



INDIANA  
**WORKFORCE**  
DEVELOPMENT  
AND ITS **WorkOne** CENTERS

**FORMAL COMMUNICATION**

**TO:** Indiana's Workforce Investment System

**FROM:** Marie Mackintosh *mm*  
Director of Adult Education and Training Programs

**DATE:** April 3, 2013

**Technical Assistance Bulletin**  
**TAB 2012-05**  
**Minimum Requirements for Informational Handouts**

***Purpose***

As required by the Customer Flow Policy (DWD Policy 2010-13), DWD has issued this TAB to provide WorkOne offices with the minimum requirements for developing informational handouts.

***Required Content***

All individuals who enter a WorkOne shall have the opportunity to learn about WorkOne services and how to access them. To assure consistency across the state, DWD requires all WorkOne Centers and Express offices to offer a printed informational handout per the Customer Flow Policy (DWD Policy 2010-13). Local centers and offices may decide on format and design, in compliance with marketing policies. DWD requires that all handouts include, at a minimum, the most recent version of *WorkOne Reemployment Services* one-page description of services, which is provided in attachment A to this TAB.

***Recommended Content***

DWD recommends that the following information also be provided to customers:

### **Menu of Core Services**

Provide information on any regionally specific programs or opportunities not listed in the *WorkOne Reemployment Services* one-page description of services.

### **Workshops**

Include a list of regional workshop titles and locations and provide either a web link to, or a hard copy of, a schedule. Whenever possible, DWD recommends that a hard copy of workshop descriptions and a detailed schedule of upcoming workshops be supplied.

### **WorkOne Site Information**

Provide the contact information or a web link for all WorkOne sites within the region as well as sites in close proximity that may be in neighboring regions. The information provided should include, at a minimum, the address and hours of operation for the WorkOne sites within the region.

### **Technology Resources**

Provide a list of resources available at the WorkOne office that may include but is not limited to: public computers, faxes, printing, and internet access.

### **Unemployment Insurance Overview**

At a minimum, provide a web link to the DWD Unemployment Insurance Claimant Handbook. If possible, staff trained in unemployment insurance (UI) shall provide customers with the critical information they need for filing an UI benefit claim including eligibility requirements, timeline for notification, online filing process guidance, and a handout with community resources and contact information.

### **Questions regarding this TAB may be directed to:**

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## Attachment A

# WorkOne Reemployment Services

### ▶ IndianaCareerConnect.com

IndianaCareerConnect.com is the #1 source of jobs in Indiana. Find a career close to home that matches your skills and experience or explore training opportunities to help you get the job you want. Search over 99,000 jobs located in your back yard for free!

### ▶ Hoosier Hot 50 Jobs

The Hoosier Hot 50 is a listing of the 50 fastest growing, high-wage jobs of tomorrow. This listing shows what jobs will be the most in-demand by 2018 in the state of Indiana. Take a moment to explore the profiles of each position online at [www.HoosierHot50.com](http://www.HoosierHot50.com). Inside each job listing you'll meet a Hoosier who will give you an inside look at the position, along with salary information and education/training requirements.

### ▶ WorkINdiana

Fast-track your future! Take your skills to the next level with WorkINdiana. The WorkINdiana program allows you to earn your GED and a career certificate at the same time, giving you the boost you need to get the job you want. Pick from 15 different certificates ranging from Certified Nurse Assistant to Computer Technician. Choose a program today and start earning tomorrow! Visit [www.in.gov/dwd/adulted.htm](http://www.in.gov/dwd/adulted.htm) for more information or stop by your local WorkOne to choose a program today.

### ▶ Indiana Career Explorer

Whether you're looking for a new career or exploring career and college options, this online tool provides all the resources you will need to make it happen for you. Take control of your future, visit [www.IndianaCareerExplorer.com](http://www.IndianaCareerExplorer.com). It is fast, easy, and free!

### ▶ WIN Career Readiness Courseware

Worldwide Interactive Network (WIN) Courseware is free online training available to Hoosier job seekers 24 hours a day, 7 days a week so you can work at your own pace. WIN can give you the boost you need to update your skills and stay competitive in the job market. Visit Indiana's WIN website, <http://ingov.wincshost.com>.

### ▶ National Career Readiness Certificate

The National Career Readiness Certificate proves you have the skills needed to succeed in the workplace and shows Hoosier employers you have what it takes to do the job. Visit your local WorkOne and find out how to get certified today.

### ▶ Veteran Services

At WorkOne, veterans go to the front of the line and each office has an onsite veteran's representative that assists with employment needs. Services provided to veterans include: direct job referrals, resume development, training and grant assistance, interview coaching and much more. Speak to a veteran's representative at your local WorkOne or visit [www.in.gov/dwd/2424.htm](http://www.in.gov/dwd/2424.htm) for more information.

### ▶ Youth Services

WorkOne youth services can help you get the education and training you need to be successful. You will be paired with a Career Coach for one-on-one counseling and personalized support. Together you will develop goals and achieve success through career planning, training and mentoring that can lead to job placement. If you are between the ages of 16-21, visit your local WorkOne for more information.

For more information visit [WorkOneWorks.com](http://WorkOneWorks.com)

# WorkOne

*This WIA Title 1-funded program/activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities*