

# IOWA WIOA ANNUAL REPORT

PROGRAM YEAR 2020

## Table of Content

<b>Executive Summary</b>	<b>5</b>
<b>Progress Made in Achieving the State’s Strategic Vision and Goals</b>	<b>6</b>
Future Ready Iowa	<b>6</b>
Workforce Data Quality Initiative Grant-Round VI	<b>7</b>
Disability Access Committee	<b>9</b>
Offender Reentry Standing Committee	<b>9</b>
<b>Waivers</b>	<b>9</b>
<b>Effectiveness in Serving Employers</b>	<b>10</b>
<b>Customer Satisfaction</b>	<b>11</b>
<b>Program Evaluation</b>	<b>11</b>
Re-employment Services Eligibility Assessment (RESEA) Evaluation	<b>11</b>
<b>Performance Accountability System</b>	<b>12</b>
Co-Enrollment	<b>12</b>
Common Exit Policy	<b>12</b>
Negotiated Performance Levels	<b>13</b>
Data Validation	<b>13</b>
Program Progress and Results	<b>13</b>
Wagner-Peyser Program	<b>13</b>
Wagner-Peyser Career Services	<b>13</b>
Wagner-Peyser Performance Results	<b>14</b>
Adult Program	<b>14</b>
Adult Program Performance Results	<b>14</b>
Adult Program Accomplishments	<b>15</b>
Dislocated Worker Program	<b>15</b>
Dislocated Worker Performance Results	<b>15</b>
Dislocated Worker Program Accomplishments	<b>16</b>
Rapid Response Activities	<b>16</b>

Youth Program	17
Youth Program Performance Results	17
Youth Program Accomplishments	17
<b>National Dislocated Worker Grants</b>	<b>18</b>
National Dislocated Worker Grant - Disaster Recovery Employment Program (DREP)	18
COVID-19 Disaster Recovery	18
Derecho Storms Disaster Recovery	19
Coordination with State Rapid Response Activities	19
Co-enrollment with Core Programs	19
<b>Activities Provided by State Funds</b>	<b>19</b>
Home Base Iowa	19
Offender Reentry Program	20
State General Fund Appropriations	21
<b>Program Highlights</b>	<b>22</b>
Jobs for Veterans State Grant (JVSG)	22
Trade Adjustment Assistance Program	23
Registered Apprenticeship	24
Performance Accountability System	24
RA Grants	24
PROMISE JOBS	25
Monitor Advocacy System	25
Foreign Labor Certification	26
Work Opportunity Tax Credit	26
Ticket to Work	27
<b>Attachments</b>	<b>28</b>
Attachment 1- Effectiveness in Serving Employers	28
Attachment 2- PY20-FY21 Customer Satisfaction Survey and Results	29

Attachment 3- PY20-FY21 Business Satisfaction Survey and Results	<b>33</b>
Attachment 4- Negotiated Performance Goals	<b>31</b>
Attachment 5- Wagner-Peyser Performance Results	<b>35</b>
Attachment 6- Title I Adult Performance Results	<b>38</b>
Attachment 7- Title I Dislocated Worker Performance Results	<b>40</b>
Attachment 8- Title I Youth Performance Results	<b>42</b>
Attachment 9- JVSG Performance Results	<b>45</b>
Attachment 10- Central Iowa LWDB Annual Report	<b>46</b>
Attachment 11- East Central Iowa LWDB Annual Report	<b>51</b>
Attachment 12- Mississippi Valley LWDB Annual Report	<b>58</b>
Attachment 12- North Central LWDB Annual Report	<b>77</b>
Attachment 12- Northeast Iowa LWDB Annual Report	<b>83</b>
Attachment 12- Northwest Iowa LWDB Annual Report	<b>87</b>
Attachment 12- South Central LWDB Annual Report	<b>92</b>
Attachment 12- Southwest Iowa LWDB Annual Report	<b>102</b>
Attachment 12- Western Iowa LWDB Annual Report	<b>114</b>

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director



On behalf of Iowa Workforce Development (IWD), I am pleased to submit Iowa's Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative for Program Year 2020.

IWD continues to be a leading partner as Iowa focuses on economic recovery and preparing a Future Ready workforce by connecting Iowans to opportunities for education and training beyond high school. Looking forward, Iowa is working to prepare Iowans for the high demand job of today and tomorrow. Program Year 2020 (PY20) had some challenges but also provided an opportunity to look forward to the economic recovery in the future.



As the Coronavirus pandemic continued through most of PY20, Iowa remained committed to serving Iowans and to continuing the great efforts towards WIOA compliance. Tremendous efforts in education and training on WIOA requirements, roles and responsibilities and overall partnership took place across multiple stakeholders within the workforce system. This training and technical assistance has paved the way for WIOA compliance progress while ensuring effective service delivery for all Iowans, who need the support more now than ever. This report highlights the progress at the local and state levels, in addition to programmatic progress and results which showcases the progress and continued improvement of services and outcomes throughout the state.

We look forward to building on the accomplishments of Program Year 2020, and we appreciate your support of Iowa Workforce Development's vision to create, enable and sustain the most future ready workforce in the nation.

Respectfully,

A handwritten signature in black ink that reads "Beth Townsend". The signature is written in a cursive, flowing style.

Beth Townsend  
Director

## 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 2020.

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 third 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 again appropriated \$13 million for this program. Reporting through early spring of the 2020-2021 academic year indicates \$17,302,934 million has been awarded to over 7,650 recipients compared to 6,500 Iowans throughout the 2019-2020 school year. The legislature approved a FY22 appropriation of \$23,004,744 for the 2021 – 2022 academic year.

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 \$1.2 million in 2019 level funded again in 2020. The 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.

Newly passed legislation in 2020 as part of the Future Ready Iowa Act is the Child Care Challenge Fund. This funding will provide 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. This Board made recommendations to the legislature to address economic recovery amid the Coronavirus pandemic. The pandemic required adjustments in the typical timelines of FRI funding. The results were that the \$1.2 million was awarded in the Spring of 2021. In addition, IWD worked with the Iowa Department of Human Services (DHS) and combined DHS pandemic funding to award 62 childcare challenge grants, \$12,052,958 which will create an estimated 4,001 new childcare slots in Iowa. During the same timeframe 13 grant awards were made for traditional Employer Innovation Grants. This totaled \$385,516 in funding to 13 applicants. The estimated number of participants involved in these projects is 1,575. During the most recent legislative session the Employer Innovation Fund was appropriated \$4.2 million of which \$1.2 million will support Employer Innovation Grant and \$3 million will support Child Care Challenge grants.

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 2020 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. Projections for summer 2021 projects indicate the 560 youth will have been provided opportunities. 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 26 and funding was \$1.6 million dollars.

As 2020 brought the impact of the Coronavirus pandemic into every facet of work, FRI persisted and adapted. Through CARES Act funding provided to states to address the multiple challenges, FRI assisted in the facilitation of four separate coronavirus relief funding opportunities to support employers, nonprofits, training entities and others adapt and accelerate training opportunities for Iowans whose employment has been affected by the pandemic. Opportunities included an employer innovation grant, two different Registered Apprenticeship incentive grants and an "Earn and Learn "grant. One hundred seventy-nine awards were made totaling \$16.6 million dollars. Nearly 9,000 Iowans will be impacted by these programs in a very short timeframe. Initial reporting from these efforts indicates high completion and/or continuation rates (94%) from earn and learn and innovation opportunities. We also know preliminarily that 140 employers created or enhanced registered apprenticeship programs.

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 and 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. Bipartisan support of FRI ensures the momentum will continue into the coming years and will assist Iowa in successfully meeting the needs of job seekers and employers throughout the state. To find more information about Future Ready Iowa, please visit [www.futurereadyiowa.gov](http://www.futurereadyiowa.gov).

### **Workforce Data Quality Initiative Grant – Round VI**

IWD was awarded a U.S. Department of Labor Workforce Data Quality Initiative (WDQI) Grant totaling \$997,890. The grant period began July 1, 2017, and concluded June 30, 2021. An additional \$15,000 was awarded to fund peer-to-peer collaboration activities in 2018. The grant funds were used to create a new web-based Iowa Department of Education (IDE) community college student reporting data system, Iowa WebMIS and a one-stop site for education/workforce data.

The new Iowa WebMIS, community college reporting system, allows each community college to upload student record data for credit and non-credit course data to IDE. Local community college and industry credentials have been incorporated into the system through the newly developed program master catalogs. The expansion of data element collection will allow IDE and IWD to further improve their reporting and analysis of community college program student outcomes. Iowa's WebMIS is also be used to provide IWD with the necessary WIOA eligible training provider performance reporting participant data for Iowa's community colleges.

The system provides instant feedback to the community colleges regarding data validity and real time quality assurance (credit, noncredit programs). This much needed functionality ensures that data submissions are clean and structured appropriately, drastically reducing IDE and IWD staff time spent on data quality reviews. The community college staff receive notifications when reporting deadlines have been exceeded. Other functions in the new reporting system include: notifications, reminders, announcements, an activity dashboard, course repository, and historical aggregate reports.

The Iowa WebMIS system has been completed and is in production. Live student data has been submitted to the IDE by Iowa's community colleges in the Fall of 2020, AY2019-2020. The IDE continues to train community college staff at Iowa's fifteen community colleges on how to effectively use this new data system. Technical assistance continues to be available to data submitters. Refinements of non-credit course data continues.

IWD and IDE increased the community college and workforce development programs they can provide employment outcomes for with expanded, more accurate student data. Along with required reporting, the refined data and additional data elements will allow IWD and IDE to give students, parents, job seekers, and stakeholders the detailed information they need when making education/training, career, and policy decisions.

These education, training, and employment outcomes are available on Iowa's other major WDQI Grant deliverable, [www.iowastudentoutcomes.com](http://www.iowastudentoutcomes.com). The site was released publicly in the Spring of 2021.

IowaStudentOutcomes.com is the public facing portal where IWD, IDE- K-12, IDE-Community College and Workforce Preparation, Iowa Board of Regents, and Iowa College Student Aid Commission post student and training participant outcomes data, analysis, and additional links to their respective programs. Data, dashboards, and reports related to secondary and post-secondary (enrollment, completion, non-credit, two-year, four-year, register apprenticeship) completion and employment outcomes are available in one location for stakeholders.

Previously, this information was located across multiple websites for each agency and could be difficult for users to find. This central location for education and workforce data allows agencies to display, provide outreach, and direct users to one location.

WDQI related collaborations were limited to virtual meetings and webinars in this program year due to the Coronavirus pandemic. Labor Market Information staff were able to participate in regular meetings with the WDQI Technical Assistance Team, other WDQI grantees, and joint regional (IL, IN, OH, MI, MO, KY) data sharing efforts. These meetings allowed to IWD Labor Market Information team members to learn about best practices and discuss challenges with data sharing, data connections, displays/visualizations, and outline common metrics.

Iowa's Workforce Data Quality Initiative Grant Round VI ended this program year. Iowa Workforce Development and the Iowa Department of Education completed all grant deliverables. The State of Iowa will continue to build on the tools and momentum provided by the Department of Labor's continued support of improved, expanded data collection, usage, connections, and delivery.

### **Disability Access Committee**

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 20 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.

### **Offender Reentry 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. It is expected that the committee will be functioning again in PY21.

### **Waivers**

During PY20, Iowa had two active waivers, designed to allow for greater flexibility under WIOA and relieve undue burden on training providers to ensure a robust ETP list that facilitates consumer choice.

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

During PY20, three local areas took advantage of the flexibility this waiver provided. Those included Northwest, North Central and Northeast 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 PY21.

Request: Waiver of the obligation of eligible training providers (ETPs) to report performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.

Continued progress has been made throughout PY20 in gathering performance data from ETPs for continued eligibility purposes. The waiver has allowed Iowa to build a foundation for successfully obtaining this data in terms of eligibility for many programs, however, with the expiration of this waiver at the conclusion of PY20, continued work will be even more important in PY21 to ensure this data can be utilized as intended by WIOA Section 116(d)(4)(A).

Request: Waiver of the obligation of eligible training providers (ETPs) to report performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.

The continuation of this waiver is key to Iowa maintaining a robust Eligible Training Provider List. The launch of the IowaWORKS system in PY18 marked the first time Iowa required ETPs to provide all required data elements to be on the ETPL. Progress has also been made in gathering performance data from ETPs for continued eligibility purposes throughout PY19. The waiver has allowed Iowa to build a foundation for successfully obtaining this data in terms of eligibility for many programs; however, we are not in a position to begin requiring it beyond eligibility purposes at this time. Further work will be implemented in PY20 to ensure this data can be utilized as intended by WIOA Section 116(d)(4)(A) in the coming program years.

## **Effectiveness in Serving Employers**

During PY20, 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.

PY20 data for Employer Penetration Rate was 7.3%, a slight decrease from 7.6% reported in PY19. However, PY20 data showed an increase for Repeat Business Customers Rate is 16.2%, in PY19 it was 14.6%. We attribute the continued lower Employer Penetration Rate on the COVID-19 pandemic, and AJC staff focus on 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 IowaWORKS 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 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 PY20, 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 COVID-19 pandemic.

The customer satisfaction survey was emailed to 7,940 customers, of which 98.3% were verified delivered (7,804). 367 responses were received for a response rate of 4.7% with a 95% confidence level, and a margin of error of 5.00+/- . For comparison, in PY18, 65,674 emails were sent with 2,814 responses for a response rate of 4%, and PY19, 16,347 emails were sent with 1,622 response rate of 10.2%.

For PY20, the customer satisfaction survey included delineating what services were accessed and how individuals received those services. Responses were provided by selecting a range of one through five, with the higher numbers representing higher satisfaction. **See Attachment 2 – PY20-FY21 Customer Satisfaction Survey and Results.**

A similar survey was emailed to 1,045 Iowa employers, of which 88.1% were verified delivered (921). We received 41 responses for a response rate of 4.5% with a 90% confidence level, and with a margin of error of 12.57%. For comparison, in PY18, we sent out 4,636 with 586 responses for a response rate of 14% and in PY19, 1,622 surveys were sent with 93 responses for a response rate of 6.8%. **See Attachment 2 – PY20-FY21 Customer Satisfaction Survey and Results.**

For PY20, 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 methods to increase survey participation. Continued planning is underway to increase the consistency and timeliness of the customer satisfaction survey. Iowa began more frequent and timely delivery of surveys beginning PY20 Quarter 4. These efforts are continuing into PY21 to progress towards more timely and effective service delivery.

## 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 high levels of performance and outcomes. While IWD has not yet completed an official evaluation of programs, we understand the importance of this requirement and are dedicated to ensuring effective evaluation of title I program activities in the future. IWD has established a goal to complete program evaluation during Program Year 2021.

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

The United States Department of Labor 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 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 re-employment services. Iowa plans to offer additional individualized RESEA meetings and believes this will assist the customer to update their re-employment plan, gain additional re-employment 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 is in the final stage of securing a professional evaluator and conduct the evaluation over the next twenty-four-month period and may adjust the RESEA interventions based on the outcome of the evaluation.

## **Performance Accountability System**

### **Co-Enrollment**

Co-enrollment rates decreased as expected for PY20 as Iowa's service provision is in accordance with WIOA and customers are no longer automatically co-enrolled into WP and Adult programs. Iowa recognizes the importance of partnering under WIOA to provide seamless service delivery where appropriate and will continue to work toward ensuring co-enrollment occurs. PY20 co-enrollment rates:

- Wagner-Peyser: 7.8%
- Title I Adult: 78.4%
- Title I Dislocated Worker: 91.3%
- Title I Youth: 70.8%

### **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 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 4-Negotiated Performance Levels for PY20 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 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. Data validation tools included in Iowa’s data management system, IowaWORKS, have been utilized to streamline the process. 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 TAADI initiative. WIOA Title I programs, Title III WP, JVSG, MSFW and Registered Apprenticeship were also validated through data integrity checks informally through this process as part of the effort to ensure quality data in conversion.

Apprenticeship were validated through data integrity checks informally through this process 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

Wagner-Peyser 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 PY20, more than 12,000 individuals received participant-level services, while over 48,000 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 51,000 job orders were posted by employers and staff on behalf of employers on IowaWORKS.gov in PY20.

### **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 5 – 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, including 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 consist of 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 continued to focus on providing services to the adult priority populations and Iowans with significant barriers to employment. Iowa's WIOA Title I Adult Program served 661 individuals during PY20. Career services were provided to all program participants, while 436 participants received additional training services. The largest population served were low-

income individuals at 82.5% of the Adult Program population, single parents at 24.4%, English Language Learners at 21.8%, followed by individuals with disabilities at 17.9%

377 participants completed the Adult Program in PY20. Of these exiters, 72.2% were employed during the second quarter after exit, with median earnings of \$5,758, and 67.5% were maintaining employment during the fourth quarter after exit. Program participants who were enrolled in postsecondary education or training received a credential at the rate of 61.9%, and 44.1% received measurable skill gains.

Iowa met or exceeded all performance outcomes established for PY20, apart from employment fourth quarter after exit and credential attainment. The decline in maintaining employment is likely attributed to the COVID-19 pandemic and the impact on the ability to maintain employment during business closures, quarantines, and uncertain times. Training was provided regarding the provision of follow-up services and other training services, and we expect to see improvement in PY21.

One noteworthy outcome includes the increase of \$326.00 in median earnings when compared to PY19, which is a significant step toward improving the self-sufficiency of Iowa's Adult Program population.

