

WIOA Annual Performance Narrative Report

Program Year 2024
(July 1, 2024 – June 30, 2025)

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Indiana Workforce Innovation and Opportunity Act (WIOA) Annual Narrative

Waivers

Youth Expenditures Waiver

Indiana was approved for a waiver to provide flexibility for local Workforce Development Boards (WDB) to decrease the minimum out-of-school youth (OSY) expenditures from 75% to 50%, as needed. OSY services are very individualized to meet the needs of participants by providing them with access to partnerships with training providers and employer partners, which are tailored to help OSY participants achieve their individual goals.

The waiver has been specifically used to ensure consistent funding for the Indiana Jobs for America's Graduates (JAG) program. Consistent support for JAG has notably boosted access to WIOA for JAG participants. JAG/WIOA co-enrollment has further enhanced access to youth program elements for these in-school students. This co-enrollment ensures access to the fourteen (14) youth program elements. However, across Indiana, the use of WIOA in-school funding is less than 25%, although it is higher in some workforce service areas.

In PY24, Indiana's local WDB's in regions 3, 5, and 11 utilized the Youth Funding Expenditures Waiver. Due to an investment from the Family and Social Services Administration's (FSSA) Temporary Assistance for Needy Families (TANF) program in August 2023, these local workforce development areas (regions) opted to co-enroll in-school youth in JAG and WIOA to provide greater access to supportive services like tutoring and goal completion incentives.

To meet broad in-school youth enrollment goals under WIOA, Indiana's state and local WDB's rely on programs like JAG, which is a 43-year nationally recognized workforce preparation and dropout prevention program, to improve high school graduation rates, increase post-graduation employment, and to increase access to, and utilization of, post-secondary education and training by Indiana's new high school graduates.

The flexibility allowed by the Waiver on Funding Youth Expenditures has contributed to the success of Indiana's JAG program by allowing JAG to continue in-class instruction, student mentoring, and participant follow-up services. For the Indiana Class of 2024, JAG Indiana boasts a 97% graduation rate, outpacing all Indiana seniors in that cohort by 7%.

Through the numerous opportunities offered in JAG programming and other individualized services for OSY, including work experience, mentorship opportunities, connections to Adult Education and/or other partners, and a direct connection to program services, outcomes for youth with barriers are strong. Additionally, most youth who have received occupational skills training achieve employment and skills gains at a higher level than those who have not.

Performance Expectation

As identified in the waiver, United States Department of Labor (USDOL) anticipated an increase in the number of in-school youth (ISY) served, with the performance accountability outcomes for the overall WIOA Youth, including both ISY and OSY—expected to remain stable or improve across most WIOA Youth performance indicators.

Prioritizing Out-of-School Youth

The Indiana Department of Workforce Development (DWD) and our local WDB's are continually exploring innovative methods to prioritize OSY and provide educational, training, and employment service opportunities. This includes:

- Targeting OSY involved with the criminal justice system and residing in high crime areas;
- Collaborating with Adult Education programs for co-enrollment and educational remediation in support of future employment/education goals;
- Ensuring flexible access points for service delivery;
- Providing comprehensive wrap-around services for special populations, particularly those with limited language proficiency, disabilities, and/or basic skills deficiencies; and
- Partnering with Vocational Rehabilitation Pre-Employment Transition Services (pre-ETS).

For more information regarding the above initiatives, please refer to [Appendix 1: Youth Funding Expenditures Waiver](#).

State Board Membership Requirements Waiver

During the 2018 Legislative Session, the Indiana General Assembly created the Governor's Workforce Cabinet (GWC) and designated it with the responsibilities of the state workforce development board (SWDB), in addition to assigning it the authority to direct the state agencies required to strategically address current and future workforce and education needs. Although the GWC worked toward the goals established for PY24 most of the year, legislation passed late in PY24 that abolished the GWC effective July 1, 2025 (IC 4-3-27.3-2), transferring the GWC's responsibilities to DWD. At the time of submission of this performance narrative, DWD is in process of reconstructing the SWDB to better align with WIOA requirements rather than continuing or requesting an adjustment to the structural waiver.

During PY24, the GWC initially continued work toward strategic and legislative initiatives such as:

- Expansion of early learning opportunities.
- Increased support of 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 of career technical education graduation pathways and funding:
- Acceleration of digital development:
- Increased funding for short-term certification programs, credential attainment and stack-ability, and on-the-job education opportunities.
- Establishment of college funding formula for in-demand STEM degrees.
- Development of in-state college retention incentives; and
- Increased funding for adult education.

As the newly designated administrative entity for the SWDB, DWD will assist new SWDB members in reviewing strategic priorities, such as those above, and updating goals in alignment with WIOA. Regarding quantifiable goals established in the GWC's waiver, DWD has updated the below with the information accessible and available to staff in drafting this narrative.

Measuring Progress Toward Quantifiable Goals

Indiana set a goal for 60% of Hoosiers aged 25-64 to obtain a postsecondary credential by 2025 to raise higher education attainment rates post-high school. In PY24, Indiana's local workforce boards had 925 Next Level Jobs Workforce Ready Grant (WRG) enrollments, 717 credentials earned, and a 78% credential rate. WRG administered by institutions landed at 788 enrollments, 496 credentials earned, and a 63% credential rate. Credential attainment within K-12, CTE and post-secondary education also received administrative and legislative support to further develop K-12 graduation pathways, increase the number of 21st Century Scholar grant recipients, bolster adult education training, and incentivize post-secondary graduate in-state retention during the 2023 legislative session. Perkins postsecondary credential attainment metrics declined from 26% of concentrators to 18%.

The Office of Work-Based Learning and Apprenticeship (OWBLA) assists employers in expanding capacities around work-based learning through targeted resources and tools, such as pre-apprenticeship programs and Registered Apprenticeship (RAP) programs. In addition, OWBLA coordinates a network of partners that support and impact work-based learning programs. Indiana had nearly 21,000 active apprentices in more than 900 registered apprenticeship programs in 2024, a 17.13% increase from PY23 to PY24.

The Employer Training Grant, an on-the-job training grant program distributed through regional workforce development boards, served 648 employers with over 4,300 individuals receiving on the job training support with an average wage of \$24.36 during program year 2024-2025. Within Adult Education approximately 3,760 individuals and 120 employers participated in PY24 through the Workforce Education Initiative (WEI) with employers engaging in multiple classes.

During PY24, employer engagement efforts resulted in 5,556 unique businesses being served. The top three business service types in PY24 were Employer Support Services (9,925), Workforce Recruitment Assistance (8,986) and Employer Information Services (7,059). Women, minority, and veteran-owned business engagement landed at 574 in PY24 number of businesses served.

Studies for Research and Evaluation

Current or Planned Evaluations and Research Projects

Indiana continues to prioritize evaluation as a critical component of data-driven decision-making within its workforce system. Building on the progress made in PY23, and despite a small setback in staffing capacity, the state has deepened its commitment to using evaluation not only as a tool for accountability but also as a strategic driver for continuous improvement.

Over the past year, Indiana has made significant progress in strengthening its evaluation infrastructure. A key achievement has been the development and implementation of enhanced performance dashboards, available at <https://www.in.gov/dwd/performance/wioa-title-i-data/>. These dashboards provide real-time, user-friendly access to key WIOA Title I performance metrics, supporting both state and local stakeholders in monitoring outcomes, identifying trends, and making informed decisions.

Looking ahead to PY25, Indiana is preparing to focus our strategy on conducting two to three "mini" evaluations on high-priority topics that align with upcoming shifts in the state's workforce system. Possible evaluation topics include:

- Brick-and-Mortar ROI – Assessing the return on investment of physical workforce center locations in terms of service delivery, customer reach, and outcomes.
- Training Impact – Evaluating the effectiveness of training programs in improving employment and wage outcomes for participants.

- Employer Engagement and Impact – Analyzing how employer partnerships influence job placement, retention, and satisfaction for both businesses and job seekers.

To support this evaluation agenda, Indiana has filled a new position within the Performance Reporting and Data Integrity Unit dedicated exclusively to evaluation. This role will lead to the design and execution of evaluations in collaboration with subject matter experts and local partners, ensuring that findings are timely, relevant, and actionable.

As in previous years, the Indiana State Legislature conducted an annual review, analysis, and evaluation process for Indiana’s workforce-related programs during PY23. This review was conducted by the Office of Fiscal and Management Analysis (OFMA), a division of Indiana’s Legislative Services Agency (LSA). The findings are available in the 2024 Workforce Evaluation Report, https://iga.in.gov/publications/workforce_review/2024%20Workforce%20Evaluation_FINAL.pdf.

WIOA Governor’s Reserve Funds will continue to be instrumental in supporting these evaluation efforts, reinforcing Indiana’s commitment to building a culture of evidence-based practice and continuous improvement across its workforce programs.

Efforts to Coordinate Projects

In PY24, Indiana continued to strengthen its commitment to evidence-based evaluation by deepening engagement with local WDBs and other key partners. A central focus of this year’s efforts has been the development and deployment of enhanced performance dashboards, which serve as a powerful tool for engaging stakeholders in understanding program impact. These dashboards, available at <https://www.in.gov/dwd/performance/wioa-title-i-data/>, offer real-time, accessible insights into WIOA Title I performance metrics and are actively used by both state and local partners to inform strategic planning and service delivery. In addition to these efforts, Indiana continues to seek out and identify potential collaboration opportunities for evaluation at the national level.

The dashboards have become a cornerstone of Indiana’s evaluation strategy, helping to foster a culture of data use and continuous improvement. Local WDBs are not only using these tools to monitor outcomes but are also actively participating in discussions around evaluation and research priorities. Through regular engagement, boards are encouraged to recommend future evaluation topics that align with local needs and emerging trends.

DWD’s approach to evaluation planning remains inclusive and collaborative. Local WDBs and other relevant stakeholders are engaged throughout the process—from identifying evaluation topics to reviewing findings—ensuring that evaluations are relevant, actionable, and aligned with both state and local priorities.

Efforts to Provide Data, Survey Responses, and Timeliness 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 PY24.

Continuous Improvement Strategies

DWD remains firmly committed to a culture of continuous improvement, using data, research, and evaluation findings to inform strategic decisions and enhance program effectiveness.

Looking ahead to PY25, as part of DWD’s evaluation planning process, a critical phase following each study is intended to involve identifying and implementing practical recommendations. These post-evaluation

activities are designed to ensure that findings are not only documented but also operationalized, leading to tangible improvements across the workforce system. This approach reinforces DWD's goal of making evaluations a dynamic tool for learning and innovation, rather than a static reporting exercise.

To support these efforts, DWD continues its long-standing partnership with the Indiana Business Research Center (IBRC) at Indiana University. This collaboration plays a vital role in the design and execution of evaluations, including evaluation design and analysis. IBRC's expertise in labor market research and program evaluation enhances the rigor and relevance of the studies conducted, ensuring that findings are both credible and actionable.

Through these collaborative efforts, DWD is not only building internal capacity for evaluation but also fostering a broader ecosystem of evidence-based practice across Indiana's workforce system. This includes engaging local WDBs and other stakeholders in the evaluation process—from topic selection to implementation of findings—ensuring that evaluation remains a shared responsibility and a driver of system-wide improvement.

Customer Satisfaction

To capture customer feedback on services received from their AJCs, DWD utilizes an online Customer Satisfaction Survey. Available in English and Spanish, the survey is made available to all customers in comprehensive and affiliate AJC offices. The surveys begin by asking customers to identify the type of service(s) that they received, rate their satisfaction with those services, and then rate their overall AJC experience. All surveys offer the option of adding personalized comments.

See *Appendix 2: Customer Satisfaction*; [Table 1 for a list of the reasons for visiting an AJC location](#).

Survey Messaging

To encourage customers to complete a survey and to remind staff to make survey access available to customers DWD relies on a variety of messaging strategies.

QR Codes

Quick Response (QR) codes for survey access are included in the survey signage. Each AJC location receives a customized QR code for their English and Spanish language surveys and responses are tracked by location. QR codes and survey shortcuts can be added to public computers in the AJC office and staff can include these links via email to customers receiving virtual services. Enhancing survey accessibility and visibility resulted in an increase in survey responses of 4.3% over PY 23.

Signage

DWD provides customized signage that encourages customers to complete a customer satisfaction survey. Signs are specific to each AJC location and are provided in English and Spanish language. Signage is posted in customer computer areas, front desk or reception areas and at the office entry or exit.

Survey Results

Customer Satisfaction

During PY24, 23,155 survey responses were submitted. [Table 3 in Appendix 2: Customer Satisfaction](#) reveals the satisfaction ratings for PY24. The overall satisfaction rate is achieved by combining the extremely satisfied, very satisfied and somewhat satisfied ratings.

[Table 2 of Appendix 2: Customer Satisfaction](#) demonstrates AJC services received as identified by customer survey responses during PY24.

