IowaWORKS GUIDE



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WELCOME

As a Job Seeker, it can be difficult to know where to begin. Iowa*WORKS* is here to help you. This handbook serves as an overview of the programs and services available to support you.

The descriptions included are high-level and intended to provide basic information. If you have questions or would like more information on any of the programs and services, please ask a member of the Iowa*WORKS* team, and they will be happy to provide more information.

Iowa*WORKS* offices are located across the state. The services described in this handbook are available in every location. If you have a need that is not addressed in this handbook, please ask a member of the Iowa*WORKS* team, so we can connect you to the appropriate resource. We look forward to serving you and wish you the best of luck in your employment search!

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IOWA*WORKS* LOCATION INFORMATION

CENTERS

Burlington
550 S. Gear Avenue, Suite 35
West Burlington, IA 52655

Cedar Rapids
1025 Kirkwood Pkwy SW
Cedar Rapids, IA 52404

Council Bluffs
300 West Broadway, Suite 13
Council Bluffs, IA 51503

Davenport
1801 E Kimberly Rd. Suite A
Davenport, IA 52807

Decorah
312 Winnebago Street, Suite A
Decorah, IA 52101

Denison
504 Highway 39 North Denison,
IA 51442

Des Moines
525 SW Fifth St
Des Moines, IA 50309

Des Moines
200 Army Post Road
Des Moines, IA 50315

Dubuque
680 Main Street, 2nd Floor
Dubuque, IA 52001

Fort Dodge
330 1st Ave N
Suite G
Fort Dodge, IA 50501

Iowa City
Eastdale Plaza 1700 S 1st Avenue
Suite 11B
Iowa City, IA 52240

Marshalltown
101 Iowa Avenue West, Suite 200
Marshalltown, IA 50158

Mason City
600 South Pierce Avenue
Mason City, IA 50401

Ottumwa
15260 Truman Street
IHCC North Campus
Ottumwa, IA 52501

Sioux City
2508 4th Street
Sioux City, IA 51101

Spencer
217 West 5th Street
Spencer, IA 51301

Waterloo
3420 University Avenue
Waterloo, IA 50701

For office contact information and available services, visit **workforce.iowa.gov/iowaworks**



HOURS OF OPERATION

HOURS

Sunday	Closed
Monday	8:30 am — 4:30 pm
Tuesday	8:30 am — 4:30 pm
Wednesday	9:00 am — 4:30 pm
Thursday	8:30 am — 4:30 pm
Friday	8:30 am — 4:30 pm
Saturday	Closed

AVAILABLE PROGRAMS AND SERVICES



REASONABLE ACCOMMODATIONS

Iowa*WORKS* ensures that all individuals, including people with disabilities have equal opportunity to participate in all services, programs, and activities. If you need an accommodation in order to participate in a program, service or activity, you can make a request to any Iowa*WORKS* representative. Your request can be made verbally or in writing at any time. For more information about requests for reasonable accommodations please ask an Iowa*WORKS* representative. More information about the Americans with Disabilities Act, including the complaint process can be found at the back of this handbook.



CAREER SERVICES

Career and training services are available to meet the diverse needs of job seekers and are tailored to individual needs. Career services available to all job seekers include career counseling, job search and placement assistance, creating resumes and cover letters, preparing for interviews, labor market information, career and skills assessments, assistance with managing unemployment insurance claims, skill upgrades and training, and information on partner programs.



EMPLOYMENT & TRAINING

Title I of the Workforce Innovation and Opportunity Act (WIOA) provides employment and training services to eligible adults, dislocated workers, and youth. The program connects eligible individuals to a continuum of services and activities, aimed at teaching participants how to navigate the appropriate educational and workforce systems based on an established career pathway. Activities include career exploration and guidance, continued support for educational attainment, and opportunities for skills training in in-demand occupations.



VETERANS SERVICES

Veteran Representatives, who are all honorably discharged service members, coordinate all intensive services provided to eligible veterans within the Iowa*WORKS* system. They work with eligible veterans and clients of Veterans Administration Vocational Rehabilitation to:

- administer comprehensive assessments of skill levels;
- develop an individual employment plan;
- develop job interviewing and resume writing skills;
- provide individual career planning services;
- help place eligible veterans in federally-funded employment and training programs;
- monitor job listings from federal agencies and federal contractors to ensure veterans get priority service in referral to these jobs; and
- provide intensive services to meet the employment needs of eligible veterans.

These services provide veterans with the necessary information to find and secure suitable employment. These services can also help veterans make the transition from the military to the civilian workforce.