**See Attachment 6 – Title I Adult Performance Results.**

### **Adult Program Accomplishments**

Iowa underwent a significant system transformation during PY20 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 to ensure effective delivery and management of Adult program services. IWD also performed statewide virtual comprehensive monitoring to review WIOA compliance and assist with the system transformation. Looking forward to PY21, 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.

### **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 528 individuals during PY19, and 287 individuals exited from the program. Iowa significantly exceeded all PY19 performance targets for the Title I Dislocated Worker program.

Upon completion of the program, 85% of participants were employed during the second quarter after exit, while 88.4% were maintaining employment during the fourth quarter after exit. Participants received median earnings of \$8,763 during the second quarter after exit, exceeding this goal by \$2,663.

Of those individuals enrolled in a postsecondary education or training program, 74.9% received a credential. Although PY19 was a baseline year for measurable skill gain, 54.5% achieved documented academic, technical, occupational, or other forms of progress toward a credential or employment.

**See Attachment 7 – Title I DW Performance Results.**

### **Dislocated Worker Program Accomplishments**

Iowa underwent a significant system transformation during PY20 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 to ensure effective delivery and management of Adult program services. IWD also performed statewide virtual comprehensive monitoring to review WIOA compliance and assist with the system transformation. Looking forward to PY21, 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 PY20. 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 8 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 66 workers.

Iowa's Rapid Response efforts include four major components:

1. Initial Employer Contact
2. Employer Meetings
3. Worker Information Meetings
4. Dislocated Worker Surveys

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.

During PY20, the pandemic impacted RR service provision. Through RR planning, local areas quickly arranged virtual employer meetings and Worker Information Meetings assisting the business and affected workers. In person job fairs shifted to virtual, drive through, and open-air job fairs held throughout the state to safely provide services to businesses and dislocated workers.

## Youth Program

Iowa's WIOA Title I Youth program leverages resources and opportunities to connect eligible youth to a continuum of services aimed at teaching young adults the skills necessary to successfully navigate educational 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 21st century economy.

## Youth Program Performance Results

Iowa's WIOA Title I Youth program served 428 participants during PY20 and exited 219. Of the 428-youth served in PY20:

- 96% were low-income
- 73% were English language learners, had low levels of literacy or cultural barriers
- 43% had a disability
- 34% were youth of color
- 16% 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 PY20, with the exception of Credential Attainment, with a goal of 59% and attainment of 55.3%. Technical assistance has been provided to all local areas regarding the provision of training activities to ensure proper service delivery to accurately reflect youth credential attainment in performance outcomes.

**See Attachment 8 – Title I Youth Performance Results.**

## Youth Program Accomplishments

Iowa continued to meet the 20 percent work experience expenditure requirement during PY20, as well as the requirement to spend 75 percent of local area funds on out-of-school youth, set forth by WIOA.

During PY20, Iowa worked to resolve data integrity issues including Non-Youth Training Types and began additional efforts to align the 14 Youth Program Elements to services in the data management system, IowaWORKS. While the revamping efforts began in PY20, results for this performance measure will become evident in PY21 as service alignment will become effective in PY21. Additionally, Iowa worked to resolve the Employment Related to Training Measure for the Youth program, and subsequent results will also be demonstrated in PY21.

While the past year has produced some challenges for participant enrollments, Iowa is continuing to build strong relationships with the Local Workforce Development Boards, 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.

### **Disaster Recovery Employment Program (DREP)**

Iowa received a disaster declaration, DR-4421, from the Federal Emergency Management Agency (FEMA) on March 23, 2019, in response to the severe storms and flooding in spring 2019 and was awarded an initial \$1,000,000 to provide temporary disaster relief employment to 150 workers through 6/30/2021.

Iowa served a total of 22 participants throughout the lifecycle of this grant and did not meet its expected performance outcomes. Three key challenges were identified which included weather, COVID-19, and Iowa's system transformation. Continued flooding and weather-related incidents made it extremely difficult for projects to be carried out in the affected areas and due to the outdoor nature of the projects, work could not be conducted during the winter months. The pandemic made it nearly impossible for subcontractors to enroll individuals into the program and maintain enough healthy employees to conduct the work, and the subcontractors themselves suffered setbacks due to illness that prevented them from being able to carry out their project plans. Finally, due to system transformation in Iowa, all WIOA Title I service providers who had been managing the grant funds, were no longer affiliated with the newly aligned local workforce development areas as of December 31, 2020. As a result, the providers requested, and were granted approval, to conclude their period of performance on December 31, 2020. Local Workforce Development Boards were consulted and declined carrying out the remainder of the grant.

### **COVID-19 Employment Recovery**

Iowa received a major disaster declaration, DR-4483, from FEMA on March 23, 2020, in response to the COVID-19 pandemic, and IWD 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.

IWD contracted service provision to seven of the nine Local Workforce Development Boards, and to date, Iowa has served 119 impacted workers with a focus on career services, on-the-job training, and occupational skills training.

IWD is planning to utilize a portion of this funding to implement a statewide project to provide virtual information technology training to an additional 80-100 dislocated workers impacted by the COVID-19 pandemic and plans to roll this out in PY21.

The Local Workforce Development Boards and the contracted service providers report several challenges in regard to enrollment and expenditures of this grant. These include a lack of available individuals, IowaWORKS center closures due to the COVID-19 pandemic, and co-enrollment with the Trade Adjustment Assistance program that provides funding for training. IWD is providing ongoing technical assistance and plans to request a no cost extension to allow for an increased focus on outreach and recruitment efforts.

### **Derecho Storms Disaster Recovery**

Iowa received a major disaster declaration, DR-4557-IA, from FEMA on August 17, 2020, in response to the Derecho disaster, and IWD was awarded an initial \$1,000,000 in emergency funds on 10/30/2020 to administer disaster recovery employment to 150 workers through 9/30/2022.

In response, IWD released a Notice of Funding Opportunity to Local Workforce Development Boards within the affected areas, however no applications were received. IWD hosted several information sessions, provided ongoing technical assistance, support and guidance to the boards to elicit partnerships in the grant. Unfortunately, no local boards chose to participate in this opportunity. The decision to decline funding was due largely to FEMA completing much of the recovery work and the lack of available and eligible individuals due to the COVID-19 pandemic and the offices being closed.

IWD has requested consideration of these funds to be returned to the United States Department of Labor and is awaiting an official determination.

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

The service providers, and the sub-recipients of the grant funds, provide rapid response services in conjunction with the 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**

Home Base Iowa Home Base Iowa (HBI) is a one-of-a-kind program that links veterans, military personnel and their family members with resources and opportunities in Iowa. A key component of the program is to help connect Iowa businesses with qualified veterans, transitioning service members, and their spouses for employment.

In PY20, Home Base Iowa increased engagement with key stakeholders to meet the changing needs of Iowa businesses to find and hire skilled workers.

Over 2,300 HBI Businesses (133 new in PY20):

- 116 HBI Communities
- 29 college and university partners
- 479 HBI Job Seeker Profiles

The HBI community initiative designates communities as centers of opportunity for veterans and their families and further highlights Iowa's statewide commitment to welcoming and employing veterans and their spouses. 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

Our Iowa business partners have pledged to fill over 20,500 jobs with Veteran candidates. There is no cost to become a HBI business partner. HBI businesses can:

- Access veteran and spouse profiles and resumes using the "Find a Veteran" feature
- Receive automatic notifications when a veteran matches the criteria for jobs within their company
- Obtain valuable information to assist in finding and hiring Veterans

HBI is Iowa's premier veteran initiative focused on connecting Iowa businesses to skilled veterans and collaborating with Iowa *WORKS* centers statewide.

- Each center has a Veteran Career Planner dedicated to assisting members with resumes, interview skills and connecting them with Iowa employers
- Centers provide grassroots support across the state by educating servicemembers on local resources and incentives to allow for a smooth transition to the area

### **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 and Mount Pleasant Correctional Facility in Mount Pleasant. This funding also covers one state merit Reentry Program Coordinator to oversee operating procedures and partners with the Iowa Department of Corrections (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 7,900 individuals in Iowa. Nearly 90% will return to their communities; just over 4,000 were released in PY20. Community Based Corrections (CBC) has eight judicial districts that supervise about 37,800 individuals on probation, parole, special sentence and pretrial release. CBC also has 22 residential facilities that house and supervise around 1,700 individuals. Nearly 40,000 individuals are currently incarcerated or on community supervision. The average daily cost of incarceration per

individual is \$94.23, totaling just under \$34,000 per individual per year. Iowa's current recidivism rate is 38.7%, while the national average for state prisons is around 70%. IDOC did report a 0.9% reduction in recidivism for FY2021.

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, three out of four 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 Iowa Department of Corrections 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 PY20, the institutional Workforce Advisors served 1,110 individuals. This number is smaller compared to the last program year as they were not allowed to work inside the correctional institutions for 3 months of this reporting period so IDOC could mitigate the introduction and spread of COVID-19.

Iowa added a 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 are able to search for jobs listed with employers that have this designation, removing one barrier to their successful reentry.

### **State 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.

## Program Highlights

### Jobs for Veterans State Grant (JVSG)

PY20 presented its share of challenges to the JVSG program. However, Iowa's Veteran Career Planners (a.k.a. Disabled Veterans' Outreach Program specialists or DVOPs) and Local Veterans' Employment Representatives (LVERs) met those challenges head on and turned them into opportunities to provide services to veterans in new ways.

In March of 2020, IowaWORKS Centers were closed in response to the COVID-19 pandemic. At that time, most IWD staff were redeployed to assist with pandemic related Unemployment Insurance (UI) activities, including all Veteran Career Planners around the state. For a time during PY20, Veteran Career Planners assisted with UI during 50% of their normal 8-hour workday in addition to overtime hours. JVSG team members pivoted with the delivery of services during this time period going from in-person to virtual service delivery. Virtual platforms and telephone calls became the new way to conduct business with veterans, employers, and partner agencies.

The impact of the pandemic is directly reflected in Iowa's JVSG performance results. For Employment Rate 2<sup>nd</sup> Quarter After Exit, the program achieved 94.8% of its performance goal. The program achieved its performance goals for Employment Rate 4<sup>th</sup> Quarter After Exit and Median Earnings 2<sup>nd</sup> Quarter After Exit. Though we met the performance goals for these two measures, the COVID-19 impact could be seen each quarter during PY20 as those metrics began to decrease. This reporting cycle included participants that received services 7/1/2020 – 6/30/2021, coinciding with the pandemic response.

During PY20, 780 eligible veterans were enrolled into the Wagner-Peyser program and received participant level services at IowaWORKS Centers. This was nearly ½ of the eligible veterans that received participant level services in PY19 (1,491 eligible veterans) due to centers being closed. Of those 780 veterans, 416 received individualized career services by a Veteran Career Planner. Iowa's Individualized Career Service rate remained consistent at 98.1% despite not being able to provide in-person services and having less time to perform their regular JVSG duties.

For the majority of PY20, Iowa's LVERs performed at 100% capacity. This was in large part to the important role they play in onboarding and publishing Home Base Iowa (HBI) employers. Once published, businesses are matched and can actively search for veterans and spouses in the HBI website that may meet their workforce needs. LVERs vetted and published 153 HBI businesses during PY20. Additionally, LVERs recorded 1,131 services to a total of 448 employers during this time period.

Though IowaWORKS Centers were closed the better part of PY20, veterans and eligible spouses continued to be informed of Priority of Service electronically upon registration into our IowaWORKS employment services system. Priority of Service training was delivered in November 2020 to IowaWORKS staff and local workforce development areas.

**See Attachment 9 – JVSG Performance Results.**

### **Trade Adjustment Assistance Program**

Petition submissions increased slightly in PY20 with a total of 12 TAA petitions filed with the U.S. Department of Labor (DOL). However, PY20 saw a significantly higher number of petition certifications with 11 of the 12 petitions certified compared to 4 certifications from the 10 petitions filed in PY19. The increase in petition certifications can be attributed in part to the COVID-19 pandemic, as many of the PY19 petitions were denied due to many employers citing the pandemic as the primary cause of the layoffs.

In addition, improved coordination with the state Rapid Response team, local area leadership, partner programs and employers to identify possible trade related layoffs as early as possible assisted in strengthening Iowa's overall TAA approach. Additional emphasis has been put on ensuring data driven research is completed regarding possible trade-related layoffs prior to filing the petition by incorporating the U.S.

Trade International Commission database and utilizing the Harmonized Tariff Schedule to identify potential import injury as a primary cause of the layoffs. Taking a comprehensive approach to petition filing with a focus on relationship building, research, and data analysis has allowed for a more robust petition filing processes and increased the probability of certification.

Participation in the TAA program also increased in PY20 with 294 total TAA participants, a 29% increase from PY19. Although petition certifications went up in PY20, three of the four larger certifications recalled all hourly employees resulting in lower uptake and participation rates in the TAA program respective to the number of Trade affected workers. Training continued to be the most popular benefit for PY20 with 179 participants enrolling in training, and Reemployment Trade Adjustment Assistance (RTAA) was the second most utilized benefit with 33 participants enrolled. The job search and relocation benefits enrollments decreased, with only one participant seeking job search services and one seeking relocation services. The remaining participants served in PY20 sought individualized career services.

During PY20, the Trade team implemented a program redesign to better align with the TAA Final Rule that became effective September 21<sup>st</sup>, 2020, including comprehensive training modules for field staff, policy and process updates, and library of training resources and needed documents accessible to all staff and local area partners. The redesign has resulted in a more streamlined and responsive approach that has enhanced communication between state and field staff and improved service delivery. This has allowed for a heightened focus on increasing Iowa's uptake rate for the TAA program for certified petitions.

Looking forward to PY21, the Trade team has prepared for Reversion 2021 regulations that will go into effect for any new petitions filed on or after 07/01/2021. Although any petition filed on or prior to 06/30/2021 will fall under the 2015 (September 21, 2021, Final Rule) regulations. This poses a unique challenge as the TAA program administration and service delivery will be operating under two different regulations dependent on petition number. In order to ensure seamless service delivery once the new regulations are in effect, the Trade team has begun to develop and implement trainings, prepared and updated forms, and shifted the training focus from classroom training to work based learning.

In order to continue focusing on the uptake rate for the TAA program after Reversion 2021 regulations go into effect, new marketing and outreach strategies are also being incorporated for PY21. Including electronic outreach via email to all workers that apply for unemployment insurance, social media marketing, informational packets mailed to all affected workers, and attending Rapid Response events to introduce the TAA program to affected workers. The Trade team is also attending job fairs to introduce employers to TAA funded work-based learning opportunities and encourage employers to hire trade affected workers.

By initiating early contact with workers and employers to introduce the TAA program, the Trade team plans to increase the PY21 uptake rate by concentrating on work-based learning opportunities through on the job training, customized training and apprenticeships. This strategy will address the current availability of work and potential hesitancy of workers may experience when considering enrollment in classroom training while being recruited by other area employers. The work-based learning model will ensure Trade affected workers have the opportunity to develop new skills, gain suitable employment, and have access to comprehensive case management and other services available through partner programs when enrolled in TAA approved training. The employer hiring the TAA eligible workers will be reimbursed 50% of the workers' wages for the duration of the training, which will result in a well-trained long-term employee. Most importantly, a work-based learning initiative will encourage employers to hire locally and keep jobs in Iowa's communities.

### **Registered Apprenticeship Performance Accountability System**

The U.S DOL/OA in the State of Iowa completes the administration and registration of Registered Apprenticeship (RA) programs and apprentices. However, IWD's role in the RA ecosystem is to provide consistent oversight and administration of *ApprenticeshipUSA* grants and state policies related to the integration of RA with other workforce programs including WIOA.

### **RA Grants**

The State of Iowa has two federal grants in progress during PY20 – 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 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.

### **Program Progress and Results**

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**

PY20 was a challenging year for Iowa's monitor advocacy system. Iowa's State Monitor Advocate (SMA) started the year attending many onboarding events and was in contact with hundreds of Iowa's MSFWs. During these events, COVID-19 testing was the primary focus. July is peak season with the arrival of many migrant workers coming from Texas and Mexico to Iowa to work in the fields. In partnership with the local public health department, the first event of PY20 was an onboarding event. At this event, 140 migrant workers were tested for COVID-19. Throughout PY20, the MSFW outreach team was able to work with employers to ensure isolation of the positive cases quickly which prevented the spread of the virus to the remainder of the crews. The SMA attended daily meetings with the governor's office and other public health agencies to provide updates on the testing process throughout the summer. In total, these events provided testing to over 3,000 MSFW and identified 132 positive cases. Due

to these efforts, MSFWs in Iowa were able to work safely and avoid large outbreaks in migrant camps.

During PY20, 5,505 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 serve as primary points of contact for all event scheduling related to COVID-19 testing and vaccinations for MSFW. The outreach workers provided information about COVID-19 in addition to normal outreach information at all onboarding events. Outreach workers assisted with scheduling mobile clinics and appointments for COVID-19 vaccination for over 1,000 MSFW. All these efforts lessened the impact of COVID-19 on the farming season in Iowa.

During the prior year, the outreach workers in Iowa focused on building relationships with agricultural employers and MSFWs. These workers spent time marketing the Agricultural Recruitment System (ARS) and in PY20, secured ten ARS job orders requesting 86 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**

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 PY20, Iowa's agricultural employers submitted 276 job orders. There were 693 interstate job orders entered in Iowa after being received from other SWAs. All these job orders were posted for U.S. domestic workers but not filled by domestic workers, resulting in the hiring of foreign labor. PY20 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 PY19 were construction on farms and work in the fields during the de-tasseling and harvest seasons.