Employer Satisfaction

In addition to the Customer Satisfaction Survey, all regions have access to a survey to measure employer satisfaction. The Employer Satisfaction Survey seeks feedback on services provided by the AJC and the region's business services team. Employer feedback is utilized to improve and develop business services and training opportunities.

During PY24 Indiana received 122 responses to the employer survey. [Table 4 of Appendix 2: Customer Satisfaction](#) breaks down the employer satisfaction response rate of 97.5%. The overall satisfaction rate is a combination of the extremely satisfied, very satisfied, and somewhat satisfied ratings.

Responses for employer service selection are broken down [in Table 5 of Appendix 2: Customer Satisfaction](#), with most of the responses due to employers having participated in an AJC job fair event. Other noteworthy services provided to employers include training grants and apprenticeships.

Efforts to Improve Service Delivery

DWD uses the customer and employer satisfaction results to provide monthly (Comment Reports) and quarterly (Customer Satisfaction and Employer Satisfaction Reports) reports to each region. Customer feedback is used to identify exceptional service and best practices at the staff and office levels. Regional leadership is expected to utilize survey results for continuous improvement.

Survey Details

DWD utilizes Survey Monkey for the creation, completion, and reporting of the Customer Satisfaction and Employer Satisfaction Surveys. Both surveys include questions that allow respondents to leave individual comments as well as satisfaction ratings for the services they receive. DWD provides a monthly Comments Report to regional leadership so they can be more reactive to customer comments and recognize outstanding service in a timely manner. The Customer Satisfaction Report is released quarterly to show satisfaction ratings over time. Both reports provide results by AJC site, and the Customer Satisfaction Report also provides ratings by region. Employer Satisfaction Reports are presented on a quarterly basis. Local sites and regions can choose to implement other customer satisfaction measurements, but the DWD Customer Satisfaction Survey is a required tool.

State Strategies

Strategic Goals and Vision

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 2024 WIOA program year, Indiana has continued our significant progress toward achieving this strategic vision. This progress includes:

- **Continued investment in talent development** through Indiana’s flagship Next Level Jobs initiatives, including the state-funded Workforce Ready Grant (WRG) and Employer Training Grant (ETG) programs, with plans to expand ETG in Program Year 2025.
- **Progress in Indiana’s apprenticeship strategy**, highlighted by:
 - The launch of the Apprenticeship Indiana Institute (All)
 - Ongoing efforts in systems alignment to support scalable apprenticeship models
- **Active participation in the National Governors Association (NGA) Policy Academy** focused on enhancing the SNAP Employment & Training (E&T) program.
- **Execution of comprehensive compliance reviews**, incorporating a “Year in Review” approach to strengthen oversight and continuous improvement.
- **Implementation of the Employment Services Innovation Project**, designed to streamline and enhance service delivery for job seekers.
- **Enhancement of workforce dashboards**, enabling more effective, data-driven decision-making across the system.

QUEST – Dislocated Worker Strategy

During PY24, DWD wrapped up the last stages of the USDOL QUEST DWG. This important program has empowered unemployed and underemployed Hoosiers to access, re-enter, or advance within high-quality jobs across vital industries such as infrastructure, environmental initiatives, climate resilience, and the care economy.

A key component of the QUEST grant is its focus on co-enrollment opportunities, which ensures participants receive comprehensive, wrap-around services designed to enhance their chances of achieving employment success.

For more information on Indiana’s QUEST DWG, please see Statewide Funds, National Dislocated Worker Grant section of this narrative.

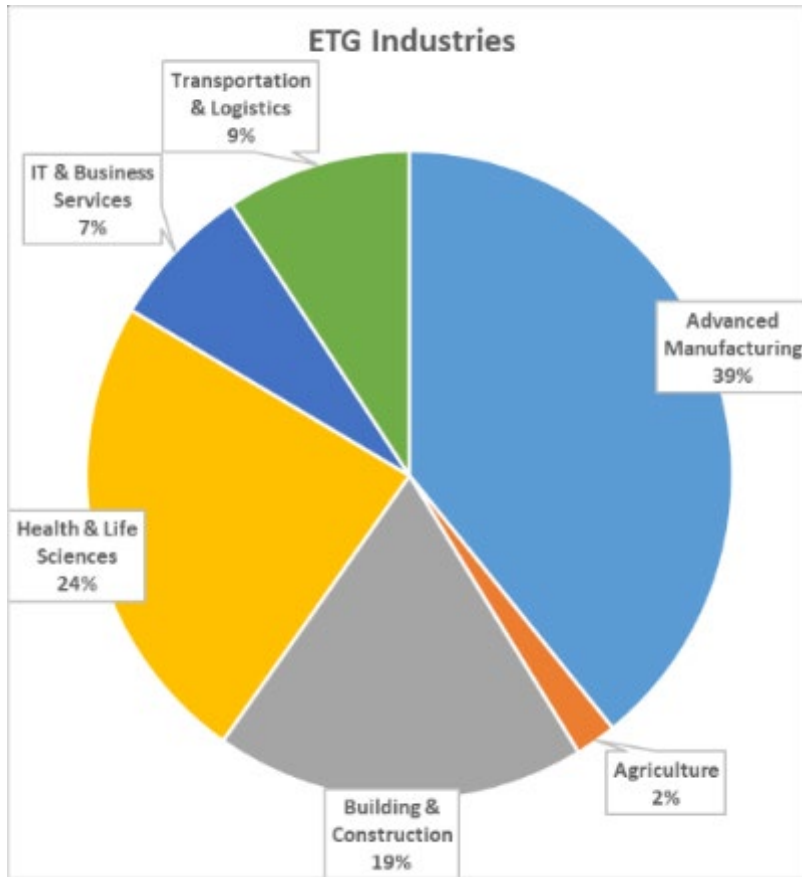
Next Level Jobs

Indiana’s Workforce Ready Grant (WRG) and Employer Training Grant (ETG) programs are integral components of Governor Eric Holcomb’s Next Level Indiana agenda. In collaboration with the Indiana Commission for Higher Education (CHE), DWD continues to strengthen the state’s workforce by targeting high-priority industries, high-demand occupations, and Hoosiers most in need of education and training opportunities.

The State of Indiana is supporting employers through our “Grow Your Own Talent” initiative, and the Employer Training Grant plays a key role in our success. Taking a proactive approach and building sustainable talent pipelines through comprehensive programs will yield the individuals who have the knowledge, skills, and abilities that employers need.

- The WRG program covers tuition costs for eligible Hoosiers enrolling in high-value postsecondary certificate programs offered by Ivy Tech Community College, Vincennes University, and other approved providers listed on Indiana’s Eligible Training Provider List (ETPL). In Program Year 2024 (PY24), the WRG served 1,661 Hoosiers, helping them gain credentials aligned with in-demand careers.
- The ETG program supports Indiana employers by reimbursing up to \$5,000 per employee (with a cap of \$50,000 per employer) for training new or existing employees in high-demand sectors, provided the employee remains employed for at least six months. In PY24, the ETG program partnered with 421 Hoosier businesses, helping to upskill 4,569 individuals. Detailed training plans submitted by employers provide valuable insights into local occupational needs, enabling workforce partners to

better align WIOA participants with immediate job opportunities. This program continues to bridge the gap between employer workforce needs and the career advancement goals of Indiana workers. DWD maintained its focus on six priority industry sectors:



- Advanced Manufacturing
- Agriculture
- Building and Construction
- Health and Life Sciences
- IT and Business Services
- Transportation and Logistics

Notably, Indiana's ETG program was ranked 8th in the nation on *Area Development Magazine's* 2023 list of Top Workforce Development Programs.

An example of how ETG helps support and expand opportunities for Hoosier talent and employers includes the following testimonial from Matt from PCA Pharmacy:

"We are very appreciative of the support that we received from the Employer Training Grant. We would not have been able to perform the training without the help. We were able to train 10 employees on a new piece of software that we use. These trainees are now able to use that software in their daily roles as pharmacy technicians."

Learn more about the Employer Training Grant at <https://www.in.gov/dwd/business-services/etg/>

Compliance

For the past several years DWD has made significant strides in conducting comprehensive compliance reviews of Indiana's 12 Local Workforce Development Areas' (LWDAs) implementation of WIOA programs and aggregating those results into a Year in Review (YIR) summary that analyzes statewide trends and noteworthy actions identified in monitoring. These annually conducted reviews assess LWDA compliance with statutory, regulatory, and policy-driven requirements as they relate to WIOA Title I administrative/financial management, service delivery, and Equal Opportunity & nondiscrimination. In PY24, Indiana used a concurrent review process where WIOA and non-formula workforce grants were reviewed at the same time to ensure that all DWD funded programs are operating as intended.

The qualitative and quantitative information produced through monitoring reviews illustrates how programs and their broader service delivery systems are being implemented, how they align with regulatory requirements, and the quality of services being delivered. The YIR, in combination with what LWDAs learn from their own subrecipient monitoring efforts, can help strengthen the continuous feedback loop for process improvement. Having ongoing mechanisms for capturing, analyzing, and acting on program implementation information enables educated decision making and aligns further changes with organizational needs. The YIR's statewide aggregated compliance review information should be beneficial to LWDAs to develop staff training, identify resources for technical assistance, and structure subrecipient

monitoring activities and processes. DWD's ongoing monitoring activities along with the YIR reflect DWD's commitment to ensuring that job seekers are supported to meet their employment and education goals to obtain economic self-sufficiency.

Employment Services Innovation

In PY24, Indiana made significant strides in transforming its employment and reemployment services through the Employment Services Innovation (ESI) initiative. This effort aimed to create a more customer-centric, integrated service delivery model for the Wagner-Peyser and Reemployment Services and Eligibility Assessment (RESEA) programs.

The foundation of ESI was built on extensive stakeholder engagement, including collaboration with NASWA's Workforce IT Support Center (WITSC), regional site visits, and best practice reviews. These efforts informed a modernized framework that emphasizes timely, consistent, and high-quality services across the state. Key accomplishments in PY24 included:

- Development of a unified service model that integrates Wagner Peyser and RESEA programs, ensuring UI claimants receive early and effective support.
- Establishment of clear service standards to enhance customer experience and operational consistency.
- Technology and process enhancements are aimed at reducing manual workloads and improving system interoperability.

As DWD continues its transitions into full implementation, the ESI framework positions Indiana to deliver more impactful employment services, reduce unemployment durations, and strengthen the overall workforce system.

Workforce Dashboard Redesign

In PY24, Indiana has continued to strengthen its commitment to evidence-based evaluation by deepening engagement with local WDBs and other key partners. A central focus of this year's efforts has been the development and deployment of enhanced performance dashboards, which serve as a powerful tool for engaging stakeholders in understanding program impact. These dashboards, available at <https://www.in.gov/dwd/performance/wioa-title-i-data/>, offer real-time, accessible insights into WIOA Title I performance metrics and are actively used by both state and local partners to inform strategic planning and service delivery. The dashboards have become a cornerstone of Indiana's evaluation strategy, helping to foster a culture of data use and continuous improvement.

Advancement of Apprenticeship Strategies

In PY24, Indiana's Apprenticeship Institute continued to expand its reach and impact, building on the strong foundation established in the previous year. Developed by DWD, the Institute serves as the training arm of the Apprenticeship Indiana program and plays a critical role in equipping workforce professionals with the tools and knowledge needed to design and implement effective apprenticeship strategies.

Throughout PY24, the Institute scaled its efforts by delivering structured training aligned with Indiana's Work-Based Learning Toolkit, which includes four key components: Basics, Build, Launch, and Management. These modules provide a comprehensive, step-by-step guide for intermediaries, employers, and higher education partners interested in launching or expanding Registered Apprenticeship and Pre-Apprenticeship programs. Training was delivered through a blend of in-person sessions and on-demand webinars, allowing for greater accessibility and flexibility for participants across the state. Following the successful pilot launch in PY23, PY24

marked the first full program year of implementation, with increased participation and engagement from regional partners.

To further support the development of high-quality work-based learning pathways, DWD also advanced the use of its Work-Based Learning Degree Continuum. This tool offers a visual framework that integrates academic instruction, certification programs, and hands-on training experiences. It helps individuals, employers, and program developers identify optimal pathways for skill development and degree attainment—whether for new hires or incumbent workers.

The continuum has proven especially valuable in aligning workforce training with employer needs, supporting customized upskilling strategies across a range of industries and education levels. As a result, PY24 saw deeper collaboration among workforce boards, education providers, and employers, reinforcing Indiana’s commitment to building a robust, scalable apprenticeship ecosystem.

Registered Apprenticeship Programs

Indiana continued to implement our USDOL Apprenticeship Building America Grant. DWD continues its collaborative approach with local WDBs to deliver apprenticeship strategies effectively at the local level. Significant progress has been made in PY24 by focusing on both regional and partner collaboration in providing local training to enhance the delivery of apprenticeship strategies. In PY24 DWD successfully launched a new module to our case management system to further integrate apprenticeships into our overall workforce case management strategy.

The Apprenticeship Indiana Institute continues to equip workforce professionals across the state with resources and training to develop and implement effective apprenticeship strategies. PY24 saw the Institute continued to offer structured registered apprenticeship components training and expanded training opportunities in mentoring and pre-apprenticeship components, which complement the three added toolkits; Pre-Apprenticeship; Guide, Secondary, and Adult Education. These toolkits serve as a comprehensive “how-to” guide for any intermediary, employer, or higher education partner looking to start a Pre-Apprenticeship program. The Institute’s training programs provide opportunities quarterly and are delivered through both in-person and virtual instruction.

Additionally, in PY24, continued outreach engagement was completed through multiple partners and industry, focused on in-person apprenticeship accelerators, promoting apprenticeship tools and community partner collaboration. A new channel for outreach was achieved through the launch of Apprenticeship Indiana’s Quarterly call, bringing together the Work Based Learning (WBL) ecosystem for new and upcoming partners, events and products.

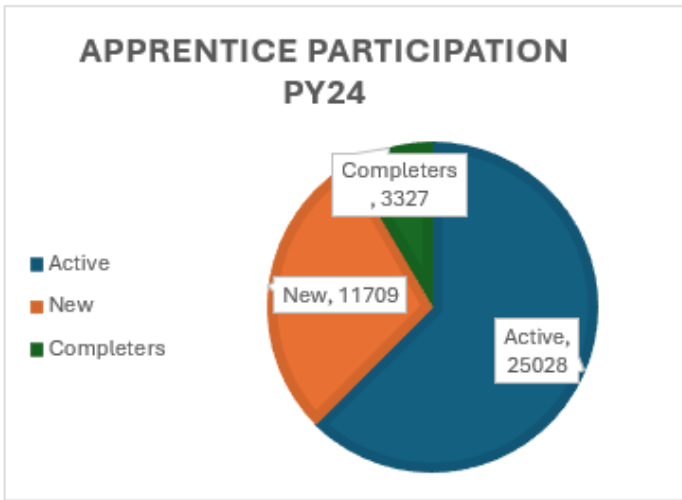
Continued momentum was achieved with DWD’s Work-Based Learning Degree Continuum. This tool visualizes an integrated approach to training and development, combining educational curricula, certification programs, and training experiences to address essential occupational skills and competencies. This product will help individuals, employers, and program developers identify the most effective training and education paths to meet both individual goals and employer requirements.

See [Appendix 3: Apprenticeships](#) for a visual of outcomes based on our strategies.

There continues to be three areas of consistent focus and challenge to ensure not only continued program success for existing programs and partners but also sustainable expansion. They are:

1. **Ensuring Workforce Alignment:** identifying and adapting training programs and tools to meet the rapidly evolving needs of employers and aligning the skills of the workforce with industry demands.

2. **Sustaining Partnerships:** strengthening and maintaining collaboration with industry partners, educational institutions, and government agencies to create sustainable apprenticeship and work-based learning opportunities.
3. **Funding and Resource Allocation:** securing consistent state funding and resources to support the growing demand for apprenticeships and other work-based learning programs.



Overall statewide registered apprenticeship program participation and outcomes for PY24 continue to have positive expansion and outcome numbers. Within apprentice participation for PY24, Indiana saw active participation of over 25,000 apprentices. Of the overall participation numbers, two strongly demonstrate the health of registered apprenticeship programs; New apprentices entering the program and the number of successful completers.

Of the over 25,000 active participants in PY24; New Apprentices entering within the defined year reached more than 11,700, demonstrating the needs of employers are being met and addressing upskilling of employees. With the secondary marker of

achievement being successful completers of a registered apprenticeship program, PY24 witnessed more than 3,300 apprentices earning their National Certificate of Completion of Apprenticeship.

Performance Accountability System

Data Entry Quality Control

To continue to strengthen data entry quality control, DWD requires timely data entry in accordance with [DWD Policy 2023-05; Maintaining Data Integrity in Workforce Programs](#). This policy implemented a 3-day limit for entering services into the case management system. Any service entered more than 3 days after the actual service provision must be reviewed for accuracy by DWD Performance and Data Integrity team before the service can be backdated. The new backdating window, and increased analysis of the data, has ensured more timely data entry and a step forward to better data entry quality.

DWD conducts several activities to ensure data integrity of reported information:

- Ensuring timely entry of services
- Maintaining central control over service updates
- Working with regional staff on data accuracy
- Hosting or participating in regular meetings with local WDBs and MIS users to discuss data issues
- Issuing technical assistance bulletins
- Conducting a regular review of Quarterly Reporting Analysis (QRA) results
- Executing the data validation operations in accordance with state policy

Negotiated Performance Levels for Core Programs

The table below represents DWD's statewide negotiated and actual performance metrics for PY24. Local WDB Metrics are available in [Appendix 4: PY24 Local WDB Metrics](#).

	Adult		Dislocated Worker		Youth	
Indiana	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.00%	78.60%	76.40%	74.80%	80.00%	78.50%
Employment 4Q	79.50%	78.40%	76.00%	76.60%	82.10%	80.10%
Median Earnings	\$7,700.00	\$8,840.00	\$8,219.00	\$10,096.00	\$4,300.00	\$4,980.00
Credential Rate	72.80%	72.10%	73.60%	70.70%	68.00%	69.20%
MSG	66.20%	82.80%	67.00%	76.90%	69.00%	77.30%

Common Exit

DWD emphasizes our position on common exit through [DWD Policy 2021-08, Change 1 Co- Enrollment and Common Exit Policy](#). 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 USDOL definition with a focus on performance outcomes and federal reporting. DWD's case management system, Indiana Career Connect (ICC), is utilized for the purposes of implementing Indiana's common exit. ICC applies a combined, or common, soft exit process that automatically applies to Title I, Title III and Trade Adjustment Assistance (TAA). 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. Programs included in Indiana's common exit are: WIOA Title I (Adult, Dislocated Worker, and Youth); NDWG; WIOA Title III (Wagner-Peyser); JVSG; and TAA.

Exit. As defined for the purpose of performance calculations, an exit occurs at the point after which a participant who has received services through any program meets the following criteria:

- For WIOA Title I programs (Adult, Dislocated Worker, and Youth), WIOA Title II (Adult Education and Family Literacy Act (AEFLA)) programs, and the Wagner-Peyser Employment Service program, 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.

Data Validation

DWD has established processes for data validation that meet federal guidelines issued by USDOL. See [DWD Policy 2022-08, Change 1, Workforce Programs Data Validation](#). 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 regions to use ICC to upload documents upon receipt from the participant for data validation purposes. ICC 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, as outlined below, to ensure that all documentation related to eligibility and performance outcomes are recorded in ICC.

In PY24, DWD continued to implement our data validation strategy for sampling and validating data on a quarterly basis. The sample contains active and exited participants from all regions for TAA, Apprenticeship, WIOA Title I, and WIOA Title III programs with a confidence level of 95% and a confidence interval of 15%. The samples are randomly drawn from the Participant Individual Record Layout (PIRL) extract file by an automated randomized process in ICC and are checked against the system following the guidelines in [TEGL 23-19 Change 2: Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor \(DOL\) Workforce Programs](#) to ensure the accuracy of the information contained in the federal extract files.

Errors rates among data elements are calculated by dividing the total number of records with data element failures by the total number of records reviewed.

Data Validation results are sent to the regions for review and appropriate data correction. Annually, DWD validators meet with each local area's self-chosen representatives individually to go over both regionally and statewide data validation error trends, providing guidance and training based on these trends.

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 Workforce Integrated Performance System (WIPS). DWD has flagged errors, including those from the Quarterly Report Analysis (QRA), and in those instances, regions 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.

Indiana continues to assess the data validation process to ensure the process is working as intended and will make any revisions as needed.

Statewide Fund Activities

Governor's Reserve Fund Activities

Workforce Systems

In a continued effort to enhance efficiency and improve outcomes for both staff and Hoosiers, DWD has made significant strides in centralizing and integrating its workforce systems. Building on the foundational work of previous years, PY24 saw the successful integration of DWD's apprenticeship system and virtual engagement platform with the state's case management system (ICC). These efforts are part of a broader strategy to create a more seamless and user-friendly experience across all workforce touchpoints.

DWD remains committed to leveraging the WIOA Governor's Reserve Funds not only as a financial resource but as a strategic tool to drive innovation and system modernization. By aligning key platforms and streamlining data collection processes, the state is reducing duplication, improving data accuracy, and enabling staff to deliver more targeted and effective services.

Throughout PY24, DWD has continued its comprehensive assessment of the technology infrastructure supporting the workforce system. This ongoing evaluation ensures that emerging opportunities for integration and efficiency are identified and acted upon. As part of this commitment, DWD will continue to allocate a portion of the Governor's Reserve Funds to support system enhancements that promote a more connected, data-informed, and performance-driven workforce ecosystem.

These efforts reflect Indiana’s dedication to building a cohesive, responsive, and future-ready workforce system that better serves the needs of both job seekers and employers.

Performance

Effective performance management remains a cornerstone of DWD’s strategy to evaluate and improve the success of its workforce programs. In PY24, DWD has continued to strategically invest WIOA Governor’s Reserve Funds to strengthen performance management infrastructure and tools. These investments have supported the development and deployment of new and enhanced dashboards that provide greater transparency and actionable insights into program outcomes.

A key milestone this year was the launch of redesigned WIOA dashboards, now available to the public and stakeholders at <https://www.in.gov/dwd/performance/wioa-title-i-data/>. These dashboards offer a more intuitive and interactive experience, enabling both DWD and local WDBs to monitor key performance indicators, identify trends, and make data-informed decisions that drive continuous improvement.

Looking ahead, DWD remains committed to using these funds to further enhance its performance management capabilities. This includes ongoing refinement of the Workforce Dashboard and the development of additional tools that support real-time data analysis and strategic planning. By centralizing performance data and making it more accessible, Indiana is empowering staff and partners to better serve Hoosiers and meet the evolving needs of the workforce.

Evaluations

DWD continues to prioritize evaluation as a critical component of data-driven decision-making within its workforce system. Building on the progress made in PY23, DWD has deepened its commitment to using evaluation not only as a tool for accountability but also as a strategic driver for continuous improvement. Over the past year, the development and implementation of enhanced dashboards have been central to Indiana’s evaluation efforts. These dashboards—available at <https://www.in.gov/dwd/performance/wioa-title-i-data/>—provide real-time, user-friendly access to key performance data. They support both state and local stakeholders in monitoring outcomes, identifying trends, and making informed decisions that improve service delivery and participant success.

Looking ahead to PY25, DWD is focused on a strategy to conduct two to three targeted “mini” evaluations to further explore key areas of interest as the state prepares to undergo significant shifts in its workforce system. These evaluations will focus on topics such as Brick-and-Mortar ROI, Training, and Employer Impact and will be designed to provide timely, actionable insights that inform policy and programmatic decisions. To support this work, after a temporary hiatus in filling positions, DWD has filled a new position within the Performance Reporting and Data Integrity Unit focused exclusively on evaluation, ensuring dedicated capacity for this critical function throughout the next program year.

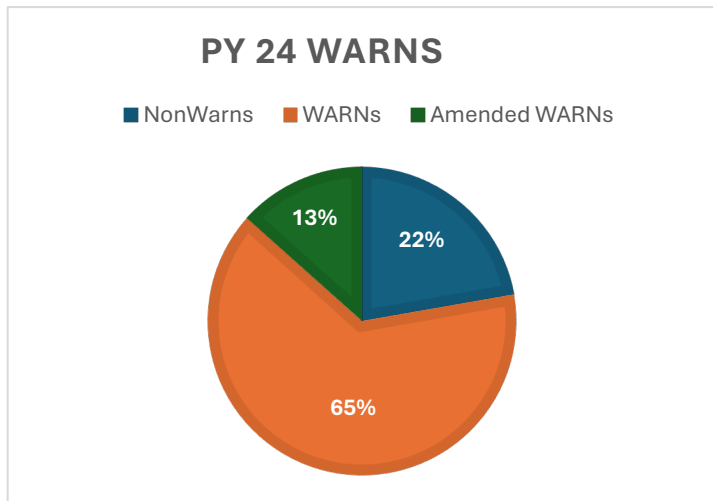
WIOA Governor’s Reserve Funds will continue to be instrumental in supporting these evaluation efforts, reinforcing DWD’s commitment to building a culture of evidence-based practice and continuous improvement across its workforce programs.

Rapid Response and Layoff Aversion Activities

Rapid Response

DWD activates Rapid Response (RR) once we are notified of a layoff, closure, or reduction in hours. RR services include orientations to provide career and employment services and provide information on Adult Education, Veteran services, Labor Market Information, TAA, Employee Benefits Security Administration (EBSA), WOTC, Federal Bonding, RESEA, Unemployment Insurance and Equal Opportunity. Orientations are

combined with workshops, job fairs, and skill assessments which are offered both onsite and virtually by AJC staff. On-the-job training (OJT) opportunities are also encouraged to quickly return dislocated workers to meaningful employment.



