

WIOA Annual Performance

Report Narrative

Program Year 2023
(July 1, 2023- June 30, 2024)

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Indiana Workforce Innovation and Opportunity Act (WIOA) Annual Narrative

Strategic Goals and Vision

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

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

During the 2023 WIOA program year, Indiana has continued our significant progress toward achieving this strategic vision. This progress includes:

- Implementation of USDOL's QUEST Dislocated Worker Grant (DWG) aimed at enabling unemployed and underemployed Hoosiers to enter, return to, or advance in high-quality jobs in infrastructure, environment and climate, the care economy, and other critical and growing industries
- Indiana's continued effort and investment to upskill Indiana talent through its signature Next Level Jobs programs, which include Indiana's state-funded Workforce Ready Grant (WRG) and Employer Training Grant (ETG) programs
- Launch of Indiana's Workforce Recommendation Engine
- Development of Indiana's Local Statistical Adjustment Model
- Advancement of Indiana's apprenticeship strategy
- NGA Policy Academy on improving SNAP E&T and Workforce system integration
- Launch of Indiana's Training Provider Performance Hub
- Strategic partnership with Indiana's Office of Energy Development and Office of Broadband to target growing occupations within the Energy and Broadband Technology industries

QUEST- Dislocated Worker Strategy

During PY23, DWD finalized the last stages of the USDOL QUEST DWG. This important program has empowered unemployed and underemployed Hoosiers to access, re-enter, or advance within high-quality jobs across vital industries such as infrastructure, environmental initiatives, climate resilience, and the care economy.

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

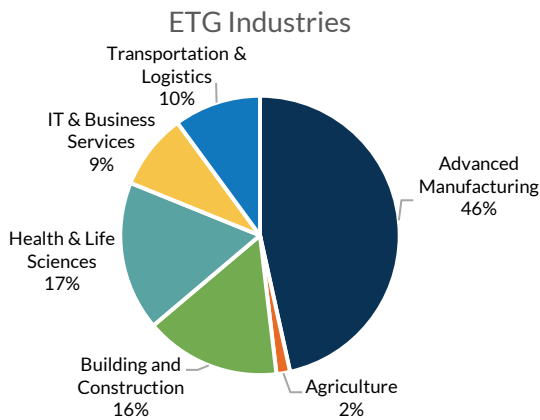
For more information on Indiana's QUEST DWG, please see [Statewide Funds, National Dislocated Worker Grant](#) section of this narrative.

Next Level Jobs

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

- WRG is a program that covers the tuition costs for Hoosiers who enroll in high-value postsecondary certification programs at Ivy Tech Community College, Vincennes University, and other eligible training providers listed on the state's Eligible Training Provider List (ETPL). During PY23 the WRG served 1,570 Hoosiers
- ETG is a program through which DWD is meeting the needs of Hoosiers and Indiana's employers by reimbursing employers in high-demand business sectors up to \$5,000 (with a cap of \$50,000) for each new employee that is hired, trained or re-trained, and employed for at least six months

During PY23 ETG served 318 Hoosier business partners in upskilling 2,143 Hoosiers. Curriculum details within each training plan helps local area partners better understand the immediate occupational needs in their community, which allows them to direct WIOA participants to immediate training in high demand jobs. This program serves to bridge the gap between the needs of both Indiana's employers and the needs of the individuals who work for them. In PY23 DWD remained focused on the six industry priority sectors (Advanced Manufacturing, Agriculture, Building and Construction, Health and Life Sciences, IT and Business Services, and Transportation and Logistics).



An example of how ETG help support and expand opportunities for Hoosier talent and employers includes the following testimonial from Amber from HG Metals:

“The Next Level Grant funds were used to train and certify welders, and our safety director. HG Metals was able to (not only) fund our training, [but] we have a competitive edge in hiring and training the best of the best. We appreciate the program.”

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

Workforce Recommendation Engine

This unique tool is designed to:

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

The tool was launched in the fall of 2023.

Indiana's Local Statistical Adjustment Model

In PY23 DWD successfully developed and launched the Local Statistical Adjustment Model (LSAM). Collaborating closely with the Indiana Business Research Center (IBRC), we introduced a model that mirrors USDOL's statistical adjustment methodology. This new model generated its inaugural estimates for the upcoming PY24 and PY25 performance cycle, providing valuable insights for evaluating local workforce initiatives. The effectiveness of this tool will be assessed for the first time at the conclusion of the PY25 performance cycle, allowing us to gauge its impact on our performance metrics and adjust our strategies accordingly.

Advancement of Apprenticeship Strategies

Throughout PY23 Indiana has continued to implement our USDOL Apprenticeship Building America Grant. DWD is utilizing a unique collaborative approach with local workforce boards to deliver apprenticeship strategies effectively at the local level. Significant progress has been made in PY23 by focusing on regional listening sessions and providing local training to enhance the delivery of apprenticeship strategies. In PY24 DWD plans to add a new module to our case management system to further integrate apprenticeships into our overall workforce strategy.

The Indiana Apprenticeship Institute, which was established by DWD, equips workforce professionals across the state with the resources and training to develop and implement effective apprenticeship strategies. As the training arm of DWD's Apprenticeship Indiana program, the Institute offers structured training programs for each component of Indiana's Work-Based Learning Toolkit, covering the Basics, Build, Launch, and Management segments. This toolkit serves as a comprehensive "how-to" guide for any intermediary, employer, or higher education partner looking to start a Registered Apprenticeship or Pre-Apprenticeship program.

These training programs are delivered through both in-person instruction and recorded webinars. The Institute was introduced to selected pilot grounds in June (PY23), with the inaugural session set to launch in the new program year (PY24). Additionally, to complement the various tools provided by DWD partners throughout the state engaging in apprenticeship work, DWD has created a Work-Based Learning Degree Continuum. This tool visualizes an integrated approach to training and development, combining educational curricula, certification programs, and training experiences to address essential occupational skills and competencies. The continuum helps individuals, employers, and program developers identify the most effective training and education paths to meet both individual goals and employer requirements. Work-Based Learning programs can be developed for new employees as well as for upskilling current workers and be catered to various degree attainment levels.

Training Provider Performance Hub

Indiana is dedicated to ensuring that Hoosiers have access to training from reputable providers with a proven track record of helping trainees achieve their goals. To demonstrate this commitment, our Workforce and Education Unit has developed a [Performance Data Hub](#) on the DWD INTraining website, which features our Eligible Training Provider List (ETPL). This tool offers a comprehensive view of the performance metrics associated with ETPL-designated providers, allowing participants and other providers to assess program performance before deciding to enroll.

In addition to being a publicly accessible resource for Hoosiers to make informed choices, the tool also helps manage providers in INTraining, ensuring that only those who meet the established standards remain approved on the site.

Strategic Partnerships in Infrastructure

Indiana has formed various partnerships aimed at improving infrastructure. As workforce funds continue to flow into the state from multiple sources, DWD has been dedicated to identifying opportunities to leverage the Workforce System to achieve these objectives.

In PY23 DWD engaged with the Indiana Office of Energy Development (IOED) in an opportunity that became available through The Inflation Reduction Act (IRA) Section 50123. The Act established the State-Based Home Energy Efficiency Contractor Training Grants program, also known as Training for Residential Energy Contractors (TREC), to assist states in developing and implementing statewide workforce energy programs that prepare workers to deliver energy efficiency, electrification, and clean energy improvements, including those covered under the Home Energy Performance-Based, Whole House Rebate Program

(HOMES) and the Home Electrification and Appliance Rebate Program (HEAR), among other energy efficiency-related programs.

The TREC funding is designed to achieve three primary outcomes: (1) reduce the cost of training contractor employees; (2) provide access to workforce development tools for contractors including, but not limited to, testing and certification; and (3) partner with community organizations to develop and implement an equitable state program. Indiana's TREC program will focus primarily on the following three goals: removing barriers to access training in the energy sector, recruiting more diverse participants into energy efficiency training programs, and connecting employers with qualified workers.

DWD has established a strategic partnership with the Indiana Office of Broadband (OOB), actively participating in the Digital Equity Taskforce. In January, the Indiana Digital Equity Plan (IDEP) was unveiled, outlining vital initiatives to enhance digital access across the state. DWD is engaging in ongoing conversations with the OOB to explore effective ways to support the implementation of the IDEP, ensuring that these initiatives are not only launched but also sustained. Furthermore, discussions are underway to identify and develop strategies that address the workforce challenges that may arise from the introduction of BEAD funding, aiming to equip Indiana's workforce to meet evolving digital demands.

Waivers

Youth Funding Expenditures Waiver

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

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

In PY23, Indiana WDB's in regions 3, 5, and 11 utilized the Youth Funding Expenditures Waiver. Due to an investment from the Family and Social Services Administration's (FSSA) Temporary Assistance for Needy Families (TANF) program in August 2023, these workforce service areas opted to co-enroll in-school youth in JAG and WIOA to provide greater access to supportive services like tutoring and goal completion incentives.

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

The flexibility allowed by the Waiver on Funding Youth Expenditures has contributed to the success of Indiana's JAG program by allowing JAG to continue in-class instruction, student mentoring, and participant follow-up services. Included in JAG outcomes are nearly 2,500 in-school youth in the follow-up phase of services and over 4,500 junior and senior students in classrooms across Indiana. For the Indiana Class of 2023, JAG Indiana boasts a 96% graduation rate, outpacing all Indiana seniors in that cohort by 8%.