In PY20, 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 305 housing inspections completed in PY20 by the contracted agency and 76 inspections conducted by SWA staff.

Total worker capacity for all inspections was 3,166.

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. Iowa received 199 petitions for the H-2B program in PY20. By having a dedicated Foreign Labor Certification Advisor and the addition of a part-time Foreign Labor Certification Advisor, the SWA is well positioned to complete the extra duties associated with the increase.

### **Work Opportunity Tax Credit**

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 2021 (October 1, 2020, through September 30, 2021), IWD certified 15,025 WOTC applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (7,304), Designated Community Resident (3,130) and Ex-felon (843).

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.

### **Ticket to Work**

The Ticket to Work (TTW) program is a federal program for Social Security disability beneficiaries aged 18 through 64 who receive Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits based on a disability and have a desire to work.

The Ticket program is free and voluntary and assists people with disabilities progress toward financial independence.

IWD offers benefits counseling and planning services in each our American Job Center locations to enable beneficiaries to make informed choices regarding education, training and employment. This includes access to Social Security Administration (SSA) Work Incentive Planning and other assistance to help individuals gain a better understanding of how they can pursue their plan for self-sufficiency. IowaWORKS Center staff provided career development services and support to nearly individuals in PY20 through the services of 26 IowaWORKS staff across multiple WIOA programs. The Ticket to Work program is integrated into the overall flow of Iowa Workforce Development, including referrals to and connection with services via Wagner-Peyser, Title I Adult, Dislocated Worker and Youth programs, Vocational Rehabilitation/the Iowa Department for the Blind and a myriad of other partner agencies. Through innovative physical and programmatic accessibility, IWD strives to break down silos and provide premier services to persons with a disability.

Employer Services	Establishment Count PY20
Employer Information and Support Services	4,632
Workforce Recruitment Assistance	5,576
Engaged in Strategic Planning/Economic Development	655
Accessing Untapped Labor Pools	2,364
Training Services	1,772
Incumbent Worker Training Services	31
Rapid Response/Business Downsizing Assistance	33
Planning Layoff Response	20

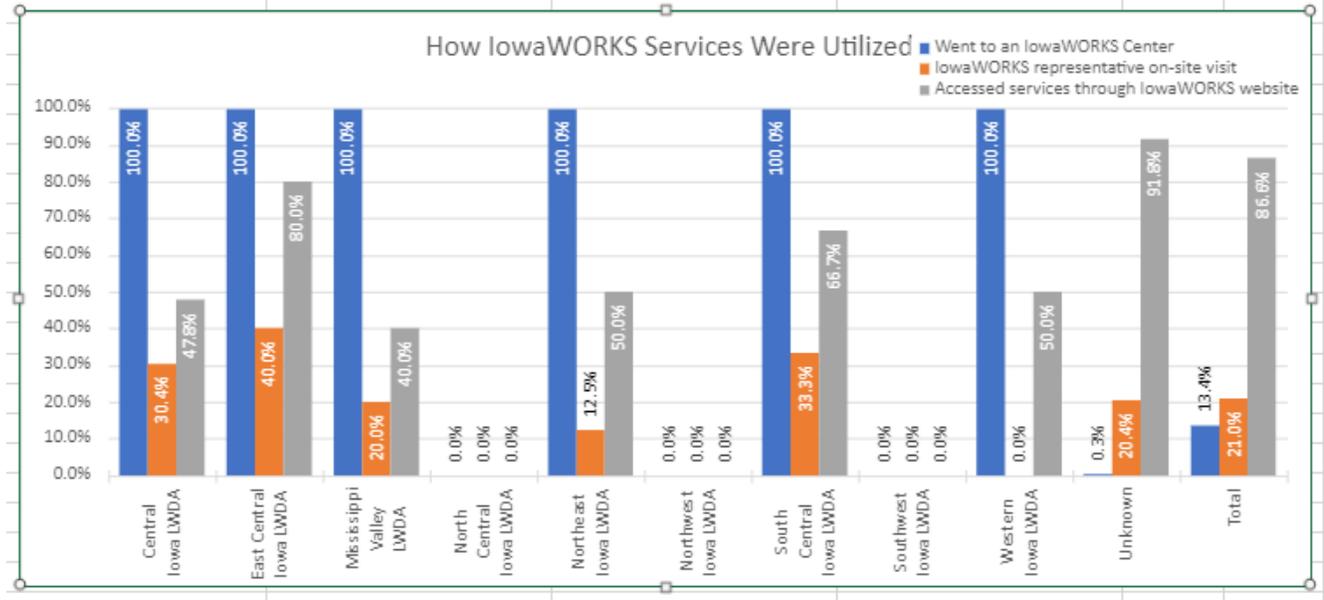
Measure	PY20 Result	Numerator	Denominator
Employer Penetration	7.3%	7,653	104,715
Repeat Business Customers	16.2%	2,347	14,480

**PY20 Goals established for WIOA Title I and Title III Programs**

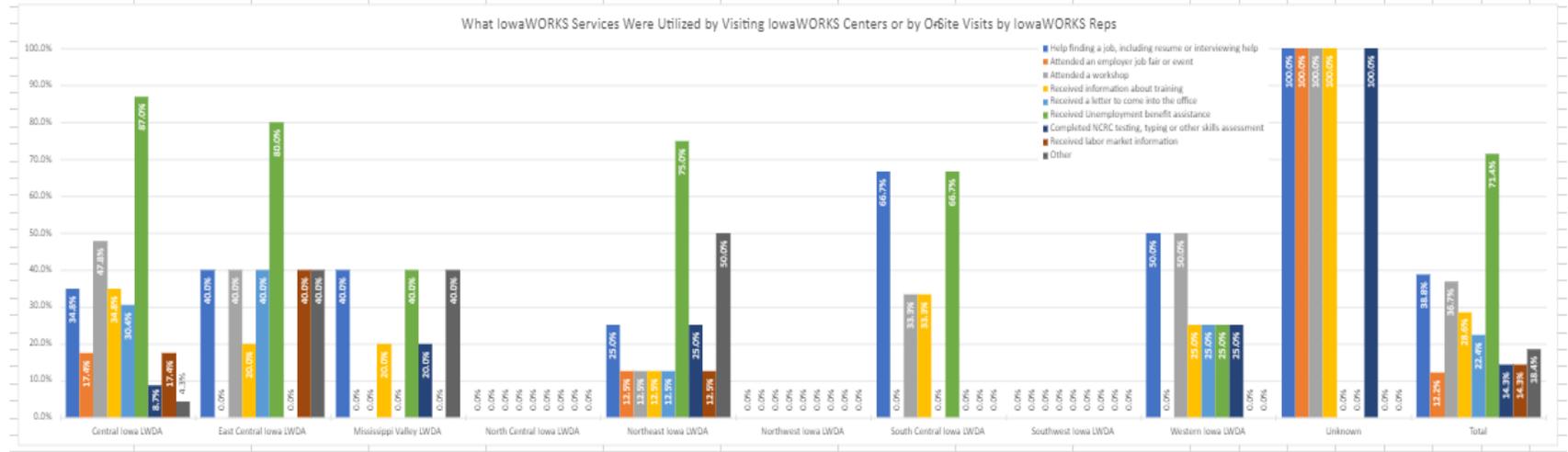
Performance Outcome Description	W-P	TI Adult	TI DW	TI Youth
Employment 2nd Quarter after Exit*	72.0%	72.0%	85.0%	73.0%
Employment 4th Quarter after Exit*	69.0%	70.0%	83.0%	72.0%
Median Earnings (2nd Qtr)	\$6,000	\$5,400	\$8,400	\$3,600
Credential Attainment	n/a	67.0%	68.0%	59.0%
Measurable Skill Gains	n/a	44.0%	30.0%	41.0%
Effectiveness in Serving Employers	Baseline	(See WP)	(See WP)	(See WP)
*For Title I Youth, Employment measures include entry into unsubsidized employment, Placement in Advanced Training, Post Secondary Training, entering Military or Registered Apprenticeship.				

Attachment 2 – PY20-FY21  
Customer Satisfaction Survey and  
Results

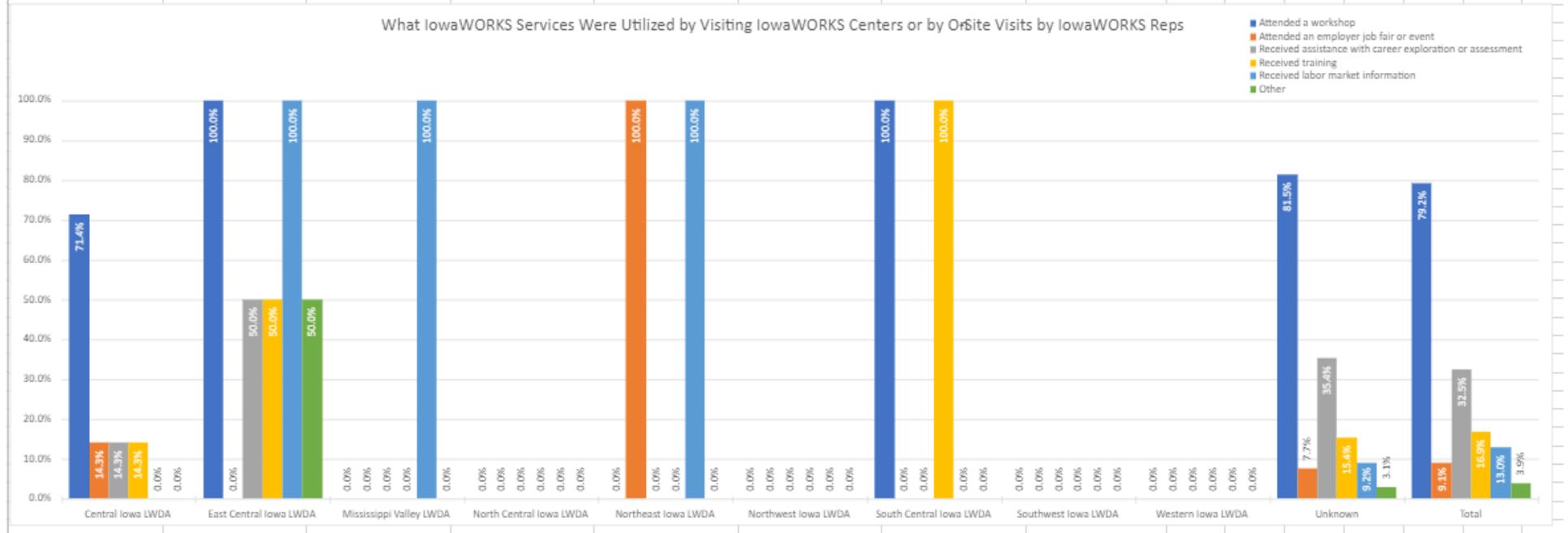
	Went to an IowaWORKS Center	IowaWORKS representative on-site visit	Accessed services through IowaWORKS website
Central Iowa LWDA	100.0%	30.4%	47.8%
East Central Iowa LWDA	100.0%	40.0%	80.0%
Mississippi Valley LWDA	100.0%	20.0%	40.0%
North Central Iowa LWDA	0.0%	0.0%	0.0%
Northeast Iowa LWDA	100.0%	12.5%	50.0%
Northwest Iowa LWDA	0.0%	0.0%	0.0%
South Central Iowa LWDA	100.0%	33.3%	66.7%
Southwest Iowa LWDA	0.0%	0.0%	0.0%
Western Iowa LWDA	100.0%	0.0%	50.0%
Unknown	0.3%	20.4%	91.8%
Total	13.4%	21.0%	86.6%



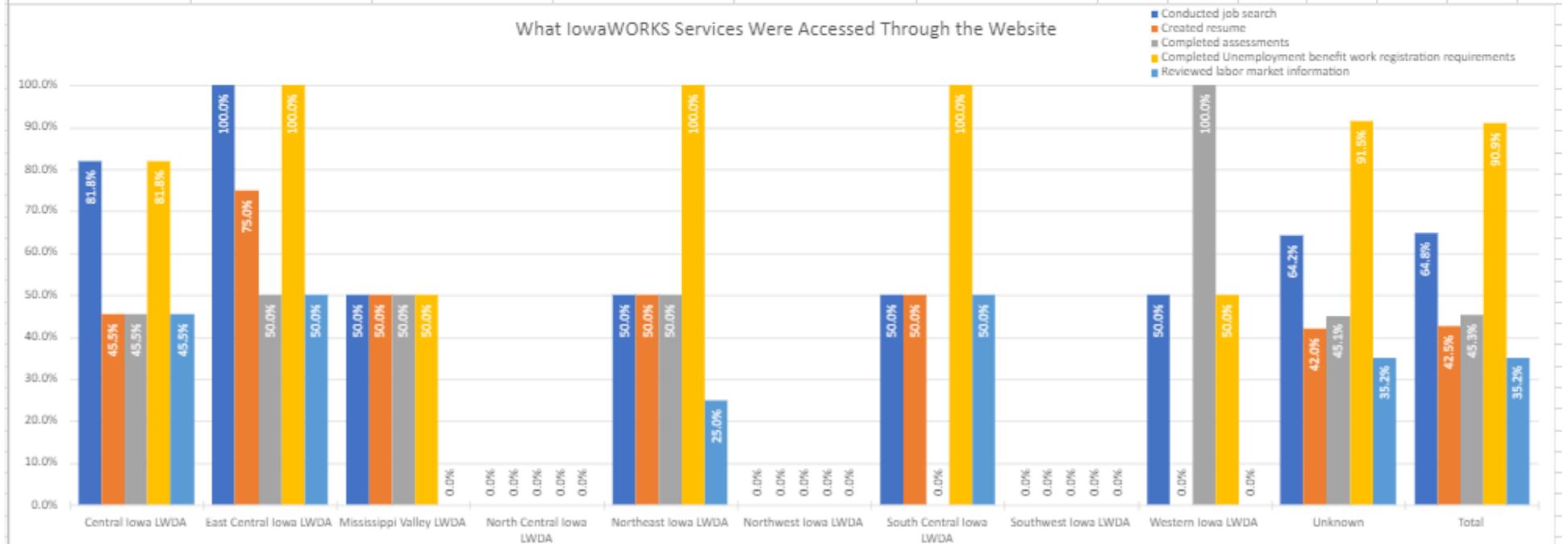
	Help finding a job, including resume or interviewing help	Attended an employer job fair or event	Attended a workshop	Received information about training	Received a letter to come into the office	Received Unemployment benefit assistance	Completed NCRC testing, typing or other skills assessment	Received labor market information	Other
Central Iowa LWDA	34.8%	17.4%	47.8%	34.8%	30.4%	87.0%	8.7%	17.4%	4.3%
East Central Iowa LWDA	40.0%	0.0%	40.0%	20.0%	40.0%	80.0%	0.0%	40.0%	40.0%
Mississippi Valley LWDA	40.0%	0.0%	0.0%	20.0%	0.0%	40.0%	20.0%	0.0%	40.0%
North Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Northeast Iowa LWDA	25.0%	12.5%	12.5%	12.5%	12.5%	75.0%	25.0%	12.5%	50.0%
Northwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
South Central Iowa LWDA	66.7%	0.0%	33.3%	33.3%	0.0%	66.7%	0.0%	0.0%	0.0%
Southwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Western Iowa LWDA	50.0%	0.0%	50.0%	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
Unknown	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Total	38.8%	12.2%	36.7%	28.6%	22.4%	71.4%	14.3%	14.3%	18.4%



	Attended a workshop	Attended an employer job fair or event	Received assistance with career exploration or assessment	Received training	Received labor market information	Other								
Central Iowa LWDA	71.4%	14.3%	14.3%	14.3%	0.0%	0.0%								
East Central Iowa LWDA	100.0%	0.0%	50.0%	50.0%	100.0%	50.0%								
Mississippi Valley LWDA	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%								
North Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%								
Northeast Iowa LWDA	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%								
Northwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%								
South Central Iowa LWDA	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%								
Southwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%								
Western Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%								
Unknown	81.5%	7.7%	35.4%	15.4%	9.2%	3.1%								
Total	79.2%	9.1%	32.5%	16.9%	13.0%	3.9%								



