

REGION

9

Transitions

WorkOne
South



INDIANA REGION
MAKE YOUR MOVE™
WORKFORCE BOARD, INC.

Transitioning for the Better

Transitions can be positive or negative. They can go up or down, forward or backward. But regardless of their direction or outcome, they require adaptation.

The Indiana Region 9 Workforce Board certainly found this to be true during the 2010-2011 fiscal year. More importantly, it was how we addressed these transitions and delivered solutions to jobseekers and businesses in our region's ten Southeast Indiana counties that demonstrated our capabilities in an evolving environment.

Rather than assume a reactive stance and allow marketplace changes to dictate our direction, we instead adapted to them through highly proactive and innovative approaches. As a result, our organization not only continued to deliver outstanding employment programs and educational services to thousands of displaced workers, young adults and companies throughout the area known as Economic Growth Region 9, but we also positioned the workforce board for a future transition to a more efficient and productive organization in the years to come.

Undoubtedly, these transitions were difficult and required extraordinary determination and hard work. Our regional operator, REACH, and service provider teams from River Valley Resources and JobWorks, had to do more with less as a result of state and federal operational funding reductions totaling \$1.27 million. While showing clear signs of improvement, regional unemployment rates remained at stubbornly high post-recessionary levels. And our ability to help close skills gaps that employers require in today's economy, such as productive work habits and job site communication proficiency, continued to face daily challenges.

But as evidenced by several measurements, we made progress on many fronts during the past year. For example, figures provided by STATS Indiana, the statistical data utility for the State of Indiana, indicate unemployment levels in Region 9 dropped from 10.2 percent at the start of our fiscal year in July 2010 to 8.2 percent by June 2011. That compares to state unemployment rates of 10 percent and 8.5 percent, and national levels of 9.7 percent and 9.3 percent, for the respective time periods. The fact that our region's unemployment rate decreased two percent in 12 months and is now below state and federal averages is cause alone for celebration.

Yet there's more to our 2010-2011 success story. We can also celebrate the transition of our highly successful Jobs for America's Graduates program to a second location at Seymour High School; the on-the-job trainings and Workforce Acceleration Grant benefits we delivered throughout the region; and the grants we secured that allowed us to provide summer internship opportunities for dozens of young adults.

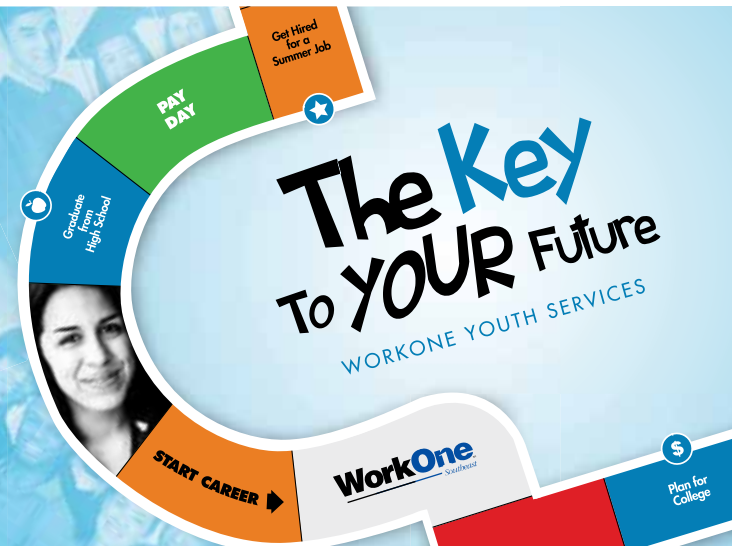
We rounded out the year by recognizing we will also likely need to adapt the regional workforce board's structure to better capitalize on opportunities in the Workforce Investment Act law. In 2011, our board began considering a transition to a Workforce Investment Board, or WIB, as a means of improving program and service delivery. To start, we initiated an outreach effort with community leaders and elected officials to explain how these structural changes could potentially better support their local jobseekers, businesses and broader constituencies.

