



INDIANA
DEPARTMENT OF
WORKFORCE
DEVELOPMENT

WIOA ANNUAL PERFORMANCE REPORT NARRATIVE

Program Year 2019

(July 1, 2019—June 30, 2020)

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Introduction

The Program Year 2019 (PY19) WIOA Annual Performance Report Narrative for the State of Indiana explores the programs and initiatives of the Indiana Department of Workforce Development (DWD) that support Hoosier students, workers and jobseekers in attaining valuable skills and securing gainful employment.

DWD is preparing the Hoosier workforce for the high-demand jobs of today and the future by providing greater access to career assistance and skills development opportunities at local WorkOne Career Centers. DWD also develops statewide initiatives designed to enhance training and education programs that align with Hoosier employers' demand for a skilled workforce.

This report takes a closer look at critical DWD programs and initiatives in PY19.

Section 1. Required Content

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

DWD utilized the following waivers in PY19:

1. **Youth Funding Expenditures:** Waive the requirement that states and local areas expend 75 percent of all Governor's reserve and local formula youth funds on OSY and lower the target rate for Governor's reserve and local youth funds to 50 percent.
2. **State Board Membership Requirements:** Waiver to substitute the WIOA State Board membership requirements with the requirements promulgated in Indiana Code 4-3-27-3, which created the Governor's Workforce Cabinet.

Both waivers may be found in Appendix A.

1.1(a): Waiver on Youth Funding Expenditures

Only Indiana Workforce Development Boards (WDBs) Region 3 and Region 12 utilized the Youth Funding Expenditures waiver in PY19. Like most Indiana WDBs, these regions experienced WIOA youth funding reductions in recent years, while also attempting to strategically grow the Jobs for America's Graduates program, as outlined in the Governor's 2018 State of the State plans. The waiver enabled them

to maximize resources towards maintaining and growing JAG programs in their local areas, programs specifically designed to meet needs of school and community partners to increase the pipeline of skilled workers. These two WDBs have exceeded JAG National outcomes for over 5 years, operating a total of 31 programs, serving over 1,000 in-school youth in over 25 distinct communities.

In total, flexibility from the waiver aided in the continued success of Indiana's JAG program that serves over 7,000 at-risk youth annually through in-class instruction, mentoring and follow-up services. In PY19, the program had a 96% graduation rate, 83% positive outcomes (students who were employed, enrolled in post-secondary education or in the military) and more than \$19M in scholarships to pursue their post-secondary education goals.

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 (Cabinet) and designated it with the responsibilities of the state workforce board and the authority to direct state agencies to address our workforce needs. Indiana succeeded in bringing our departments of education, workforce development, and economic development together with employers and our postsecondary training institutions with the authority to drive real implementation across our workforce system.

[Progress toward achieving the goals and performance outcomes in ETA's letter of approval and set out in the waiver request.](#)

In Indiana's requested waiver, an aligned new vision for workforce development driven by the Governor was highlighted. At the October 2019 Cabinet meeting, the following Mission, Vision, Goals, and Guiding Principles were approved addressing first goal outlined in the waiver request:

Mission: The mission of the Governor's Workforce Cabinet is to address current and future education and employment needs of both individuals and employers, strengthen Indiana's economy by integrating and aligning state and federal resources, and ensure a talent-driven education and workforce system.

Vision: The vision of the Governor's Workforce Cabinet is to create a talent system that provides all Hoosiers equitable opportunities for lifelong learning and increased personal economic mobility, as well as provides employers the talent to grow and diversify their workforce.

Goals: Every Hoosier will be aware of career opportunities that exist, have equal access to quality credentials and skills necessary for those opportunities, and employers will have access to the talent necessary for them to continue to grow and locate in Indiana.

- Increase the attainment of quality credentials beyond a high school diploma so that at least 60% of Hoosiers have a quality credential by 2025.
- Increase engagement between employers and the talent development system so skills gaps are being identified and addressed in a more responsive way.

Guiding Principles:

The Governor's Workforce Cabinet is committed to:

- Ensuring quality pathways for all Hoosiers that provide opportunities for career advancement, personal prosperity, and well-being.
- Partnering with Indiana employers and education and training providers to close skill gaps and meet emerging talent needs.
- Strengthening Indiana's economy by aligning programs and funding to meet current and future workforce needs.

This allows for the vision discussed in the original waiver driven by the Governor with input from employers across the state and gives a continual reference point to drive the work the Cabinet is leading.

In the requested waiver Indiana discussed the ability to take a thoughtful approach across state agencies to align services for all individuals. During the Cabinet's evaluation of workforce programs, a strategic transition and partnership allowed the Hoosier Initiative for Re-Entry (HIRE) program to move to Indiana Department of Corrections. The program currently focuses on providing Hoosiers with full time, benefited positions, earning livable wages. Since the transition, more offenders have connected with opportunities prior to release and wages have increased. The Cabinet's ability to evaluate collaboration and alignment continues to be necessary. As stated in the waiver, we must have a workforce system that fosters stronger collaboration among local governments, local workforce boards, various state agencies, and employers all across Indiana. This was evident in the development and approval of Indiana's Combined WIOA plan that was approved by the Governor's Workforce Cabinet in March 2020, and subsequently approved by the federal government in October 2020.

In 2019, the authority granted by the Carl D. Perkins Act for career and technical education was transitioned to the Cabinet as well as the team members under Perkins. This provided an opportunity to be innovative in the delivery of career and technical education to meet student needs, and better align a critical component of the state's education system to current and future workforce needs.

How the activities carried out under the approved waiver have directly or indirectly affected state and local area performance outcomes.

The Cabinet continues the focus on accomplishment, not activity. The Cabinet works to utilize the system and tools available and align those to best reach individuals.

The Cabinet, throughout this waiver period, works to identify the existing roadblocks facing Hoosiers seeking meaningful training and employment. In identifying some of those roadblocks and discussing with state and local partners, new strategies have been outlined in the State Plan. Short term and long term goals are identified in order for the Cabinet to monitor success for individuals utilizing the workforce system. Additionally, ongoing data and inter-agency knowledge of services develop.

One of the goals outlined in the waiver was to increase accountability at the state, local, and service-provider levels. The Cabinet in collaboration with the Department of Workforce Development set high expectations for our state and local partners to perform. Even during an astonishing low unemployment season, where the system itself does not interact with as many customers, there was a call for higher measures. This drew attention to the mission of the Cabinet and a sense of necessary vigor to meet the goals. Local boards are a major partner and benefit from the connectivity to the state government and the Governor's office and the opportunity to access resources that may be available through a variety of state agencies.

Operational transition of the duties of the state workforce board from existing under one agency continue to develop with clear responsibilities established. Outcomes that result from aligning these systems are further included in this report and are part of the State Workforce Plan. The outcome of the waiver will be a statewide achievement of better communication and direction for the WIOA-established workforce system and the partner programs outlined in Indiana's Combined Plan.

The creation of the Cabinet generated renewed and excited engagement of local leaders that strive to operate at the highest level of performance for the individuals they reach. The continued work of implementing and monitoring the State Workforce Plan strategies will be part of the Cabinet's priorities.

1.2 : Employer Performance Indicators - Identify two approaches chosen for the Effectiveness in Serving Employers performance indicator pilot.

DWD deployed the following two approaches:

- **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; and
- **Employer Penetration Rate** (Approach 3) – addresses efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

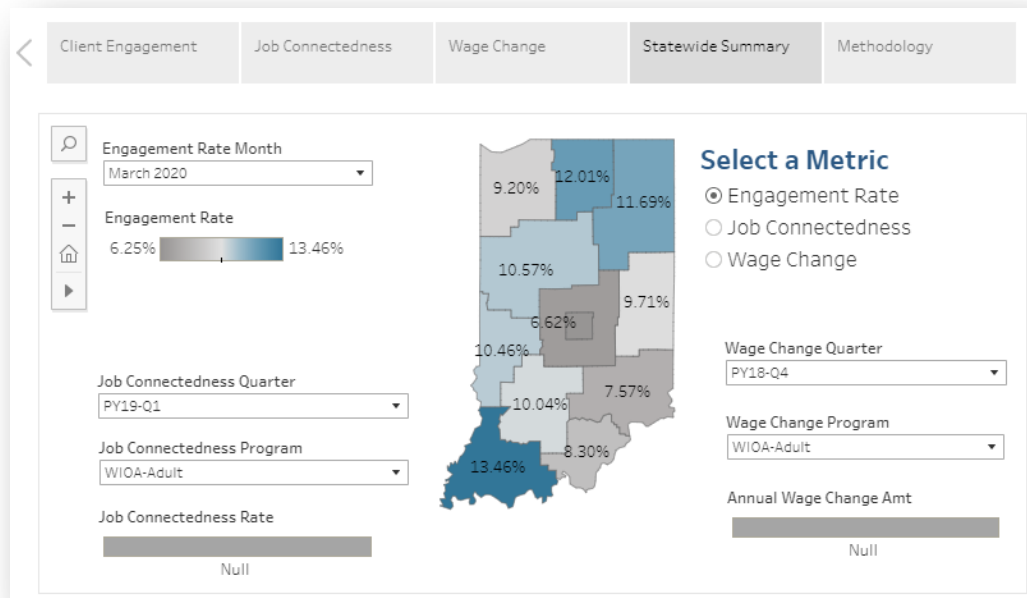
In PY19, DWD expanded its Workforce Operations Team to include a group of Regional Business Managers to best support employers' workforce needs. The agency also introduced an Employer Portal that assists Hoosier employers in finding, training and retaining skilled employees. The portal provides employers with solutions and resources to strengthen their workforce and seamlessly interfaces with Indiana Career Connect, the state's premier labor exchange system.

1.3 : Brief Descriptions

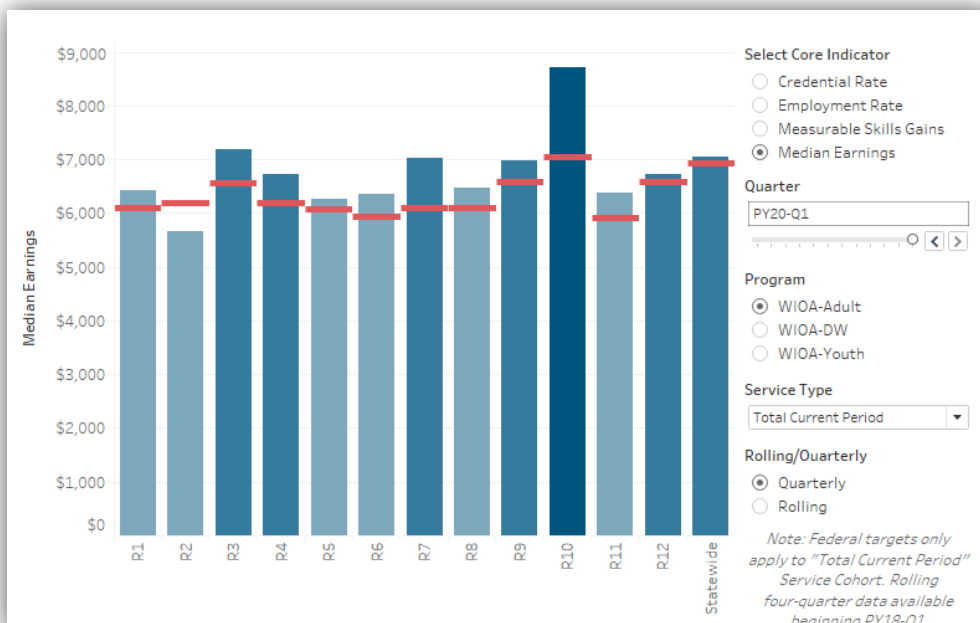
1.3(a): Current or planned evaluation and research projects, including methodologies;

DWD continued its State Performance Metrics project (www.in.gov/dwd/RPM.htm) that was built to complement and supplement Federal reporting measures. The primary purpose of the state metrics is to analyze what percent of the state's unemployed population is actively engaged with the state's workforce system. DWD deployed customer check-in technology that enables the agency to track clients' progress from the

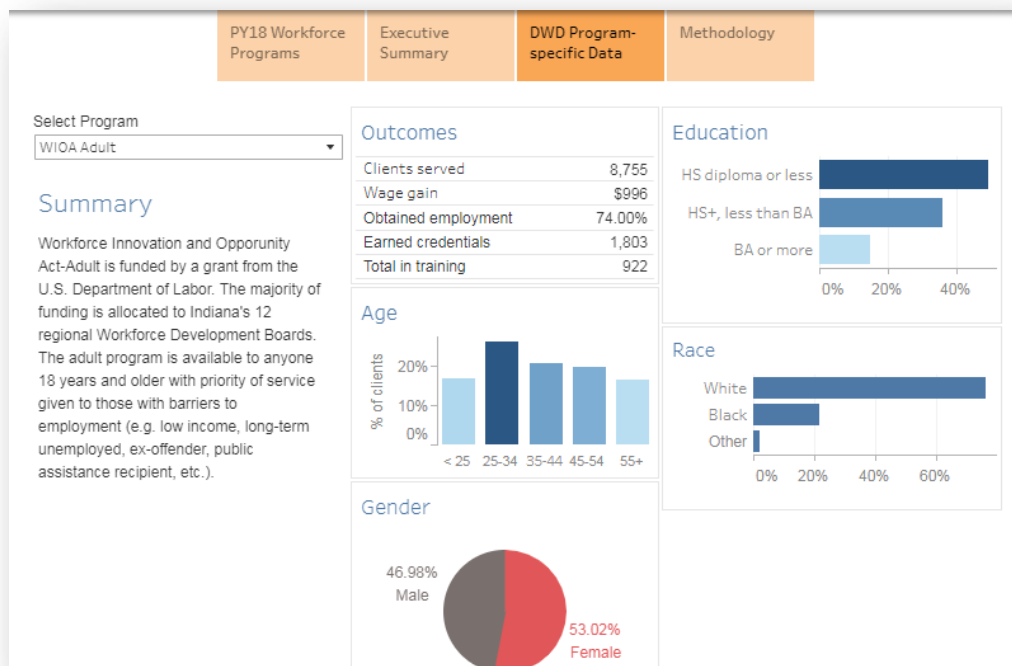
moment they first step into their local one-stop center through the culmination of their workforce services. The goal of the project is to identify and recognize successful practices at the regional level. As a result, inter-region collaboration is encouraged through the sharing of such practices across the entire statewide workforce network.



DWD continued its [Federal Quarterly Performance Report dashboard](#) in PY19 that enables staff and workforce partners to quickly analyze a years' worth of Local Area Reports in one location in lieu of searching through hundreds of PDF copies of reports supplied by DOL.



Additionally, DWD utilizes WIOA and non-WIOA data to measure the effectiveness of its programs in serving the needs of Hoosier workers and employers. DWD continues to publish an annual Workforce Programs Report (www.in.gov/dwd/WPR.htm) that tracks expenditures, participation and outcomes for all agency programs. The Report is designed to enable legislators and administrators to analyze all of Indiana's workforce programs based on outcomes that are closely aligned to WIOA performance indicators.



The Indiana State Legislature established an annual review, analysis, and evaluation process for Indiana's workforce-related programs. The Office of Fiscal and Management Analysis (OFMA), a division of the Legislative Services Agency, conducted the 2020 review. Programs analyzed with in this review include WIOA Title I & IV, CTE, TAA and Rapid Response, among others. This review can be found at http://iga.in.gov/legislative/2020/publications/workforce_program_review/.

DWD's Research & Analysis team also completed the Indiana Economic Analysis Report, which utilized industry, employment and other labor market information via the Department of Labor and other national and local sources. This year's report can be found in Appendix B. Previous yearly

reports are available at <http://www.hoosierdata.in.gov/nav.asp?id=42>.

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

The Workforce Programs Report is a collaborative effort with other state agencies, including the Department of Education and Commission for Higher Education, among several others.

The State Performance Metrics are gathered and negotiated in collaboration with Indiana's 12 Regional WDBs.

The Legislative Services Agency (LSA) conducted virtual interviews with agencies and providers, examined state and national survey data, and reviewed relevant literature to compile the Indiana Workforce-Related Program Review.

The Indiana Economic Analysis Report was compiled by DWD's Research & Analysis team, which utilized industry, employment and other labor market information via the Department of Labor.

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

- Workforce Programs Report: www.in.gov/dwd/WPR.htm
- State Performance Metrics Dashboard: www.in.gov/dwd/RPM.htm
- Federal Performance Metrics Dashboard (Title I & III): <https://www.in.gov/dwd/FedArchive.htm>
- LSA 2020 Indiana Workforce-Related Program Review: http://iga.in.gov/legislative/2020/publications/workforce_program_review/
- Indiana Economic Analysis Report: Appendix B (2019 report) and online at <http://www.hoosierdata.in.gov/nav.asp?id=42> (past reports)
- Workforce Innovation and Opportunity Act Longitudinal Analysis – Indiana Business Research Council: Appendix C

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

DWD provides ongoing data and support to DOL, including and corresponding to scheduled site visits.

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

The agency continues to develop internal and stakeholder/partner metrics to measure efficacy of workforce programs across the state. The aforementioned metrics and reports listed in Section 1.3(c) are utilized as measures for continuous improvement.

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, chat or phone. Excellence is not just treating customers with respect and efficiency but providing high quality services that helps customers meet their career goals and receive benefits for which they are eligible.

In PY19, DWD revised the survey to allow customers to rate and provide comments on the full range of services. This is a key element to continuous improvement efforts. DWD surveyed approximately 24,577 clients who participated in WorkOne services of which the majority were WIOA and/or WP services. The survey found that 99% of all clients were at least somewhat satisfied with their customer experience and over 94% were very or extremely satisfied.

Additionally, DWD surveyed more than 475 employers in PY19. The survey found that nearly 98% of all clients were at least somewhat satisfied with their customer experience and over 93% were very or extremely satisfied.

A summary of both survey results may be found in Appendix D.

Success Story: Jeffrey Tabb— U.S. Marine Corps Veteran

Jeffrey Tabb spent 14 years in the U.S. Marine Corps, serving his country both home and abroad part of that time as a combat infantryman.

But the 48-year-old fell on hard times last year after he chose to quit his hotel security job to pursue a dream of helping veterans through a podcast he had hoped to develop. Tabb also launched a project to promote physical wellness to veterans through boxing lessons.

He eventually found himself homeless after neither venture panned out.

“The well went dry; I was sleeping in my car for a while,” Tabb recalled. “Then it clicked, ‘you need to go get help.’”

Tabb, after first approaching a friend for help with the not-for-profit American Veteran Services Corp., ultimately was referring to a Disabled Veterans’ Outreach Program (DVOP) specialist at a WorkOne Center.

Through a slew of programs aimed at helping veterans find housing and employment, Tabb in October landed a job at the Franklin WorkOne Center— as a DVOP himself.

DVOPs are based in WorkOne Centers throughout the state, employed by the Indiana Department of Workforce Development (DWD) and are dedicated to helping veterans and eligible spouses receive services.

“When I first walked in I thought that they would just connect me with employment,” Tabb said of the WorkOne. “I did not know they were going to put me in classes teaching me how to do a résumé, how to do an interview and how to be knowledgeable about social media.”

A local security firm immediately contacted Tabb about a job opportunity as a supervisor. In the meantime, though, he learned of the DVOP specialist opening at the Franklin WorkOne. He was offered the job shortly after interviewing for a second time.

Mari Phillips, coordinator of the WorkOne in Johnson County, said Tabb’s military background has proven to be a big plus for the center and for the veterans seeking assistance.

“I don’t think that they feel intimidated when they come in, because they’re actually talking to someone that’s been through what they are going through,” she said. “He’s friendly, and he’s been doing well with outreach and hopefully will get more vets to come in.”

Tabb was born in Chicago and grew up in the small town of White Cloud, Michigan, north of Grand Rapids in the western part of the state. Tabb knew in high school that he wanted to be a Marine upon admiring the “dress blues” worn by the father of a friend.

He left for boot camp in 1990, served two stints and was discharged in 2004.

Though his first attempt at helping veterans might have failed, through his podcast and boxing enterprise, Tabb finally seems to have found his calling as a DVOP.



***“Every person I’ve met so far in this business has welcomed me with open arms,” he said.
“It’s probably the first time, where I wake up every morning, and I’m happy to go to work.”***

Section 2. Recommended Content

2.1 : Strategic Vision & Goals – Progress toward achieving the state's strategic vision and goals as outlined in the State Plan.

Indiana strives to provide job seekers with the specific skills needed by employers in order to encourage success and workforce growth. Key components of this work include an integrated case management and labor exchange system. It is the foundation of workforce activities and is used by all WorkOne offices, one-stop operators, and state merit staff. DWD also collects data from this case management system in order to identify the training programs for clients' desired career or educational paths.

The agency continues to enhance its efforts to identify the skills job seekers need in order to be successful and find jobs. DWD collaborates with workforce partners and educational institutions to design and administer programs around the job skills currently in demand. This process empowers job seekers to design specific career paths to land the jobs they desire.

The following DWD and workforce partner PY19 programs are collectively meeting the needs of the Hoosier workforce and employers:

- **Office of Work-based Learning and Apprenticeships (OWBLA):**
Located within DWD and part of Governor Holcomb's NextLevel Agenda, [OWBLA](#) serves to develop and implement a framework of work-based learning pathways for both youth and adult populations. The office concentrates on three objectives:
 1. Coordinate efforts and partner with the U.S. Department of Labor to expand registered apprenticeships;
 2. Develop flexible and scalable programs that focus on the state's key economic sectors and regional high-wage, high-demand jobs; and
 3. Build public-private partnerships to increase business and industry engagement with education systems.

In 2020, OWBLA welcomed its [100th certified State Earn and Learn \(SEAL\) program](#) since the office was established in June 2018 as part of

Gov. Eric J. Holcomb's Next Level Agenda. Additionally, several Hoosier apprenticeship programs were 2019 U.S. DOL State Apprenticeship Expansion Grants, including:

- **Hamilton Heights School Corporation/Indiana Construction Roundtable Foundation**
 - Building & Construction - \$100,000.00
 - **Ivy Tech Community College/Hoosier Hills Career Center**
 - Building & Construction, IT & Business Services, Advanced Manufacturing - \$171,500.00
 - **Indiana Plan for Equal Employment, Inc.**
 - Building & Construction - \$106,000.00
 - **Perry Central Community School Corporation**
 - Advanced Manufacturing, Health & Life Sciences - \$151,000.00
 - **Region 10 Workforce Board, Inc.**
 - Advanced Manufacturing, Health & Life Sciences, Transportation & Logistics - \$179,499.00
 - **Trilogy Health Services, LLC**
 - Health & Life Sciences - \$200,000.00
-
- **Next Level Jobs:** The Indiana Workforce Ready Grant program and the Employer Training Grant program are part of Governor Eric Holcomb's Next Level Indiana agenda to continue the positive momentum of our state. DWD, in coordination with the Commission for Higher Education (CHE), are working to take the state's workforce to the next level with a focus on high priority industries and the high-demand jobs driving Indiana's 21st century economy forward.
 1. Workforce Ready Grant program – covers tuition costs for students who enroll in a high-value certificate program from Ivy Tech Community College, Vincennes University as well as eligible providers listed on the Eligible Training Provider List (ETPL). Eligible certificate programs are associated with high-demand, high-wage jobs within the following industries: Advanced Manufacturing, Building & Construction, Health & Life Sciences, IT & Business Services and Transportation & Logistics.
 2. Employer Training Grant program – reimburses employers in high-demand business sectors up to \$5,000 for each new employee that is trained, hired and retained for 6 months.

There is a \$50,000 cap for each employer and covered training must be associated with high- demand, high-wage jobs that require more than a high school diploma, but less than an associate degree.

Learn more at <https://www.nextleveljobs.org/>

2.2: Sector Strategies – Progress made in implementing sector strategies and career pathways.

Indiana is addressing both the skills gap and other workforce challenges through Sector Partnerships which connect employers to skilled workers. DWD’s strategy is to connect employers to skilled workers, educational institutions, community leaders and organizations within a critical industry. The goal is to encourage economic growth and workforce pipelines from training institutions to employers.

DWD in collaboration with various stakeholders have created a common framework and stage development for sector partnerships conversations and implementation.

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. See waiver section on first page.

2.4: Performance Accountability System

2:4(a): Performance measures/indicators

DWD currently follows the six primary indicators of performance described under section 116(b)(2)(A) of WIOA. The agency provided the Local Area Tool created by U.S. DOL-ETA with pre-populated local WDB data as a basis for the local area negotiations. DWD proposed the local performance goals for each region be the same as the State’s performance goals. Each region accepted the proposal and agreed to the state performance goals for each of the six primary indicators of performance for WIOA Adult, Dislocated Worker, Youth; Wagner-Peyser and TAA.

Indiana met its PY19 negotiated goals for the Credential Rate, Employment

Rate and Median Earnings key performance indicators in Adult, Dislocated Worker, Youth and Wagner-Peyser. The Measurable Skills Gains core indicator was set at baseline during PY19, but new targets have been implemented for PY20 forward. These results are evidence of the ongoing efforts of DWD to provide Hoosiers with top-quality workforce training and placement services.

While the agency's PY19 effectiveness in meeting its federal targets stands as a barometer for the effectiveness of DWD's WIOA service provision, the agency also recognizes pandemic-related challenges in PY20. Since March 2020, Indiana, like most other states, saw an increase in unemployment combined with a reduction in the total labor force. These factors may cause difficulty in meeting targets for the Q2 and Q4 Employment Rate and Median Wage core indicators. It is likely that many WIOA clients experienced greater challenges in finding full-time employment, experienced a reduction of hours (especially in the service economy) and/or dropped out of the labor force altogether due to being discouraged for health reasons or by the volatility of the current labor market.

Credential Rate and Measurable Skills Gains also may be impacted if clients' programs of study have been delayed or cancelled by the pandemic or if the client does not have the technology resources necessary to succeed in a remote learning environment or are best served in a traditional classroom setting.

2:4(b): Common Exit

Common exit is utilized through Indiana's case management system, Indiana Career Connect (ICC). ICC applies a combined (common) exit process when an individual does not receive a service in any common exit applicable program for at least 90 consecutive days. The client's exit date is the terminal date for all relevant program services within the current enrollment period.

2:4(c): Data Validation

DWD established processes for data validation that meet federal guidelines issued by USDOL. Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity and

reliability of data.

DWD requires that Local Workforce Development Areas (LWDAs) use Indiana Career Connect to upload documents upon receipt from the participants for data validation purposes. This client management system streamlines the process by eliminating the need to maintain paper documents while 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 by the end of the applicable program year.

In PY19, DWD data was reviewed quarterly for errors, inconsistencies, missing data out of range values, and any anomalies prior to the submission into the WIPS federal reporting system. DWD had few errors flagged and in those instances LWDAs were requested to make corrections. A sample of records contained in the WIOA measures was pulled for an annual review and the 24 elements listed in TEGL 7-18 were verified based on the required source documentation. Monitoring reviewed a sample of records and compared data to the source documentation to verify participant eligibility in the programs.

In PY20, DWD will implement a new data validation strategy of sampling and validating data on a quarterly basis. The samples will contain records from all LWDAs for both Title I and Title III programs. The sample will be drawn from the extract file from and will be checked against the state's Management Information System following the guidelines in TEGL 23-19 to ensure the information contained in all federal extract files is accurate. DWD will continue to review the data for errors, inconsistencies, missing data out of range values, and any anomalies from the WIPS system on a quarterly basis. LWDAs will be contacted to make corrections prior to the submission in WIPS. Monitoring will continue to sample from each LWDA to verify the eligibility requirements in the programs have been met.

Each year, 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

WIOA Adult

Key Performance Indicator	PY18	PY19
Employment Rate – 2 nd Quarter after Exit	76%	77%
Employment Rate – 4 th Quarter after Exit	73%	74%
Median Earnings – 2 nd Quarter after Exit	\$5,600	\$5,600
Credential Attainment	50%	52%
Measurable Skill Gains	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	Baseline

WIOA Dislocated Worker

Key Performance Indicator	PY18	PY19
Employment Rate – 2 nd Quarter after Exit	76%	76%
Employment Rate – 4 th Quarter after Exit	74%	75%
Median Earnings – 2 nd Quarter after Exit	\$6,700	\$7,000
Credential Attainment	47%	48%
Measurable Skill Gains	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	Baseline

WIOA Youth

Key Performance Indicator	PY18	PY19
Employment Rate – 2 nd Quarter after Exit	73%	74%
Employment Rate – 4 th Quarter after Exit	71%	71%
Median Earnings – 2 nd Quarter after Exit	Baseline	Baseline
Credential Attainment	59%	62%
Measurable Skill Gains	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	Baseline

Wagner-Peyser

Key Performance Indicator	PY18	PY19
Employment Rate – 2 nd Quarter after Exit	68%	68%
Employment Rate – 4 th Quarter after Exit	65%	66%
Median Earnings – 2 nd Quarter after Exit	\$5,000	\$5,250
Credential Attainment	n/a	n/a
Measurable Skill Gains	n/a	n/a
Effectiveness in Serving Employers	n/a	n/a

2.6: Activities Provided by State Funds:

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

In PY19, DWD utilized the Governor's discretionary funds to:

- meet employer demands for a pool of highly skilled workers;
- increase the number of adult low to mid-range incumbent workers and dislocated workers who will receive occupational skill training;
- increase the competitiveness of business and industry;
- provide flexible funds for incumbent worker training initiatives, including DWD competency-based training;
- provide funding for grant writing opportunities; and
- provide funding to develop innovative practices to improve performance outcomes for jobseekers and employers.

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

DWD commences Rapid Response activities once a layoff or closure is confirmed. Services provided include onsite utilization of technology solutions which provide career cross walks, onsite and virtual orientations which covers career/employment services, Veteran Services, Labor Management Information, Trade Adjustment Assistance, Employee Benefits Security Administration, Unemployment Insurance and Equal Opportunity. Rapid Response orientations are often combined with job fairs and skill assessments are available to those seeking information on new careers, trends, and average wages in the area. On-the-job training opportunities are encouraged to return dislocated workers to meaningful employment as soon as possible.

Rapid Response activities are coordinated through state staff, WIOA partner staff and local elected officials. DWD utilizes a network of business consultants, partially funded through Rapid Response Funds, to gather intelligence on current business trends, local economic conditions, and any opportunity for layoff aversion available. In PY19, Indiana experienced many notable Rapid Response Events resulting in 442 workers receiving specialized services.

There were 2,048 dislocated workers that attended Rapid Response/TAA orientations in PY19. Of the 1,699 services provided to dislocated workers, the following events were among the most notable:

Company Name	Services Provided to Dislocated Workers
Deufol Sunman	110
Silberline Manufacturing Co.	122
Matthews International Corp.	403
Schneider Electric	234
Dometic	155

In PY19, DWD also began a Layoff Aversion pilot with three workforce regions utilizing a layered data set that includes DUNS number information, along with employer financial information. The intent is to identify employers that may be in need of layoff aversion strategies and connect with them well in advance of layoff. DWD provides occupational skills training for affected workers within the impacted employer to either avert the layoff or better prepare them should a dislocation occur.

2.7: National Dislocated Worker Grants:

NHE Opioid Response Dislocated Worker Grant (DW-33531-Disaster- IN-NHE 4-18)

DWD received an NHE Opioid Response Dislocated Worker Grant (DW-3351-Disaster- IN-NHE 4-18). The purpose of this grant is to provide eligible participants with disaster-relief employment in positions addressing the crisis, such as community health workers, recovery coaches, and peer navigators, to help individuals travel the path to recovery. It will also assist eligible individuals directly impacted by the crisis with reintegration into the workforce, providing them opportunities for work-based and institutional training and placement in high-wage, in-demand occupations and assist employers impacted by improving the labor force in their communities

During PY19, DWD continued planning, developing community awareness, establishing relationships with potential partners, building staff awareness and capacity and creating a department management team. Over 150 participants were enrolled in the grant with 30 in training. The COVID pandemic significantly impacted the agency's ability to enroll individuals and provide services during the last half of the program year. However, activity increased the last few months of the PY19 and is anticipated to continue increasing in PY20.

Disaster Recovery Dislocated Worker Grants (DR-DWG)

DR-DWGs provide disaster-relief and humanitarian assistance employment, as well as employment and training services, as appropriate, to minimize the employment and economic impact of declared disasters and emergency situations, in disaster-declared areas as defined in 20 CFR 687.110(b).

Indiana was awarded a DR-DWG on April 21, 2020 of \$1,665,000.00 and an additional

amount of \$1,963,895.00 on September 25, 2020 to fund disaster relief employment opportunities to serve eligible workers impacted by COVID-19. During the application process, all regional Workforce Development Boards submitted an Request for Applications detailing their local DR-DWG projects.

From April 21, 2020 to June 30, 2020, local areas were focused on:

- developing employer/partner relationships and identifying potential placement positions;
- developing job descriptions, worksite agreements, and worksite monitoring tools; and
- conducting participant outreach and recruitment activities.

Employment Recovery Dislocated Worker Grants (ER-DWG)

During PY19, DWD was awarded \$6.6 million in initial WIOA National Dislocated Worker Employment Recovery Grant funding. DWD received the initial award on June 11, 2020 following an emergency application in accordance with TEGL 12-19. The period of performance for the initial award is April 14, 2020 - June 30, 2022. The purpose of the grant is to provide resources to expand capacity to serve dislocated workers and meet increased demand for employment and training services due to the economic impacts of COVID-19.

DWD began planning and implementation of the initial grant by releasing a Request for Applications (RFA) to regional workforce development boards in order to deploy grant funds to support regional efforts to address the significant workforce-related impacts resulting from the public health emergency. Aimed at responding to the dramatic rise in unemployment and dislocated workers throughout Indiana, DWD intends that workforce development boards utilize sub-awards to provide career services, training services and supportive services. Progress made to date includes scoring of RFA responses, project plans and budgets, notification of sub-awards to regions, and review and execution of contracts and statements of work to sub-award recipients.

DWD anticipates enrollment and services under the grant will begin and scale up during PY20-Q4.