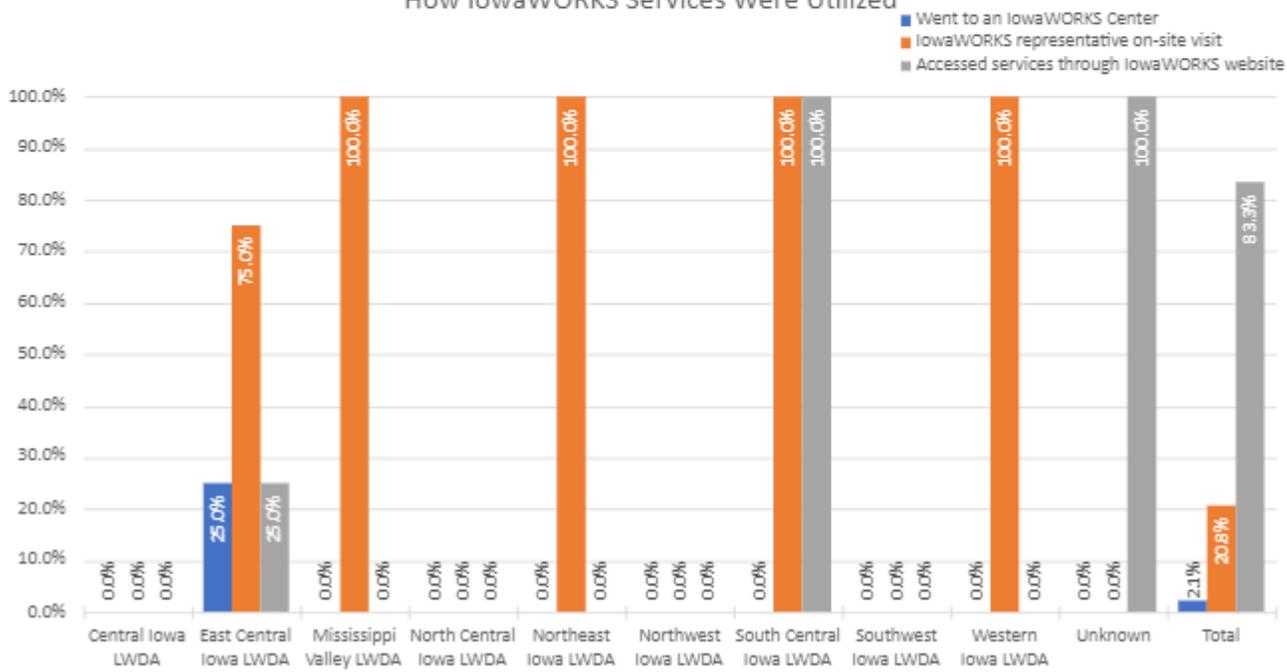
	Conducted job search	Created resume	Completed assessments	Completed Unemployment benefit work registration requirements	Reviewed labor market information						
Central Iowa LWDA	81.8%	45.5%	45.5%	81.8%	45.5%						
East Central Iowa LWDA	100.0%	75.0%	50.0%	100.0%	50.0%						
Mississippi Valley LWDA	50.0%	50.0%	50.0%	50.0%	0.0%						
North Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%						
Northeast Iowa LWDA	50.0%	50.0%	50.0%	100.0%	25.0%						
Northwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%						
South Central Iowa LWDA	50.0%	50.0%	0.0%	100.0%	50.0%						
Southwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%						
Western Iowa LWDA	50.0%	0.0%	100.0%	50.0%	0.0%						
Unknown	64.2%	42.0%	45.1%	91.5%	35.2%						
Total	64.8%	42.5%	45.3%	90.9%	35.2%						



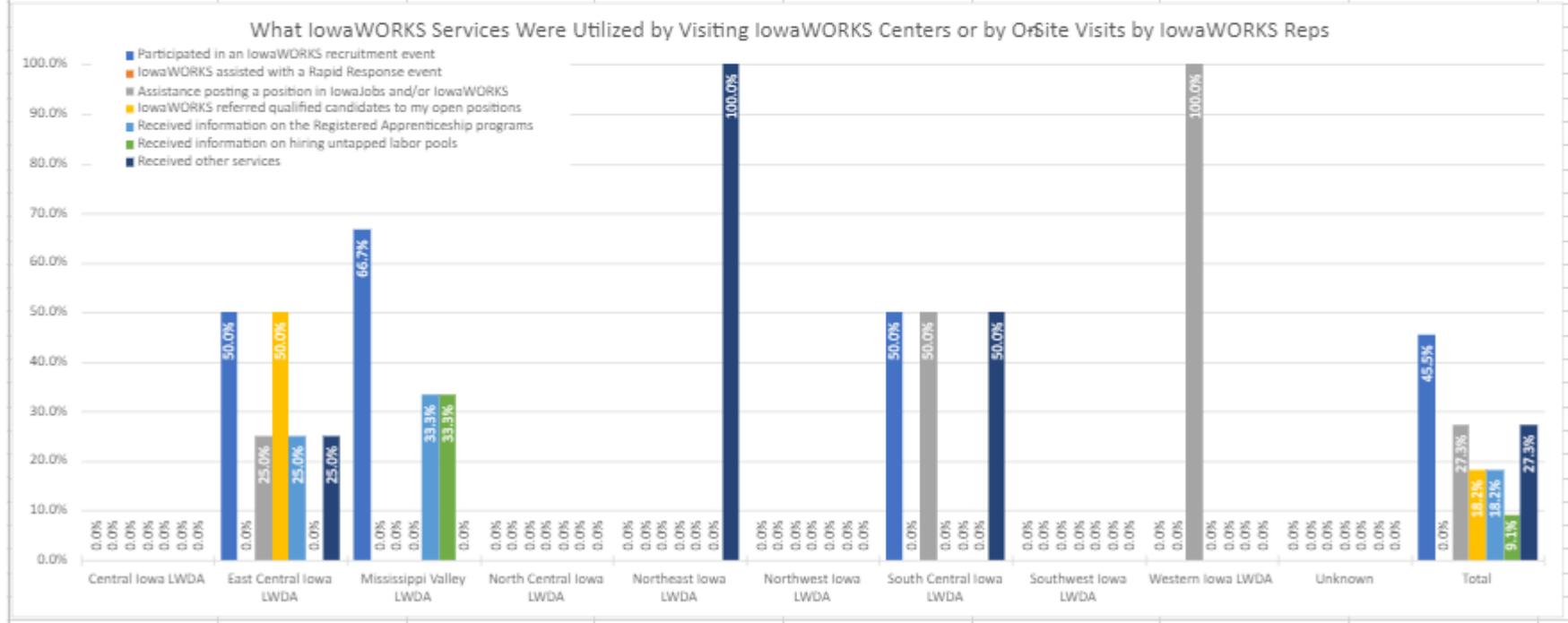
## Attachment 3 – PY20-FY21 Business Satisfaction Survey and Results

	Went to an IowaWORKS Center	IowaWORKS representative on-site visit	Accessed services through IowaWORKS website
Central Iowa LWDA	0.0%	0.0%	0.0%
East Central Iowa LWDA	25.0%	75.0%	25.0%
Mississippi Valley LWDA	0.0%	100.0%	0.0%
North Central Iowa LWDA	0.0%	0.0%	0.0%
Northeast Iowa LWDA	0.0%	100.0%	0.0%
Northwest Iowa LWDA	0.0%	0.0%	0.0%
South Central Iowa LWDA	0.0%	100.0%	100.0%
Southwest Iowa LWDA	0.0%	0.0%	0.0%
Western Iowa LWDA	0.0%	100.0%	0.0%
Unknown	0.0%	0.0%	100.0%
<b>Total</b>	<b>2.1%</b>	<b>20.8%</b>	<b>83.3%</b>

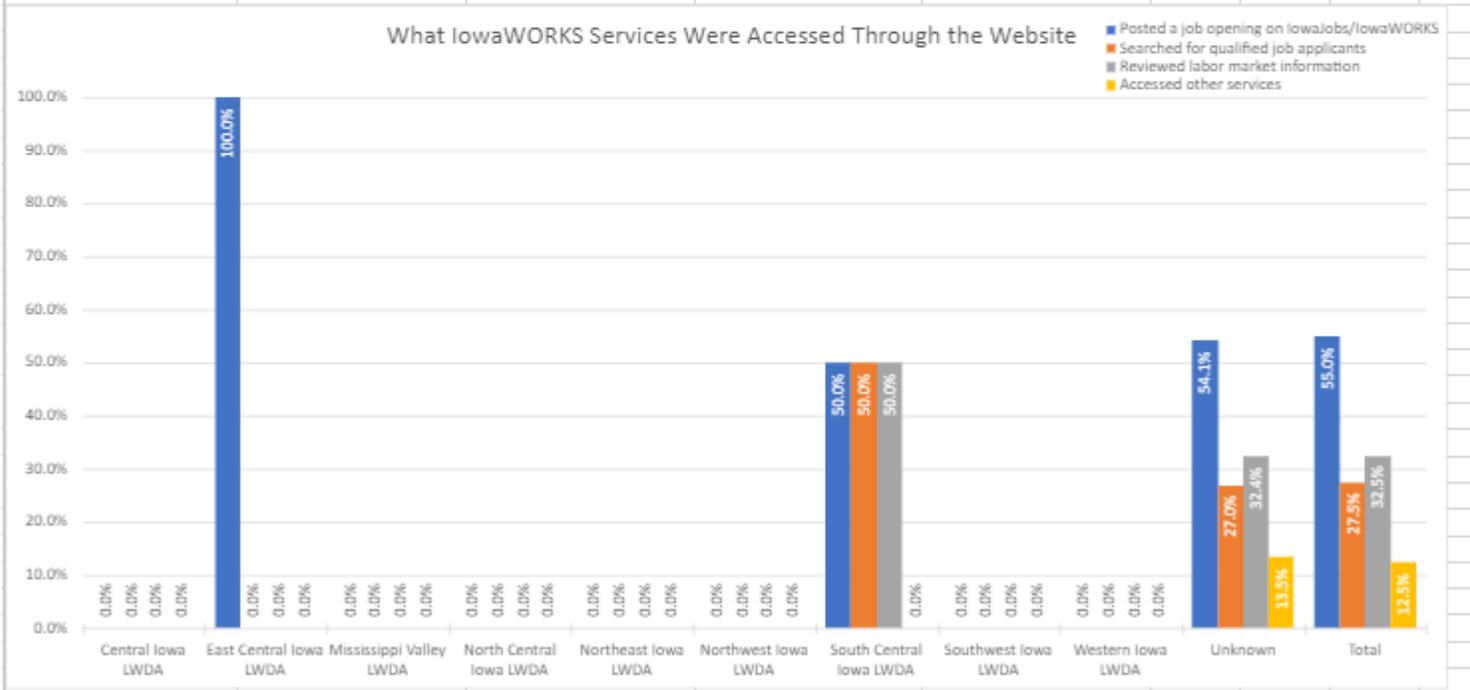
How IowaWORKS Services Were Utilized



	Participated in an IowaWORKS recruitment event	IowaWORKS assisted with a Rapid Response event	Assistance posting a position in IowaJobs and/or IowaWORKS	IowaWORKS referred qualified candidates to my open positions	Received information on the Registered Apprenticeship	Received information on hiring untapped labor pools	Received other services
Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
East Central Iowa LWDA	50.0%	0.0%	25.0%	50.0%	25.0%	0.0%	25.0%
Mississippi Valley LWDA	66.7%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%
North Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Northeast Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Northwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
South Central Iowa LWDA	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%
Southwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Western Iowa LWDA	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	45.5%	0.0%	27.3%	18.2%	18.2%	9.1%	27.3%



	Posted a job opening on IowaJobs/IowaWORKS	Searched for qualified job applicants	Reviewed labor market information	Accessed other services				
Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%				
East Central Iowa LWDA	100.0%	0.0%	0.0%	0.0%				
Mississippi Valley LWDA	0.0%	0.0%	0.0%	0.0%				
North Central Iowa LWDA	0.0%	0.0%	0.0%	0.0%				
Northeast Iowa LWDA	0.0%	0.0%	0.0%	0.0%				
Northwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%				
South Central Iowa LWDA	50.0%	50.0%	50.0%	0.0%				
Southwest Iowa LWDA	0.0%	0.0%	0.0%	0.0%				
Western Iowa LWDA	0.0%	0.0%	0.0%	0.0%				
Unknown	54.1%	27.0%	32.4%	13.5%				
Total	55.0%	27.5%	32.5%	12.5%				



PY20 Goals Established for WIOA Title I and Title III Programs

Performance Outcome Description	TIII W/P	TI Adult	TI DW	TI Youth
Employment 2 <sup>nd</sup> Quarter After Exit*	72.0%	72.0%	85.0%	73.0%
Employment 4 <sup>th</sup> Quarter After Exit*	69.0%	70.0%	83.0%	72.0%
Median Earnings (2 <sup>nd</sup> Qtr)	\$6,000	\$5,400	\$8,400	\$3,600
Credential Attainment	n/a	67.0%	68.0%	59.0%
Measurable Skill Gains	n/a	44.0%	30.0%	41.0%
Effectiveness in Serving Employers	Baseline	(See W/P)	(See W/P)	(See W/P)
<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>				

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	12,586	8,519	\$2,514,435	\$199

Summary Information	Percent
Percent enrolled in more than one core program	7.8%

WIOA Performance Measure	PY20 Goal	PY20 Outcome	PY20 % Achieved of 100% of Goal
Employment Rate 2 <sup>nd</sup> Quarter After Exit	72.0%	61.9%	85.97%
Employment Rate 4 <sup>th</sup> Quarter After Exit	69.0%	68.5%	99.27%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$6,000	\$6,535	108.91%

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
State Overall Goal		72.0%	69.0%
American Indian/Alaska Native	192	56.2%	59.0%
Asian	179	64.2%	71.5%
Black/African American	1,306	62.8%	68.7%
Hispanic Latino	959	70.4%	72.9%
Native Hawaiian/Pacific Islander	35	65.7%	66.8%
White	8,927	61.0%	68.2%
More than One Race	256	57.5%	66.4%

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	661	377	\$1,625,904	\$2,459
Training Services	436	269	\$308,690	\$708

Summary Information	Percent
Percent enrolled in more than one core program	78.4%
Percent Administrative Costs Expended	7.7%

WIOA Performance Measure	PY20 Goal	PY20 Outcome		PY20 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	72.0%	72.2%		100.3%
Employment Rate 4th Quarter after Exit	70.0%	67.5%		96.4
Median Earnings 2nd Quarter after Exit	\$5,400	\$5,758		106.6
Credential Attainment	67.0%	61.9%		92.4
Measurable Skill Gains	44.0%	44.1%		100.3%

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		72.0%	70.0%
American Indian/Alaska Native	19	56.3%	53.2%
Asian	5	100.0%	72.5%
Black/African American	161	73.8%	69.3%
Hispanic/Latino	67	76.1%	72.0%
Native Hawaiian/Pacific Islander	5	75.0%	56.2%
White	379	71.4%	66.9%
More than One Race	23	80.0%	65.5%

Barriers

<b>WIOA Adult Characteristics Over Time</b>	<b>PY17</b>	<b>PY18</b>	<b>PY19</b>	<b>PY20</b>
Participants Served	46118	16,016	1032	661
Displaced Homemaker	6	13	5	4
English Language Learners/Low levels of Literacy, Cultural Barriers	139	171	142	144
Exhausting TANF within 2 years	0	0*	0	1
Reentry Adult (Returning from incarceration) Ex-Offender	21	45	58	72
Homeless Individuals/Runaway Youth	567	63	21	34
Long-term unemployed (27 or more consecutive weeks)	0	10	32	54
Low-income Individuals	45871	1,244	550	545
Migrant and Seasonal Farmworkers	442	0	0	0
Individuals with Disabilities	3106	1,336	172	118
Single Parent	247	166	162	161
Youth in foster care of aged out of system	1	1	2	2
Older Workers, age 55 and Older	13652	4787	144	52

Iowa met or exceeded all Title I Adult performance outcomes goals for PY20 with the exception of Employment 4th quarter after exit and Credential Attainment. Employment fourth quarter after exit goal was 70.0% and Credential Attainment was 67.0%. Iowa attained an employment fourth quarter after exit of 67.5% and credential attainment of 61.9%

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	447	209	\$1,425,585	\$3,189
Training Services	323	165	\$203,832	\$631

Summary Information	Percent
Percent enrolled in more than one core program	91.3%
Percent Administrative Costs Expended	10.7%

WIOA Performance Measure	PY20 Goal	PY20 Outcome		PY20 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	85.0%	81.3%		95.6%
Employment Rate 4th Quarter after Exit	83.0%	81.2%		97.8%
Median Earnings 2nd Quarter after Exit	\$8,400	\$8,763		104.3%
Credential Attainment	68.0%	69.9%		102.8%
Measurable Skill Gains	30.0%	54.9%		183.0%

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		85.0%	83.0%
American Indian/Alaska Native	3	75.0%	75.0%
Asian	13	100%	66.7%
Black/African American	32	81.0%	68.4%
Hispanic/Latino	40	93.8%	89.7%
Native Hawaiian/Pacific Islander	1	100%	n/a
White	339	79.9%	82.0%
More than One Race	5	100.0%	75.0%

<b>Barriers - WIOA Dislocated Worker Characteristics Over Time</b>	<b>PY17</b>	<b>PY18</b>	<b>PY19</b>	<b>PY20</b>
Participants Served	17461	653	528	447
Displaced Homemaker	16	6	3	4
English Language Learners/Low levels of Literacy, Cultural Barriers	76	27	18	31
Exhausting TANF within 2 years	0	0*	0	0
Reentry Adult (Returning from incarceration) Ex-Offender	3	0	3	14
Homeless Individuals/Runaway Youth	101	8	0	6
Long-term unemployed (27 or more consecutive weeks)	0	0	9	19
Low-income Individuals	17453	79	72	157
Migrant and Seasonal Farmworkers	206	0	0	0
Individuals with Disabilities	799	42	22	16
Single Parent	250	25	30	57
Youth in foster care of aged out of system	0	0	1	0
Older Workers, age 55 and Older	7986	109	95	81
Iowa met or exceeded all Title I Dislocated Worker performance outcomes goals for PY20 with the exception of Employment 2 <sup>nd</sup> and 4 <sup>th</sup> quarter after exit. The goals were 85.0% and 83.0% respectively. Iowa attained 81.3% for employment 2 <sup>nd</sup> quarter and 81.2% for employment 4 <sup>th</sup> quarter.				

