



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

FORMAL COMMUNICATION

TO: Indiana's Workforce Investment System
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**Job Opportunities and Business Services Program and
National Career Readiness Certificate Program**

Purpose

To actively address skill gaps in applied workplace skills, the Indiana Department of Workforce Development (DWD) offers the Job Opportunities and Business Services (JOBS) program and has adopted the National Career Readiness Certificate (NCRC) program. Together, these programs facilitate more precise and effective job recruitment and provide job seekers with a means to assess and document their workplace skills. Recent changes have been made to the JOBS program in an effort to increase employer participation. For those employers who do not qualify for a WorkKeys profile, the NCRC provides them with a viable alternative to verify that job applicants have specific workplace skills.

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The Job Opportunities and Business Services (JOBS) Program

Legislated in 2003, the JOBS program funds a statewide effort to assist Hoosier employers in recruiting skilled workers for their high-wage, high-skill occupations. JOBS uses a three-pronged approach to meet the specific skill needs of employers:

- ◆ **Job Profiling** – An authorized profiler identifies the WorkKeys skills and skill levels needed to successfully perform in the open position. Skill sets are categorized into three areas:
 - 1) **Communication** - Business Writing, Listening, Reading for Information, Writing
 - 2) **Problem Solving** - Applied Mathematics, Applied Technology, Locating Information, Observation
 - 3) **Interpersonal Skills** - Teamwork
- ◆ **Assessment** – WorkOne Center staff administer the appropriate WorkKeys assessments to measure the skills identified in the job profile. Only qualified candidates are referred to employer.
- ◆ **Education and Training** – Job-readiness training for WorkOne clients to close identified skill gaps.

To apply, employers submit a one-page application to their business consultant, which is then forwarded to the Indiana Department of Workforce Development (DWD) for final evaluation.

Please note: the guidelines for an employer to qualify for a job profile have changed. The employer must have a minimum requirement of five openings per position to qualify. The initial minimum pay for each position remains at ten dollars (\$10.00) per hour.

National Career Readiness Certificate (NCRC) Program

The National Career Readiness Certificate (NCRC) program is an excellent tool for job-ready clients seeking to document their specialized skill sets to employers. The NCRC is designed to complement other traditional educational credentials, such as a high school diploma, community college degree, or certificate of technical proficiency. While these educational credentials mark the fulfillment of an individual's classroom learning experiences, the NCRC confirms competence in a specific set of workplace skills. The NCRC is based on three skills proven to be associated with a well-qualified workforce:

- 1) Reading for Information – comprehending work-related reading materials, from memos and bulletins to policy manuals and governmental regulations.
- 2) Applied Mathematics – applying mathematical reasoning to work-related problems.
- 3) Locating Information – using information from such materials as diagrams, floor plans, tables, forms, graphs, and charts.

Certificates are awarded at four levels: Bronze, Silver, Gold, and Platinum. Utilizing NCRC results to evaluate career-readiness skills in a job applicant is a reliable alternative for those employers who do not qualify for JOBS profiling. The NCRC can significantly reduce hiring time, improve the quality of new hires, reduce training time, and increase productivity.

The NCRC program is fully financed by DWD utilizing a blend of Wagner Peyser and Reed Act (JOBS) funding. The certificates are created at ACT (<http://www.act.org/certificate>) and distributed to WorkOne Centers for dissemination to clients. The statewide administration of NCRC WorkKeys assessments in Indiana's WorkOne system allows WorkOne clients and Hoosier employers to assess and enhance the vital, job-ready skills that are critical in maintaining a robust workforce.

Questions regarding this TAB may be directed to:

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