Southeast Indiana's workforce transitions continue. Frankly, we doubt they'll ever stop. But we view that as a positive economic indicator because these changes will hopefully result in more jobs and career advancement opportunities in Region 9. With your continued support, we are even more confident of the future of our local workforce development and business environments.



Beth Blasdel
2010-2011 Indiana Region 9 Workforce Board Chair

The Kids are Alright



Especially the ones in Region 9's Jobs for America's Graduates program, those we encounter through our community outreach efforts, as well as the young adults who benefit from our summer work experience grant initiatives.

We all know teenagers experience many challenges during high school and as they transition to the next stage in their lives. Their workplace skills aren't well developed, their communication styles and vocabulary can seem otherworldly, and their personal priorities may not match an employer's. In Region 9, we don't see these as obstacles. On the contrary, we look at our area youth as the long-term future of our communities.

"Working with our board members, community leaders, school administrators and local corporate foundations, we've taken a stance that collectively we can make a significant impact on the region's long-term economic success by providing young people with skills, training, counseling and support," says Director of Adult Education and Youth Services Michele Thompson. "Many of our youth programs target young adults considered at risk of not graduating from high school or who might struggle in the transition from school to the workplace."

Take the Jobs for America's Graduates (JAG) program, for example. This national initiative provides books, training and technical assistance to students through a network of 33 state organizations and 827 local program affiliates, and has proven to be one of the country's most cost-effective and successful strategies for tackling high school dropout rates, low academic performance and youth unemployment.

Locally, Region 9's JAG youth services specialists connect with approximately 100 students annually. We started the program in 2010 at Madison Consolidated High School and with the addition of a new JAG outreach coordinator, successfully introduced it to Seymour High School in 2011. Further, we secured an Indiana Department of Workforce Development grant to support our expansion. Our JAG team provides intensive school-based counseling services and educational resources, pre-employment skills training and 12 months of post-graduation follow-up services.

"JAG was met with open arms from Seymour High School and the community as a whole when we launched the program this



school year,” says Shanell Clayton, JAG outreach coordinator. “Not only are we working with students and administrators in the classroom, but we are connecting with Seymour-area businesses to promote this program as an excellent source of future workers with relevant job skills.”

You need look no further than one of our JAG students to see the profound impact this program can have on young adults, as well as our staff. Travis Decker, our Madison Consolidated High School JAG specialist, tells the story of Josh:

Josh transferred to Madison Consolidated after being expelled from another area school. We took a chance and enrolled him in the JAG program...it turned out to be the best decision I have ever made in my professional career.

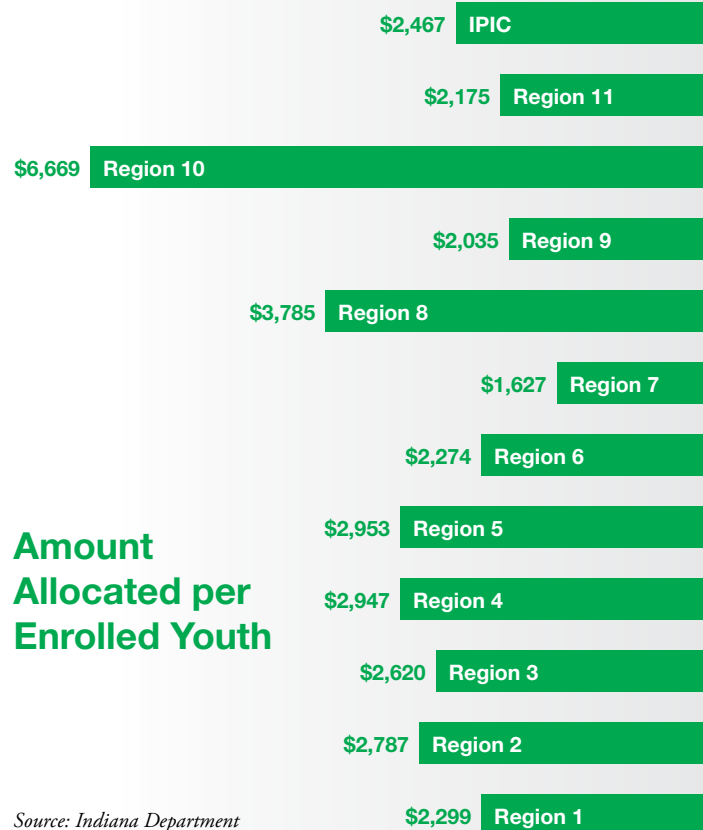
The program has encouraged and motivated Josh to do better in school and stay out of trouble — JAG gave Josh a chance and now Josh is giving himself a chance. His peers elected him as the Career Association president and he was one of two students from Madison Consolidated who attended the statewide Career Development Conference where he competed against other JAG students in employability skills competitions. Although he did not win his events, Josh gained a lot from this experience and encouraged others to participate in the competition.

