

The background features a large, abstract geometric design. A dark grey triangle is positioned in the upper left corner. Below it, a large teal triangle points downwards towards the center. To the right of the teal triangle, a green triangle points upwards towards the center. The overall composition is clean and modern, with sharp lines and a limited color palette.

# **PY21 IOWA WIOA ANNUAL REPORT**

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director



On behalf of Iowa Workforce Development, we are pleased to submit Iowa's Workforce Innovation and Opportunity Act (WIOA) Annual Performance Report Narrative for Program Year (PY) 2021, covering services provided from July 1, 2021, through June 30, 2022.



This report highlights the achievements of Iowa's workforce system during PY 2021, as well as our commitment to effectively utilizing WIOA programs to develop and prepare Iowa's future ready workforce. IWD continues to focus on WIOA compliance and system integration to ensure the most effective services are provided across the state.

We are proud to highlight the progress at both the state and local levels across the WIOA Titles I and III, as well as showcase the positive outcomes and continued improvement of services throughout the state.

We look forward to building on the accomplishments of PY21 and we appreciate the support of our federal, state, and local partners as IWD works diligently to achieve our mission of Serving Iowans.

Respectfully,

A handwritten signature in black ink that reads "Beth Townsend".

Beth Townsend  
Director

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## Progress Made in Achieving the State's Strategic Vision and Goals

### Future Ready Iowa

The Future Ready Iowa (FRI) Act was unanimously passed in 2018 and the state legislature has continued to support this act with over \$20 million in appropriations again in 2021 and 2022. FRI provides the framework that will guide the development of Iowa's skilled workforce. The goal of the program is that 70 percent of Iowa's workforce will have post-secondary education, training or a credential of value by 2025. Future Ready Iowa recognizes the reality that in today's knowledge-based global economy, postsecondary education or training school is the new minimum to earn a living wage. The act created the Last-Dollar Scholarship Program, now entering its fourth year, pays the cost of tuition and fees less any non-repayable financial aid, up to an associate degree, at any community college in high demand occupations. The Iowa Legislature appropriated \$23,927,005 million for this program for fiscal year 2023. Reporting through early spring of the 2021- 2022 academic year indicates \$21,495,093 million was awarded to 7,764 recipients.

Last Dollar Scholarship employment and wages for participants the first year following completion (2021) was a median wage of \$46,461 and ranged between \$43,790 to \$50,593. Median annual wages for women were \$48,520 and for minority participants was \$48,084. Eighty-six (86.6) percent of LDS graduates were employed in Iowa. Last Dollar Scholarship program completers earned \$12,512 more than those not in LDS-eligible program based on the 2020 employment and wages information gathered.

As part of the development of the Future Ready Iowa Act, the Future Ready Iowa Alliance recognized that the key to success of the program depended upon collaborative work at the grassroots level. Local groups and employers needed to work together to identify local needs and create innovative programs to solve those local needs. To incentivize this work, the act created the Employer Innovation Fund. The program is unique to Iowa and was funded with \$4.2 million in 2021. This funding level included \$1.2 million for the Employer Innovation Fund and \$3 million for the Child Care Challenge Fund which was initially funded in 2020. The Employer Innovation Fund program provides matching grants to employers and non-profit groups that create innovative ways to solve local workforce needs beyond the cost of tuition and fees.

Eligible programs include non-credit and for-credit postsecondary credentials leading to high demand jobs in the state or in their local area that are not on the state high demand occupation list. Grantees include employers, employer groups, nonprofits and educators working together to receive a state match to privately raised or donated funds to carry out the programs. Examples of qualifying programs include programs that address barriers Iowans often face when trying to complete post-secondary training such as childcare, transportation or equipment. The Child Care Challenge Fund provides a state matching grant opportunity for local and regional efforts to address the childcare issues that serve as barriers impeding employment efforts for many Iowans and Iowa Employers. Childcare was also identified as the number one priority by the Governor's Economic Recovery Advisory Board in February of 2021. The results were that the \$3 million was awarded in the Spring of 2022 was combined with federal provided 55 childcare challenge specific grants totaling \$9.2 million. In addition, IWD worked with the Iowa Department of Human Services (DHS) and combined DHS pandemic funding to award additional childcare grants for a total of 108 childcare grants, nearly \$37 million which will create more than 5,000 new childcare slots (estimate) in Iowa. During the same timeframe 36 grant awards were made for traditional Employer Innovation Grants. This totaled \$1,337,338 in funding to approved applicants. The estimated number of participants involved in these projects is 3,542.

The FRI act also created the Future Ready Iowa Summer Youth Intern Pilot Program and funded it at \$250,000. Level funding was again appropriated during the 2022 legislative session. Grantees are organizations that sponsor youth internship programs targeting low income or at-risk students. Programs focus on helping students develop soft skills necessary to be successful in any workplace combined with the

opportunity to explore different career pathways, while participating in a paid internship program. Initial reporting for summer 2022 projects indicate that 684 youth participated in the program. Program attendance was 94% and 617 participants completed the program. This opportunity often provides ongoing employment opportunities to participants past the internship program completion, reporting estimates that 289 participants have secured an employment opportunity. Again, as an adaptation due to the pandemic, IWD provided additional funds to this program to provide more students with opportunities. The pandemic resulted in many youths not in school and without work-based learning opportunities during the previous school year. The total number of projects funded was 35 and funding was just over \$2 million dollars.

The FRI initiative and projects continue to work collaboratively with state, regional and local partners and stakeholders. Experience thus far indicates the following:

- Work-based learning for all ages results in valuable training and employment opportunities
- The Last Dollar Scholarship indicates great results in completion. In the initial years, most students taking advantage of this opportunity are adults which is a target group for FRI

The Future Ready Iowa Act as a key strategy toward achieving the goals and vision described in Iowa's Unified State Plan and the goals and objectives of WIOA legislation. Results from the 2021 IWD Laborshed study found the percentage of Iowans who have completed certificates of education or training beyond high school to be 62.1 and the percentage of Iowans who received a certificate and adults who have received some postsecondary education/training that, according to them, added value to their career path to be 71.4%. To find more information about Future Ready Iowa, please visit [www.futureready-iowa.gov](http://www.futureready-iowa.gov).

### **The Disability Access Committee (DAC)**

Recognizing the emphasis in WIOA guidance for an employment system that is fully inclusive of and responsive to people with disabilities, the State Workforce Development Board (SWDB) and Core Programs established the Disability Access Committee. The committee has representation from required and core WIOA partners. The Disability Access Standing Committee's mission is to address issues relating to providing workforce services to individuals with disabilities. The Committee advises the SWDB regarding the State Plan along with strategies to effectively include individuals with disabilities in employment services and in the state's labor pool.

Each Local Workforce Development Board (LWDB) is tasked with creating a Local Disability Access Committee under guidance from the statewide DSAC. Much of PY 21 DAC work has been focused on creating and instituting a core level of accessibility within all AJCs across the state of Iowa. Among these accessibility standards will be onsite benefits planners, access to screen-reader software and the coordination of ASL interpreting both in-person and on-demand virtually.

Iowa's Disability Access Standing Committee (DAC) has the mission to address issues relating to providing workforce services to individuals with disabilities, including (but not limited to):

- Issues relating to compliance with applicable state and federal nondiscrimination laws regarding the provision of programmatic and physical access to the services, programs, and activities of the state workforce development system.
- Appropriate training for staff on providing supports for or accommodations to, and finding employment opportunities for, individuals with disabilities.

Over the past Program Year (PY21) the state has been focused on the further development and support of the local disability access committees, increased accessibility of the various American Job Center offices and improving opportunities for individuals with disabilities in competitive integrated employment. Information of the state Disability Access Committee can be found at <https://www.iowawdb.gov/about-disability-access-standing-committee>.

There is excitement going into PY22 as we consider dynamic integration environments where change, innovation, and fusion become common. There are synergistic energies behind competitive integrated employments (CIE) and greater WIOA Title I and Title III pairings, and in the disability services branching into the State's Registered Apprenticeship Program (RA). We strongly feel that critical new work across assistive technologies and devices will be of significant benefit to the State's disabled populations.

### **The Offender Re-Entry Standing Committee**

The Ex-Offender Reentry Standing Committee of the State Workforce Development Board is focused on aligning efforts by State and local entities to give ex-offenders a better opportunity to start a new career and find self-sustaining employment to help them successfully re-enter their communities. Due to the pandemic, the committee's work paused during this program year.

However, during PY21, we did restart the Offender Re-Entry Standing Committee. Our quarterly meetings resumed in August of 2022. An informational meeting was also held in October 2021. The committee is excited about PY22 and some of the cross-over funding, braided funding, and new re-entry opportunities we see across DEIA communities, and via new ideas in co-enrollments and across WIOA programming.

### **Waivers**

During PY21, Iowa had one active waiver, designed to allow for greater flexibility under WIOA for the selection of One-Stop Operators.

Request: Waiver of the requirement at WIOA Section 121(d)(2)(B) that the one-stop operator be "located in the local area."