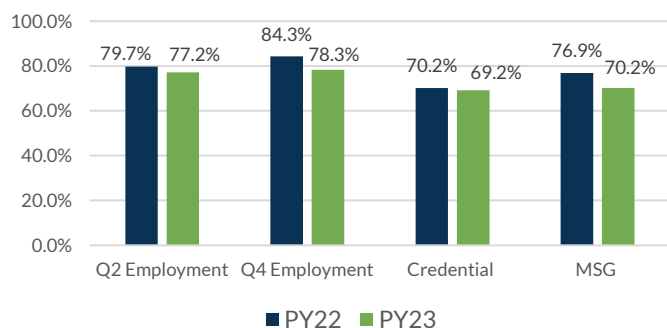
Through the numerous opportunities offered in JAG programming and other individualized services for out-of-school youth, including work experience, mentorship opportunities, connections to Adult Education and/or other partners, and a direct connection to program services, outcomes for youth with barriers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

Performance Expectation

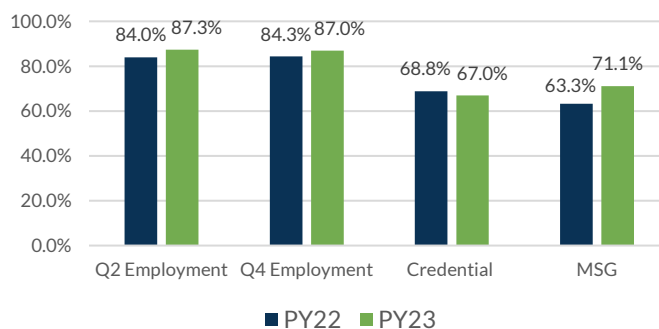
As identified in the waiver, USDOL anticipated an increase in the number of in-school youth (ISY) served, with the performance accountability outcomes for the overall WIOA Youth—including both ISY and OSY—expected to remain stable or improve across most WIOA Youth performance indicators.

WIOA ISY and OSY	PY22	PY23
Total Participants Served	2,888	2,848
Median Earnings	\$4,639	\$5,222

WIOA Youth Performance Outcomes- w/o OST



WIOA Youth Performance Outcomes w/ OST



Prioritizing Out-of-School Youth

DWD and our WDB's are continually exploring innovative methods to prioritize OSY and provide educational, training, and employment service opportunities. This includes:

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

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

State Board Membership Requirements Waiver

During the 2018 Legislative Session, the Indiana General Assembly created the Governor's Workforce Cabinet (GWC) and designated it with the responsibilities of the state workforce board and the authority to direct state agencies in strategically addressing current and future workforce and education needs. The GWC achieved its PY23 goals by continuing to convene key partners, determine strategy, and drive change for individuals and employers. GWC is comprised of 33 total members with 28 voting members representing different geographic areas of the state. Members are appointed by the Governor and include

business and community leaders, K-12 and career and technical education representatives, appointees from postsecondary institutions, Indiana lawmakers and experts from state agencies. This unique structure enables a comprehensive view of workforce from early childhood, K-12, postsecondary, and adult education to the labor force—essentially cradle to career. Industry and employer representatives continue to remain a majority of the GWC.

In June 2022, the GWC began conducting its meetings regionally. By July 2024, all twelve designated economic growth regions had served as GWC meeting locations. Attendees range from local business, civic leaders, regional workforce board members, economic development organizations, post-secondary institutions, training partners and community organizations. This structure enables stakeholders to discuss local priority topics and share regional successes and challenges with GWC members. The GWC benefits from observing regional best practices and discussing opportunities to scale while also offering solutions and statewide resources to address local challenges.

In advance of the 2023 legislative session, industry representatives worked closely with the GWC Chair and Executive Director to lead member working groups to develop [Recommendations to Tackle Employer Talent Challenges and Accelerate the State's Economy](#). The recommendations proposed solutions for helping employers find skilled workers, removing barriers to employment for potential workers, and preparing the future workforce and were submitted. Many items championed or proposed in the GWC recommendations received the support of the Governor and Indiana General Assembly.

Recommendations resulting in legislative action include:

- Expansion of early learning opportunities
- Increased support of kindergarten readiness and third grade reading level proficiency
- Development of a career navigation network using intermediaries for in-school youth and select individuals
- K-12 Career Scholarship Accounts to remove barriers related to work-based learning opportunities
- Scaling of career technical education graduation pathways and funding
- Acceleration of digital development:
 - Increased funding for short-term certification programs, credential attainment and stack-ability, and on-the-job education opportunities
 - Establishment of college funding formula for in-demand STEM degrees
 - Development of in-state college retention incentives
 - Increase funding for adult education

The GWC recommendations also served as the basis for Indiana's WIOA strategic plan and broader economic, workforce development, and education and training talent pipeline goals. A second iteration of recommendations is currently under development and will be published in advance of the 2025 legislative session. These new recommendations will reflect the collaborative efforts of the GWC and industry partners to develop strategies to move Indiana forward through interviews with subject matter experts, and comprehensive local and national program, outcome, and best practice research and review.

As part of [House Enrolled Act 1002-23](#) (HEA 1002-23), Indiana's authority for both secondary and postsecondary career and technical education was transferred from the GWC to the Indiana Commission for Higher Education, effective July 2023. The GWC also continued to collaborate throughout the development and submission of the 2024-2027 WIOA and Perkins state plans. The GWC utilized the work done during the development of the state's Unified State Plan to inform Indiana's Perkins planning efforts.

Measuring Progress Towards Quantifiable Goals

Indiana set a goal for 60% of Hoosiers aged 25-64 to obtain a postsecondary credential by 2025 to raise higher education attainment rates post-high school. Since 2019, progress towards the [Lumina Foundation](#) goal has increased from 48.3% to 53.3%. Indiana is making progress towards its goal, but still lags the national average by 1%. Dating back to 2009, Indiana has increased by 20.3 percentage points. The majority of the 2019-2021 increase is attributed to certificates and certifications—a 3.4% percentage point increase.

Since the inception of Indiana's WRG program, nearly 44,000 noncredit bearing and credit bearing credentials have been awarded to Hoosiers. In 2023, biennial funding for WRG tripled to \$24M while funding for the Next Level Jobs ETG was sustained. The total combined funding for both WRG and ETG was \$58M during PY23. Credential attainment within K-12, CTE and post-secondary education also received administrative and legislative support and further developed K-12 graduation pathways, increased the number of 21st Century Scholar grant recipients, bolstered adult education training, and incentivized post-secondary graduate in-state retention during the 2023 legislative session. Perkins postsecondary credential attainment metrics declined from 26% of concentrators to 18%.

The Office of Work-Based Learning and Apprenticeship (OWBLA) assists employers in expanding capacities around work-based learning through targeted resources and tools, such as pre-apprenticeship programs and Registered Apprenticeship (RAP) programs. In addition, OWBLA coordinates a network of partners that support and impact work-based learning programs. Indiana had nearly 18,000 active apprentices in more than 1,000 registered apprenticeship programs in 2023 and led the country in Department of Labor Registered Apprenticeships per capita. In fact, apprenticeships increased 12% from FY 23- FY24.

In addition to apprenticeship growth, the State Earn and Learn program (SEAL) successfully grew from three participants in 2019 to over 40 participants today. The SEAL program is a work-based learning, IT talent development program designed to fill Indiana Office of Technology jobs using alternative talent pipelines. SEAL has helped former cooks and truck drivers transition into a career in tech. Indiana also increased participation in Perkins Work-Based Learning, which rose from 23% of concentrators in year ending 2022 to 26% of concentrators in year ending 2023.

HEA 1002-23 established additional infrastructure to support work-based learning through Career Scholarship Accounts (CSA) to improve K-12 employment and postsecondary pathway development. The program provides up to \$5,000 per student in allowable expense reimbursement to the employer to help remove student barriers for entering the workplace. HEA 1002-23 also increased student-employer connections through building career coaching intermediary capacity within high schools. Over 2,000 CSA applications were received for the 2024-2025 school year and all available funds have been awarded. The Employer Training Grant, an on-the-job training grant program distributed through regional workforce development boards, served 722 employers with over 4,000 individuals receiving on the job training support during 2022 and 2023. Within Adult Education approximately 3,000 individuals and 130 employers participated in 2022 and again in 2023 through the Workforce Education Initiative (WEI) with employers engaging in multiple classes.

From 2022 to 2023, Indiana increased employer engagement with a 22% gain in total businesses served, rising from 6,099 to 7,460. Over this timeframe, engagement in strategic planning and economic development increased by 50%. The top three business service types in PY23 were Workforce Recruitment Assistance (14,167), Employer Support Services (12,598) and Employer Information Services (11,696).

Women, minority, and veteran-owned business engagement rose from 577 in PY22 to 851 in PY23 in number of businesses served.

For additional information on the quantifiable goals and outcomes for the Governors Workforce Cabinet, please refer to [Appendix 2: State Board Membership Requirements Waiver- Quantifiable Goals](#).

Effectiveness in Serving Employers

Employer Performance Indicators

DWD's Employer Engagement team focuses on engaging Hoosier businesses to address the needs of employers, workers, and communities, promoting long-term economic stability, competitiveness, and growth. 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

Business Penetration Rate (Approach 3)—addresses efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

Indiana PY23- Employer Performance Indicators	
Repeat Business Customers	55.3%
Business Penetration Rate	6.3%

Serving Indiana's employers effectively demands us to be data driven, proactive, targeted, not transactional, and focused on special strategies. Key areas of interest include delivering the ETG upskilling initiative; developing and delivering strategic outreach to support effective outcomes for all Rapid Response activities; and developing Registered Apprenticeship, Pre-Apprenticeship, and Certified SEAL programs.

In PY23 we developed "Business Services Efficacy" by adding strategic weights to specific services that DWD values to better align with our state plan, so we now rank the quality of business services across Indiana. While we support all PY23 WIOA Business Services, we selected a few to drive more deeply across our communities. These four (4) highlighted service areas are: Engaged in Strategic Planning/Economic Development; Layoff Aversion; Rapid Response/Business Downsizing Assistance; Work-Based Learning. The final PY23 efficacy rate for Indiana is 39.46%.

Sector Strategies

Indiana's Sector Strategy was established for the purpose of supporting regional sector partnership efforts to close skill gaps in key industry sectors. Indiana's regional sector strategies are comprised of partnerships with employers within one industry sector or cluster that work closely with government, education and training, economic development, labor and community organizations in a region to focus on the workforce and other competitive needs of their industry. DWD, in collaboration with various Indiana stakeholders, created a common framework for sector partnerships. This included increasing our conversations around the skills needed in our in-demand industries as well as harnessing artificial intelligence (AI) driven job-matching to deliver talent to employers based on critical occupational skills and abilities.