A new addition to our team during the past year was Youth Career Coach Julie Parker, who conducts outreach with high schools in Ripley, Dearborn, Ohio, Switzerland and Franklin counties, and supports local students’ educational and employment goals. This transition made an immediate impact on one family, says Parker:

During our outreach, we met with a single mother of a high school junior who had zero credits and multiple diagnosed disabilities. We assured her that support options were available and provided her with information about the Workforce Investment Act youth and vocational rehabilitation programs. By the

end of our first conversation, she recognized there was hope for her son and followed up on the vocational rehab programming.

And finally, our team made sure 70 area kids were alright by securing two grants totaling \$140,000 to support summer work internships. The grants from the State Workforce Innovation Council (\$125,000) and the Decatur County Community Foundation (\$15,000) exposed these students to jobs in local government agencies and social services organizations throughout Region 9’s ten counties. The Decatur County Community Foundation grant was made possible, in part, through the generosity of the Bill and Marge Hunter Family Fund.



Amount Allocated per Enrolled Youth

Source: Indiana Department of Workforce Development

Focusing on the Locate



dis-lo-cate: To disturb the normal arrangement or position of

While much attention is paid to dislocated workers in jobless claims and unemployment statistics, the Indiana Region 9 Workforce Board prefers to focus on the “locate” side of the definition.

Thousands of Region 9 workers had their normal employment arrangements disturbed as the nation’s economic downturn enveloped Southeast Indiana. Week after week, month after month, we supported an influx of jobseekers at our six WorkOne centers who were dislocated from their positions for a variety of reasons, many beyond their control.

“‘Locate’ is a key word in Region 9,” says REACH’s Chief Executive Officer and President Bart Brown, who oversees our regional operator team. “First, we must ensure WorkOne centers are located in communities where jobseekers can conveniently access our programs and services. We analyzed our service delivery model and adjusted our facility locations during the past two years to fulfill that baseline requirement.

“Secondly, it’s critical we help our clients assess their existing skills, provide them with relevant education and training for 21st century employment requirements, and then use our networks and case management expertise to help them locate gainful employment.”

Each year, the WorkOne Southeast system produces thousands of success stories in which we’ve helped dislocated adult workers. One of those was Brenda, who came to us after losing her job as an emergency medical technician (EMT). She tried to find a job in that field, but was unsuccessful since many Region 9 EMT positions are staffed by volunteers. Brenda enrolled in Ivy Tech’s nursing program, however there was a year-long wait for the clinical portion of the studies and her unemployment benefits would have expired before then. Transferring to Cincinnati State University, Brenda enrolled in an accelerated program to earn her certified nursing assistant (CNA) credential, and with our help, secured employment at a Greensburg nursing home.

But Brenda’s story wasn’t finished.

Her employer, Arbor Grove Village, supported Brenda’s efforts to pass the licensed practical nurse (LPN) board exams. Three

months after being hired at Arbor Village in November 2010, she was promoted to a higher paying LPN position. Filled with job satisfaction, Brenda credits her WorkOne case managers for their assistance in transforming her dislocation into a new career path.