2.8: State Technical Assistance Needs:

DWD requested and received Technical Assistance from USDOL to develop and facilitate a training approach for staff throughout the state. A needs assessment will be conducted in conjunction with WIOA-mandated workforce partners and the results used to develop a training plan. Although the project phases were delayed

due to the COVID-19 pandemic, they include:

- Developing a comprehensive training on the structure of the workforce system, an overview of the various federal workforce programs, how they are intended to fit and/or braid funding and services with the WIOA core and partner programs.
- Identifying a strategy and plan for delivering the training. This potentially includes train-the-trainer sessions or an initial wave of training for DWD and partner program staff depending on budgetary constraints.
- Determining HOW best to deliver the training considering the agency's current remote staff configuration. Training will likely need to be available via an online and interactive medium.

2.9: Promising practices, lessons learned, and success stories focusing on at-risk and priority populations

Indiana's priority of service is in compliance with WIOA Title I Section 134(c)(3)(E), which requires that priority of service be given to "recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services...and training services". Furthermore, "priority must be given regardless of funding levels". Section 194(1) of WIOA also requires that services be provided to those who can benefit from "and who are most in need of such opportunities." Priority of service is determined at the time of eligibility approval for WIOA services and does not change during the period of participation. Priority does not apply to the dislocated worker population. Veterans and eligible spouses continue to receive priority of service in all DOL-funded training programs, so long as they meet each program's eligibility criteria.

Local areas track priority of service in the state's case management system and must give priority of service to participants that fall into one of the following categories:

1. Recipients of public assistance
2. Low income individuals:
 - An individual or member of a family that is receiving or has received in the past six months, assistance through SNAP, TANF, supplemental security income, or a state or local income-based public assistance program; or
 - Is in a family with a total family income that does not exceed the higher of
 - i. The poverty line or

- ii. 70% of the lower living standard income level or
 - Is a homeless individual or
 - Is an individual with a disability whose own income meets the income requirements above, but who is a member of family whose income does not meet this requirement
- 3. Individuals who are basic skills deficient include those who:
 - Lack a high school diploma or equiv. and is not enrolled in secondary education; or
 - Score 8.9 or below on the TABE; or
 - Are enrolled in Title II adult education; or
 - Have poor English language skills; or
 - The case manager makes observations of deficient functioning and records those observations as justification in a case note.

2.10: Challenges Workforce System Faces

For most of the PY19, Indiana's workforce challenges mirrored those faced by many other states during a time of full or near-full employment. Greatest among these is meeting employer demand for talent – especially within middle-skill, middle-wage fields. Indiana's workforce faces a skills gap as more than half of its incumbent workforce has a high school diploma or less without any further formal education, or industry- recognized credential, certification or training.

Beginning in March 2020, Indiana, much like the rest of the nation, experienced record breaking unemployment similar as we grappled with the impact of the COVID-19. The State undertook several initiatives in PY19 to serve participants in this new environment. They include:

- Expansion of Workforce Ready and Employer Training Grants;
- Implementation of a Virtual Client Engagement;
- Identification and expansion of online training providers;

Timeframe	Date Range	Labor Force Change	Employed Change	Unemployed Change	Total Nonfarm Change	Total Private Change
PY19 Pre Covid	Jul19-Feb20	7,999	19,447	-11,448	23,100	17,500
Covid-related Losses	Mar20-Apr20	-169,598	-630,244	460,646	-435,900	-413,300
Covid Recovery	May20-Jun20	167,245	356,486	-189,241	224,900	228,300
PY19 Total	Jul19-Jun20	5,646	-254,311	259,957	-187,900	-167,500

2.11: Strategies/policies relating to PFP contracting Performance Accountability System

DWD did not have any reported expenses from its regional workforce development boards for Pay-for-Performance in PY19.



Success Story: Emma Shrout— Adult Education Graduate Earns CNC Machining Certification

Emma was a pregnant teenager who dropped out of high school at the age of 17. She became a single mother and started working to support her son. Waitressing full time paid \$2.45/hour plus tips, and she knew she was not going to make it if she didn't improve her situation. She was able to pay her rent and childcare but was constantly juggling from one bill to the next. She decided she needed to make some changes and take control of her life. She enrolled in high school equivalency (HSE) classes at Area 30 Adult Education and earned her HSE diploma. She was then eligible to apply for jobs that required a diploma, but she didn't know what she wanted to do to earn a living and care for her son.

With the help of her instructors in the Area 30 adult classroom, she began to research college and career pathways. Looking into the local job market and earnings helped Emma decide to enroll in a workforce certification course for Computer Numerically Controlled (CNC) Machine Operators. The Area 30 adult student course was offered 2 nights per week for 12 weeks, and it allowed Emma to work her full-time job while she took the class. She learned all the foundational knowledge needed to take and pass her NIMS (National Institute for Metalworking Skills) Entry Level Machine Operator certification, with tuition funded by WorkINDiana.

Emma immediately began interviews and was hired as an entry level CNC Machine Operator at Dixie Chopper. Her new full-time position paid \$14.50 per hour with a lot of available overtime that paid \$22/hour. Her health insurance costs dropped from more than \$150/month to only \$3/week. Three months into the job they began training her to run another high-tech CNC machine and she received her first pay raise to \$16.00/hour when she finished that training.

When Dixie Chopper closed a few months later, she became a dislocated worker and was approved to take more CNC courses through Ivy Tech, this time utilizing TAA funds. Upon graduation from her next course, she had added 6 more NIMS certifications. Emma is now working as a CNC Machinist at GE Aviation and her income continues to rise. She is proud of her achievements and is thankful that she had the support of her career coaches at Area 30, and the financial support of the Department of Workforce Development that allowed her to skill up into a high demand career.



"I am only 20 years old and I can honestly say I love my job! Because of my education and training I can finally support myself and my son Ayden all on my own."

Appendix A

Approved Waivers During PY19



JUN 07 2018

The Honorable Eric J. Holcomb
Governor of Indiana
State House, Second Floor
Indianapolis, Indiana 46204

Dear Governor Holcomb:

Thank you for your request of a waiver of statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA), submitted on March 23, 2018 (copy enclosed). This letter provides the U.S. Department of Labor (Department), Employment and Training Administration's (ETA) official response to the State's request, and memorializes that Indiana will meet the outcomes and implement the measures identified 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: Indiana is requesting a waiver of the State Workforce Development Board (SWDB) membership requirements at WIOA Sec. 101(b)(1) and (c) and the corresponding regulations at 20 CFR 679.110(b)-(c).

The State of Indiana is requesting a waiver to substitute the WIOA State Board membership requirements with the requirements promulgated in Indiana Senate Enrolled Act 50, which created the Governor's Workforce Cabinet. The State affirms that this waiver will streamline board size, increase coordination between employers and state government, and improve board accountability. 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. Therefore, ETA approves this waiver for Program Years 2018 through 2020 (July 1, 2018 through June 30, 2020).

Due to WIOA's emphasis on alignment and coordination among multiple programs to improve effectiveness of services, ETA encourages the Governor's Workforce Cabinet to continue to actively engage in WIOA implementation with State Board membership groups that are no longer represented.

The ETA Chicago Regional Office is available for further discussion and to provide technical assistance to the State to support achieving its goals. Should you have questions or wish to explore additional flexibility, feel free to contact the State's Federal Project Officer, Steven Scott, at (312) 596-5439 or scott.steven@dol.gov.

Sincerely,



Rosemary Lahasky
Deputy Assistant Secretary

Enclosure

cc:

Daniel O. Lopez, Deputy Chief of Staff, Office of Governor Eric J. Holcomb
Christine Quinn, Chicago Regional Administrator, Employment and Training Administration
Steven Scott, Federal Project Officer, Employment and Training Administration



STATE OF INDIANA
OFFICE OF THE GOVERNOR
State House, Second Floor
Indianapolis, Indiana 46204

Eric J. Holcomb
Governor

March 23, 2018

The Honorable R. Alexander Acosta, Secretary of Labor
United States Department of Labor
200 Constitution Ave. NW
Washington, DC 20210

Dear Secretary Acosta,

I write to respectfully request that Indiana be granted approval of a waiver on the membership of the state workforce development board under the Workforce Innovation and Opportunity Act.

As outlined in TEGL WIOA NO. 27-14, the U.S. Department of Labor encourages governors to take a broad and strategic view when appointing members of the state board. I have worked closely with state employers, legislators, state agencies, and other key stakeholders to determine a structure for the state workforce development board that would most benefit Hoosiers. Never before has Indiana succeeded in bringing our departments of education, workforce development, and economic development together with employers and our postsecondary training institutions with the authority to drive real implementation across our workforce system. This is what we need to align our state and federal workforce systems and more holistically meet the needs of those seeking training and employment opportunities.

During the 2018 Legislative Session, the Indiana General Assembly created the Governor's Workforce Cabinet and designated it with the responsibilities of the state workforce board and the authority to direct state agencies to address our workforce needs. Additionally, this streamlined cabinet will be chaired by one of my most senior staffers who will report directly to me. The attached waiver request outlines the structure I believe will best serve Hoosiers, and your immediate approval, even as you assess our request, will enable our team to continue ongoing work.

If you have any questions or would like to discuss this further, please contact me or the chair of the Governor's Workforce Cabinet, Danny Lopez, at dalopez@gov.in.gov. We appreciate your consideration of this request and look forward to a quick and positive response.

Sincerely,

A handwritten signature in black ink that reads "Eric J. Holcomb".

Eric J. Holcomb
Governor

WAIVER REQUEST STATE OF INDIANA

Waiver of State Workforce Board Membership

1. Statutory and/or Regulatory Requirements the State would like to Waive:

State Workforce Development Board Membership and Establishment

Workforce Innovation and Opportunity Act (WIOA) Title I Subsection A Chapter 1 Section 101 (b)(1) – State workforce development boards: requirement to appoint specific members to the board described in section 101(b). The membership of the new Governor's Workforce Cabinet may be found in Appendix 1.

This waiver will grant Indiana the flexibility to better align our state and federal workforce systems as follows:

- A true vision for workforce development driven by the Governor with input from employers across the state;
- Implementation of thoughtful strategies across state agencies;
- Better collaboration between state government and employers;
- Better collaboration between state leaders and local partners; and
- Better incentives for local partners and providers to get more Hoosiers into training and work.

Background

Indiana has for more than a decade made significant and crucial investments in our economic climate and positioned itself as one of the premier states in America in which to start and grow businesses. Governor Holcomb's Administration is strengthening the foundation built by Governors Mike Pence and Mitch Daniels; low taxes, responsive government, responsible fiscal stewardship, a regulatory environment guided by common sense, and major commitments to our roadways, airways, and waterways. These qualities have made Indiana a model for the nation. Coupled with continual improvements in our K-12 system and our world-class network of nationally-acclaimed colleges and universities, Indiana is building a pipeline for sustainable success.

Our economy continues to evolve, however, and while our reliance on manufacturing remains an important competitive advantage, it simultaneously embodies our most pressing challenge. Manufacturing jobs increasingly demand higher and higher competencies, and coupled with the blossoming of our technology, biolifesciences, and aerospace defense industries, Indiana's economy is straining a labor force that increasingly lacks the skills needed to remain competitive in the 21st century.

According to the Lumina Foundation, only 41.9 percent of working-age people in Indiana have attained a high-value certificate or degree. More than 700,000 Hoosiers have begun but not completed postsecondary programs and another 400,000 lack any high school diploma or equivalency at all. Employers repeatedly point to growing demand, and education and training programs not only must operate with the same sense of urgency but must truly be in sync with the current and future workforce needs of their individual regions.

It is for precisely that reason that Governor Holcomb designed, and the Indiana General Assembly overwhelmingly codified, the new approach for which we seek this waiver. Never before has Indiana succeeded in bringing our departments of education, workforce development, and economic development together with employers and our postsecondary training institutions with the authority to drive real implementation. Moving from a 46-member state workforce board to a 21-member, employer-driven cabinet reporting directly to the Governor enables us to do just that. This way, we can ensure collaboration across State agencies while preserving the tenets of local control and employer guidance central to the spirit of the Workforce Innovation and Opportunity Act.

We must have a workforce system that fosters stronger collaboration among local governments, local workforce boards, various state agencies, and employers all across Indiana. Our model must facilitate the right incentives and corresponding support structures that give local workforce leaders the tools they need to move more Hoosiers toward employment. Conversely, it must challenge local employers, schools, and postsecondary institutions to engage and be responsible to support their own communities. In short, this must be an all-hands-on-deck approach, and the state must have the organizational structure in place to effectively guide implementation.

Our approach to the delivery and synchronization of our workforce preparation systems must evolve. With one of the nation's lowest unemployment rates and a labor participation rate above the national average, we must implement a model that not only seeks to perfect our traditional workforce development programs but aligns those programs with resources and strategies that truly cut across the missions of so many State agencies. Moving more people into meaningful training and high-wage jobs will require us to look well beyond the Department of Workforce Development for support in areas like transportation, childcare, affordable housing, and substance abuse.

The gaps these Hoosiers face are set against the backdrop of increased need by employers. Job creators in Indiana continue to clamor for more workers across skill levels, and the number of unfilled jobs is approaching 100,000. Underemployment rather than unemployment remains a critical concern for both families and employers, and these workforce challenges are truly a threat to the incredible socioeconomic gains we have made for years.

We must have the structure in place that allows us to more collaboratively and strategically use state and federal resources from across agencies in Governor Holcomb's Administration to tackle this multi-faceted challenge.

2. Actions the State has undertaken to Remove State or Local Barriers:

There are no longer any state or local statutory or regulatory barriers to implementing the proposed waiver.

The Indiana General Assembly passed and Governor Holcomb signed Senate Enrolled Act 50. The bill creates the Governor's Workforce Cabinet to comply with the federal requirements for a state board under WIOA.

3. State Strategic Goal(s) and Department of Labor Priorities Supported by the Waiver:

The goal of the waiver is to allow flexibility in the membership requirements of the state workforce development board under WIOA Sec. 101(b).

We have worked closely with state employers, legislators, state agencies, and other key stakeholders to create a structure for the state workforce development board that would most benefit Hoosiers. This flexibility is critical to better aligning our state and federal workforce systems, provide greater opportunity to more vulnerable and displaced Hoosiers, and meet employer workforce demands as our economy continues to evolve.

The Governor's Workforce Cabinet will be focused on accomplishment, not activity. Many of these objectives speak directly to the policy priorities laid out by the United States Department of Labor.

Goal: Setting a single vision for workforce policy

Bringing the cabinet under the Governor's Office and appointing one of the Governor's senior leaders as Chairman ensures real synergy among state agencies charged with implementing our workforce programs. Indiana has struggled to bring the many departments that serve working-age Hoosiers together under an action-oriented mission, as previous attempts have resulted largely in recommendations and reports. With the weight of the Governor's office behind it, the cabinet will direct each agency to work toward a unified set of goals for workforce policy, using existing data and ongoing assessment to determine and act upon changes can be immediately operationalized.

Goal: Identifying wrap-around solutions to break silos across resources

One of the challenges local workforce boards face is the inability to deliver outside-the-box solutions for their most vulnerable populations in the face of decreasing federal funding streams. The structure of the Governor's Workforce Cabinet allows employers and workforce leaders to identify potential new resources for local boards, incentive new outcomes and more meaningful metrics, and foster region-wide collaborations to better serve prospective employees grappling with substance abuse addiction, housing issues, and more.

Goal: Increase accountability at the state, local, and service-provider levels

The Governor's Workforce Cabinet will assess and align the state and federal resources for workforce training in a holistic way, and allow state agencies and education and training providers to move away from a compliance mindset to an action-oriented one. Currently, the state workforce board serves primarily as an advisory committee for WIOA programs and services. The Governor's Workforce Cabinet, rather, has been tasked with identifying existing state and local roadblocks facing Hoosiers seeking meaningful training and employment, designing policy to address them, and ensuring solutions are operationalized at the agency level.

4. Projected Programmatic Outcomes Resulting from Implementation of the Waiver:

The new state workforce board structure provides better support for true employer engagement. The composition of the Governor's Workforce Cabinet provides an opportunity to hear from and provide solutions to employers in Indiana's key sectors. The new cabinet also allows for a better

The waiver request will be published for a period of three weeks on the public websites maintained by the Indiana Department of Workforce Development, allowing for public comment on its content and impact.

A copy of the waiver will be available for public inspection at the Indiana Department of Workforce Development offices and electronic copies of the waiver will be sent via e-mail to local boards and one-stop operators.

APPENDIX 1: Governor's Workforce Cabinet Membership

The membership of the newly-established Governor's Workforce Cabinet established consists of at least the following twenty (21) members:

- (1) A chairperson appointed by the Governor.
- (2) The secretary of career connections and talent.
- (3) The commissioner of the department of workforce development.
- (4) The president of the Indiana Economic Development Corporation.
- (5) The commissioner of the Indiana commission for higher education.
- (6) The superintendent of public instruction.
- (7) The president of Ivy Tech Community College.
- (8) The president of Vincennes University.
- (9) A member appointed by the governor who is an apprenticeship coordinator of a joint labor-management apprenticeship program approved by the United States Department of Labor, Employment and Training Administration, Office of Apprenticeship.
- (10) A member representing high school career and technical education directors appointed by the governor in consultation with the Indiana Association of Career and Technical Education Districts.
- (11) A member representing manufacturing appointed by the governor in consultation with the Indiana Manufacturers Association.
- (12) A member representing a minority business enterprise appointed by the governor.
- (13) A member representing a women's business enterprise appointed by the governor.
- (14) A member representing a veteran owned business appointed by the governor.
- (15) A member representing the nonunion and construction trades appointed by the governor in consultation with the Associated Builders and Contractors, Inc., and the Indiana Builders Association.
- (16) A business owner appointed by the governor in consultation with the Indiana Chamber of Commerce.
- (17) A small business owner appointed by the governor in consultation with the National Federation of Independent Businesses.
- (18) A member of a community-based organization appointed by the governor.
- (19) Three (3) at-large business owners appointed by the governor, one (1) of whom is a business owner who employs less than fifty (50) employees.
- 20) Any additional members designated and appointed by the governor.
- (b) The members appointed under subsection (a)(11) through (a)(19) must be geographically diverse.

connection among employers, local workforce boards, state agencies whose constituent populations overlap with those served by WIOA, and statewide education and training providers. Duties of the cabinet include but are not limited to:

- Perform the duties as set forth in WIOA;
- Advise the governor on the coordination of federal, state, and local education and training programs and the allocation of state and federal funds in Indiana to promote effective services, service delivery, and innovative programs;
- Work with local workforce development boards;
- Design for implementation a comprehensive career navigation and coaching system;
- Conduct a complete review, analysis, and evaluation of workforce funding; and
- Direct the appropriate state agencies to implement changes to the delivery of workforce programs and make recommendations to the Governor and legislature.

5. Individuals, Groups or Populations benefiting from the Waiver:

Local Boards will benefit from greater connectivity to state government and the Governor's office, defined goals and clarity of mission, and the opportunity to access resources that may be available through a variety of state agencies.

Individuals will benefit from state and federal resources more strategically and cohesively dedicated to moving them into meaningful training and quality jobs. Individuals will have the support they need to move into sustainable employment.

6. How the State plans to monitor waiver implementation, including collection of waiver outcome information:

The outcome of the waiver will be a statewide achievement of better communication and direction for the WIOA-established workforce system.

One of the functions of the Governor's Workforce Cabinet is to review, monitor, and recommend changes to the state's workforce system. As such, there will continually be an eye toward how Hoosiers are impacted by the policy decisions of the cabinet and the programs implemented at both a state and local level. Outcomes that result from aligning these systems will be included in the state's annual WIOA report.

7. Assurance of State posting of the request for public comment and notification to affected local workforce development boards:

This waiver request will not have a direct impact on the local workforce development boards. We will provide a letter to all local workforce boards notifying them of the state board membership changes, and the chair of the Governor's Workforce Cabinet will meet with all local executive directors. The membership of the Governor's Workforce Cabinet will be included in the updated state plan, which will be resubmitted for public comment.



AUG 01 2018

The Honorable Eric J. Holcomb
Governor of Indiana
State House, Second Floor
Indianapolis, Indiana 46204

Dear Governor Holcomb:

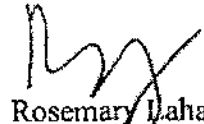
Thank you for your waiver request of certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA), and the accompanying plan to improve the statewide workforce development system, submitted as part of your WIOA State Plan modification on May 9, 2018 (copy enclosed). This letter provides the Employment and Training Administration's (ETA) official response to the State's request, 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 Waivers: Waivers associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that states and local areas expend 75 percent of all Governor's reserve and local formula youth funds on out-of-school youth (OSY).

The State's request to waive the requirement that states and local areas expend 75 percent of all Governor's reserve and local formula youth funds on OSY is approved. 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. Therefore, ETA approves the requested waivers for Program Years (PYs) 2018 and 2019 (July 1, 2018 through June 30, 2020). Indiana may lower the target rate for Governor's reserve and local youth funds to 50 percent.

ETA is also available for further discussion and to provide technical assistance to the State to support achieving its goals. The Department of Labor proposed additional flexibility in its Fiscal Year 2019 Budget to give governors more decision-making authority to meet the workforce needs of their states. If you have questions or wish to explore additional flexibility, feel free to contact my office at (202) 693-2772.

Sincerely,



Rosemary Lahasky
Acting Assistant Secretary

Enclosure

cc:

Frederick Payne, Commissioner, Indiana Department of Workforce Development
Christine Quinn, Chicago Regional Administrator, Employment and Training Administration
Steven Scott, Federal Project Officer, Employment and Training Administration

Indiana

The State of Indiana is requesting a waiver from Section 129(a)(4)(A) and 20 CFR 681.410 which require not less than 75 percent of funds allotted to states under Section 127(b)(1)(c), reserved under Section 128(a), and available for statewide activities under subsection (b), and not less than 75 percent of funds available to local areas under subsection (c), shall be used to provide youth workforce investment activities for OSY.

Indiana is requesting the following waivers to this statutory and regulatory provision:

1. A waiver of the requirement to expend 75 percent of funding on the OSY population. Indiana is requesting that this percentage be lowered to 50 percent.
2. A waiver of the requirement that local funding meet the 75 percent minimum expenditure requirement. Indiana requests that this percentage be lowered to 50 percent to align with the statewide target (see 1 above).
3. A waiver of the requirement to expend 75 percent of Statewide Activities funding on the OSY population. It is requested to reduce this percentage to 50 percent to allow flexibility of funding special projects that meet the vision and mission of the state.

Background

Indiana's high school graduation rate has been trending at 89 percent for over four years, however, most recently, seeing a decrease to 87 percent for the Class of 2017. According to 2015 data from the Indiana State Department of Health, youth who graduate high school are more likely to be employed, tend to earn higher incomes, and tend to enjoy better health than those who do not earn a high school diploma.

According to the 2018 Indiana Kids Count Data Book, 54 percent of Indiana employers do not believe students are adequately prepared for the workforce, and 47 percent left jobs unfilled in the past year due to underqualified applicants. Employers cite critical thinking, responsibility, self-discipline, communication and teamwork as the most crucial employability skills in today's job market.

Indiana currently has a 600 to one student to school counselor ratio, and each year, counselors are being asked to administer additional job duties that do not allow them the opportunity to counsel students on life after high school. To combat these issues and increase the state's graduation rate, the Indiana General Assembly committed state funds in the 2014 and 2016biennium budgets to dropout prevention funding, which allowed the Indiana Department of Workforce Development to double its high-quality dropout prevention program. However, this funding is not guaranteed in future years to sustain and expand program activities, but can be coupled with formula funds to create a robust dropout prevention and re-engagement program designed to assist Indiana's most at-risk youth.

This waiver is consistent with our Governor's vision to cultivate a strong and diverse economy and develop a 21st Century skilled and ready workforce. Specific to these broad goals, the Governor is working to align workforce and education programs with goals of student matriculation into college or credential programs or skills to go directly into a quality job, create

career pathways for high school students that prepare them for post-secondary options such as apprenticeships and work-based learning experiences, and connect the Department of Education to in-demand industry employer partners.

The above waiver requests will result in increased partnership and collaboration between the Department of Workforce Development, its Workforce Development Boards, local school districts, parents, families and communities, post-secondary institutions, public and private organizations and local employers to support our Hoosier youth and build a strong talent pipeline.

Waiver Goals and Outcomes

Goal: Increase services to at-risk youth in our local schools and communities, despite their educational status.

Expected Outcome: Approval of this waiver request will allow the state and local areas to focus funds and services on engaging at-risk, in-school youth to persist in their educational goals. It is much more cost-effective to keep youth enrolled in school and engaged in a career pathway, which in the long run, can secure quality jobs in in-demand careers.

48 percent of Indiana students are considered low-income in schools, accessing free and reduced price lunches. The requested waiver will allow Indiana's Department of Workforce Development to engage local schools in a collaborative process designed to connect these low-income youth to community resources and high quality educational and career exploration opportunities.

Goal: Increase support and funding for high quality dropout prevention programming.

Expected Outcome: Recent data for scalable dropout prevention programs demonstrate graduation rates at 95 percent or above, with placement into full-time employment and/or post-secondary education rates at 89 percent. These outcomes are noteworthy, as students engaged in existing dropout prevention programs are considered "at-risk" and frequently face multiple barriers, including those who are pregnant and/or parenting, low academic performance, lacking in maturity or motivation, special education certified or has a physical or emotional disabilities, repeated grades in high school, limited English proficiency, are currently or have previously been connected to foster care or the juvenile justice system, and those with family environments not conducive to educational or career goals, including single parent households and households with chronically unemployed parents or uneducated parents.

Goal: Supporting students in school through successful graduation and transition into post-secondary education and employment.

Expected Outcome: A critical component of a youth's success is the connectivity and continuity of high-quality dropout prevention programs that both address high school graduation and transition into further education and/or employment. One of the hallmarks the Workforce Innovation and Opportunity Act is the crucial follow-up service. Providing continued follow-up services and supports for at-risk youth who graduate high school as they transition will only increase performance metrics related to employment rate, credential attainment and median earnings, as they work to increase persistence and retention.

Approval of this waiver will provide greater opportunity for youth to complete high school and continue on a pathway toward multiple career and educational opportunities, including

apprenticeship programs, short-term certificates, associate's or bachelor's degrees, and sustainable employment.

Goal: Improved flexibility of state, local and statewide activities funding to best meet the needs of our citizens and businesses.

Expected Outcome: Approval of this waiver will allow for innovative strategies to address barriers facing at-risk youth on an individualized basis and encourage innovative strategies to address student retention, engagement, transition and successful outcomes. This waiver will also improve the ability of the Workforce Development Boards to develop strategies to align with the workforce and economic needs of their local areas and to design these programs to meet the needs of their youth.

Alignment with Department Policy Priorities

The WIOA encourages strong partnerships to leverage resources and increase opportunities for youth. In the past year, Indiana has appointed a Secretary of career connections and talent and established the Governor's Education to Career Pathway Cabinet, with heads of Indiana's Department of Workforce Development, Department of Education and Commission for Higher Education. Their focus will be to better connect all agencies in an effort to assist youth, including at-risk youth, in leveraging resources and aligning successful program models that lead to student persistence, retention and completion.

Individuals Impacted by the Waiver Request

Indiana's at-risk young adult population, American Job Centers (AJC) and subcontracted service provider staff, employers, parents and school counselors will benefit from the waiver, if approved.

Monitoring Progress and Implementation

Annual WIOA on-site programmatic reviews will include an evaluation of how local waivers are being utilized to ensure programmatic goals and outcomes are being met.

DWD's Youth Initiatives team conducts monthly case management system "desktop" monitoring as it creates programmatic reports reviewing funding streams, enrollments, services and follow-up data. Additionally, the Youth Initiatives team conducts quarterly meetings with local Workforce Development Board Youth Directors to review reports and programmatic progress. Following approval of the waiver, if granted, DWD's Youth Initiatives team will conduct local on-site reviews to discuss in-school and out-of-school youth programs and expenditure plans with each service area. These strategies ensure that the goals described above, as well as those outlined in the existing state and local WIOA plans, are consistent with objectives of the WIOA, and federal and state regulations.

Notice to Local Boards and Public Comment

In preparation for the State Plan amendments, DWD requested feedback/input from Regional partners regarding waivers. Feedback/input was gathered by email request in December of 2017 and again during a face to face meeting with all Regional Executive Directors in January 2018. All parties were notified that any waiver request would be submitted via the State Plan

amendment process and this process would allow for further feedback from the Regional partners as well as the general public during the public comment period.

The draft state plan was posted on the core partners' websites and notice was sent out broadly that the plan was open for public comment. Four meetings (three physical and one call in) were held throughout the state, coordinated by the core partners, to take live public comment. The State Board created a WIOA Implementation taskforce on July 23, 2015. The taskforce was made up of the core partners, employers, education and training providers and other stakeholders. One of the duties of the taskforce was to oversee the development, implementation, and modification of the State plan.

Appendix B

Indiana Economic Analysis Report - DWD Research & Analysis

INDIANA ECONOMIC ANALYSIS REPORT



INDIANA DEPARTMENT OF **WORKFORCE** --- DEVELOPMENT

Fred Payne, Commissioner

October 2020

Acknowledgements

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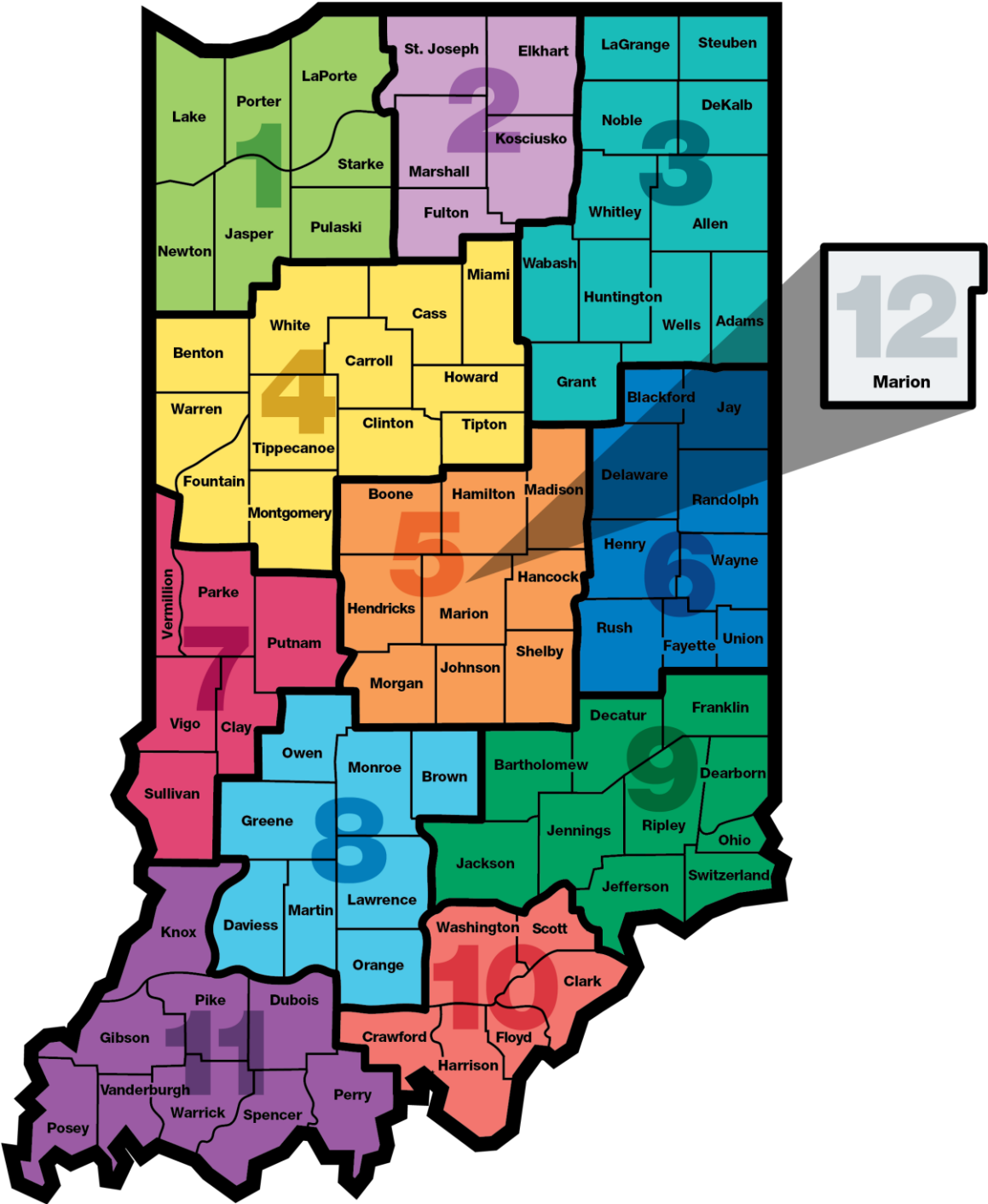
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Economic Growth Regions

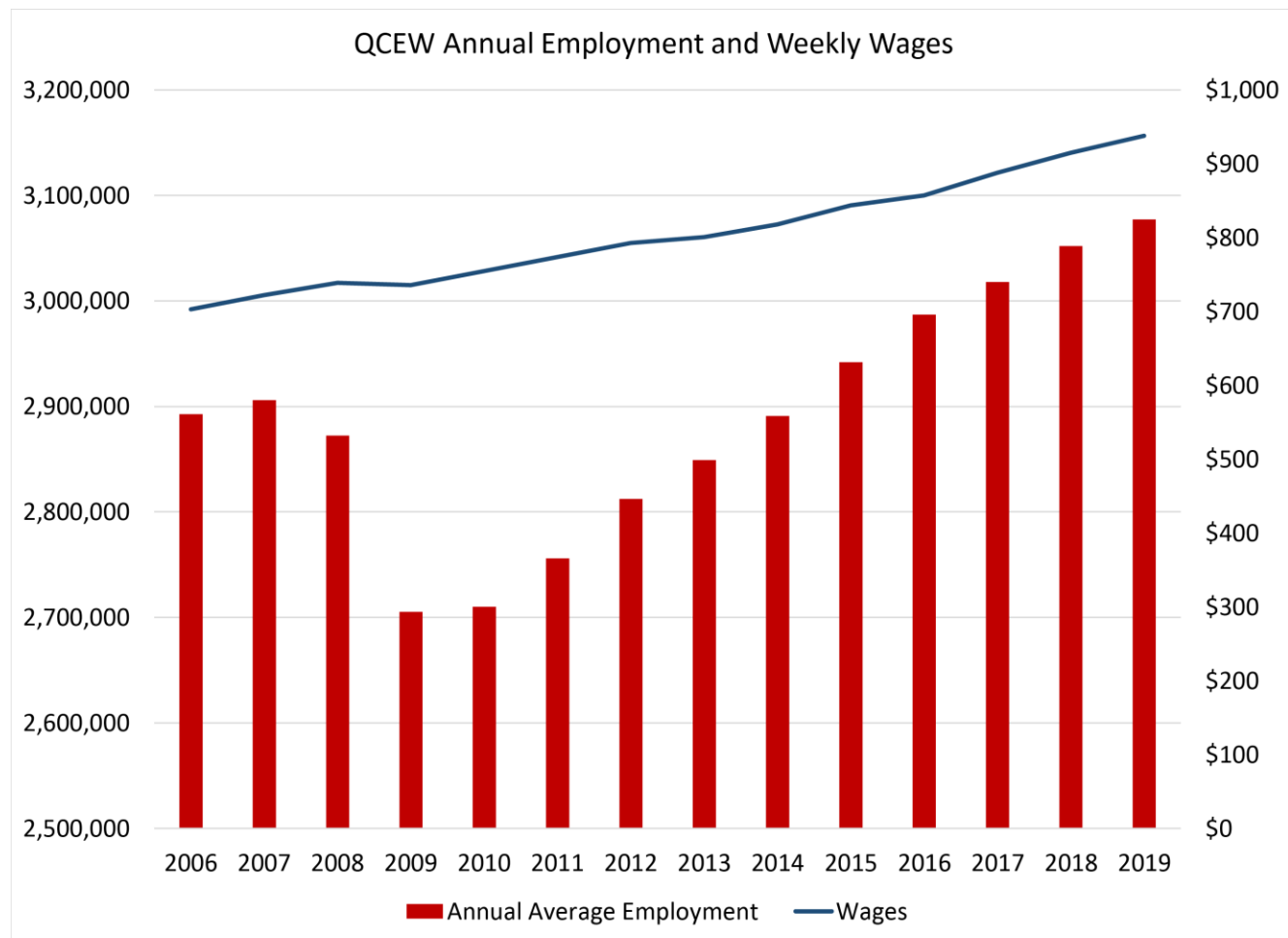


2019 Indiana Employment in Brief

Indiana has seen steady employment recovery following the Great Recession. The 2019 average annual employment level was 2,684,878 for private employment and 3,077,240 for all industries. Private employment has grown by 16.9% since the depths of the 2009 recession. This is also the high point for both private and total employment.