Throughout PY21, four local areas took advantage of the flexibility this waiver provided. Those included Northwest, North Central, Northeast and Western who are all using SPPG, an entity who provides services and support to organizations to promote public policy. With the pandemic and the advancement of virtual meetings, this has been an even more feasible option, especially for more rural local areas.

Iowa will continue to monitor the use of this waiver and the progress of local areas who are working to procure One-Stop Operators throughout PY22.

### **Effectiveness in Serving Employers**

During PY21, the WIOA core partners, along with IWD's Labor Market Information (LMI) Division, gathered data to measure the effectiveness in serving employers across the state. Iowa measures Employer Penetration Rate and Repeat Business Customer Rate.

Core partners at Adult Education, Vocational Rehabilitation, and the Department for the Blind do not use the same data management system as IWD. The development of an external data collection tool has allowed the partners to collect and report on these measures.

PY21 data for Employer Penetration Rate was 4.2%, a decrease from 7.3% that we reported in PY20. However, PY21 data showed a strong increase for Repeat Business Customers Rate at 37.2%, whereas in PY20 it was *only* 16.2%. We attribute the continued lower Employer Penetration Rate on the COVID-19 pandemic recovery impacts, and AJC staff focus transitioning to in-person services following on the providing unemployment insurance assistance as an emergency response during high unemployment due to the pandemic.

See Attachment 1 - Effectiveness in Serving Employers

Iowa continues to integrate our Business Engagement teams with all core partners to increase employer satisfaction and decrease duplication of services. Business Marketing Specialists cover each of our *WORKS* Centers and provide high-level services to employers across the state. These Business Marketing Specialists assist with the development of Registered Apprenticeship programs as well as help businesses solve critical human resource related issues, including best practices for hiring underrepresented populations. Business Engagement Career Planners meet one-on-one with “work ready” customers who have expressed interest in receiving additional assistance finding meaningful employment. These career planners facilitate, along with other services, mock interviews and job development for these work ready participants.

### **Customer Satisfaction**

Surveys were delivered electronically in an effort to increase customer responses and provide survey opportunities more timely to Iowa customers. The IWD Workforce Services Division worked with the Labor Market Information Division (LMI) to create and distribute the survey, gather results and analyze the data. For PY21, customer satisfaction survey emails were sent to individuals and employers with a link to complete the customer satisfaction survey via GovDelivery. Customer satisfaction surveying was impacted by the return to work following the COVID-19 pandemic.

The customer survey was emailed to 21,205 customers, of which 96.9% were verified delivered 20,539. 1071 responses were received for a response rate of 5.2%. PY20 in comparison, 7940 emails were sent, 7804 verified delivered with 367 responses, a 4.7% response rate. A similar survey was sent to 3,451 Iowa employers, of which 86.9% were verified delivered (3000). We received 81 responses for a response rate of 2.7%. PY20 in comparison, 1,045 were sent, 921 verified delivered with 41 responses for a response rate of 4.5%

For PY21, the customer satisfaction survey included delineation of what services are being accessed and the method that employers are accessing those services. Responses were provided by selecting a range of one through five, with the higher numbers representing higher satisfaction.

Iowa recognizes the importance of customer satisfaction and is committed to look at opportunities to increase survey participation. Continued planning is underway to increase the consistency and timeliness of delivery of the customer satisfaction survey. Iowa began more timely delivery of surveys following the delivery of services during PY20 Quarter 4, and these efforts are continuing into PY21 with planned delivery on the 1<sup>st</sup> and 16<sup>th</sup> of every month. While this is anticipated to provide more timely and effective survey delivery, it is also anticipated moving forward, customers may opt out to receiving survey requests adversely affecting number of returned surveys.

See Attachment 2 – Customer Satisfaction

### **Program Evaluation**

Evaluation of activities under the WIOA Title I core programs is an essential tool to ensure and promote continuous improvement, identify innovative services and strategies, and achieve higher levels of performance and outcomes. While IWD did not complete an official evaluation of programs in PY21, we understand the importance of this requirement and included in our State Plan Modification that IWD will utilize the Evaluation Readiness Assessment tool in the Evaluation Toolkit available on WorkforceGPS during PY22 and will utilize this to develop a strategy to begin evaluation in PY23. Initial planning has revealed that Iowa may benefit from conducting evaluation on the benefits of co-enrollment across WIOA core

programs and other workforce system partners or potentially conducting a disproportionate impact analysis in regard to Diversity, Equity and Inclusion within Iowa WIOA Title I programs.

### **Re-employment Services and Eligibility Assessment (RESEA) Evaluation**

The United States Department of Labor (DOL) requires each state that participates in the RESEA program to conduct an impact evaluation. Specifically, the evaluation must be designed to provide evidence of a causal relationship between program interventions and outcomes.

The RESEA program is administered from all IowaWORKS Centers. The program assists individuals receiving unemployment benefits to return to work (RTW) and reduces the time an individual receives unemployment benefits by providing re-employment services. The RESEA theory of change holds that unemployed individuals re-enter the workforce at a more rapid rate when provided re-employment services and unemployment insurance requirements are enforced. These individuals also engage in more re-employment services, are referred to more partner programs/services, receive more individualized resume assistance and have more able and available issues resolved.

Iowa's RESEA program is currently structured to allow in person and virtual initial appointments and reemployment services. Program staff theorize that expanding the method to receive virtual services will increase the participation of initial appointments and reemployment services. Iowa offers additional individualized RESEA meetings and believes this will assist the customer to update their re-employment plan, gain additional reemployment services, obtain more referrals to partner programs/services and can troubleshoot job-seeking issues with their RESEA Career Planner.

The overall objective of this evaluation is to assess the effect of the RESEA program on individuals receiving unemployment insurance benefits who are required to look for employment. Iowa has secured a professional evaluator and the evaluation started October 2022.

## **Performance Accountability System**

### **Co-Enrollment**

Iowa has increased meaningful efforts to ensure co-enrollment especially between Trade and WIOA Title I Dislocated Worker in PY21. The Co-Enrollment rate was down slightly from PY20 in Wagner Peyser and Title I Youth, and increased for Title I Adult and Dislocated Worker. The decrease may have been a result of system transformation efforts earlier in the process of new local boards and service providers. Iowa recognizes the importance of partnering under WIOA to provide seamless service delivery where appropriate. Iowa continues to work toward ensuring co-enrollment occurs where applicable. PY21 co-enrollment rates:

- Wagner-Peyser: 6.6%
- Title I Adult: 82.3%
- Title I Dislocated Worker: 96.6%
- Title I Youth: 57.6%

### **Common Exit Policy**

Under Iowa's common exit policy, WIOA participants who are co-enrolled in more than one of the required programs, will exit when the participant has not received participant level services for 90 days from any of the programs in which they are enrolled and when no additional participant level services are scheduled. The date of exit is the last date of service from any of the required programs. The last date of service is established after 90 days have elapsed since the participant last received participant level services from either program and is then applied retroactively to the last date of service.

Common exit applies to participants who are co-enrolled in the following programs:

- WIOA Title I Adult
- WIOA Title I Dislocated Worker
- WIOA Title I Youth
- WIOA Title III Wagner-Peyser
- National Dislocated Worker Grants
- Jobs for Veterans State Grant
- Trade Adjustment Assistance Act

## **Negotiated Performance Levels**

See Attachment 3-Negotiated Performance Levels for PY21 for negotiated and actual performance levels.

## **Data Validation**

The state's approach to data validation has been formalized to ensure data integrity is an ongoing priority. Annual data element validation is conducted to ensure the data elements and data in participant records are accurate in order to maintain system integrity, ensure completeness of data and to identify and correct specific issues associated with the reporting process.

According to guidance provided for in TEGl 7-18 and TEGl 23-19, updated data validation policy has been drafted, processes have been finalized and annual training completed. This process includes quarterly reviews to monitor for data errors, missing data, out-of-range values and anomalies. Iowa's new IowaWORKS data management system has data validation tools that have been utilized. Implementation of new data validation policies and procedures became effective during PY20.

Additionally, data is validated for the Trade Adjustment Assistance Program quarterly by verifying core elements from a random sampling from the PIRL and through the TAAADI initiative. WIOA Title I programs, Title III Wagner-Peyser, JVSG, MSFW and Registered Apprenticeship were validated through data integrity checks informally throughout the program year as part of the effort to ensure quality data in conversion.

## **Program Progress and Results**

### **Wagner-Peyser Program**

The Wagner-Peyser program provides services to businesses and job seekers who are United States (U.S.) citizens or are authorized to work in the U.S. The program provides support to Iowa's 15 IowaWORKS centers, four satellite offices and eight expansion offices by funding:

- Salaries of staff who provide career and recruiting services
- Technology, software and materials used for job search
- Workshops for businesses and job seekers
- Job fairs and hiring events

NOTE: Wagner-Peyser directly funds support services to Migrant and Seasonal Farmworkers (MSFW) and the state job bank.