“I think I can be a spokeswoman for WorkOne,” she says.

The Workforce Acceleration Grant (WAG) program is another way we help jobseekers locate new career opportunities. With federal funding support, WAG helps qualified Hoosiers pay for their education and training for jobs which are projected to have strong future demand. WAG resources cover tuition, fees and book expenses for associate’s degrees and vocational certifications at more than 50 Indiana colleges and universities.

Working with our case management staff, Bryan and Colleen are among the 875 WAG clients we’ve assisted since 2009 with educational support, training, credentialing and job placements.

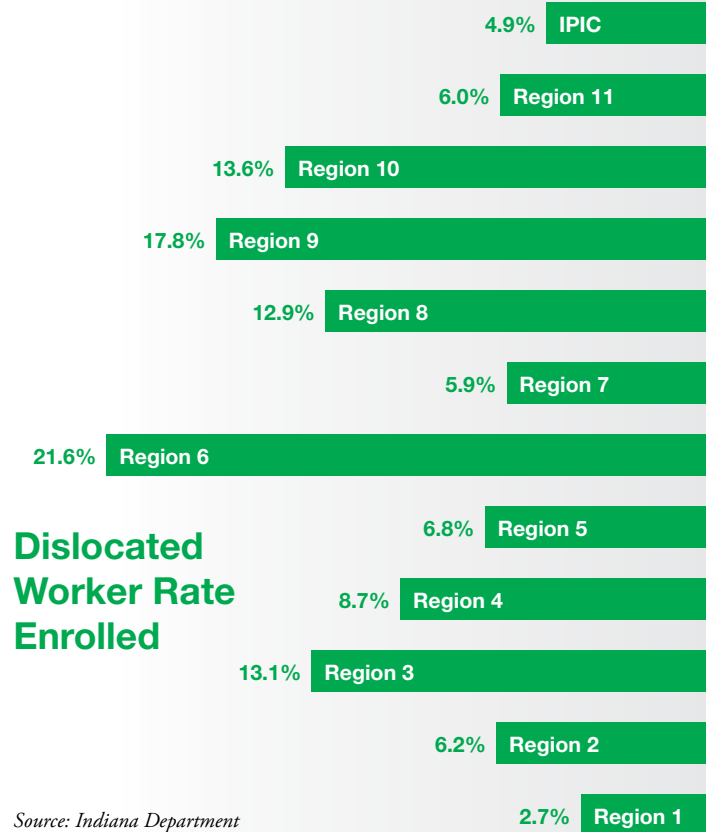
Bryan was a typical dislocated worker who needed new skills, but not the debt that can come with higher education coursework. With WAG support, Bryan enrolled in a computer information technology degree program. By his last semester of school, he transitioned into a job with UPS as a technical repair operator. The skills he learned through his coursework will serve him well for years to come.

When we first met Colleen, she was a 49-year-old dislocated factory worker who was let go by her longtime employer in a massive layoff. She didn’t qualify for traditional educational assistance, and with a disabled husband at home, she needed to find a solution. WAG provided an opportunity for training that could take her from the factory floor to the front office.

Enrolling in a human services degree program, Colleen was understandably nervous about returning to the classroom after so many years in blue collar jobs. Her confidence soared, however, as she earned straight A’s in her coursework. In fact, a professor even asked Colleen to substitute teach since she was doing so well in the program. Now close to earning her degree, Colleen says: “I can’t wait to work with people instead of machines.”

And finally, we provide specialized employment support to dislocated military veterans. Bill Parks, a veteran’s representative at WorkOne Lawrenceburg, exemplifies our can-do commitment to helping these jobseekers. For the third consecutive year, Bill was honored by the Indiana Department of Workforce Development with a Jobs for Veterans State Grant Annual Performance Incentive Award. This program recognizes WorkOne Center staff who deliver outstanding employment and training services to the state’s veterans.