With a focus on expanding Indiana's strategy in sector partnerships, DWD was awarded a QUEST grant from USDOL in PY22 to focus on the critical areas of infrastructure, environment and climate, and the care economy. In PY23 DWD deployed listening and feedback sessions with partners followed by strategy and pipeline planning to recruit, upskill, and sustain the talent to meet these needs.

One example of utilizing braided funding to support sector strategies includes the following success story:

A customer came into their local American Job Center (AJC) due to a recent job loss and needing assistance with job searching. The local AJC enrolled the participant into WIOA services and through in-depth case management and comprehensive assessment services, it was identified that the customer could benefit from skill upgrading. Working with her local career center staff, the customer was able to receive training for Pharmacy Technician. By braiding funding through WIOA, QUEST, and a H1B grant, the total training cost was covered, and the customer successfully completed her Pharmacy Technician training and obtained her state certification.

Another key focus area, within the care economy is early childhood educators. DWD utilized QUEST, WRG, and ETG to offer assistance for individuals seeking Childcare Development Associate (CDA) training in support of Governor Holcomb's focus on investment and improving Indiana's childcare system to address Indiana's childcare shortage. Indiana connected with nearly 700 Hoosier businesses that would benefit from upskilling and this outreach led to over 500 trainees, with an average hourly wage of \$17.92. Our efforts will continue into the next program year as we revitalize sector strategies in communities across Indiana.

Rapid Response and Layoff Aversion Activities

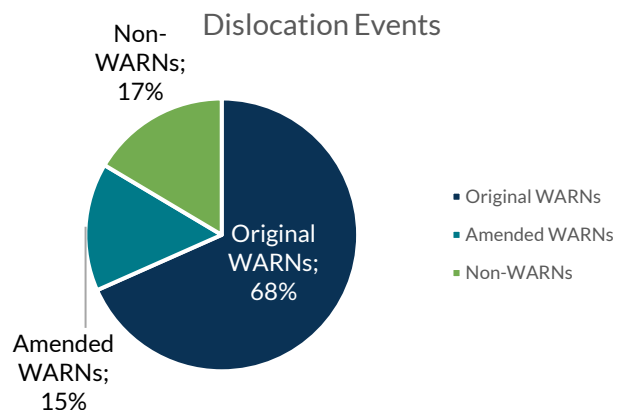
Rapid Response

DWD activates Rapid Response (RR) once notified of a layoff, closure or reduction in hours. RR services include orientations to provide career and employment services, Adult Education, Veteran services, Labor Market Information, TAA, Employee Benefits Security Administration (EBSA), WOTC, Federal Bonding, RESEA, Unemployment Insurance and Equal Opportunity. These orientations are combined with workshops, job fairs and skill assessments, offered both onsite and virtually by AJC staff. On-the-job training (OJT) opportunities are also encouraged to quickly return dislocated workers to meaningful employment.

In PY23 DWD revamped our RR process to prioritize early intervention strategies through Layoff Aversion adopting a proactive approach to layoffs and closures. These initiatives aim to reduce the number of affected workers or eliminate the need for layoffs, closures, or reductions in hours altogether. Indiana plans to increase the number of workers receiving services, particularly training-related services.

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

In PY23 DWD experienced a total of 79 dislocation events and over 499 individuals attended job fairs and workshops that were provided as a part of those Rapid Response events. During PY 23 Indiana provided a total of 730 services to 245 individuals.



Layoff Aversion

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

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

Statewide Fund Activities

Activities Provided with WIOA Funds Reserved for the Governor

Workforce Systems

In a proactive effort to enhance efficiency and boost performance outcomes, Indiana has embarked on a comprehensive assessment of the technology supporting its workforce system. This ongoing evaluation has highlighted the importance of centralizing both systems and data collection across all relevant touchpoints. To facilitate this objective of streamlining data acquisition and ultimately improving performance metrics, Indiana has strategically leveraged the WIOA Governor Reserve Funds. These funds are being used not just as a financial resource but also as a catalyst for fostering innovative solutions and practices within the workforce system. As DWD continues to evaluate our progress and identify emerging opportunities throughout PY24, DWD remains committed to allocating a portion of these funds to further this mission. Our goal is to create a more cohesive and effective data collection framework that will lead to better outcomes for the workforce we serve.

Performance

Effective performance management plays a vital role in enabling Indiana to collect and analyze the data needed to assess the success of our workforce programs. By leveraging WIOA Governor Reserve Funds for performance management, we have enhanced our ability to develop comprehensive dashboards and other user-friendly tools. These resources will serve not only DWD but also local WDB's, empowering them to make informed strategic decisions. Looking ahead to PY24, we are excited to continue this initiative with a thorough redesign of the Workforce Dashboard. This redesign aims to provide even greater insights into our workforce efforts, ensuring that we can monitor progress and drive improvements in our programs effectively.

Evaluations

Indiana is making significant strides in enhancing its capacity for regular program evaluations, especially within the framework of WIOA Title I. Throughout PY23, impressive progress has been achieved in this initiative. As part of Indiana's commitment to continuous improvement, the state has actively participated in the Department of Labor's Evaluation Professional Learning Community (PLC) Workgroup. This collaboration has brought together a dedicated team of professionals who are focused on creating a systematic process for identifying and prioritizing topics that warrant evaluation.

Looking ahead to PY24, Indiana has ambitious plans to strengthen this effort further. The state aims to fill a new position within the Performance Reporting and Data Integrity Unit, specifically dedicated to program evaluation. This role will involve close collaboration with subject matter experts (SMEs) to conduct thorough assessments of program effectiveness, ensuring that evaluations are both comprehensive and impactful.

Through these initiatives, Indiana is committed to fostering a culture of accountability and continuous improvement in its workforce programs. The use of WIOA Governor Reserve Funds will continue to drive this work.

In addition to participation in USDOL's Evaluation PLC Workgroup, an evaluation was conducted in June 2024 on WIOA Title I- Adult Priority of Service (APOS). The report presents key findings and points of further interest in a comparative analysis of employment and wage results for adult participants whose Priority of Service was determined in PY22.

Indiana has consistently increased service levels to adults with APOS barriers over the last four program years. As of PY23-Q3, 73.6% of participants receiving individualized career and training services in the adult program are from at least one of three APOS priority groups (recipients of public assistance, low-income individuals, and individuals with a basic skills deficiency) established by USDOL. This represents a 16% increase since PY20. As service levels for adults, in the three priority groups have increased, it is important to understand, through a comprehensive evaluation of participant results, what the impact to employment and wages are for participants with APOS barriers as compared to participants without APOS barriers.

In general, the report revealed that adult participants during the review period who had APOS barriers experienced employment and wage results that were lower than those of adult participants without APOS barriers. Of the participants who had APOS barriers, those who reported the Basic Skills Deficiency barrier had the highest rate of employment and average total wages for the review period. Participants who received Public Assistance reported the lowest rate of employment and average total wages. WIOA Governor Reserve Funds were utilized to carry out this evaluation.

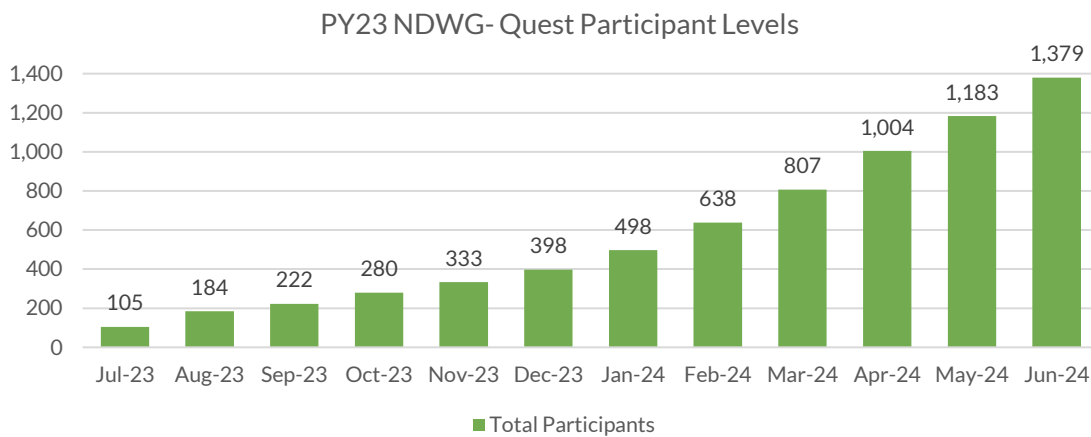
National Dislocated Worker Grants

QUEST Grant

DWD received a QUEST DWG in December 2022. The purpose of this grant is to enable individuals who have been adversely affected by the COVID-19 pandemic and the social and economic inequities that the pandemic exacerbated, to enter, return to, or advance in high-quality jobs in growth industries such as: infrastructure, environment and climate, and the care economy.

At the beginning of the grant, QUEST and WIOA Title II Adult Education providers partnered to identify and connect with individuals without a high school diploma or equivalent as a priority focus group. Two local areas were selected based on service delivery data to pilot the Quest grant. In PY23, DWD identified the need to expand our service area and added four (4) additional local areas, bringing the total to six (6) local areas. DWD encouraged these local areas to utilize braided funding and co-enrollment to focus on RESEA, WRG, and other local award grants where participants may be eligible for services under the QUEST grant. DWD established a goal to assist 1,000 participants, which was not only met, but exceeded with 1,379 total participants by the end of PY23. DWD plans to assist an additional 400 participants during PY24.

The chart below reflects the total number of QUEST grant participants for PY23.



Throughout PY23 DWD continued to develop strategies for convening with partners and stakeholders across the state in relation to the QUEST grant initiative. In early 2024, DWD contracted with Hirons to focus on employer convenings. Hirons will work with various business leaders and representatives across the state through the planned hosting of “roadshow” convening sessions that will enhance the state’s business talent pipelines by allowing business leaders the opportunity to ask questions and share concerns in meaningful ways during guided and monitored discussions. The sessions will be targeted to help improve relationships with businesses that hire Hoosiers and assist DWD through evaluation of the sessions to determine the best practices in helping promote stronger relationships between DWD, employers, and Hoosier’s seeking employment.