Attachment 8 – WIOA Title I Youth Worker Performance Results

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	428	219	\$2,391,936	\$5,588
Training Services	147	84	\$97,143	\$660

Summary Information	Percent
Percent enrolled in more than one core program	70.8%
Percent Administrative Costs Expended	11.3%

WIOA Performance Measure	PY20 Goal	PY20 Outcome		PY20 % Achieved of 100% of Goal
Employment/Education/Training Rate 2nd Quarter after Exit	73.0%	76.8%		105.2%
Employment/Education/Training Rate 4th Quarter after Exit	72.0%	74.9%		104.0%
Median Earnings 2nd Quarter after Exit	\$3,600	\$3,877		107.7%
Credential Attainment	59.0%	55.3%		93.7%
Measurable Skill Gains	41.0%	48.9%		119.3%

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		73.0%	72.0%
American Indian/Alaska Native	13	57.1%	55.6%
Asian	6	100.0%	100%
Black/African American	93	72.9%	71.4%
Hispanic/Latino	46	76.9%	71.1%
Native Hawaiian/Pacific Islander	4	0.0%	100%
White	299	75.5%	75.1%
More than One Race	28	71.4%	61.1%

<b>Ethnicity/Race</b>	<b>Percent of Youth Enrollments</b>
Hispanic/Latino*	10.7%
American Indian*	3.0%
Asian American*	1.4%
Black/African American*	21.7%
Native Hawaiian /Other Pacific Islander	0.9%
White	69.8%
Two or More Races*	6.5%
*All Not White Alone (non-white)	33.6%

<b>ACS Age break downs</b>	<b>Percent of Iowa's Population</b>	<b>Age/Educational Status</b>	<b>Percent of Youth Enrollments</b>
*10-14	6.9%*	<16 (14-15)	2.9%
*15-19	6.9%*	16-18	35.6%
*20-24	7.3%*	19-24	61.4%

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

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

<b>Barriers WIOA Youth Characteristics Over Time</b>	<b>PY17</b>	<b>PY18</b>	<b>PY19</b>	<b>PY20</b>
Participants Served	1231	654	559	428
Displaced Homemaker	1	1	1	0
English Language Learners/Low levels of Literacy, Cultural Barriers	771	323	272	311
Exhausting TANF within 2 years	0	0	1	1
Reentry Adult (Returning from incarceration) Ex-Offender	160	72	53	49

Homeless Individuals/Runaway Youth	6	37	21	31
Long-term unemployed (27 or more consecutive weeks)	0	0	7	14
Low-income Individuals	1087	498	415	411
Migrant and Seasonal Farmworkers	3	0	0	0
Individuals with Disabilities	294	218	206	186
Single Parent	228	89	90	69
Youth in foster care of aged out of system	36	13	15	11
No Post-Secondary Credential				
Youth, age <16r	56	30	16	8
Youth, age 16-18	549	262	199	171
Youth, age 19-24	617	362	343	248

Iowa exceeded all Title I Youth performance outcomes goals for PY20 with the exception of Credential Attainment with a goal of 59.0% and attainment of 55.3%.

## JVSG

Service	Participant Served	Participants Exited
Basic Career Services	8	5
Individualized Career Services	416	320
Training Services	9	4
Total Served	433	329

\*JVSG Based on PY2020 Quarter 4; no annual data report requirements for JVSG

WIOA Performance Measure	PY 20 Goal	PY20 Outcome	PY20 Target Ratio of 90%	PY20% Achieved of 100% of Goal
Employment Rate 2 <sup>nd</sup> Quarter After Exit	60%	56.9%	54%	94.8%
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	\$6,581	\$5,670	104.5%

Barriers WIOA WP Characteristics Over Time	PY18	PY19	PY20
Participants Served	53729	18984	
Displaced Homemaker	123	27	
English Language Learner/Low levels of Literacy, Cultural Barriers	486	613	
Exhausting TANF within 2 years	0	2	
Reentry Adult (Returning from incarceration) Ex-Offender	152	944	
Homeless Individuals/Runaway Youth	618	428	
Long-term unemployed (27 or more consecutive weeks)	50	376	
Low-income individuals	9395	2927	
Migrant and Seasonal Farmworkers	0	0	
Individuals with Disabilities	3043	1341	
Single Parent	285	396	
Youth in foster care or aged out of system	12	12	

## Central Iowa PY20 WIOA Annual Report Narrative

### Executive Summary

Program Year 2020 (PY20) was a year of many changes, challenges and successes. The year began with the focus to transform Region 11 into the Workforce Innovation and Opportunity Act (WIOA) compliant Central Iowa Local Workforce Development Area (LWDA). Chief Elected Officials (CEOs) from each of the area's eight counties came together to develop a new shared liability agreement and to appoint members to the Central Iowa Workforce Development Board (CIWDB).

Through formal procurement, the members of the CIWDB selected Children and Families of Iowa (CFI) to provide the Title I Adult, Dislocated Worker and Youth services. CFI added new staff to expand services beyond the already established youth programming to serve the adult and dislocated worker populations in Central Iowa. The role of the One-Stop Operator was also formally procured, with CFI named as the winning bidder.

The board and CEOs met virtually throughout the pandemic to continue making progress in becoming WIOA compliant. As the board found ways to succeed in transformation efforts, partner organizations found ways to overcome challenges to ensure the needs of customers were being met.

Many of the strategies developed during the pandemic resulted in expanded access with the capability to reach more customers. The board established a strong foundation to continue to facilitate the collaborative efforts of the WIOA partners, ensuring Central Iowa will grow to meet the ever-changing workforce needs of the local area.

### Local Workforce Development Area System

The Central Iowa LWDA consists of Boone, Dallas, Jasper, Marion, Madison, Polk, Story, and Warren counties. The Central Iowa LWDA's comprehensive center is located in Des Moines (Army Post Road). Two Satellite offices, Park Fair Mall (Des Moines) and Ames, are also located within the local area. Titles I, III and IV are co-located at the comprehensive center.

#### LWDA Strategic Objectives

Central Iowa LWDA Strategic Objectives:

- Drive collaborative partnerships with businesses, job seekers and providers to create a robust area in which:
  - Every workforce member achieves a livable wage and a sustainable career.
  - Work talent is connected to employer needs.
  - Impactful policy changes are made.

A strategy for fulfilling Central Iowa's vision of collaborative partnerships is an important step in streamlining the workforce system. Title I (Children and Families of Iowa), Title II (Adult Basic Education provided by Des Moines Area Community College-

DMACC), Title III (Iowa Workforce Development-IWD) and Title IV (Iowa Department for the Blind-IDB and Iowa Vocational Rehabilitation Services-IVRS) are considered the core partners of the workforce system under WIOA.

The core partners met on a regular basis to collaboratively address processes, issues, and partnering opportunities. Coordinated efforts to serve employers is one example of how the core partners worked together to reduce redundancies in the system and present seamless services to employers and job seekers.

### **COVID-19 Pandemic Response**

In response to the COVID-19 pandemic, the WIOA partner programs in the Central Iowa LWDA made accommodations to ensure high-quality, integrated service delivery for job seekers and employers was continued, while adjusting to support the surge in pandemic-related employment and training needs.

The Title I programs offered virtual recruitment sessions and individual meetings to job seekers, businesses and community partners. The Adult/Dislocated Worker program adjusted support services to meet the financial needs of students enrolled in online learning. As one example, students enrolled in online learning had a decreased need for transportation and dependent care support services and an increased need for required online learning tools, such as personal computers. Also, as job seekers' interest for remote work opportunities became necessary or preferred, career planners developed individualized plans with participants to address these objectives successfully.

During PY20, the majority of Title III Wagner-Peyser staff shifted from the provision of career services to assist IWD with the provision of Unemployment Insurance services. The IWD Reemployment Services and Eligibility Assessment (RESEA) team continued to meet with dislocated workers, provided virtual one on one meetings and offered several online workshops. Veterans Program staff continued to provide virtual services to veterans with significant barriers to employment. Staff continued to assist employers with job postings and social media marketing. The Local Veteran Employer Representative continued to advocate the benefits of hiring veterans and hosted several virtual career fairs throughout the year. Offices were open for a short time in September and October of 2020 and then reopened with limited career services in May of 2021.

### **Sector Strategies**

During PY20, the Title I Adult and Dislocated Worker team, in coordination with Title III and other partner programs, responded to the hiring needs of in-demand sectors, including health care, information technology, and advanced manufacturing in the wake of the COVID-19 pandemic. The Central Iowa LWDB funded training and education programs in these targeted demand sectors with the aim of providing a skilled pool of work-ready candidates to employers in these sectors. Additionally, Rapid Response teams, in coordination with partner programs, coordinated Employer Information Meetings and Worker Information Meetings for affected businesses.

## **Business Services & Employer Engagement**

With services such as talent recruitment and retention assistance, labor market information, accessing untapped labor pools and employee up-skilling; the Title III team ensured effective, demand-driven products and services were provided to employers during PY20. By creating and maintaining relationships, this team was able to provide targeted workforce information and solutions throughout the LWDA.

A collaborative Business Services Team was established, bringing together business services and placement specialists representing all the Core Partner programs. The purpose of this team was to align outreach and communication efforts with local employers. Unfortunately, the

Business Services Team meetings were halted due to the COVID-19 pandemic, the workforce system realignment, and the addition of new service provider staff.

## **Program Highlights & Innovation**

### **Title I Adult, Dislocated Worker, & Youth**

CFI was selected to continue to provide Youth services and also became the service provider of the Title I Adult and Dislocated Worker programs in January of 2021. CFI ensured a smooth transition by immediately serving the participants enrolled by the previous service provider. Additionally, all new program staff were trained on Title I programs and the Iowa Works data management system.

The first several months of 2021 included integration into the Core Partner group and co-location into the IowaWORKS Center. Title I program leadership worked with operations managers, core partners, the CIWDB and One-Stop Operator to establish relationships and educate partners regarding program services and collaboration opportunities.

The CIWDB was awarded the COVID-19 National Dislocated Worker Grant (NDWG). This grant provided funding for Occupational Skills Training (OST), On-the-Job Training (OJT) and individualized services for workers dislocated due to the pandemic. Participants eligible for this NDWG were also evaluated for eligibility of co-enrollment into partner programs to obtain additional support services. OST funding included education programs in Information Technology (IT), Accounting, Commercial Driver's License (CDL), Digital Marketing and the Python Application Developer Certificate.

### **Rapid Response**

In PY20, Rapid Response services were provided for multiple employers, including layoff events at Gannett, INC., Nationwide Insurance and XPO logistics. Title I Adult/Dislocated Worker staff worked with the core partner team including Title III, Title IV and the Trade Assistance Act (TAA) partners to complete the Employer Information Meetings and Worker Information Meetings for these companies. Employees were given information related to Unemployment Insurance, basic and individualized career services and supportive services available as a result of their layoff.

## Registered Apprenticeship

While employer outreach and services were limited due to the COVID-19 pandemic, three Registered Apprenticeships (RAs) were completed through the Employment Innovation Grant. These RAs were in the occupations of Vet Tech, Automotive Tech and Retail Management.

For Registered Apprenticeship Week in November 2020, Title III staff hosted two Registered Apprenticeship webinars. One webinar was specifically geared to job seekers and the other was designed for educators and career planners.

## Offender Re-Entry

Partners have taken a collaborative approach to providing offender re-entry services in Central Iowa. One highlight of PY20 was partnering with United Way of Central Iowa's OpportUNITY

program to host an entire conference dedicated to offender re-entry during Re-Entry Month in April 2021.

## Serving Job Seekers with Disabilities

Iowa Vocational Rehabilitation Services (IVRS) staff is co-located or has a presence in the IowaWORKS Center in the Local Area and has worked hard toward having a completely accessible facility. In addition, customers who accessed Wagner-Peyser or Title I services that attested to having a disability or barrier to employment were referred to IVRS when appropriate.

## Veteran Services

Two Career Planners from the IowaWORKS Center in Des Moines assisted the VA Community Resource and Referral Center with Mock Interviews in April 2021. Staff were joined by Bobby Collier, the Military and Diversity Recruiter for Hy-Vee, and a retired Sergeant Major with the United States Army. The candidates being interviewed were homeless, at risk of homelessness, or were recently housed. All candidates had upcoming interviews and one did so well he left with a personal recommendation to apply for positions with Hy-Vee.

March 24, 2021, marked the day the Vet2Work quarterly series began. This panel discussion was designed for service members and spouses to explore career opportunities in different sectors. The Healthcare sector was the focus of the first event. Mercy and UnityPoint served as the business panelists.

## Implementation of Priority of Service

Veterans and their spouses are given priority to all services offered in the IowaWORKS Center, which means they are served before other individuals who are seeking services at that time.

When individuals enter the IowaWORKS center they are asked if they have served in the military or if they are the spouse of a service member. Staff are honored to always express gratitude to military members and their families for their service. Special packets of information containing center and Veterans' services are also provided.

### **Participant Success Stories**

Henkel Construction Company was interested in hiring three job seekers with limited English skills who had recently relocated to the US from Puerto Rico. Henkel had some reservations in hiring the individuals due to language barriers, lack of housing stability and lack of work experience in the construction field.

Henkel was referred to CFI's Youth program, Connect 2 Careers (C2C), and inquired whether Title I funding would be able to assist the employer and the employees to eliminate the identified barriers. C2C enrolled the three job seekers into the Adult program based on priority of service eligibility.

The job seekers were connected to stable housing and provided work appropriate clothing and footwear through approved supportive services. C2C connected the job seekers with Lutheran Services in Iowa, a provider of English Language Learning classes. C2C also developed OJT contracts with Henkel and reimbursed 50 percent of wages for the duration of the training period which totaled 1,040 hours. After the training period ended, Henkel hired the job seekers for full-time employment with a starting wage of 17 dollars per hour.

### **Annual Performance Analysis**

Title I programs served 102 participants in PY20. A total of 3,822 participants were enrolled in Title III Wagner-Peyser services in PY20. The total number of employer services documented in Iowa Works during this time period was 6,740.

## East Central Iowa WIOA PY20 Annual Performance Report Narrative

### Executive Summary

Overcoming the changes and challenges of PY20 showcased the creativity and perseverance of the stakeholders in East Central Iowa. The year began with transforming Iowa's Region 10 into the Workforce Innovation and Opportunity Act (WIOA) compliant Local Workforce Development Area (LWDA) of East Central Iowa. The new local area continued to serve the counties of Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington throughout the transformation process which included establishing a new agreement among county elected officials, a new board and the procurement of contractors to provide One-Stop Operator and program services.

In and of itself, a system transformation is a large project to tackle. Our local area managed to meet deadlines and goals, even when faced with a Derecho and a pandemic simultaneously. Being Iowans, we came together to help our neighbors while meeting our prior commitments to serve the workforce community. Virtual meetings allowed the board to continue making progress toward achieving compliance. Partners continued to find ways to provide services to job seekers and businesses.

The COVID19 pandemic changed how WIOA partners serve customers. Some partners shifted focus to priority programming. While making quick, drastic changes to the provision of services was at times stressful, it also helped the WIOA partners identify new and innovative ways to serve customers making it easier for customers who lack reliable transportation or who live in rural areas to seek and receive services. Throughout it all, the partners kept the residents of the local area as a top priority and continued to work collaboratively where possible.

### LWDB System

The East Central Iowa Local Workforce Development System serves 7 counties in Iowa: Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington. There are two IowaWORKS Centers in the local area: Cedar Rapids and Iowa City.

### LWDA Strategic Objectives

**Outreach and Intake:** Develop a referral committee composed of team members from each title to focus on how to best serve individuals and remove barriers to connecting individuals with core WIOA services.

**Business Engagement:** Identify a Title 1 and Title 2 team member to attend Business Service team meetings monthly to coordinate services for training completers, DW clients, and Title 2 IET/IELCE services.

**Career Pathways:** Develop stronger communication, and education between sector boards and WIOA core staff to ensure job seekers are connected with appropriate job services and training.

**Evaluation of Career Services:** Coordinated programming for targeted populations such as ESL, HS completion students, individuals with disabilities and those with barriers. Continuous improvement of Career Services by hosting customer focus groups and completing regular surveys.

## COVID19 Pandemic Response

The Title 1 program staff transitioned to a work from home model in March 2020 and returned to the office September 8, using COVID19 safety protocols to keep staff and customers safe. The team continued to provide services and enroll participants throughout this time, shifting to

an online model. The program developed soft skill training and job search training that could be provided online in a 1:1 model or online small group setting. Online Information sessions were established. The new model also established online office hours from non-profit locations within the local area, a new way of connecting with and providing services.

Participants were able to receive services in either a face-to-face or online model after September 8th. Between March 2020 to September 7th, 2020 services were only available online.

The Title 2 program moved to a 100% online model from March 2020 to August, 2021. In person testing, in a safe and socially distanced manner, was developed and utilized from May 2020 through August 2021. Staff worked from home from March 2020 to June 2020. Staff returned to the office in June and were able to work with students in person to help with tutoring, questions, testing, registration and orientation. Classes remained online. Some students did not have access to a device or internet. The Title 2 team worked with the IT team at Kirkwood Community College to establish a lending library of used, but still operational iPads and laptops. The Title 2 team purchased hotspots with COVID19 emergency funding to loan out as well. This allowed students who didn't have internet or a device, or who may need to share a device with a child taking online K12 classes, to fully participate in the online programming. While the majority of classes are now offered in person, we will continue to offer an online version of HSED and ESL for students who cannot come onsite for programming and a technology lending library.

The Title 3 team was greatly impacted by the COVID19 pandemic. The IowaWORKS offices were primarily closed to the public beginning in March 2020 through June 2021. Staff continued to mostly work within the center. The Title 3 team focused their attention to Unemployment Insurance during this timeframe, staffing the 800 line to assist Iowans applying for unemployment. Unfortunately, most business services, job search and placement activities were put on hold as well.