### **Wagner-Peyser Career Services**

Career services cover a variety of services and activities, including skill and aptitude assessments, career counseling and exploration, job search and placement assistance, resume writing, and interviewing. Staff provide critical services to veterans and eligible spouses, Unemployment Insurance claimants, MSFWs, as well as individuals facing barriers to employment.

During PY21, more than 20,542 individuals received participant-level services, while over 45,000 individuals utilized self-service. Of those receiving participant level, staff-assisted services, more than 10,000 received individualized career services.

Iowa continues to refine its data performance and reporting, including count accuracy of enrolled participants and reportable individuals. Wagner-Peyser funds support IowaWORKS.gov, the state's labor exchange and data management system. The system links job seekers and employers with the largest job board in the state. More than 54,000 job orders were posted by employers and staff on behalf of employers on IowaWORKS.gov in PY21.

### **Wagner-Peyser Performance Results**

The impact of the COVID-19 Pandemic is directly reflected in Iowa's Wagner-Peyser performance results. The program achieved its Median Earnings 2<sup>nd</sup> Quarter After Exit performance goal and was within 90% of its goal for Employment Rate 4<sup>th</sup> Quarter After Exit. For Employment Rate 2<sup>nd</sup> Quarter After Exit, the state achieved 85.9% of its performance goal. Reviewing performance from an equity perspective, all racial and ethnic demographic groups failed to meet the employment goal of 71.0% for the second quarter after exit. For Employment Rate 4<sup>th</sup> quarter, both Asian, Hispanic Latino met this goal, while all other racial and ethnic groups fell short.

See Attachment 4 – Wagner-Peyser Performance Results

### **Adult Program**

The WIOA Title I Adult Program serves individuals who are age 18 and older, authorized to work in the United States, and those who have met selective service requirements if applicable. The Adult Program is designed to assist unemployed and underemployed individuals improve their skills and obtain quality employment by providing a combination of career, training, and support services. Priority of service is granted to public assistance recipients and other low-income individuals, as well as individuals who are basic skills deficient and those with barriers to employment. Priority is also given to the veteran population as a result of the Jobs for Veterans Act of 2002.

Career services cover a broad range of activities and include skill assessments, staff assisted resume preparation and job development, the development of an individual employment plan, career counseling and career planning, financial literacy, adult basic education, pre-vocational activities, and work experience. Training services include occupational skills training, on-the-job training, incumbent worker training, and entrepreneurial training. Support service payments, such as dependent care assistance, transportation reimbursement, and required clothing and tools for work, may be provided to enable individual participation in career or training services.

### **Adult Program Performance Results**

The Adult Program exceeded all performance measures in PY21 and provided services to 801 participants. Outreach and service delivery focused on supporting priority populations, and Iowa exceeded the 50.1% required priority of service delivery level as established by the USDOL Education and Training Administration by 35.4%. Recipients of public assistance, individuals who are English Language Learners, and those who are basic skills deficient made up 85.5% of the Adult Program population. All 801 participants received individualized career services. Training services were provided to 59% of the adult program population, an increase of 40 participants from PY20.

In addition to exceeding all performance measures, the Adult Program improved its outcomes in all categories from the previous program year. Iowa enrolled 140 more participants into the Adult Program and 40 more participants successfully completed programming and exited during PY21 than in PY20. Of the

program exiters, 8.1% more were employed during the second quarter after exit, 7.9% more were employed during the fourth quarter after exit, and median earnings increased by \$959.00. Credential attainment increased by 10.1%, and we saw a 10.7% increase in measurable skill gains.

Overall, the Adult Program took a significant step in reaching more lowans this year, specifically the priority populations, and we increased the self-sufficiency of Iowa's Adult Program population.

See Attachment 5– Title I Adult Performance Results

### **Adult Program Accomplishments**

IWD developed a statewide training plan and provided bi-weekly trainings throughout PY21 to ensure effective service delivery and the accurate reporting of data. PY21 also marked the return to annual onsite monitoring of all the Local Workforce Development Areas. We expect to see increased service delivery and improved performance throughout PY22 as we work closely with the Local Areas and continue to expand our monitoring system and provide ongoing training and technical assistance.

### **Dislocated Worker Program**

The WIOA Title I Dislocated Worker program serves individuals who are adults aged 18 or over who have been or will be dislocated from employment due to job loss, a mass layoff, or permanent business closure. The program also serves qualified displaced homemakers, spouses of members of the Armed Forces and previously self-employed individuals.

The goal of the Title I Dislocated Worker program is to assist individuals to re-enter the workforce by providing career and training services. Career and training services include, but are not limited to, career counseling and planning, job search and placement assistance, job readiness training, on-the-job-training, skill upgrading and retraining, transitional employment, adult education and literacy activities, and secondary and postsecondary education and training programs.

### **Dislocated Worker Performance Results**

Iowa's WIOA Title I Dislocated Worker program served 502 individuals with career services and 372 with training services during PY21, and 271 individuals exited from the program. Upon completion of the program, 82.6% of participants were employed during the second quarter after exit, while 86.1% were maintaining employment during the fourth quarter after exit. Participants received median earnings of \$9,369 during the second quarter after exit. Median earnings were \$969 over the negotiated rates.

Of those individuals enrolled in a postsecondary education or training program, 73% received a credential. For those with a measurable skill gain, 56.4% achieved documented academic, technical, occupational, or other forms of progress toward a credential or employment.

See Attachment 6 – Title I DW Performance Results.

### **Dislocated Worker Program Accomplishments**

IWD developed a statewide training plan and provided bi-weekly trainings throughout PY21 to ensure effective service delivery and the accurate reporting of data. PY21 also marked the return to annual onsite monitoring of all the Local Workforce Development Areas. We expect to see increased service delivery and improved performance throughout PY22 as we work closely with the Local Areas and continue to expand our monitoring system and provide ongoing training and technical assistance.

Iowa underwent a significant system transformation during PY20-PY21 that realigned and reduced the local workforce areas and brought on new Local Workforce Development Boards, Title I service providers,

one-stop operators, and fiscal agents. In response, IWD developed a statewide training plan and provided bi-weekly trainings throughout PY20-PY21 to ensure effective delivery and management of Dislocated Worker program services. IWD also performed statewide virtual comprehensive monitoring to review WIOA compliance and assist with the system transformation. Looking forward to PY22, IWD will continue with a training plan and monitoring system and will continue to work with the local areas in enhancing WIOA services across the one-stop service delivery system.

### **Rapid Response Activities**

Rapid Response (RR) efforts in Iowa continued to play an important part of business engagement in PY21. Iowa received a total of 48 Worker Adjustment and Retraining Notification (WARN) notices in PY20, impacting approximately 3,346 workers. Closures accounted for 18 of the notices, while mass layoffs accounted for 30 of the WARNs.

In order to maximize impact of RR and connect with more dislocated workers, Iowa requires a WARN for closures or layoffs of 25 or more employees. This allows IWD to provide RR services to more employers and dislocated workers, including activities to employers and dislocated workers in instances that do not meet the WARN threshold requirement. Iowa also was made aware of 17 additional business closing that did not meet the requirement of a federal or state WARN. Given this, RR services were made available to an additional 157 workers.

Iowa's Rapid Response efforts include four major components:

- Layoff Aversion
- Employer Contact
- Dislocated Worker Survey
- Worker Information Meetings

Rapid Response works closely with TAA and the Dislocated Worker programs, and if eligible, impacted workers are enrolled and /or co-enrolled into the TAA and Dislocated Worker programs to provide career and training services for re-entry into the workforce.

### **Youth Program**

Iowa's WIOA Title I Youth program leverages resources, opportunities and connects eligible youth to a continuum of services aimed at teaching young people the skills necessary to navigate the educational landscape and workforce systems in order to succeed in an established career pathway.

Iowa's vision for providing quality services to youth and young adults, based on the unique needs of each participant include, but are not limited to:

- Creating awareness of career opportunities
- Connecting youth's skills, interests and abilities to career opportunities
- Assistance in addressing and overcoming barriers to education and training
- Connection to education, training and work-based learning opportunities
- Support in attaining career goals
- 

To be eligible for WIOA Title I Youth program services, an individual must be:

- Between the ages of 14-21, attending school, low-income and experiencing a barrier to education or employment; or
- Between the ages of 16-24, not attending any school and experiencing a barrier to education or employment.

The goal of the WIOA Title I Youth program is to improve education and training outcomes for young adults to obtain and maintain meaningful self-sufficient employment by becoming productive workers in the 21<sup>st</sup> century economy.

### **Youth Program Performance Results**

Iowa's WIOA Title I Youth program served 479 participants during PY21 and exited 228.

Of the 479-youth served in PY21:

- 96% were low-income
- 79% were English language learners, had low levels of literacy or cultural barriers
- 47% had a disability
- 43% were youth of color
- 12% were single parents
- 11% were juvenile offenders
- 7% were homeless or runaways
- 3% were youth in foster care, or who have aged out of the system

Iowa exceeded all Title I Youth performance outcome goals for PY21. Future technical assistance will be provided to all Local Workforce Development Areas (LWDAs) regarding the Measurable Skills Gains and Credential Attainment measures to ensure proper service delivery and case management to accurately reflect youth program achievements.