Wagner Peyser

Migrant Season Farmworker (MSFW)

Indiana’s MSFW program places outreach staff in AJC locations that have a significant number of migrant workers in the local area. These outreach staff collaborate with the National Farmworkers Jobs Program (NFJP) as well as other MSFW partner organizations. Outreach Specialist & SMA engage in parent meetings with the Migrant Education Program (MEP), the NFJP grantee, the Mexican Consulate, IN Wage & Hour Division, and other MSFW partners.

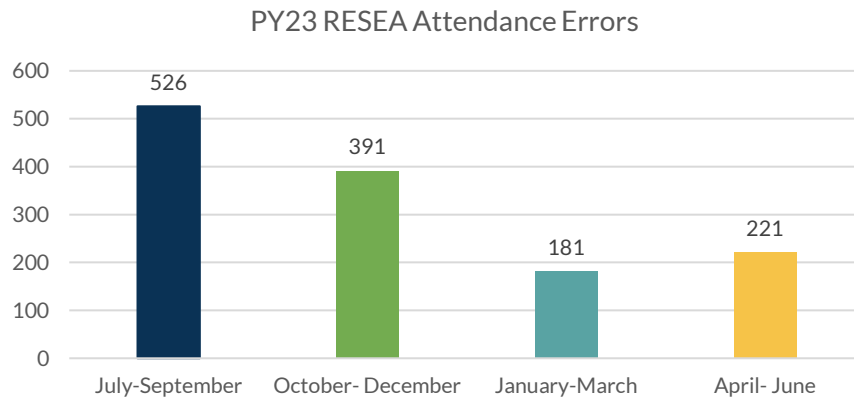
During PY23, DWD partnered with NFJP to provide food donations to our MSFW’s. DWD’s MSFW Outreach Program operated with one full-time Outreach Specialist for the majority of PY23. Our goal is to have three full-time outreach specialists year-round. DWD successfully hired an additional outreach specialist at the end of PY23. In PY23 the MSFW was able to locate 2,304 MSFWs through outreach efforts, increasing outreach by 51%. For an illustration of PY23 MSFW outreach, please refer to [Appendix 3: Wagner Peyser](#).

Reemployment Services and Eligibility Assessment (RESEA)

RESEA fosters partnerships with WIOA Title I by providing information on available WorkOne and partner services for employment, training, and community resources. RESEA staff refer customers to WIOA when participants express interest in training, certification, or OJT. WIOA staff then assess potential eligibility for special local grants such as QUEST. The RESEA referral process has boosted the number of participants enrolled in QUEST.

During PY23, DWD RESEA and UI leadership collaborated to revise the language in the RESEA Notification letter and Orientation, clarifying participation requirements and potential consequences for non-compliance. Welcoming language was also introduced to ease the participation mandate.

Finally, DWD successfully launched a dedicated RESEA webpage. Scheduled participants often suspect the notification to be fraudulent, leading to non-response or non-participation and subsequent loss of UI eligibility. The webpage features quick links to the UI page, the labor exchange system, work search logs, RESEA FAQ's, success stories, and an interactive map with accessible regional webpages. Going forward, the RESEA webpage will expand as new virtual tools are developed. Moreover, DWD plans to integrate RESEA notifications within the UI system, ensuring instant notification on the claimant homepage during the selection trigger week, with additional electronic notifications also in the pipeline.



Additionally, during PY 23 DWD revised the RESEA Babel insert which is included in all RESEA Notification packets. The new language advises selected participants to contact the RESEA coach to request interpreter services for their rescheduled RESEA events, as well as for translation of all RESEA tools, letters, the UI Claimant Handbook and Work Search Activity logs in their preferred language. DWD RESEA success stories are made available to the public on the RESEA webpage which can be located [here](#).

Veteran Populations

DWD AJC network provides comprehensive services and activities under the Wagner-Peyser Act to serve populations with barriers to employment. DWD Veteran staff serve on numerous boards and organizations to craft policy and deliver services throughout the state. Relevant services and organizational partnerships are outlined below. During PY 23, DWD established or continued partnerships with the following veteran and military community programs:

- Easterseals Crossroads
- INVets
- HIRE Vets Medallion Program
- Jobs for Veteran State Grant (JVSG)
- US Department of Defense Skillbridge
- Bikes for Veterans
- Military Family Relief Fund
- Collegiate Purple Star Program
- Governor's Challenge Coalition
- Veteran Courts and Prisons
- Stand Downs

For additional information on the Veteran population services and outcomes, please refer to [Appendix 3: Wagner Peyser](#).

Customer Satisfaction

DWD has developed an electronic, standardized Customer Satisfaction Survey in both English and Spanish that must be made available to all customers, regardless of the reason for the visit, in all regional comprehensive and affiliate AJC offices. Local boards must utilize survey results as part of the One-Stop certification process. The Customer Satisfaction survey records the following information regarding reasons for visiting the AJC:

Customer Satisfaction Survey- Customer Visit Options		
UI Claim Assistance	Workshops	Jobs for Hoosiers
Veteran Program	Test/Assessment	TAA
Job Search	Job Fair/Hiring Event	Youth/JAG
Career Training	Employer Check-In	Meeting a specific staff member
RESEA	Adult Education	Hoosier Initiative for Re-Entry
MSFW	SCSEP	Did not Receive Services

Survey Messaging

Customer feedback is critical when evaluating effectiveness and developing continuous improvement strategies. Survey messaging (the way the survey is marketed) can impact customer participation.

QR Codes: In PY23, DWD introduced the use of quick response (QR) codes and required signage to enhance access and visibility of the Customer Satisfaction Survey. QR codes facilitate expanded outreach and accessibility, enabling customers to scan the code with their mobile devices rather than typing a URL. Each AJC receives unique QR codes and survey links for both the English and Spanish versions of the survey, allowing for response tracking by location. Local AJC's can create desktop shortcuts to the survey on all public computers within the office, and staff providing virtual services can also email the survey link to their customers.

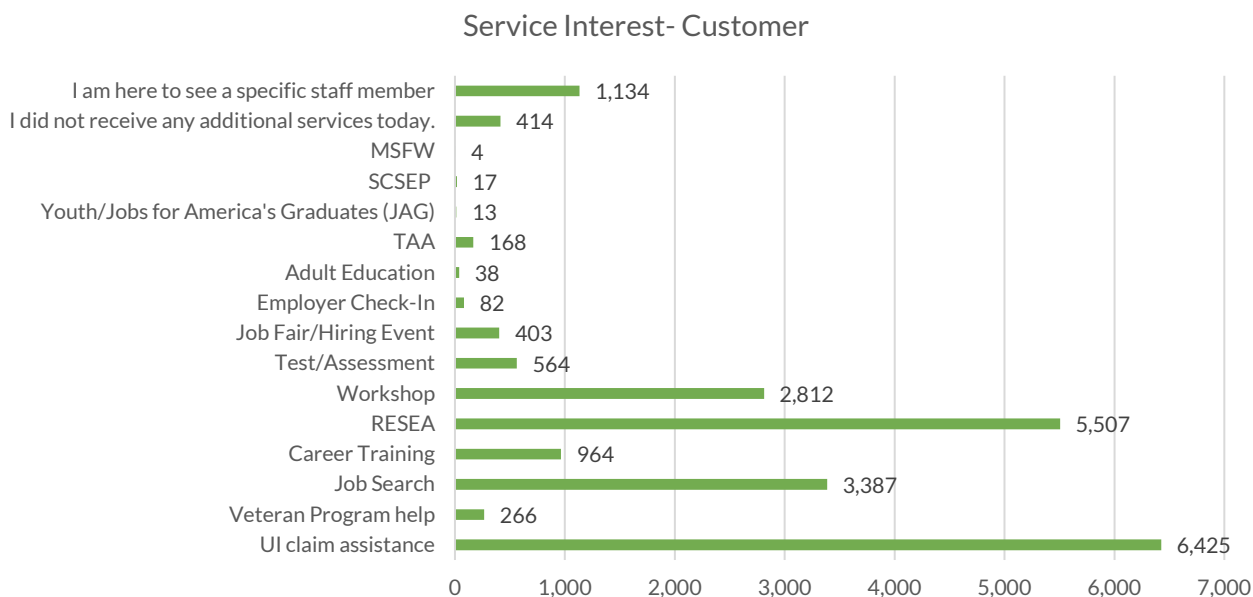
Signage: DWD has mandated local AJC centers to post survey signage at all office entrances, front desks, and public computer areas. Improving access to the survey ensures that all AJC customers can provide feedback. Boosting the survey's visibility increases completion rates and supports evidence-based decision making. Since implementing QR codes, DWD has achieved a 14% increase in survey participation statewide.

Survey Results

During PY23 Indiana surveyed a total of 22,198 customers. The chart below demonstrates that response rate and overall customer satisfaction rating for PY23.

