

Workforce Investment Act
Annual Report

Program Year 2005
July 2005 – June 2006



INDIANA
WORKFORCE

DEVELOPMENT

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Commissioner's Message

On behalf of the Indiana Department of Workforce Development, we are submitting this Workforce Investment Act Annual Report for Program Year 2005, which documents the state's performance outcomes and provides a short narrative of our accomplishments.

This report highlights our major strategic initiatives to revamp our workforce delivery system, better align our economic and workforce development efforts, modernize our unemployment insurance system, and provide more training dollars to high growth and high demand occupational areas. Underpinning each of these initiatives is a belief that these programs and overall delivery system can be better integrated, and made more efficient and effective as we implement Governor Daniels' top priorities of growing Hoosier jobs and personal income.



The Department's broad mission of ensuring that Indiana employers have a competitive and flexible workforce continues to be a guiding principle as we meet the goals and objectives of the Workforce Investment Act.

We look forward to continuing our work with the United States Department of Labor and our many other stakeholders and partners in creating a workforce development system that will help lead Indiana's economic comeback.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Stiver". The signature is stylized and written in a cursive-like font.

Ronald L. Stiver

Workforce Investment Act State Plan Approved

Indiana's two-year strategic plan reshaping and streamlining the delivery of workforce services under the Workforce Investment Act received approval from the United States Department of Labor on November 28, 2005.

Implementation of the strategic plan will enable Indiana to meet its objectives of increasing jobs and employment opportunities for Hoosiers, growing the personal income of Hoosier citizens, and delivering premier customer service. The plan stresses the three main tenets of increasing flexibility, accountability and competition.

The plan updates and empowers the state's regional workforce areas. A cornerstone of the plan better aligns Indiana's workforce development and economic development programs, creating eleven updated and coherent regional workforce areas. The new regions represent current economic, migration, growth and demographic patterns in Indiana, and replace regions established decades ago.

At the helm of each region's workforce development efforts are smaller and higher-profile regional workforce boards, each composed of nine to sixteen members. Leaders of business, economic development, education, and labor are appointed by local elected officials. Under the old system workforce investment boards ranged from thirty-five to one hundred members with about twenty-five percent participation. The new regional workforce boards will provide increased accountability, participation and leadership.

Importantly, the new regional system will reduce administrative costs, as fewer regions and small regional workforce boards will reduce administrative overhead of the workforce system. These savings will be used to train more Hoosiers for better paying jobs.

Alumni Day

The Indiana Department of Workforce Development honored twenty-five Hoosiers and six partner organizations at the 2005 Alumni Day Awards Ceremony. The event was held in a public ceremony on September 29, 2005 in the State Capitol Building in Indianapolis. The agency celebrated Hoosiers who have been committed to finding better jobs and earning higher wages. The individuals honored reflected Indiana's commitment to building a world class workforce and making the state more competitive in today's global economy. The agency celebrated the individual accomplishments and the innovative regional efforts in workforce development which improve our state.

Customer Service Plan

In July 2005, the Indiana Department of Workforce Development announced a new and innovative plan to provide premier customer service to Hoosiers. In addition to growing Hoosier jobs and personal income, Commissioner Ronald L. Stiver outlined delivering premier customer service as a top priority for Indiana's workforce development system. A customer service committee interviewed over 400 internal and external clients to assess and determine the best courses of action for meeting and exceeding customer needs. The results of the assessment process were outlined to all staff through a quarterly town hall meeting.

New policies resulting from this assessment included:

- ◆ Introduction of the customer guarantee which pledges that all e-mail messages and phone calls will be answered within 48 hours during the normal course of business.
- ◆ Implementation of alternative business hours to ensure that Hoosiers who need department assistance and services have a service alternative.
- ◆ Introduction of a revamped, customer-friendly website with improved functionality.
- ◆ Implementation of a new dress code policy for all Indiana Department of Workforce Development employees to ensure employees are easily identifiable and dressed in a professional manner.
- ◆ Introduction of a performance management system and secret shopper program to foster greater accountability in serving customers.

Commissioner Stiver stated, "The ultimate goal of these changes is to improve our system's focus on our clients, whether they are a business, displaced worker, or workers looking to increase their skills and income levels. This agency is committed to providing the citizens of Indiana with services that are timely and accurate, helpful and informative, and open to individual needs."

2004 Performance Grant Used to Improve Hoosier Workplace Literacy

On August 17, 2005, the Indiana Department of Workforce Development announced it had been awarded an \$879,629 grant for exceeding performance levels agreed by the Secretaries, Governor, and State Education Officer for outcomes in Workforce Investment Act Title I, adult education (AEFLA) and vocational education (Perkins Act) programs. The Department is using these funds, in combination with other agency funds, to launch programs throughout the state which focus on workplace literacy.

The purpose of the workplace literacy initiative is to raise the basic workplace skill levels of Indiana workers while exploring the viability and effectiveness of different models of workplace basic skills education.

The Indiana Department of Workforce Development is testing different types of demonstration projects that fall within three separate models of workplace education. They include:

- **Model 1:** Projects at single companies that strengthen the basic skills of incumbent workers through workplace-based training methods and curricula that use the context of the workplace;
- **Model 2:** Projects with a consortium of companies that strengthen the basic skills of incumbent workers that are germane to the consortium's specific industry through workplace-based training methods and curricula that use the context of the workplace;
- **Model 3:** Projects with single companies or a consortium of companies that strengthen the basic skills of potential new workers (or those now in lower skilled jobs) by embedding basic skill development into vocational training that leads to occupational certifications of importance to employers.

The Department is also piloting a 21st Century Workplace Skills Certificate as a companion to the workplace literacy initiative. The certificate has three achievement levels. The competencies included in the credential are:

- ◆ Reading
- ◆ Math
- ◆ Communication
- ◆ Problem solving
- ◆ Critical thinking
- ◆ Digital literacy

Programs from the Comprehensive Adult Student Assessment System (CASAS) and the Internet and Computing Core Certification program (IC3) were selected as the tools to assess the competency levels of workers in these areas. CASAS will be used to assess communication, problem solving, critical thinking, reading and math skill levels and IC3 will be used to assess three levels of digital literacy.

A final component of the Workforce Literacy Initiative is an evaluation by an independent organization. Kevin Hollenbeck from the Upjohn Institute will be conducting this evaluation and will focus on two areas: outcomes of training participants and analysis of the models of workplace education which have been funded in the initiative.

Strategic Skills Initiative

The Strategic Skills Initiative is Indiana's primary program aimed at identifying skills and occupational shortages projected to exist throughout the state, and providing funds and other resources to help alleviate these shortages. The initiative seeks to create new jobs and raise Hoosier income by going directly to the root causes of the skills and occupational shortages by developing regional, strategic initiatives.

During the summer of 2006, the Indiana Department of Workforce Development concluded an initial round of grants to the state's eleven economic growth regions, handing out more than \$14.2 million. These grants will be used to fund 46 specific initiatives. A total of 6,300 workers will receive training under the program, with 3,650 earning either a nationally recognized credential or degree, and 2,350 ultimately placed in shortage occupations.

"This initiative aims to better align our economic and workforce development efforts in a way to train Hoosiers for good paying jobs," said Commissioner Ronald Stiver. "It is designed to meet the needs of Hoosier employers by identifying the key occupations and skills that we know will be in demand."

Key sectors targeted under the program include advanced manufacturing, biotechnology, health care, agribusiness, and entrepreneurship.

In addition to the regional initiatives, the Department of Workforce Development has also established two state action teams in health care and manufacturing to address the projected occupational and skills shortages in these industries on a statewide basis. Up to \$4 million will be used to fund solutions that are proposed through these action teams.

Research conducted by the regions in the early phase of the grant program found three main root causes for the projected occupational and skills shortages: lack of education and training capacity, a lack of career awareness, and employer recruitment and retention practices. More detailed information on the Strategic Skills Initiative can be found at <http://www.in.gov/dwd/employers/ssi.html>

The initial round of training grants will ensure that Hoosiers have access to high skill, high wage jobs for the future.

Training Acceleration Grants

On August 2, 2005, the Indiana Department of Workforce Development announced a program designed to upgrade the skills of Hoosier workers and better position Indiana employers for economic growth. The innovative Indiana Training Acceleration Grant ("TAG") is an exceptional program that targets scarce training resources toward Indiana's employment needs for the global economy.

Over \$17 million was awarded during its first year to assist 306 employers and the construction trades industry in increasing the skills of 14,834 Indiana workers. Of those employers roughly 45% were businesses under 100 employees.

For 2006, Training Acceleration Grants are continuing to focus on small businesses and implemented reduced employer matching requirements for Indiana's small businesses. "We need to aggressively reach out to and provide the small business community with the resources and tools to help them grow," said Ron Stiver, commissioner of the Indiana Department of Workforce Development. "Indiana's economic comeback will not be successful unless we effectively promote entrepreneurship and small business throughout our communities."