See Attachment 7– Title I Youth Performance Results

### **Youth Program Accomplishments**

Iowa continued to meet the 20 percent work experience expenditure requirement during PY21, as well as the requirement to spend 75 percent of local area funds on out-of-school youth, set forth by WIOA.

During PY21, Iowa worked to continue to resolve the Non-Youth Training Types measure, which continues to improve each quarter. The work that was done to align the 14 Youth Program Elements to services has positively impacted case management and performance outcomes for the LWDAs, and further refinements will be the focus for PY22. Additionally, Iowa continues work to resolve the Employment Related to Training Measure for the Youth program and has improved each quarter and will continue to do so for PY22.

Overall, youth participants increased from PY20 to PY21 by 12%. Iowa is continuing to build strong relationships with the Local Workforce Development Areas, as well as community partners, to provide high quality services for youth, Iowa's future workforce.

### **National Dislocated Worker Grants**

National Dislocated Worker programs serve individuals who are temporarily or permanently laid off as a result of a disaster, emergency, or a major economic dislocation. These programs provide disaster-relief and humanitarian assistance, as well as employment and training services to minimize the impact of, and assist the state in, response to and recovery from, emergency disasters and large-scale job loss.

### **COVID-19 Employment Recovery National Dislocated Worker Grant**

Iowa received a major disaster declaration, DR-4483, from FEMA on March 23, 2020, in response to the COVID-19 pandemic. Iowa was awarded \$1,665,000 in emergency funds on June 11, 2020, to administer statewide career and training services to 320 Dislocated Workers through June 30, 2022. Iowa Workforce Development (IWD) contracted service provision to seven of the nine Local Workforce Development

Boards. To date, Iowa has served 327 Dislocated Workers with a focus on career services, on-the-job training, and occupational skills training. On June 30, 2022, Iowa received approval to extend the period of performance through June 30, 2023. With the grant extension, Iowa increased their goal to serve 402 Dislocated Workers.

IWD utilized \$400,000 of this funding to implement a statewide project to provide virtual Information Technology training to 80 Dislocated Workers impacted by the pandemic. The project began in February 2022, and IWD has served 62 participants in the training thus far. Of those 62 participants, 36 have successfully completed training and 16 others are enrolled. Of the 36 training program completers, 34 earned one industry-recognized certificate and five earned two industry-recognized certificates before completing the training. Training completers are seeing success in gaining employment related to training with the first training cohort touting three of four successful completers reporting employment within three months after the training ended.

Iowa is on track to meet its enrollment goal by June 30, 2023, but not its expenditure goal. Barriers have included: less individuals coming to the reopened American Jobs Centers, lack of interest in training, the immediate need to return to work, and competing training funding sources such as co-enrollment with the Trade Adjustment Assistance program. IWD continues to work with core partners to recruit individuals for this grant. Reemployment Services Eligibility and Assessment and state funded Reemployment Case Management staff are the largest referral sources. Targeted outreach for the statewide project has generated 280 referrals leading to 71 Dislocated Worker enrollments. In Program Year 2022, Iowa is focusing on increasing on-the-job training opportunities using proven targeted outreach methods utilized to recruit statewide project participants.

### **Coordination With State Rapid Response Activities**

The service providers, and the sub-recipients of the grant funds, provide rapid response services in conjunction with Title III and Trade Adjustment Assistance partners. Services include information sharing and outreach at the local worker information meetings to engage and enroll eligible and impacted workers into the Dislocated Worker Grant Programs.

### **Co-Enrollment with Core Programs**

All eligible participants are co-enrolled into the Dislocated Worker Program where formula funds are leveraged to assist with the provision of services. If trade impacted and eligible, Dislocated Worker Grant participants are also co-enrolled in the Trade Adjustment Assistance Program.

## **Activities Provided by State Funds**

### **Home Base Iowa (HBI)**

Home Base Iowa Home Base Iowa (HBI) is a one-of-a-kind program connecting Veterans, service members, and their families with resources and opportunities in Iowa. As a core component of the Iowa *WORKS* system, HBI helps provide job seekers with a wide range of reemployment services to find meaningful employment in Iowa and to connect Iowa businesses with qualified and skilled employees. Home Base Iowa also serves as a recruitment program for the state of Iowa, connecting Veterans and their families with resources and the support to call Iowa home.

In PY21, Home Base Iowa was marked by programmatic change to increase overall efficiency and effectiveness of the program. Additionally, HBI focused on increasing engagement with key partners to best meet the needs of Iowa businesses to find and hire skilled workers.

- Hiring of 5 HBI Career Planners (placed 238 job seekers since January 1, 2022)
- Consistent presence on Camp Dodge and increased partnership with IA-ANG

- Integration with the IowaWORKS Reemployment System and funding approval to create IowaWORKS Veterans Portal
- Over 2,000 HBI Businesses, 120 HBI Communities, and 29 college and university partners
- HBI shifted focus in PY21, from the total number of HBI Businesses to those that are Veterans Ready companies and/or those implementing best practices in hiring Veterans and their spouses in Iowa. By creating accounts in the IowaWORKS system, HBI Businesses have access to a wide range of resources and through and support in hiring Veterans and their spouses.
- Ensure jobs openings are viewable by Veterans & spouses looking for jobs.
- Resumes searchable at any time by location, primary industry, profile information, and more.
- Automated job search to quickly identify the skillsets and experience of qualified veterans and spouses.
- Leverage the tools, resources, and support available across IowaWORKS/HBI Program.
- HBI continued to reengage existing HBI communities, as well as onboard new communities in PY21. The HBI Community initiative designates communities as centers of opportunity and highlights Iowa's commitment to returning services to Veterans and their families. Iowa has a great story to share nationwide, regularly ranking high on lists naming Iowa as a great place to live, work, play and raise a family.

The five requirements for becoming an HBI community are:

- Community resolution signed by city council or board of supervisors
- 10% of eligible businesses with >15 employers must be designated HBI Businesses
- Offer an incentive package which includes a point of contact
- Provide signage locations and HBI web page information
- Hold an event to recognize the accomplishment of becoming an HBI Community

### **The Offender Reentry Program**

The State of Iowa appropriates \$418,312.69 in general fund dollars to IWD for the purpose of placing four state merit Workforce Advisors in the Iowa Correctional Institution for Women in Mitchellville, North Central Correctional Facility in Rockwell City, Newton Correctional Facility in Newton, Mount Pleasant Correctional Facility in Mount Pleasant, Fort Dodge Correctional Facility in Fort Dodge and the Clarinda Correctional Facility in Clarinda. This funding also covers one state merit Reentry Program Coordinator to oversee operating procedures and partners with the IDOC and other offender-related partners throughout Iowa, to assist in the overall goal of reducing recidivism. IDOC has nine correctional institutions that house around 8,130 individuals in Iowa.

Nearly 90% will return to their communities; just over 4,000 were released in PY21. Community Based Corrections (CBC) has eight judicial districts that supervise about 38,500 individuals on probation, parole, special sentence and pretrial release. CBC also has 22 residential facilities that house and supervise around 2,060 individuals. Nearly 40,000 individuals are currently incarcerated or on community supervision. The average daily cost of incarceration per individual is \$106.69, totaling just under \$39,000 per individual per year.

The IDOC reports that the three-year recidivism rate for FY2022 is 37.0%; or 1.7% lower than the recidivism rate observed in FY2021. These numbers show two consecutive years of reduction in the systems overall recidivism rate. The national average for state prisons is around 70%. Training is in progress so that the Workforce Advisors in Iowa institutions are certified as an Offender Workforce Development Specialist (OWDS). This certification requires a person to utilize 12 specific competencies and their related skills to assist incarcerated individuals to make informed decisions about jobs and career paths, based on

knowledge of their interests, skills, abilities and values; educational and occupational opportunities; and the realities of the world of work.

Currently, two out of six of our Workforce Advisors that are working in the correctional institutions are OWDS certified. This is due to staff turnover. Iowa's re-entry program supports WIOA through recording registered-only individuals and program enrollment into Wagner-Peyser. The goal is to teach work-related skills, find a career pathway, job placement prior to release from the institution, and network with employers and community reentry service providers to ensure a successful transition for the returning citizen. The institutional Workforce Advisors help create resumes, assist with mock interviews, and proctor the National Career Readiness Assessment (NCRC) and O\*NET assessment, teach classes (soft skills, conflict resolution, money management), act as a sponsor for the IDOC Registered Apprenticeship programs and host career fairs inside the institution.

They also network with employers and educate them on incentives to hire returning citizens, including the Federal Bonding program, Work Opportunity Tax Credit program, and the Iowa income tax benefit. They perform individualized job referrals based on skill set and job search three weeks prior to the incarcerated individual's release, including referrals to IowaWORKS Centers in the area the individual will return to. Referrals also happen through an electronic referral form for apprentices that need to continue in their program after release. During PY21, the institutional Workforce Advisors served 2,578 individuals, which is nearly 32% of the incarcerated population in Iowa. This number is larger compared to the last program year as these positions were fully staffed. Iowa is using the added function to our current IowaWORKS case management system that allows registered employers to designate their business as second chance friendly. A second chance friendly designation means that the employer has agreed to hire an individual that has a criminal background. Job seekers that have a criminal background can search for jobs listed with employers that have this designation, removing one barrier to their successful reentry.

### **The State of Iowa General Fund Appropriations**

State General Fund Appropriations IWD received just over \$11 million in state combined general fund dollars in FY20, legislated for the operations of the IowaWORKS Centers. This funding supports the state merit staff, state merit management, salaries and benefits as well as IWD's infrastructure cost shares of those centers. On average, 65% of state general fund dollars cover these costs, with 25% Wagner Peyser and 10% Unemployment funding covering the balance of staffing and infrastructure from IWD's portion of center operations. IowaWORKS Centers are the vehicle that drives WIOA services in Iowa.

During the pandemic our IowaWORKS Centers were open for limited services. IWD team members assisted the Unemployment Division by providing unemployment assistance to claimants. They assisted by answering calls from claimants, assisting with the delivery of the Federal UI programs and facilitated fact finding interviews.

IowaWORKS Centers are comprised of a network of 15 comprehensive, four satellite and eight expansion offices that connect and deliver WIOA funded programs like Title I Adult, Dislocated Worker and Youth, Title III Wagner-Peyser. State initiatives like Home Base Iowa that connect veterans to employers, and Future Ready Iowa that assist with bridging Iowa's skills gap by connecting training, career pathways, and dollars to assist with education and employer innovation. Other programs/services delivered include reentry services and tax credit education at the local county level, in-person and virtual unemployment services, in-person and virtual workshops, Registered Apprenticeship development, business engagement, Migrant and Seasonal Farmworker services and other grant funded projects that come into Iowa. IWD also administers the PROMISE JOBS (TANF) program and the Jobs for Veterans State Grant (JVSG) program.

### **Enhanced Program Management Responsibilities (260E,260F,260G {ACE})**

On July 1, 2022, the Iowa Workforce Development gained responsibility for coordinating three workforce programs that were previously charged by the General Assembly to the Iowa Economic Development Authority (IEDA). These three provide customized training to Iowa business and industry:

- Industrial New Jobs Training Act – 260E
- Iowa Jobs Training Act – 260F
- Accelerated Career Education Program Act – 260G (ACE)

IWD administers these programs on behalf of the state of Iowa by ensuring conformance with statutory and administrative rule provisions, providing guidance, and requiring accountability and transparency in operational practices. Each of Iowa's 15 community colleges is responsible for implementing the 260E, 260F and 260G within its merged area.

During fiscal year 2022:

- 13 of the 15 Iowa Community Colleges sold \$55,235,000 in 260E Industrial New Jobs Training certificates, which provides the funds to train 5,338 pledged new jobs among 111 participating businesses.
- 228 260F Job Training applications were processed for total award amounts exceeding \$4,716,000. These forgivable loans will provide training for up to 6960 employees among 194 businesses throughout Iowa.
- \$5,400,000 in 260G Accelerated Career Education funding supported 34 community college educational programs with 110 agreements awarded to businesses that sponsored 1,369 positions. 9 of the 15 Iowa community colleges participate the 260G ACE Program.

## Program Highlights

### Jobs for Veterans State Grant (JVSG)

PY21 began on a positive note for Iowa's JVSG program. Iowa's Veteran Career Planners (a.k.a. Disabled Veterans' Outreach Program specialists or DVOPs) had officially returned to their planned staffing levels in June 2021 after assisting with Unemployment Insurance (UI) activities during the height of the COVID-19 pandemic.

IowaWORKS Centers re-opened their doors to the public and JVSG-funded staff could once again perform outreach to their communities. For Veteran Career Planners, that meant building upon and/or starting relationships with veteran agencies in their area for two main purposes: (1) to find additional eligible participants to serve, (2) to find supportive services their veterans could benefit from when needed.

For Local Veterans' Employment Representatives (LVERs), who are also funded under the JVSG program, it meant connecting with businesses to explain the importance and benefits of hiring and retaining veterans in their organization. For businesses needing to meet their workforce demands, re-connecting with the JVSG program post-pandemic was a great way to do so.

Although centers reopened and JVSG staff could perform outreach again, they continued to utilize the virtual service delivery skills and tools acquired during the pandemic to serve a wide range of individuals and employers. Despite the overwhelming challenges the pandemic created, one positive takeaway was that effective and meaningful services could be delivered virtually, as well.

During PY21, 601 eligible participants were served by a Veteran Career Planner through the JVSG program. This was a 38.8% increase in participants served during PY20. 592 of those 601 participants received an individualized career service from a Veteran Career Planner giving our program an Individualized Career Service Rate of 98.5% (DOL expectation is 90% and the national average was 96.3%).

The number of eligible participants did increase in PY21 but not to the levels the JVSG program was accustomed to pre-pandemic. Caseloads were generally lower across the state for our Veteran Career Planners. Keeping track of our caseload data paid dividends as an opportunity to convert a vacant Veteran Career Planner position into a new LVER position presented itself in March 2022. This was an exciting update to our JVSG program as it increased our total number of LVERs to 3. They were located throughout the state in such a way to maximize their effectiveness and collaboration with our business engagement teams and to serve our business customers.

During PY21, LVERs recorded 1,163 services to a total of 568 employers. We anticipate these numbers growing with the addition of a third LVER and the recent creation of the Business Engagement Division within IWD.

In January 2022, our LVERs introduced a new virtual meeting for employers where they could learn about several workforce topics geared towards veterans. It is called the Iowa Veterans' Employer Coalition (IVEC) and they meet monthly. LVERs have led several meetings and have also invited other subject matter experts to share/or present. Topics have included the HIRE Vets Medallion Program, Home Base Iowa, and veteran mentorship programs, to name a few.

Eligible veterans and eligible spouses (a.k.a. "covered persons") continued to be informed of Priority of Service during PY21 whether it be in-person at IowaWORKS centers or electronically upon registration into our employment services system. Priority of Service training was delivered in November 2021 to IowaWORKS staff and local workforce development areas.

See Attachment 8 – JVSG Performance Results

### **Trade Adjustment Assistance Program (TAA)**

The Trade Adjustment Assistance (TAA or Trade) Act is a federally funded reemployment program providing specialized benefits and services to workers who have experienced layoff as a result, either direct or indirect, of foreign trade. Benefits available to eligible participants include fully funded assistance up to 2 ½ years towards post-secondary education, up to 2 years of on-the-job training, job search and relocation allowances for eligible activities outside the workers commuting area, and wage subsidies for workers aged 50 or older.

Through case management and access to career planning, TAA participants upgrade their knowledge and experience to enhance their marketability in today's labor force and attain suitable reemployment after a trade affected layoff. This is achieved through various methods such as evaluations, assessments, workshops, training and more to support the career-pathway goals of impacted workers. Outcomes are most successful when a TAA participant is co-enrolled in a partner program like Title I Dislocated Worker or Adult programs, which allows eligible workers to receive additional supportive services while enrolled in TAA.

The start of PY21 began with a lot of changes for the TAA program due to Reversion 2021 regulations that went into effect 07/01/2022, which disallowed the use of case management funding, limited group eligibility requirements, and restricted eligibility criteria for the wage subsidy benefit for older workers, most notably. However, the previous 2015 TAARA regulations remained in effect for workers covered under petitions certified on or before 06/30/2021. Workers covered under petitions certified on or after 07/01/2021 fell under Reversion 2021 regulations. Serving two cohorts of participants with each falling under a different set of TAA regulations posed a unique challenge for the Trade team. In preparation of Reversion 2021 the Trade team conducted a comprehensive policy and procedure review, prepared and

updated forms, hosted trainings, and began shifting the focus from traditional classroom learning to a work-based learning model.

Petition submissions did increase slightly in PY21, with a total of 14 TAA petitions filed with the U.S. Department of Labor (DOL) compared to 12 in PY20. However, PY21 saw a much higher denial rate with 8 petitions denied and 6 approved. Although a high rate of negative determinations was expected due to the Reversion 2021 regulations limiting group eligibility requirements for petition certification, as the Trade team continued filing petitions for excluded worker groups potentially affected by foreign trade. Despite the high number of negative determinations, the increase in petition filings is attributed the Trade team analyzing unemployment data to begin tracking layoffs over time. Allowing for the identification of layoffs not meeting the criteria for a Worker Adjustment and Retraining Notification (WARN) and lead to the filing of 6 additional petitions that may have been missed otherwise.

Total participation in the TAA program decreased in PY21 with a total of 155 new participants compared to 294 in PY20. An expected decrease given the relatively small number of petition certifications. Unsurprisingly PY21 also saw a decrease in new training enrollments, with 99 new participants enrolling into TAA training compared to 179 in PY20. Additionally, a robust job market throughout most of the state offered ample reemployment opportunities to many Trade affected workers.