Average weekly wages have risen to \$938 for all Industries. The following charts summarize Indiana's 2019 Employment from the Quarterly Census of Employment and Wages (QCEW) program.

Figure 1. QCEW Annual Employment and Weekly Wages



Source: IDWD Quarterly Census of Employment and Wages

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Section A: Economic Analysis

2020 COVID-19 Economic Crisis

Indiana's economy was very stable with low unemployment until the March 2020 shutdown due to the COVID-19 pandemic. This resulted in April 2020 showing historic drops in jobs and increases in unemployment.

Summary of COVID-19 Economic Crisis

- Indiana had over 640,000 Initial Claims filed from March 14th through May 2nd 2020.
- For comparison the Great Recession took from Nov 1st 2008 through July 4th 2009 to get over 640,000 Initial Claims filed (36 weeks).
- Total Private Employment was under 2,340,000 level last in October 2009 (2,337,300).
- Manufacturing last was under 449,700 jobs was July 2010 (449,400).
- The Labor Force was last below 3,238,000 in August 2014 (3,231,964).
- The last time Labor Force Employment was at the current level was November 1992 (2,691,292).
- The highest Unemployment Rate from 1976- present was December 1982 (12.6%).
- The most unemployed Labor Force was in February 2010 (348,823).

Current Employment Statistics and Labor Force for Program Year July 2019 to June 2020

In early 2020 the worldwide COVID-19 pandemic caused nations all over the world to shut down for weeks and months at a time. This brought sudden and historic changes to the Indiana economy. Current Employment Statistics (CES) and Local Area Unemployment Statistics (LAUS) indicate unprecedented drops in private sector employment and falling employment in April of 2020.

Indiana's labor force fell 51,048 from March 2020 to April 2020. The unemployment rate soared from 3.0% in March to 17.5% in April 2020. Despite this, for the program year of July 2019 to June 2020 the labor force is up 17,594.

In April 2020 Indiana lost 403,500 total non-farm jobs and 382,700 private sector jobs. Leisure and Hospitality lost 116,300 jobs, Manufacturing lost 77,600 jobs and Private Educational & Health Services lost 55,100 jobs from March to April of 2020.

From July 2019 to June 2020 Indiana's Total Non-Farm employment lost and the private sector employment lost 167,500 jobs. From July 2019 to June 2020 Indiana is down 44,200 jobs in Leisure and Hospitality, 40,200 jobs in Manufacturing and 28,100 jobs Private Educational & Health Services.

Figure 2. Number of Jobs by Supersector

Supersector	July 2019	March 2020	April 2020	May 2020	June 2020	March 2020 to April 2020 Chg	April 2020 to June 2020 Change	Jul 19 to June 20
Private Educational & Health Services	482.9	485.1	430.0	439.7	454.8	-55.1	24.8	-28.1
Manufacturing	536.2	527.9	450.3	469.7	496.0	-77.6	45.7	-40.2
Professional & Business Services	344.1	342.0	305.1	308.0	324.7	-36.9	19.6	-19.4
Financial Activities	141.2	141.6	138.8	138.3	138.5	-2.8	-0.3	-2.7
Construction	144.4	149.1	134.8	142.7	146.2	-14.3	11.4	1.8
Leisure and Hospitality	312.8	302.7	186.4	222.8	268.6	-116.3	82.2	-44.2
Trade, Transportation & Utilities	598.2	598.9	553.7	561.4	577.1	-45.2	23.4	-21.1
All Other	168.7	168.1	133.6	140.9	155.1	-34.5	21.5	-13.6
Total Private	2728.5	2,715.4	2,332.7	2,423.5	2,561.0	-382.7	228.3	-167.5
Government (Includes Public Schools & Hospitals)	428	431.8	411.0	407.7	407.6	-20.8	-3.4	-20.4
Total Nonfarm	3156.5	3,147.2	2,743.7	2,831.2	2,968.6	-403.5	224.9	-187.9

Source: *Current Employment Statistics June 2020***Summary: Current Employment Statistics and Labor Force Over the Year 2019 Annual Averages**

2019 estimates from the Current Employment Statistics (CES) and Local Area Unemployment Statistics (LAUS) indicate growing private sector employment and falling unemployment. Indiana's labor force has lost 11,388 from January 2019 to January 2020. The Labor Force has gained 53,484 since January 2016. Indiana's January 2020 annual labor force stands at 3,392,922.

From January 2019 to January 2020 Indiana's Total Non-Farm employment lost 7,900 and the private sector employment lost 7,400 jobs. Key growth sectors over the past year include Private Educational and Health services which gained 7,000, and Construction which gained 2,000 over the year. Manufacturing lost 10,400 jobs from January 2019 to January 2020.

Figure 3. Indiana Employment Change

IN Employment Change Over the Month, Year-to-Date and Over the Year (seasonally adjusted)						
Industry	January 2019	December 2019	January 2020	Month Change	Y-to-D Change	Y-to-Y Change
Private Educational & Health Services	479.7	484.1	486.7	2.6	2.6	7.0
.....Private Educational Services	65.5	63.2	64.9	1.7	1.7	-0.6
.....Health Care & Social Assistance	414.2	420.9	421.8	0.9	0.9	7.6
Manufacturing	545.1	539.5	534.7	-4.8	-4.8	-10.4
Professional & Business Services	344.9	343.1	343.9	0.8	0.8	-1.0
Financial Activities	140.7	141.1	142.0	0.9	0.9	1.3
Construction	147.6	148.0	149.6	1.6	1.6	2.0
Leisure and Hospitality	317.4	309.6	312.8	3.2	3.2	-4.6
Trade, Transportation & Utilities	603.9	598.9	602.5	3.6	3.6	-1.4
.....Trade	443.9	437.8	441.9	4.1	4.1	-2.0
.....Transportation, Warehousing & Utilities	160.0	161.1	160.6	-0.5	-0.5	0.6
All Other	170.0	169.2	169.7	0.5	0.5	-0.3
Total Private	2,749.3	2,733.5	2,741.9	8.4	8.4	-7.4
Government (Includes Public Schools & Hospitals)	429.9	429.5	429.4	-0.1	-0.1	-0.5
Total Nonfarm	3,179.2	3,163.0	3,171.3	8.3	8.3	-7.9
United States Total Private	127,628.0	129,319.0	129,541.0	222.0	222.0	1,913.0

Source: Current Employment Statistics January 2020

A1: 2019 Annual Employment and Wages**Figure 4. Employment, Firms and Wages by Industry**

Indiana Employment, Firms and Wages by Industry 2019				
Industries	Units	Employment	Total Annual Wages	Annual wages per Job
Total	168,882	3,077,241	\$150,170,340,753	48,800
Manufacturing	9,084	541,152	\$34,267,630,151	63,323
Health Care and Social Services	14,431	447,034	\$22,703,723,560	50,787
Retail Trade	20,362	317,084	\$9,172,355,399	28,927
Accommodation and Food Services	13,490	271,916	\$4,668,881,197	17,170
Educational Services	3,260	250,994	\$10,830,616,016	43,151
Admin, Support, Waste	9,892	190,042	\$6,487,992,880	34,140
Transportation & Warehousing	6,830	158,136	\$7,584,928,370	47,965
Construction	15,226	145,911	\$8,757,398,348	60,019
Public Administration	2,837	130,073	\$6,555,587,112	50,399
Wholesale Trade	13,381	123,429	\$8,555,257,420	69,313
Professional, Scientific, Technical	19,090	123,253	\$8,726,688,455	70,803
Finance and Insurance	10,240	98,998	\$7,434,274,851	75,095
Other Services (Except Public Administration)	12,932	89,552	\$3,024,151,777	33,770
Arts, Entertainment, and Recreation	2,348	44,552	\$1,566,111,991	35,152
Real Estate and Rental and Leasing	6,775	37,887	\$1,768,419,785	46,676
Information	2,553	35,028	\$1,946,677,968	55,575
Management of Companies and Enterprises	1,253	34,852	\$3,523,833,535	101,109
Utilities	532	15,742	\$1,513,544,667	96,147
Agriculture, Forestry, Fishing and Hunting	1,938	15,687	\$636,810,340	40,595
Mining	316	5,788	\$442,145,590	76,390

Source: *Quarterly Census of Employment and Wages*

Figure 5. Major Industries, Composition

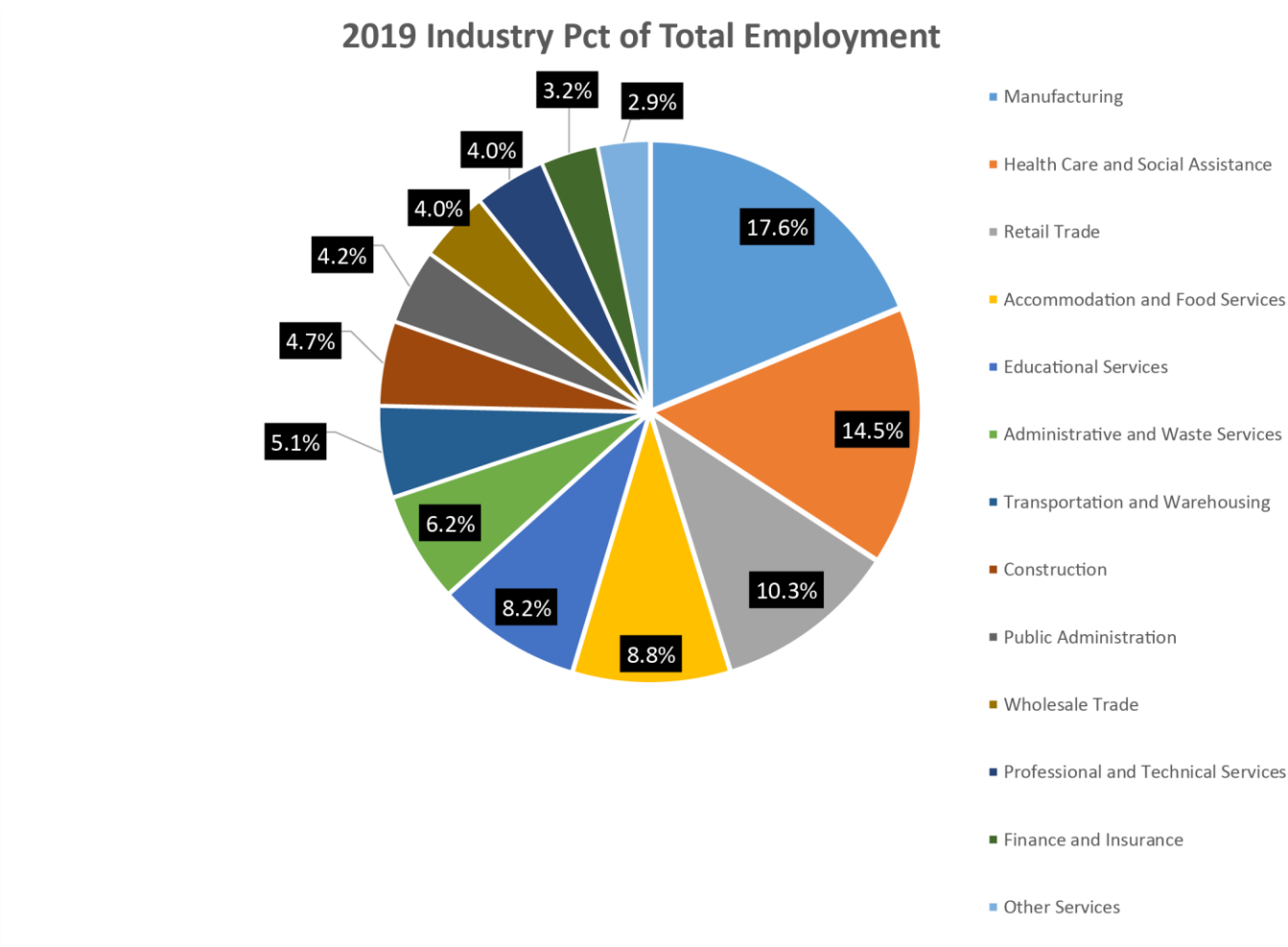


Figure 6. Indiana Statewide Employment Change

INDIANA ANNUAL AVERAGE EMPLOYMENT BY INDUSTRY				
Sorted by Total Employment gains from 2014 to 2019				
Industry	2014	2019	Change	% Change
Total	2,890,877	3,077,241	186,364	6.4%
Health Care and Social Services	404,035	447,034	42,999	10.6%
Manufacturing	507,198	541,152	33,954	6.7%
Transportation & Warehousing	134,064	158,136	24,072	18.0%
Construction	123,090	145,911	22,821	18.5%
Accommodation and Food Services	254,683	271,916	17,233	6.8%
Professional, Scientific, Technical	106,042	123,253	17,211	16.2%
Other Services (Except Public Administration)	83,349	89,552	6,203	7.4%
Finance and Insurance	93,285	98,998	5,713	6.1%
Wholesale Trade	117,809	123,429	5,620	4.8%
Admin, Support, Waste	184,642	190,042	5,400	2.9%
Public Administration	125,677	130,073	4,396	3.5%
Real Estate and Rental and Leasing	34,044	37,887	3,843	11.3%
Arts, Entertainment, and Recreation	41,663	44,552	2,889	6.9%
Management of Companies and Enterprises	32,133	34,852	2,719	8.5%
Agriculture, Forestry, Fishing and Hunting	14,591	15,687	1,096	7.5%
Educational Services	250,476	250,994	518	0.2%
Utilities	16,051	15,742	-309	-1.9%
Mining	6,893	5,788	-1,105	-16.0%
Retail Trade	319,142	317,084	-2,058	-0.6%
Information	41,965	35,028	-6,937	-16.5%

Source: *Indiana Quarterly Census of Employment and Wages (Public and Private)*

2019 Annual Industry Overview

From 2014 to 2019 total employment grew by 186,334 jobs (6.4%) overall for all industries, including both public and private employment. This is measured from the Quarterly Census of Employment and Wages, annual average employer reported data. This is the most recent full year of data at the time of this report. QCEW is the best measure of true employment levels, from which other surveys (such as the CES cited in the introduction) are benchmarked annually.

Over the most recent five year period of recovery over half (66%) of the 186,334 increase in jobs was in four sectors in Indiana. Health Care and Social Services increased by 42,969 jobs or 10.6% since 2014. Manufacturing grew by 33,954, Transportation and Warehousing gained 24,072 jobs and Construction added 22,821 jobs from 2014-2019.

Industries showing the highest employment increases from 2014 to 2019

Health Care and Social Assistance

Health care and social assistance facilities have grown by 10.6% in the last 5 years with an increase of 42,969 jobs. This sector growth includes physicians' offices, hospitals, and a wide range of providers. Wages in this industry increased by 17.7% in 2019 to an average weekly wage of \$976.

Manufacturing

Indiana manufacturers grew employment by 33,954 over this time frame. Manufacturing remains the largest increase in the recovery of total jobs of all industries. Manufacturing had a growth rate of 6.7% as an industry for Indiana and pays wages greater than average, with average weekly wages of \$1,217 during 2019.

Transportation and Warehousing

Transportation and Warehousing has grown by 24,072 from 2014-2019. This industry has also been a target for economic development for several years. This industry grew by 18.0% during this five year period. The average weekly wages for Transportation and Warehousing were at \$922 for 2019.

Construction

The Construction industry grew by 22,821 or 18.5% between 2014 and 2019. This sector grew slowing early in the economic recovery but has gained momentum in recent years. The average weekly wages for this industry are at \$1,154 for 2019.

Accommodation and Food Services

The Accommodation and Food service industries have grown at a rate of 6.8% since 2014, adding 17,233 jobs. While many of these jobs are lower or middle wage jobs, growth in these industries indicates growth in consumer spending and confidence and may indicate positive economic trends for the state. This industry includes many part time workers, and average weekly wages were just \$330 during 2019.

Professional and Technical Services

Professional and Technical Services has shown healthy growth from 2014 to 2019. This is an industry that will be key to Indiana's future. Among the industries this sector contains are Legal Services, Architectural and Engineering, Research and Development and Computer Systems Design and Related Services. Many of these areas have been the focus of Indiana economic development. The sector has grown 17,211 jobs at a 16.2% gain over the past five years. The average weekly wages for 2018 for this sector are above the state average at \$1,177.

Other Services (Except Public Administration)

This industry has grown by 6,203 over 2014-2019 at a rate of 7.4%. This industry includes Repair and Maintenance, Personal and Laundry Services, Religious, Grant Making, Civic, Professional & Similar Organizations and Private Households. Wages for these industries vary widely, and the weekly averages may include part time workers. During 2019 the average weekly wage for this industry sector was \$561.

Industries showing decline from 2014 to 2019

The following industries are among those that have shown employment declines over the time frame from 2014 to 2019. This is based on the annual average estimates from QCEW, and includes public and private jobs.

Utilities

Utilities is one of the smaller industries in Indiana. From 2014-2019 the sector declined by 309 jobs and a -1.9%. Utilities are also one of the higher paying industries and had a weekly wage of \$1,615 in 2019.

Mining

Mining is the smallest industrial sector in Indiana. Over the 2014 to 2019 time frame this industry lost 1,105 jobs or a loss of -16.0% of its total. Mining does have a very high weekly average wage of \$1,333.

Retail Trade

Retail Trade is the third largest industry in Indiana in terms of total employment. Pressures from online competitors have caused a decline in the Retail employment. From 2014-2019 employment fell by 2,058 for a decline of -0.6%. Retail is also one of the lower paying industries with an average weekly pay of \$483.

Information

The information sector lost 6,937 jobs at a rate of 16.5% decline from 2014 to 2019. This sector includes publishing, telecommunications, and internet broadcasting which all saw moderate declines over these years. Average weekly wages were above the state average, at \$956 during 2019.

Wages

Average annual/weekly wages are affected by the ratio of full-time to part-time workers as well as the number of individuals in high-paying vs. low-paying occupations. Table 2 on the next page shows the historical annual averages from 2005-2019 with 2019 showing a 2.5% increase from 2018.

Table 2a shows percentage growth of wage changes over the last five years (2014-2019). Over this time several sectors experienced a more dramatic percentage change while other sectors were modest in their increase. The highest increases were Administrative, Support and Waste Management and Remediation Services and Accommodation and Food Services both increasing by 20.5%. Other industries with healthy wage increases included Finance and Insurance at 18.2% Arts, Entertainment and Recreation at 16.8%.

The slowest percentage wage increases from 2014-2019 were in Information (11.7%), Mining (10.2%), and Manufacturing (9.8%).

Figure 7. Indiana Total Weekly Wages

Year	Employment	Average Weekly Wage	% Chg
2005	2,873,795	\$681	2.1%
2006	2,892,419	\$703	3.2%
2007	2,905,725	\$722	2.7%
2008	2,872,442	\$739	2.4%
2009	2,705,331	\$736	-0.4%
2010	2,709,831	\$755	2.6%
2011	2,755,826	\$774	2.5%
2012	2,812,347	\$793	2.5%
2013	2,849,311	\$801	1.0%
2014	2,890,758	\$818	2.1%
2015	2,941,991	\$844	3.2%
2016	2,987,091	\$857	1.5%
2017	3,017,933	\$888	3.6%
2018	3,052,308	\$915	3.1%
2019	3,077,240	\$938	2.5%

Source: DWD Quarterly Census of Employment and Wages, data not seasonally adjusted

Figure 8. Indiana Average Weekly Wages by Industry

2019 INDIANA AVERAGE WEEKLY WAGES BY INDUSTRY (comparison to 2014 & 2019)					
NAICS Code	2014	2018	2019	% Change from 2014	% Change from 2018
Indiana State Totals	\$818.31	\$915.03	\$938.47	14.7%	2.6%
Agriculture, Forestry, Fishing and Hunting	\$688.85	\$771.32	\$780.67	13.3%	1.2%
Mining	\$1,333.33	\$1,355.24	\$1,469.04	10.2%	8.4%
Utilities	\$1,615.36	\$1,788.74	\$1,848.98	14.5%	3.4%
Construction	\$1,009.62	\$1,123.13	\$1,154.21	14.3%	2.8%
Manufacturing	\$1,108.97	\$1,205.67	\$1,217.76	9.8%	1.0%
Wholesale Trade	\$1,159.33	\$1,315.96	\$1,332.95	15.0%	1.3%
Retail Trade	\$482.52	\$538.48	\$556.29	15.3%	3.3%
Transportation & Warehousing	\$819.57	\$901.90	\$922.40	12.5%	2.3%
Information	\$956.46	\$1,035.96	\$1,068.75	11.7%	3.2%
Finance and Insurance	\$1,221.61	\$1,390.94	\$1,444.14	18.2%	3.8%
Real Estate and Rental and Leasing	\$770.22	\$874.36	\$897.62	16.5%	2.7%
Professional, Scientific, Technical	\$1,177.28	\$1,340.22	\$1,361.60	15.7%	1.6%
Management of Companies and Enterprises	\$1,689.29	\$1,922.44	\$1,944.39	15.1%	1.1%
Admin, Support, Waste	\$544.76	\$634.81	\$656.53	20.5%	3.4%
Educational Services	\$736.87	\$811.66	\$829.82	12.6%	2.2%
Health Care and Social Services	\$847.34	\$944.78	\$976.68	15.3%	3.4%
Arts, Entertainment, and Recreation	\$578.60	\$646.51	\$676.01	16.8%	4.6%
Accommodation and Food Services	\$274.07	\$319.87	\$330.20	20.5%	3.2%
Other Services (Except Public Administration)	\$561.32	\$633.22	\$649.42	15.7%	2.6%
Public Administration	\$840.37	\$924.92	\$969.22	15.3%	4.8%

Source: DWD Quarterly Census of Employment and Wages

A2: Analysis - INDemand Jobs

INDIANA CAREER READY is an Indiana Department of Workforce Development website that focuses on high-demand, high-wage jobs for today and tomorrow. The INDemand focus will help ensure a long and rewarding career. The demand indicator used is based on a methodology that ranks all Indiana jobs based on future growth and wages. Whether you are searching for your first job, changing jobs, re-entering the workforce, or planning a career change make the [INDemand Jobs](#) page the cornerstone of your efforts.


Updated Methodology










Indiana has established an occupational demand ranking system designated by “Flames.” An occupation will be assigned between 1 and 5 Flames, depending on how “in demand” that occupation is in Indiana. The methodology for the occupational demand ranking system is detailed below.

Each occupation in Indiana is designated a 1-10 score in 5 categories: Total Openings (x2), Growth Openings, Percentage Change, Real Time Labor Market Information, and Wages for both Short Term and Long Term outlook using 2019-2021 Short Term Projections and 2018-2028 Long Term Projections and Bureau of Labor Statistics wage estimates. The scoring method is determined by deciles or, in other words, a percentile system ranging from the 90th percentile and above, down to the 10th percentile and below. The averaged total for each occupation is then divided by 2 to produce an Indiana Demand Ranking in both outlooks. Lastly, both the short term and long term outlook Indiana Demand Ranking scores for each occupation are averaged to calculate the occupation’s final rating.

- 5 Categories for Short Term and Long Term Outlook
 - Total Job Openings x2 (Projected total openings, includes growth and separations)
 - Growth Openings (Occupational growth openings)
 - Percentage Change (Occupational percentage change from base year to projected year)
 - Real time labor market information (Job posting data)
 - Wages (OES Wage Estimates)

Figure 9. Five Flame INDemand Jobs

SOC Code	SOC Title	Final Score	Flames
11-1021	General and Operations Managers	5	
11-3031	Financial Managers	5	
11-9021	Construction Managers	5	
11-9111	Medical and Health Services Managers	5	
13-1111	Management Analysts	5	
13-1161	Market Research Analysts and Marketing Specialists	5	
13-2011	Accountants and Auditors	5	
15-1121	Computer Systems Analysts	5	
15-1132	Software Developers, Applications	5	
25-1011	Business Teachers, Postsecondary	5	
25-1071	Health Specialties Teachers, Postsecondary	5	

29-1123	Physical Therapists	5	
29-1141	Registered Nurses	5	
29-1171	Nurse Practitioners	5	
31-9092	Medical Assistants	5	
41-3021	Insurance Sales Agents	5	
43-6013	Medical Secretaries	5	
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	5	
47-2111	Electricians	5	
47-2152	Plumbers, Pipefitters, and Steamfitters	5	

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What is covered employment?

FRAN VALENTINE

Senior Director of Research, Analysis and Engagement, Indiana Department of Workforce Development

Administrative data collected through the UI Program provides important information about our economy.

Economic data sets measuring employment and wages are key indicators for analyzing labor market and industry trends. How do we know how many people are working within a geographic region or within a specific industry? Are wages growing or declining? How quickly do people find employment after receiving a degree or completing training, and how much do they make? One avenue for obtaining employment and wage data for research is aggregated Unemployment Insurance (UI) Program records. Unemployment insurance is also known as unemployment compensation.

The Indiana Department of Workforce Development (IN DWD), along with all partner workforce agencies of the states, territories and federal civilian employers, collects covered employment data from employers through the UI Program. UI Program wage and employment records represent about 95 percent of all jobs in the country.¹ Unlike survey-based data sets, which use a sample of the population to extrapolate to a whole, UI Program employment and wage data are collected from employers who are required to report, on a quarterly basis, this information to the state workforce agency for UI Program administration purposes.²

Covered vs. non-covered employment

Covered employment, for UI Program purposes, is work that is covered by UI benefits when a worker becomes unemployed. The wages and other compensation paid by an employer to an employee working or providing services in covered employment is subject to tax, and tax contributions are deposited in the state's UI Trust Fund. If an employee becomes unemployed due to no fault of their own and is determined to be eligible for unemployment benefits, money is withdrawn from the UI Trust Fund to pay benefits to the unemployed person. All wages and compensation paid to employees for covered employment must be reported to the state workforce agency. This may include bonuses, stock options, profit distributions, the cash value of meals and lodging, and other gratuities—in addition to traditional hourly or salaried wages.

Employers who are liable for UI premiums in the state of Indiana include:

- **Regular business entities who pay \$1 or more in remuneration to a covered worker**, when not an agricultural business, a nonprofit or an employer of a household domestic worker. Nonprofits, agricultural businesses and domestic worker employers may still have liability; however, they do not become an employer with the first \$1 in wages paid. (Indiana Code § 22-4-7-1, et seq.).
- **Partial or complete acquirers.** Employers who have acquired all or part of the assets, including the workforce, of an organization, trade or business, resulting in a continuation of the same or similar trade or business are immediately liable in Indiana. (Indiana Code § 22-4-7-2(a) & (b)).
- **Federal Unemployment Tax Act (FUTA) liable entities.** If an employer is liable in another state and employs workers in Indiana, the employer is also liable in Indiana. (Indiana Code § 22-4-7-2(f)).

- **Exempt entities that elect to be subject to the requirements of the Unemployment Insurance Program.** An employer can elect to be subject to the requirements of the Unemployment Tax Act even if otherwise excluded. Certain limitations apply. (Indiana Code § 22-4-7-2(d)).
- **Agricultural entities** that pay \$20,000 or more in wages in a calendar quarter or have 10 or more agricultural employees for some part of a day for at least 20 weeks during a calendar year. (Indiana Code § 22-4-7-2(e)).
- **Government employers**, including any state, municipality, Native American Tribe or similar entity, are liable for UI premiums with some exceptions. (Indiana Code § 22-4-7-2(g)).
- **Nonprofit entities** that are recognized 501(c) (3) organizations that employ four or more individuals in at least 20 different weeks of the calendar year. (Indiana Code § 22-4-7-2(h)).
- **Households and certain fraternal organizations employing domestic help** that pay cash wages of \$1,000 or more in a calendar quarter. (Indiana Code § 22-4-7-2(i)).
- **Professional employer organizations** are employers for all purposes under the Act when properly identified and registered. (Indiana Code § 22-4-6.5, et seq.).

These are some types of employment that are excluded from state UI reporting requirements; therefore, no data are present in state UI wage and employment records for the following:

- Sole proprietors and partners in a partnership
- Members of the clergy
- Members of the U.S. armed forces
- Government workers who are judges, legislators, elected officials, temporary or emergency-basis government workers, and those in designated advisory, non-tenured, policymaking positions
- Students working for a school that they are attending
- Railroad workers covered under the Railroad Unemployment Act
- Agricultural, nonprofit and domestic workers where the employer does not have liability in Indiana as described above

Research and analysis use

Quarterly Census of Employment and Wages (QCEW)

The U.S. Bureau of Labor Statistics' QCEW program publishes quarterly counts of employment and wages reported by employers through the UI Program. These data are published in aggregate at the industry level, without revealing company-specific or personally identifiable information, at the county, metropolitan statistical area, state and national levels. QCEW essentially cleans and analyzes UI administrative data at the micro-level for macro-level usage within a shared data framework system for all states. The data series includes ownership, number of units, average number of workers, total wages and calculated average weekly wage by location of employment.

QCEW data are considered foundational for labor market information and feed numerous programmatic applications, for both analytical and sampling use, such as economic forecasting, industry and occupational projections programs, Local Area Unemployment Statistics, Current Employment Statistics, Occupational Employment Statistics, and the Job Openings and Labor Turnover Survey, among others.

Longitudinal Employer-Household Dynamics

UI and QCEW data are shared with the U.S. Census Bureau under a national partnership with the states, District of Columbia, Puerto Rico and the U.S. Virgin Islands. Additional data sets are combined at the record level with Census data and surveys for insight into both employers and employees. From these data, the program creates statistics on employment, earnings and job flows at detailed levels of geography and industry for different demographic groups to be used by state and local authorities.

The popular On the Map and On the Map for Emergency Management LEHD mapping tools use these data to provide responsive data visualizations and reports for decision makers. Commuting patterns, worker demographics, job counts and wage data—all available with distance radius mapping—are just a few of the possible data sets available within On the Map using state-shared administrative UI data as an input.

In beta version as of fourth quarter 2018, the Post-Secondary Employment Outcomes (PSEO) program will harness the same state records matched with participating state-level public institution completion data to determine wage and employment outcomes over time for specific courses of study—all while protecting individual student records. For example, PSEO data can tell us that students graduating in the 2004-2006 cohort from the University of Colorado-Boulder in aerospace, aeronautical and astronautical engineering made on average \$64,706 in the first year post-graduation and \$102,242 10 years after graduating.

Statistical sampling and benchmarking

U.S. Bureau of Labor Statistics programs like Local Area Unemployment Statistics, Current Employment Statistics, Occupation Employment Statistics, Occupation Projections, and Occupational Safety and Health Statistics use this foundational data as a reference for benchmarking and sampling. In cases where specific areas are underrepresented due to UI tax liability, additional data sets are added to the universe of data to offset gaps in employment with UI reporting.

Workforce, training and higher education research

In addition to statistical use, federally protected UI administrative data can be used in accordance with federal regulations to help determine training and education outcomes by industry, employment gain and retention, and wages over time. Research projects are legally evaluated on a case-by-case basis to determine proper use, and security standards must be met.

Conclusion

As our reliance on data-driven policymaking to ensure workforce alignment increases, improved access to direct data from employers at the employee level becomes more imperative. At the same time, there is a need to reduce employer burden from information requests. By leveraging covered employment data within administrative record collection to provide optimal value, key research on our economy can be undertaken for the benefit of economists, social scientists, job seekers, policymakers, employers, employees, economic developers, and education and training providers.