DWD RR activities are coordinated through state staff, WIOA partner staff, and Local Elected Officials. DWD's Rapid Response team collaborates with Business and Community Engagement, which includes WIOA Business Services, Employer Engagement, Serve Indiana, and Apprenticeship Indiana. This partnership reinforces the importance of co-enrollment, and engagement across all AJC services.

In PY24 DWD experienced a total of 45 Worker Adjustments and Retraining Notifications with 4,186 individuals affected. As a result, 88 events

were planned and executed with 14,065 individuals in attendance for job fairs and/or workshops that were provided as a part of those Rapid Response events.

Layoff Aversion

Over the years, DWD's approach to Layoff Aversion has transformed from a reactive stance—where DWD often faced unexpected mass layoffs or closures—to a proactive, solution-based strategy. Now, leveraging data analytics empowers local partners to connect with businesses before community impacts arise. This forward-thinking strategy includes front-end consultations to avert business crises, bolstered by quality business intelligence for better alignment and efficiency.

In PY24, we identified four local partners to re-launch our pilot, doubling the areas from the original pilot. This effort will continue into the next program year. Indiana delivered 296 Layoff Aversion services in PY24 which exceeded our goal of doubling Layoff Aversion services of 117 in PY23. New operational alignment continues to enhance our support for this strategy. DWD utilizes Dun & Bradstreet software to gather intelligence on current business trends and economic conditions, allowing us to identify and connect with employers that need layoff aversion intervention, before closures occur.

Wagner Peyser (WP)

Migrant and Seasonal Farmworker (MSFW)

USDOL created the Monitor Advocate System (MAS) to carry out the requirements of the Judge Richey Court Order. The Order established a framework to ensure MSFWs receive services that are qualitatively equivalent and quantitatively proportionate to the services provided to all other job seekers. Each state workforce agency has a State Monitor Advocate (SMA), who reviews state MSFW services on an ongoing basis compliance with the Richey Court Order

In PY24, DWD's SMA performed MSFW monitoring for all WorkOne/AJC locations and conducted pre-and-post MSFW training courses for all twelve (12) regions. The training sessions focused on the MAS and allowed time for partner agencies presentations including the Wage and Hour Division and Proteus, Inc (DWD's National Farmworker Jobs Program (NFJP) provider).

A key component of MAS is conducting outreach to MSFWs. Outreach staff must locate and contact MSFWs who are not being reached by the normal intake of activities conducted by the ES offices. DWD employs two (2) Outreach Specialists. These staff deliver services to MSFWs at their working and living locations during the times in which MSFW are available.

In PY24, DWD's Outreach Specialists met with more than 4,000 MSFW in PY24. [See Appendix 5: MSFW Outreach](#). This chart demonstrates the success of meeting MSFW where they work and live.

Reemployment Services and Eligibility Assessment (RESEA)

In the later part of PY23 and continuing through the majority of PY24, DWD launched the Employment Services Innovation (ESI) initiative to examine the delivery of RESEA and WP services to participants and to identify potential program improvements.

DWD partnered with the National Association of State Workforce Agencies (NASWA) Workforce Information Technology Support Center (ITSC) team to document current processes to assist DWD with pinpointing areas for meaningful change and improvement in customer service. Based on the findings, DWD developed a plan for the integration and delivery of RESEA and WP services. The partnership also allowed DWD to explore several technical initiatives that have been identified and will be introduced gradually over time.

The integration of RESEA and WP services was prompted first and foremost by the pending changes regarding WP enrollment and state merit staff. However, DWD saw this as an opportunity to change the way that the RESEA program was functioning. The program was often looked at as a check box system in which individuals were being processed without properly receiving other WorkOne/AJC services. With the new program in place, procedure for the RESEA program has been adapted so that customers can complete some registration pieces independently, viewing orientation videos prior to their meeting, etc. This allows the Employment Service Navigators to focus more on delivering quality WP services and facilitates the development of collaborative relationships between the staff and the claimant.

The integration provided the opportunity for DWD to deliver training to all Employment Service Navigators on both the RESEA and WP programs. This training has allowed staff in all twelve regions to deliver services in a more uniform manner, whereas previous designs had service providers operating in different capacities. The uniformity of training and delivery of services has given DWD a better avenue to track program outcomes as well as perform accountability measures.

[Appendix 6: RESEA](#) demonstrates the effectiveness of the implementation of this new framework.

Veteran Populations

DWD's Jobs for Veterans State Grant (JVSG) program prepares veterans, transitioning service members, and other eligible individuals for meaningful careers. JVSG offers eligible individuals employment services delivered through a case management framework with an empathetic approach and veterans' perspectives (see [Appendix 7: JVSG](#)).

Disabled Veterans' Outreach Program (DVOP) specialists work with eligible individuals to develop a proactive employment plan, connect veterans to a career center, and provide veterans with community resources to break down barriers to obtaining and maintaining employment.

Local Veterans' Employment Representative (LVER) staff advocate on behalf of all Hoosier veterans and expand their outreach by partnering with agencies throughout the state, to include:

- **Indiana Department of Veterans Affairs (IDVA):** JVSG has one LVER and one DVOP embedded within IDVA headquarters, which allows JVSG to expand their outreach efforts beyond the AJC to target veterans in need of services.
- **U.S. Department of Veterans Affairs (VA):** JVSG has one DVOP embedded within the VA to further assist our targeted population by providing intensive services and labor market information to veterans enrolled in Chapter 31 Veteran Readiness and Employment program.
- **Veteran Courts and Prisons:** JVSG staff established a strong presence in Veteran Courts and prisons, which resulted in dozens of incarcerated veterans receiving training through WIOA, acceptance into Chapter 31 Veteran Readiness and Employment, and finding ideal careers with livable wages.
- **Stand Downs:** JVSG personnel were heavily involved with dozens of Stand Downs throughout PY24, which focused on providing supplies and assistance to homeless veterans, such as referrals, counseling, and finding gainful employment. Due to the involvement and advocacy of JVSG, several Indiana regions have established inaugural Stand Downs to assist veterans within their communities.

Indiana JVSG and IDVA established a partnership with Nine13sports, a health and fitness nonprofit, to provide bicycles to veterans with no source of transportation. Through a collaborative effort between the IDVA, JVSG, Homeless Veterans' Reintegration Program, and Volunteers of America, thirty-nine (39) bicycles were distributed to veterans throughout the state.

JVSG partnered with Military Family Relief Fund (MFRF) which is a program that assists veterans and their families who are having financial difficulties. MFRF connects veterans with DWD's DVOP specialists to further assist with their needs. In PY24, MFRF awarded \$973,626 to 1,988 eligible veterans who applied for assistance through the collaborative efforts of JVSG and IDVA.

National Dislocated Worker Grant

Quality Jobs, Equity, Strategy, and Training (QUEST) Grant

DWD was awarded \$10,800,000 under the QUEST Disaster Recovery National Dislocated Worker Grant (DR-NDWG) to serve 1000 Indiana residents meeting the grant eligibility guidelines ([TEGL No. 02-22](#)).

The QUEST grant provided an opportunity for DWD to pilot a new method of contracting with subgrantees. DWD implemented the new method by initially contracting with two (2) local WDBs which then expanded to include six (6) boards over the grant's period of performance (September 26, 2022- March 30, 2025, with local WDB period of performance ending December 31, 2024).

DWD performance goals under the QUEST grant were:

- Enroll 1000 participants in the QUEST grant;
- A 5% increase per year of the project in co-enrollment between Adult Education (AE) and WIOA Title I (QUEST DR-NDWG or standard Title I services); and
- An 8% increase in credential attainment rate to improve economic mobility and outlook for target populations.

DWD allocated an average of \$4,000 per participant with \$2,300 anticipated to cover applicable costs for relevant occupational training, supportive services, with the remainder to be allocated for local WDB administrative and operational costs of the grant programming benchmark payment system.

As part of program enrollment process, ICC provided an opportunity for participant self-attestation and then eligibility was verified by case managers through the collection of appropriate documentation.

To better understand grant participants seeking services across regional AJCs, the DWD Grant Management team pulled participant demographic data to determine population characteristics for analysis. Based on the data, the highest percentage of participants were between the ages of 25-44 with over 50% of individuals reporting being female. The report shows that 28% of the participants reported less than a high school education or declined to report on their education. 80% of participants report being unemployed at the time of program registration. Utilization of the QUEST data from ICC reflects that we hit our intended target population of unemployed participants as emphasized in the QUEST TEGL but fell short in our program target population of those without a high school equivalency (HSE) as identified as a priority population in the DWD QUEST project plan.

QUEST Enrollment

Over the life of the grant 2097 Hoosiers were served by six (6) different local WDBs across the state utilizing \$3,453,117.75 in program funding with 1,243 of the overall participants enrolled during PY 24. [See Appendix 8: QUEST Dislocated Worker Grant; Table 1 QUEST Participant ICC Count.](#)

QUEST Benchmarks

DWD identified 5 benchmarks under the QUEST grant for programmatic expenditure support. The benchmark expenditure system was a pilot program utilized under the QUEST grant to increase enrollment and expenditures. Local WDBs submitted 2082 enrollment invoices in the CRM for 2097 participants reflected as being enrolled in ICC. [See Appendix 8: QUEST Dislocated Worker Grant; Table 2 Benchmarks.](#)

QUEST Co-Enrollment

QUEST grant had a 5% increase per year of the project in co-enrollment between Adult Education (AE) and WIOA Title I (QUEST DR-NDWG or standard Title I services). The co-enrollment for the state at the end of the grant period of participant performance was 1627. [See Appendix 8: QUEST Dislocated Worker Grant; Table 3 QUEST Statewide Co-Enrollment.](#)

Title II: Adult Education

Indiana Adult Education began PY24-25 with goals to expand outreach and enrollment, increase student participation in career training and workplace programs, develop digital supplemental employment follow-up, and create a pathway for Integrated Education and (career) Trainings (IETs) to become Pre-Apprenticeships. Overall Indiana Adult Education performance targets and results for PY24 are below.

Table 1: Adult Education PY24 Performance

PY2024 25 Activity	Goal	Actual	Difference
Total Enrollment	27,000	27,409	+409
Student Achievement %	69.00%	72.77%	+3.77%
IET/Career Training Enrollment	4,004	4,151	+147
WEI/Employer-Based Class Enrollment	3,749	3,761	+12

In alignment to Pillar II, Goal 3, of the Indiana WIOA State Plan strategic goals, Adult Education student enrollment in high-value, industry recognized career certification training increased by over 10% year after year. The focus on increasing training opportunities and access through maximized class size demonstrates DWD's commitment to skills-based training.

In alignment to Pillar II, Goal 2, Indiana Adult Education began the work of extending IETs into Pre-Apprenticeships around skilled trades. At the beginning of the PY24 DWD staff partnered with colleagues from the Office of Work-Based Learning and Apprenticeships (OWBLA) to determine how to bridge the

training classes occurring in Adult Education into Pre-Apprenticeships approved by OWBLA in alignment with USDOL requirements. This partnership resulted in the certifying of twelve (12) Pre-Apprenticeships based on AE IET classes.

In alignment with Pillars II and III, Adult Education developed a supplemental digital wage collection feature in the state data system to improve employment data collection. This feature will enhance employment and wage data collection beyond the current data match occurring between the state level data system and Adult Education student records. This increased focus has heightened the field's awareness and engagement around student employment outcomes and resulted in Indiana meeting the federal goal on the *second quarter employment after student exit* metric.

Promising Practices, Lessons Learned, and Success Stories

Promising Practices

RESEA

A promising practice that was implemented in PY24 and carried into PY25 is the modification of the selection model for Unemployment Insurance (UI) claimants. While the State of Indiana still maintains a 100% selection rate, the criteria for how individuals were selected. The modification resulted in the selection and referral of only program-appropriate claimants.

With the modification of the selection process, staff are now working with those individuals that can most benefit from the intentions of the RESEA program, providing additional quality WP services, and getting individuals back to work. DWD looks to continue this progress by looking at the selection process for individuals receiving follow-up appointments, ensuring that those individuals who have the highest barriers to reemployment are being engaged in a meaningful way.

Adult Education

A promising practice of expanding the state data system's digital registration capability resulting in an increase in program enrollments. This function was added to the Indiana Technical Education Reporting system at no charge to the sub-grantees. The added functionality, enhanced recruitment activities and played a role exceeding state-level enrollment goals.

Success Stories

Apprenticeship

Alexis participated in and successfully completed a Registered Apprenticeship Program, in Wastewater Systems Operator, and received the Certificate of Completion of Apprenticeship in 2024. Alexis lives in a rural community with barriers to both resources and employment opportunities. Alexis worked with Vocational Rehabilitation (VR) and her local WorkOne/AJC to apply for and was accepted into the Alliance of Indiana Rural Water's registered apprenticeship program. Throughout training, Alexis and her program were supported through multiple partners and funding opportunities, helping to ensure continued participation and employment. Due to her participation in registered apprenticeship along with the support she received through multiple partners, Alexis was able to achieve success and is now a Superintendent of her local rural wastewater facility.