While a strong job market may have deterred some participants, employers were eager to hire Trade eligible workers for the on-the-job training benefit. Primarily a wage subsidy paid to employers for the duration of the participants approved TAA training, the transportation benefit while enrolled in approved training also appealed to participants. With the Trade teams shift towards on-the-job training PY21 saw a significant increase in on-the-job training applications with 9 new contracts implemented with Iowa employers, compared to just 2 in PY20.

The RTAA/ATAA benefit also experienced a decrease in PY21 with 18 new enrollments compared to 33 in PY20, also due to Reversion 2021 regulations which requires a separate ATAA determination for certification. Only 1 worker group of the 6 petitions certified is eligible for the ATAA benefit. There were no applications for the job search benefit in PY21, and 3 applications for the relocation benefit. The remaining participants sought individualized career services.

Looking forward to PY22 the Trade team has prepared for TAA Termination provisions that will go into effect 07/01/2022. After that time the U.S. Department of Labor will still accept TAA petitions but will not begin the investigation or issue determinations until action is taken by the U.S. Congress to reauthorize the TAA program. There will no operational or programmatic changes to Iowa's TAA program once in effect. Currently enrolled participants will continue with their training uninterrupted, and eligible participants can apply for TAA benefits and services as usual. The only TAA benefit affected by Termination is the RTAA/ATAA wage subsidy for older workers which will be disallowed. RTAA/ATAA applications will still be accepted after 07/01/2022 but cannot be approved.

To continue serving Iowa's Trade affected workers after the Termination provisions are in effect, the Trade team is operating under the motto "business as usual" and has hosted statewide trainings, webinars and prepared resources for Local Workforce Development Areas and field staff serving TAA participants under Termination. All workers from covered under active petitions have been sent a mailing detailing the changes, and workers potentially eligible for the RTAA/ATAA benefit were encouraged to apply prior to the deadline. All layoffs will continue to be reviewed for potential trade effects and petitions filed when applicable.

Without petition certifications generating new enrollments creative outreach methods are being explored, including cross referencing workers filing for unemployment with worker lists for active petitions to identify Trade eligible workers. If matched, the workers contact information will provided to a TAA Navigator or Career Planner for outreach. TAA eligible workers filing for unemployment are ideal candidates for the work-based learning initiative and will allow Iowa to continue providing TAA benefits and services to workers. While also serving employers by establishing training opportunities to meet individual employment needs and address the workforce challenges faced by many employers across Iowa to support the mission and objectives of Iowa Workforce Development.

### **Registered Apprenticeship (RA)**

The State of Iowa has two federal grants in progress during PY21 – Apprenticeship State Expansion (ASE), and State Apprenticeship Expansion 2020 (SAE 2020). Each grant seeks to grow both programs and Registered Apprentices, expand RA programs into high-demand, high-growth industries, and further integrate this program into the workforce, economic development, and educational systems.

The ASE’s grant period of performance runs from July 2018-June 2022 and is structured to focus on the case management and supports to apprentices while also increasing the number the RA programs in Iowa. Iowa has subgrantees under this grant working to grow RA within their organizations by leveraging sustainable RA programs.

The SAE 2020 ‘s grant period of performance is July 2020 through June 2023 and is focused on building RA programs in agricultural, healthcare and COVID-19 impacted industries. As part of the SAE 2020 grant, a one-time business incentive per Registered Apprentice is available to all Iowa Registered Apprenticeship (RA) Sponsors, who create or operate a RA Program in the healthcare or agriculture sector, or industries and Registered Apprentices affected by COVID-19.

Iowa continues to make great advancements in integrating RA into the state workforce system. Throughout the year, training sessions were delivered to the WIOA core partners to assist in the fundamental understanding and integration of the program. Beyond training, focus has been placed on the continued development and execution of pilot project implementation. Title IV (Iowa Vocational Rehabilitation), Title I and Title III staff continued with the pilot project to educate and recruit individuals with disabilities into RA programs.

During the pilot, core partners strengthened relationships and implemented a referral process to better utilize the integrated service model. As of June 30, 2021, IWD had 1182 active Registered Apprentices, and 205 Registered Apprentices completed their program. This is a 56 % growth of active participants and 20% growth in the completion rate. Growth can be attributed to outreach efforts led by Governor Reynolds’ office to grow high school RA programs, federal funding to sub-recipients, and integrating stronger referral processes.

### **PROMISE JOBS**

PROMISE JOBS, “Promoting Independence and Self-Sufficiency through Employment, Job Opportunities and Basic Skills,” provides case management, employment, education, training, and supportive services to recipients of the Family Investment Program (FIP), Iowa’s cash assistance program under the Temporary Assistance for Needy Families (TANF) block grant. IWD provides PROMISE JOBS services; families are co-enrolled into other programs offered through the AJCs, as appropriate.

PROMISE JOBS case managers, co-located in IowaWORKS Centers, served an average of 4257 PROMISE JOBS families each month. IWD continues to work with two other state agencies, DHS and the Department of Human Rights, on the Two-Generation Initiative, geared toward providing a whole-family approach to public services. IWD and PROMISE JOBS also continue working in the new data management system in conjunction with DHS to enhance performance reporting and overall, better serve PROMISE JOBS families.

### **Monitor Advocacy System (MSFW)**

As a top 20 significant state, Iowa has seen improvement in the provision of MSFW services during this program year; a likely contributor being pandemic recovery. During PY21, 10 offices were designated as significant offices to include: Iowa City, Burlington, Waterloo, Marshalltown, Council Bluffs, Davenport, Spencer, Denison, Des Moines, and Fort Dodge. Peak season comes in July in Iowa with the arrival of migrant workers and H2A workers, mainly from Texas and Mexico, however some come from Central America and Ukraine.

During PY21, 7717 MSFWs were offered services through outreach with 251 MSFWs becoming enrolled as participants and received individualized career services. In situations where the MSFWs were unable to visit an IowaWORKS Center, outreach workers provided services offsite. This enabled MSFWs to access necessary services in a way most appropriate for their circumstances. Outreach workers continue to be the primary points of contact for all scheduling events such as registrations, presentations, logging complaints, and secondary needs.

Additionally outreach workers focused on building relationships with agricultural employers and MSFWs. These workers spent time marketing the Agricultural Recruitment System (ARS) and in PY21, secured ten ARS job orders requesting 108 workers in total. Iowa's outreach workers were able to recruit all 86 workers domestically without the need of the employer moving to H-2A workers. Outreach workers stay in contact with farm workers throughout the year answering questions about ARS and helping them understand the benefits and processes associated. Iowa hopes to increase participation in ARS as a business strategy that also protects the interest of Iowa farm workers.

### **Foreign Labor Certification (FLC)**

The H-2A program allows agricultural employers, who anticipate a shortage of domestic workers, to bring nonimmigrant, foreign workers into the U.S. to perform agricultural work of a temporary or seasonal nature. In PY21, Iowa's agricultural employers submitted 493 job orders. All these job orders were posted for U.S. domestic workers but not filled by domestic workers, resulting in the hiring of foreign labor. PY21 showed the continual struggle for Iowa's farmers to fill their workforce with local workers, likely due to an extremely low unemployment rate. Iowa's high-demand areas for the H-2A program during PY21 were construction on farms and work in the fields during the de-tasseling and harvest seasons.

In PY21, Iowa continued to utilize a contracted agency to conduct H-2A housing inspections. This agency received training on conducting inspections for the SWA and submitted all required documents for the inspections. There was a total of 532 housing inspections completed in PY21 by the contracted agency and 98 inspections conducted by SWA staff. Total worker capacity for all inspections was 5050.

The H-2B temporary non-agricultural program permits eligible employers to hire nonimmigrant workers to temporarily come to the U.S. and perform non-agricultural work, based on the employer's temporary need. The demand for temporary workers has increased annually over the past few years. Due to this increased demand and workload, Iowa Workforce Development will be hiring an additional full-time dedicated Foreign Labor Certification workforce advisor. With this staffing change, the SWA will be better positioned to complete the extra duties associated with the trending increase.

## **Work Opportunity Tax Credit (WOTC)**

The Work Opportunity Tax Credit (WOTC) program is a federal tax credit available to Iowa employers who hire and retain veterans and individuals from other target groups with barriers to employment. During Federal Fiscal Year 2022 (October 1, 2021, through September 30, 2022), IWD certified 33,608 applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (16,392), Designated Community Resident (7,115) and Long-term Unemployment Recipient (3,671).

After being awarded a Federal WOTC Backlog Funding Grant for Federal Fiscal Year 2022, the agency effectively eliminated its backlog of WOTC applications. IWD is now processing applications within 30 days of receipt.

The COVID-19 pandemic had minimal impact on Iowa's WOTC team. The agency was able to keep the team focused on the processing and determination of applications. As experienced nationally, Iowa did receive fewer applications from employers as many experienced shutdowns and lower hiring because of the pandemic. The agency continues to process applications in a timely manner, with a goal of processing applications received within two months of application receipt.