Additional information

- IN DWD, Unemployment for Employers: www.in.gov/dwd/2614.htm
- U.S. Census Bureau, Longitudinal Employer-Household Dynamics: <https://lehd.ces.census.gov/>
- Hoosiers by the Numbers, Quarterly Census of Employment and Wages: www.hoosierdata.in.gov/nav.asp?id=234
- IN DWD, Employer Handbook: https://www.in.gov/dwd/files/Employer_Handbook.pdf

Notes

1. For statistical purposes, federal data sets are used to supplement gaps in state UI covered employment. “QCEW Overview,” *U.S. Bureau of Labor Statistics*, July 18, 2018, www.bls.gov/cew/cewover.htm.
2. States and territories may require reporting on a schedule other than quarterly.

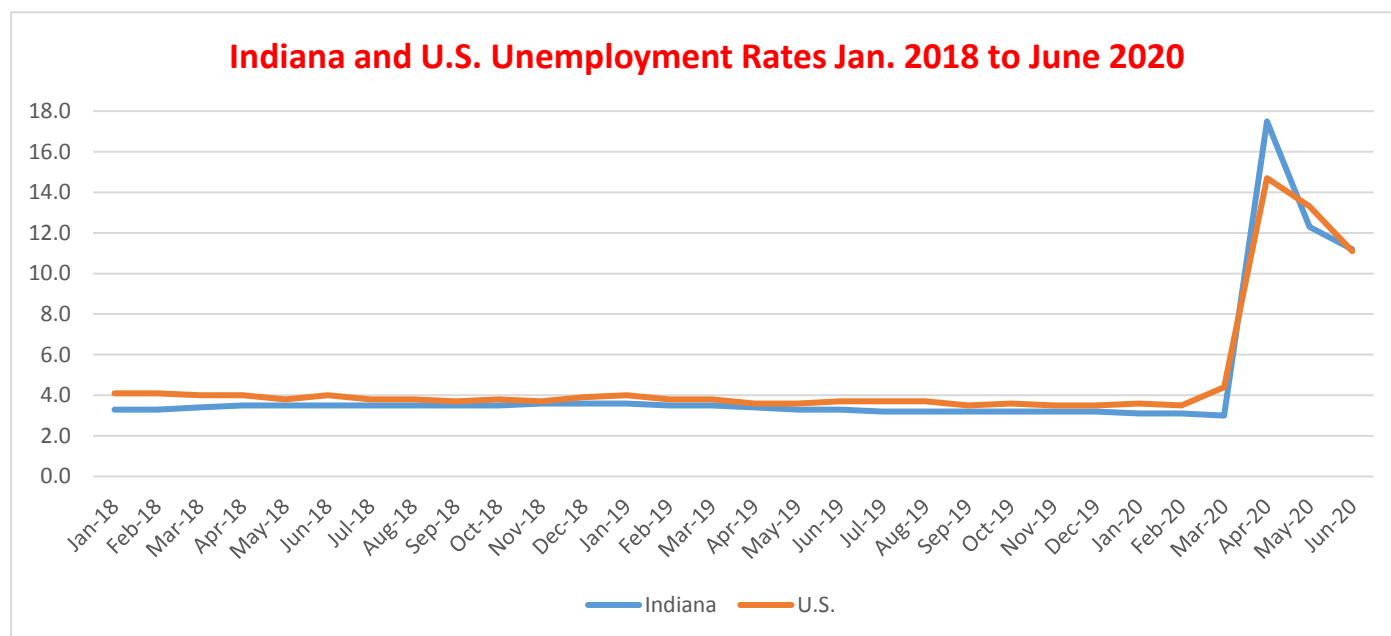
Section B: Workforce Analysis

B1: Labor Force

Unemployment and the Pandemic

Indiana's unemployment rate dropped from a 10 year peak of 10.4% in 2010, to 3.3% annually in 2019. The Labor Force and low unemployment rate was stable for Indiana in 2019. That would abruptly change in the first half of 2020. The pandemic of COVID-19 caused many parts of the world to shut down for weeks and even months at a time. Indiana was locked down from March 16th to mid-May 2020. This resulted in a massive historic increase in unemployment along with a sudden drop in the labor force. The Unemployment Rate topped out at 17.5% in April 2020. By June 2020 the rate had leveled off to a still unusually high 11.1%.

Figure 10. Indiana and U.S. Unemployment Rates



At the start of the lockdown the Labor Force fell dramatically but recovered to near pre-pandemic levels by June 2020.

Figure 11. Indiana Labor Force

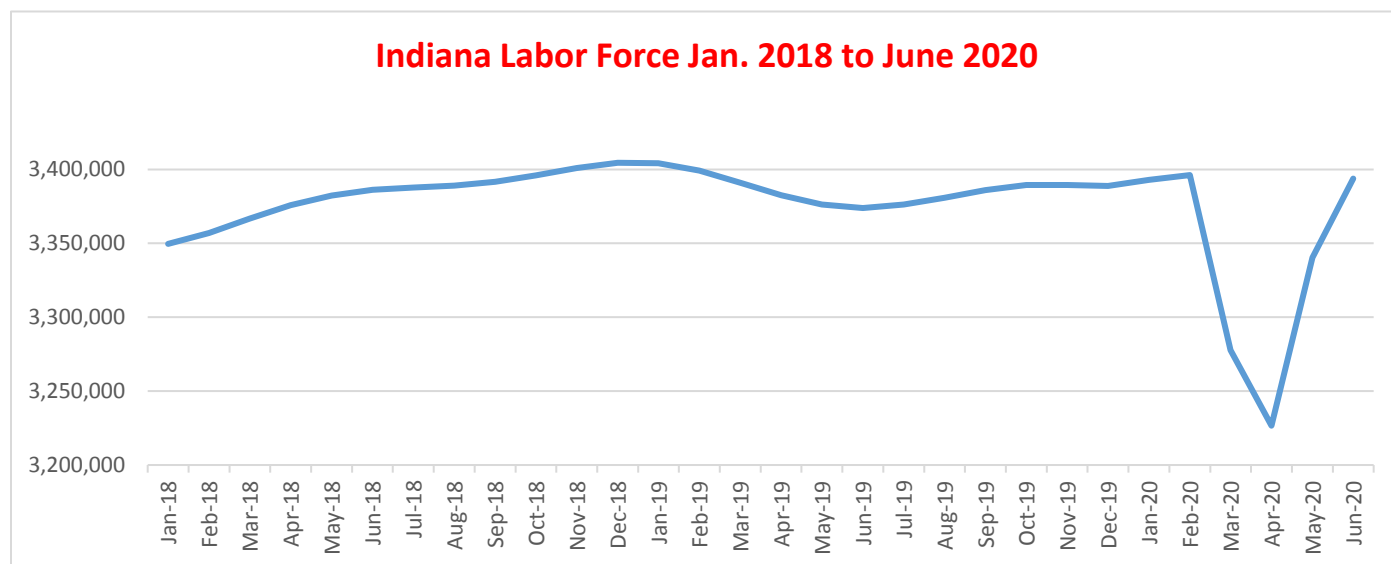


Figure 12. Indiana Labor Force and Unemployment, NSA 2000-2019 Annual Averages

INDIANA LABOR FORCE AND UNEMPLOYMENT Non-seasonally Adjusted 2000-2019				
Year	Labor Force	Employment	Unemployment	Unemployment Rate
2000	3,126,379	3,029,073	97,306	3.1
2001	3,140,899	3,007,507	133,392	4.2
2002	3,171,168	3,006,811	164,357	5.2
2003	3,182,988	3,014,655	168,333	5.3
2004	3,167,797	2,998,068	169,729	5.4
2005	3,205,436	3,029,959	175,477	5.5
2006	3,235,110	3,072,113	162,997	5
2007	3,207,687	3,061,042	146,645	4.6
2008	3,232,097	3,041,828	190,269	5.9
2009	3,193,989	2,864,985	329,004	10.3
2010	3,175,192	2,845,608	329,584	10.4
2011	3,181,991	2,891,945	290,046	9.1
2012	3,169,835	2,905,549	264,286	8.3
2013	3,188,406	2,944,275	244,131	7.7
2014	3,224,772	3,032,497	192,275	6
2015	3,266,753	3,108,735	158,018	4.8
2016	3,328,373	3,181,085	147,288	4.4
2017	3,334,433	3,215,427	119,006	3.6
2018	3,381,609	3,263,751	117,858	3.5
2019	3,387,366	3,275,056	112,310	3.3

Source: Local Area Unemployment Statistics (LAUS), Non-Seasonally Adjusted

Figure 13. Indiana & U.S. Labor Force

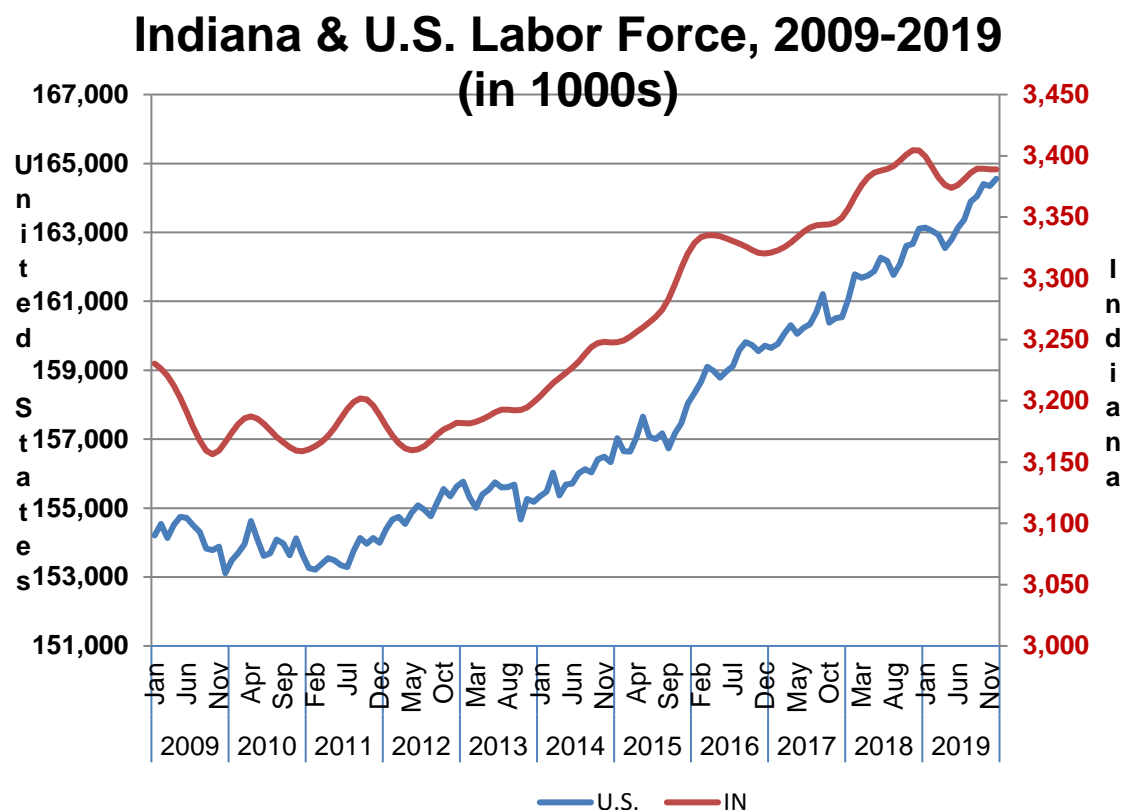


Figure 14. Indiana Regional Labor Force Data

INDIANA ECONOMIC GROWTH REGIONS (EGRs), LABOR FORCE AND UNEMPLOYMENT (N.S.A.), 2019				
EGR	Labor Force	Employment	Unemployed	Unemployment Rate
EGR 1	408,079	389,885	18,194	4.5%
EGR 2	324,965	314,328	10,637	3.3%
EGR 3	389,102	377,093	12,009	3.1%
EGR 4	255,713	247,569	8,144	3.2%
EGR 5	554,625	539,239	15,386	2.8%
EGR 6	154,215	148,604	5,611	3.6%
EGR 7	100,086	95,997	4,089	4.1%
EGR 8	153,281	148,129	5,152	3.4%
EGR 9	171,649	166,463	5,186	3.0%
EGR 10	153,320	148,246	5,074	3.3%
EGR 11	229,363	222,651	6,712	2.9%
EGR 12	492,967	476,851	16,116	3.3%

Source: DWD, Local Area Unemployment Statistics (LAUS) Region 5 EGR data in this publication includes Marion County, Region 12

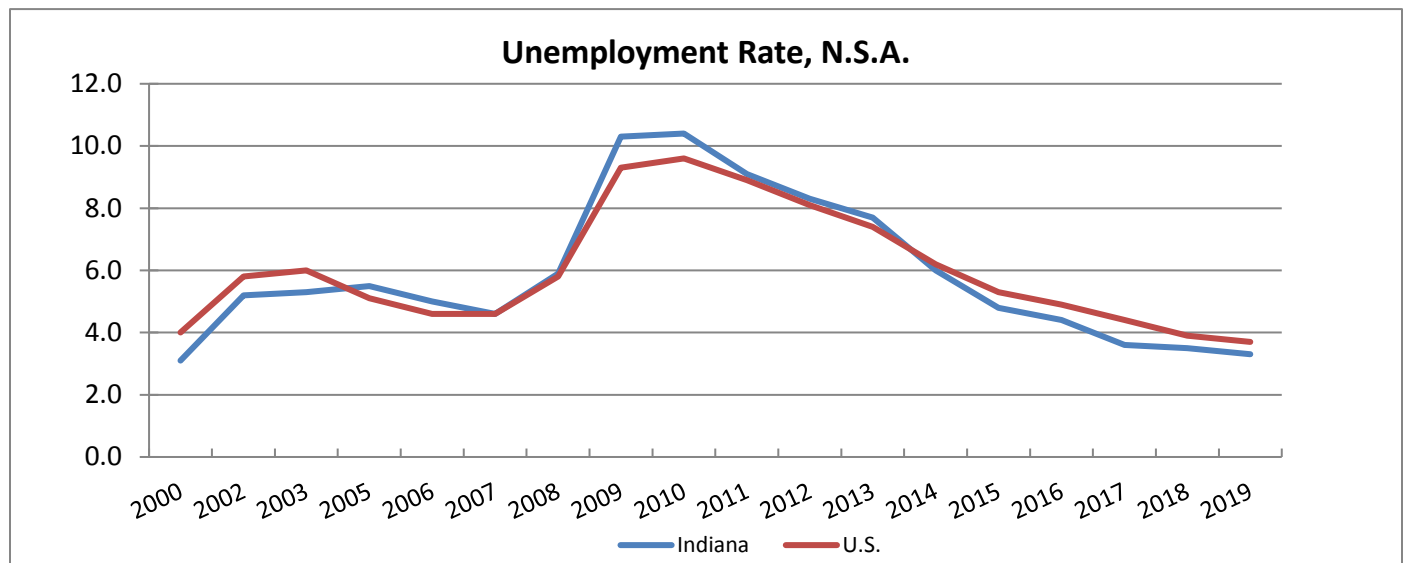
Unemployment Rates

Over the decade from 1999 to 2004, Indiana's unemployment rate was below the national average. Although a national recession was a contributor to a rate climb beginning in 2001, the Hoosier state still managed to stay below the nation for the next four years. The unemployment rate went above the national average in 2005-2006. During the Great Recession Indiana was above the national rate much of the time. Since 2014 has been Indiana below the US rate. Table 5 and chart 5 on the next page illustrate how Indiana's unemployment rate has compared to the nation as a whole over this time frame.

Unemployment rates continued to fall statewide in 2019, with the lowest unemployment levels in Economic Growth Region 5 at 2.8% and Region 3 was at 3.1% unemployment.

Figure 15. Indiana Unemployment Rates, Non-Seasonally Adjusted (Annual Averages of Monthly Data)

2019 INDIANA UNEMPLOYMENT RATES, NON-SEASONALLY ADJUSTED (ANNUAL AVERAGES OF MONTHLY DATA)		
Year	Indiana	U.S.
1999	3.0	4.2
2000	3.1	4.0
2001	4.2	4.7
2002	5.2	5.8
2003	5.3	6.0
2004	5.4	5.5
2005	5.5	5.1
2006	5.0	4.6
2007	4.6	4.6
2008	5.9	5.8
2009	10.3	9.3
2010	10.4	9.6
2011	9.1	8.9
2012	8.3	8.1
2013	7.7	7.4
2014	6.0	6.2
2015	4.8	5.3
2016	4.4	4.9
2017	3.6	4.4
2018	3.5	3.9
2019	3.3	3.7

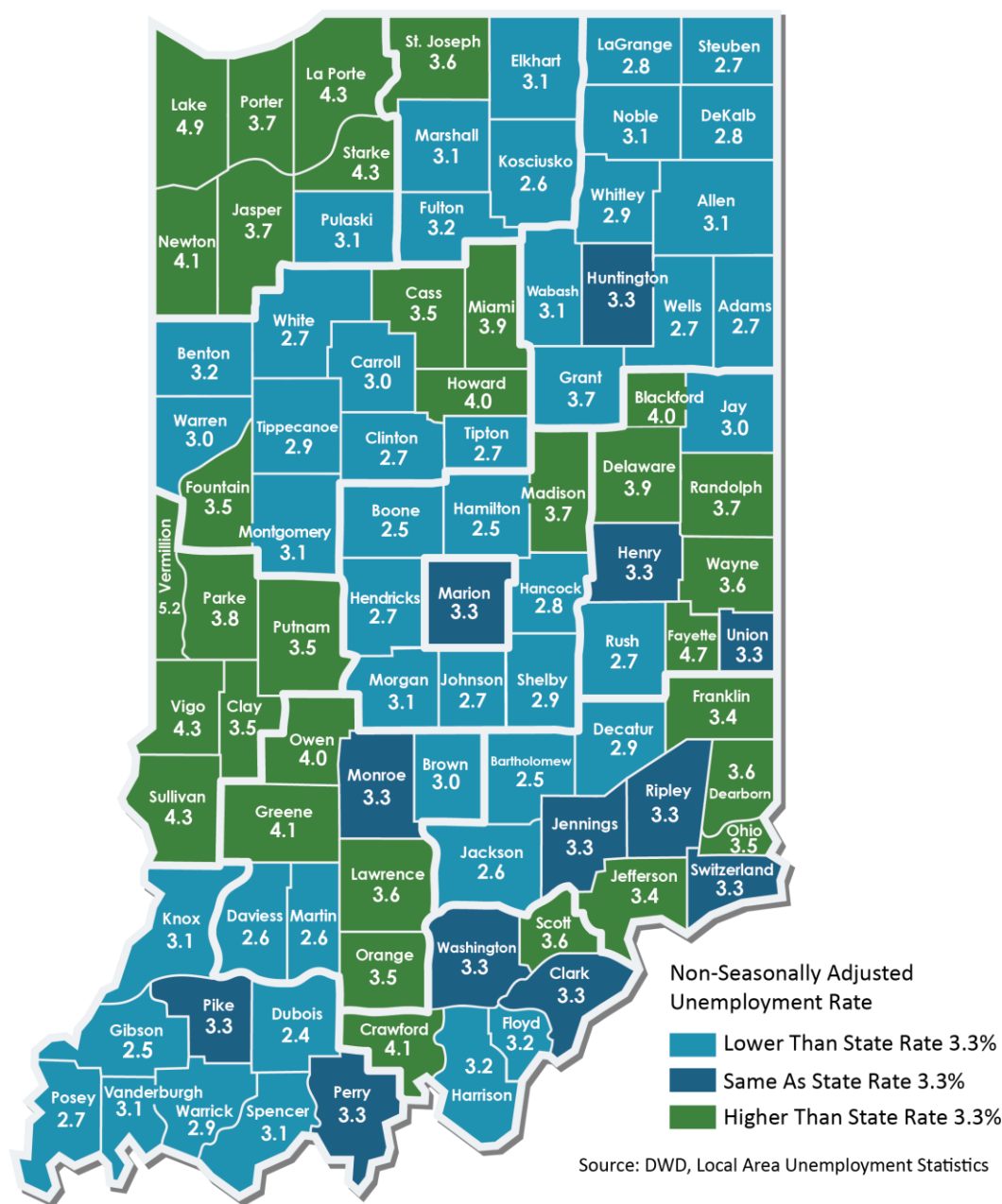
Figure 16. Unemployment Rate, Non-Seasonally Adjusted

2018 showed gains of 44,910 annually in Labor Force over 2017. Since the trough of July 2009, the Labor Force has increased 201,300.

The map below illustrates the variances in unemployment rates across the state. Despite the increased labor force, areas of the state with unemployment rates below 4.0% are beginning to suffer from labor shortages as employers compete for qualified workers.

Figure 17. County Unemployment Rates - Annual Averages 2019

County Unemployment Rates Annual Averages 2019



Unemployment Claims Data

The 2020 COVID-19 lockdown had historic impacts on the levels of claims filed and benefits paid out. The following two charts demonstrate how this event far exceeded the Great Recession of 2008.

Figure 18. State Benefits Paid

State Benefits Paid 2008-2020

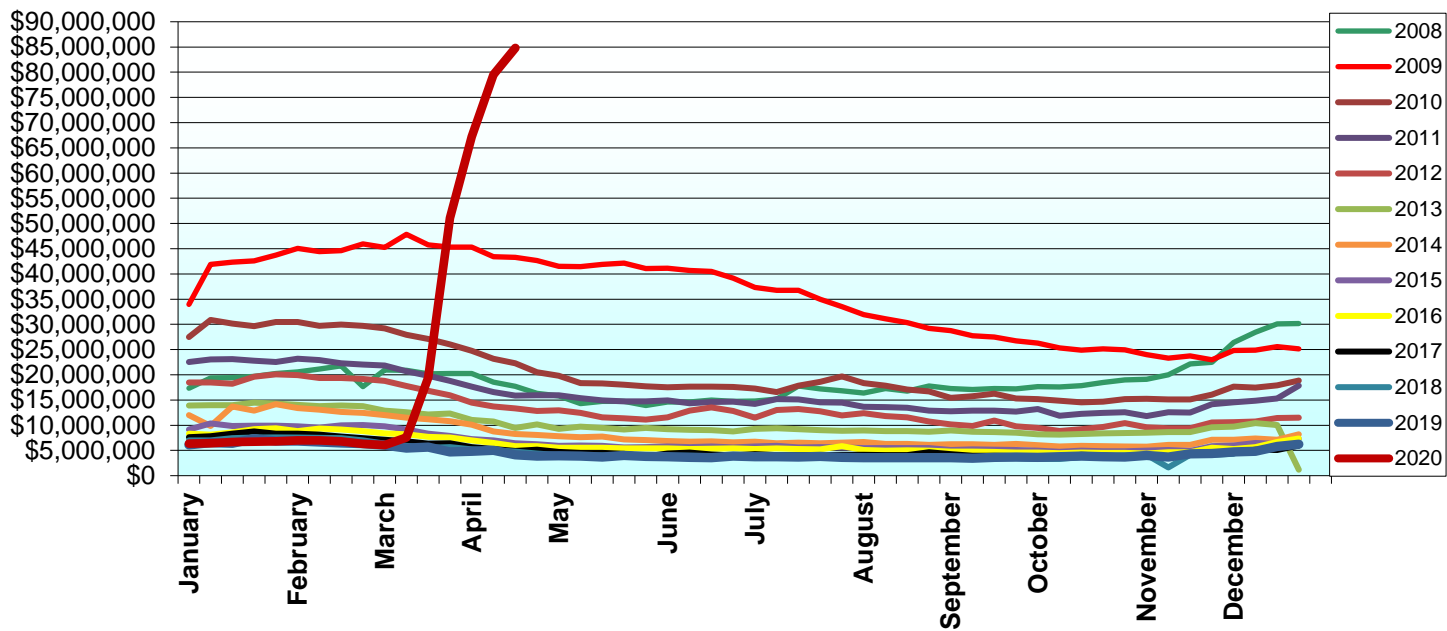
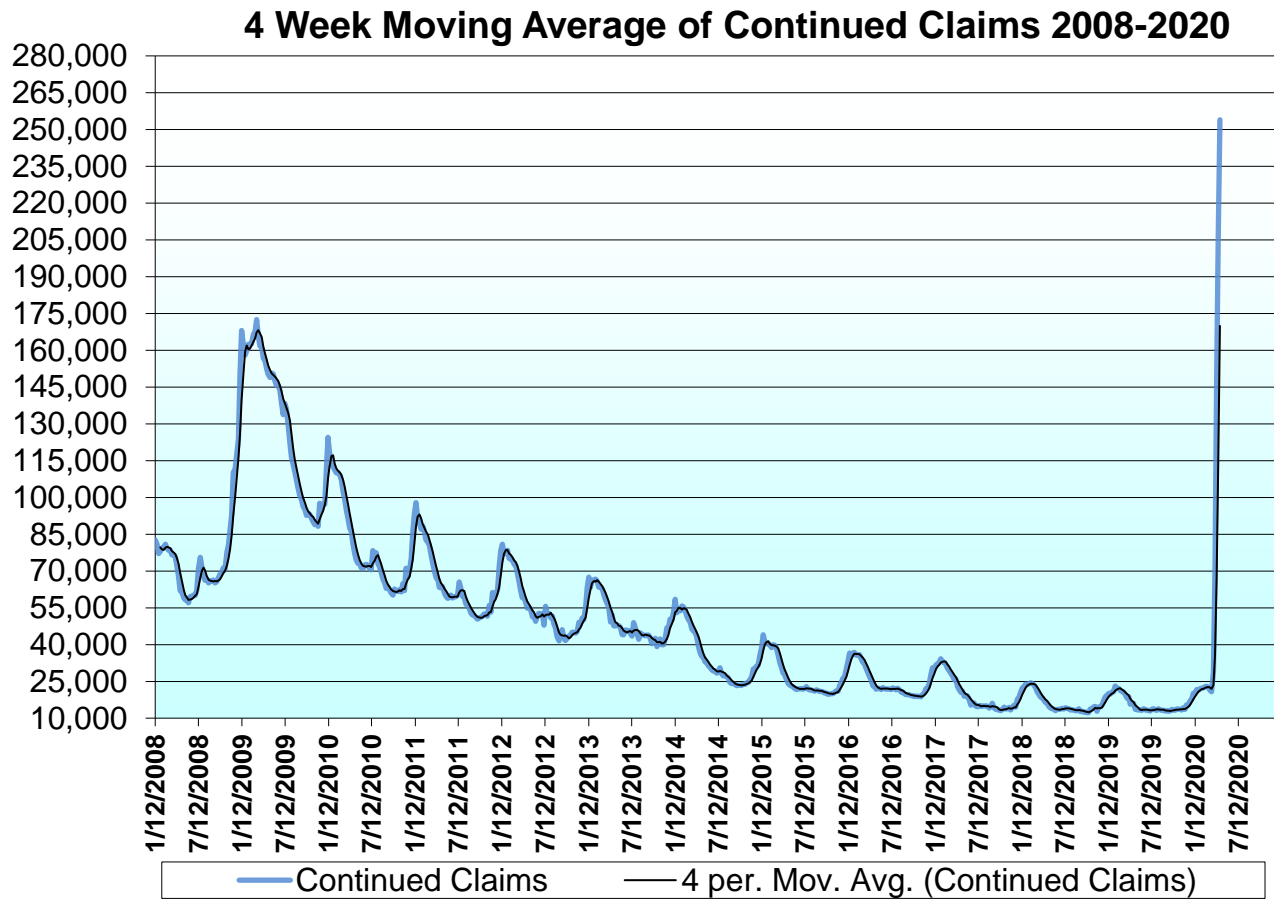


Figure 19. Four Week Moving Average of Continued Claims



Annual 2019 Unemployment Claims by Industry

The manufacturing and construction industries have historically have been leading industries with unemployment claims. This is still true but in the post-recession era construction has passed. From 2010-2019 Construction accounted for 29% of claims compared to Manufacturing at 28%. In 2019 Manufacturing and Construction each made up 31% of all claims.

Figure 20. Indiana 2019 Claims by Industry

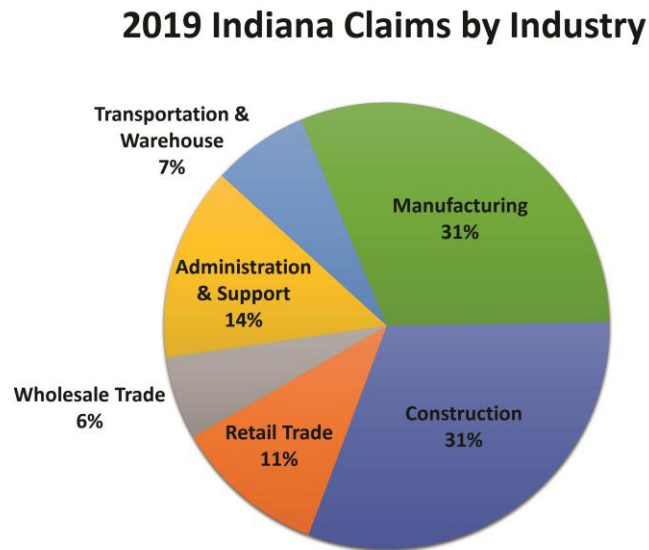
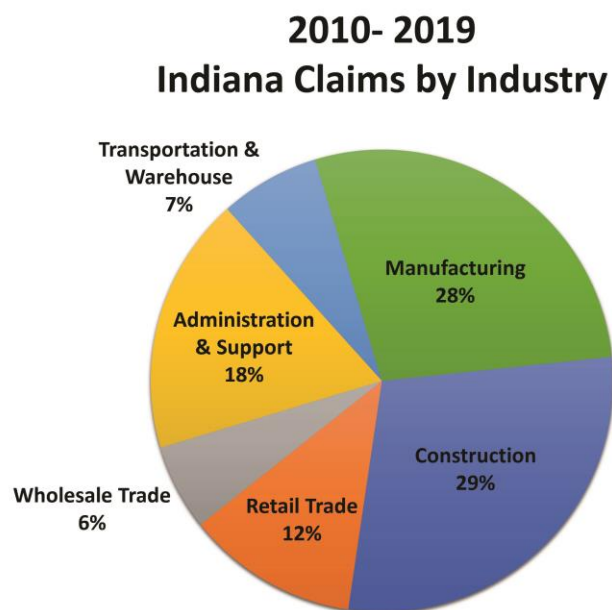


Figure 21. Indiana 2010-2019 Claims by Industry



B2: Workforce and Industry Composition

Age Distribution of the Workforce

The age distribution of Indiana's workforce is shown in Figure 8. Between the 2013 and 2018 estimates of the age distribution, Indiana's workforce continued to grow older. The number of workers age 55 and older increased from 655,459 to 743,615. Workers under age 55 decreased from 2,628,559 million to 2,495,997.

Figure 22. Indiana Employment Distribution by Groups

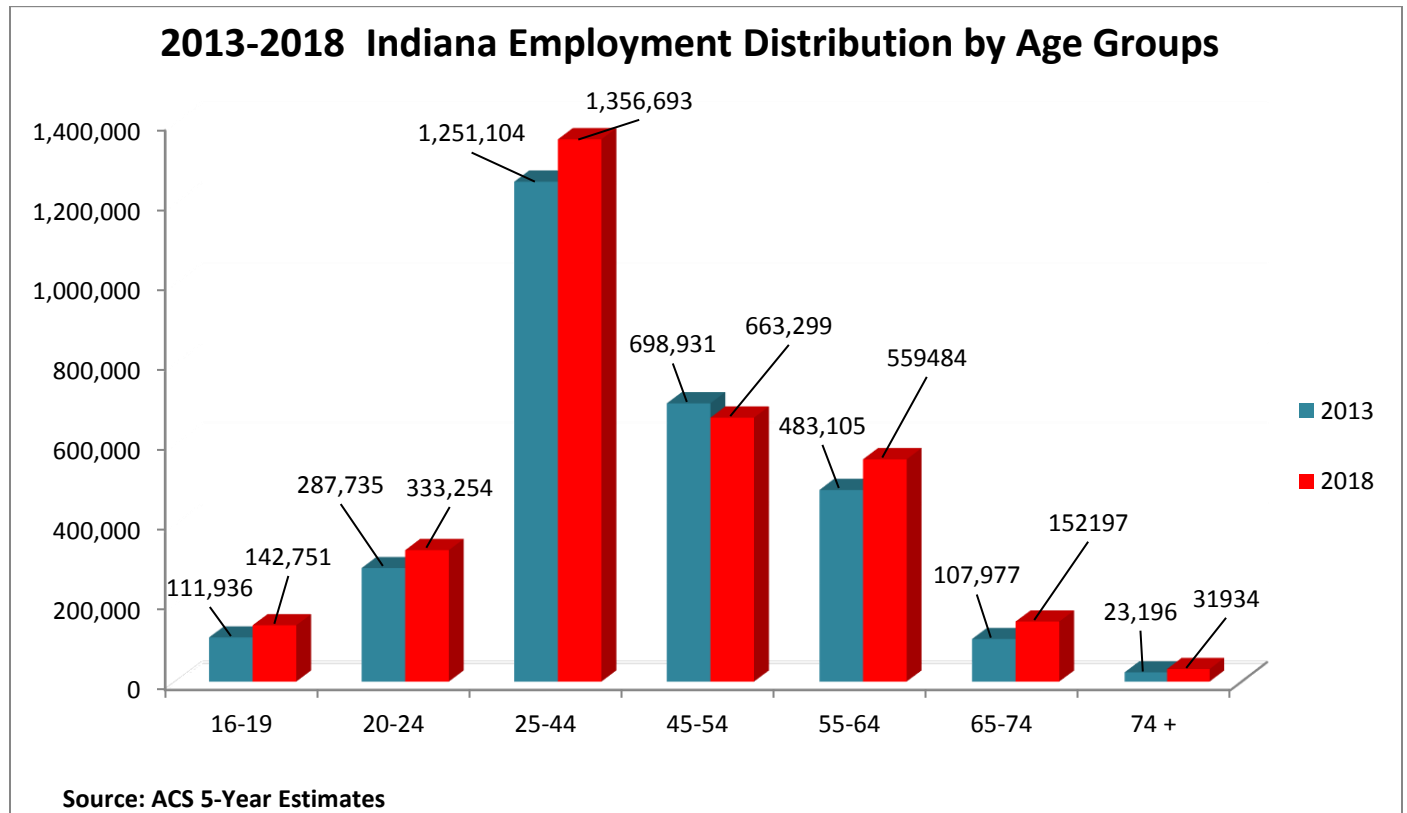


Figure 23. Race and Gender Distribution of the Labor Force

Population group	Civilian non-institutional population	Civilian labor force					
		Total	Percent of population	Employed		Unemployed	
				Total	Percent of population	Total	Rate
Total	5,246	3,388	64.6	3,272	62.4	116	3.4
Men	2,547	1,807	70.9	1,741	68.4	65	3.6
Women	2,699	1,582	58.6	1,531	56.7	51	3.2
White	4,502	2,903	64.5	2,812	62.5	91	3.2
Men	2,189	1,554	71.0	1,502	68.6	52	3.3
Women	2,313	1,350	58.4	1,310	56.6	40	2.9
Black or African American	495	318	64.1	299	60.4	18	5.8
Men	235	158	67.3	148	63.3	9	6.0
Women	261	160	61.3	151	57.9	9	5.6
Hispanic or Latino ethnicity	390	274	70.2	261	67.0	12	4.5
Men	205	174	84.9	168	81.9	6	3.5

Source: CPS Annual Averages 2019

Please note some races and genders are omitted due to small sample size.