Kyle participated in and successfully completed a Registered Apprenticeship Program, in Carpentry, and received the Certificate of Completion of Apprenticeship in 2024. Kyle, a Marine Corp. Veteran, through participation in the Helmets to Hardhats program and working with his Disabled Veterans' Outreach Program representatives applied to and was accepted into the Midwest Carpenters apprenticeship program. Through the completion of this program, Kyle was able to successfully transition from the military into a civilian career and is now a union journeyman earning wage over \$33.00 hr.

JVSG

Local Veteran Employment Representative (LVER) Tim Hill, in collaboration with Disabled Veteran Outreach Specialist (DVOP) Don Nedza, provided employment assistance to Veteran William Cima in region 4. William was enrolled in services as an unemployed veteran. Through DVOP support, he was referred to mentor services at the Purdue University campus. Subsequently, Tim connected William with a position at Purdue's Material Manufacturing Research Lab, where he now works in a leadership role overseeing three team members. His position involves direct collaboration with Space Force and NASA, and he earns an annual salary of \$75,000. William has expressed high satisfaction with his current role and appreciation for the JVSG staff.

DVOPs dedicated extensive efforts to supporting justice-involved veterans through direct collaboration with courts, prosecutors, and correctional facilities. Their work established alternate program requirements, giving veterans more time for interviews and training. One veteran, recently released with limited savings, was helped to secure his DD214, apply for supportive services, and transition from a hotel into stable housing. He found employment as a Production Associate at Target Metal and received financial relief through the Military Family Relief Fund. Another case managed veteran initially employed with a union desired more family time. Through LVER and DVOP collaboration, his resume was sent to Amazon, and within hours he was contacted, prepped, and hired as an Operations Manager. He started on March 31st, 2025, with a \$97,000 salary. He has since credited JVSG with helping him secure three career-level positions since leaving the Army and is now committed to hiring other veterans.

Challenges Facing the Workforce System

RESEA

One of the biggest challenges that the RESEA program is facing is the amount of reschedules which staff are processing. The back-and-forth communication between staff and customers, especially in between and/or right before events, can be difficult to ensure that individuals are referred appropriately on the same day as the event. Reschedules take up significant staff time that could otherwise be utilized to provide quality WP services to those individuals that most need our assistance. DWD is currently in the process of exploring limits on the amount of reschedules that an individual can be allowed relative to their scheduled appointment. Ideally, this will allow staff to maintain a clear structure, rescheduling relative to when an individual will be FTP'd, thus saving staff time and ensuring that the customers who are engaging get the best services possible.

JVSG

Due to the changing demographics of the veteran workforce population, JVSG faces challenges when facilitating placements in jobs where veterans retire before quarterly employment data can be captured. More emphasis will be placed on screening veterans before referring to a DVOP specialist to ensure the needs of the veteran and workforce are being met.

Data sharing continues to be an obstacle when partnering with state and federal agencies since there is not a centralized Management Information System. This results in delays when working to best serve Hoosier veterans most in need of multiple resources and services.

Adult Education

Current challenges facing adult education include reduced funding at the state level by 20%. While the need and interest for adult education classes in Indiana continues to grow, and performance levels for current students are at an all-time high, the amount of funding provided at the state level for these services was reduced by \$4,000,000.

An additional challenge has been the low percentage of co-enrollment between WIOA Titles. While there are regions that have been able to exceed the state average, this challenge continues to be common throughout the state. Revised eligibility requirements for AE participants, introduced at the federal level, may allow for greater connectivity between Titles moving forward.

Indiana WIOA Annual Narrative Appendices

Appendix 1: Youth Funding Expenditures Waiver

Prioritizing Out-of-School Youth

Justice Involved Youth in High Crime Communities

In PY24 Indiana had one sub-recipient of a USDOL Growth Opportunity Grant. This grant focused on serving OSY involved in the criminal justice system who reside in high crime areas, specifically Indianapolis, Indiana. The Growth Opportunity Grant relies on collaborations with justice agencies, violence prevention groups, and employers to provide employment support, violence prevention, mentoring, conflict resolution, leadership development, paid work experience and placement into education and employment for justice-involved youth in high-poverty, high-crime areas with recent experience of community unrest.

Partnerships with Adult Education and Indiana Department of Corrections (IDOC)

Additional statewide strategies include partnerships with [Indiana Adult Education](#) programs for co-enrollment and educational remediation in support of future employment/education goals; partnerships with IDOC to enroll youth who exit the juvenile justice system, making the AJC their first stop upon release. In the past year, IDOC has worked to improve the transition processes, including scheduling pre-release meetings between youth offenders and AJC youth case managers prior to exit.

Flexible Access Points

Across all youth programs, allowing flexible access points for youth to meet with WIOA case managers is the most beneficial service strategy to ensure their engagement in program activities. This includes ISY and OSY, as potential youth participants are often overwhelmed by the process of visiting a government office; staff have been known to meet youth at McDonald's, adult education centers, or community partners where youth may be receiving other services to connect and serve. For example, a local WDB in southwest Indiana continues to utilize "*Neighborhood Navigator*" positions with on-site "office hours" at local community-based locations; services are more open to youth and others who may need WIOA or Wagner-Peyser-like services.

Focus on Special Population Groups

There has been a large uptick in special populations across youth programs, especially those with limited language proficiency, individuals with disabilities and youth who are basic skills deficient (BSD). Youth who would be considered BSD continue to grow following the pandemic, which can be attributed to the interrupted learning they experienced while in-school; additionally, while the graduation rate for high school students has begun to recover from the early 2020's, reaching 90% for the Class of 2024, youth are still not equipped for, or engaged in, post-secondary education opportunities.

English Language Learners

Over the course of the last 15 years, Indiana's English-language Learner (ELL) population has grown by over 500%. Some Indiana school corporations have even seen ELL populations grow by 1000% in just the last three (3) years. Youth populations in several workforce service areas have become a target population of wrap-around services in connecting WIOA Title II, Adult Education and WIOA support services to assist them in improving English skills and employment access.

Vocational Rehabilitation (VR) Pre-Employment Transition Services (pre-ETS)

Partnership

Indiana's WIOA partnership between VR Pre-ETS and DWD's JAG program prioritized enrollment of youth with Individual Education Plans (IEPs) and 504 plans, with a goal of enrollment in classes of at least 20% youth

with disabilities. This partnership includes increased access to internships/work experience, preparation for post-secondary education opportunities and other required pre-ETS services; the partnership has been identified by the Rehabilitation Services agency at the federal level.

Table 1: PY24 Rolling 4 Quarters. Enrollments by Special Population

Population	Enrollment
Youth with Disabilities	1027
Foster Care	94
Youth Who Were Ex-Offenders	234
Single Parents	291

Appendix 2: Customer Satisfaction

Table 1: Survey Service Options for AJC Visit

UI Claim Assistance	RESEA	Adult Education	MSFW
Veterans Services	Workshop	Trade Adjustment (TAA)	Employer Check In
Job Search	Test/Assessment	Jobs for Americas Graduates	Did not receive add services
Career Training	Job Fair	Senior Employment (SCSEP)	See a specific staff member