Indiana's return on investment is measured using one of the following four core objectives that are required to apply:

- 1. Increase personal income for Hoosier workers:** To meet this objective, wage increases must be awarded upon completion of the training. Documentation of the wage increases must be submitted to the Indiana Department of Workforce Development.
- 2. Promote small business:** To be eligible for this objective, an employer must have 100 or less employees. To achieve this objective, the grantee must demonstrate how the grant has improved the growth or success of the company.
- 3. Foster job retention and expansion:** To meet this objective, an employer must demonstrate that training is necessary to retain jobs or support an expansion. Increasing efficiency, improving competitiveness, and facilitating the use of new technology are some examples of meeting this objective. The grantee is required to report on the results of this objective to the Indiana Department of Workforce Development within three months after the grant has closed.
- 4. Close skill gaps identified through WorkKeys® assessments:** To meet this objective, an employer must have a WorkKeys® profile on file with the Indiana Department of Workforce Development and have employees who have identified skill gaps through WorkKeys® assessments. Upon conclusion of the training, the grantee is required to submit pre and post training assessment scores to the department.

Indiana employers or consortia are encouraged to use the Indiana Department of Workforce Development's innovative online application to apply and manage and report on training grants using its website. The application process is simplified and business friendly.

Workforce Investment Act Training Opportunities during Program Year 2005

Indiana University Purdue University at Indianapolis's School of Continuing Studies partners with the Lifelong Learning Institute at the Indiana Department of Workforce Development to provide up-to-date training and professional development opportunities for employees of the Indiana Department of Workforce Development and its partner organizations.

| Training Dates | Training Subject | Presenters | Topic Summary |
|--------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| July 12, 13, 14, 2005 | Make A Note of It: Case Notes Theory and Reality | Frank and Beth Lengel | This training provided a step-by-step, how-to process, that helped clarify the case note writing process and answered key questions about how to write them. It focused on case note theory and participants had an opportunity to review and improve their own case notes. |
| August 23, 2005 | It's Work, Not Group Therapy | Silver Rose | This workshop was designed to help attendees cope with stress in the workplace. Techniques were introduced to help staff persons keep morale high in times of rapid change, and make their interaction with co-workers and customers easier and more effective. |
| September 14, 2005 | Are You Talking Like Businesses Think? | Larry Robbin | This training focused on how staff can develop successful relationship with business people. The trainer provided effective tips for public service workers to effectively communicate with and market services to private sector businesses. |
| October 5, 12, 15, 26 and November 2, 2005 | Department of Workforce Development and Vocational Rehabilitation Collaboration Project | Indiana Department of Workforce Development's Lifelong Learning Institute Presenters | These workshops explored how Vocational Rehabilitation and the Department of Workforce Development can work together to continuously improve customer services. They promoted information sharing, awareness and coordination. The desired outcome was to stimulate planning on the local level for partnership enhancement. |
| June 14 9 am to 4 pm | Successfully Dealing with Change: Change Management Training | Andrea Davis Cranfill and Andrea Moore | This class gave some real-life tools and techniques to use when a staff member is on the receiving end of a customer's tirade. Other topics covered included: a look at the anger emotion cycle; "ground rules" to keep in mind; and some ways to deal with the personal stress employees experience when dealing with difficult customers. |

WorkOne

Indiana's WorkOne Centers and WorkOne Express Sites

In Indiana, each workforce service area has at least one chartered WorkOne Center and several chartered WorkOne Express sites, known as Indiana's one-stops. They are designed to meet customer needs through Employment Services (Wagner-Peyser), Unemployment Insurance, Workforce Investment Act services, and other partner programs. The Workforce Investment Boards have consortium agreements with several partners who share space in Indiana WorkOne Centers.

At WorkOne Centers, the Employment Service (Wagner-Peyser) is a key partner, providing services through Indiana's Customer Self Service System (CS3). CS3 is the statewide computer job matching service that can be accessed either in a local WorkOne office or through the Internet. This electronic labor exchange helps employers find new employees and helps individuals post their resumes and seek new employment. During 2005, 11,680 employers listed job orders and the labor exchange system served 461,578 individuals. Another mandatory partner in WorkOne offices is Unemployment Insurance (UI). Indiana claimants have the choice of filing initial claims and weekly benefits via the Internet, by mail, or in person at WorkOne Centers and some Express sites.

TrackOne Case Management System

A new case management system, named TrackOne, became operational on July 1, 2006. To develop the new system, the Indiana Department of Workforce Development chose @Work Solutions, Inc., an Indianapolis-based technology services company. The system became operational on July 1, 2006 for Workforce Investment Act and Trade Adjustment Assistance programs. Additional programs will be added within the new program year.

The new system will streamline the support system throughout Indiana so that state and local workforce development staff can improve efficiency and effectiveness. The new system will support program compliance and contract management, and support management information reports for a wide variety of programs. It will support all federal and state-eligibility based workforce programs as well as local programs regardless of the funding source.

Veterans Workforce Investment Act Program Grant

In June 2006, the Indiana Department of Workforce Development was awarded a grant of \$750,000 from the U.S. Department of Labor to provide an array of career and job services to veterans residing in a 25-county area of the state. Under the grant, the state will provide outreach, intake, pre-enrollment assessment, job placement service, job training, counseling, mentoring, supportive services and other assistance to Hoosier veterans. The grant supplements services already available to Hoosier veterans from the U.S. Department of Labor and the Indiana Department of Workforce Development.

“The goal of this program is to serve 375 veterans and ultimately place 244 into meaningful employment,” said Ronald Stiver, commissioner of the Indiana Department of Workforce Development. “Our veterans have served the country well, and they deserve all the help we can provide to help place them into the workforce with meaningful jobs.”

Indiana is one of twelve states receiving a Veterans Workforce Investment Act Program grant. The federal program provides funding to meet the training and employment needs of veterans with service-connected disabilities, veterans who have significant barriers to employment, veterans who served on active duty during a war or in a campaign, and recently separated veterans. The two-year grant provides funds for the first year, with second year funding available if the state meets performance standards and funds are available. Funds were awarded on a competitive basis to state and local workforce investment boards, local public agencies, and nonprofit organizations. The grant was awarded to the state for three economic growth regions, serving central, north central and north east Indiana.

2005 Veterans Programs in the WorkOne Centers and WorkOne Express Sites

Currently the Indiana Department of Workforce Development has 22.5 Local Veterans Employment Representatives (LVERs) and 22 Disabled Veteran Outreach Program Specialists (DVOPS).

July 1, 2005 to June 30, 2006, the Indiana Department of Workforce Development provided employment and training services to 106 veterans under a \$200,000 National Veterans Workforce Investment Act Program grant. This was 106% of the planned goal of 100. The goal of placements for 70 veterans was exceeded with 83 gaining employment (119% of the goal) at a cost of \$2,403 per placement. Average wage at placement was \$14.95 per hour, or 111% of the anticipated \$13.50 per hour. All 106 veterans received case management and counseling/vocational guidance: 87 received classroom training, 86 received occupational skills training, and 96 received job search assistance.

Dislocated Workers and Rapid Response

The Indiana Department of Workforce Development’s Strategic Research & Development covers rapid response activities for dislocated workers through its Business Consulting unit. The Business Consultants in this unit also administer Training Acceleration Grants and promote WorkKeys®. The unit assisted Hoosier workers during Program Year 2005 in the following ways:

- ◆ Received and responded to 68 Worker Adjustment and Retraining Notification Act (WARNs) and public announcements of either closure or mass layoff events. Responses involved meeting with employers, unions, and community stakeholders to provide information and help design event-specific transition programs to assist with layoffs. The WARN notices were posted regularly on Indiana Department of Workforce Development’s web site.
- ◆ Served over 10,052 displaced workers. Services included rapid response orientation sessions, workshops, establishment and support of Worker Transition Committees, and establishment and support of on-site pre-layoff centers and services.

Trade Adjustment Assistance, Alternative Trade Adjustment Assistance, and Health Coverage Tax Credit Program

Indiana Department of Workforce Development provided the following Trade Adjustment Assistance activities during 2005:

- ◆ Received notification from the United States Department of Labor's Division of Trade Adjustment Assistance (DTAA) of 37 Indiana Trade Adjustment Assistance certifications covering over 5200 workers.
- ◆ Enrolled over 2,102 trade certified workers into approved training and issued waivers for training for over 1,903 workers.
- ◆ Exited 409 Trade Adjustment Assistance certified workers from training programs. Of those, 285 received a license, certificate, or degree.
- ◆ Served 241 additional workers in the Alternative Trade Adjustment Assistance (ATAA) wage subsidy program for older workers. Eighteen workers received their maximum benefit amount of \$10,000.
- ◆ Determined over 6,406 workers to be eligible for the Health Coverage Tax Credit (HCTC) program and transmitted their eligibility data to the Health Coverage Tax Credit operations center.

Evaluation

Evaluation began the fourth round of data element validation in October 2005 and completed the project in January 2006. Workforce investment boards were notified where corrective actions were warranted and asked to remedy any problems in their data prior to final data submission for Program Year 2005.

As part of the Workforce Investment Act legislatively mandated incentive awards, the Indiana Department of Workforce Development released \$620,000 for successful performance to the workforce investment boards. The funding was a combination of Workforce Investment Act and Wagner-Peyser funds. Of the funding, \$320,000 was awarded for regional cooperation in meeting all three of Indiana Department of Workforce Development's system goals (customer satisfaction, wage gains, and skill gains). The remainder was awarded for exemplary performance by local areas in meeting the mandatory Workforce Investment Act performance measures. The awards were for Program Year 2004 performance on system, Workforce Investment Act, and Wagner-Peyser performance measures.

Cost of Workforce Investment Act Program Activities Relative to Program Outcomes

When reviewing the cost effectiveness of Workforce Investment Act programs, consideration should be given to the participant data that is collected. Many Hoosiers are receiving Workforce Investment Act funded services that are largely self-service. While many of these customers are assisted in gaining employment, participant information and outcomes for these clients are not collected. In the calculations below, all costs are included while only a subset of outcomes is used (i.e., outcomes for those participants for whom data is collected).

| | Program Year 2005 Exiters | Program Year 2005 Exiters with Positive Outcomes | Program Year 2005 Expenditures | Program Year 2005 Cost per Positive Outcome |
|------------------------------|---------------------------------|--------------------------------------------------------------|--------------------------------------|------------------------------------------------------|
| Youth Program | 1,781 | 1,262 | \$12,665,858 | \$10,036 |
| Adult Program | 2,695 | 2,245 | \$10,788,616 | \$ 4,806 |
| Dislocated Worker Program | 2,031 | 1,743 | \$ 9,678,813 | \$ 5,553 |

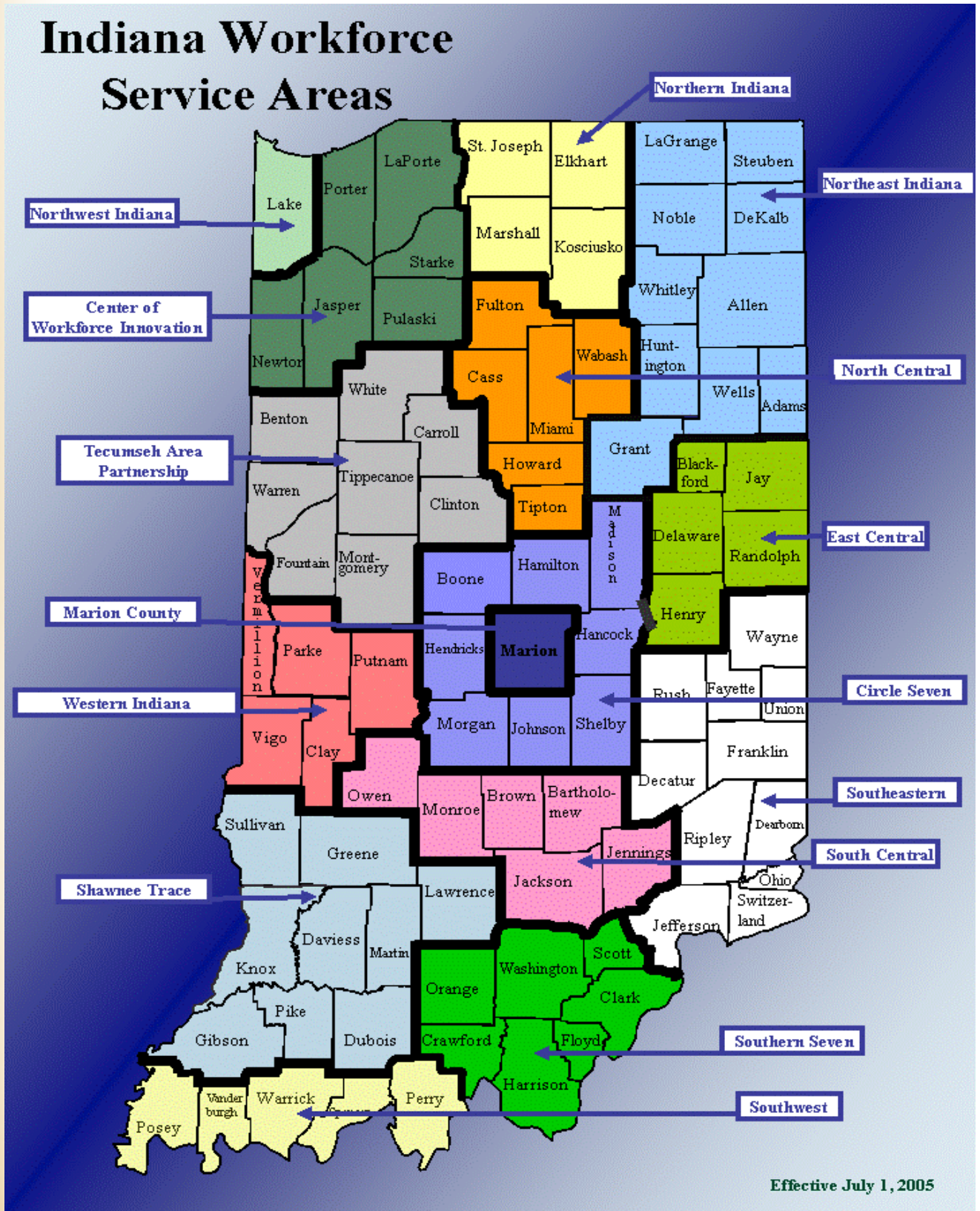
Positive program outcomes for youth were considered employment, skill attainment, or credential attainment. The cost per positive youth outcome was calculated by taking the youth expenditures and dividing them by the number of youth exiting the program with a positive outcome. That cost was \$10,036.

While many adults and dislocated workers gained valuable skills and credentials, the calculation of cost effectiveness is based on employment. The cost of providing adult services was calculated by dividing the number of adult exiters who gained employment by the year's adult expenditures. The cost per entered employment was \$4,806. For dislocated workers, the cost per entered employment was \$5,553.

Performance Results

Indiana's statewide performance for Program Year 2005 reported in the Appendix of this report includes all required cohorts for each measure. Indiana met 14 of the 17 federal performance criteria for Program Year 2005.

Indiana's Workforce Service Areas during Program Year 2005



New Labor Market Information Web Site Launched, “Hoosiers by the Numbers”

A new labor market information web site operated by the Indiana Department of Workforce Development became available to the general public in May 2006. The site can be accessed at www.hoosierdata.in.gov.

The new site, Hoosier by the Numbers, contains labor market data, statistics and trends compiled by the department and the United States Department of Labor in a vastly improved format. The new web site is part of a major upgrade of the content and usability of the labor market information data the department regularly compiles on Indiana’s workforce. It offers improved functionality over the previous web site in that users can more easily sort and rank data, can “grab” data in spreadsheet or text formats, and more easily make geographic comparisons. The data on the web site is used by economic development officials, researchers, policy-makers and other officials in a wide variety of economic development initiatives and community investment decisions.

“Good information and intelligence drives good decision-making,” said Ron Stiver, commissioner of the Department of Workforce Development. “We met with our customers across the state, gathered their insights and are now delivering on their needs in a meaningful fashion. This will be an invaluable tool for economic and workforce development leaders throughout the state.”

The project is part of the state of Indiana’s state data initiative, *Information for Indiana*, and is in response to a report issued last year that found major shortcomings in the state’s compilation of data, its usefulness and usability, and its relationship to effective policymaking.

“The broader scope of data and simpler formatting should prove to be a big help for policy-makers, researchers, members of the news media and others,” said Neil Pickett, senior advisor for policy and projects to Governor Mitch Daniels, and director of *Information for Indiana*, which seeks to improve the state’s collection, analysis and dissemination of data for policy decision making.

Last year the department contracted with the Center for Urban Policy and the Environment and the Indiana Business and Research Center to assess the needs and preferences of regular users of the state’s labor market information.

Labor Market Information *In Context*

Another valuable labor market information tool is the monthly online newsletter, *InContext*, a joint project from the Indiana Department of Workforce Development and the Indiana University Kelley School of Business. *InContext* provides more detailed and technical information on various workforce and economic trends and issues. It can be accessed at <http://www.incontext.indiana.edu/index.html>

Hoosier Hot 50 Jobs

The Indiana Department of Workforce Development wanted to provide a genuinely useful list to assist Hoosiers in exploring careers. The result is the first edition of *Hoosier Hot 50 Jobs*, which was first seen in employment offices and career centers—as well as at the Hoosiers by the Numbers website (www.hoosierdata.in.gov) in April 2006. The listing was also sent to workforce and economic development officials. The list is to be updated every six months.

Three components are included that one might be most interested in while career planning:

- ◆ Fast growth
- ◆ A large number of opportunities
- ◆ Good pay

Also, included are the levels of education and training that are common in these jobs.

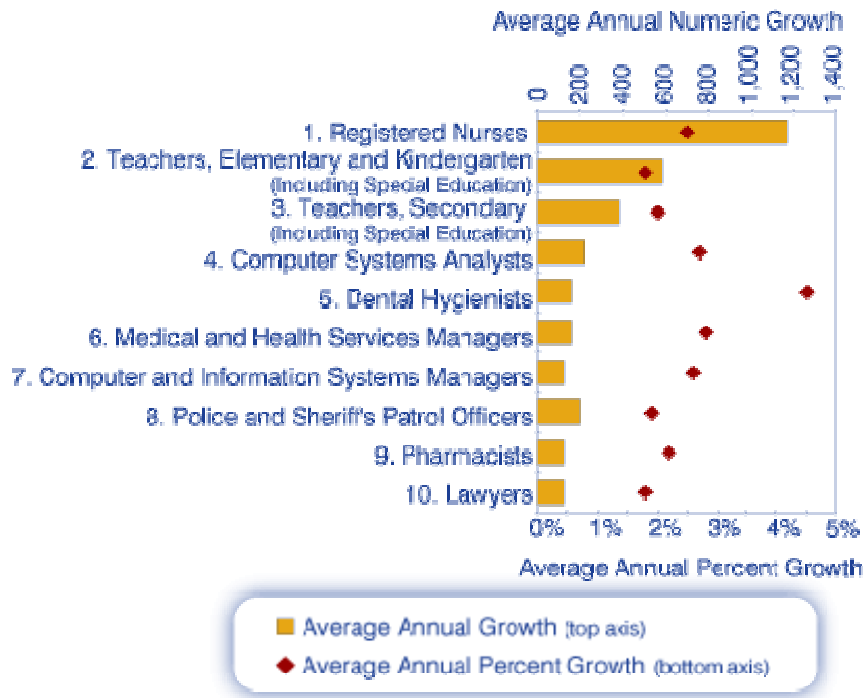
To measure the “hotness” of a job, three key elements were used: projected job growth (the numeric increase), rate of growth (the percentage increase), and high wages. All selected jobs were required to:

- ◆ Be in the top 200 in terms of BOTH total growth and rate of growth in Indiana’s 2002–2012 Occupational Projections
- ◆ Have wages greater than the statewide median for all occupations according to the latest available Occupational Employment Statistics Survey (OES) for Indiana.

Each of these elements was indexed to give 50 percent weight to the job growth factors and 50 percent to the wage factor in determining the hottest of the hot jobs.

Figure 1 on the following page shows the top 10 jobs on the *Hoosier Hot 50 Jobs* list and their projected growth from 2002 to 2012.

Figure 1: Numeric and Percent Growth of Top Ten Hoosier Hot 50 Jobs, 2002 to 2012



Source: Indiana Department of Workforce Development

Can I Get a Hot Job Right Out of High School?

The list demonstrates the importance for Hoosiers continuing their education. Table 1 shows the ten highest paying jobs on the Hoosier Hot 50 Jobs list and the corresponding degrees required to obtain those jobs. Of the 50 jobs on the list, 32 require a minimum of a bachelor's degree. Another 13 require at least some post-secondary education.

Table 1: Highest Paying Jobs on the Hoosier Hot 50 Jobs List and the Degree Required to Obtain Them

| Rank in the Hot 50 | Occupation | Average Annual | | | Degree Required |
|--------------------|-----------------------------------------------------------|----------------|----------------|----------|-------------------------------------------|
| | | Growth | Percent Growth | Wage | |
| 13 | Sales Managers | 100 | 1.9 | \$84,331 | Work Experience plus Bachelor's or Higher |
| 10 | Lawyers | 120 | 1.8 | \$81,128 | First Professional |
| 9 | Pharmacists | 120 | 2.2 | \$78,859 | First Professional |
| 7 | Computer and Information Systems Managers | 120 | 2.6 | \$76,057 | Work Experience plus Bachelor's or Higher |
| 26 | Chemists | 40 | 2.0 | \$73,423 | Bachelor's |
| 16 | Education Administrators, Elementary and Secondary School | 80 | 2.1 | \$73,205 | Work Experience plus Bachelor's or Higher |
| 12 | Computer Software Engineers, Applications | 110 | 2.6 | \$67,696 | Bachelor's |
| 11 | Computer Software Engineers, Systems Software | 100 | 3.2 | \$62,380 | Bachelor's |
| 6 | Medical and Health Services Managers | 160 | 2.8 | \$62,244 | Work Experience plus Bachelor's or Higher |
| 15 | Physician Assistants | 30 | 4.7 | \$61,380 | Bachelor's |

Source: Indiana Department of Workforce Development

Do you want to be a bill collector? That's the only occupation on the list requiring only short-term, on-the-job training—and it is the lowest-paying on the list.

Highlights of the Hot List

Medical fields in general are very hot, containing 21 of the 50 hot jobs (see Table 2).

- ◆ Ten hot jobs are found in the computer, science and engineering fields.
- ◆ Five are in business.
- ◆ Social services/government and education each have four.
- ◆ The other six are in legal and construction/production/repair.

Table 2 - Hot 50 Jobs by Sector

| | Rank | Job Title | Average Annual | | Degree and/or training required | |
|------------------------------------------|-------------------------------|--------------------------------------------------------------------|----------------------------------------------------|----------|--------------------------------------------------|--------------------------------------------------|
| | | | Growth | Wage | | |
| Medical (21) | 1 | Registered Nurses | 1,170 | \$46,242 | Associate degree | |
| | 2 | Dental Hygienists | 160 | \$52,410 | Associate degree | |
| | 3 | Medical and Health Services Managers | 160 | \$62,244 | Work experience plus bachelor's or higher degree | |
| | 4 | Pharmacists | 120 | \$78,859 | First professional degree | |
| | 5 | Physician Assistants | 30 | \$61,380 | Bachelor's degree | |
| | 6 | Respiratory Therapists | 90 | \$40,699 | Associate degree | |
| | 7 | Physical Therapists | 70 | \$60,326 | Master's degree | |
| | 8 | Surgical Technologists | 70 | \$34,546 | Postsecondary vocational training | |
| | 9 | Occupational Therapists | 50 | \$52,255 | Bachelor's degree | |
| | 10 | Chemists | 40 | \$73,423 | Bachelor's degree | |
| | 11 | Radiologic Technologists and Technicians | 90 | \$39,747 | Associate degree | |
| | 12 | Physical Therapist Assistants | 40 | \$38,536 | Associate degree | |
| | 13 | Medical and Clinical Laboratory Technologists | 70 | \$42,233 | Bachelor's degree | |
| | 14 | Speech-Language Pathologists | 50 | \$50,348 | Master's degree | |
| | 15 | Clinical, Counseling, and School Psychologists | 40 | \$53,952 | Master's degree | |
| | 16 | Cardiovascular Technologists and Technicians | 30 | \$33,632 | Associate degree | |
| | 17 | Substance Abuse and Behavioral Disorder Counselors | 40 | \$31,966 | Master's degree | |
| | 18 | Mental Health and Substance Abuse Social Workers | 40 | \$32,053 | Master's degree | |
| | 19 | Medical and Public Health Social Workers | 40 | \$36,836 | Bachelor's degree | |
| | 20 | Medical and Clinical Laboratory Technicians | 60 | \$29,371 | Associate degree | |
| | 21 | Biological Technicians | 40 | \$34,989 | Associate degree | |
| Computer, Science, Engineering (10) | 4 | Computer Systems Analysts | 220 | \$59,296 | Bachelor's degree | |
| | 5 | Computer and Information Systems Managers | 120 | \$76,057 | Work experience plus bachelor's or higher degree | |
| | 6 | Computer Software Engineers, Systems Software | 100 | \$62,380 | Bachelor's degree | |
| | 7 | Computer Software Engineers, Applications | 110 | \$67,696 | Bachelor's degree | |
| | 8 | Network Systems and Data Communications Analysts | 70 | \$54,357 | Bachelor's degree | |
| | 9 | Network and Computer Systems Administrators | 100 | \$50,989 | Bachelor's degree | |
| | 10 | Computer Support Specialists | 140 | \$36,676 | Associate degree | |
| | 11 | Environmental Engineers | 30 | \$55,277 | Bachelor's degree | |
| | 12 | Database Administrators | 50 | \$50,023 | Bachelor's degree | |
| | 13 | Surveying and Mapping Technicians | 30 | \$30,170 | Postsecondary vocational training | |
| | Social Service/Government (4) | 14 | Police and Sheriff's Patrol Officers | 200 | \$37,690 | Long-term OJT |
| | | 15 | Employment, Recruitment, and Placement Specialists | 70 | \$48,217 | Bachelor's degree |
| | | 16 | Child, Family, and School Social Workers | 100 | \$31,040 | Bachelor's degree |
| 17 | | Social and Community Service Managers | 50 | \$40,127 | Bachelor's degree | |
| Education (4) | 2 | Teachers, Elementary and Kindergarten, including Special Ed. | 580 | \$42,845 | Bachelor's degree | |
| | 3 | Teachers, Secondary, including Special Ed. | 380 | \$43,717 | Bachelor's degree | |
| | 4 | Education Administrators, Elementary and Secondary School | 80 | \$73,205 | Work experience plus bachelor's or higher degree | |
| | 5 | Education Administrators, Postsecondary | 40 | \$57,887 | Work experience plus bachelor's or higher degree | |
| | Business (5) | 6 | Sales Managers | 100 | \$84,331 | Work experience plus bachelor's or higher degree |
| 7 | | Bill and Account Collectors | 130 | \$28,040 | Short-term OJT | |
| 8 | | Personal Financial Advisors | 50 | \$55,108 | Bachelor's degree | |
| 9 | | Public Relations Specialists | 70 | \$37,964 | Bachelor's degree | |
| 10 | | Training and Development Specialists | 70 | \$41,758 | Bachelor's degree | |
| Legal/Construction/Production/Repair (6) | 11 | Lawyers | 120 | \$81,128 | First professional degree | |
| | 12 | Paralegals and Legal Assistants | 80 | \$36,050 | Associate degree | |
| | 13 | Heating, Air Conditioning, and Refrigeration Mechanics and Install | 100 | \$37,699 | Long-term OJT and/or Apprenticeship | |
| | 14 | Legal Secretaries | 100 | \$28,742 | Postsecondary vocational training | |
| | 15 | Cement Masons and Concrete Finishers | 90 | \$34,086 | Long-term OJT and/or Apprenticeship | |
| | 16 | Chemical Equipment Operators and Tenders | 60 | \$30,798 | Moderate-term OJT | |

Source: Indiana Department of Workforce Development

Unemployment Insurance Modernization

In July 2005, the Indiana Department of Workforce Development announced the selection of Haverstick Consulting, Inc. as the prime vendor for the agency's Unemployment Insurance Modernization Project. The Unemployment Insurance Modernization Project is a multi-year initiative to overhaul Indiana's unemployment insurance system, a system which is currently running on a seventeen-year-old framework. Haverstick is an Indiana-based company headquartered in Carmel. Official project kickoff for this joint venture took place in September 2005.

In order to provide the level of service expected by employers and claimants in the 21st century, the Indiana Department of Workforce Development has undertaken the modernization of the unemployment insurance system. The current system will be fully replaced in 2008. The Department did not want to wait to provide improvements in customer service, as well as improved tools for staff, so certain functions were selected for early development. These functions for early development are called "Quick Wins" for employers, claimants and staff.

"Quick Wins" are initiatives under which the Indiana Department of Workforce Development will develop and implement critical self-service functions on a more aggressive timeline than the April 2008 full implementation. Through selected Quick Win functions, Indiana Department of Workforce Development customers will have round-the-clock access via the Internet for self-service. The self-service functions will be designed with easy to use wizards for collecting information from claimants and employers and simplified navigation to ensure that customers have immediate access to the information they need. Quick Wins will provide Indiana Department of Workforce Development staff with improved tools and an opportunity to learn how to use the new technologies of Unemployment Insurance Modernization in phases. Components to be implemented under Quick Wins include: Customer Self Service; Employer Self Service; Data Capture, Imaging, and Workflow; and Mass Layoff.

Appendix - State of Indiana – Program Year 2005

Table A: Workforce Investment Act Customer Satisfaction Results

| Customer Satisfaction | Negotiated Performance Level | Actual Performance Level – American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|-----------------------|------------------------------|-----------------------------------------------------------------|-----------------------------|---------------------------------------------|--------------------------------------------|---------------|
| Participants | 73.00 | 80.60 | 459 | 6,604 | 644 | 71.30 |
| Employers | 70.00 | 72.50 | 584 | 8,333 | 653 | 82.70 |

Table B: Adult Program Results At-a-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------|------------------------------|--------------------------|-------------|
| Entered Employment Rate | 81.0 | 86.6 | 1,800 |
| | | | 2,079 |
| Employment Retention Rate | 82.0 | 83.9 | 2,170 |
| | | | 2,585 |
| Earnings Change in Six Months | \$3,360 | \$3,620 | \$8,775,230 |
| | | | 2,424 |
| Employment and Credential Rate | 64.0 | 75.4 | 1,057 |
| | | | 1,401 |

Table C: Outcomes for Adult Special Populations

| Reported Information | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals with Disabilities | | Older Individuals | |
|--------------------------------|-----------------------------------------------------------------------|------------------|------------|------------------|-------------------------------|------------------|-------------------|------------------|
| | Entered Employment Rate | 87.2 | 206 249 | 86.3 | 126 146 | 84.8 | 139 164 | 87.0 |
| Employment Retention Rate | 76.2 | 176 231 | 81.1 | 167 206 | 80.3 | 122 152 | 87.4 | 104 119 |
| Six Months Earnings Increase | \$4,162 | \$915,695 220 | \$3,679 | \$699,047 190 | \$3,331 | \$473,009 142 | \$2,926 | \$321,879 110 |
| Employment and Credential Rate | 71.1 | 138 194 | 72.6 | 45 62 | 69.6 | 48 69 | 89.5 | 34 38 |

Table D: Other Outcome Information for the Adult Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Received Only Core and Intensive Services | |
|-------------------------------|--------------------------------------------|----------------------|-----------------------------------------------------------|----------------------|
| | Entered Employment Rate | 87.5 | 880 1,006 | 85.7 |
| Employment Retention Rate | 85.2 | 1,229 1,443 | 82.4 | 941 1,142 |
| Earnings Change in Six Months | \$4,431 | \$5,923,758 1,337 | \$2,623 | \$2,851,472 1,087 |

Table E: Dislocated Worker Program At-a-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------|------------------------------|--------------------------|--------------|
| Entered Employment Rate | 86.0 | 90.1 | 1,735 |
| | | | 1,926 |
| Employment Retention Rate | 90.0 | 87.8 | 2,110 |
| | | | 2,402 |
| Six Months Earnings Increase | \$-2,420.0 | \$-2,399.4 | \$-5,482,510 |
| | | | 2,285 |
| Employment and Credential Rate | 61.0 | 71.5 | 723 |
| | | | 1,011 |

Table F: Outcomes for Dislocated Worker Special Populations

| Reported Information | Veterans | | Individuals with Disabilities | | Older Individuals | | Displaced Homemakers | |
|--------------------------------|-------------------------|---------------------|-------------------------------|------------------|-------------------|---------------------|----------------------|-----------------|
| | Entered Employment Rate | 85.4 | 170 199 | 88.3 | 91 103 | 85.2 | 201 236 | 80.0 |
| Employment Retention Rate | 83.4 | 251 301 | 83.6 | 61 73 | 83.8 | 222 265 | 88.9 | 32 36 |
| Earnings Replacement Rate | \$-8,517.8 | \$-2,402,027 282 | \$-4205.2 | \$-294,364 70 | \$-5568.8 | \$-1,347,658 242 | \$6,186.2 | \$210,330 34 |
| Employment and Credential Rate | 61.2 | 74 121 | 80.6 | 29 36 | 74.1 | 40 54 | 81.3 | 26 32 |

Table G: Other Outcome Information for the Dislocated Worker Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Received Only Core and Intensive Services | |
|------------------------------|--------------------------------------------|--------------|-----------------------------------------------------------|--------------|
| Entered Employment Rate | 90.6 | 836 | 89.6 | 899 |
| | | 923 | | 1,003 |
| Employment Retention Rate | 87.4 | 1,072 | 88.3 | 1,038 |
| | | 1,227 | | 1,175 |
| Six Months Earnings Increase | \$ -3,018.5 | \$-3,474,295 | \$-1,770.9 | \$-2,008,215 |
| | | 1,151 | | 1,134 |