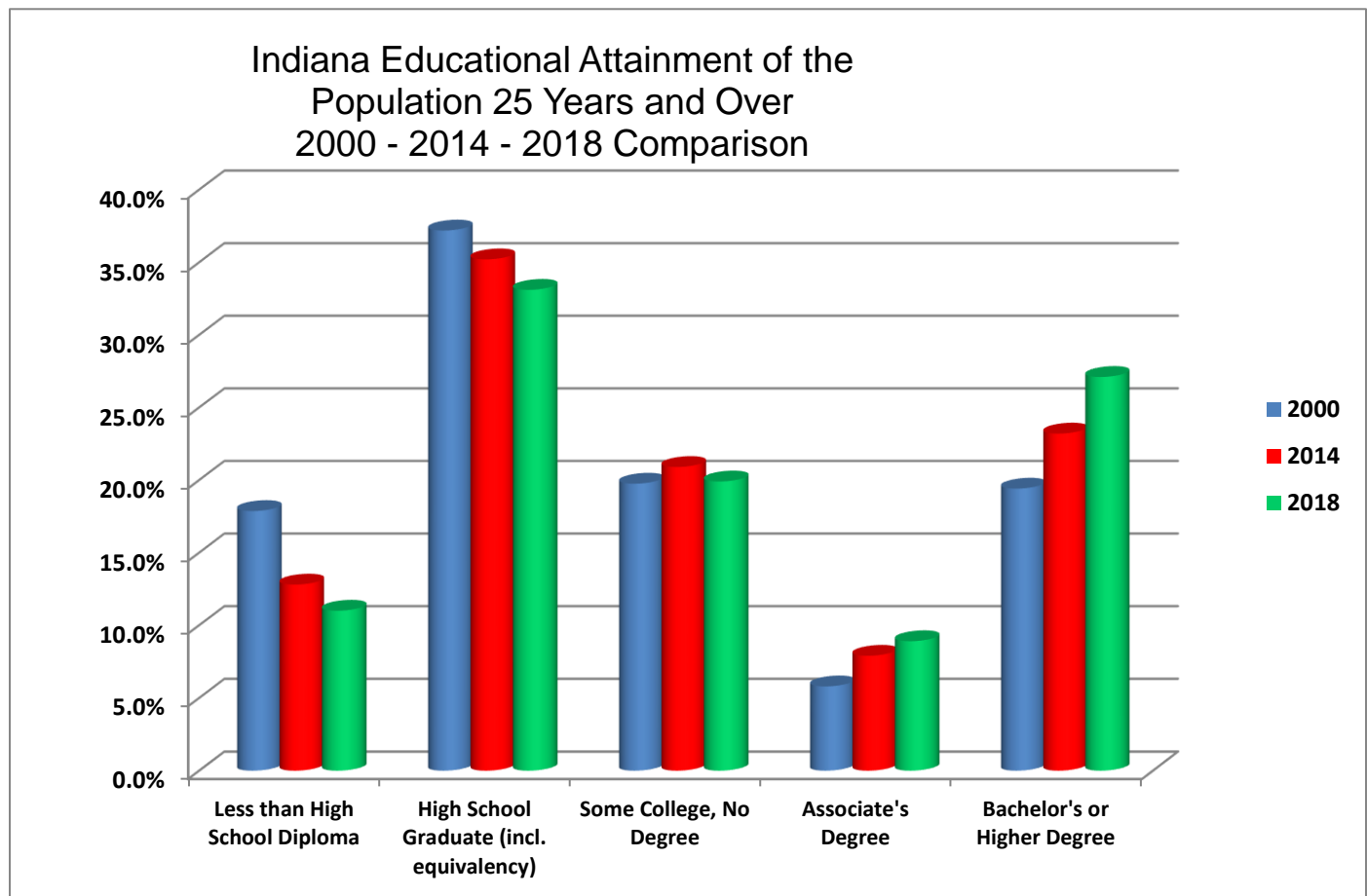
Figure 24. Race and Gender Distribution: Labor Force Participation and Unemployment Rate

	Labor Force Participation Rate			Unemployment Rate NSA		
	2010	2015	2019	2010	2015	2019
Total	63.8	63.8	64.6	10.6	4.8	3.4
Men	70.1	69.4	70.9	11.4	4.8	3.6
Women	57.9	58.5	58.6	9.7	4.8	3.2
White	64.3	64.2	64.5	9.8	4.5	3.2
Men	70.9	70.1	71	10.8	4.7	3.3
Women	58	58.6	58.4	8.7	4.2	2.9
Black or African American	61.2	62.2	64.1	19.8	7	5.8
Men	63.9	63.5	67.3	18.9	6.8	6
Women	59	61.1	61.3	20.5	7.2	5.6
Hispanic or Latino ethnicity	72.3	73.2	70.2	15.3	5.6	4.5

B3: Education

Rates of educational attainment continue to rise in Indiana. Since 2000, the percent of the population 25 and older with at least a Bachelor's degree rose from 19.4% to 27.1% in 2018 as illustrated below. The percent of the population without a high school diploma fell from 17.9% in 2000 to 11.0% in 2018, but there are still significant portions of Indiana's population without a high school diploma. Certain areas of the state illustrate greater numbers at risk and in need of continued higher education programs.

Figure 25. Indiana Educational Attainment in 2000, 2014, and 2018



Adults Age 18 to 64 without a High School Diploma or HSE, 2018

Indiana = 454,327 adults
(11.2% of total age group)

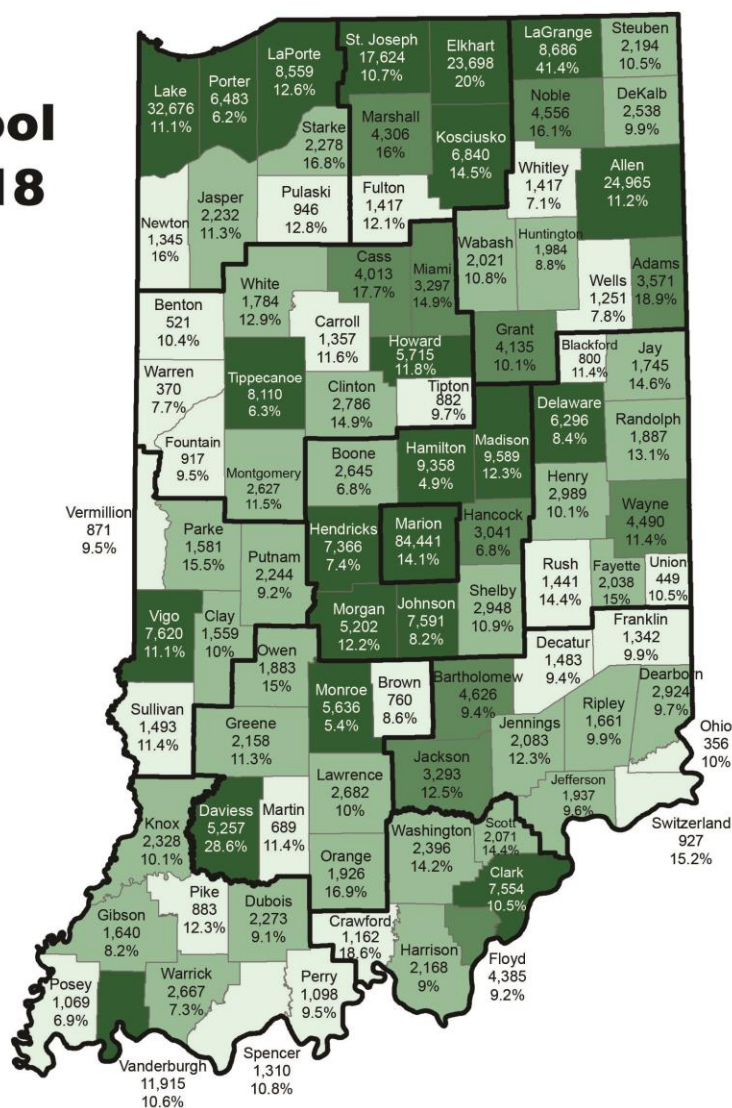
Number of Adults

- 356 - 1,500 (26)
- 1,501 - 3,000 (33)
- 3,001 - 5,000 (11)
- 5,001 - 84,441 (22)

 Economic Growth Region

Labels also show the percent of adults in this age group without a high school diploma or high school equivalency (HSE).

Map produced by the Indiana Business Research Center, using the American Community Survey 2014-2018 five-year estimates that were released by the U.S. Census Bureau in December 2019.



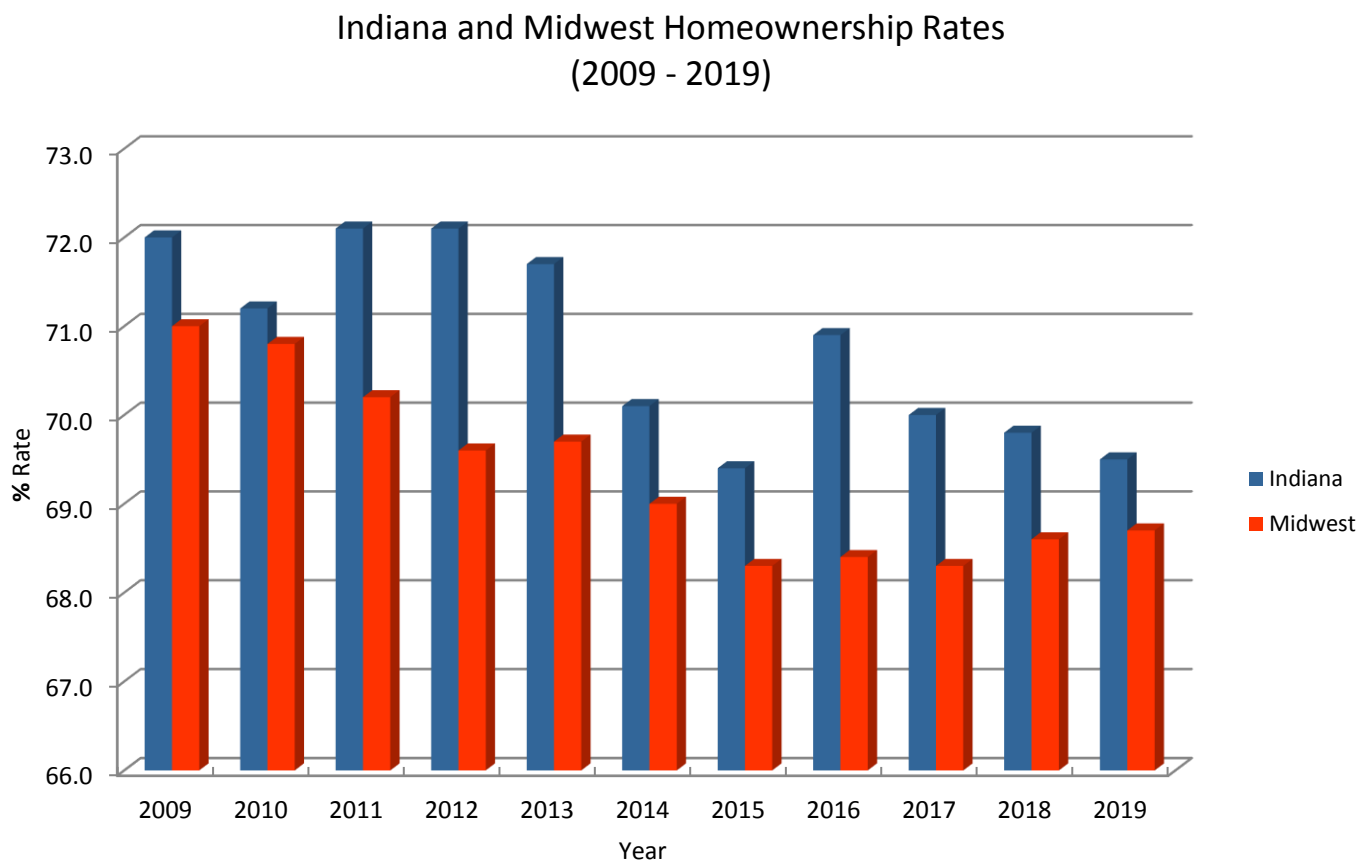
Source: 2010 Census and 2016, 2017 ACS 5-year estimates

B4: Housing

Homeownership Rates

According to data from the U.S. Bureau of Census's Housing Vacancy Survey (HVS), from 2009 to 2019 Indiana maintained a higher percentage of homeownership in comparison to the Midwest region as a whole. Indiana showed declines in Homeownership from 2012-2015 but that has leveled off since 2016. There has been a slight dip in 2017 and 2018. In 2018, the state finished with a homeownership rate of 69.8% compared to the Midwest's 68.6%. For a year by year comparison, see Figure 7.

Figure 26. Indiana and Midwest Homeownership Rates 2009-2019



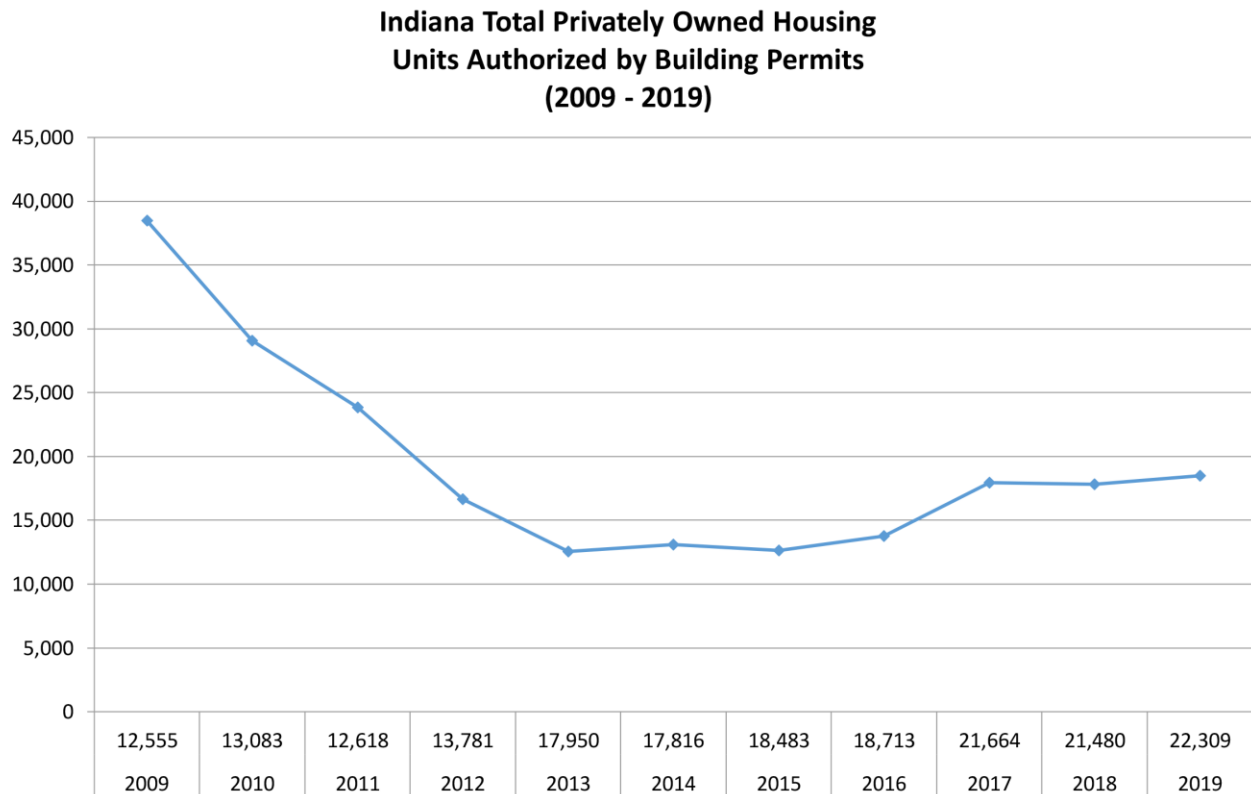
Source: U.S. Bureau of Census, Housing Vacancy Survey (HVS)

Midwest: Illinois, Indiana, Michigan, Ohio, Wisconsin, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota

Housing Permits

Indiana number of home building permits increased in 2019. In 2019 there were 22,309 home building permits compared to 2018 with 21,480. As shown in Figure 8, the number of home building permits increased has been relatively flat but stable since 2013.

Figure 27. Indiana Total Privately Owned Housing Units Authorized by Building Permits, 2009-2019



Source: *U.S. Bureau of Census*

Appendix C

The Workforce Innovation and
Opportunity Act Longitudinal
Analysis – Indiana Business
Research Council

The Workforce Innovation and Opportunity Act Analysis

March 31, 2019
Prepared for
The Indiana Department of Workforce Development
By
Indiana Business Research Center,
Kelley School of Business, Indiana University

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Key Findings

The report includes three main parts: cohort descriptive analysis, service descriptive analysis, and longitudinal fixed effects regression analysis. Here are the key findings:

Cohort descriptive analysis: in this analysis, we analyzed the retention rates of the WIOA participants and their characteristics change from 2012 to 2017.

- Retention rate decreased significantly after participating for a year. Second year retention was about 20%, third year retention was less than 5%, and was even lower after the third year. In total, 14% participants skipped a year or more after attending the program.
- Participants between 25 and 34 years old accounted for the highest proportion in all the participants, followed by 35-54 years old, below 25 years old, and above 55 years old. Starting from Cohort 2015 experienced interesting characteristics, such as a lower rate of participants were single parents and/or identified as low-income.

Service descriptive analysis: in this analysis, we analyzed the WIOA participants' characteristics by those whom attended services offered. We broadly categorized them into five different categories.

- Job-ready service was the most popular service taken throughout the program years. Following that, occupation skills and work based services were popular across the years.
- Self-directed service had the lowest average number of days participation (1 day) while work-based had the highest average number of days participation (65 days).
- Work based service had the highest participation from lower age group, age below 35. Self-directed service is most popular for the older cohort, age 45 and above.

Longitudinal analysis: in this section, (1) we utilized fixed effects models to examine the causal relationship between program participation and wage growth. (2) we performed multiple regressions to investigate how the amount of service participations influenced post-training wage.

- On average, program participation improved participants' average annual wage by about 10%. Non-white, Hispanic, low-income, and/or participants with high school degree or lower had higher wage growth. But participants with basic literacy skills had a lower wage gain compared with others.
- One extra day or one more time participating in the job-ready short-term service did not show a significant influence on average post-training wage. Being male and/or enrolling in college was associated with higher average post-training wage, but being low-income and/or holding only high school degree or below had lower average post-training wage.

Introduction

The Indiana Business Research Center (hereafter IBRC) in collaboration with the Indiana Department of Workforce Development (DWD), conducted in-depth analysis for the Workforce Innovation and Opportunity Act (hereafter WIOA) program. In this report, we present our findings on the WIOA participants from 2012 to 2017. In the broad spectrum, we strive to gauge which characteristics or cohort had experienced the most benefit from the program.

The overarching research question we strive to answer is, what types of characteristics or cohort thrive in the WIOA program, with the emphasis on wage growth. The major evaluation questions include:

- What were participants' demographics and professional characteristics change over time?
- What were participants' service participation over time?
- Did participating in the WIOA program influence participants' average wage growth?
- How did the amount of a training service affect participants' average wage after the training?

WIOA Participants' Characteristics

Cohort Descriptive Analysis

In all the WIOA cohorts between 2012 and 2017, most participants stayed in the program for only one year (Table 1). About 20% stayed in the second year, less than 5% stay for the third year, and even fewer in subsequent years.

The demographics across cohorts are mostly consistent with some exceptions.

- **Age:** the age distribution among different cohorts were very stable. On average, about 25% were 25-34 years old, and around 20% were 35-44 years old and 45-54 years old, respectively. Participants who were below 25 years old or above 55 only accounted for 16%, respectively (Figure 1 **Error! Reference source not found.**).
- **Gender:** In all cohort years, about half identified as female and half male. There were not much variations in the gender distribution among different cohorts (Figure 2).
- **Race/ethnicity:** A majority of the participants were white, ranging from 69% in Cohort 2015 and 79% in Cohort 2012. The second largest race category is African American, which accounted for 20% of all the participants. (Figure 3)
- **Disability:** On average, 10% had disabilities across all years. (Figure 4)
- **Homelessness:** About 4% were homeless across all cohort years except Cohort 2012 which had 2.1%. (Figure 5)
- **Single parents:** Single parents accounted for a third of participants in Cohorts 2012 through 2014. The percentage dropped to 25% in Cohort 2015, and continued to decrease for Cohort 2016 (22%) and Cohort 2017 (19%). (Figure 6)
- **Education:** In each cohort, about half of the participants had a high school or equivalent degree, followed by some college/vocational/technical education category (24%). About 12% completed an associate's degree, 8% had a bachelor's degree and above, and 8% had no formal education. (Figure 7)

- **Basic Skills:** Percentage of people having basic skills varied widely across cohort years. While Cohort 2012 to Cohort 2014 had on average 92% participants with above basic skills, Cohort 2015 had the lowest percentage with 47% having above basic skills. Cohort 2016 and Cohort 2017 had 62% and 84% of participants with above basic skills, respectively.¹ (Figure 8)
- **Income:** Most participants (80%) were identified as low-income. Since 2015, the percentage of low-income participants were on the rise (increased from 72% to 81%). (Figure 9)
- **Region:** A significant portion of one-year participants came from Region 4 (Benton, Carroll, Cass, Clinton, Fountain, Howard, Miami, Montgomery, Tippecanoe, Tipton, Warren, and White counties), accounting for 23%. The next largest cohort came from Region 12, around 12%. (Figure 10 & Figure 11)
- **Veterans:** 9-12% of participants were veterans with the lowest percentage in Cohort 2017. (Figure 12)
- **Offenders:** The percentage of offenders or ex-offenders were on the rise, starting at 6% for Cohort 2012 and rising to 20% for Cohort 2017. (Figure 13)

Service Descriptive Analysis

The WIOA participants attended over 40 services offered between 2012 and 2017. Based on the content of services and the length and distribution of services, we categorized them into ‘broader categories’ consisting of five major categories—Job Ready Short Term, Job Ready Long Term², Occupation Skill, Self-Directed and Work Based categories.

- **Yearly participation rate:** Some of the notable findings include Work Based and Occupation Skills training participation stays relatively constant throughout the WIOA program years, both averaging at 17%. The majority of the participants in the first year of the WIOA composed 27% from Job Ready Short Term. Self-Directed program took the most participation in 2015, at 69%. (Figure 14)
- **Attendance:** On average, Job Ready Short Term participants participated for 2 days, Job Ready Long Term for 25 days, Occupation Skills for 61 days, Self-Directed for 1 day, Work Based for 68 days. (Table 2)
- **Salary:** The highest earners were Job Ready Long-Term participants. However, interpret with caution for these values since the sample size is rather small (n=215) compared to other categories. The second largest wage came from Self-Directed program. The estimate is sound because of the older age group in the training compared to other training programs. One notable finding is that in 2015, self-directed participants’ average is much higher than other service participants. (Figure 15)
- **Age:** Work Based and Occupation Skills trainings are especially popular in younger age group, below 25 and 25 to 34, whereas Self-Directed training is most popular for the older cohort, age above 55.

¹ A participant (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

² We divided the “job-ready service” category into job-ready short-term and job-ready long-term for statistical analysis purposes, because these two types had very large variation in the average days of service participation, standard deviation, and the distribution.

In total, 26% is from age group 25-34, 20% for both age group 35-44 and 45-54, 19% from below 25, and 13% from 55 and above. (Figure 16)

- **Gender:** Gender stays fairly constant, 50-50%, for all trainings except Work Based, where male is the majority, around 66%. (Figure 17)
- **Race/ethnicity:** For all trainings, white race dominates participation on average 77% throughout the years. African American comes second, at 20%. The highest proportion of participants who were white (89%) were in work-based service, followed by self-directed (81%), job-ready (79%), and occupation skill (69%) and job-ready long-term (68%). (Figure 18)
- **Basic skills:** Job Ready Long Term participants had the highest percentage of participants with only basic literacy skills at 67%, followed by Self-Directed, at 57%. The lowest rate came from Work Based, at 10%, followed by Occupation Skills participants, at 21%. (Figure 19)
- **Low-income:** In terms of low-income specification, work-based services had the highest proportion of low-income participants (87%), followed by occupation skills (84%), and job-ready (80%). Self-Directed training had the lowest proportion of participants who were from low-income family, at 62%. (Figure 20)

Longitudinal Analysis

Research question 1

Did the WIOA programs influence participants' average wage growth over time?

Sample

Given the large variation in years of participation, in this report, we only focused on participants who completed the program in any one year between 2012 and 2017. They were the majority (78% or n=74,756) of all the participants (n=96,133), and would produce more robust results in the modelling. (Table 3)

Methods

To examine the effects of program participation on wage growth over time, we used longitudinal fixed effects models. Fixed effects models are commonly used in mitigating self-selection bias to infer causal relationships. For this purpose, individual fixed effects are used in our models to subdue all between-person variable to gauge the program's mean effect on wage within person over time. In other words, we compared the average wage in years before the program participation to the average wage of the same participants in years after the training.

In Model 1, we added individual fixed effects to control for time-invariant characteristics (e.g., race, gender, innate ability, etc.). We also controlled for program year³ fixed effect that captured any systematic influence of economic condition that was different each year but common to all participants. Additionally, lagged training variables are included to capture any lagged training effects on participants' wage growth.

From Model 2 to Model 15 fixed effects models, we added interactions between training participation in a year and each demographic variable (race, gender, low-income, basic skills, limited English literacy⁴,

³ Program year refers to the term starting in July and ending in the following June. For example, program year 2012 = July 2012-June 2013.

⁴ Limited English, reading or speaking skills.

education level, veteran, Hispanic, offender, homeless, single parent, long-term unemployed⁵, eligible immigrant, and farmworker), respectively, to examine how participants with different demographics had varied wage growth from the training programs. Detailed results are provided in the appendix section.

Findings

Model 1 findings

- In the program year of training, average wage declined by 11%. Enrolling in higher education significantly lowered annual wage by 13% in the training program year. The numbers indicated that while an individual is either enrolled in higher education or participating in a program in a given year, wage can decrease temporarily due to reduced working hours in the year.
- On average, in the first year after the training, program participation did not show a significant wage increase. However, in the second year, training increased average annual wage by 10% compared to their own average annual wage before the training.

One caveat is that training is operated based on program year. However, the annual wage is aggregated based on calendar year, which is most commonly used. This could explain the lagged two year effects of program training.

Model 2 to Model 15 findings

- Non-white people had 6% higher wage gain than white in first year after the training, and 3% higher than white in the second year after the training.
- Hispanics had 4% higher wage compared to non-Hispanics in the first year after the training.
- Overall, low-income participants had 18% higher wage growth than others in the first year and 5% higher than others in the second year after the training.
- Overall, participants with basic literacy skills had 9% lower wage growth in the first year after the training, and had 3% lower wage growth in the second year than others after the training.
- In the first year after the training, participants who had some college/technical/vocational/ associate degrees had 3% lower wage growth than those with high school degree or lower. College degree or above participants had 11% lower wage growth than those with high school degree or lower.
- For gender, long term unemployed, limited English skills, homeless, offender, veteran, single parents, immigrants, farmworkers, there was no significant difference between them in training and cumulative training effect on wage growth.

Research question 2

How did the amount of a training service in a program year affect people's wage after the training, while holding all the other factors constant?

Sample

To examine how the amount of training influence participants' wage, it is important to compare participants with their peers in the same program year in the same service. Thus, we focused on program year 2012 participants in the job-ready short-term service category. The reasons are the following. First, among the five service categories, the job-ready short-term service accounted for 93% of all the participants. Second, given

⁵ A participant who has been unemployed for 27 or more consecutive weeks.

the large number of controlling variables in this study, a large sample size would provide more rigorous regression results. Third, in order to attribute the training effect to the job-ready short-term service participation, this study further removed participants who also attended other services simultaneously. We created the average wage between 2010 and 2012 as pre-training average wage and that between 2013 and 2015 as post-training average wage for each individual.

Methods

In Model 16 and 17, we performed multiple regression analysis to examine how the total number of days/times in job-ready short-term service in 2012 program year are associated with post-training wage, while holding the pre-training wage and personal demographics constant (e.g., age, gender, race, education level, low-income status). To further detect the effect of the amount of service participation on post-training wage, in Model 18 and 19, we categorized the days/times attended of the job-ready short-term service into four categories⁶.

Findings

- While holding participants' demographics and pre-training wage constant, one extra day or time in the job-ready short-term service did not show a significant influence on post-training wage, even after further dividing service days/times into categorical variables.
- The average post-training wage for male was 17% higher than that of female participants.
- Participants at age below 25 had 8% to 19% higher average annual post-training wage than those who were at age 45 or older.
- The average post-training wage for participants who had some college/vocational/associate degree was 10% higher than those with high school degree or below; The average post-training wage for participants who had a college and above degree was 23% higher than those with high school degree or below.
- The average post-training wage for low-income participants were 7% lower than others.
- The average post-training wage for participants who enrolled in higher education in 2012 were 15% higher than those who did not enrolled in college that year.