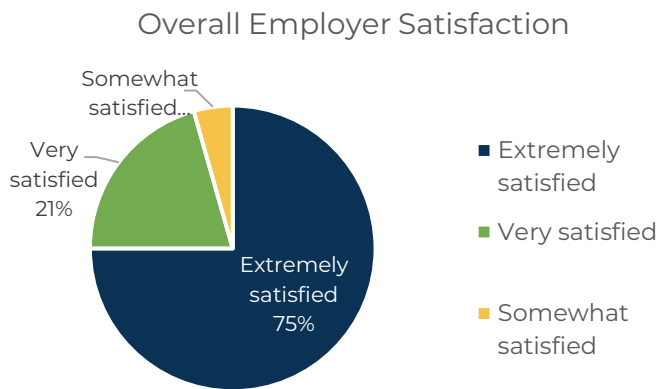


The chart below demonstrates the response rate for service interest:

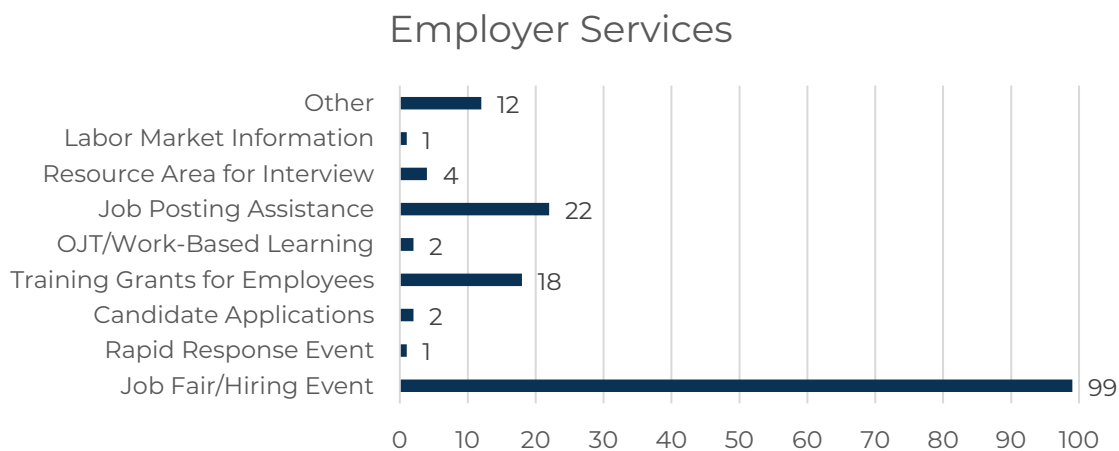


All the local workforce areas have a survey protocol in place to measure employer satisfaction. Most methodologies include the use of Survey Monkey or Microsoft Forms to gauge business service representative service deliveries. Feedback is then utilized in the local areas to develop new business service strategies and professional development opportunities.

During PY23 Indiana surveyed a total of 161 employers. The chart below demonstrates that response rate and overall customer satisfaction rating for PY23.



The chart below demonstrates the response rate for service interest:



Efforts to Improve Service Delivery

DWD currently utilizes the customer satisfaction results to provide monthly and quarterly survey results for each region. Customer feedback is used to identify service delivery issues and exemplary customer service provision. Local boards are expected to analyze customer feedback and utilize results for continuous improvement as appropriate.

The monthly reports are distributed by the local office and include the free-text comments that were submitted via the survey. No satisfaction rates or percentages are provided in this report. Utilizing the free-text customer comments, local boards may obtain qualitative customer feedback to gain valuable insight into the customer experience and help identify areas for improvement.

The quarterly reports are distributed by local office and include satisfaction ratings (percentages) for each office and local area. Satisfaction rates are calculated from the “How satisfied are you with your experience at the WorkOne [AJC] Center today?” survey question. Each office’s overall satisfaction rate is calculated by adding the percentages for responses indicating extremely satisfied, very satisfied, and somewhat satisfied. Survey results have driven change and improvements within local areas by providing valuable feedback from customers, which has assisted in identifying significant issues, prioritize needs, and resource allocation.

Through the process of evaluating the survey results and implementing feedback to improve service delivery, Indiana will be implementing the ability for local WDB’s to develop and implement additional customer surveys. While the DWD Customer Satisfaction Survey will remain a priority and a requirement, local WDBs may develop additional customer surveys in compliance with DWD Policy 2021-10 Change 2; *Safeguarding Protected Information and DWD User Accounts Management* policy ([DWD Policy 2021-10, Change 2](#)). If locally created surveys are collecting personally identifiable information (PII), it is the duty of the WDB to ensure that all PII is collected, stored, used, and shared in accordance with DWD policy and federal guidelines.

Studies for Research and Evaluation

Current or Planned Evaluations and Research Projects

In PY23, DWD continued our [Federal Quarterly Performance Dashboard](#). This dashboard allows staff and workforce partners to quickly review and analyze both individual quarter and annual rolling WIOA performance data—both statewide and for local areas in one location. DWD has plans to bring greater enhancements to this tool in PY24 to include more interactive design and new data elements for review.

In addition to ease of access to performance-level data, DWD has continued its commitment to evidence-based performance evaluations. Indiana has focused significantly on APOS in recent years, aiming to meet the USDOL's goal of having at least 75% of participants in the adult program receive individualized career and training services from one of the three priority groups.

Indiana has consistently increased service levels to adults with APOS barriers over the last four program years. As of PY23- Q3, 73.6% of participants receiving individualized career and training services in the adult program were from at least one of three APOS priority groups (recipients of public assistance, low-income individuals, or basic skills deficient), representing a 16% increase since PY20.

As service levels for adults in the APOS priority groups have increased, it became crucial to comprehensively evaluate participant results to understand the impact on employment and wages for those with APOS barriers compared to those without. The purpose of conducting this evaluation was to compare the employment and wage results for adult participants whose priority of service was determined in PY22. The comparative analysis focused on participants with APOS barriers and without APOS barriers and their respective employment and wage results for the review period. A link to the full report can be found here: [WIOA An Analysis of the Title I Adult Workforce Program and Adult Priority of Service](#).

DWD plans to conduct at least one WIOA Title I evaluation in PY24. Efforts are currently underway to review and select a priority topic. A few of the areas that Indiana is considering would focus our efforts on Training, Business Services, SNAP E&T, and Co-Enrollment.

In addition to our work on WIOA Title I Evaluations, DWD has continued to make progress on an evidence-based evaluation of our RESEA program. While this evaluation will be focused on specific efforts and data elements of the RESEA program, our goal is to seek opportunities throughout the evaluation to also evaluate WIOA programming where applicable. DWD expects to complete and submit this evaluation through the Clearinghouse for Labor Evaluation and Research (CLEAR) in PY24.

As in previous years, the Indiana State Legislature conducted an annual review, analysis, and evaluation process for Indiana's workforce-related programs during PY23. This review was conducted by the Office of Fiscal and Management Analysis (OFMA), a division of Indiana's Legislative Services Agency (LSA). The findings can be accessed in the [2023 Workforce Program Review](#).

Additionally, Indiana compiled the state's annual [Indiana Economic Analysis Report](#), which used industry, employment, and other labor market information made available through USDOL.

Efforts to Coordinate Projects

DWD's efforts in planning, developing, and conducting evidence-based evaluations over the upcoming year include active involvement and engagement of our local WDBs and other relevant partners and stakeholders as appropriate for the evaluation topic.

Additionally, Indiana was selected through the National Governors Policy Academy to participate in a project that will focus on strategies for data sharing, strategic co-enrollment, continued cross-training, and increased integrated employer engagement between the SNAP E&T program and other workforce programs administered through DWD. Results from these efforts are expected to create opportunities for further evaluation within our WIOA Title I Adult program.

Examples and links to completed evaluations and reports are cited throughout this section; however, a comprehensive list is also available in [Appendix 4: Studies for Evaluation and Research](#).

Efforts to Provide Data, Survey Responses, and Timeliness for Federal Evaluations

DWD continues to provide ongoing data and support to USDOL including, and corresponding to, scheduled site visits and federal monitoring. Indiana was timely in all federal report submissions for PY23.

Continuous Improvement Strategies

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

In the case of our WIOA Title I evaluation that focused on APOS, we have begun to complete further refinement of the data to identify how each local area is performing in their service to adults in priority groups. The results of this review will allow DWD to tailor technical assistance that may be needed to help local areas meet the goal of 75%.

DWD continues our partnership with the Indiana Business Research Center (IBRC) to support the facilitation of our evaluation design, collection, and analysis of data and reporting. DWD's long-standing collaboration with IBRC enables our joint teams to enhance the research and analysis efforts they support for our agency.

Performance Accountability System

Effectiveness in Serving Employers

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

Business Penetration Rate (Approach 3)—addresses efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

Indiana PY23- Employer Performance Indicators	
Repeat Business Customers	55.3%
Business Penetration Rate	6.3%

For more information regarding DWD strategy for employer performance indicators, please see the [Employer Performance Indicators](#) section of this narrative.

Common Exit and Data Validation

DWD emphasizes our position on common exit through *DWD Policy 2021-08, Change 1 Co- Enrollment and Common Exit* and Data Validation requirements in *DWD Policy 2022-08, Change 1, Workforce Programs Data Validation*. For more information regarding DWD's Common Exit or Data Validation procedures, please refer to the [Common Exit](#) or [Data Validation](#) section of this narrative.

Data Entry Quality Control

To strengthen data entry quality control, at the end of PY22 DWD implemented a 3-day limit for entering services into the case management system. Any service entered more than 3 days after the actual service provision must be reviewed for accuracy by DWD Performance and Data Integrity team before the service can be backdated. Prior to this change, 22% of all services were entered more than 3 days after the actual service date. Since implementation in PY23, DWD has reduced this occurrence to mere 5%. The new

backdating window, and increased analysis of the data, has ensured more timely data entry and a step forward to better data entry quality.

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

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

Negotiated Performance Levels for Core Programs

Statewide Metrics

The table below represents DWD’s statewide negotiated and actual performance metrics for PY23. Local WDB Metrics are available in [Appendix 5: PY23 Local WDB Metrics](#).

	Adult		Dislocated Worker		Youth		Wagner Peyser	
Indiana	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	77.40%	80.50%	74.70%	78.60%	78.40%	79.40%	74.00%	74.10%
Employment 4Q	76.50%	77.60%	75.60%	75.10%	78.60%	80.00%	69.00%	72.10%
Median Earnings	\$6,760.00	\$8,672.00	\$8,098.00	\$9,862.00	\$3,341.00	\$5,296.00	\$7,500.00	\$9,360.00
Credential Rate	68.00%	71.50%	72.00%	70.40%	65.00%	68.60%	NA	NA
MSG	63.00%	71.70%	63.00%	73.50%	65.00%	69.90%	NA	NA

Common Exit

DWD emphasizes our position on common exit through *DWD Policy 2021-08, Change 1 Co- Enrollment and Common Exit*. Common exit is intended to ensure a more efficient and effective integrated service delivery system, track the coordination of services, and align performance reporting. Although co-enrollment and common exit are closely related, not all state and local programs are included in DWD’s common exit protocol. DWD’s approach to common exit is based on the USDOL definition with a focus on performance outcomes and federal reporting.

During PY23, Indiana updated our Co-Enrollment and Common Exit policy ([DWD Policy 2021-08, Change 1](#)) to include:

- Updates to align with *TEGL 10-16 Change 2*
- Clarification on the point of becoming a reportable individual, a participant, and point of exit comparison among core programs
- Clarification on DWD’s case management system and staff roles in determining eligibility and entry into program participation
- Updates to definitions and the exit protocol to better reflect federal guidance

The following definitions are used to define Common exit and Exit:

Common Exit

Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.