The Title 4 team provided hybrid services and support to job candidates. They developed a job focus group to support online engagement with job candidates to provide information on community services, job search tips, and connection to businesses. The Title 4 program has streamlined pieces of their processes, such as the signature process, allowing candidates to receive services remotely. Title 4 continues as a flexible workplace, offering a work from home environment option for team members.

## Sector Strategies

Sector boards remained active during the report period, despite COVID 19 limitations. As a result, the six sector boards in East Central Iowa offered virtual meeting options to ensure the safety and well-being of all attendees. The sector boards represented Health Care, Information Technology, Advanced Manufacturing, Business Services,

Architecture/Construction/Engineering (ACE), and Transportation. These sector boards are business led and focused on two main goals: Introducing career options to the future workforce and recruitment of the current workforce. Due to the workload demands, title 3

staff were unable to attend these sector board meetings for the vast majority of the program year, with the exception of June 2021. Title 1 and 4 were able to maintain attendance.

### **Business Services and Employer Engagement**

During PY 20, title 3 was limited in services provided to businesses outside of the unemployment insurance realm. Businesses were assisted in updating their profiles in IowaWORKS and placing jobs orders. Despite this limitation, the Title 4 business engagement team members were able to continue meeting with employers and provided a weekly virtual job club where job seekers could connect and meet local employers. This was created in place of the Reconnect Employer Panel, which was placed on hold during the entire PY 20 period as a result of Covid 19 and the changing needs of business needs changing. At the end of PY 20, Reconnect resumed along with a mini recruiting event, Grab A Job. As a result, recruiting events are held weekly at both the Cedar Rapids and Iowa City IowaWORKS offices.

The business engagement team meets biweekly and is represented by Titles 1,3, and 4. This integrated approach to business service results in a streamlined experience for businesses, minimizing multiple points of contact and unnecessary, duplicative meetings.

The business engagement team coordinates and plans recruitment events for the service delivery area as well as relevant training topics for the human resources community. On 6/30/21, the team coordinated the Open Air Job fair, which was held in both Cedar Rapids and Iowa City at the same time. A local radio station held a live spot at both locations to help promote the event and increase attendance. The outdoor events were well attended by both employers and job seekers, while providing a safe alternative to a crowded inside event given the pandemic being experienced.

## **Program Highlights and Innovation**

### **Title 1 Adult, Youth and Dislocated Worker**

Adjusted signature process, online service availability, remote office hours available from partner agencies, 100% online serves to better support rural and those with transportation barriers, on-boarded a business services consultant to support the youth team with experiential learning development.

### **Rapid Response**

Rapid response services for business leaders as well as services provided to the impacted workers were all moved to an online model last year. Services to impacted workers were expanded to include information on where to access internet, computers and to find free workshops and training related to basic skills (computer literacy) and job search training (resumes, interviewing). The worker survey used to learn more about the impacted workforce was also moved to an online model instead

of paper. This shift allowed us to continue to serve those impacted with quality services and provide a large amount of information in a manner that can be easily referenced for future use, supporting job seekers with awareness of services and connection to free services and training.

### **Registered Apprenticeship**

One WP staff member from the local area was tasked to assist with companies statewide, requesting information about Registered Apprenticeship. That staff member responded to all inquiries from the Earn and Learn Iowa website, numbering just over 150. Of those, 22 programs were registered as a direct result of the staff person's effort and 23 programs are still in progress to be registered in the future. Local staff member also provided support for a virtual National Apprenticeship Week that was held by local community partners and included several social media posts.

### **Offender Re-Entry**

Title 1 and Title 4 stayed connected with corrections by regularly meeting with staff from the local community corrections team to ensure all are aware of services and still available to those leaving the prison system. In addition, the team was invited to share information on WIOA services to all recently released individuals at monthly information sessions at community corrections.

### **Serving Job Seekers with Disabilities**

IVRS Business Service Consultants provided weekly Job Focus group for job seekers and community partners which highlighted employers from various business sectors along with content to support job seekers in soft skill and job seeking skill development. IVRS regional teams provided a hybrid approach to service delivery, expanding virtual meeting capabilities that support continuity of service delivery through pandemic. Agency has moved forward in establishing workplace flexible opportunity for staff to align with optimal service delivery strategies. IVRS support summer Pre-ETs opportunities via virtual and in person learning events throughout this past year.

### **Veteran Services**

The Cedar Rapids office has hired a new 50/50 Disabled Veterans Outreach Program/Wagner Peyser staff, to serve all Veterans. Where a 100% DVOP can only work with qualified veterans and their Spouse. This is the first 50/50 DVOP in Cedar Rapids. It has strengthened the AJCs ability to serve, and it has assisted with making sure that Veterans are receiving the services that they are eligible for and the services that they desire. Our new DVOP has implemented weekly motivational/informational emails that was praised by HBI program management who look to replicate this approach statewide.

## Implementation of Priority of Service

When clients register, either at each point of entry or by Internet applications, they self-disclose on their Veteran status. All veterans and eligible spouses accessing the center must be pre-screened for eligibility by non-DVOP staff as part of the welcome process. The DVOP serves only those veterans who are aged 18-24 (as allowed in VPL 04-14/TEGL 20-13) or who have Significant Barriers to Employment (SBE) as defined in VPL 03-14/TEGL 19-13 or is the caregiver or family caregiver of an eligible veteran as defined in VPL 08-14. If a veteran is assessed to meet the eligibility of working with a DVOP, a referral is made to the DVOP in the district.

## Participant Success Story

As a single mom at 16 years old, Annie dropped out of high school. She was 17 when she enrolled in the Creating Futures program (WIOA Title 1) knowing she needed to finish high school to be able to provide for her daughter. Annie, currently 19, has been actively involved in the WIOA Creating Futures Program. She successfully completed her HiSET credential. She also participated in a work experience which led into an internship as she explored a career in the legal sector. She was recently hired on at a local law firm and is currently participating in an on-the-job training program. Through the Creating Futures program Annie took advantage of the opportunity to work with her career planner and participate in activities that would allow her to build her work history while exploring occupational interests. Her knowledge and experience from her work experience and internships allowed her to gain employment at a local law office.

She has reached her goals with determination and a positive attitude. We're so proud of Annie and all the hard work she's put in to completing her high school credential, exploring career fields and being so successful in the first step of her career.

Dropping out of high school was very scary. In 2018, I had nothing. When I say nothing, I mean it, I did not have a high school degree, I did not have a job, I didn't have a car, I didn't have a good path in life. I was pulled in by my school counselor and she told me to get my HiSET through Kirkwood. I am so glad I took that advice because it changed my life. I went through the program at Kirkwood and earned my HiSET credential. Next, I took my placement exams for college. I score high on those exams for Kirkwood Community College and started towards my dream of becoming a teacher so I can be that change in students' lives. Now I am at Kirkwood coming off two straight Dean's Lists averaging a 3.5 GPA. I have started working as a Lead Teacher at a before and after school program for elementary school students. This is a dream job! Now, I am now applying for universities to continue my academic dream of becoming a teacher. I attribute all my success in life to the amazing people at Kirkwood's High School Completion Program. Without them pushing me to be the best I can be, I have no idea where I would be in life.

A US Navy veteran was laid off from the nuclear power plant earlier this year and had fallen on hard times financially. Shane Sawyer, Disabled Veteran Outreach Specialist (DVOP), helped the veteran revise his resume and introduced him to Mace Huffman, Local Veteran Representative (LVER), who connected him with Home Base Iowa. Shane assessed a lack of confidence

with the veteran’s interviewing skills and conducted a mock job interview involving himself and several co-workers. The veteran successfully interviewed for a few jobs but never walked away with an offer. He did, however, walk away with the confidence he so desperately needed. In early June 2021, Shane sent Katherine Pine, Business Marketing Specialist (BMS) a copy of his resume. She was able to relate a word in his resume with a position available at Collins Aerospace. She sent the resume to Collins who then called the veteran personally and asked him to apply. The veteran had a basic electrical knowledge test to take. James passed the test and interviewed for the position June 22, 2021. Shortly after he was offered the job with a starting salary of \$78K. The veteran has called numerous times to thank us for helping him. Since his hiring, the veteran quickly revealed his quality and has been placed in charge over two different departments within Collins.

Target features products from Iowa City IVRS Job Candidate! A local Job Candidate's participation in the Iowa Self Employment Program helped to jump start her innovative 3D Prosthesis businesses. The Iowa City resident, a new prosthetic user, was frustrated with the few options available when she was looking for 3D prosthesis covers. When she could not find one she liked, she decided to create her own line. Her innovation has paid off, as she was recently awarded a contract with Target's web-based sales platform. Her items will be available to purchase online @ Target.com, which increases her visibility in this niche market. By partnering with her IVRS team, University of Iowa Incubator program, as well as Target's Entrepreneurial program, this female entrepreneur is proving again that Iowans with Disabilities can excel at business ownership.

**Annual Performance Analysis (numbers served by program)**

**Title 1 PY20 Performance Summary**

<b>WIOA Title 1 Performance</b>	<b>Entered Employment</b>	<b>Retained Employment</b>	<b>Credential Rate</b>	<b>Measurable Skill Gain</b>
<b>Adult</b>	75%	67.8%	50%	55.6%
<b>Dislocated Worker</b>	86.4%	78.6%	76.9%	72.2%
<b>Youth</b>	87.0%	78.0%	69.2%	72.4%

Title 1: 101 Participants Served

**Title 2 PY20 Performance Summary**

<b>WIOA Title II Performance</b>	<b>PY2020 Goal</b>	<b>PY2020 Actual</b>
Total Participants	1500	1274
Total Participants Post-tested		681
Post-test Rate	65%	56%
Overall Measurable Skill Gains	47%	46%
Number of IET Participants		38
Number of IELCE Participants		16

**Title 2 PY20 Performance Summary**

<b>PY2020 (July 1, 2020 to June 30, 2021)</b>							
<b>Area Office</b>	Total Number of Successful Closures 26-0	Goal	Percent of Goal Met	Rehab Rate 26- 0/(26+28) Goal 55.8%	Average Hours Worked Per Week	# of Cases Greater than Minimum Wage \$7.25	% Cases greater than minimum wage \$7.25
Cedar Rapids	115	312	37%	41.4%	30	115	100%
Iowa City	131	234	56%	50.8%	27	131	100%
<b>Total Agency</b>	<b>1718</b>	<b>3510</b>	<b>49%</b>	<b>51.7%</b>	<b>9</b>	<b>1715</b>	<b>99.83%</b>

## Mississippi Valley PY20 WIOA Annual Report Narrative

### Executive Summary

This year, the Mississippi Valley Workforce Area (MVWA) has faced unprecedented challenges. The onset of the COVID-19 pandemic left thousands of Iowa workers dislocated or placed on furlough. MVWA worked closely with its partners, adapting initiatives to meet these new challenges as directives and conditions changed.

Additionally, the MVWA as a new board in its infancy faced many challenges of WIOA restructuring. This restructuring included merging two old local workforce development boards, appointing new board members, and moving from two Title I service providers to a provider new to the state of Iowa.

In the summer of 2020, MVWA offices focused on safely providing online and in-person services as well as creating job-training opportunities to help Iowans' skill up and get back to work. The biggest barrier to increasing employment in Iowa remains its shortage of skilled workers and shrinking community populations. Other challenges include job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind.

MVWA is working to meet these challenges head-on, putting a heightened focus on work-based learning and skill development in order to improve outcomes for all workers and meet the needs of employers. Even in the midst of this incredibly turbulent year, we further developed relationships with businesses, scaled up a new service provider, and strengthened our relationships with our WIOA partners.

MVWA is confident that with its emphasis on helping workers find training opportunities to skill up, we are one step closer to improving the careers, opportunities, and lives of all Iowans in years to come.

### Mississippi Valley Workforce Development Board

The counties in the MVWA include Jackson, Clinton, Scott, Muscatine, Louisa, Lee, Des Moines, and Henry. There are two comprehensive American Job Centers (AJCs) in MVWA; Burlington Iowa *WORKS* - 550 S Gear Avenue Ste 35, West Burlington, Iowa 52655, and Davenport Iowa *WORKS* - 1801- E Kimberly Rd, Ste A, Davenport, Iowa 52806

## MVWA Mission, Vision, Goals and Objectives

### VISION

Create strong local economies by developing a future ready workforce of skilled workers prepared to meet the needs of current and emerging industries.

### MISSION

The Mississippi Valley Workforce Development Board will achieve our vision through strengthening collaboration with local businesses and jobseekers. We will improve access to our dedicated workforce partners through a fully integrated one-stop delivery system. Decisions will be data driven to enhance our local economies and quality of life for our communities.

## GOALS

### *Manager Role Goals*

- Develop effective board practices that oversee the operational efficiency and performance of the American Job Centers.
- Engage board members to strengthen management practices and controls to fulfill the objectives and responsibilities of being effective stewards of public funds

### *Convener Role Goals*

- Expand workforce services for individuals at all levels of skill and experience.
- Enhance and nurture strong partners to build a skilled and ready workforce through innovation and alignment across programs to provide a comprehensive set of solutions for businesses and job seekers.
- Implement strategies to ensure that the local workforce system meets the needs of businesses in the local area and that business has the opportunity to engage with the system in meaningful ways.

### *Strategist Role Goals*

- Expand workforce services for individuals and businesses through a fully integrated one- stop delivery system that provides a seamless customer experience.
- Expand outreach and services to all rural areas in the MVWA.
- Conduct research to understand the needs of business and industry in the local area and use data to drive strategic decision making.
- Develop a nimble and responsive talent delivery system that meets current employers' needs and anticipates future challenges.

### *Optimizer Role Goals*

- Continuously monitor performance and make policy or service adjustments to foster continuous improvement.
- Supplement public investment with commitments from industry, labor, public, and community partners to implement new ideas and strategies.

## COVID-19 Pandemic Response

The MVWA quickly responded to adapt our service delivery to meet the needs of our local businesses and job seekers during the COVID pandemic in a variety of ways. Due to our American Job Centers being closed for the majority of 2020 we quickly developed other strategies to meet with our participants. Staff were equipped with laptops, mobile printers, and hot spots so that they

could meet people where they are. This was also accomplished by securing office space at other locations throughout the local area to continue services. Many of these locations were held at partner sites leveraging common participants.

MVWA also promptly implemented electronic signature platforms to complete applications, used video conferencing software to meet with our participants, and offered virtual workshops. To continue to meet the needs of our businesses we offered assistance with virtual job fairs and hosted numerous drive-through job fairs in all eight of our counties.

Our Title II Adult Education and Literacy Partners took the following steps to respond to the COVID pandemic:



- Eastern Iowa Community College (EICC) was the first Title II program to re-open to in-person testing with virtual options, social distancing, scheduled appointments, and other safety protocols. Southeastern Community College (SCC) reopened July 2020 to in-person instruction with the same protocols in place.
- EICC was the first in the nation to pilot remote CASAS testing, which opened the door for new students who could not or would not access the test centers in person.
- Through GEER 3 funding, the AEL programs were able to purchase equipment to be loaned to students who desired remote access but did not have the appropriate equipment and/or internet access. EICC purchased 96 laptop computers and 70 mobile hot spots with unlimited data that may be checked out by students needing assistance with remote access. SCC purchased 115 laptop computers and 25 hot spots that may be checked out by students who need either device to connect remotely to classes.
- GEER 2 funding was used to develop online AEL content for both HSE and ESL participants.



## Sector Strategies, Business Services & Employer Engagement

### Lunch and Learns

As a new local area in 2021 we began the year reaching out to our local Chambers to start building relationships. As the MVWA was moving toward WIOA compliance. and shifting from previous models educating businesses services available was essential. This was accomplished by partnering with Chambers Commerce to host virtual and in-person Lunch and Learns for the business community. We partnered with Jackson, Wilton, Bellevue, Eldridge/North Scott, Clinton, and DeWitt Chambers of commerce over the last six months for these events.

### Drive Thru Job Fairs

Below is a summary of the 12 Drive Thru Job Fairs held in Program Year (PY) 2020 in MVWA.

- Burlington 130 Job Seekers, 26 employers and over 200 open positions
- Davenport 400 Job Seekers, 60 employers and over 500 open positions
- Davenport 850 Job seekers, 80 employers and over 2000 positions
- Dewitt 28 job seekers, 40 employers and 200 open positions
- Dewitt job Seekers, 43 employers and over 200 open positions
- Clinton 37 job seekers, 40 employers and over 200 open positions
- Clinton over 100 job seekers, 43 employers and over 200 open positions
- Jackson County job seekers, employers, and open positions
- Eldridge job seekers, employers, and open positions
- Muscatine over 100 job seekers, 41 employers and over 1000 open positions
- Brazen (Virtual) 10 Job Seekers, 14 Employers, over 500 open positions
- Burlington (face to face job fair)- 175 job seekers, 45 businesses, over 400 open positions



### **Job Fair Survey**

49 Surveys were completed by businesses following the job fairs.

Question: Since the Drive-Thru Job Fair, have you noticed an increase in applicants?

- 31.3% said yes; 60% said no

Question: Would you be interested in any onsite recruiting events at IowaWORKS?

- 75% said yes; 25% said no

Question: Would you like to be notified of future job fairs and events?