**Attachment 1 - Effectiveness in  
Serving Employers**

<b>Employer Services</b>	<b>Establishment Count PY20</b>	<b>Establishment Count PY21</b>
Employer Information and Support Services	4,632	2,524
Workforce Recruitment Assistance	5,576	3,021
Engaged in Strategic Planning/Economic Development	655	73
Accessing Untapped Labor Pools	2,364	1,141
Training Services	1,772	639
Incumbent Worker Training Services	31	6
Rapid Response/Business Downsizing Assistance	33	13
Planning Layoff Response	20	2

<b>Measure</b>	<b>PY20 Result</b>	<b>Numerator</b>	<b>Denominator</b>	<b>PY21 Result</b>	<b>Numerator</b>	<b>Denominator</b>
Employer Penetration	7.3%	7,653	104,715	4.2%	4,449	105,391
Repeat Business Customers	16.2%	2,347	14,480	37.2%	4,025	10,834

**PY21 Goals established for WIOA Title I and Title III Programs**

<b>Performance Outcome Description</b>	<b>W-P</b>	<b>TI Adult</b>	<b>TI DW</b>	<b>TI Youth</b>
Employment 2nd Quarter after Exit*	73.0%	73.0%	85.0%	73.0%
Employment 4th Quarter after Exit*	70.0%	70.0%	83.0%	72.0%

Median Earnings (2nd Qtr)	\$6,100	\$5,400	\$8,400	\$3,600
Credential Attainment	n/a	67.0%	68.0%	59.0%
Measurable Skill Gains	n/a	44.0%	31.0%	41.0%
Effectiveness in Serving Employers	Baseline	(See WP)	(See WP)	(See WP)
<i>*For Title I Youth, Employment measures include entry into unsubsidized employment, Placement in Advanced Training, Post Secondary Training, entering Military or Registered Apprenticeship.</i>				

## Attachment 2 – Customer Satisfaction

**Customer Satisfaction Base Data Table (Job Seeker Results)**

Service Received Range	7/1/2021	8/1/2021	8/16/2021	11/1/2021	11/16/2021	12/1/2021	12/16/2021	1/1/2022	1/16/2022	2/1/2022	2/16/2022	3/1/2022	3/16/2022	4/1/2022	5/1/2022	5/16/2022	6/1/2022			
	to 7/31/2021	to 8/15/2021	to 10/31/2021	to 11/15/2021	to 11/30/2021	to 12/15/2021	to 12/31/2021	to 1/15/2022	to 1/31/2022	to 2/15/2022	to 2/28/2022	to 3/15/2022	to 3/31/2022	to 4/30/2022	to 5/15/2022	to 5/31/2022	to 6/30/2022			
<b>Email Information</b>																			<b>Total</b>	<b>Percent</b>
Total Sent	1,160	768	2,661	762	684	876	698	939	1,192	1,489	1,001	1,192	1,392	2,099	1,025	1,261	2,006	21,205		
Delivered	1,140	720	2,562	736	660	843	681	917	1,170	1,445	965	1,158	1,341	2,031	995	1,236	1,939	20,539	96.86%	
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Bounced	20	48	99	26	24	33	17	22	22	44	36	34	51	68	30	25	67	666	3.14%	
Unsubscribed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Total Opens	1,569	892	2,361	794	558	1,020	729	1,123	1,420	2,107	972	1,564	1,540	2,738	1,324	1,547	2,113	24,371		
Total Unique Opens	678	386	1,187	411	281	502	346	494	733	913	501	780	741	1,288	650	761	1,078	11,730	57.11%	
Unique Clicks	117	57	151	66	43	56	53	75	101	147	61	103	99	151	91	90	122	1,583	7.71%	
*People may be counted in both email groups if they had received a service from IWD within the allotted date range.																				
*People may have multiple responses if they had received a service from IWD within the allotted date range.																				

**Customer Satisfaction Base Data Table (Employer Results)**

Service Received Range	7/1/2021	8/1/2021	8/16/2021	11/1/2021	11/16/2021	12/1/2021	12/16/2021	1/1/2022	1/16/2022	2/1/2022	2/16/2022	3/1/2022	3/16/2022	4/1/2022	5/1/2022	6/1/2022			
	to 7/31/2021	to 8/15/2021	to 10/31/2021	to 11/15/2021	to 11/30/2021	to 12/15/2021	to 12/31/2021	to 1/15/2022	to 1/31/2022	to 2/15/2022	to 2/28/2022	to 3/15/2022	to 3/31/2022	to 4/30/2022	to 5/31/2022	to 6/30/2022			
<b>Email Information</b>																		<b>Total</b>	<b>Percent</b>
<b>Total Sent</b>	210	147	474	153	138	177	100	151	176	160	176	226	191	351	335	286		<b>3,451</b>	
<b>Delivered</b>	175	135	415	141	122	153	90	129	148	133	151	199	167	308	294	240		<b>3,000</b>	<b>86.93%</b>
<b>Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		<b>0</b>	<b>0.00%</b>
<b>Bounced</b>	35	12	59	12	16	24	10	22	28	27	25	27	24	43	41	46		<b>451</b>	<b>13.07%</b>
<b>Unsubscribed</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		<b>0</b>	<b>0.00%</b>
<b>Total Opens</b>	175	52	154	47	39	63	43	57	77	63	95	115	68	181	123	120		<b>1,472</b>	
<b>Total Unique Opens</b>	50	31	92	33	27	38	28	37	53	40	47	66	38	98	71	68		<b>817</b>	<b>27.23%</b>
<b>Unique Clicks</b>	12	4	22	13	19	6	8	4	11	4	11	21	16	20	21	12		<b>204</b>	<b>6.80%</b>
*People may be counted in both email groups if they had received a service from IWD within the allotted date range.																			
*People may have multiple responses if they had received a service from IWD within the allotted date range.																			

**PY21 Goals Established for WIOA Title I and Title III Programs**

<b>Performance Outcome Description</b>	<b>W-P</b>	<b>TI Adult</b>	<b>TI DW</b>	<b>TI Youth</b>
Employment 2nd Quarter after Exit*	73.0%	73.0%	85.0%	73.0%
Employment 4th Quarter after Exit*	70.0%	70.0%	83.0%	72.0%
Median Earnings (2nd Qtr)	\$6,100	\$5,400	\$8,400	\$3,600
Credential Attainment	n/a	67.0%	68.0%	59.0%
Measurable Skill Gains	n/a	44.0%	31.0%	41.0%
Effectiveness in Serving Employers	Baseline	(See WP)	(See WP)	(See WP)
<p><i>*For Title I Youth, Employment measures include entry into unsubsidized employment, Placement in Advanced Training, Post-Secondary Training, entering Military service or via Registered Apprenticeship.</i></p>				

## Attachment 4 - Wagner-Peyser Performance Results

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	20,542	15,720	\$4,055,927	\$198

Summary Information	Percent
Percent enrolled in more than one core program	6.6%

WIOA Performance Measure	PY21 Goal	PY21 Out-come	PY20 % Achieved of 100% of Goal
Employment Rate 2 <sup>nd</sup> Quarter After Exit	73.0%	63.2%	86.58%
Employment Rate 4 <sup>th</sup> Quarter After Exit	70.0%	64.1%	91.57%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$6,100	\$7,568	124.06%

## Attachment 5 – WIOA Title I Adult Performance Results

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	801	417	\$2,180,973	\$2,722
Training Services	476	237	\$879,105	\$1,846

Summary Information	Percent
Percent enrolled in more than one core program	82.3%
Percent Administrative Costs Expended	6.7%

WIOA Performance Measure	PY21 Goal	PY21 Outcome	PY21 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	73.0%	80.3%	110.0%
Employment Rate 4th Quarter after Exit	70.0%	75.4%	107.7%
Median Earnings 2nd Quarter after Exit	\$5,400	\$6,717	124.4%
Credential Attainment	67.0%	72.0%	107.5%
Measurable Skill Gains	44.0%	54.8%	124.5%

### Barriers

<b>WIOA Adult Characteristics Over Time</b>	<b>PY17</b>	<b>PY18</b>	<b>PY19</b>	<b>PY20</b>	<b>PY21</b>
Participants Served	46,118	16,016	1,032	661	801
Displaced Homemaker	6	13	5	4	6
English Language Learners/Low levels of Literacy, Cultural Barriers	139	171	142	144	223
Exhausting TANF within 2 years	0	0*	0	1	3
Reentry Adult (Returning from incarceration) Ex-Offender	21	45	58	72	125
Homeless Individuals/Runaway Youth	567	63	21	34	38
Long-term unemployed (27 or more consecutive weeks)	0	10	32	54	96
Low-income Individuals	45,871	1,244	550	545	689
Migrant and Seasonal Farmworkers	442	0	0	0	0
Individuals with Disabilities	3,106	1,336	172	118	146
Single Parent	247	166	162	161	212
Youth in foster care of aged out of system	1	1	2	2	2
Older Workers, age 55 and Older	13,652	4,787	144	52	65

Iowa met or exceeded all Title I Adult performance outcomes goals for PY21.