WorkOne Lawrenceburg Center Manager Jennifer Montgomery says: “Bill goes above and beyond on a daily basis for veterans in our area. His commitment to promoting and serving them is contagious. He has developed positive working relationships with local businesses to support veteran hiring and also does employment outreach in communities nationwide. Bill believes in WorkOne and lives it.”



Source: Indiana Department of Workforce Development

It's Black and Blue and White (But Hopefully Not Red)



Many Region 9 companies long ago recognized they had to adapt their business models to new global standards in order to maintain their competitiveness. For instance, traditional blue collar jobs that relied upon decades-old repetitive motion techniques were moving to advanced manufacturing standards requiring computer competencies, while many new white collar positions needed workers with stronger team-based skills capabilities.

Regardless of the collar's color, these businesses realized they had to transition their employees' skills in order to maintain the black ink on their bottom-line profit statements.

"The Region 9 business services team has developed relationships with companies throughout Southeast Indiana to better understand their job requirements and employee hiring needs. With that knowledge, we have structured highly successful on-the-job training sessions, work skills assessments, job fairs and other educational services so that their corporate needs more closely match the capabilities of potential employees," says Director of Operations and Business Services Kirk Kuhn.

WorkKeys assessments are a key component of our business services programming that help employers identify workers with the applicable math, reading, information gathering, observation and teamwork skills needed to accomplish essential duties. Further, the program offers employers insights for complying with federal regulatory mandates. In total, we conducted 670 WorkKeys assessments from our Columbus, Greensburg, Lawrenceburg and Madison offices in 2010-2011.

Grote Industries, a manufacturer and marketer of vehicle lighting and safety systems whose U.S. operations are based in Madison, capitalized on our WorkKeys assessments on two occasions during the past year. To start, we assessed 46 workers for two job openings. Later in the year, we assessed 69 applicants during a three-day period for 10 openings.

"There was so much interest at our second Grote assessment that we had 26 people on a waiting list. This was a very successful

endeavor and an encouraging sign for the Madison-area economy,” says WorkOne Madison Center Manager Carla Harsin.

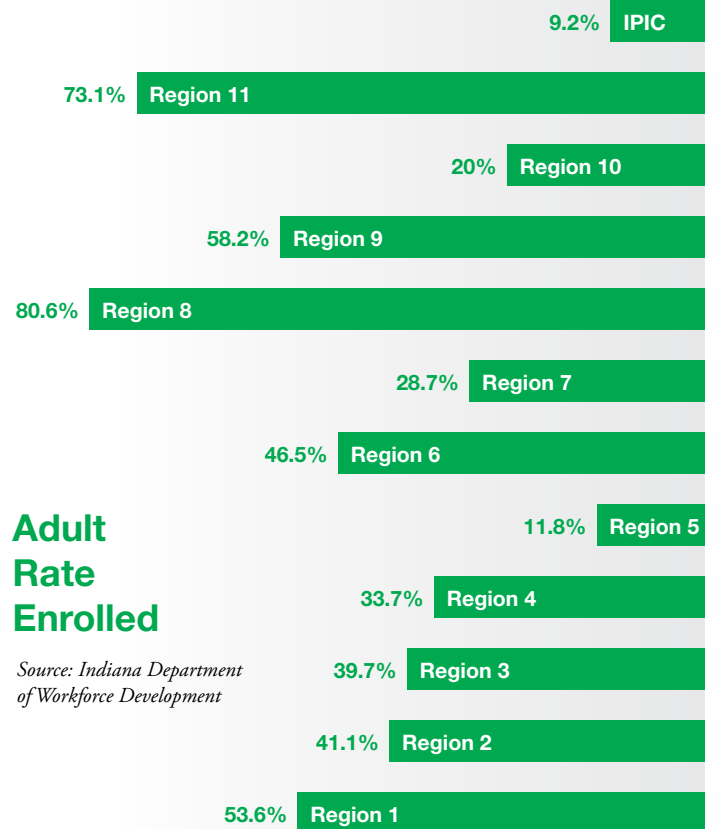
On-the-job training, or OJT, is another way we help Region 9 businesses connect their employees with 21st century job skills. Designed and conducted at worksites, these customized training programs provide job applicants with specific skill training. The participating business agrees to provide adequate training for entry into the job, with the anticipation that the trained applicant will remain on the job after successfully completing the designated OJT period. In return, the company receives publicly-funded reimbursement for their training costs.