Table H 1: Youth (14-21) Program Results

| | Negotiated Performance Level | Actual Performance Level | |
|------------------------------------------|------------------------------|--------------------------|------|
| Placement In Employment / Education Rate | 0.0 | 51.4 | 996 |
| | | | 1937 |
| Attain Degree/Credential Rate | 0.0 | 28.2 | 379 |
| | | | 1345 |
| Literacy / Numeracy Gains | 0 | --- | --- |
| | | | --- |

Table H 2: Older Youth (19-21) Results

| | Negotiated Performance Level | Actual Performance Level | |
|-------------------------------|------------------------------|--------------------------|--------------|
| Entered Employment Rate | 72.0 | 80.0 | 447 |
| | | | 559 |
| Employment Retention Rate | 82.0 | 80.8 | 493 |
| | | | 610 |
| Earnings Change in Six Months | \$ 3,000.0 | \$ 3,027.6 | \$ 1,737,836 |
| | | | 574 |
| Credential Rate | 46.0 | 59.2 | 438 |
| | | | 740 |



Table I: Outcomes for Older Youth Special Populations

| Reported Information | Public Assistance Recipients | | Veterans | | Individuals with Disabilities | | Out-of-School Youth | |
|-------------------------------|------------------------------|------------------|------------|----------|-------------------------------|-----------------|---------------------|--------------------|
| | Entered Employment Rate | 78.9 | 120 152 | 100.0 | 1 1 | 74.6 | 44 59 | 80.3 |
| Employment Retention Rate | 76.4 | 120 157 | 100.0 | 1 1 | 83.0 | 44 53 | 80.8 | 450 557 |
| Earnings Change in Six Months | \$2,402.8 | \$365,229 152 | \$0.0 | \$0 0 | \$3,172.8 | \$142,776 45 | \$2,885.0 | \$1,508,835 523 |
| Credential Rate | 64.5 | 120 186 | 100.0 | 1 1 | 54.8 | 40 73 | 58.8 | 396 673 |

Table J: Younger Youth Results At-a-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|---------------------------------------|------------------------------|--------------------------|------------|
| | | Skill Attainment Rate | 86.0 |
| Diploma or Equivalent Attainment Rate | 60.0 | 64.8 | 332 512 |
| Retention Rate | 61.0 | 62.9 | 440 699 |

Table K: Outcomes for Younger Special Populations

| Reported Information | Public Assistance Recipients | | Individuals with Disabilities | | Out-of-School Youth | |
|---------------------------------------|------------------------------|-----|-------------------------------|-----|---------------------|-----|
| Skill Attainment Rate | 87.2 | 448 | 82.2 | 639 | 78.0 | 415 |
| | | 514 | | 777 | | 532 |
| Diploma or Equivalent Attainment Rate | 62.9 | 39 | 65.7 | 69 | 49.3 | 74 |
| | | 62 | | 105 | | 150 |
| Retention Rate | 67.3 | 70 | 61.4 | 94 | 66.8 | 175 |
| | | 104 | | 153 | | 262 |

Table L: Other Reported Information

| Report Information | 12 Month Employment Retention Rate | | 12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers) | | Placements for Participants in Nontraditional Employment | | Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment | | Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services | |
|--------------------|------------------------------------|-------|---------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------|-------|------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------|------|
| | Adults | 82.7 | 2,154 | \$3,432 | \$8,401,555 | 8.3 | 150 | \$4,240 | \$7,275,014 | 72.7 |
| 2,606 | | | 2,448 | | 1,800 | | 1,716 | | 880 | |
| Dislocated Workers | 85.4 | 2,207 | 82.7 | \$33,300,253 | 13.2 | 229 | \$6,305 | \$10,397,452 | 61.4 | 513 |
| | | 2,583 | | \$40,258,455 | | 1,735 | | 1,649 | | 836 |
| Older Youth | 76.3 | 428 | \$2,997 | \$1,606,314 | 5.4 | 24 | \$2,758 | \$1,166,435 | 0.0 | 0 |
| | | 561 | | 536 | | 447 | | 423 | | 0 |



Table M: Participation Levels

| Reported Information | Total Participants Served | Total Exiters |
|---------------------------------|---------------------------|---------------|
| Total Adult Customers | 8,473 | 4,803 |
| Total Adult (Self-Service Only) | 1 | 0 |
| WIA Adult | 4,898 | 2,898 |
| WIA Dislocate Workers | 3,962 | 2,136 |
| Total Youth (14-21) | 3,722 | 2,135 |
| Younger Youth (14-18) | 2,202 | 1,346 |
| Older Youth (19-21) | 1,520 | 789 |
| Out-of-school Youth | 1,812 | 973 |
| In-School-Youth | 1,909 | 1,162 |

Table N: Cost of Program Activities

| Program Activity | | | Total Federal Spending |
|--------------------------------------------|------------------------------|----------|------------------------|
| Local Adults | | | \$10,788,616 |
| Local Dislocated Workers | | | \$9,678,813 |
| Local Youth | | | \$12,665,858 |
| Rapid Response | | | \$2,751,999 |
| Statewide Required Activities | | | \$722,071 |
| Statewide Allowable Activities | Program Activity Description | One-Stop | \$2,641,545 |
| Total of All Federal Spending Listed Above | | | \$39,248,902 |

Table O:

Summary of Each Local Workforce Investment Board's Performance

The Center of Workforce Innovations—Program Year 2005

| | | | |
|-------------------------------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>THE CENTER OF WORKFORCE INNOVATIONS</u> | Total Participants Served | Adults | 469 |
| | | Dislocated Workers | 215 |
| | | Older Youth | 103 |
| | | Younger Youth | 141 |
| ETA Assigned Number 18010 | Total Exiters | Adults | 224 |
| | | Dislocated Workers | 96 |
| | | Older Youth | 71 |
| | | Younger Youth | 27 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 78.7 |
| | Employers | 70 | 69.7 |
| Entered Employment Rate | Adults | 81 | 92.1 |
| | Dislocated Workers | 86 | 88.2 |
| | Older Youth | 72 | 97.3 |
| Retention Rate | Adults | 82 | 79.6 |
| | Dislocated Workers | 90 | 90.0 |
| | Older Youth | 82 | 82.9 |
| | Younger Youth | 61 | 60.7 |
| Six Months Earnings Increase | Adults | \$3,360 | \$1,972 |
| | Dislocated Workers | -\$2,420 | \$1,138 |
| | Older Youth | \$3,000 | \$2,071 |
| Credential/Diploma Rate | Adults | 64 | 78.3 |
| | Dislocated Workers | 61 | 70.0 |
| | Older Youth | 46 | 73.5 |
| | Younger Youth | 60 | 73.7 |
| Skill Attainment Rate | Younger Youth | 86 | 95.8 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 84.7 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 95.8 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

Central Eight—Program Year 2005

| | | | |
|------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>CENTRAL EIGHT</u> | Total Participants Served | Adults | 357 |
| | | Dislocated Workers | 481 |
| | | Older Youth | 86 |
| | | Younger Youth | 149 |
| ETA Assigned Number 18060 | Total Exiters | Adults | 175 |
| | | Dislocated Workers | 285 |
| | | Older Youth | 27 |
| | | Younger Youth | 103 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 77.1 |
| | Employers | 70 | 69.7 |
| Entered Employment Rate | Adults | 81 | 91.0 |
| | Dislocated Workers | 86 | 88.0 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 86.3 |
| | Dislocated Workers | 90 | 90.5 |
| | Older Youth | 82 | 84.2 |
| | Younger Youth | 61 | 56.9 |
| Six Months Earnings Increase | Adults | \$3,360 | \$5,237 |
| | Dislocated Workers | -\$2,420 | -\$1,512 |
| | Older Youth | \$3,000 | \$6,307 |
| Credential/Diploma Rate | Adults | 64 | 81.4 |
| | Dislocated Workers | 61 | 71.9 |
| | Older Youth | 46 | 66.7 |
| | Younger Youth | 60 | 72.5 |
| Skill Attainment Rate | Younger Youth | 86 | 79.3 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 52.9 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 40.7 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

East Central—Program Year 2005

| | | | |
|------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>EAST CENTRAL</u> | Total Participants Served | Adults | 274 |
| | | Dislocated Workers | 148 |
| | | Older Youth | 98 |
| | | Younger Youth | 192 |
| ETA Assigned Number 18045 | Total Exiters | Adults | 171 |
| | | Dislocated Workers | 80 |
| | | Older Youth | 49 |
| | | Younger Youth | 82 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 87.6 |
| | Employers | 70 | 75.2 |
| Entered Employment Rate | Adults | 81 | 88.1 |
| | Dislocated Workers | 86 | 83.5 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 80.9 |
| | Dislocated Workers | 90 | 88.5 |
| | Older Youth | 82 | 74.1 |
| | Younger Youth | 61 | 70.1 |
| Six Months Earnings Increase | Adults | \$3,360 | \$4830 |
| | Dislocated Workers | \$-2,420 | \$172 |
| | Older Youth | \$3000 | \$3101 |
| Credential/Diploma Rate | Adults | 64 | 76.0 |
| | Dislocated Workers | 61 | 80.9 |
| | Older Youth | 46 | 58.8 |
| | Younger Youth | 60 | 72.2 |
| Skill Attainment Rate | Younger Youth | 86 | 96.1 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 57.0 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 56.7 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