Table 2: PY 24 Customer Survey Service Option Selections Breakdown

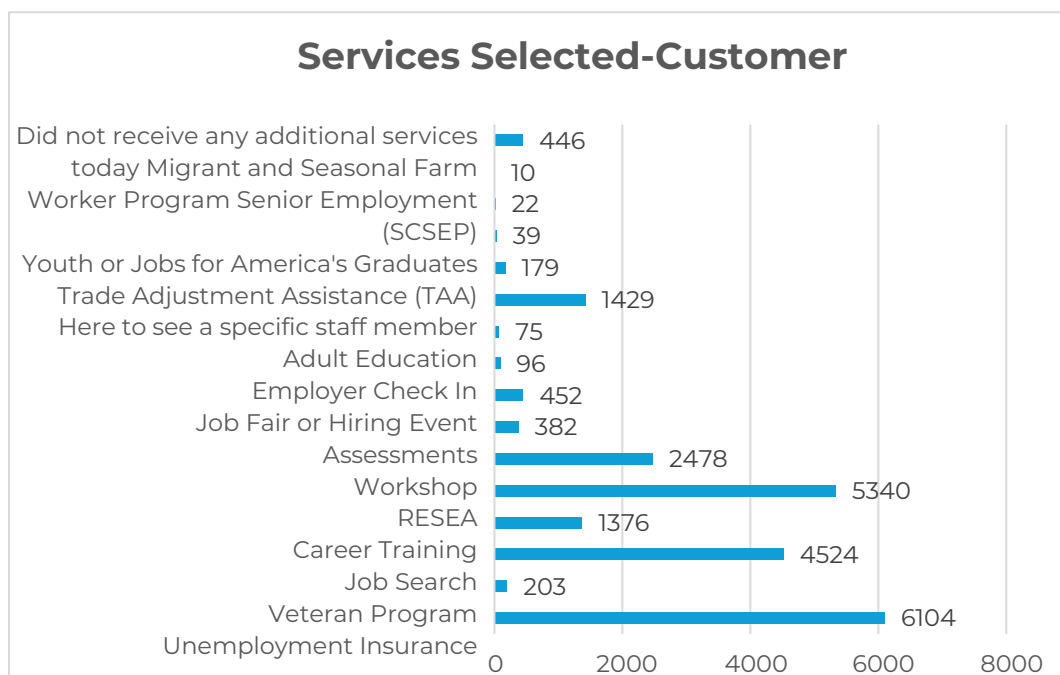


Table 3: PY 24 Customer Satisfaction Response Ratings

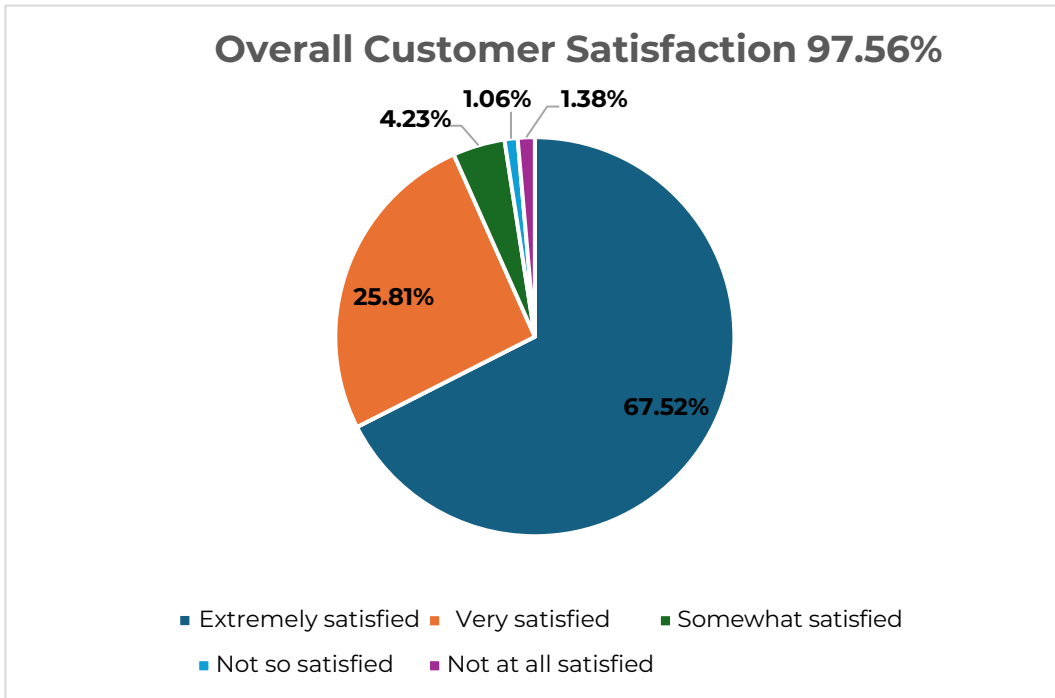


Table 4: PY 24 Employer Survey Service Option Selections Breakdown

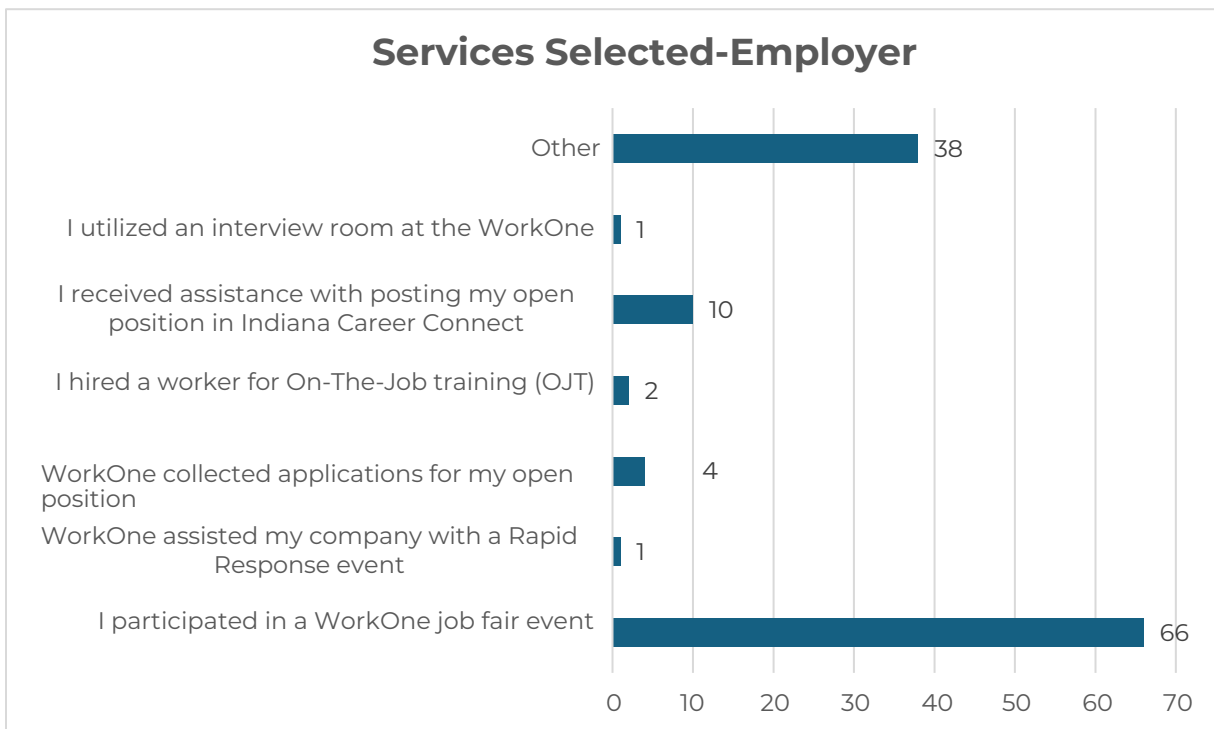
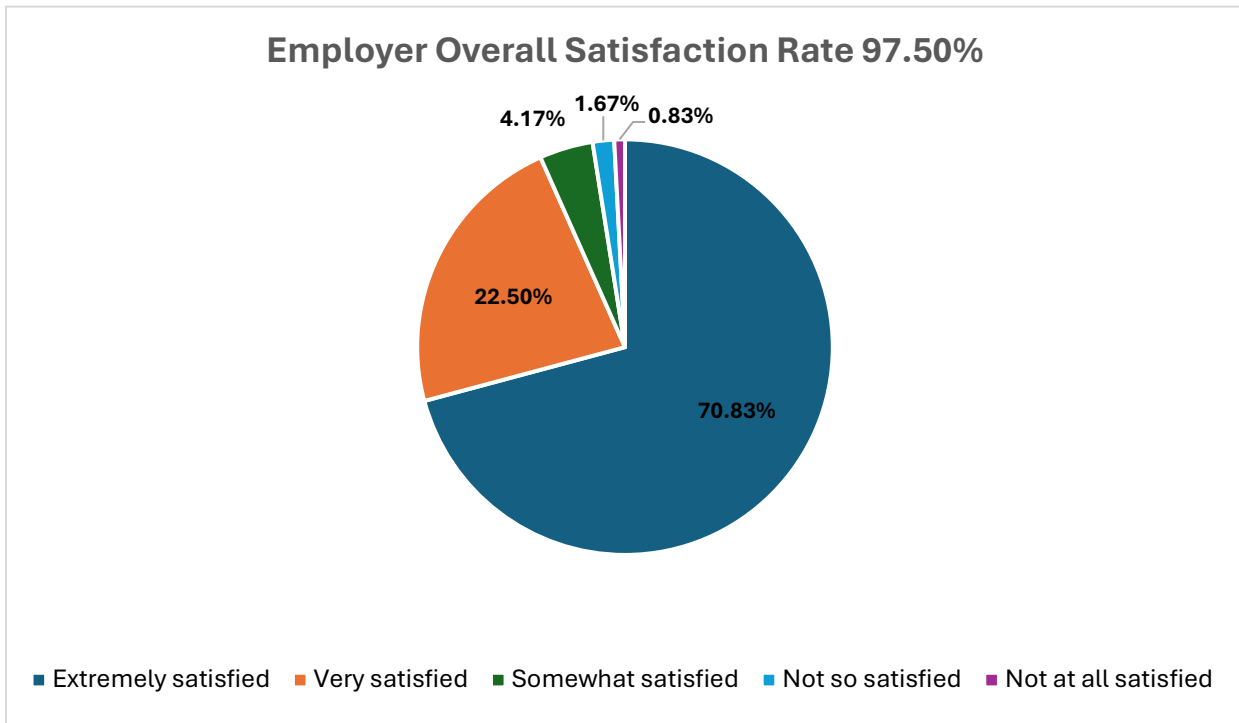


Table 5: PY Employer Satisfaction Response Ratings



Appendix 3: Apprenticeship

In determining the effectiveness and positive outcomes of ongoing initiatives, we look at the labor force participation rate (LFPR) along with the percentage of the labor force that is actively participating in apprenticeship (Table 1). These comparisons provide a clear correlation of expansion in the use of apprenticeship as a tool to reskill/upskill talent as it relates to both the existing and newly reentered workforce. Within PY24, Indiana achieved a higher LFPR than the national average. Even with a dip mid-year, the percentage of those in the labor force participating in apprenticeship shows a rise from the year prior to a high of .72% in PY24. This rise signifies a positive response in the outreach, tools and trainings provided through these apprenticeship expansion initiatives.

Table 1: Percentage of Labor Force Actively Participating in Apprenticeship

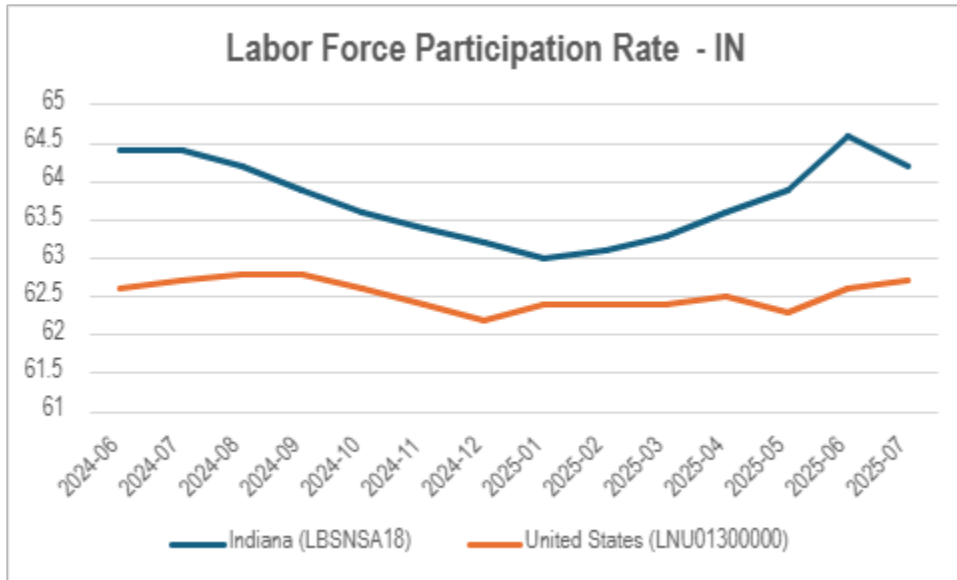


Table 2: PY2024 Indiana LFPR Rate Compared to the National Average

State	Population (2024 est.)	Labor force	Labor Force	Median Wage	RAP Wage	Apprentices	LF: Apprenticeship
California	39,431,263	19,644,000	62.1	\$20.65	\$21.94	79024	0.40%
Texas	31,290,831	15,609,000	64.9	\$17.05	\$18.85	37606	0.24%
Ohio	11,883,304	5,899,000	62.4	\$18.74	\$19.60	25983	0.44%
Michigan	10,140,459	5,062,000	61.8	\$18.13	\$20.55	21143	0.42%
New York	19,867,248	9,835,000	60.9	\$18.50	\$20.59	18116	0.18%
Indiana	6,924,275	3,456,000	63.5	\$17.70	\$17.90	25028	0.72%
Illinois	12,710,158	6,625,000	65	\$21.20	\$22.38	21934	0.33%
Kentucky	4,588,372	2,094,000	58.1	\$18.04	\$19.23	7370	0.35%

Appendix 4: PY24 Local WDB Metrics

The tables below represent the twelve local WDB negotiated and actual performance metrics for PY24.

	Adult		Dislocated Worker		Youth	
Region 1	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.00%	72.10%	78.90%	65.90%	79.50%	75.20%
Employment 4Q	79.50%	73.60%	76.00%	62.70%	82.10%	77.90%
Median Earnings	\$8,000.00	\$8,897.00	\$8,300.00	\$8,908.00	\$4,500.00	\$4,868.00
Credential Rate	70.00%	67.80%	72.00%	59.60%	67.00%	66.30%
MSG	67.00%	78.40%	67.00%	82.40%	69.00%	73.20%

	Adult		Dislocated Worker		Youth	
Region 2	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.00%	77.20%	76.40%	79.50%	80.00%	80.90%
Employment 4Q	79.50%	77.90%	76.00%	82.80%	82.10%	84.00%
Median Earnings	\$7,400.00	\$8,320.00	\$8,219.00	\$11,226.00	\$4,300.00	\$4,193.00
Credential Rate	73.90%	68.20%	83.90%	67.20%	73.90%	60.40%
MSG	66.20%	84.60%	67.00%	62.20%	68.50%	78.00%

	Adult		Dislocated Worker		Youth	
Region 3	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.30%	80.80%	79.85%	76.40%	79.00%	82.90%
Employment 4Q	79.50%	77.90%	78.20%	81.70%	80.75%	78.50%
Median Earnings	\$8,000.00	\$9,034.00	\$9,192.00	\$10,773.00	\$4,300.00	\$5,633.00
Credential Rate	72.80%	76.20%	74.00%	76.90%	70.30%	77.60%
MSG	67.00%	86.10%	70.00%	80.00%	68.50%	78.20%

	Adult		Dislocated Worker		Youth	
Region 4	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.20%	74.30%	76.40%	67.00%	78.60%	84.00%
Employment 4Q	79.50%	81.90%	76.00%	71.30%	79.20%	78.20%
Median Earnings	\$7,700.00	\$8,634.00	\$8,219.00	\$8,617.00	\$4,300.00	\$5,300.00
Credential Rate	72.80%	66.70%	74.60%	91.70%	68.00%	65.30%
MSG	66.20%	89.00%	67.00%	96.00%	69.00%	87.80%

	Adult		Dislocated Worker		Youth	
Region 5	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.00%	84.60%	77.00%	83.20%	80.00%	78.50%
Employment 4Q	79.50%	79.20%	78.00%	82.10%	82.10%	80.60%
Median Earnings	\$8,000.00	\$10,029.00	\$9,600.00	\$11,692.00	\$4,500.00	\$5,012.00
Credential Rate	75.00%	74.50%	73.60%	59.50%	68.80%	71.40%
MSG	70.00%	50.00%	67.00%	20.00%	72.00%	80.70%

	Adult		Dislocated Worker		Youth	
Region 6	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.00%	71.00%	76.40%	66.30%	80.00%	55.60%
Employment 4Q	79.50%	72.30%	76.00%	68.30%	82.10%	70.30%
Median Earnings	\$7,700.00	\$8,452.00	\$8,219.00	\$8,216.00	\$4,300.00	\$5,955.00
Credential Rate	71.00%	62.20%	73.60%	66.70%	68.00%	51.70%
MSG	66.20%	65.50%	67.00%	63.20%	69.00%	69.40%

	Adult		Dislocated Worker		Youth	
Region 7	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	81.00%	96.20%	78.00%	87.90%	82.00%	79.30%
Employment 4Q	81.00%	88.40%	81.00%	77.80%	82.10%	87.50%
Median Earnings	\$8,200.00	\$10,095.00	\$8,219.00	\$8,724.00	\$4,500.00	\$7,189.00
Credential Rate	72.80%	72.50%	79.00%	71.40%	68.50%	75.00%
MSG	70.00%	92.50%	67.00%	66.70%	68.50%	70.00%

	Adult		Dislocated Worker		Youth	
Region 8	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	82.70%	82.30%	78.00%	69.00%	82.50%	82.30%
Employment 4Q	81.20%	81.70%	76.00%	69.40%	83.00%	89.30%
Median Earnings	\$7,785.00	\$8,981.00	\$8,500.00	\$10,788.00	\$5,000.00	\$5,807.00
Credential Rate	75.00%	76.30%	73.60%	87.00%	68.00%	66.70%
MSG	68.00%	85.80%	68.00%	81.30%	69.00%	84.40%