In 2010-2011, we implemented 18 OJTs at five companies in Seymour, Aurora, Madison and North Vernon that delivered more than \$59,000 in training cost reimbursements. Not only did these firms reduce their training costs, but they now directly benefit from workers whose skills correlate exactly with their job requirements.

Yet another avenue our business services team traveled to support local employers and their employees was Manufacturing Skill Standards Council (MSSC) certification, a training program that creates a pipeline of credentialed production and logistics workers. We guided 15 former employees of Printpack, an international packaging company whose Greensburg plant downsized its workforce, to graduating with MSSC certification training last year. As a result, these workers are now more marketable and possess many of the work skills sought by local companies.

We’ve also supported international companies like the IntraPac Group, a specialty packaging company for the personal care and pharmaceutical markets, with hiring qualified workers for their new facility which is now under construction in Lawrenceburg.

Our business services programming also addresses the “softer side” of workplace skills. During the past year, we solidified our adult basic education programming partnerships to help employers close gaps in jobseekers’ communications, work habit and teamwork skills...issues that are top of mind with many Region 9 human resources managers. While these softer workplace skills may not directly appear on a company’s balance sheet, they can certainly affect whether their bottom line shows red ink or black.



Adult Rate Enrolled

Source: Indiana Department of Workforce Development

Financials & Statistics

For the year ended
June 30, 2011

These unaudited financial statements have been prepared by management in conformity with generally accepted accounting principles and include all adjustments, which in the opinion of management, are necessary to reflect a fair presentation.

STATEMENT OF FINANCIAL POSITION

ASSETS

CURRENT ASSETS

| | |
|---------------------------|-------------------|
| Cash..... | \$ 155,637 |
| Pre-paid expense..... | 4,095 |
| Grants receivable..... | <u>457,371</u> |
| Total current assets..... | 617,103 |
| Total assets | <u>\$ 617,103</u> |

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

| | |
|---------------------------------|----------------|
| Accounts payable | \$ 542,263 |
| Accrued expenses | <u>54,328</u> |
| Total current liabilities | 596,591 |
| Total liabilities | <u>596,591</u> |

NET ASSETS-UNRESTRICTED

| | |
|--|-------------------|
| Unrestricted net assets | <u>20,512</u> |
| Total liabilities and net assets | <u>\$ 617,103</u> |

STATEMENT OF ACTIVITIES

REVENUE

| | |
|-----------------------------|------------------|
| Federal grant revenue | \$ 3,841,693 |
| Other revenue | <u>4,035</u> |
| Total revenue..... | <u>3,845,728</u> |

EXPENSES

| | |
|------------------------------|------------------|
| Program activities..... | 3,429,596 |
| Management and general | <u>437,236</u> |
| Total expenses | <u>3,866,832</u> |
| Change in net assets | <u>(21,104)</u> |

UNRESTRICTED NET ASSETS,
AT BEGINNING OF YEAR..... 41,616

UNRESTRICTED NET ASSETS,
AT END OF YEAR..... \$ 20,512

STATEMENT OF FUNCTIONAL EXPENSES

| | PROGRAM | MANAGEMENT AND GENERAL |
|---------------------------|---------------------|------------------------|
| OPERATING EXPENSES | | |
| Travel | \$ 1,178 | \$ 3,158 |
| Facility expense | 345,169 | 5,332 |
| Communication | 21,593 | 1,845 |
| Office supplies | 63,846 | 21,428 |
| Office equipment | 6,675 | 592 |
| Professional fees | - | 130,359 |
| Other expenses | - | 10,113 |
| Direct client expense | 715,062 | - |
| Sub-contractor expense | <u>2,276,073</u> | <u>264,409</u> |
| Total operating expenses | \$ <u>3,429,596</u> | \$ <u>437,236</u> |