Programs included in Indiana’s common exit are: WIOA Title I (Adult, Dislocated Worker, and Youth); NDWG; WIOA Title III (Wagner-Peyser); JVSG; and Trade Adjustment Assistance (TAA).

Exit

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

- For WIOA Title I programs (Adult, Dislocated Worker, and Youth), WIOA Title II (Adult Education and Family Literacy Act (AEFLA) programs, and the Wagner-Peyser Employment Service program, as amended by WIOA Title III, exit date is the last date of service. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services, with no plans to provide the participant with future services. Services do not include self-service, information-only services or follow-up services

Case Management

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

Data Validation

DWD has established processes for data validation that meet federal guidelines issued by USDOL. See *Policy 2022-08, Change 1, Workforce Programs Data Validation* ([DWD Policy 2022-08, Change 1](#)).

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

In PY23, DWD continued to implement our data validation strategy of sampling and validating data on a quarterly basis. The sample contains active and exited participants from all local areas for TAA, Apprenticeship, WIOA Title I, and WIOA Title III programs with a confidence level of 95% and a confidence interval of 15%. The samples are randomly drawn from the PIRL extract file by an automated randomized process in ICC and are checked against the system following the guidelines in *TEGL 23-19 Change 2* to ensure the accuracy of the information contained in the federal extract files.

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

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

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

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

Technical Assistance Needs

During PY23, DWD has identified the following areas for technical assistance:

- Measurable Skill Gains
- Virtual service delivery
- WIOA Adult Priority of Service

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

Promising Practices

Rapid Response: Indiana RR has developed promising practices by not only including information on EBSA services but including EBSA staff in RR orientation sessions. This has been extremely helpful in expanding the customers understanding regarding their employee benefits. Additionally, in early PY23, RR collaborated with TAA to host a statewide roundtable including local area leadership, business service teams, and TAA staff. Overall, it was a successful event which will result in hosting additional Roundtables going forward, as well as providing ongoing additional training and assistance to the local areas for RR.

RESEA: In PY23 the RESEA team began providing weekly RESEA Attendance Reports to the regions with a breakdown of completion results for Initial and Sub RESEA, including data on successful completions, unsuccessful completion/failed to participate (FTP)'s, RESEA Waivers and rescheduled events. Each region is responsible for correcting missing or improper data entry by Friday of the same week. These reports have resulted in a major reduction in errors and have helped to improve RESEA data integrity.

Success Stories



Out of School Youth: Alivia came to her local AJC with her parent for assistance earning her High School Equivalency (HSE) diploma and finding employment. Alivia had very little work experience, had been homeschooled her entire life, was very shy. Her parent did most of the talking with the OSY Career Advisor.

Alivia had very little computer knowledge and did not have an e-mail address. The career advisor reviewed the services and benefits of the WIOA program and referred Alivia to the Adult Education program. Due to the overwhelming nature of the changes and potential challenges for Alivia, the career advisor

allowed Alivia to get acclimated to her new educational system before pursuing WIOA enrollment.

The career advisor checked Alivia's progress regularly and one day, Alivia contacted the career advisor to seek assistance with her job search and potential training after she completed her HSE. Alivia was making good progress with her HSE and indicated that her dream was to be a welder. The career advisor enrolled Alivia into the WIOA Youth program and assisted her with job search and supportive services to travel to and from her HSE classes. Additionally, Alivia was able to earn several youth incentives for meeting with her career advisor, earning MSG's, gaining employment, and successfully earning her HSE!

Alivia has now gained confidence and was featured as a student speaker at her Adult Education graduation ceremony, sharing her story and gratitude for her support system. Alivia is currently in a 480-hour paid Work Experience (WEX) for metal finishing but still maintains her long-term goal of becoming a certified welder. When asked how the AJC and youth program impacted her life, Alivia stated,

"By giving me hope, knowing that there was something out there that could help me in my future...If you put in the hard work, you can accomplish anything!"

Challenges Facing the Workforce System

TAA Sunset Termination

Due to the ongoing Sunset termination of the TAA program, a significant challenge that is impacting the workforce system is the influx of dislocated workers who historically have relied on the TAA program to provide necessary job placement and skill upgrading. This will likely place a significant burden on an already taxed partner program such as WIOA DW and/or RR. Identifying key early intervention and layoff aversion strategies will be pivotal in successful service delivery, especially during large dislocation events.

Apprenticeship

OWBLA is currently facing several challenges, including:

- **Ensuring Workforce Alignment:** adapting training programs to meet the rapidly evolving needs of employers and aligning the skills of the workforce with industry demands
- **Sustaining Partnerships:** strengthening and maintaining collaborations with industry partners, educational institutions, and government agencies to create sustainable apprenticeship and work-based learning opportunities
- **Funding and Resource Allocation:** securing consistent state funding and resources to support the growing demand for apprenticeships and other work-based learning programs

Data Coordination

While Indiana DWD remains committed to leveraging data to improve service delivery, drive decision-making, and improve resource allocation, data sharing across multiple agencies or divisions remains a complex challenge. One primary obstacle is the lack of standardized data formats and protocols which can lead to compatibility issues. Privacy and security concerns also play a significant role, as agencies must ensure that PII is protected and compliant with state and federal law. Additionally, differing priorities and operational procedures among different agencies can create barriers to effective collaboration. The absence of a unified data-sharing infrastructure further complicates the process, often requiring substantial investment in technology and resources to bridge the gaps.

Indiana WIOA Annual Narrative Appendices

Appendix 1: Youth Funding Expenditures Waiver

Prioritizing Out-of-School Youth

Justice Involved Youth in High Crime Communities

In PY23 one local area was the sub-recipient of a USDOL Growth Opportunity Grant. This grant focused on serving OSY involved in the criminal justice system who reside in high crime areas, specifically Gary, Indiana. The Growth Opportunity Grant relies on collaborations with justice agencies, violence prevention groups, and employers to provide employment support, violence prevention, mentoring, conflict resolution, leadership development, paid work experience and placement into education and employment for justice-involved youth in high-poverty, high-crime areas with recent experience of community unrest.

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

Additional statewide strategies include partnerships with [Indiana Adult Education](#) programs for co-enrollment and educational remediation in support of future employment/education goals; partnerships with IDOC to enroll youth who exit the juvenile justice system, making the AJC their first stop upon release. In the past year, IDOC has worked to improve the transition processes, including scheduling pre-release meetings between youth offenders and AJC youth case managers prior to exit. In PY23, IDOC referred 67 youth to AJC locations across Indiana.

Flexible Access Points

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

Focus on Special Population Groups

There has been a large uptick in special populations across youth programs, especially those with limited language proficiency, individuals with disabilities and youth who are basic skills deficient (BSD). Youth who would be considered BSD continue to grow following the pandemic, which can be attributed to the interrupted learning they experienced while in-school; additionally, while the graduation rate for high school students has begun to recover from the early 2020's, reaching 88% for the Class of 2023, youth are still not equipped for, or engaged in, post-secondary education opportunities.

English Language Learners

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

PY23 Q4 Enrollments by Special Population	
Youth with Disabilities	801
Low-income Youth	2,560
Youth who were Ex-Offenders	212
English Language Learners	2,220

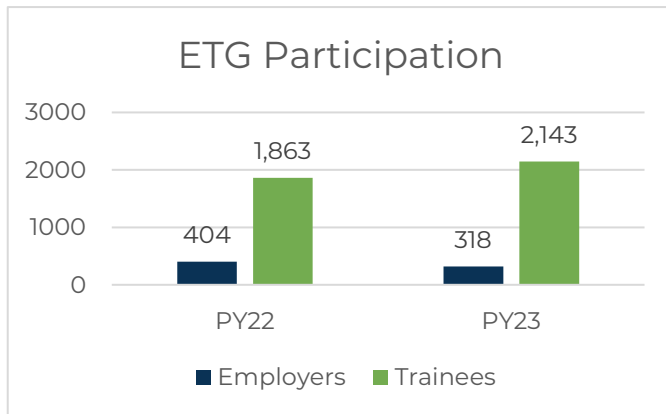
Vocational Rehabilitation (VR) Pre-Employment Transition Services (pre-ETS) Partnership

Indiana's WIOA partnership between VR Pre-ETS and IDWD's JAG program prioritized enrollment of youth with Individual Education Plans (IEPs) and 504 plans, with a goal of enrollment in classes of at least 20% youth with disabilities. This partnership includes increased access to internships/work experience, preparation for post-secondary education opportunities and other required pre-ETS services; the partnership has been identified by the Rehabilitation Services agency at the federal level.

Appendix 2: State Board Membership Requirements Waiver- Quantifiable Goals

Employer Training Grant (ETG)

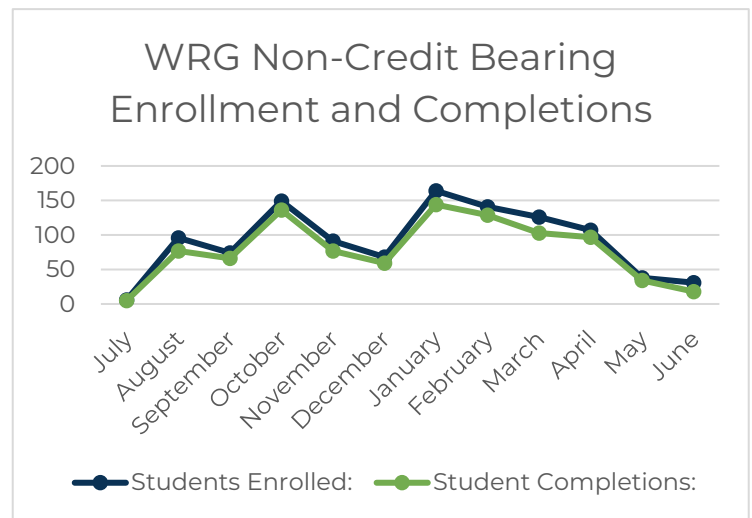
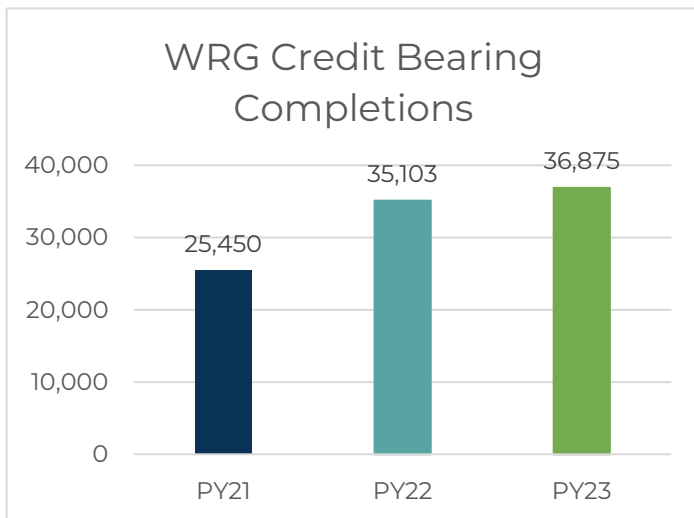
The visuals below reflect PY22 and PY23 annual participation and funding for Indiana's Employer Training Grant (Next Level Jobs).