⁶ Four categories are: one day=1, two days=2, three days=3, four days and more=4

Appendix

Tables and Figures

Table 1: Cohort Retention and Participation

			Year						Others
			2012	2013	2014	2015	2016	2017	
Cohort	2012	Partipation year	<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>5th year</u>	<u>6th year</u>	<u>Skipped 1+ year</u>
		# Participants	28,023	5,926	879	238	44	11	1706
		Retention rate		21%	3%	1%	0%	0%	6%
	2013	Partipation year		<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>5th year</u>	<u>Skipped 1+ year</u>
		# Participants		17,186	3,692	606	98	21	883
		Retention rate			21%	4%	1%	0%	5%
	2014	Partipation year			<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>Skipped 1+ year</u>
		# Participants			17,842	4,243	498	98	384
		Retention rate				24%	3%	1%	2%
	2015	Partipation year				<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>Skipped 1+ year</u>
		# Participants				15,728	2,812	312	206
		Retention rate					18%	2%	1%
	2016	Partipation year					<u>1st year</u>	<u>2nd year</u>	<u>Skipped 1+ year</u>
		# Participants					7,785	1,525	0
		Retention rate						20%	0%
	2017	Partipation year						<u>1st year</u>	<u>Skipped 1+ year</u>
		# Participants						8,096	0
		Retention rate							0%

Table 2: Service Attendance by Days

		Year						
Broad Category	Measurement	2012	2013	2014	2015	2016	2017	Total
Job Ready	Mean Days	2	2	2	2	2	3	2
	Standard Deviation	6	8	5	4	4	12	7
	Frequency	14,204	9,294	8,478	9,412	4,988	6,405	52,781
Job Ready Long Term	Mean Days	26	.	.	1	26	47	43
	Standard Deviation	43	.	.	0	30	56	53
	Frequency	3	0	0	1	33	178	215
Occupation Skills	Mean Days	73	69	57	55	55	57	61
	Standard Deviation	74	66	54	54	56	53	60
	Frequency	827	1,028	1,112	910	638	1,122	5,637
Self-Directed	Mean Days	1	1	1	1	1	1	1
	Standard Deviation	0	0	0	1	1	0	1
	Frequency	332	447	205	4,301	932	22	6,239
Work Based	Mean Days	63	48	62	98	58	81	65
	Standard Deviation	46	42	48	60	62	49	54
	Frequency	71	165	148	82	152	111	729
Total	Mean Days	6	9	9	6	8	13	8
	Standard Deviation	25	30	27	21	26	33	26
	Frequency	15,437	10,934	9,943	14,706	6,743	7,838	65,601

Table 3: Years of Participation

Years of Participation	Frequency	Percentage
1	74756	77.8%
2	18233	19.0%
3	2587	2.7%
4	480	0.5%
5	66	0.1%
6	11	0.0%
Total	96133	100%