10.4 IPIC

4.6 Region 11

7.2 Region 10

2.8 Region 9

4.2 Region 8

7 Region 7

3.6 Region 6

9.8 Region 5

7.4 Region 4

5.8 Region 3

7.8 Region 2

7.4 Region 1

Average Rankings of Measured Financial Efficiency

Source: Indiana Department of Workforce Development

WorkKeys Assessments

| WORKONE OFFICE | MATH | READING FOR INFORMATION | LOCATING INFORMATION | OBSERVATION | TEAMWORK | TOTAL PER OFFICE |
|-------------------------|------------|-------------------------|----------------------|-------------|-----------|------------------|
| Columbus | 21 | 17 | 21 | 17 | 6 | 82 |
| Greensburg | 71 | 68 | 72 | 26 | | 237 |
| Lawrenceburg | 38 | 37 | 38 | | | 113 |
| Madison | 50 | 51 | 50 | 43 | 44 | 238 |
| Total for Region | 180 | 173 | 181 | 86 | 50 | 670 |

Board Members

The Indiana Region 9 Workforce Board is comprised of business, economic development, government, community, labor and education leaders from Bartholomew, Dearborn, Decatur, Franklin, Jackson, Jefferson, Jennings, Ohio, Ripley and Switzerland counties. Local elected officials select members for this volunteer board which is charged with directing the efforts of the Regional Operator, REACH, Inc., and for planning, implementing and overseeing the WorkOne Southeast system in Region 9.



Beth Blasdel, Chair
Blasdel Enterprises, Inc.
Representing: Decatur County (Business)

Patricia Yount, Immediate Past Chair
Bernardin Lochmueller and Associates
Representing: Jennings County (Business)

Gary Gombita, Vice Chair
Aisin USA
Representing: Jackson County (Business)

Chip Orben, Secretary
Duke Energy
Representing: Bartholomew County (Business)

Marty Hon, Treasurer
E&H Bridge and Grating
Representing: Dearborn County (Business)

John Burnett
Community Education Coalition
Representing: Community-Based Organizations

Rick Bryant
Business Agent for Laborers Local 741
Representing: Labor

Peter Chu
Belterra Casino
Representing: Switzerland County (Business)

Phil Harsh
Harsh Plumbing HVAC
Representing: Franklin County (Business)

Jackie Hill
Jackson County Industrial Development Corporation
Representing: Economic Development

Scott Hubbard
Arvin Sango, Inc.
Representing: Jefferson County (Business)

Katie Jenner
Madison Consolidated Schools
Representing: Education

Gary Norman
Ripley County Economic Development Corporation
Representing: Ripley County (Business)

Ron Timms
The Crestmont Company
Representing: Ohio County (Business)

Region 9 WorkOne Centers

FULL SERVICE:

Columbus

4555 Central Avenue, Ste. 1300
Columbus, IN 47202
812.376.3351

Lawrenceburg

110 Walnut Street
Lawrenceburg, IN 47025
812.537.1117

Madison

620 Green Road
Madison, IN 47250
812.265.3734

EXPRESS:

Greensburg

1821 N. Broadway
Greensburg, IN 47240
812.663.8597

North Vernon

1200 W. O&M Avenue
North Vernon, IN 47265
812.346.6030

Seymour

323 Dupont Drive
Seymour, IN 47274
812.522.9074

9

Our Mission

The Indiana Region 9 Workforce Board works to ensure Southeast Indiana employers have a competitive and flexible workforce by providing all citizens with opportunities, support to grow knowledge, and skills for sustained employment in the global economy.



The Indiana Region 9 Workforce Board Annual Report is published by the Indiana Region 9 Workforce Board, a not-for-profit organization that operates the WorkOne system in Indiana's Bartholomew, Dearborn, Decatur, Franklin, Jackson, Jefferson, Jennings, Ohio, Ripley and Switzerland counties. Contents may be republished whole, or in part, with attribution.

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