REGISTERED APPRENTICESHIP

A Registered Apprenticeship allows you to get the on-the-job and related classroom training you need for high demand jobs in Iowa while earning a paycheck. Programs range from one to five years, depending on the occupation. You can find more information by visiting: apprenticeship.iowa.gov.



UNEMPLOYMENT INSURANCE BASICS

Iowa Workforce Development (IWD) administers unemployment insurance benefits in the state of Iowa. Benefits are made available to workers who meet all requirements and have lost their job through no fault of their own, such as when a plant closes, they are laid off or in other similar circumstances.

Benefits are paid entirely by employers who are covered by the Iowa Employment Security Law. Unemployment insurance is not based on need. It is intended to pay benefits to eligible individuals during periods of unemployment when no suitable work is available.



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.

PROMISE JOBS is administered by Iowa Department of Human Services (DHS). DHS contracts with Iowa Workforce Development (IWD) to provide PROMISE JOBS services. Most FIP recipients are required to sign an agreement with PROMISE JOBS. The agreement outlines the work activities and other actions the participant will take to become independent of FIP.



MIGRANT AND SEASONAL FARMWORKERS

Migrant and Seasonal Farmworkers help with the cultivation and harvest of crops, and other agricultural activities in Iowa each year. Iowa Workforce Development's Migrant and Seasonal Farmworker (MSFW) outreach program is focused on educating and assisting MSFWs and agricultural employers. MSFWs receive training and employment services through Iowa*WORKS* to assist with attaining greater economic stability.



TRADE ADJUSTMENT ASSISTANCE

Trade Adjustment Assistance provides reemployment assistance to workers who are displaced, due to a lack of work and no fault of their own, from firms hurt by foreign trade, as determined by the U.U.S. Department of Labor. This program seeks to provide these workers with opportunities to obtain the skills, credentials, resources, and support necessary to (re)build skills for future jobs. Services available for eligible workers include training, employment and case management, job search allowances, relocation allowances income support, and wage supplements for reemployed older workers.



FEDERAL BONDING

The Federal Bond Program benefits the job seeker by providing job opportunities for those who have been or may be denied commercial bonding coverage due to their previous personal or employment history. It provides fidelity bond insurance to the business for up to six months for any job seeker with risk factors and applies to any job except self-employment. Bonding coverage is provided at no cost to the job seeker.

IOWA*WORKS* PARTNERS

Iowa*WORKS* locations across the state are one-stop centers offering services from a variety of workforce partners. Iowa*WORKS* staff can help you gather more information on the programs that are available to you and can assist in making a referral to another program, if needed. Many individuals receive services from workforce partner programs depending on their individual needs. Partners work together to coordinate services in order to maximize the benefits to and success of each customer.

RAPID RESPONSE

Rapid Response quickly coordinates services to layoffs and plant closings and provides immediate aid to companies and the affected workers. Employee Information meetings are conducted to provide information about services available at Iowa*WORKS* Centers which include:

- assistance finding new employment
- resume workshops
- career counseling
- training in a new career
- assistance filing unemployment insurance (UI) benefits



KNOW THE LINGO:
ACRONYMS COMMONLY USED IN IOWA*WORKS* CENTERS

FIP
Family Investment Program

FRI
Future Ready Iowa

IWD
Iowa Workforce Development

LMI
Labor Market Information

MSFW
Migrant Seasonal Farmworker

NCRC
National Career Readiness Certificate

OPAC
Office Proficiency Assessment Certification System

PJ
PROMISE JOBS

TANF
Temporary Assistance for Needy Families

UI
Unemployment Insurance

WDB
Workforce Development Board

WIOA
Workforce Innovation and Opportunity Act

WOTC
Work Opportunity Tax Credit



FREQUENTLY ASKED QUESTIONS

DO I NEED TO MAKE AN APPOINTMENT BEFORE I COME TO THE WORKFORCE CENTER?

Customers are invited to access services during business hours. Depending on the services you are requesting, you may need an appointment but many of our services can be accessed on-demand. You should request an appointment if you need assistance applying for unemployment insurance benefits or filing your weekly claim, if you would like to register to attend a workshop, or if you need to meet with a PROMISE JOBS worker. If you are unsure, please call ahead and speak with a staff member to determine if scheduling an appointment is necessary to meet your needs.

WHAT CAN I EXPECT WHEN I VISIT A WORKFORCE CENTER?