Marion County— Program Year 2005

| | | | |
|------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>INDIANAPOLIS</u> | Total Participants Served | Adults | 727 |
| | | Dislocated Workers | 200 |
| | | Older Youth | 380 |
| | | Younger Youth | 339 |
| ETA Assigned Number 18055 | Total Exiters | Adults | 316 |
| | | Dislocated Workers | 111 |
| | | Older Youth | 219 |
| | | Younger Youth | 208 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 73.2 |
| | Employers | 70 | 67.0 |
| Entered Employment Rate | Adults | 81 | 82.1 |
| | Dislocated Workers | 86 | 86.2 |
| | Older Youth | 72 | 98.6 |
| Retention Rate | Adults | 82 | 84.3 |
| | Dislocated Workers | 90 | 88.8 |
| | Older Youth | 82 | 84.5 |
| | Younger Youth | 61 | 59.2 |
| Six Months Earnings Increase | Adults | \$3,360 | \$ 1,986 |
| | Dislocated Workers | \$-2,420 | \$-7,544 |
| | Older Youth | \$ 3,000 | \$ 2,652 |
| Credential/Diploma Rate | Adults | 64 | 65.0 |
| | Dislocated Workers | 61 | 56.0 |
| | Older Youth | 46 | 67.2 |
| | Younger Youth | 60 | 63.1 |
| Skill Attainment Rate | Younger Youth | 86 | 93.4 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 52.4 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 21.4 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

North Central—Program Year 2005

| | | | |
|------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>NORTH CENTRAL</u> | Total Participants Served | Adults | 231 |
| | | Dislocated Workers | 141 |
| | | Older Youth | 70 |
| | | Younger Youth | 115 |
| ETA Assigned Number 18035 | Total Exiters | Adults | 144 |
| | | Dislocated Workers | 71 |
| | | Older Youth | 46 |
| | | Younger Youth | 83 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 69.1 |
| | Employers | 70 | 72.1 |
| Entered Employment Rate | Adults | 81 | 77.8 |
| | Dislocated Workers | 86 | 84.4 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 86.3 |
| | Dislocated Workers | 90 | 92.9 |
| | Older Youth | 82 | 73.1 |
| | Younger Youth | 61 | 44.2 |
| Six Months Earnings Increase | Adults | \$ 3,360 | \$ 2,795 |
| | Dislocated Workers | \$ -2,420 | \$ -494 |
| | Older Youth | \$ 3,000 | \$4,183 |
| Credential/Diploma Rate | Adults | 64 | 46.3 |
| | Dislocated Workers | 61 | 47.6 |
| | Older Youth | 46 | 17.2 |
| | Younger Youth | 60 | 64.7 |
| Skill Attainment Rate | Younger Youth | 86 | 87.1 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 50.4 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 64.6 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

Table O: Summary of Local Performance (continued)

Northeast Indiana—Program Year 2005

| | | | |
|---------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>NORTHEAST INDIANA</u> | Total Participants Served | Adults | 782 |
| | | Dislocated Workers | 767 |
| | | Older Youth | 195 |
| | | Younger Youth | 308 |
| ETA Assigned Number 18095 | Total Exiters | Adults | 543 |
| | | Dislocated Workers | 475 |
| | | Older Youth | 76 |
| | | Younger Youth | 289 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 83.7 |
| | Employers | 70 | 70.6 |
| Entered Employment Rate | Adults | 81 | 88.9 |
| | Dislocated Workers | 86 | 91.7 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 86.9 |
| | Dislocated Workers | 90 | 86.2 |
| | Older Youth | 82 | 84.5 |
| | Younger Youth | 61 | 64.6 |
| Six Months Earnings Increase | Adults | \$3,360 | \$4,921 |
| | Dislocated Workers | -\$2,420 | -\$524 |
| | Older Youth | \$3,000 | \$2,818 |
| Credential/Diploma Rate | Adults | 64 | 79.8 |
| | Dislocated Workers | 61 | 77.6 |
| | Older Youth | 46 | 65.0 |
| | Younger Youth | 60 | 50.7 |
| Skill Attainment Rate | Younger Youth | 86 | 88.0 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 44.7 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 11.6 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

Table O: Summary of Local Performance (continued)

Northern Indiana Partnership—Program Year 2005

| | | | |
|------------------------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>NORTHERN INDIANA PARTNERSHIP</u> | Total Participants Served | Adults | 302 |
| | | Dislocated Workers | 389 |
| | | Older Youth | 186 |
| | | Younger Youth | 116 |
| ETA Assigned Number 18090 | Total Exiters | Adults | 200 |
| | | Dislocated Workers | 203 |
| | | Older Youth | 84 |
| | | Younger Youth | 119 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 71.0 |
| | Employers | 70 | 69.1 |
| Entered Employment Rate | Adults | 81 | 83.3 |
| | Dislocated Workers | 86 | 91.2 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 75.3 |
| | Dislocated Workers | 90 | 89.5 |
| | Older Youth | 82 | 76.1 |
| | Younger Youth | 61 | 58.0 |
| Six Months Earnings Increase | Adults | \$3,360 | \$3,970 |
| | Dislocated Workers | \$-2,420 | \$-683 |
| | Older Youth | \$3,000 | \$2,136 |
| Credential/Diploma Rate | Adults | 64 | 70.0 |
| | Dislocated Workers | 61 | 66.0 |
| | Older Youth | 46 | 64.3 |
| | Younger Youth | 60 | 58.3 |
| Skill Attainment Rate | Younger Youth | 86 | 83.9 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 55.9 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 20.6 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

Northwest Indiana—Program Year 2005

| | | | |
|---------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>NORTHWEST INDIANA</u> | Total Participants Served | Adults | 349 |
| | | Dislocated Workers | 67 |
| | | Older Youth | 57 |
| | | Younger Youth | 372 |
| ETA Assigned Number 18005 | Total Exiters | Adults | 184 |
| | | Dislocated Workers | 35 |
| | | Older Youth | 7 |
| | | Younger Youth | 99 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 78.1 |
| | Employers | 70 | 66.3 |
| Entered Employment Rate | Adults | 81 | 89.2 |
| | Dislocated Workers | 86 | 93.5 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 85.9 |
| | Dislocated Workers | 90 | 78.7 |
| | Older Youth | 82 | 87.1 |
| | Younger Youth | 61 | 45.5 |
| Six Months Earnings Increase | Adults | \$3,360 | \$ 4,482 |
| | Dislocated Workers | \$-2,420 | \$ 1,972 |
| | Older Youth | \$3,000 | \$ 4,878 |
| Credential/Diploma Rate | Adults | 64 | 82.4 |
| | Dislocated Workers | 61 | 81.6 |
| | Older Youth | 46 | 50.0 |
| | Younger Youth | 60 | 85.7 |
| Skill Attainment Rate | Younger Youth | 86 | 95.9 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 17.4 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 4.0 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

Shawnee Trace—Program Year 2005

| | | | |
|------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>SHAWNEE TRACE</u> | Total Participants Served | Adults | 283 |
| | | Dislocated Workers | 118 |
| | | Older Youth | 70 |
| | | Younger Youth | 71 |
| ETA Assigned Number 18075 | Total Exiters | Adults | 160 |
| | | Dislocated Workers | 42 |
| | | Older Youth | 36 |
| | | Younger Youth | 48 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 89.7 |
| | Employers | 70 | 78.0 |
| Entered Employment Rate | Adults | 81 | 78.9 |
| | Dislocated Workers | 86 | 91.2 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 77.3 |
| | Dislocated Workers | 90 | 86.5 |
| | Older Youth | 82 | 72.7 |
| | Younger Youth | 61 | 80.0 |
| Six Months Earnings Increase | Adults | \$3,360 | \$3,461 |
| | Dislocated Workers | \$-2,420 | \$1,144 |
| | Older Youth | \$3,000 | \$4,743 |
| Credential/Diploma Rate | Adults | 64 | 62.3 |
| | Dislocated Workers | 61 | 64.5 |
| | Older Youth | 46 | 56.8 |
| | Younger Youth | 60 | 57.9 |
| Skill Attainment Rate | Younger Youth | 86 | 58.9 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 55.6 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 44.7 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

Table O: Summary of Local Performance (continued)

South Central—Program Year 2005

| | | | |
|---------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>SOUTH CENTRAL</u> | Total Participants Served | Adults | 147 |
| | | Dislocated Workers | 86 |
| | | Older Youth | 40 |
| | | Younger Youth | 32 |
| ETA Assigned Number 18070 | Total Exiters | Adults | 82 |
| | | Dislocated Workers | 44 |
| | | Older Youth | 16 |
| | | Younger Youth | 33 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 84.0 |
| | Employers | 70 | 70.1 |
| Entered Employment Rate | Adults | 81 | 82.0 |
| | Dislocated Workers | 86 | 92.0 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 71.6 |
| | Dislocated Workers | 90 | 90.9 |
| | Older Youth | 82 | 66.7 |
| | Younger Youth | 61 | 78.6 |
| Six Months Earnings Increase | Adults | \$3,360 | \$4,856 |
| | Dislocated Workers | -\$2,420 | \$2,808 |
| | Older Youth | \$3,000 | \$3,561 |
| Credential/Diploma Rate | Adults | 64 | 72.7 |
| | Dislocated Workers | 61 | 91.7 |
| | Older Youth | 46 | 50.0 |
| | Younger Youth | 60 | 66.7 |
| Skill Attainment Rate | Younger Youth | 86 | 80.4 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 39.5 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 31.0 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

Table O: Summary of Local Performance (continued)

Southeastern—Program Year 2005

| | | | |
|------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>SOUTHEASTERN</u> | Total Participants Served | Adults | 316 |
| | | Dislocated Workers | 285 |
| | | Older Youth | 108 |
| | | Younger Youth | 59 |
| ETA Assigned Number 18065 | Total Exiters | Adults | 263 |
| | | Dislocated Workers | 155 |
| | | Older Youth | 58 |
| | | Younger Youth | 46 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 85.1 |
| | Employers | 70 | 71.2 |
| Entered Employment Rate | Adults | 0 | 87.2 |
| | Dislocated Workers | 86 | 87.9 |
| | Older Youth | 72 | 94.6 |
| Retention Rate | Adults | 82 | 86.8 |
| | Dislocated Workers | 90 | 89.3 |
| | Older Youth | 82 | 81.1 |
| | Younger Youth | 61 | 75.0 |
| Six Months Earnings Increase | Adults | \$3,360 | \$2,575 |
| | Dislocated Workers | -\$2,420 | -\$1,885 |
| | Older Youth | \$3,000 | \$3,465 |
| Credential/Diploma Rate | Adults | 64 | 77.6 |
| | Dislocated Workers | 61 | 73.3 |
| | Older Youth | 46 | 56.6 |
| | Younger Youth | 60 | 67.7 |
| Skill Attainment Rate | Younger Youth | 86 | 81.8 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 65.6 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 37.3 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

Table O: Summary of Local Performance (continued)

Southern Seven—Program Year 2005

| | | | |
|---------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>SOUTHERN SEVEN</u> | Total Participants Served | Adults | 89 |
| | | Dislocated Workers | 70 |
| | | Older Youth | 39 |
| | | Younger Youth | 24 |
| ETA Assigned Number 18080 | Total Exiters | Adults | 104 |
| | | Dislocated Workers | 43 |
| | | Older Youth | 52 |
| | | Younger Youth | 25 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 72.1 |
| | Employers | 70 | 73.2 |
| Entered Employment Rate | Adults | 81 | 90.5 |
| | Dislocated Workers | 86 | 88.9 |
| | Older Youth | 72 | 97.5 |
| Retention Rate | Adults | 82 | 82.5 |
| | Dislocated Workers | 90 | 97.1 |
| | Older Youth | 82 | 74.4 |
| | Younger Youth | 61 | 69.0 |
| Six Months Earnings Increase | Adults | \$3,360 | \$1,831 |
| | Dislocated Workers | -\$2,420 | \$1,097 |
| | Older Youth | \$3,000 | \$1,662 |
| Credential/Diploma Rate | Adults | 64 | 85.9 |
| | Dislocated Workers | 61 | 86.7 |
| | Older Youth | 46 | 44.7 |
| | Younger Youth | 60 | 50.0 |
| Skill Attainment Rate | Younger Youth | 86 | 58.2 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 67.5 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 50.0 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

Southwest Indiana—Program Year 2005

| | | | |
|---------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>SOUTHWEST INDIANA</u> | Total Participants Served | Adults | 268 |
| | | Dislocated Workers | 174 |
| | | Older Youth | 38 |
| | | Younger Youth | 160 |
| ETA Assigned Number 18085 | Total Exiters | Adults | 197 |
| | | Dislocated Workers | 126 |
| | | Older Youth | 19 |
| | | Younger Youth | 99 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 74.5 |
| | Employers | 70 | 76.3 |
| Entered Employment Rate | Adults | 81 | 88.6 |
| | Dislocated Workers | 86 | 93.5 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 85.0 |
| | Dislocated Workers | 90 | 88.9 |
| | Older Youth | 82 | 81.3 |
| | Younger Youth | 61 | 64.3 |
| Six Months Earnings Increase | Adults | \$3,360 | \$836 |
| | Dislocated Workers | -\$2,420 | -\$1,547 |
| | Older Youth | \$3,000 | \$2,134 |
| Credential/Diploma Rate | Adults | 64 | 72.4 |
| | Dislocated Workers | 61 | 77.8 |
| | Older Youth | 46 | 50.0 |
| | Younger Youth | 60 | 63.3 |
| Skill Attainment Rate | Younger Youth | 86 | 69.0 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 59.8 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 35.8 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

Table O: Summary of Local Performance (continued)

Tecumseh Area Partnership—Program Year 2005

| | | | |
|-----------------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>TECUMSEH AREA PARTNERSHIP</u> | Total Participants Served | Adults | 191 |
| | | Dislocated Workers | 167 |
| | | Older Youth | 42 |
| | | Younger Youth | 19 |
| ETA Assigned Number 18030 | Total Exiters | Adults | 98 |
| | | Dislocated Workers | 84 |
| | | Older Youth | 27 |
| | | Younger Youth | 15 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 84.4 |
| | Employers | 70 | 68.3 |
| Entered Employment Rate | Adults | 81 | 90.5 |
| | Dislocated Workers | 86 | 97.5 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 90.5 |
| | Dislocated Workers | 90 | 96.5 |
| | Older Youth | 82 | 81.8 |
| | Younger Youth | 61 | 100.0 |
| Six Months Earnings Increase | Adults | \$3,360 | \$3,476 |
| | Dislocated Workers | \$-2,420 | \$2,102 |
| | Older Youth | \$3,000 | \$5,211 |
| Credential/Diploma Rate | Adults | 64 | 66.1 |
| | Dislocated Workers | 61 | 73.8 |
| | Older Youth | 46 | 79.4 |
| | Younger Youth | 60 | 66.7 |
| Skill Attainment Rate | Younger Youth | 86 | 81.8 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 90.7 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 66.7 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |



Table O: Summary of Local Performance (continued)

Western Indiana—Program Year 2005

| | | | |
|---------------------------------------------|---------------------------|------------------------------|--------------------------|
| Local Area Name <u>WESTERN INDIANA</u> | Total Participants Served | Adults | 113 |
| | | Dislocated Workers | 251 |
| | | Older Youth | 8 |
| | | Younger Youth | 105 |
| ETA Assigned Number 18050 | Total Exiters | Adults | 37 |
| | | Dislocated Workers | 94 |
| | | Older Youth | 2 |
| | | Younger Youth | 70 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 73 | 81.2 |
| | Employers | 70 | 73.9 |
| Entered Employment Rate | Adults | 81 | 86.2 |
| | Dislocated Workers | 86 | 95.8 |
| | Older Youth | 72 | 100.0 |
| Retention Rate | Adults | 82 | 82.8 |
| | Dislocated Workers | 90 | 75.9 |
| | Older Youth | 82 | 62.5 |
| | Younger Youth | 61 | 87.5 |
| Six Months Earnings Increase | Adults | \$3,360 | \$6,290 |
| | Dislocated Workers | -\$2,420 | \$229 |
| | Older Youth | \$3,000 | \$1,956 |
| Credential/Diploma Rate | Adults | 64 | 88.0 |
| | Dislocated Workers | 61 | 82.1 |
| | Older Youth | 46 | 66.7 |
| | Younger Youth | 60 | 100.0 |
| Skill Attainment Rate | Younger Youth | 86 | 77.5 |
| Placement In Employment / Education Rate | Youth (14-21) | 0 | 30.9 |
| Attain Degree /Credential Rate | Youth (14-21) | 0 | 22.7 |
| Literacy / Numeracy Gains | Youth (14-21) | 0 | --- |