	Adult		Dislocated Worker		Youth	
Region 9	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	89.45%	89.00%	76.40%	78.70%	83.30%	83.90%
Employment 4Q	83.25%	85.20%	76.00%	88.90%	78.00%	86.00%
Median Earnings	\$7,500.00	\$8,320.00	\$7,900.00	\$9,243.00	\$4,300.00	\$6,132.00
Credential Rate	81.40%	76.50%	75.60%	63.60%	68.30%	69.20%
MSG	68.40%	86.40%	64.00%	62.50%	65.00%	76.70%

	Adult		Dislocated Worker		Youth	
Region 10	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.00%	76.30%	76.40%	76.70%	79.00%	84.80%
Employment 4Q	79.60%	79.70%	76.00%	82.00%	81.40%	85.70%
Median Earnings	\$8,000.00	\$8,579.00	\$9,110.00	\$10,563.00	\$5,000.00	\$6,484.00
Credential Rate	72.80%	83.60%	79.40%	78.90%	70.00%	80.00%
MSG	66.20%	90.00%	67.00%	100.00%	68.50%	71.40%

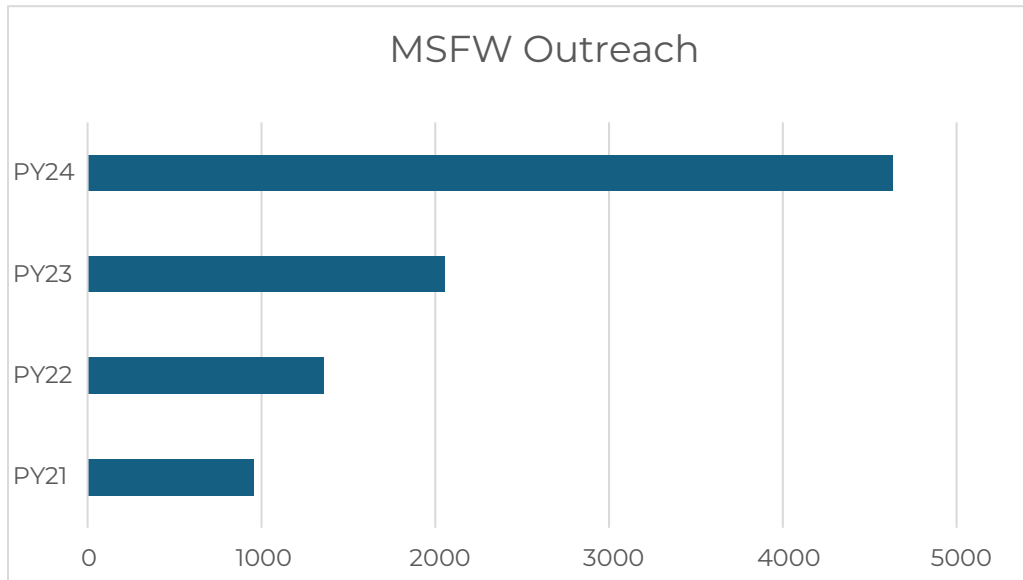
	Adult		Dislocated Worker		Youth	
Region 11	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	82.50%	82.70%	77.00%	82.80%	85.50%	82.60%
Employment 4Q	81.00%	81.10%	78.50%	86.20%	84.00%	86.50%
Median Earnings	\$7,700.00	\$7,831.00	\$8,219.00	\$9,447.00	\$4,800.00	\$5,226.00
Credential Rate	74.00%	77.50%	74.50%	83.30%	68.70%	78.80%
MSG	67.00%	95.00%	67.00%	100.00%	74.00%	82.50%

	Adult		Dislocated Worker		Youth	
Region 12	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	83.00%	83.30%	76.40%	78.60%	80.00%	70.50%
Employment 4Q	80.00%	78.50%	76.00%	79.80%	82.10%	72.30%
Median Earnings	\$8,000.00	\$9,939.00	\$9,000.00	\$10,637.00	\$4,300.00	\$3,476.00
Credential Rate	71.00%	79.30%	77.00%	70.50%	68.00%	83.30%
MSG	66.20%	76.50%	66.50%	63.60%	69.00%	72.00%

Appendix 5: MSFW Outreach

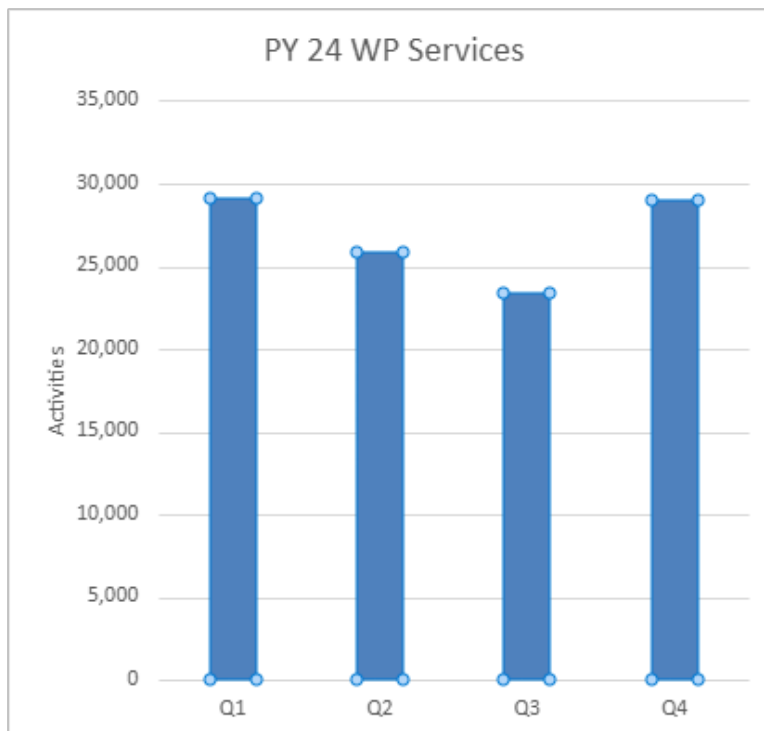
In PY24 the MSFW was able to locate 4,631 MSFWs through outreach efforts, increasing outreach by 225%. The chart below represents all outreach conducted by MSFW for PY21-PY24.

Table 1: MSFW Outreach Over the Past Four Program Years



Appendix 6: RESEA

Table 1: Total Number of Wagner Peyser Services Provided in PY24 by Quarter

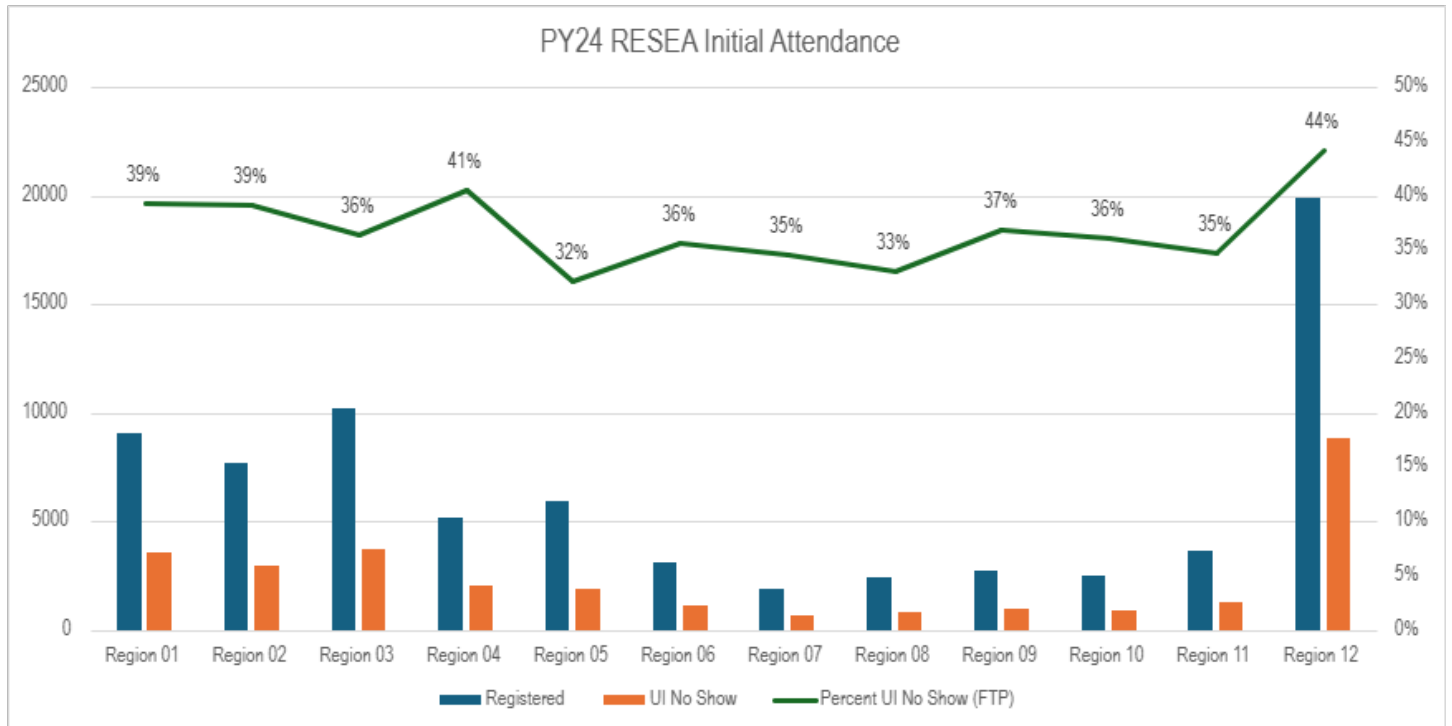


NOTE: The new services model was integrated in Q3.

Table 2: Table 2 shows PY24 attendance for all 12 regions.

PY24 Initial RESEA Attendance Summary		State Total
Registered		74554
Attended		30106
Rescheduled		14632
UI No Show		28962
R02 Waivers		10097
Claimants unresulted		476
Cancelled, No Show, UI Rescheduled, UI Attended		192
Percent Attended		
		40%
Percent Rescheduled		
		20%
Percent UI No Show (FTP)		
		39%
Percent received R02 Waiver		
		14%
Percentage of claimants unresulted		
		1%
Percentage marked w/incorrect completion code		
		0%

Table 3: RESEA Initial Attendance by Region



Appendix 7: JVSG

During PY24, DVOP specialists served a total of 1,468 eligible veterans (Table 1), with an average quarterly income of \$9,380 (Table 2), well above the negotiated goal of \$7,500.

Table 1: Total PY24 DVOP Specialist Services Provided

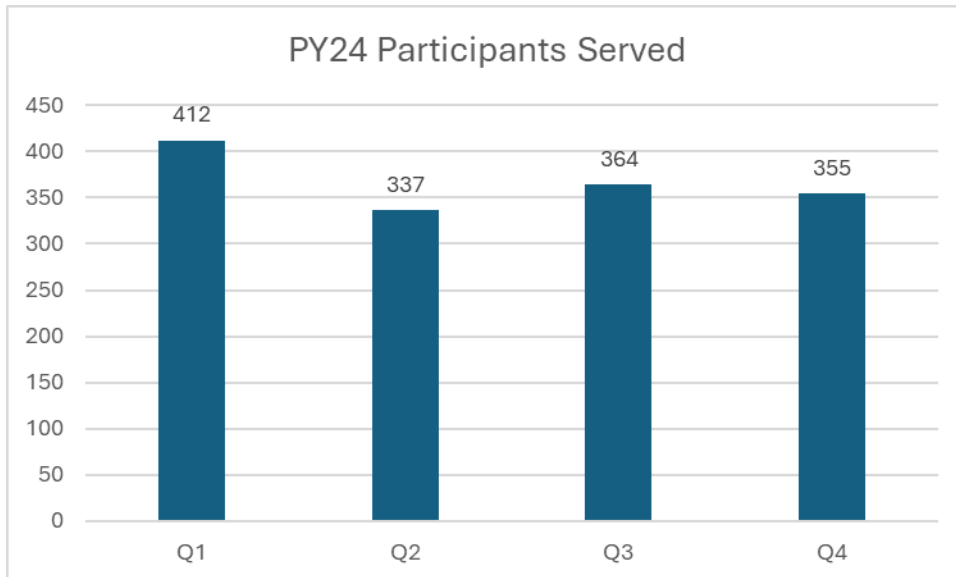


Table 2: PY24 Median Earnings

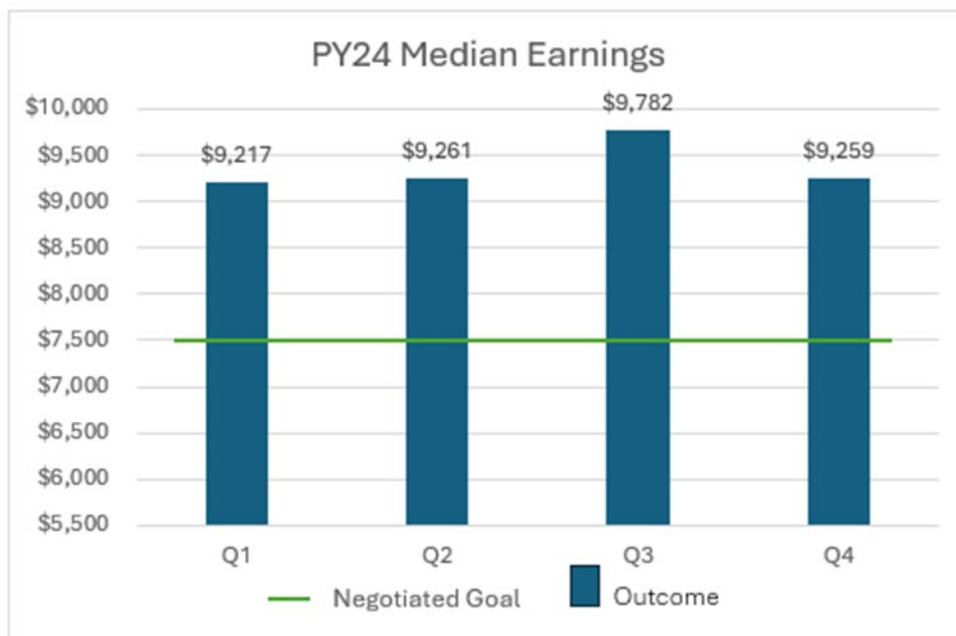


Table 3: Common Employment Barriers

PY24 rolling data reflects an employment rate of 57.5% in the 2nd quarter after exit, with an employment rate of 59.9% in the 4th quarter after exit. Table 3 depicts the common obstacles veterans face when overcoming barriers to employment.