When you enter an Iowa*WORKS* Center you will be greeted by a staff member and asked what brought you in. You will be invited to become a member of the Iowa*WORKS* Center by entering some basic information into our membership registration system. Even if you have entered this information before, it may need to be updated. After you complete membership, you will be provided with an overview of the services available, given a tour of the center, and introduced to staff who can further assist you with your needs. Depending on what brought you into the center, you should leave with an idea of how Iowa*WORKS* can assist you with your job search and career needs and a plan for achieving your career goals.

HOW WILL I KNOW WHICH PROGRAMS I AM ELIGIBLE FOR?

The information you enter into membership helps us determine the programs and services for which you are eligible. A member of the Iowa*WORKS* staff should discuss all of the programs and services you are eligible for and help you determine which programs and services would be beneficial for you. Once you have determined which programs and services you want to participate in, staff can assist you with any required applications.

WHAT IS THE INFORMATION I PROVIDE USED FOR?

The information gathered is used to help determine which programs you are eligible to participate in. Information is also utilized to connect you with employers who post jobs that you express an interest in. Finally, the information gathered helps Iowa*WORKS* comply with our federal reporting requirements.

WHAT SHOULD I DO IF I AM DISSATISFIED WITH THE ASSISTANCE I RECEIVE AT THE WORKFORCE CENTER?

If you are dissatisfied with your experience at an Iowa*WORKS* Center, you should ask to speak with the Operations Manager. If your concerns are not resolved, you can file a complaint using the information provided in the back of this handbook.

WHAT SHOULD I DO IF I FEEL I HAVE BEEN DISCRIMINATED AGAINST BY AN EMPLOYEE OF THE WORKFORCE CENTER?

If you feel you have been discriminated against by an Iowa*WORKS* staff member, please contact the Equal Opportunity Officer (contact information found at the back of this handbook). All complaints are investigated and taken very seriously.

HOW CAN I REQUEST REASONABLE ACCOMMODATIONS?

Individuals with disabilities can make requests for accommodations to participate in any Iowa*WORKS* programs, services, and activities. Requests can be made verbally or in writing. While there is a form available for use, it is not required and is intended as a guide to help customers make requests. All requests for accommodations will be considered and a response will be provided. Requests for accommodations can be directed to any Iowa*WORKS* staff member. If questions or concerns arise, please speak with the Operations Manager. If issues arise, please contact the Equal Opportunity Officer (contact information found at the back of this handbook).

IF I HAVE QUESTIONS, WHO SHOULD I ASK?

Any member of the Iowa*WORKS* staff can help you find answers to your questions. We are here to assist you and look forward to serving you.

Request for Accommodation

- Iowa*WORKS* is committed to providing people with disabilities equal access to the programs and services we provide.
- This form is for people with disabilities to request an accommodation for any Iowa*WORKS* program or service.
- Use of this form is optional.
- Requests for accommodation may be made verbally, in writing, and/or with the assistance of an advocate.
- If you need an accommodation for an assessment or test, ask Iowa*WORKS* staff.
- This form is available in accessible electronic format and in paper format, including braille.

Know your rights.

You have the right to:

- Have your confidential information protected.
- Receive a timely response to your request for accommodation.
- Discuss your request for accommodation with Iowa*WORKS* staff.
- Receive written notice of any denial of requested accommodation.
- Appeal a decision to deny your request for accommodation.
- File a complaint if you feel you have been discriminated against because of your disability.

Know the services for which you can request reasonable accommodation.

Iowa*WORKS* will provide reasonable accommodations to qualified individuals with disabilities with regard to any aid, benefit, service, training, or activity, including, but not limited to:

- Registration
- Intake, application, enrollment
- Orientation
- Training
- Service delivery including all Iowa*WORKS* programs and activities

1. Provide your information.

Name: Phone Number:

Address:

2. Request an accommodation.

Describe the specific accommodation(s) that you are requesting and when you need it. Include any suggestions that you may have regarding the accommodation(s), such as those you have found effective in the past.

IOWA | Iowa Workforce Development

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- Brooke Axiotis, 1000 East Grand Avenue, Des Moines, Iowa 50319; or
- The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Effective Date: This notice is effective immediately and will remain in effect until further notice.

Beth Townsend, Executive Director

I certify that I have been afforded an opportunity to discuss the "EQUAL OPPORTUNITY IS THE LAW" Notice with a Workforce Development Center Representative.

Please be advised that the information you provide to the Workforce Development Center may be made available to the Federal, State or Local agencies and their subcontractors who administer employment and training programs.

Print Name: _____

Signature: _____

Social Security Number: _____

Date: _____

Equal Opportunity Employer/Program
Auxiliary aids and services are available to individuals with disabilities upon request.

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