ETG Funding	
PY22	\$10,988,716.0
PY23	\$17,064,066.0

Workforce Ready Grant (WRG)

The chart below reflects WRG participation and completions for credit bearing and non-credit bearing trainees.



Perkins

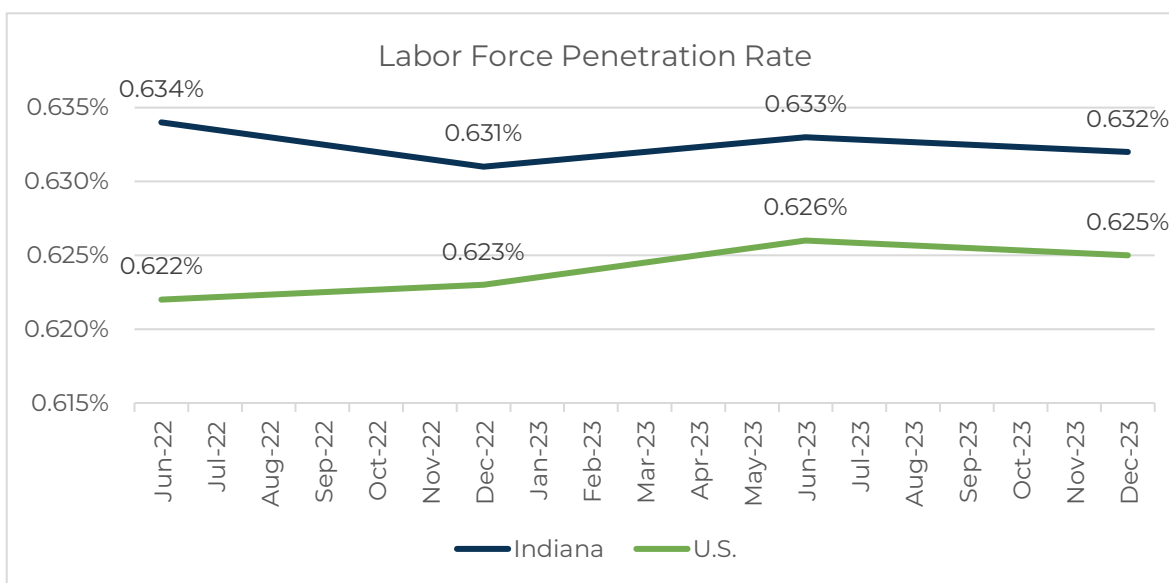
The table below reflects data relative to the Perkins grant for PY22 and PY23. Additional information is available at: <https://cte.ed.gov/profiles/indiana>.

Term	Number of Perkins 5 CTE Concentrators in the cohort	Number of Students in the cohort with WBL experience of at least 75 hours that is related to their pathway
21-22	18,735	1,882
22-23	29,914	2,758

Office of Work-based Learning and Apprenticeship (OWBLA)

The chart below reflects current apprenticeship data for Indiana per capita.

State	Population	Labor Force	Avg. Wage	Total Apprentices	% of Apprentices in the Labor Force
Indiana	6,805,985	3,423,339	\$18.10	16,797	0.49%
California	39,237,836	19,429,523	\$20.75	78,489	0.40%
Ohio	11,780,017	5,777,997	\$17.45	21,013	0.36%
Michigan	10,050,811	4,817,748	\$19.45	17,949	0.37%
Illinois	12,671,469	6,475,663	\$21.72	18,548	0.28%
Kentucky	4,509,394	2,052,309	\$17.43	4,721	0.23%
New York	19,835,913	9,676,461	\$19.83	17,829	0.18%
Texas	29,527,941	14,960,347	\$17.89	24,933	0.16%



Business Services Metrics

The table below reflects Indiana's business services metrics for PY22 and PY23.

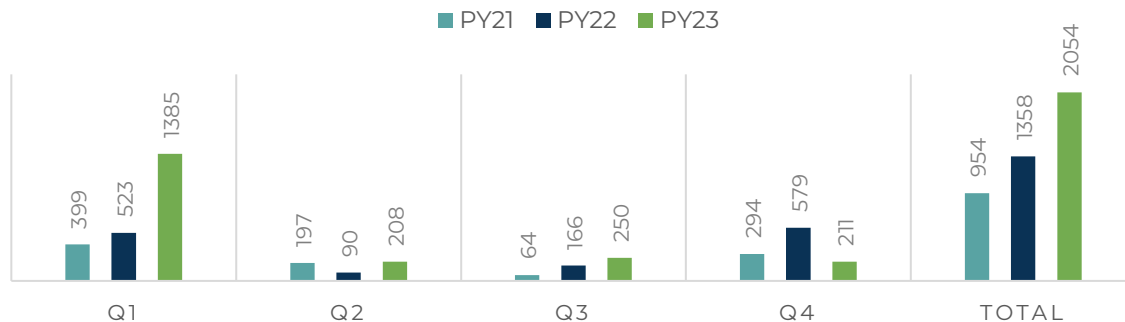
Business Service Metrics	PY22	PY23
Unique Business Served	6,099	7,460
WBE (Women) Served	268	247
MBE (Minority) Served	189	176
VBE (Veteran) Served	120	428
Engagement Type: <i>Accessing Untapped Labor Pools</i>	9,881	3,941
Engagement Type: <i>Employer Information Services</i>	15,715	11,696
Engagement Type: <i>Employer Support Services</i>	16,221	12,598
Engagement Type: <i>Engaged in Strategic Planning/Economic Development</i>	1,108	2,297
Engagement Type: <i>Layoff Aversion</i>	24	117
Engagement Type: <i>Rapid Response</i>	97	192
Engagement Type: <i>Work-Based Learning</i>	2,150	1,535
Engagement Type: <i>Workforce Recruitment Assistance</i>	14,629	14,167

Appendix 3: Wagner Peyser

Migrant Seasonal Farmworker (MSFW)

In PY23 the MSFW was able to locate 2,304 MSFWs through outreach efforts, increasing outreach by 51%. The chart below represents all outreach conducted by MSFW for PY21-PY23.

MSFW OUTREACH



Veteran Population

During PY 23, IDWD established or continued partnerships with the following veteran and military community programs:

Easterseals Crossroads

[Easterseals Crossroads](#) is an organization that provides services to assist reintegrating homeless veterans into meaningful employment. Indiana AJC veteran staff volunteer their time serving on the Easterseals Peer Connection Teams, through the *Joining Community Forces Indiana* pilot, designed specifically to help veterans connect with community resources, career guidance, other veteran services to understand and assist in their journey. The *Joining Community Forces Indiana* pilot launched in August 2023 with Peer Connection teams in Hammond, Valparaiso, Crown Point, Kokomo, Marion, Jasper, and Crawfordsville.

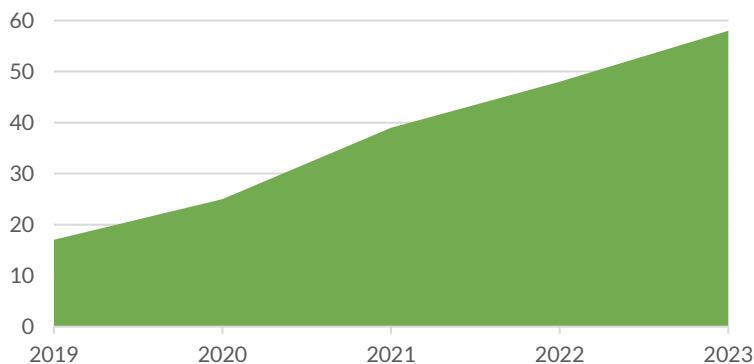
INvets

[INvets](#) is a nonprofit organization founded by veterans for veterans. INvets helps former service members and their families transition to civilian life, focusing on recruiting transitioning military members for employment within Indiana and engaging local employers in the benefits of hiring veterans. IDWD serves on the INvets board to intertwine our AJC center resources with partnering organizations. Through the INvets partnership, a total of 491 transitioning military members relocated to 47 different counties within the state of Indiana, leading to an estimated \$9 million economic impact throughout the state.

HIRE Vets Medallion Program

DWD promotes the HIRE Vets Medallion Program (HVMP) through the AJC network and the JVSG program. JVSG Disabled Veteran Outreach Program (DVOP) specialists are the central point of contact for grantees of the Homeless Veterans' Reintegration Program (HVRP), which provides career

HIRE Vets Medallion Participating Employers



exploration, training, placement, and supportive services to veterans experiencing or at risk of homelessness by empowering them to secure good jobs in stable, high-demand occupations paying livable wages. The chart below reflects the five-year increase in participating Indiana employers, representing a 1060% increase since the program's inception in 2018.

JVSG

Indiana's JVSG program prepares veterans, transitioning service members, and other eligible people for meaningful careers. JVSG offers eligible persons employment services delivered through a case management framework with an empathetic approach and veterans' perspectives. DVOP Specialists work with eligible individuals to develop a proactive employment plan, connect veterans to a career center, and provide veterans with community resources to break down barriers to obtaining and maintaining employment.