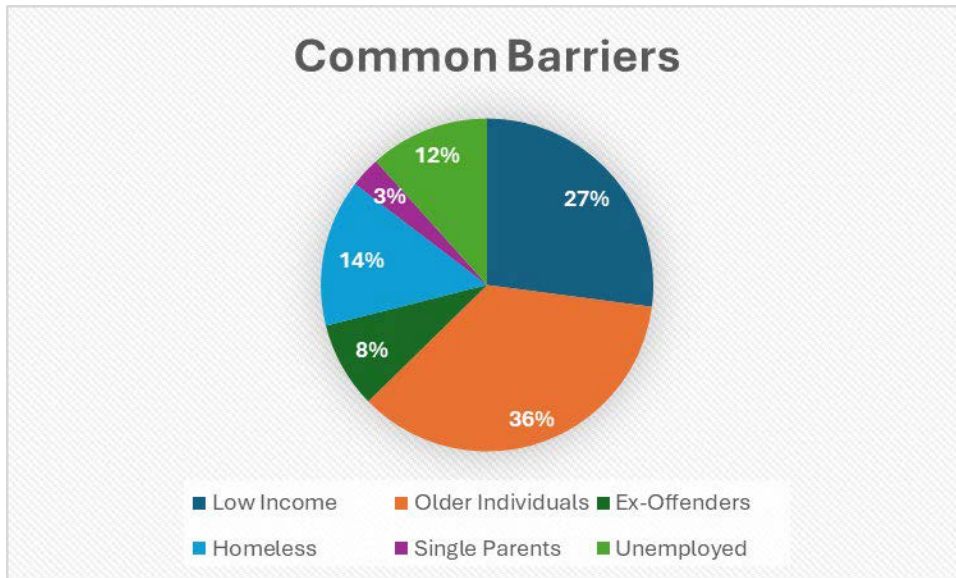
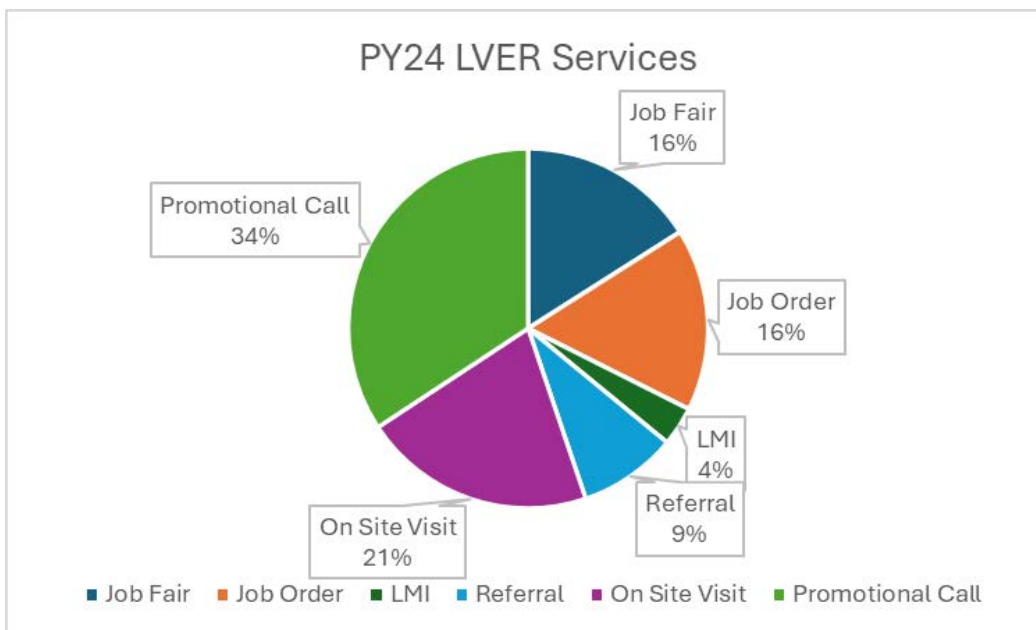


Table 4: Total PY24 LVER Services

LVER staff provided 766 business services to 3,055 unique businesses during PY24, Table 4 breaks down services provided.



Appendix 8: QUEST Dislocated Worker Grant

Table 1: QUEST Participant Count by Region

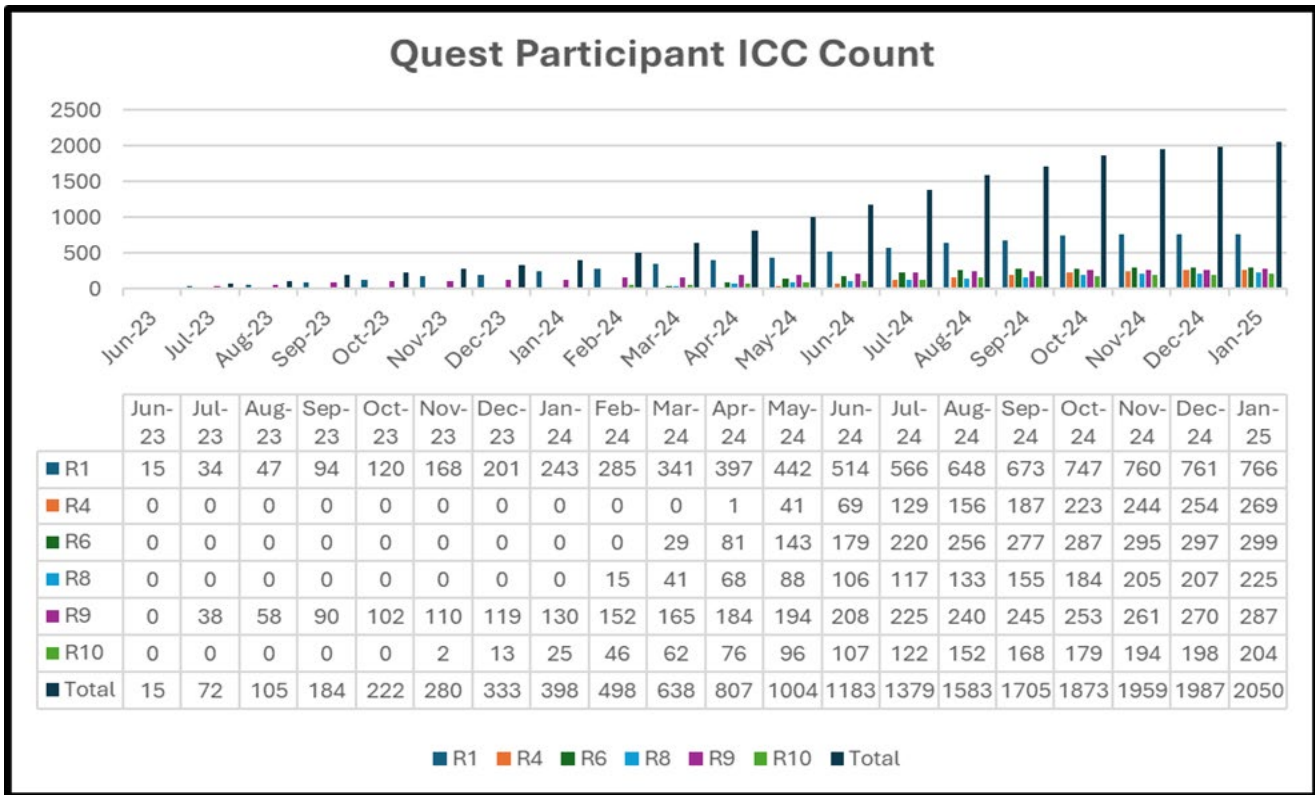


Table 2: Total Participant Achievements by Benchmark Type

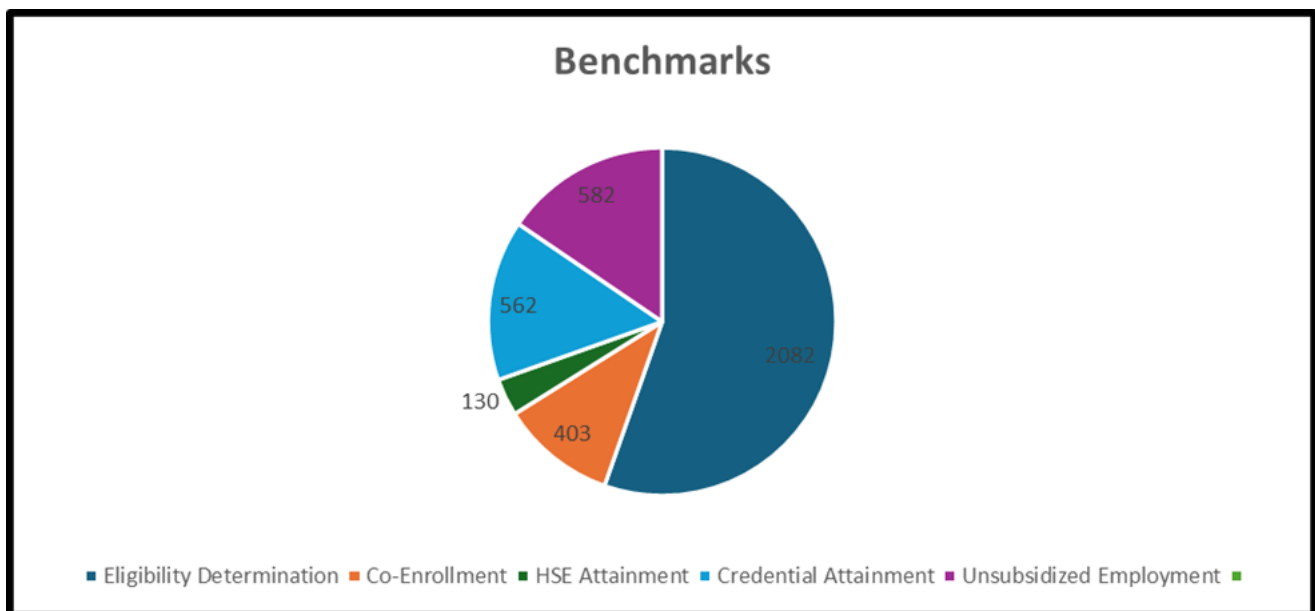


Table 3: QUEST Statewide Co-Enrollment (10/1/2022 to 12/31/2024)

Term Name	Location	Program Name	Number of Students	Number of Co-Enrolled Students
All Terms	Statewide	All Programs	82400	1627

Table 4: QUEST Co-Enrollment by Region (10/1/2022 to 12/31/2024)

Term Name	Region Name	Program Name	Number of Students	Number of Co-Enrolled Students
All Terms	Region 1	All Programs	3737	335
All Terms	Region 2	All Programs	7320	181
All Terms	Region 3	All Programs	8573	87
All Terms	Region 4	All Programs	4664	35
All Terms	Region 5	All Programs	5197	130
All Terms	Region 6	All Programs	2290	44
All Terms	Region 7	All Programs	1969	66
All Terms	Region 8	All Programs	4167	285
All Terms	Region 9	All Programs	5456	142
All Terms	Region 10	All Programs	1978	54
All Terms	Region 11	All Programs	6827	121
All Terms	Region 12	All Programs	21983	142
All Terms	Region IDOC	All Programs	8239	5
	Total		82400	1627