,998
Credential Rate	70.00%	82.10%	68.00%	73.70%	68.30%	55.60%
MSG	61.00%	84.20%	60.00%	61.30%	60.00%	76.70%

	Adult		Dislocated Worker		Youth	
Region 10	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	74.40%	84.30%	75.60%	77.90%	78.40%	77.10%
Employment 4Q	79.55%	77.70%	75.15%	74.00%	78.15%	77.40%
Median Earnings	\$7,500	\$8,898	\$9,111	\$10,098	\$4,400	\$7,600
Credential Rate	71.00%	86.80%	79.35%	70.80%	66.60%	92.30%
MSG	61.00%	64.90%	61.00%	61.90%	65.00%	69.00%
	Adult		Dislocated Worker		Youth	
Region 11	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	82.50%	81.30%	76.70%	80.40%	85.45%	85.10%
Employment 4Q	80.60%	81.70%	78.15%	79.30%	82.90%	90.70%
Median Earnings	\$6,346	\$7,016	\$7,221	\$8,652	\$3,509	\$4,080
Credential Rate	56.70%	71.40%	74.50%	78.70%	68.70%	72.80%
MSG	61.00%	82.00%	61.00%	96.90%	65.00%	85.50%
	Adult		Dislocated Worker		Youth	
Region 12	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.35%	82.50%	75.95%	70.90%	81.10%	81.50%
Employment 4Q	75.15%	75.40%	79.55%	71.70%	75.90%	80.00%
Median Earnings	\$7,264	\$8,901	\$8,450	\$9,926	\$3,580	\$3,897
Credential Rate	44.60%	78.90%	54.20%	65.80%	74.55%	75.00%
MSG	61.00%	54.70%	61.00%	58.10%	65.00%	54.10%

Appendix III

WorkOne Career Centers



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³ WorkOne Career Centers are also known as America’s Job Centers.



INDIANA DEPARTMENT OF
WORKFORCE
DEVELOPMENT

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Contact:



Indiana Department of Workforce Development
Indiana Government Center South
10 North Senate Avenue
Indianapolis, IN 46204



www.DWD.IN.gov