### Attachment 6 – WIOA Title I Dislocated Worker Performance Results

<b>Service</b>	<b>Participants Served</b>	<b>Participants Exited</b>	<b>Funds Expended</b>	<b>Cost Per Participant Served</b>
Career Services	502	217	\$2,016,013	\$4,015
Training Services	372	147	\$298,655	\$802

<b>Summary Information</b>	<b>Percent</b>
Percent enrolled in more than one core program	96.6%
Percent Administrative Costs Expended	12.0%

<b>WIOA Performance Measure</b>	<b>PY21 Goal</b>	<b>PY21 Outcome</b>	<b>PY21 % Achieved of 100% of Goal</b>
Employment Rate 2nd Quarter after Exit	85.0%	82.6%	97.2%
Employment Rate 4th Quarter after Exit	83.0%	86.1%	103.7%
Median Earnings 2nd Quarter after Exit	\$8,400	\$9,369	111.5%
Credential Attainment	68.0%	73.0%	107.4%
Measurable Skill Gains	31.0%	56.4%	181.9%

<b>Barriers - WIOA Dislocated Worker Characteristics Over Time</b>	<b>PY17</b>	<b>PY18</b>	<b>PY19</b>	<b>PY20</b>	<b>PY21</b>
Participants Served	17461	653	528	447	502
Displaced Homemaker	16	6	3	4	3
English Language Learners/Low levels of Literacy, Cultural Barriers	76	27	18	31	80
Exhausting TANF within 2 years	0	0*	0	0	0
Reentry Adult (Returning from incarceration) Ex-Offender	3	0	3	14	29
Homeless Individuals/Runaway Youth	101	8	0	6	6
Long-term unemployed (27 or more consecutive weeks)	0	0	9	19	16
Low-income Individuals	17453	79	72	157	196
Migrant and Seasonal Farmworkers	206	0	0	0	0
Individuals with Disabilities	799	42	22	16	32
Single Parent	250	25	30	57	67
Youth in foster care of aged out of system	0	0	1	0	0
Older Workers, age 55 and Older	7986	109	95	81	89

Iowa met or exceeded all Title I Dislocated Worker performance outcomes goals for PY21 with the exception of Employment 2<sup>nd</sup> quarter after exit. The goal was 85.0%. Iowa attained 82.6% for employment 2<sup>nd</sup> quarter.

## Attachment 7 – WIOA Title I Youth Performance Results

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	478	226	\$3,244,299	\$6,787
Training Services	89	62	\$180,219	\$2,024

Summary Information	Percent
Percent enrolled in more than one core program	57.6%
Percent Administrative Costs Expended	10.6%

WIOA Performance Measure	PY21 Goal	PY21 Outcome	PY21 % Achieved of 100% of Goal
Employment/Education/Training Rate 2nd Quarter after Exit	73.0%	76.6%	104.9%
Employment/Education/Training Rate 4th Quarter after Exit	72.0%	78.1%	108.5%
Median Earnings 2nd Quarter after Exit	\$3,600	\$4,389	121.9%
Credential Attainment	59.0%	60.5%	102.5%
Measurable Skill Gains	41.0%	43.9%	107.1%

<b>Ethnicity/Race</b>	<b>Number of Participants</b>	<b>Employment Rate Q2</b>	<b>Employment Rate Q4</b>
<i>State Overall Goal</i>		<i>73.0%</i>	<i>72.0%</i>
American Indian/Alaska Native	12	100.0%	71.4%
Asian	6	100.0%	100.0%
Black/African American	106	76.3%	78.4%
Hispanic/Latino	53	90.0%	66.7%
Native Hawaiian/Pacific Islander	2	50.0%	0.0%
White	345	78.6%	76.7%
More than One Race	28	100.0%	84.6%

<b>Ethnicity/Race</b>	<b>Percent of Youth Enrollments</b>
Hispanic/Latino*	11.1%
American Indian*	2.5%
Asian American*	1.3%
Black/African American*	22.1%
Native Hawaiian /Other Pacific Islander	0.4%
White	72.0%
Two or More Races*	5.8%

*All Not White Alone (non-white)	37.4%
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ACS Age break downs	Percent of Iowa's Population	Age/Educational Status	Percent of Youth Enrollments
*10-14	6.9%*	<16 (14-15)	3.8%
*15-19	6.9%*	16-18	38.8%
*20-24	7.3%*	19-24	57.2%

[\\*\\*DP05 \(population demographics\)](#)

[\\*S2301 \(Employment\)](#)

Barriers WIOA Youth Characteristics Over Time	PY17	PY18	PY19	PY20	PY21
Participants Served	1231	654	559	428	479
Displaced Homemaker	1	1	1	0	0
English Language Learners/Low levels of Literacy, Cultural Barriers	771	323	272	311	379
Exhausting TANF within 2 years	0	0	1	1	0
Reentry Adult (Returning from incarceration) Ex-Offender	160	72	53	49	53
Homeless Individuals/Runaway Youth	6	37	21	31	34
Long-term unemployed (27 or more consecutive weeks)	0	0	7	14	25

Low-income Individuals	1087	498	415	411	459
Migrant and Seasonal Farm-workers	3	0	0	0	0
Individuals with Disabilities	294	218	206	186	223
Single Parent	228	89	90	69	57
Youth in foster care of aged out of system	36	13	15	11	16
Not a Secondary School Graduate or Equivalent					242
Youth, age <16r	56	30	16	8	18
Youth, age 16-18	549	262	199	171	186
Youth, age 19-24	617	362	343	248	274

**Iowa exceeded all Title I Youth performance outcomes goals.**

## Attachment 8 – JVSG Performance Goals

Service	Participant Served	Participants Exited
Basic Career Services	9	5
Individualized Career Services	579	419
Training Services	13	6
<b>Total Served</b>	<b>601</b>	<b>430</b>

\*JVSG Based on PY2021 Quarter 4; no annual data report requirements for JVSG

WIOA Performance Measure	PY 21 Goal	PY21 Outcome	PY21 Target Ratio of 90%	PY21% Achieved of 100% of Goal
Employment Rate 2 <sup>nd</sup> Quarter After Exit	60%	59.9%	54%	99.8%
Employment Rate 4 <sup>th</sup> Quarter After Exit	55%	55.4%	49.5%	100.7%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$6,300	\$8,109	\$5,670	128.7%

Barriers JVSG Characteristics Over Time	PY19	PY20	PY21
Participants Served	671	433	601
Displaced Homemaker	3	2	2
Low-income individuals	275	178	210
Older individuals	271	165	261
Ex-offenders	45	33	62
Homeless Individuals/Runaway Youth	130	95	96
Current or former foster care youth	0	0	0
English language learners, individuals with low levels of literacy or facing substantial cultural barriers	2	1	6
Eligible migrant and seasonal farmworkers	0	0	0
Exhausting TANF within 2 years	0	0	0
Singles parents (including single pregnant women)	12	3	12
Long-term unemployed (27 or more consecutive weeks)	51	44	84
Individuals with Disabilities	162	103	163

## **Attachment 9: Local Workforce Development Boards PY21 Annual Report Narratives**

### **Central Iowa Local Workforce Development Board**

<https://www.iowawdb.gov/sites/search.iowawdb.gov/files/localboarddocuments/Central%20Iowa%20PY21%20Annual%20Report%20Narrative.pdf>

### **East Central Iowa Local Workforce Development Board**

<https://www.iowawdb.gov/sites/search.iowawdb.gov/files/localboarddocuments/East%20Central%20Iowa%20LWDB%20PY21%20WIOA%20Annual%20Report%20Narrative.pdf>

### **Mississippi Valley Local Workforce Development Board**

<https://static1.squarespace.com/static/5f5291bfaee2bf3673fa2b4a/t/635c0a5487b4544deab23892/166976340912/MVWA+PY21+Annual+Report.pdf>

### **North Central Iowa Local Workforce Development Board**

<https://www.iowawdb.gov/sites/search.iowawdb.gov/files/localboarddocuments/North%20Central%20Iowa%20PY21%20WIOA%20Annual%20Report%20Narrative%2020221108.pdf>

### **Northeast Iowa Local Workforce Development Board**

<https://www.iowawdb.gov/sites/search.iowawdb.gov/files/localboarddocuments/Northeast%20Iowa%20PY21%20WIOA%20Annual%20Report%20Narrative%2020221103.pdf>

### **Northwest Iowa Local Workforce Development Board**

<https://www.iowawdb.gov/sites/search.iowawdb.gov/files/localboarddocuments/Northwest%20Iowa%20PY21%20WIOA%20Annual%20Report%20Narrative%2020221108.pdf>

### **South Central Local Workforce Development Board**

<https://static1.squarespace.com/static/61f0628eb05638253edff379/t/6372b979ee2bda789edfc979/1668462969578/South+Central+Iowa+LWDB+PY21+Annual+Report+Narrative.pdf>

### **Southwest Iowa Local Workforce Development Board**

No report has been received at this time.

### **Western Iowa Local Workforce Development Board**

No available link.