



INDIANA
WORKFORCE
DEVELOPMENT

Statewide Training with the Indiana Department of Workforce Development

When the Indiana Department of Workforce Development (IDWD) set out to improve their services in 2010, they started by asking questions of those most intimately engaged with their work, clients and current employees.

“We were really trying to figure out what was happening at the ground level,” shares Marie Mackintosh, Director of Education and Training. “As we performed a series of client and employee focus groups at our different workforce development and WorkOne centers, two things became increasingly clear:

- 1) One area that was missing from our system was the effective training of our staff.
- 2) As an organization, we were struggling to find time for true case management and counseling.”

Monica Markovich, Program Manager, adds, “It was the perfect storm, in addition to the insights gathered during the focus groups, we were in the process of hiring 30 counselors across the state of Indiana. We recognized an opportunity to train these new employees, in addition to increasing the skills and effectiveness of our current employees, through a statewide training initiative.”

In the summer of 2010, IDWD issued an RFP to identify a partner to help implement changes and address the issues at hand. Once selected, this partner would have the responsibility to develop a comprehensive, statewide Academic and Career Counseling training program. EDSI was selected as the vendor to complete this work.

“We needed someone who could bring a wealth of knowledge, experience, and legitimacy to our efforts; someone to help us understand what could be done, what else was out there,” Monica explains. EDSI had all the right pieces.

Their experience in workforce development, counseling and training in general has proven to be invaluable throughout the project. EDSI has helped us identify how to best utilize our resources, how to get the biggest bang for our buck.”

EDSI focused on delivering on the company’s mission statement, striving to ‘create enthusiasm in our clients, see through their eyes, understand their needs and deliver more than they expect.’

Monica Markovich: “EDSI understands our vision and helps us to get there. Throughout the project, EDSI has helped adapt to our ever-moving target, define more clearly what we need, redefine deliverables, identify and communicate problems and propose feasible solutions. EDSI has yet to make a promise they can’t keep and has demonstrated the ability to keep things on track and moving forward. They have the necessary experience and knowledge, as well as a good sense for the intricacies of working with government agencies.”

“I’ve really enjoyed the work we’ve done together,” adds Marie Mackintosh. “It’s a joy to work with EDSI. Really and truly, I don’t think there are many instances in this world where you can say it’s a joy to work with someone, but we really have enjoyed the work that we’ve done together. Having a group like EDSI, bringing real world knowledge and experience to the project through professionals working in the workforce development world in a previous life or in their current life, is critical.”

EDSI will continue to partner with IDWD on the Academic and Career Counseling training initiative throughout 2012. Work has also started on future Adult Education training initiatives.



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