Figure 1: Cohort Participation - Age

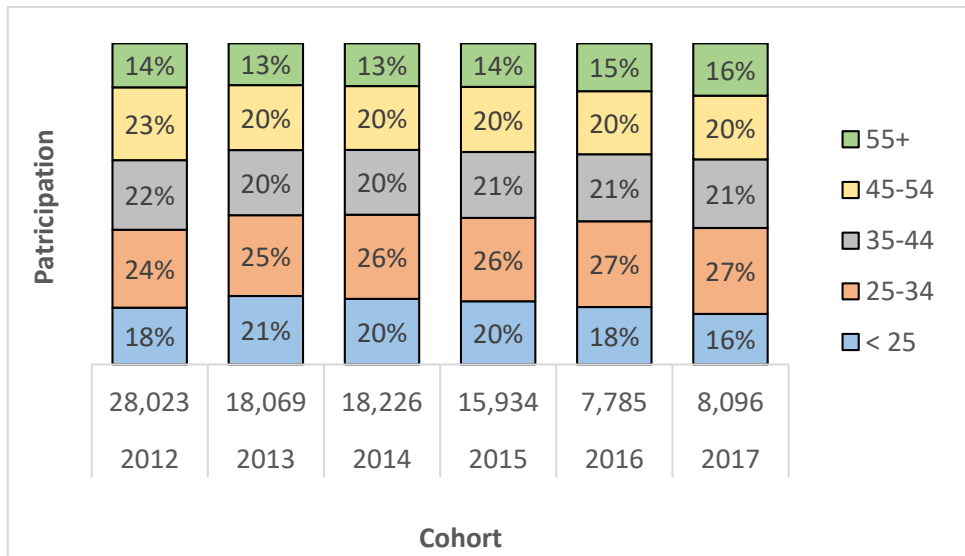


Figure 2: Cohort Participation - Gender

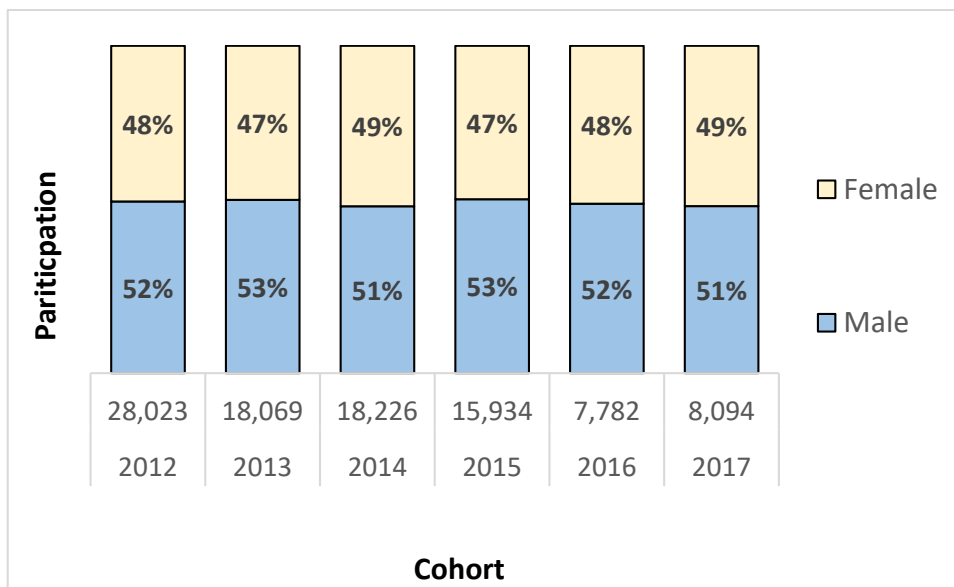


Figure 3: Cohort Participation - Race

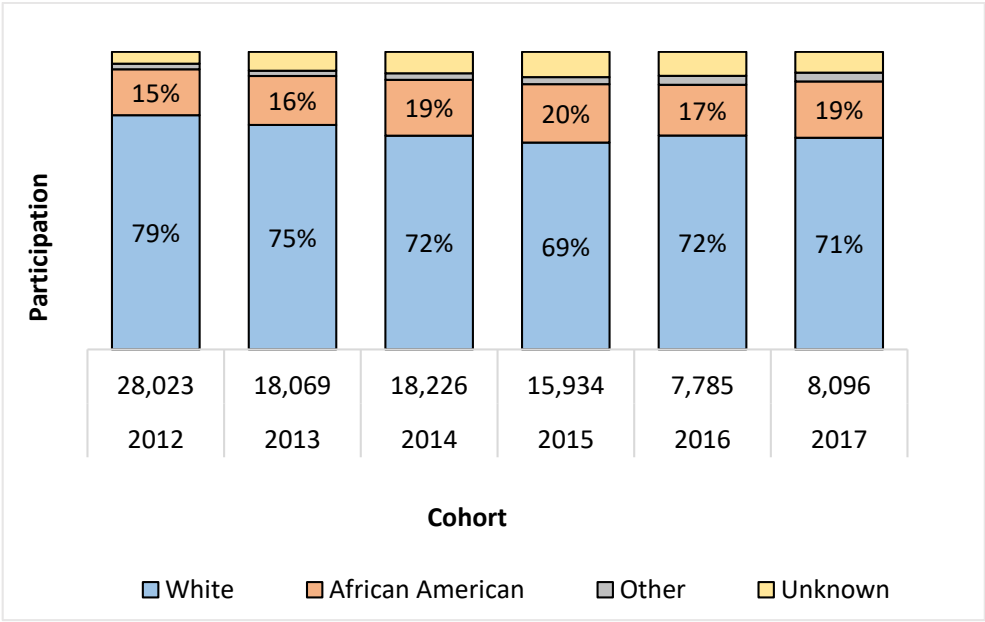


Figure 4: Cohort Participation - Disability

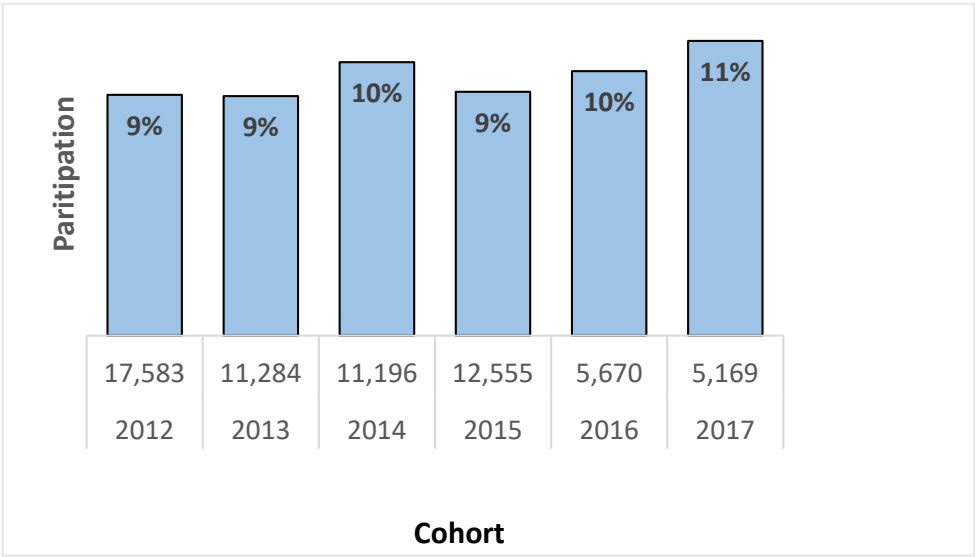


Figure 5: Cohort Participation - Experiencing Homelessness

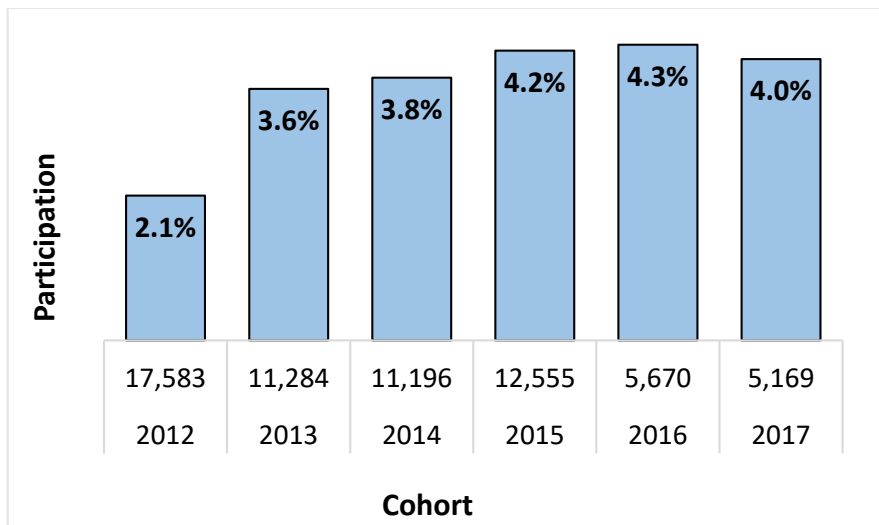


Figure 6: Cohort Participation - Single Parent

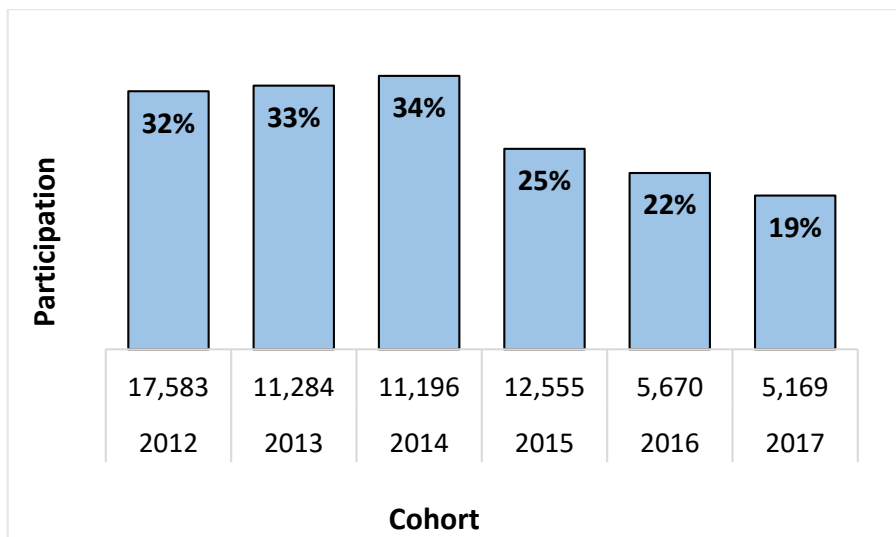


Figure 7: Cohort Participation - Education

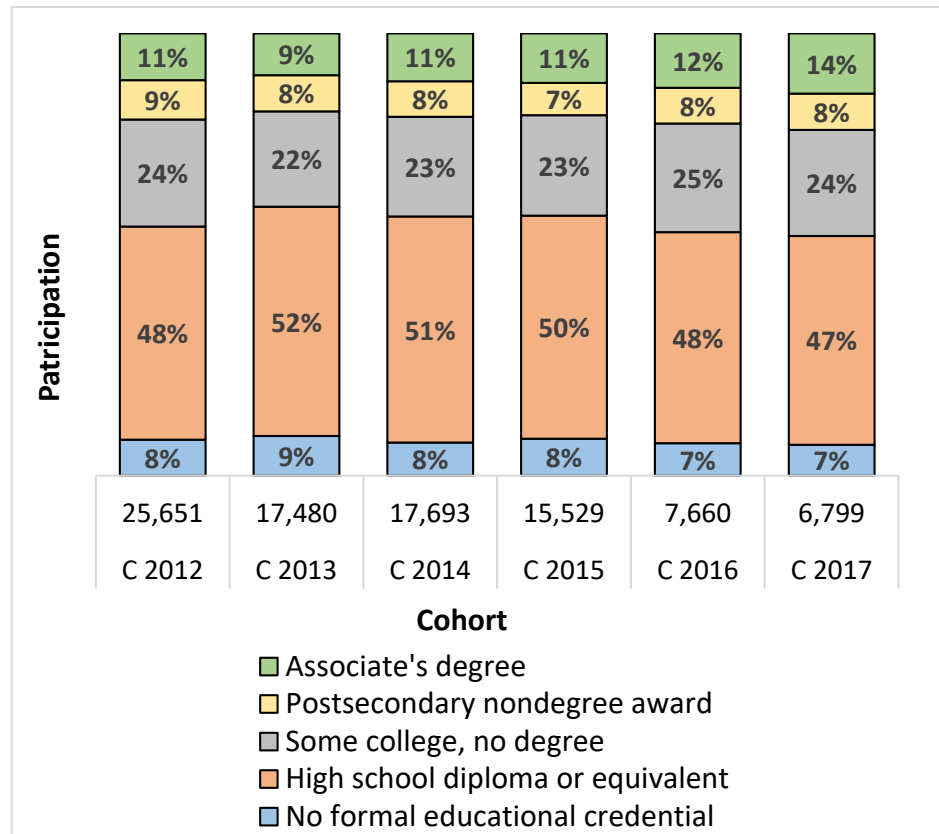


Figure 8: Cohort Participation - Basic Skills

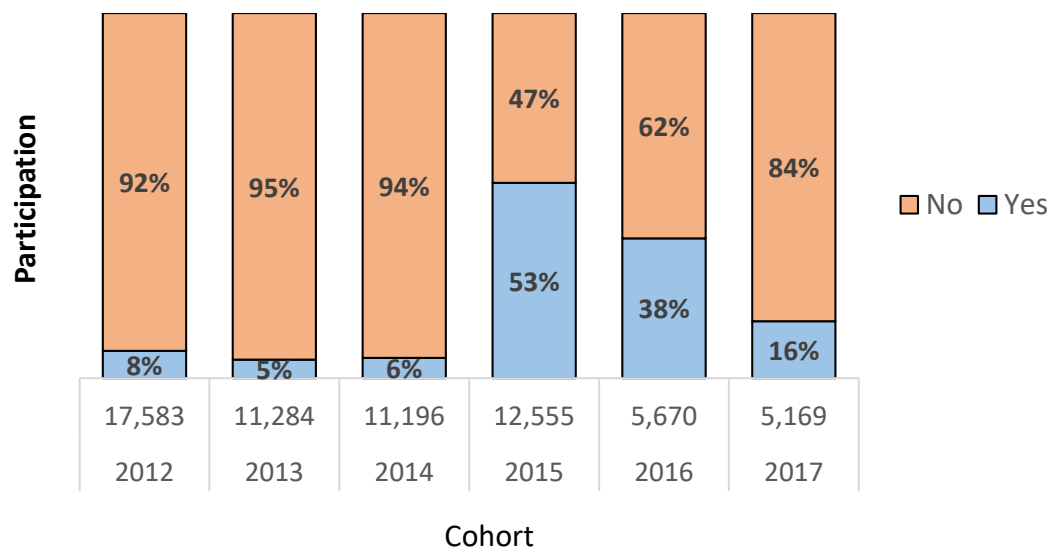


Figure 9: Cohort Participation - Low Income

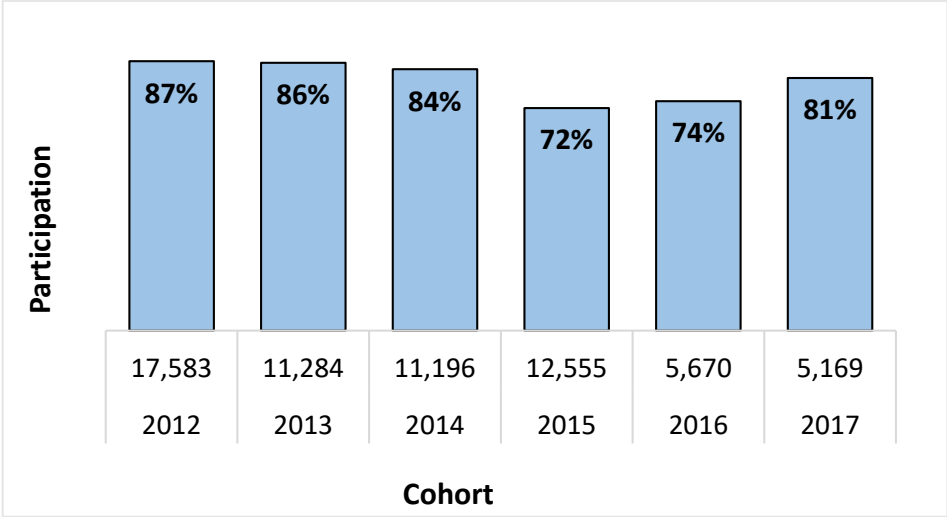


Figure 10: Cohort Participation Rate by EGR for All Cohorts

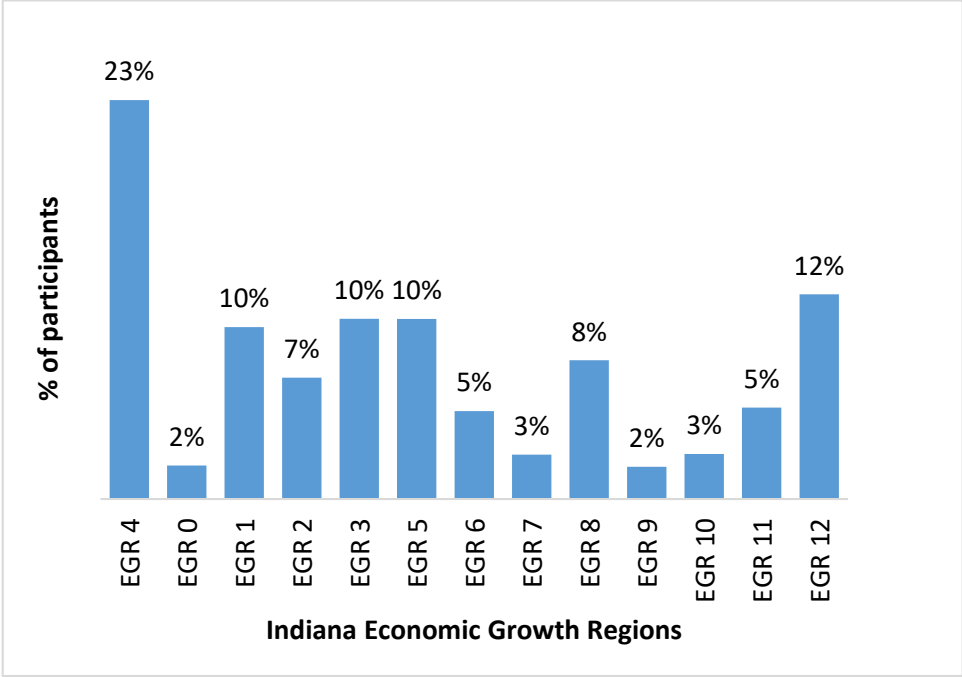


Figure 11: Cohort Participation by Economic Growth Region

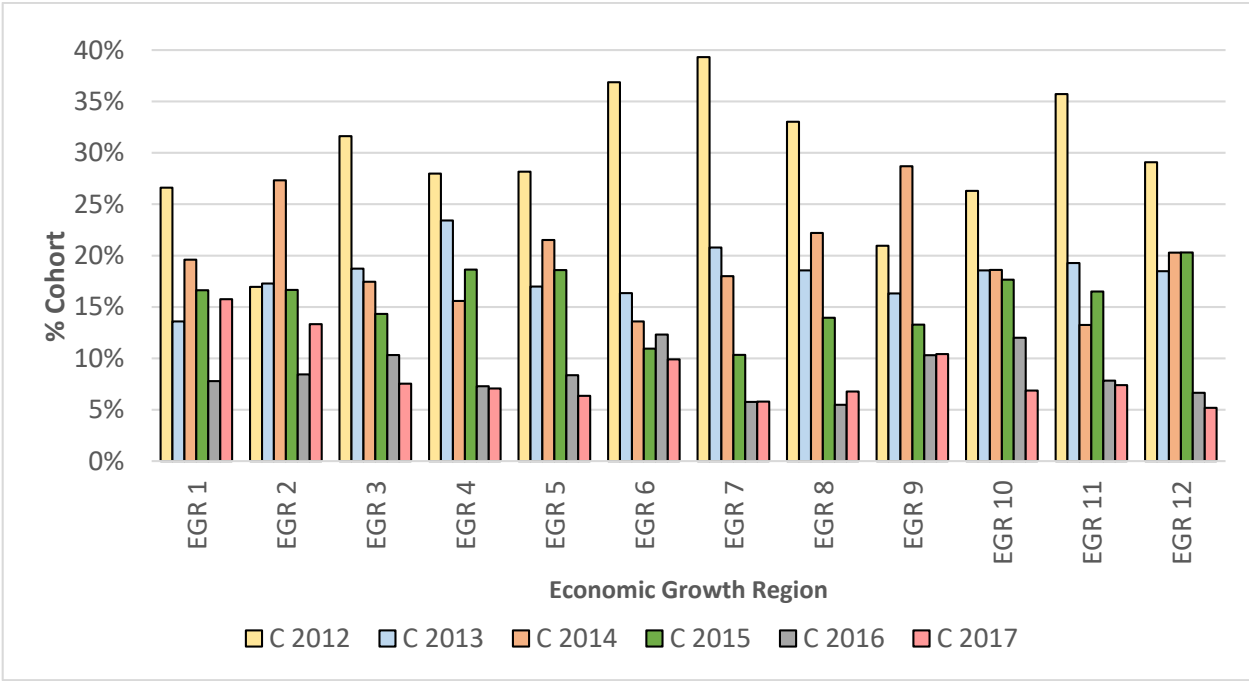


Figure 12: Cohort Participation - Veterans

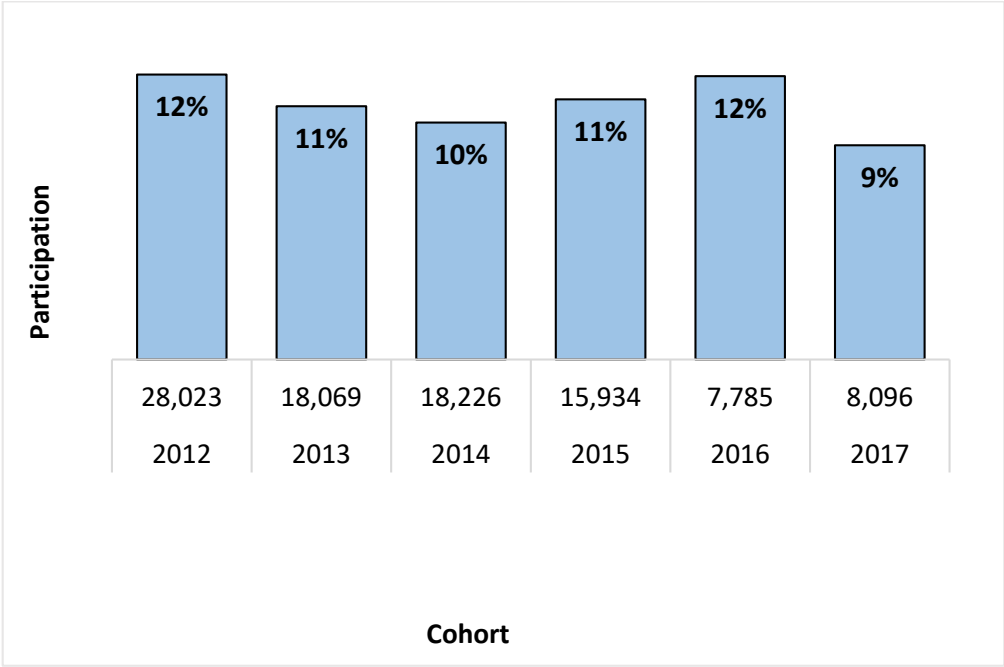


Figure 13: Cohort Participation - Offenders

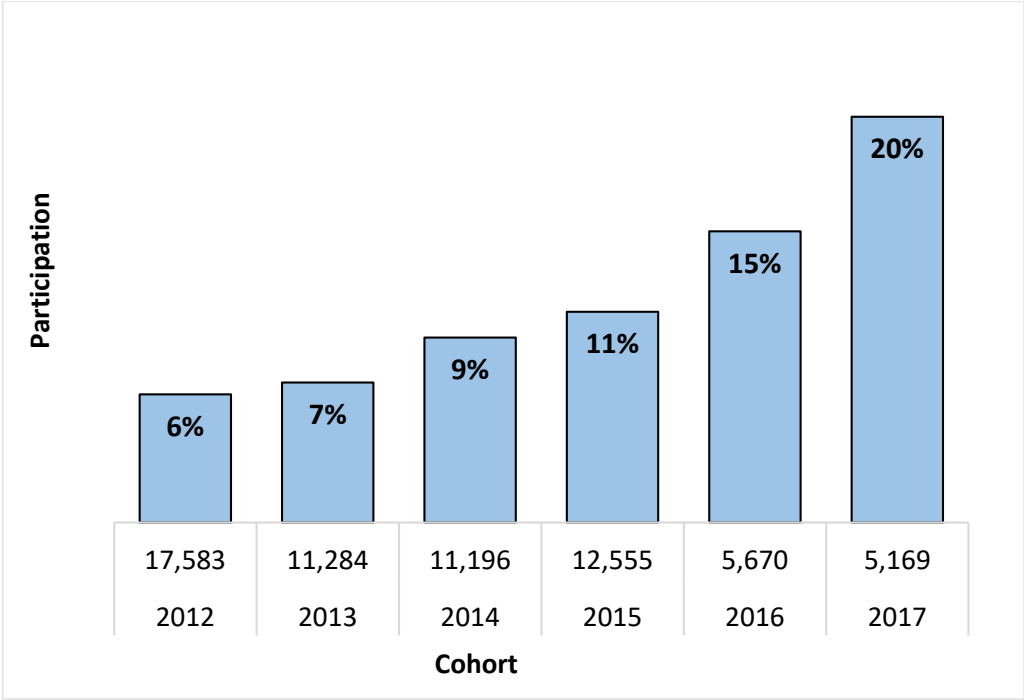


Figure 14: Broad Category – Participant Rate

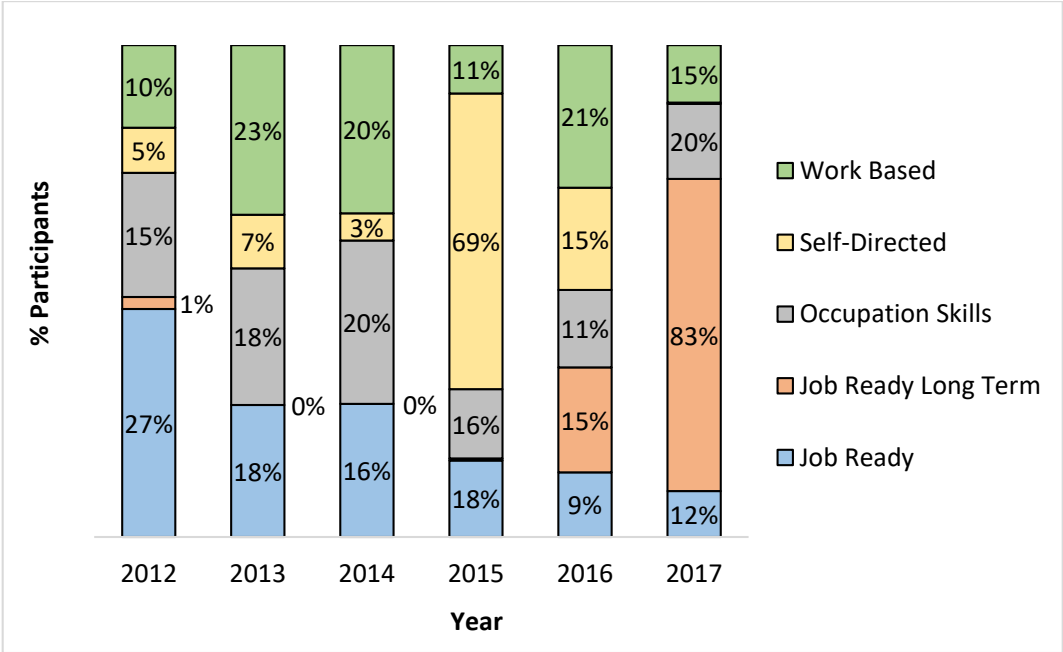


Figure 15: Broad Category Average Annual Salary

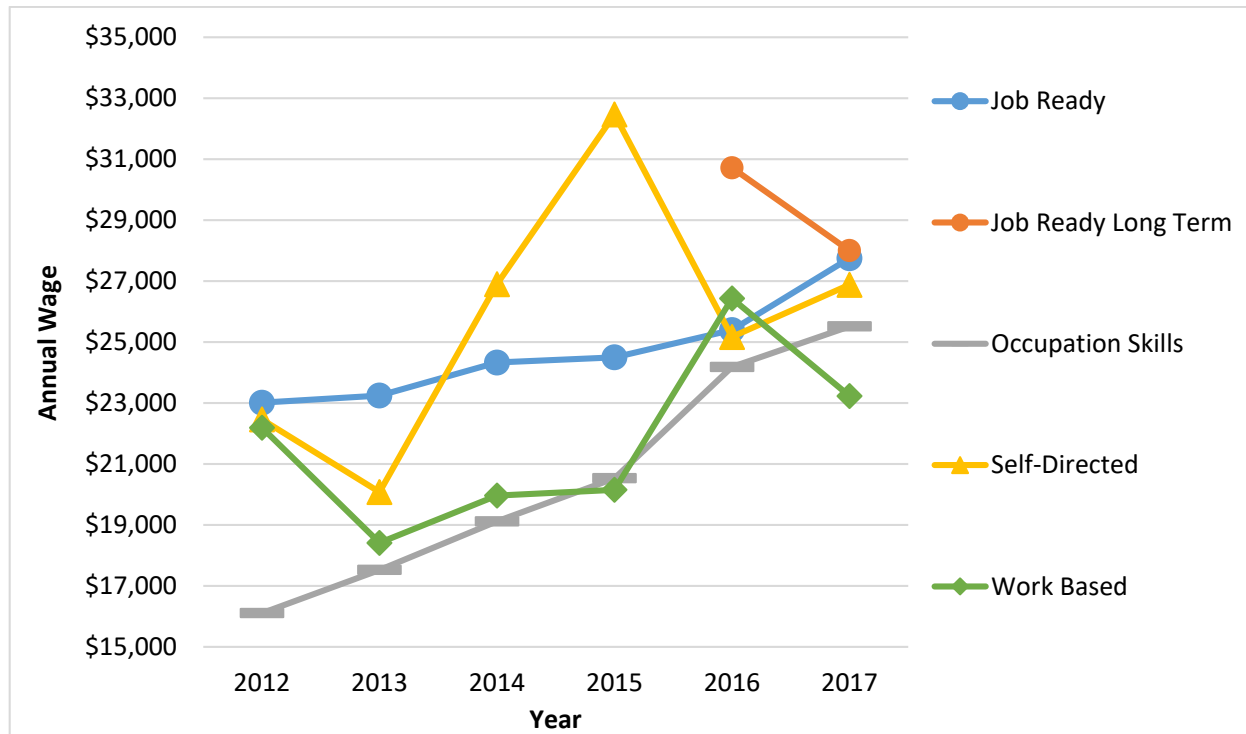


Figure 16: Program Participation By Age

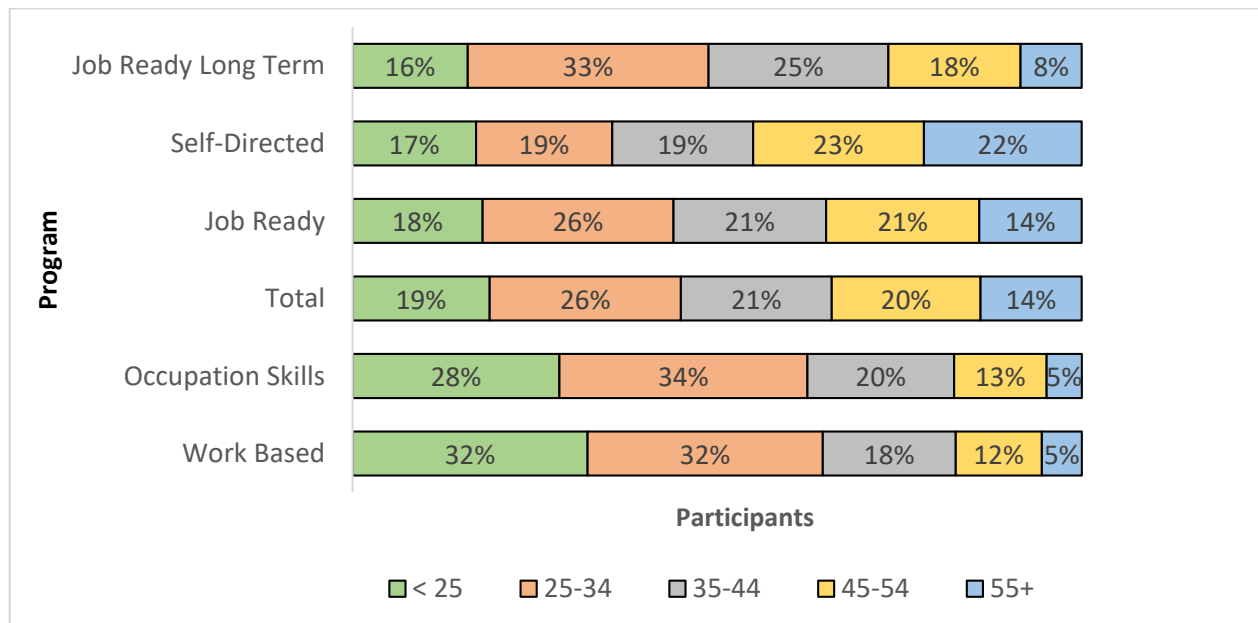


Figure 17: Broad Category by Gender

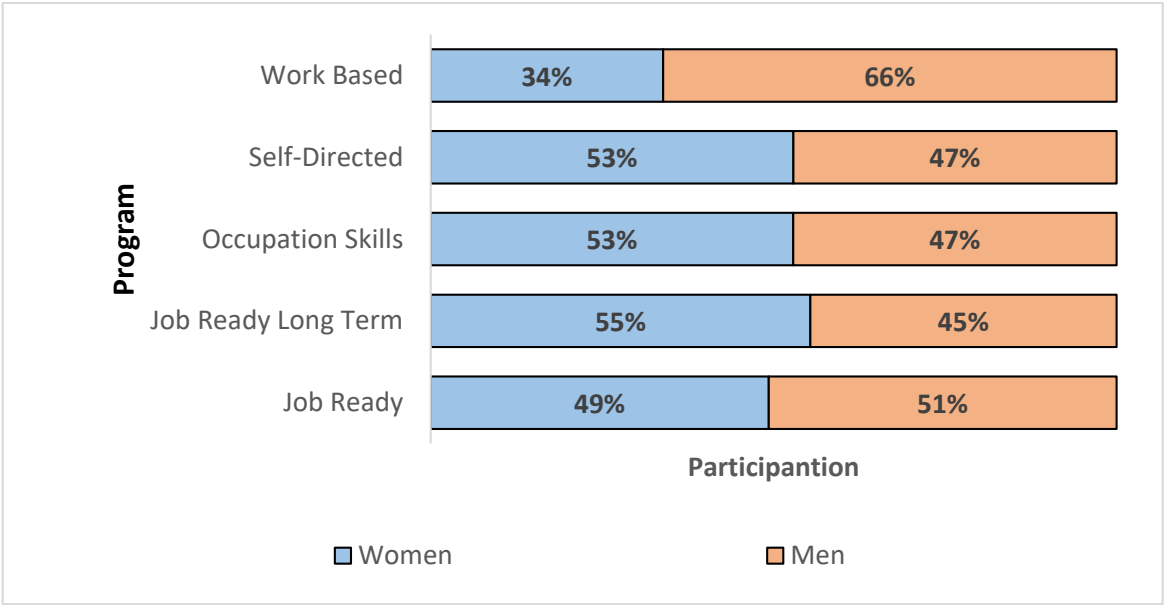


Figure 18: Program Participation by Race

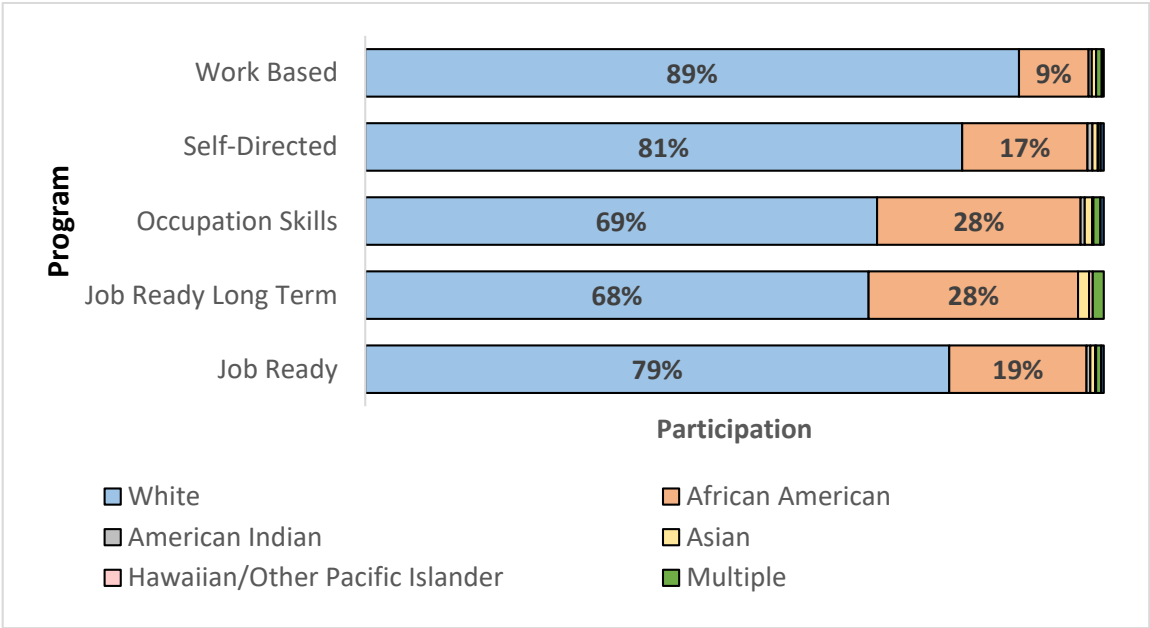


Figure 19: Broad category basic skills

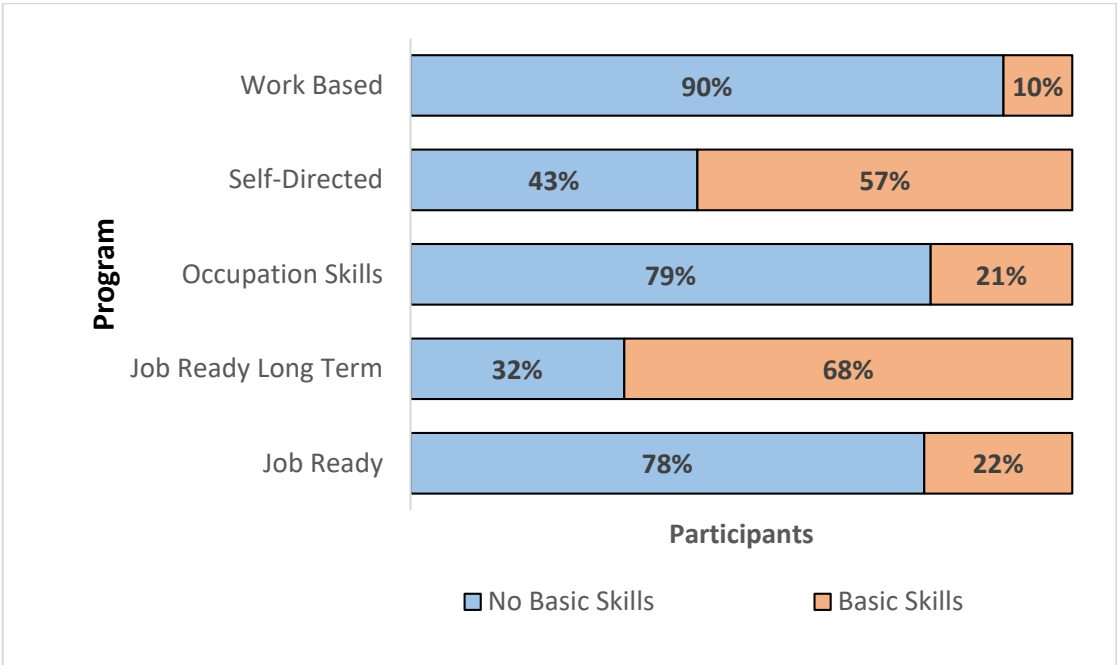
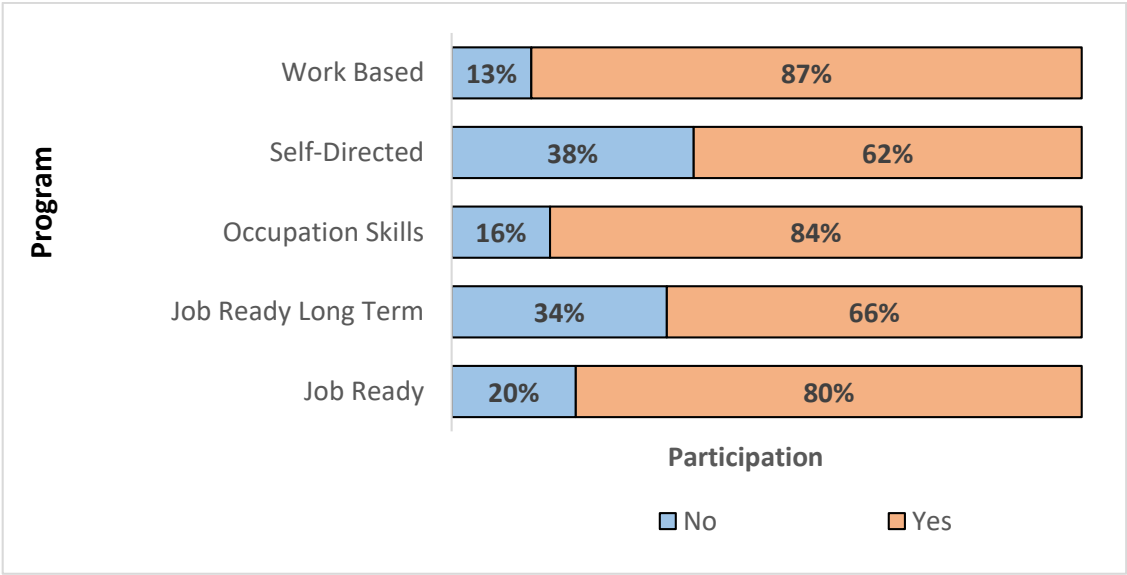


Figure 20: Broad Category - Low Income



Appendix D

Employer and Customer Satisfaction Surveys

WorkOne Customer Survey 2020

Statewide PY 2019

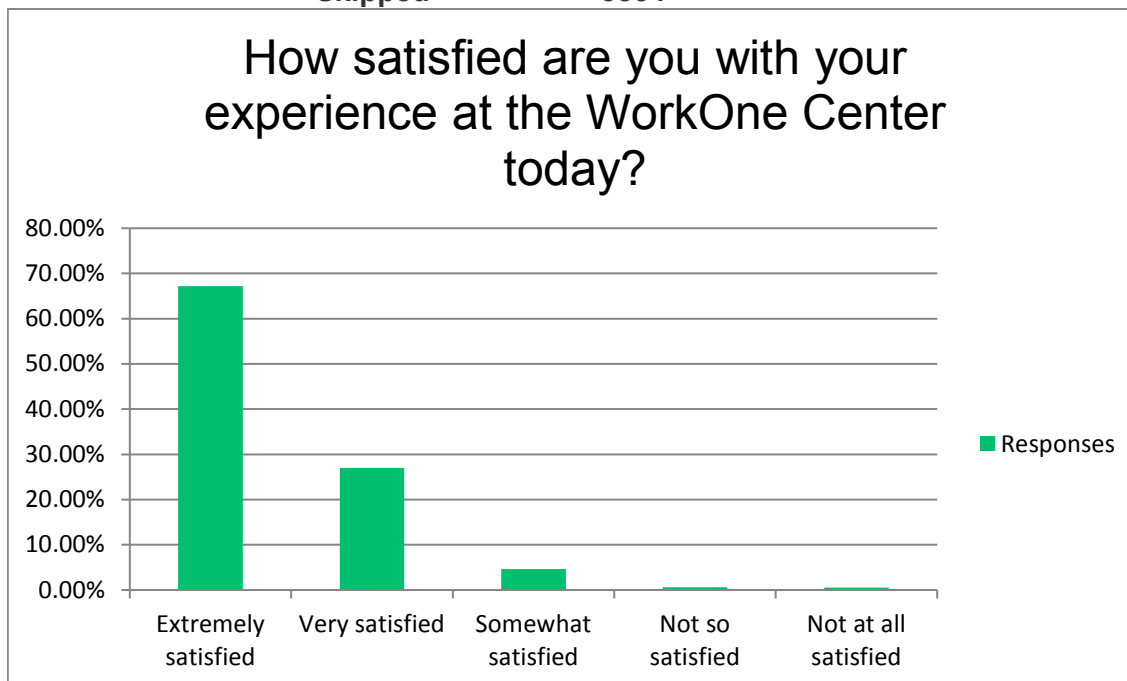
How satisfied are you with your experience at the WorkOne Center today?

Answer Choices	Responses	
Extremely satisfied	67.22%	13929
Very satisfied	26.98%	5592
Somewhat satisfied	4.61%	955
Not so satisfied	0.63%	131
Not at all satisfied	0.56%	116

Overall Satisfaction

98.81%

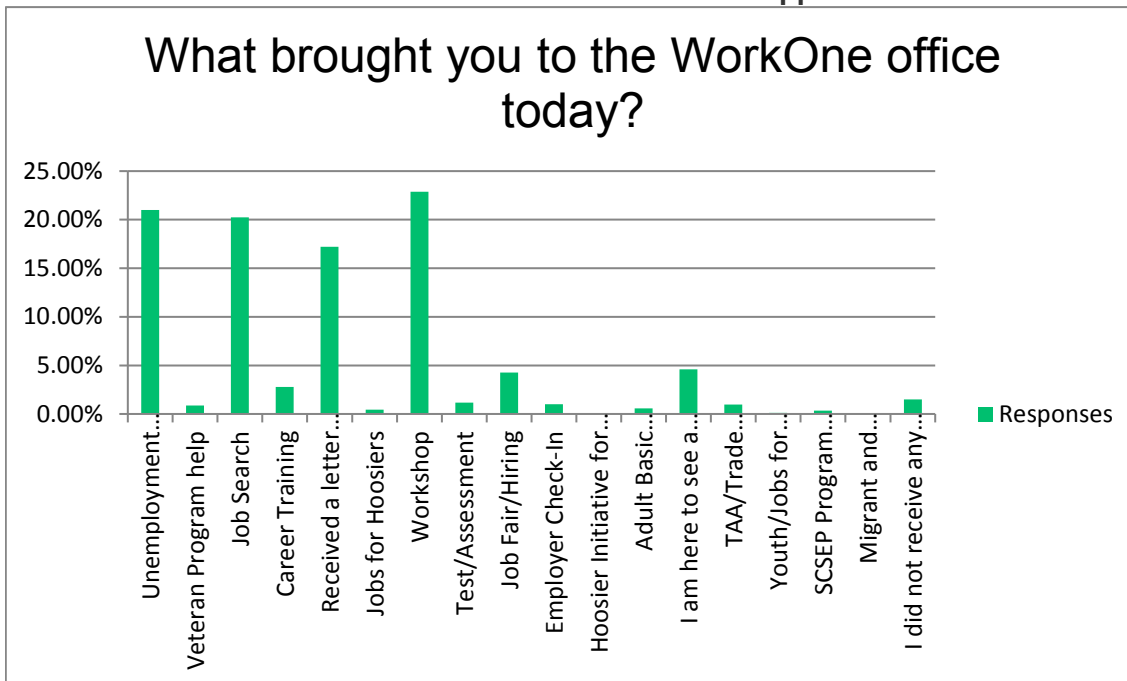
Answered 20723
Skipped 3854



WorkOne Customer Survey 2020

What brought you to the WorkOne office today?

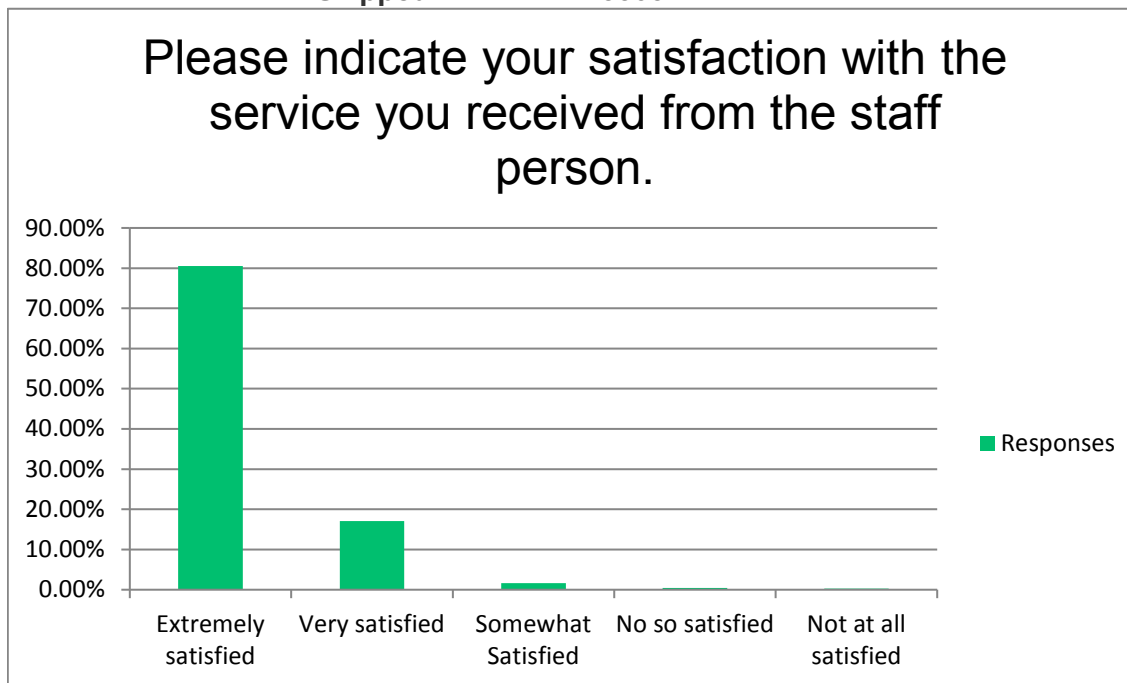
Answer Choices	Responses	
Unemployment insurance claim assistance	21.00%	5161
Veteran Program help	0.88%	216
Job Search	20.25%	4976
Career Training	2.77%	681
Received a letter (Such as RESEA)	17.21%	4230
Jobs for Hoosiers	0.44%	107
Workshop	22.86%	5618
Test/Assessment	1.16%	285
Job Fair/Hiring	4.26%	1047
Employer Check-In	1.00%	246
Hoosier Initiative for Re-Entry (HIRE)	0.00%	0
Adult Basic Education (ABE)	0.56%	138
I am here to see a specific staff member.	4.58%	1125
TAA/Trade Adjustment Assistance	0.98%	240
Youth/Jobs for America's Graduates (JAG)	0.12%	29
SCSEP Program (Senior Employment)	0.35%	87
Migrant and Seasonal Farm Worker Program (MSFW)	0.08%	19
I did not receive any additional services today.	1.51%	372
Answered		24577
Skipped		0



WorkOne Customer Survey 2020

Please indicate your satisfaction with the service you received from the staff person.

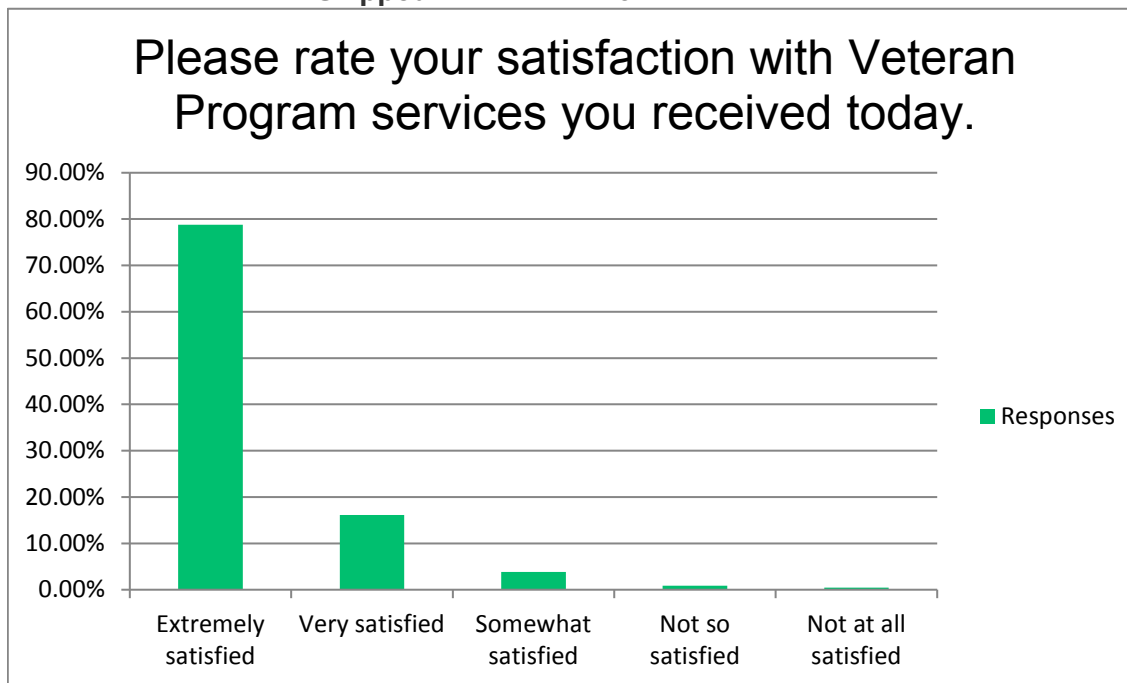
Answer Choices	Responses	
Extremely satisfied	80.53%	1026
Very satisfied	17.11%	218
Somewhat Satisfied	1.65%	21
No so satisfied	0.47%	6
Not at all satisfied	0.24%	3
Answered		1274
Skipped		23303



WorkOne Customer Survey 2020

Please rate your satisfaction with Veteran Program services you received today.

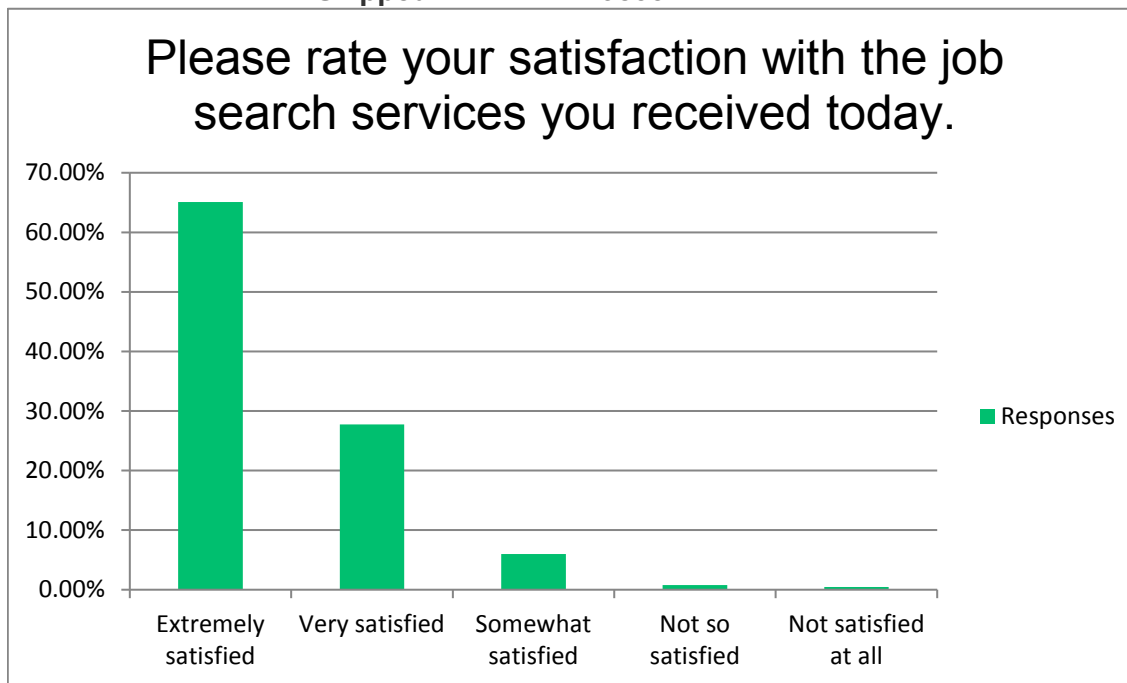
Answer Choices	Responses	
Extremely satisfied	78.81%	186
Very satisfied	16.10%	38
Somewhat satisfied	3.81%	9
Not so satisfied	0.85%	2
Not at all satisfied	0.42%	1
Answered		236
Skipped		24341



WorkOne Customer Survey 2020

Please rate your satisfaction with the job search services you received today.

Answer Choices	Responses	
Extremely satisfied	65.08%	3086
Very satisfied	27.73%	1315
Somewhat satisfied	5.97%	283
Not so satisfied	0.78%	37
Not satisfied at all	0.44%	21
Answered		4742
Skipped		19835



WorkOne Customer Survey 2020

Please rate your level of satisfaction with the career training services you received today

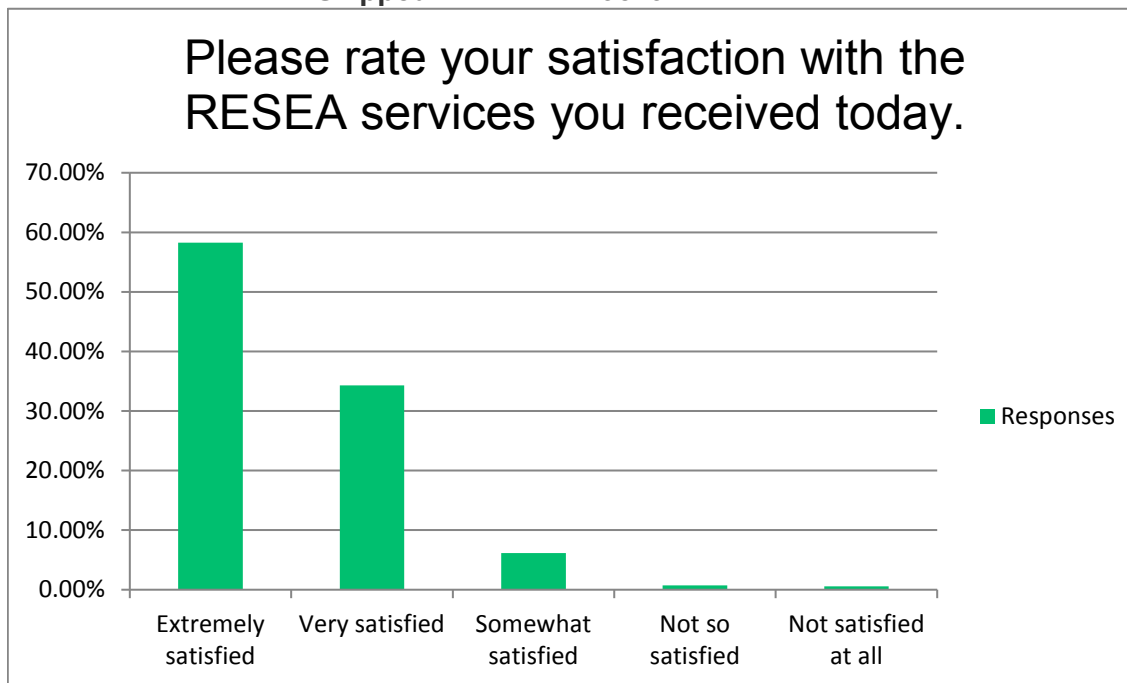
Answer Choices	Responses	
Extremely satisfied	67.95%	460
Very satisfied	26.59%	180
Somewhat satisfied	4.73%	32
Not so satisfied	0.44%	3
Not satisfied at all	0.30%	2
Answered		677
Skipped		23900



WorkOne Customer Survey 2020

Please rate your satisfaction with the RESEA services you received today.

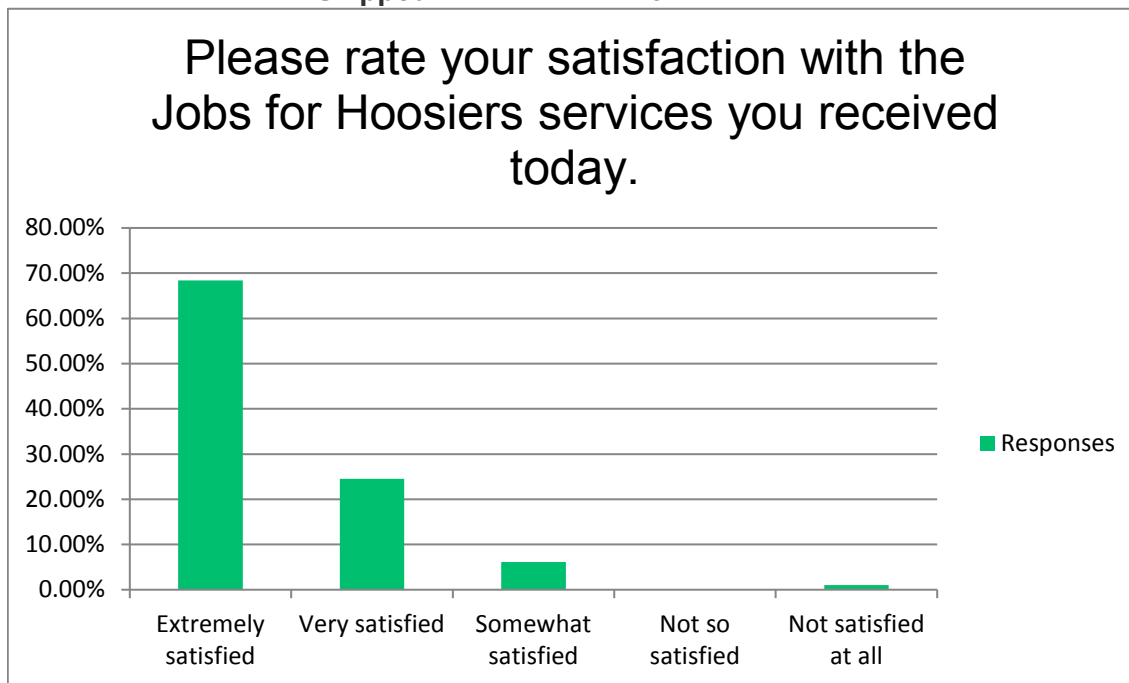
Answer Choices	Responses	
Extremely satisfied	58.24%	2940
Very satisfied	34.31%	1732
Somewhat satisfied	6.16%	311
Not so satisfied	0.71%	36
Not satisfied at all	0.57%	29
Answered		5048
Skipped		19529



WorkOne Customer Survey 2020

Please rate your satisfaction with the Jobs for Hoosiers services you received today.

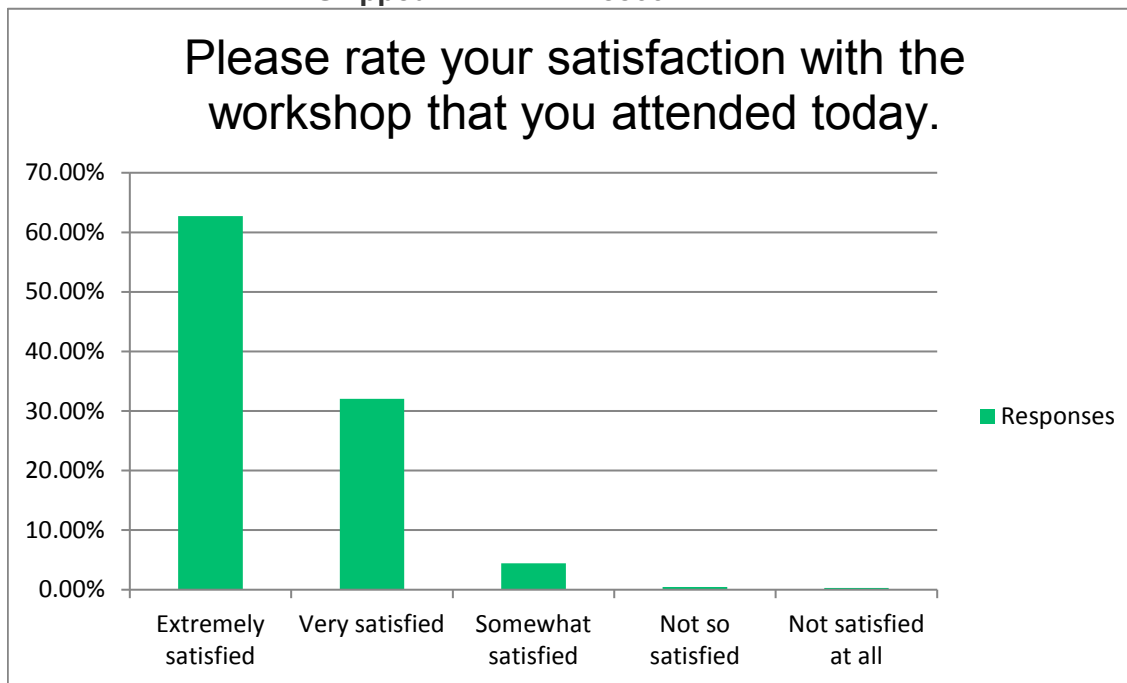
Answer Choices	Responses	
Extremely satisfied	68.37%	67
Very satisfied	24.49%	24
Somewhat satisfied	6.12%	6
Not so satisfied	0.00%	0
Not satisfied at all	1.02%	1
Answered		98
Skipped		24479



WorkOne Customer Survey 2020

Please rate your satisfaction with the workshop that you attended today.

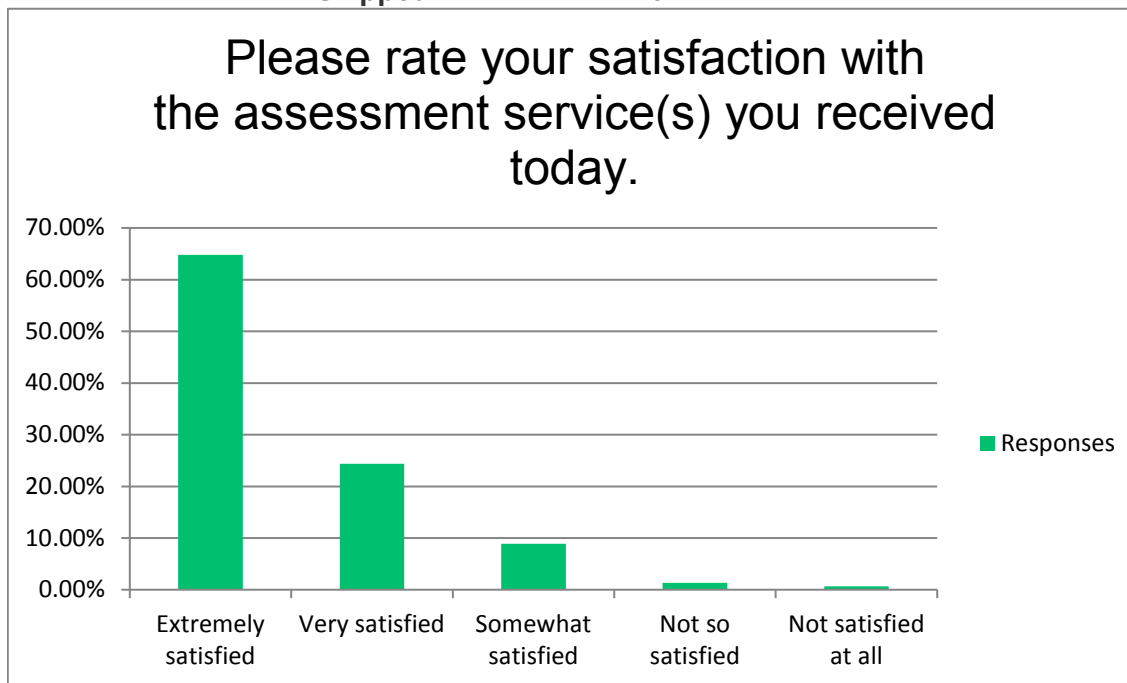
Answer Choices	Responses	
Extremely satisfied	62.74%	3583
Very satisfied	32.06%	1831
Somewhat satisfied	4.43%	253
Not so satisfied	0.47%	27
Not satisfied at all	0.30%	17
Answered		5711
Skipped		18866



WorkOne Customer Survey 2020

Please rate your satisfaction with the assessment service(s) you received today.

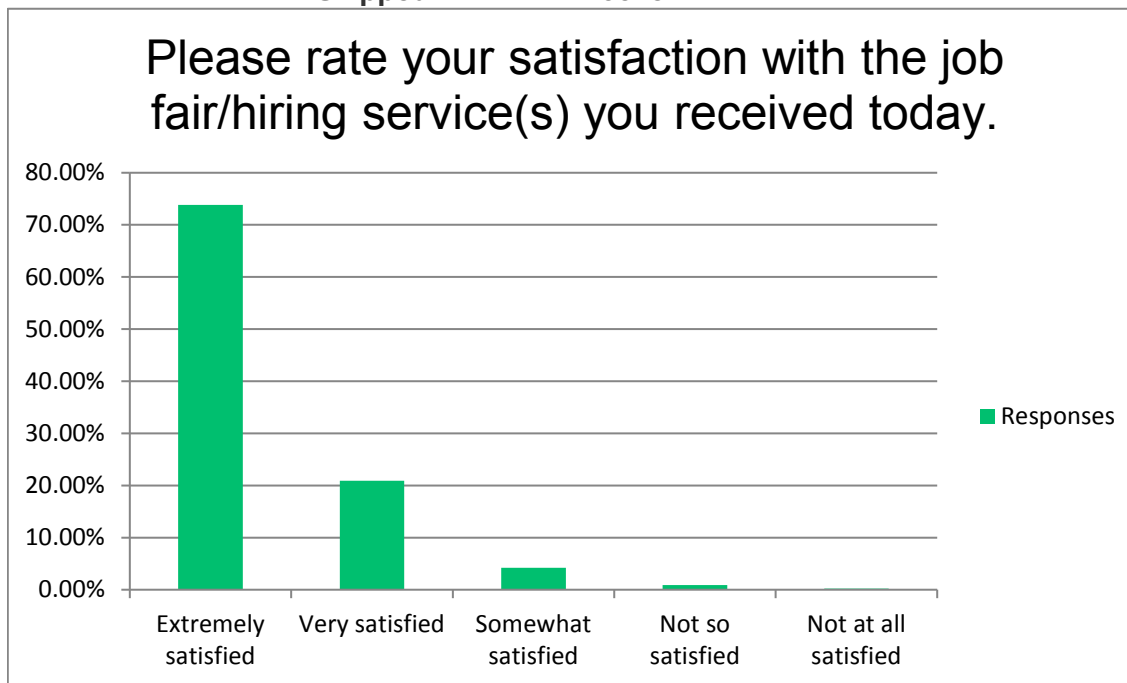
Answer Choices	Responses	
Extremely satisfied	64.80%	197
Very satisfied	24.34%	74
Somewhat satisfied	8.88%	27
Not so satisfied	1.32%	4
Not satisfied at all	0.66%	2
Answered		304
Skipped		24273



WorkOne Customer Survey 2020

Please rate your satisfaction with the job fair/hiring service(s) you received today.

Answer Choices	Responses	
Extremely satisfied	73.86%	760
Very satisfied	20.89%	215
Somewhat satisfied	4.18%	43
Not so satisfied	0.87%	9
Not at all satisfied	0.19%	2
Answered		1029
Skipped		23548



WorkOne Customer Survey 2020

Please rate your satisfaction with the employer service(s) you received today.

Answer Choices	Responses	
Extremely satisfied	88.26%	203
Very satisfied	7.39%	17
Somewhat satisfied	2.61%	6
Not so satisfied	1.30%	3
Not at all satisfied	0.43%	1
Answered		230
Skipped		24347

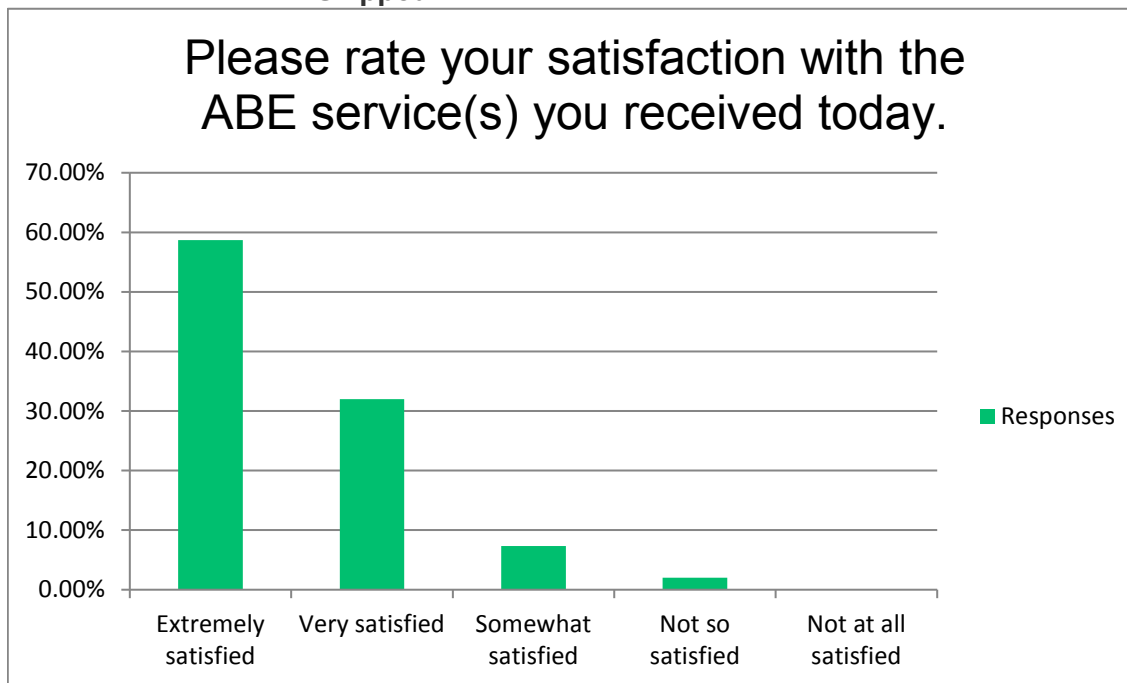


WorkOne Customer Survey 2020

Please rate your satisfaction with the ABE service(s) you received today.

Answer Choices	Responses	
Extremely satisfied	58.67%	88
Very satisfied	32.00%	48
Somewhat satisfied	7.33%	11
Not so satisfied	2.00%	3
Not at all satisfied	0.00%	0

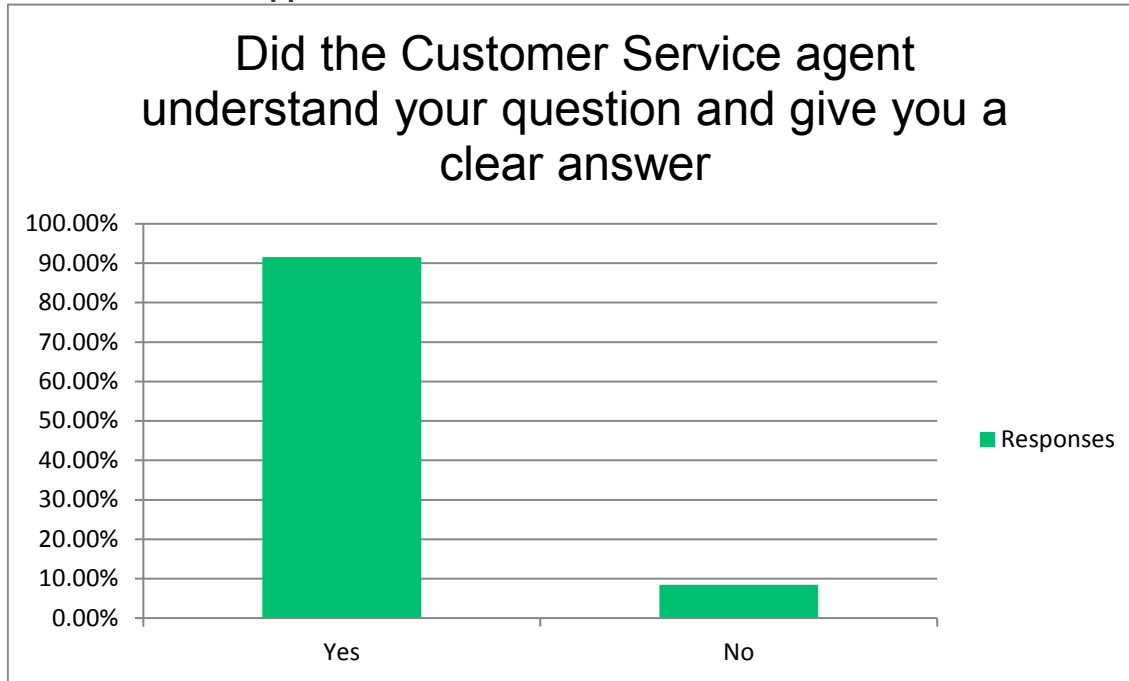
Answered 150
Skipped 24427



WorkOne Customer Survey 2020

Did the Customer Service agent understand your question and give you a clear answer?

Answer Choices	Responses	
Yes	91.53%	1372
No	8.47%	127
Answered		1499
Skipped		23078



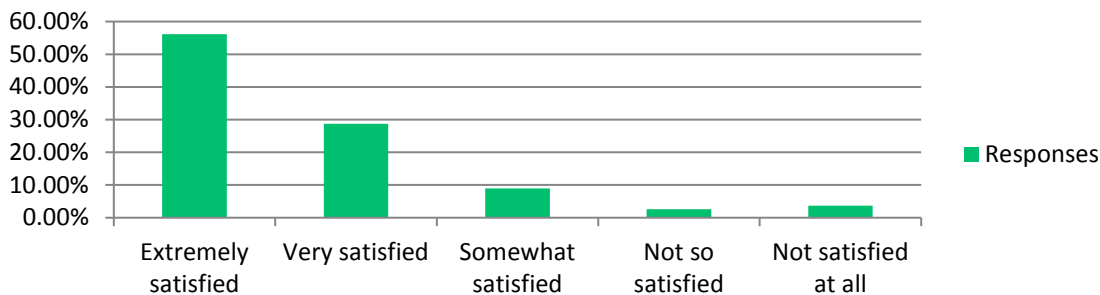
WorkOne Customer Survey 2020

How would you rate your experience with the Customer Service representative today? H

Answer Choices	Responses	
Extremely satisfied	56.10%	841
Very satisfied	28.69%	430
Somewhat satisfied	8.94%	134
Not so satisfied	2.60%	39
Not satisfied at all	3.67%	55
Answered		1499
Skipped		23078

How would you rate your experience with the Customer Service representative today?

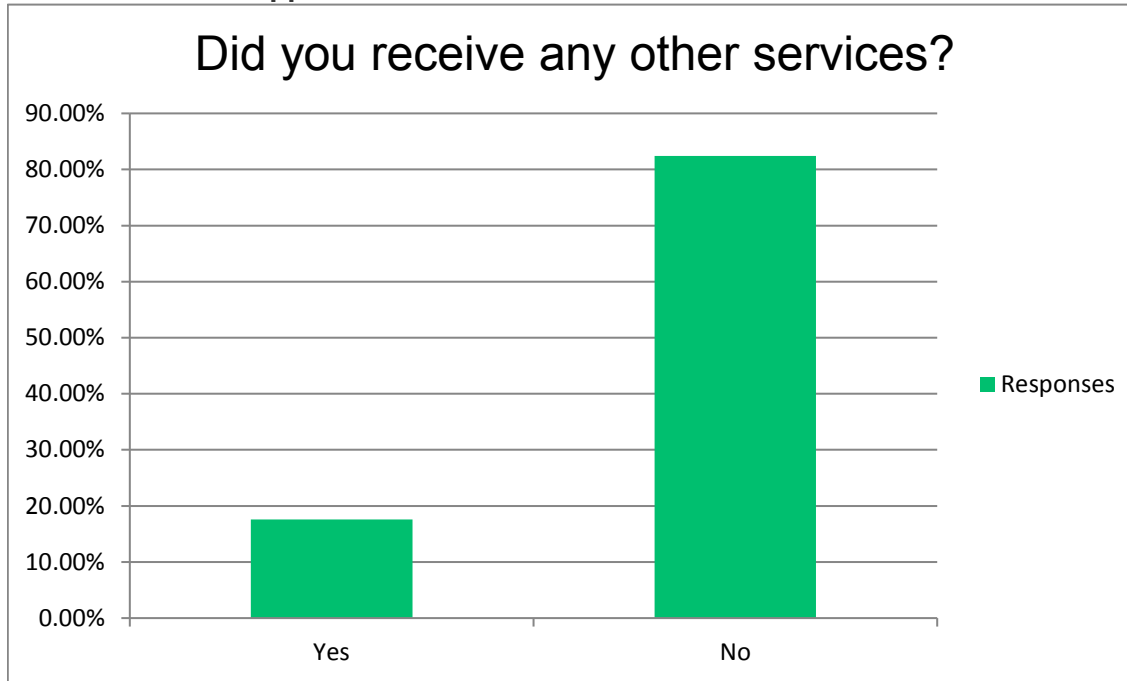
How would you rate your experience with the Customer Service representative today?



WorkOne Customer Survey 2020

Did you receive any other services?

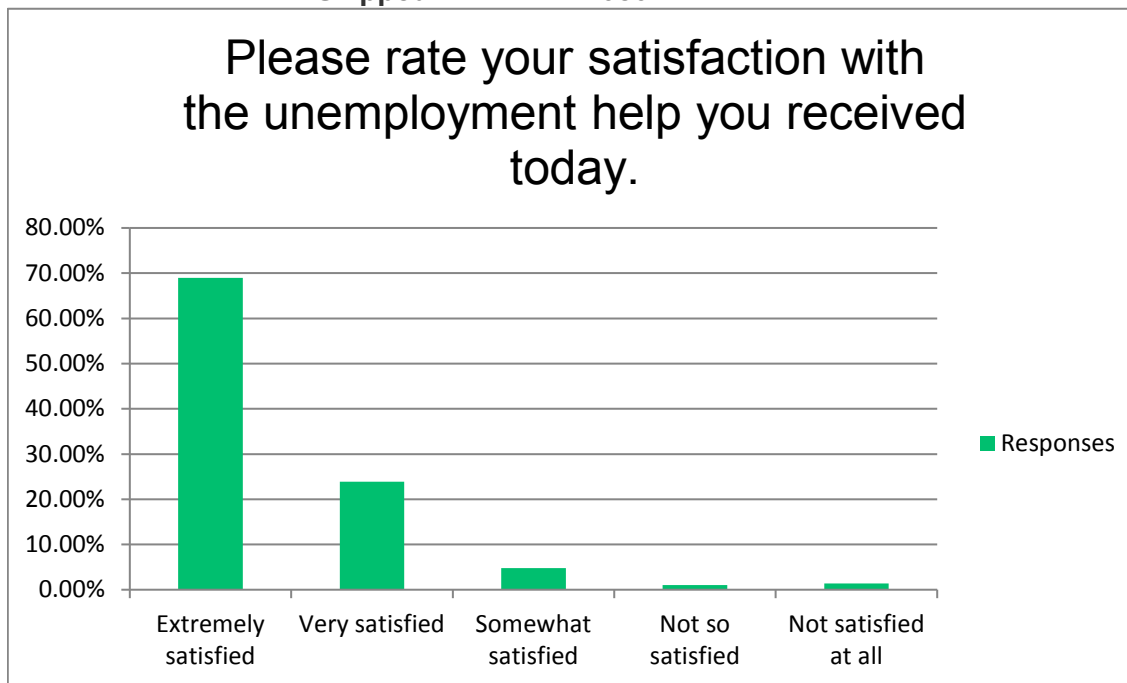
Answer Choices	Responses	
Yes	17.61%	264
No	82.39%	1235
Answered		1499
Skipped		23078



WorkOne Customer Survey 2020

Please rate your satisfaction with the unemployment help you received today.

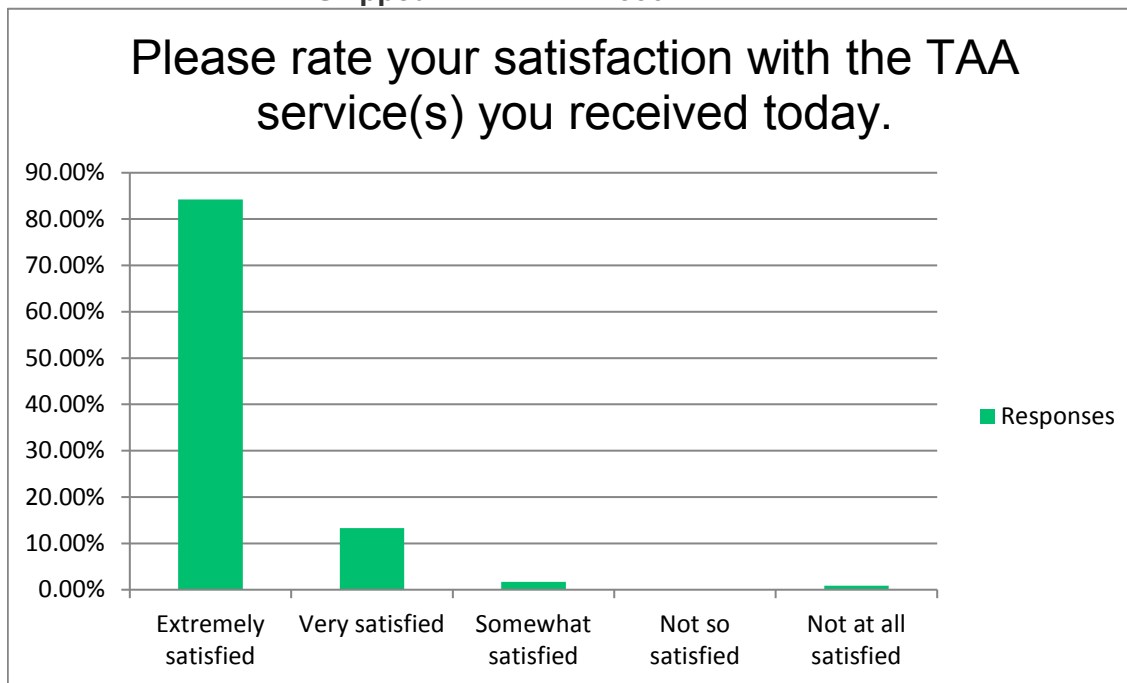
Answer Choices	Responses	
Extremely satisfied	68.98%	2604
Very satisfied	23.87%	901
Somewhat satisfied	4.79%	181
Not so satisfied	1.01%	38
Not satisfied at all	1.35%	51
Answered		3775
Skipped		20802



WorkOne Customer Survey 2020

Please rate your satisfaction with the TAA service(s) you received today.

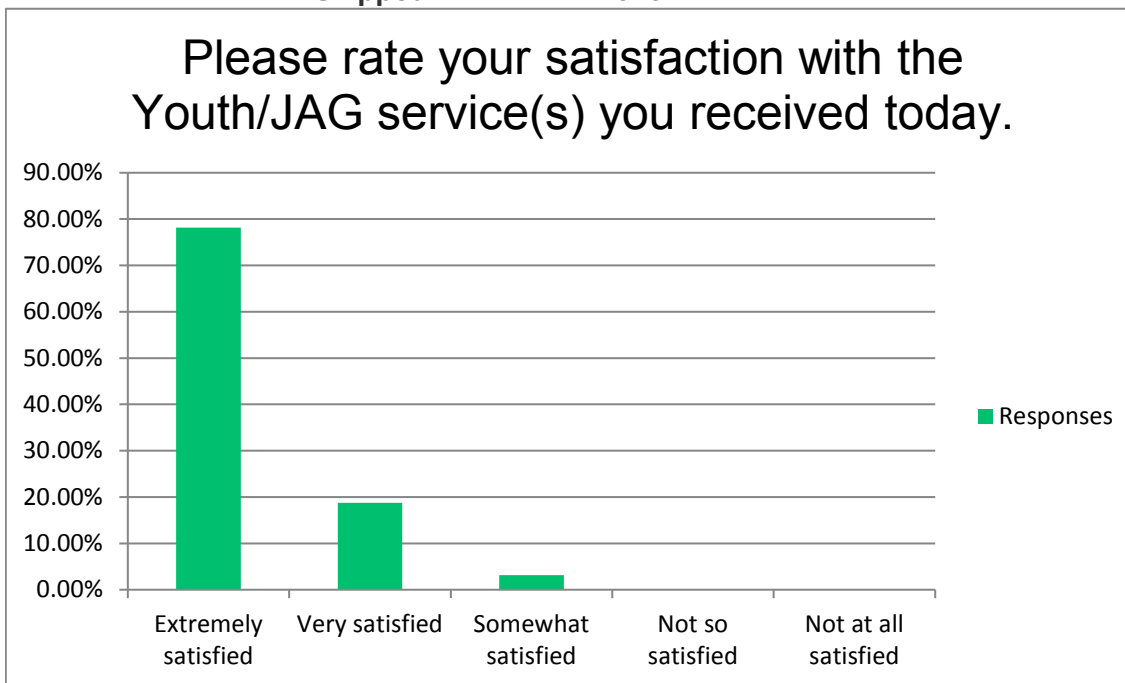
Answer Choices	Responses	
Extremely satisfied	84.23%	203
Very satisfied	13.28%	32
Somewhat satisfied	1.66%	4
Not so satisfied	0.00%	0
Not at all satisfied	0.83%	2
Answered		241
Skipped		24336



WorkOne Customer Survey 2020

Please rate your satisfaction with the Youth/JAG service(s) you received today.

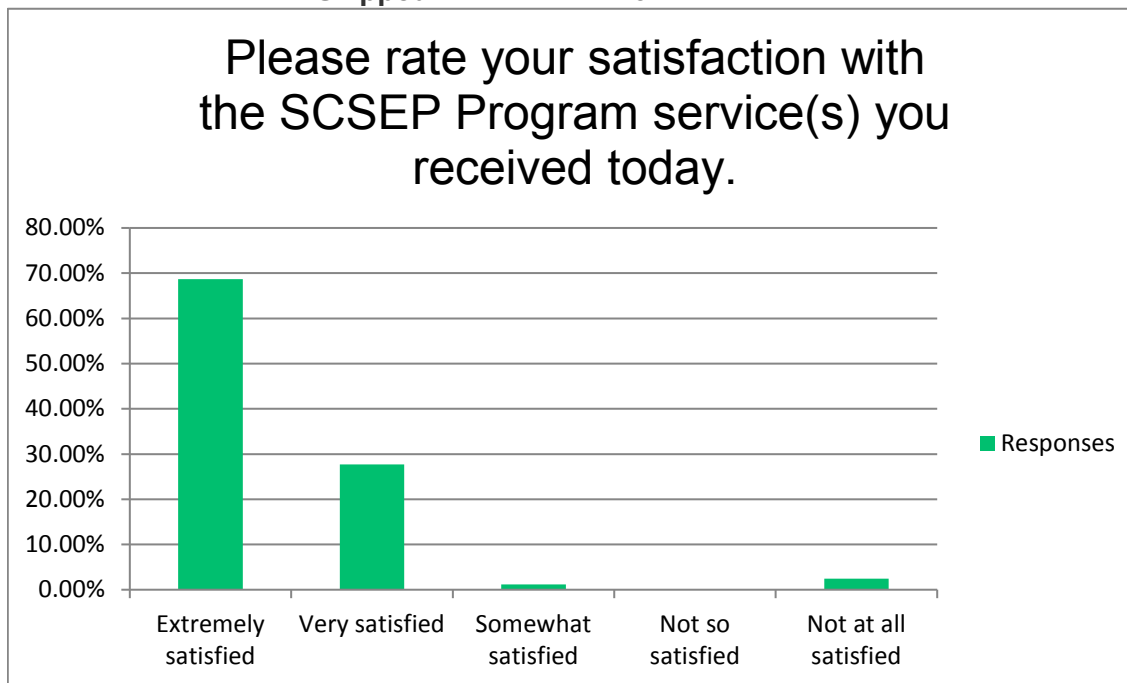
Answer Choices	Responses	
Extremely satisfied	78.13%	25
Very satisfied	18.75%	6
Somewhat satisfied	3.13%	1
Not so satisfied	0.00%	0
Not at all satisfied	0.00%	0
Answered		32
Skipped		24545



WorkOne Customer Survey 2020

Please rate your satisfaction with the SCSEP Program service(s) you received today.

Answer Choices	Responses	
Extremely satisfied	68.67%	57
Very satisfied	27.71%	23
Somewhat satisfied	1.20%	1
Not so satisfied	0.00%	0
Not at all satisfied	2.41%	2
Answered		83
Skipped		24494

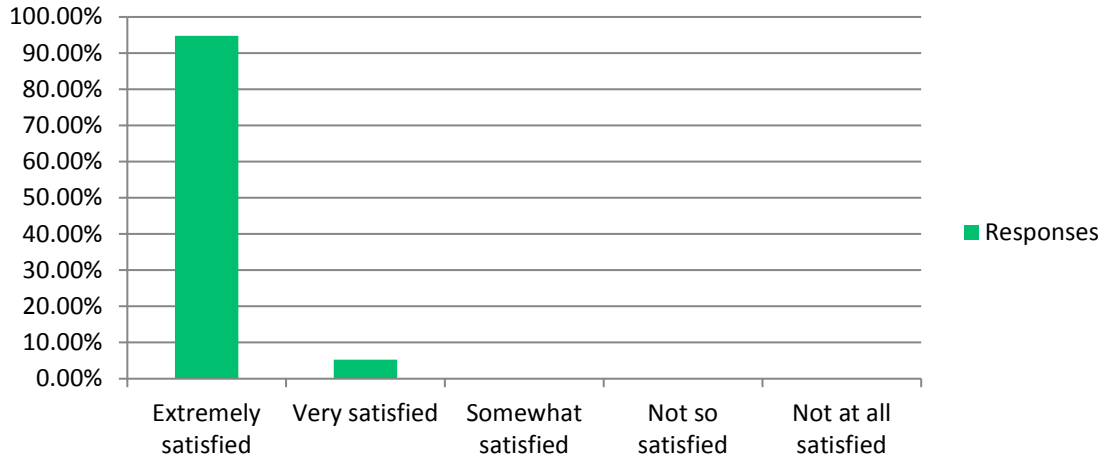


WorkOne Customer Survey 2020

Please rate your satisfaction with the Migrant and Seasonal Farm Worker Progr

Answer Choices	Responses	
Extremely satisfied	94.74%	18
Very satisfied	5.26%	1
Somewhat satisfied	0.00%	0
Not so satisfied	0.00%	0
Not at all satisfied	0.00%	0
Answered		19
Skipped		24558

Please rate your satisfaction with the
Migrant and Seasonal Farm Worker
Program service(s) you received today.

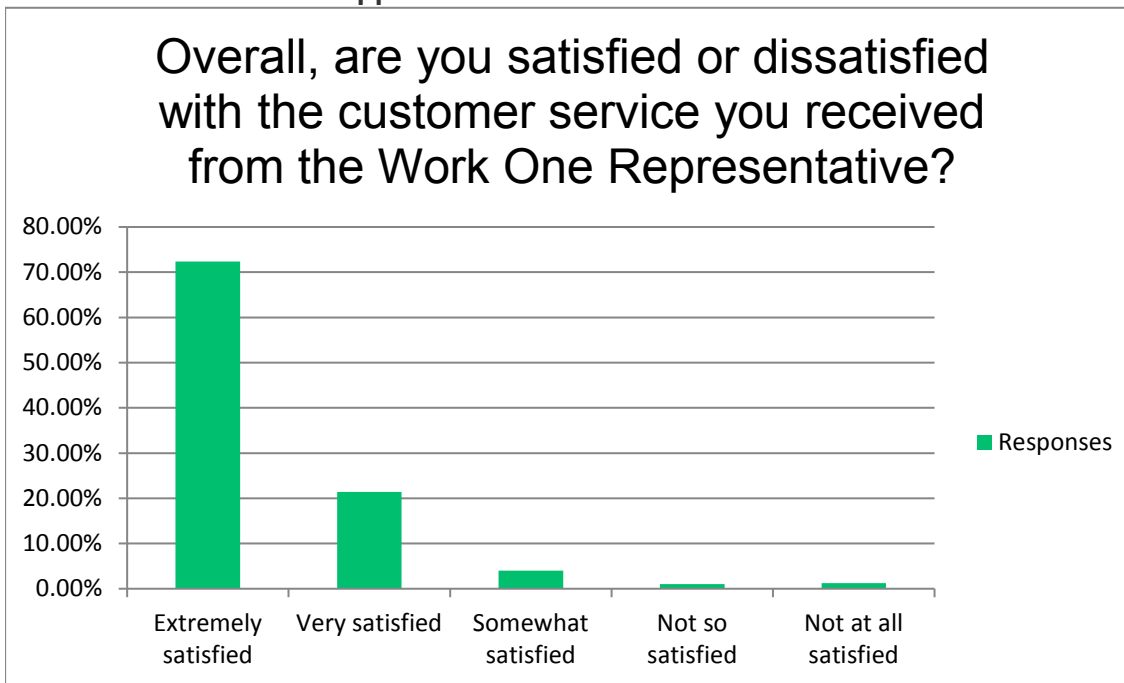


Employer Satisfaction Survey 2020

Statewide PY 2019

Overall, are you satisfied or dissatisfied with the customer service you received from the WorkOne Representative

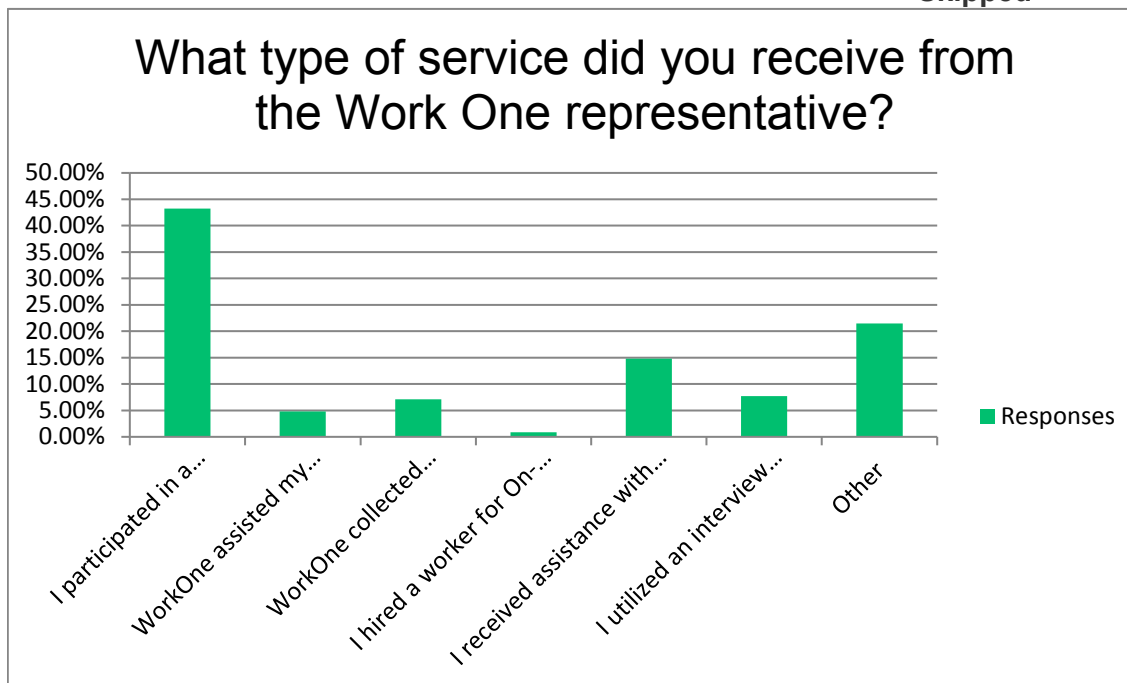
Answer Choices	Responses		Overall Satisfaction	97.69%
Extremely satisfied	72.33%	345		
Very satisfied	21.38%	102		
Somewhat satisfied	3.98%	19		
Not so satisfied	1.05%	5		
Not at all satisfied	1.26%	6		
Answered		477		
Skipped		2		



Employer Satisfaction Survey 2020

What type of service did you receive from the Work One representative?

Answer Choices	Responses	
I participated in a WorkOne job fair event	43.22%	207
WorkOne assisted my company with a Rapid Response event	4.80%	23
WorkOne collected applications for my open position	7.10%	34
I hired a worker for On-The-Job training (OJT)	0.84%	4
I received assistance with posting my open position in Indiana Career	14.82%	71
I utilized an interview room at the WorkOne	7.72%	37
Other	21.50%	103
If "other", please specify		111
Answered		479
Skipped		0





INDIANA
DEPARTMENT OF
WORKFORCE
DEVELOPMENT

Indiana Department of Workforce Development
Indiana Government Center South
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Indianapolis, IN 46204

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ABOUT THE INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

DWD serves the worker and the employer to ensure workplace success. DWD is committed to innovating and invigorating Indiana's economic future by providing WorkOne Career Centers, Unemployment Insurance, Labor Market Information, Regional Workforce Strategies and Professional Training. Through these services, DWD is able to develop a premier workforce that enables Indiana employers to flourish and entices businesses from outside our state to relocate to Indiana.