- 100% said yes

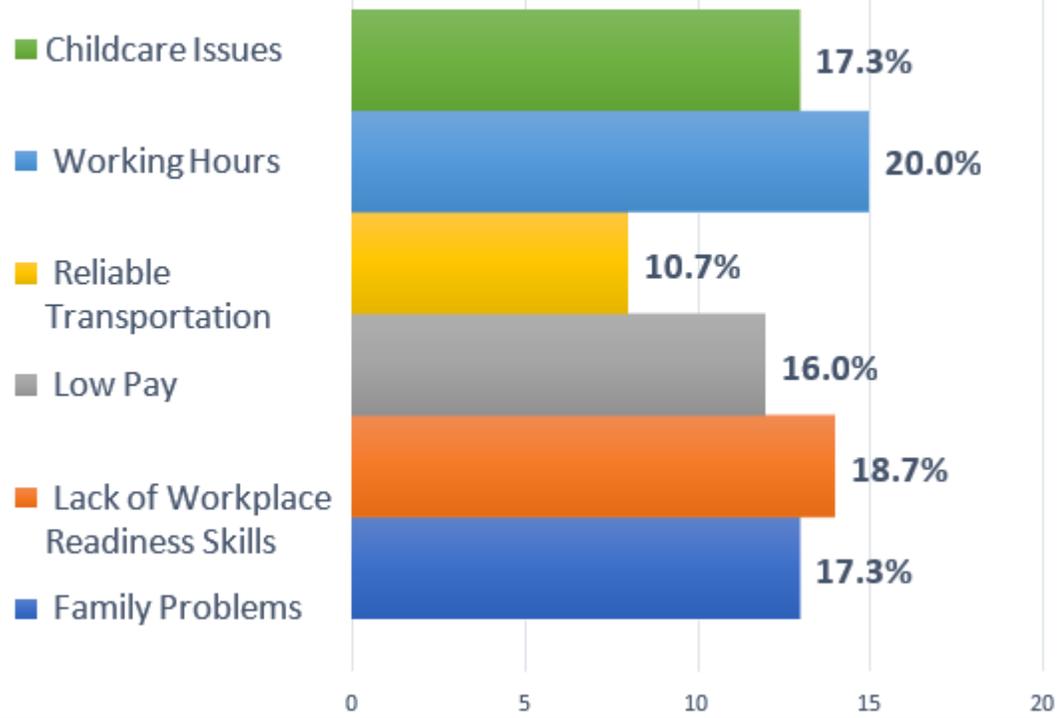
### **Staffing**

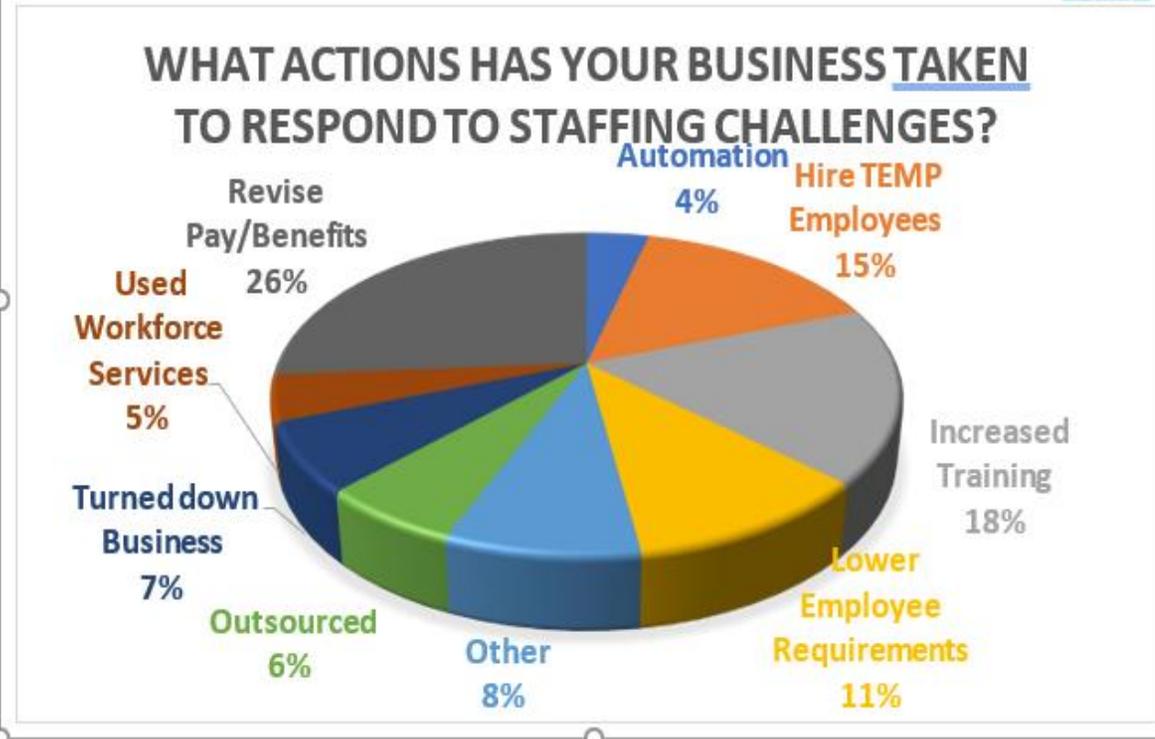
To increase employer engagement and work-based learning opportunities the MVWA now has two Title I Business Services Consultants, along with 3 Title III Business Services staff. They continually work with existing business customers of the system and collaborate with our partners to attract and conduct outreach to cultivate new relationships to meet the needs of our businesses.

### **Business Needs Assessment**

The MVWDB conducted its first business needs survey in early 2021 to determine the current needs and demands of our local businesses. A couple of the highlights are below, and the full report can be accessed at [www.mississippivalleyworkforce.org](http://www.mississippivalleyworkforce.org)

## Reasons for High Turnover





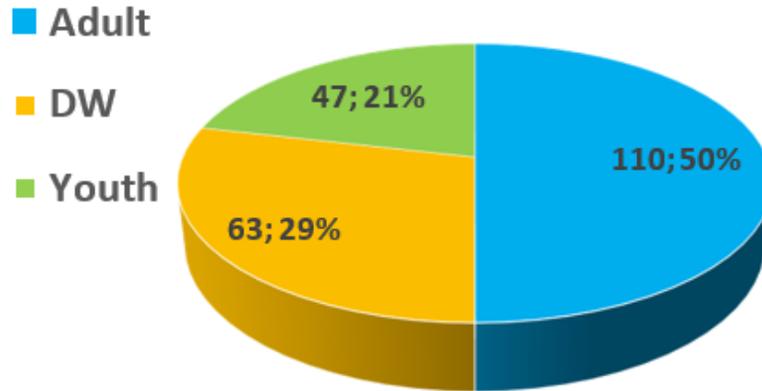
## Program Highlights

### Title I Adult, Dislocated Worker & Youth

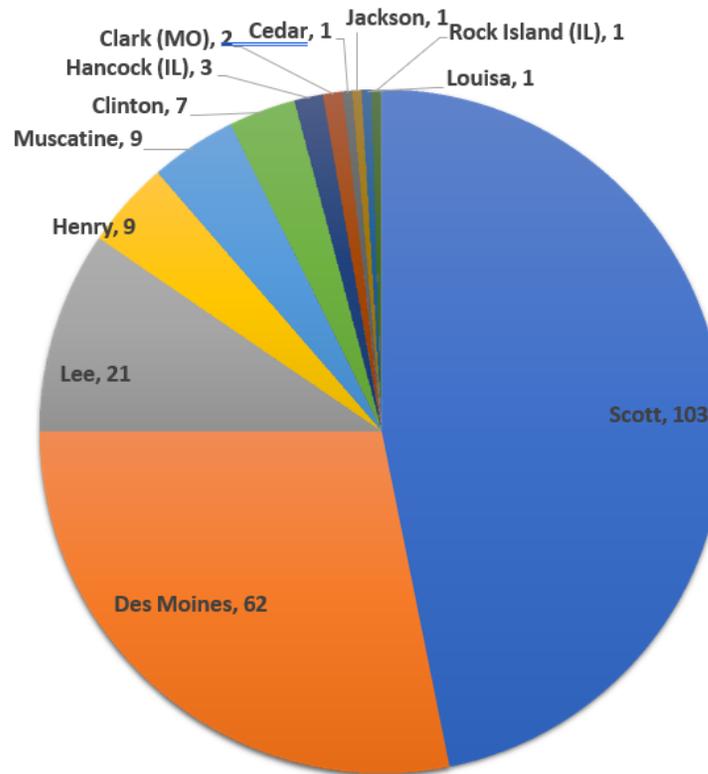
#### Highlights

- 469 people were served in PY20
- There were 112 referrals made to the Youth program.
- 96 Individual Training Accounts (ITAs) were written for \$215,935
- 494 referrals were made to the Adult/DW program
- 70,383 was spent on Supportive Services