Work-ready veterans are marketed to employers in the community through individualized advocacy and job development activities facilitated by Local Veteran Employment Representatives (LVER) staff. IDWD JVSG staff continue to strive to support the Hoosier veteran population through a vast array of partnerships including the following:

- **U.S. Department of Defense Skillbridge:** The Indiana JVSG program has a strong collaboration with Indiana Department of Veterans Affairs (IDVA) with a LVER and DVOP embedded at the Indianapolis headquarters to provide seamless assistance to veterans through outreach and employment services to eligible veterans, eligible spouses, community partners, and employers throughout Indiana
- **Bikes to Veterans:** Indiana JVSG and IDVA established a partnership with [Nine13sports](#), a health and fitness nonprofit, to provide bicycles to veterans with no source of transportation the ability to take the first step to become self-sufficient. In PY23, 53 bicycles were distributed to veterans throughout the state, which was a collaborative effort between the IDVA, JVSG, HVRP, and Volunteers of America (VOA). Assistant Secretary James Rodriguez, DOLVETS, met with federal, state, and local veteran partners at IDVA and shared the Bikes to Veterans initiative with national leaders upon his return to Washington, D.C. Below is one success story resulting from the partnership of multiple agencies:

“Volunteers of America and the bike program have truly been a lifeline for me. The support and resources provided by VOA and JVSG have not only helped me maintain stability but have also empowered me to thrive. The bike program, specifically, has played a pivotal role in assisting me with transportation to and from work, ensuring that I can reliably commute and maintain employment. Thanks to VOA and the bike program, I've been able to navigate challenges with greater confidence and resilience. I'm incredibly grateful for their dedication to helping individuals like me achieve independence and success.” – Antonio Waters

- **Military Family Relief Fund (MFRF):** JVSG partnered with [MFRF](#), a program that assists veterans and families who are having financial difficulties and provides warm handoffs to DVOP specialists throughout Indiana to further assist with their needs. The DVOP specialist embedded within IDVA gathers and screens eligible veterans who applied for assistance through MFRF and connects them with resources that assist with removing barriers to overcome financial hardships. In PY23, Indiana DVOP specialists screened 2,124 applications and referred 789 eligible veterans for veteran services within the AJC and other agencies
- **Collegiate Purple Star Program:** During PY23, JVSG entered a partnership with Indiana Commission for Higher Education, resulting in the launch of the [Collegiate Purple Star](#) program which was passed by the Indiana Senate positively impacting veteran collegiate students

- **Governor's Challenge Coalition:** JVSG staff were standing members of the [Governor's Challenge Coalition](#) on the awareness and prevention of suicide among veterans, which meet monthly throughout Indiana
- **Veteran Courts and Prisons:** JVSG staff established a strong presence in [Veteran Courts](#) and prisons, which resulted in dozens of incarcerated veterans receiving training through WIOA, acceptance into Chapter 31 Veteran Readiness and Employment, and finding ideal careers with livable wages
- **Stand Downs:** JVSG personnel were heavily involved with dozens of Stand Downs throughout PY23, which focused on providing supplies and assistance to homeless veterans, such as referrals, counseling, and gainful employment. Due to the involvement and advocacy of JVSG, several Indiana local areas have established inaugural Stand Downs to assist veterans within their communities.

Appendix 4: Studies for Research and Evaluation

Below is a comprehensive list of completed evaluations and reports:

Indiana Economic Analysis Report: [Indiana Economic Analysis Report](#)

WIOA Title I Evaluation: [WIOA An Analysis of the Title I Adult Workforce Program and Adult Priority of Service](#)

Federal Performance Metrics Dashboard: [DWD Federal Performance Dashboards](#)

LSA 2023 Indiana Workforce-Related Program Review: [the 2023 Workforce Program Review](#)

Appendix 5: PY23 Local WDB Metrics

The table below represents the twelve local WDB negotiated and actual performance metrics for PY23.

	Adult		Dislocated Worker		Youth	
Region 1	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.15%	77.40%	79.10%	77.80%	79.15%	77.60%
Employment 4Q	75.15%	78.60%	74.85%	76.60%	80.15%	80.20%
Median Earnings	\$7,132.00	\$9,055.00	\$8,158.00	\$9,744.00	\$3,576.00	\$4,934.00
Credential Rate	65.45%	63.00%	62.65%	72.00%	64.30%	66.80%
MSG	63.00%	69.30%	63.00%	72.80%	65.00%	70.40%
Region 2	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	76.90%	81.00%	75.70%	81.20%	78.25%	80.70%
Employment 4Q	73.80%	73.40%	75.85%	73.10%	77.25%	81.00%
Median Earnings	\$6,253.00	\$7,681.00	\$7,640.00	\$9,610.00	\$3,279.00	\$5,324.00
Credential Rate	67.30%	74.40%	72.20%	61.90%	58.15%	63.80%
MSG	63.00%	62.00%	63.00%	57.40%	65.00%	55.70%
Region 3	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	81.30%	82.60%	79.85%	79.40%	75.00%	74.30%
Employment 4Q	80.05%	78.90%	79.90%	79.50%	83.10%	77.00%
Median Earnings	\$7,405.50	\$8,809.00	\$7,910.50	\$10,174.00	\$3,610.00	\$4,353.00
Credential Rate	70.00%	55.90%	68.10%	47.10%	77.30%	75.00%
MSG	61.00%	88.70%	63.00%	95.80%	65.00%	67.00%
Region 4	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.20%	78.50%	70.15%	84.60%	78.55%	79.00%
Employment 4Q	76.35%	79.60%	70.00%	77.50%	79.20%	74.80%
Median Earnings	\$7,377.00	\$7,900.00	\$7,335.40	\$8,927.00	\$3,681.00	\$5,554.00
Credential Rate	73.20%	65.70%	70.75%	85.30%	73.90%	55.70%
MSG	63.00%	46.70%	63.00%	87.50%	65.00%	85.70%
Region 5	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	79.30%	83.10%	76.80%	84.30%	79.65%	81.40%
Employment 4Q	76.90%	78.10%	81.10%	78.70%	77.80%	82.90%
Median Earnings	\$6,799.00	\$9,894.00	\$9,505.50	\$12,411.00	\$3,609.50	\$4,864.00
Credential Rate	72.50%	79.50%	72.70%	70.50%	67.30%	77.60%
MSG	63.00%	89.20%	63.00%	71.10%	65.00%	87.80%
Region 6	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	74.50%	70.30%	70.60%	68.10%	76.65%	71.10%
Employment 4Q	72.95%	68.00%	72.30%	69.60%	76.30%	69.10%
Median Earnings	\$6,205.00	\$7,304.00	\$6,855.00	\$8,097.00	\$3,308.00	\$3,903.00
Credential Rate	69.25%	59.10%	66.30%	80.80%	65.05%	25.00%
MSG	63.00%	61.90%	63.00%	58.30%	65.00%	88.50%
Region 7	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	83.90%	94.30%	77.25%	86.10%	80.40%	87.50%
Employment 4Q	77.60%	94.50%	81.95%	81.40%	75.50%	85.40%
Median Earnings	\$6,600.00	\$9,051.00	\$8,298.00	\$8,718.00	\$3,600.00	\$6,484.00
Credential Rate	73.75%	70.10%	71.15%	81.00%	67.45%	71.90%
MSG	63.00%	83.00%	63.00%	83.90%	63.00%	70.50%

	Adult		Dislocated Worker		Youth	
Region 8	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	78.90%	85.40%	71.95%	79.70%	79.35%	87.50%
Employment 4Q	78.60%	78.80%	74.15%	68.10%	79.30%	84.80%
Median Earnings	\$6,566.00	\$9,136.00	\$7,267.50	\$9,583.00	\$4,279.50	\$5,862.00
Credential Rate	62.45%	76.70%	67.60%	61.90%	61.55%	61.90%
MSG	63.00%	69.70%	63.00%	77.10%	65.00%	58.00%
Region 9	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	89.45%	91.20%	75.50%	85.70%	80.90%	82.00%
Employment 4Q	83.25%	85.60%	75.95%	83.30%	74.35%	89.80%
Median Earnings	\$6,741.50	\$8,048.00	\$7,983.50	\$9,543.00	\$4,497.00	\$7,783.00
Credential Rate	73.00%	87.90%	69.25%	83.30%	68.30%	80.90%
MSG	63.00%	74.60%	63.00%	78.80%	65.00%	68.50%
Region 10	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	74.40%	81.40%	75.60%	78.00%	78.40%	73.90%
Employment 4Q	79.55%	78.90%	75.15%	72.50%	78.15%	81.80%
Median Earnings	\$7,500.00	\$9,761.00	\$9,110.50	\$10,215.00	\$4,400.00	\$8,169.00
Credential Rate	71.00%	77.30%	79.35%	81.30%	66.60%	78.30%
MSG	63.00%	75.00%	63.00%	81.50%	65.00%	60.00%
Region 11	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	82.50%	80.50%	76.70%	82.00%	85.45%	88.80%
Employment 4Q	80.60%	77.70%	78.15%	78.10%	82.90%	82.90%
Median Earnings	\$6,345.50	\$8,322.00	\$7,220.50	\$8,952.00	\$3,509.00	\$5,399.00
Credential Rate	56.70%	82.70%	74.50%	78.90%	68.70%	70.40%
MSG	63.00%	85.60%	63.00%	91.70%	65.00%	89.20%
Region 12	Negotiated	Actual	Negotiated	Actual	Negotiated	Actual
Employment 2Q	80.35%	73.10%	75.95%	83.20%	81.10%	79.60%
Employment 4Q	75.15%	78.80%	79.55%	76.10%	75.90%	80.80%
Median Earnings	\$7,263.50	\$9,800.00	\$8,449.50	\$12,259.00	\$3,580.00	\$4,933.00
Credential Rate	44.60%	57.10%	54.20%	52.00%	74.55%	79.00%
MSG	63.00%	52.80%	63.00%	23.50%	65.00%	52.80%