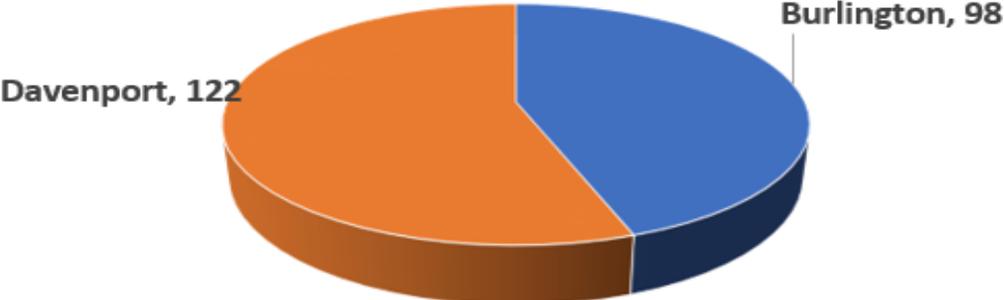
## PY 2020 Enrollments by Program



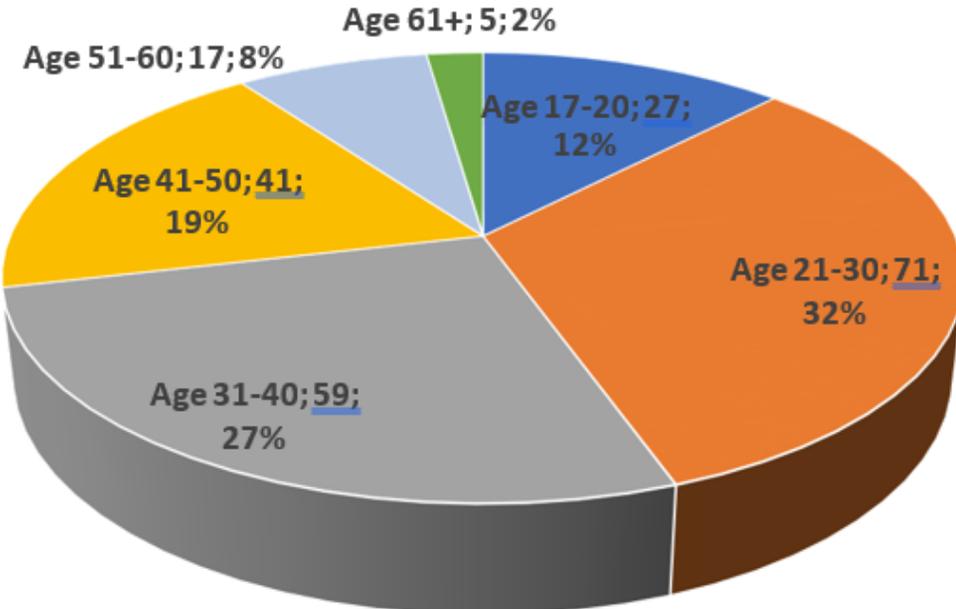
## PY 2020 Enrollments by County



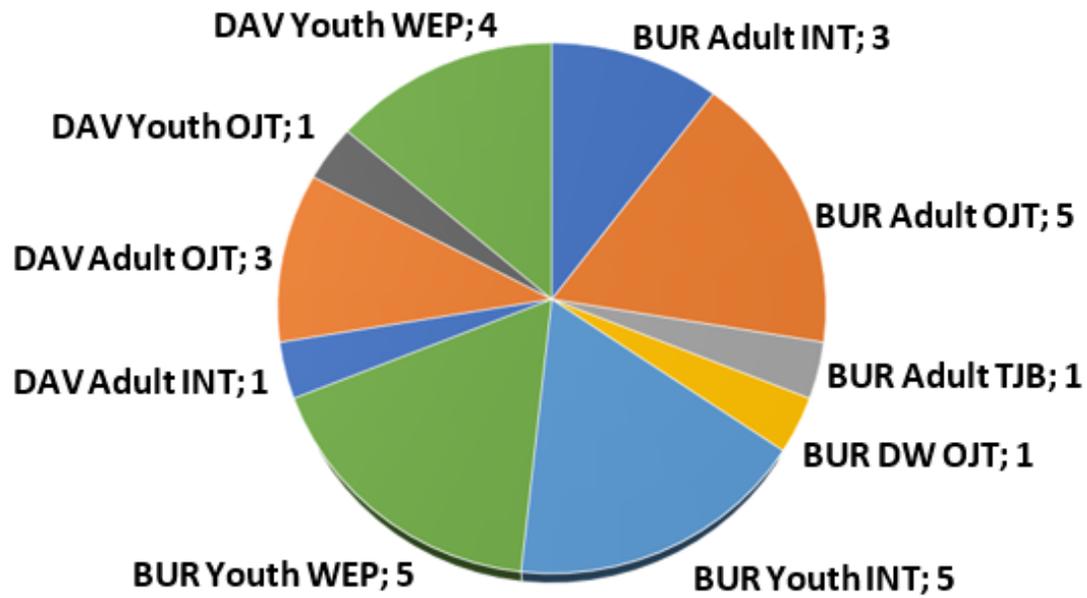
### PY 2020 Enrollments by office



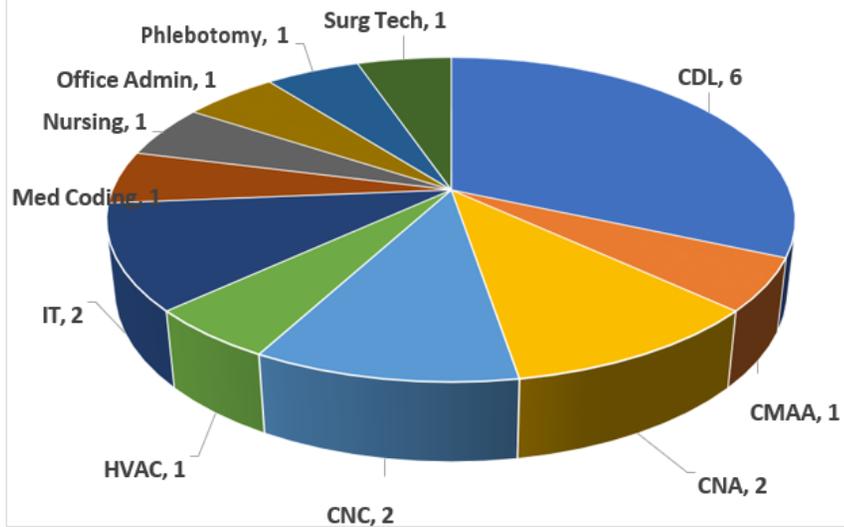
### PY 2020 Enrollments by age

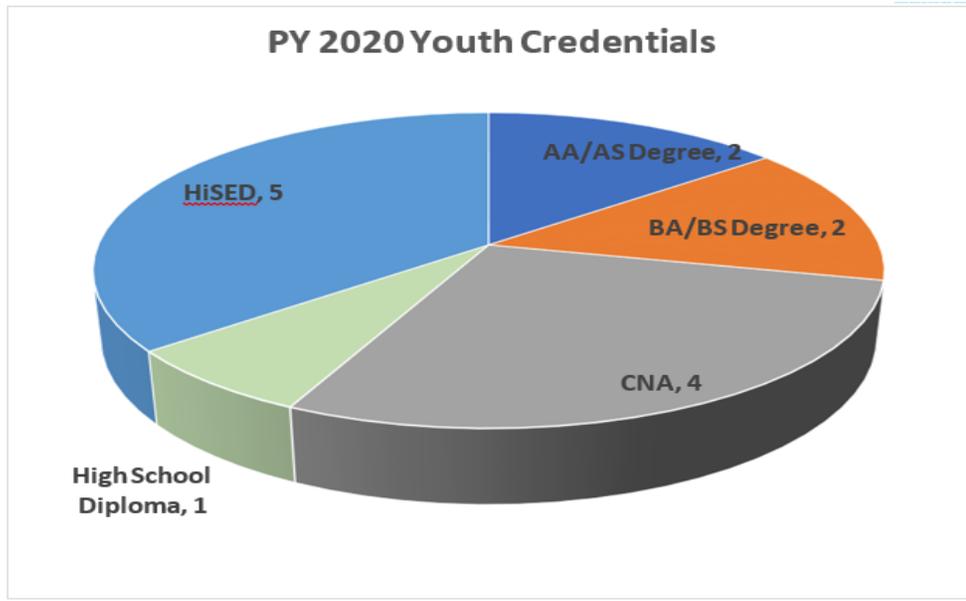
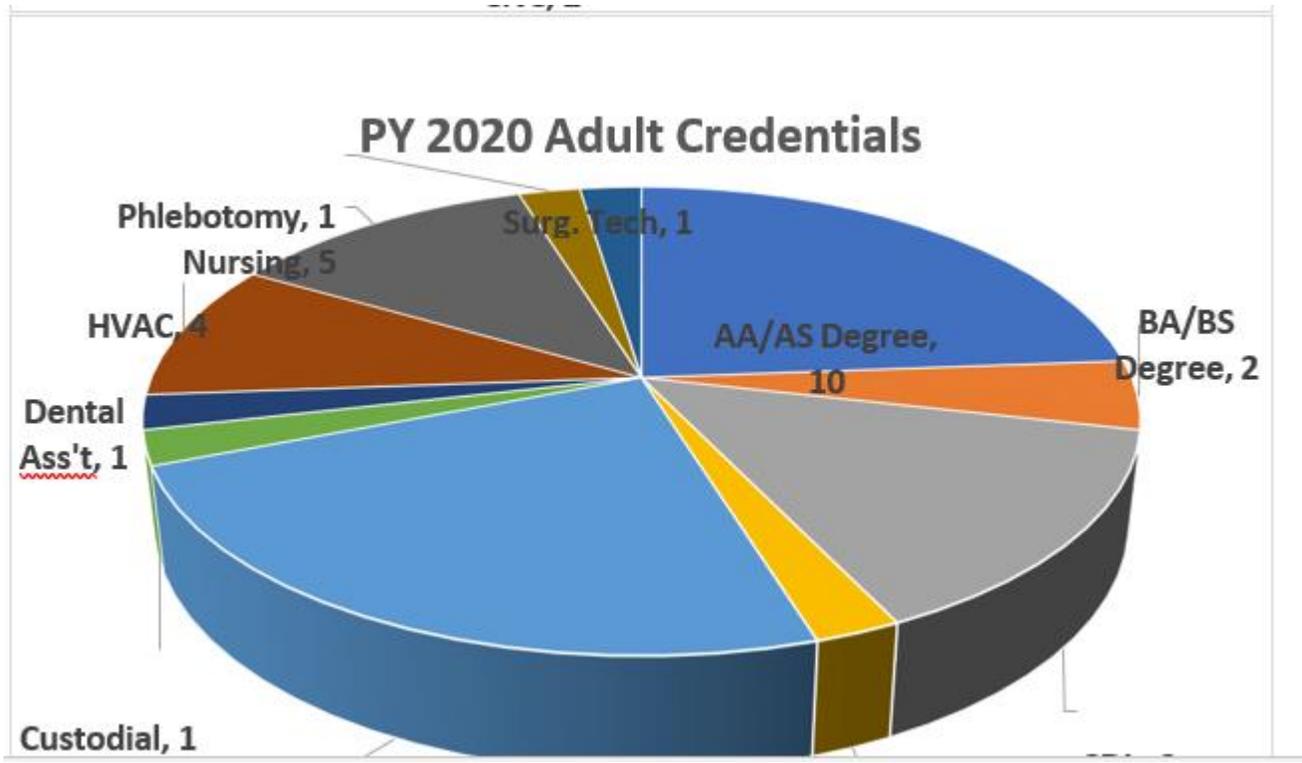


## PY 2020 WBL



## PY 2020 DW Credentials





## Rapid Response

In PY20 10 businesses were assisted with Rapid Response activities including employer meetings, and worker information meetings:

- Hardi North America
- Collins Aerospace
- ABB
- Tri City
- Linwood Wining
- Bagcraft
- Siemens
- Seal and Strip
- Sodexo-St. Ambrose
- Great River Entertainment

## Registered Apprenticeship

Due to the COVID pandemic and all of Iowa Workforce Development (IWD) staff being solely dedicated to unemployment processing no registered apprenticeships were developed in MVWA. Once IWD staff were able to return to normal activities the promotion and benefits of RA to businesses has continued.

13WA has two certified Offender Workforce Development Specialists. They have received training specific to assisting individuals with a criminal background successfully re-enter the community through employment. One of these individuals is a Re-Entry Career Planner housed at the Mt. Pleasant Correctional Facility (MPCF). He offers IowaWORKS services to incarcerated individuals, with an emphasis on those who will release in 6 months or less.

Additionally, each American Job Center (AJC) has identified one Career Planner who specializes in serving the individuals returning to the community from corrections. Prior to the pandemic, these career planners had a presence in local residential correctional facilities and the local county jails. Before the pandemic the AJCs partnered with corrections for specific events at DOC locations, including targeted workshops, career fairs and adult education classes.

### **Serving Job Seekers with Disabilities**

Vocational Rehabilitation (VR) is co-located at the Burlington AJC and is an integral part of the workforce system. VR staff participate in the MVWA's integrated business services teams and core partner meetings. The MVWDB has identified individuals with disabilities as the 4<sup>th</sup> priority of service for WIOA services, showing their continued dedication to serving this population.

### **Veteran Services**

Iowa refers to DVOPs as Veteran Career Planners. These Career Planners are funded through Jobs for Veterans State Grants (JVSG), a required partner program under Workforce Innovation and Opportunity Act (WIOA) and are located in many of Iowa's American Job Centers (AJCs). Our Disabled Veteran Outreach Program specialists (DVOP) also serve eligible veterans. DVOPs also promote Home Base Iowa (HBI) to all veterans as a resource. All of the eight counties in the MVWA are Home Base Iowa communities.

Additionally, the MVWA has a Local Veterans Employment Representative (LVER) position through the Jobs for Veterans State Grant. This individual is part of the Integrated Business Services Team and works with area employers to help make connections for employers and Veterans.

### **Implementation of Priority of Service**

The AJCs in the MVWA have information and signage to inform Veterans of Priority of Service. As part of the Welcome process in the centers, staff ask each individual entering the facility if they have served in the U.S military or if they are the spouse of a veteran.

During Welcoming, when a customer self-discloses, through the registration process, their veteran status; our IowaWORKS system prompts additional questions regarding the veterans' service and potential barriers to employment. Non-JVSG Career Planners refer any veteran who discloses one or more barriers to the DVOP for additional services.

## Participant Success Stories

Roger initiated contact with the Davenport IowaWORKS office in March 2019. He was struggling to find employment and needed assistance with his resume and job search. He signed up for work readiness classes with the assistance of a Career Planner. He completed every course offered and attended every day. He completed the NCRC and did well. While completing this he was also working with the Disabled Veteran Outreach Program Career Planner in the office on mock interviews and preparing his resume. In Nov 2019, the DVOP assisted him by sending his resume to HR representatives at the Manderee Corporation for review. He was selected for an interview for an Equipment Installer position. He reported after his interview that he was offered the position starting at \$24/hr. Roger called DVOP Stout in September 2020 and reported that he was offered a government position and would be switching from contractor to full government employee making \$36hr. He thanked everyone for all the help he received from the center.

Kristopher has been at Mt. Pleasant Correctional Facility for almost 6 years. During his time there, he took advantage of the carpentry apprenticeship and completed both the Industrial Maintenance Mechanical certification and the Electrical certification programs recently offered by Southeastern Community College (SCC). He worked with the Re-Entry Career Planner to get his resume up to date, practiced interviewing, and completed job search activities. In February, Kris was offered a job with Iowa Lakes Regional Water, making nearly \$20 per hour. He was released in April and promptly began his employment there.

Tammy worked in partnership with our Older Worker Employment Program Contract Milestones Area Agency on Aging. Her IVRS counselors assisted her through her journey to independence. Tammy has successfully been working for the Burlington Community School District since March of 2020 and has persevered through her disability and current health concerns. She reports wanting to work, even though she is facing challenges, because working gives her courage and confidence. A teacher at the school where she works sent out a message: A shout out to Tammy – Thank you Tammy for being a great addition to our class this quarter! She is always positive, patient, and helpful to students. Her IVRS counselor said, “Yes, even though Tammy faces challenges on a daily basis, Tammy always has something positive to say and continues to go to work every day to make a difference in a student’s life. I believe Tammy will continue to succeed in her role as Classroom Monitor with the Burlington Community School District.” Tammy stated the following “Soon I will be working toward furthering my career goals of earning

my substitute teacher's certificate. Now my financial plans are on track, including paying bills ahead of time and owning my own home."

### Annual Performance Analysis

It is important to note that the numbers served were greatly impacted by the pandemic and the numbers for this year are not indicative of what would be the case in a non-pandemic year.

### Adult Education and Literacy Southeastern Community College

SCC AEL					
Participants	PY2020	PY2020 (1st Qtr.)	PY2020 (2nd Qtr.)	PY2020 (3rd Qtr.)	PY2020 (4th Qtr.)
<b>ABE (grade level 1 - 8)</b>	399	119	154	199	264
<b>HSE (grade level 9 - 12)</b>	81	28	45	60	61
<b>English as a Second Language</b>	12	7	8	10	14
<b>Total Participants</b>	492	154	207	269	339

### Adult Education and Literacy Eastern Iowa Community College

EICC AEL					
Participants	PY2020	PY2020 (1st Qtr.)	PY2020 (2nd Qtr.)	PY2020 (3rd Qtr.)	PY2020 (4th Qtr.)
ABE (grade level 1 - 8)	419	153	253	338	379
HSE (grade level 9 - 12)	213	76	125	175	194
English as a Second Language	219	49	66	75	75
<b>Total Participants</b>	851	278	444	588	648

## HiSET Testing Statistics

HiSET Testing Statistics					
Graduates	PY2020	PY2020 (1st Qtr)	PY2020 (2nd Qtr)	PY2020 (3rd Qtr)	PY2020 (3rd Qtr)
Corrections	11	0	0	0	0
Community	157	62	86	130	199
<b>Total Graduates</b>	168	62	86	130	199
Took 1 or More HiSET Tests	PY2020	PY2020 (1st Qtr)	PY2020 (2nd Qtr)	PY2020 (3rd Qtr)	PY2020 (3rd Qtr)
Corrections	31	0	0	0	0
Community	227	85	118	176	260
<b>Total Tested</b>	258	85	118	176	260

## Iowa Vocational Rehabilitation Services

Successful Closures		
Area Office	BURINGTON	DAVENPORT
<b>Participants</b>	538	600
<b>2020 Successful Closures</b>	101	73
<b>PY Goal</b>	<b>130</b>	<b>208</b>
% completed/achieved toward goal	77.7%	35.1%
% of goal remaining	22.3%	64.9%

### Title I Adult, Dislocated Worker and Youth Performance Data

New Local areas may have limited historical performance outcome data through PY21.

WIOA Adult Performance levels - PY2020										
LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate
Mississippi Valley	100.0%	72%	100.0%	70%	\$5,159	\$5,400	n/a	67%	26.1%	44.0%
State	72.2%	72%	67.5%	70%	\$5,762	\$5,400	58.4%	67%	43.1%	44.0%

WIOA Dislocated Worker Performance levels - PY2020										
LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate
Mississippi Valley	n/a	85.0%	n/a	83.0%	n/a	\$8,400	n/a	68.0%	30.3%	30.0%
State	81.3%	85.0%	81.2%	83.0%	\$8,763	\$8,400	67.9%	68.0%	51.4%	30.0%

Vos Greeter Reports PY 2020

VOS Greeter – 7/1/2020-6/30/2021								
	Burlington				Davenport			
	Individuals	%	Veterans	%	Individuals	%	Veterans	%
I am here to see a specific staff member	40	6.31%	4	0.63%	59	7.17%	2	0.24%
Find a Job	66	10.41%	1	0.16%	247	30.01%	21	2.55%
File Temporary Unemployment Claim	30	4.73%	0	0.00%	61	7.41%	3	0.36%
File UI Claim / Questions	435	68.61%	20	3.15%	396	48.12%	18	2.19%
Unsure / Other	58	9.15%	3	0.47%	43	5.22%	2	0.24%
AJC Workshops	7	1.10%	0	0.00%	13	1.58%	0	0.00%
Hiring Event	3	0.47%	0	0.00%	7	0.85%	0	0.00%
RESEA Appointment	5	0.79%	0	0.00%	3	0.36%	0	0.00%
AJC Orientation	1	0.16%	0	0.00%	2	0.24%	0	0.00%
<b>Totals</b>	<b>634</b>	<b>100.00%</b>	<b>27</b>	<b>4.26%</b>	<b>823</b>	<b>100.00%</b>	<b>46</b>	<b>5.59%</b>

Partner Program Enrollments

Enrollments			
	Burlington	Davenport	TOTAL
Jobs for Veterans State Grant	5	9	14
Migrant and Seasonal Farm Workers	0	49	49
Wagner-Peyser			1,110
<b>Totals</b>	<b>5</b>	<b>58</b>	<b>1,173</b>

Staff Services Delivery Report PY 2020

<b>Staff Services Delivery Report - PY 2020</b>				
<b>Office</b>	<b>Individuals Served</b>	<b>Total Services to Individuals</b>	<b>Employers Served</b>	<b>Total Services to Employers</b>
Davenport	2,339	15,389	86	241
Burlington	1,156	6,096	23	76
<b>Mississippi Valley LWDA</b>	<b>3,495</b>	<b>21,485</b>	<b>109</b>	<b>317</b>

## North Central PY20 WIOA Annual Report Narrative

### Executive Summary

The year began with Chief Elected Officials of the former Region 5 coming together to develop a shared liability agreement and select members of the newly formed North Central Iowa Workforce Development Board (NCIWDB). This work was the beginning of the North Central's transformation to become a Workforce Innovation and Opportunity Act (WIOA) compliant Local Workforce Development Area (LWDA).

Through formal procurement, the members of the NCIWDB selected Children and Families of Iowa (CFI) to provide the Title I Adult, Dislocated Worker and Youth services. CFI expanded services beyond the already established youth programming to also serve the adult and dislocated worker populations in North Central Iowa. The role of the One-Stop Operator was also formally procured, with the State Public Policy Group (SPPG) selected as the winning bidder.

The board and CEOs met virtually throughout the pandemic to continue making progress in becoming WIOA compliant. As the board found ways to succeed, partner organizations found ways to overcome challenges to ensure the needs of customers were being met.

Many of the strategies developed during the pandemic resulted in expanded access with the capability to reach more customers. The board established a strong foundation to continue to facilitate the collaborative efforts of the WIOA partners, ensuring the necessary growth to meet the ever-changing workforce needs of the local area.

### Local Workforce Development Area System

The North Central Iowa Local Workforce Development Area consists of Calhoun, Hamilton, Humboldt, Pocahontas, Webster, and Wright counties.

The North Central Iowa Local Workforce Development Area is made up of one comprehensive center located in Fort Dodge and one expansion office in Webster City. Title I, III and IV are co-located at the center in Fort Dodge. Title II is not currently co-located; however, they do maintain a presence. The Webster City office has a Title III representative there one day a week to provide information about partner services.

### LWDA Strategic Objectives

Northwest Iowa LWDA Strategic Objectives:

- The area's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- All Iowans in the area will be provided access to a continuum of high-quality education, training, and career opportunities.
- The area's one-stop delivery system will align all programs and services in an accessible, seamless, and integrated manner.

### COVID-19 Pandemic Response

In response to the COVID-19 pandemic, the WIOA partner programs in North Central Iowa LWDA made accommodations to ensure the continuation of high-quality, integrated service

delivery for job seekers and employers, while also adjusting for a surge in pandemic-related employment and training needs.

Title I staff continued to meet with participants in-person when safely possible and virtually by utilizing Zoom and phone calls. The Title I Program Director co-enrolled Trade participants and attended meetings to serve Eaton employees, affected by the Belmond plant closure, through Zoom and phone conferencing. While the IowaWORKS office was closed to the public, Title I staff utilized office space provided by Wright County to conduct face-to-face meetings to better assist Eaton employees with program enrollment and employment services.

During the COVID-19 pandemic, Title III Workforce Services were limited to an appointment-only basis starting March 20, 2020. During this time individuals seeking appointments were referred to the IowaWORKS.gov site to utilize job seeking and resume builder tools. Referrals were also sent to partners. Title III staff job duties were routed to assist with the Unemployment Insurance Division's unemployment claims processing. Services opened briefly to walk-in customers on September 8, 2020, allowing the use of computers for job seeking purposes, limited appointment-only services resumed on November 12, 2020. On March 8, 2021, the center opened again to limited walk-in services for the public to access computers for self-service and basic direction from staff. On June 1, 2021, the center re-opened to offer full service. Virtual workshops were created to help reach individuals unable to travel and assist with social distancing within the center.

### **Sector Strategies**

During PY20, the Title I Adult and Dislocated Worker team, in coordination with Title III and other WIOA partner programs, responded to the hiring needs of in-demand sectors, including healthcare, information technology, and advanced manufacturing in the wake of the COVID-19 pandemic. Training and education programs in these targeted demand sectors were funded with the aim of providing a skilled pool of work-ready candidates to employers in these sectors.

### **Business Services & Employer Engagement**

A new Business Marketing Specialist was hired for North Central LWDA in PY20 and is housed in the IowaWORKS office. With services such as talent recruitment and retention assistance, labor market information, accessing untapped labor pools and employee up-skilling; the Title III team ensured effective, demand-driven products and services are provided to employers during the program year. By creating and maintaining relationships, this team was able to provide targeted workforce information and solutions throughout the Local Area.

A collaborative Business Services Team brought together business services and placement specialists from all of the Core Partner programs. This team was established to align outreach and communication efforts with local employers, which was gaining momentum until the Business Services Team meetings were halted due to the COVID-19 pandemic.

One highlight during PY20 was the partnership with Prestage Foods of Iowa. Prestage opened its pork plant south of Eagle Grove and began operations on March 4, 2019. The goal was to hire 950 employees and reached a staffing level of 800. Since June 5, 2019, Prestage worked with IowaWORKS of Fort Dodge to hold open interviews, totaling 206 individuals interviewed and 180 individuals hired.

## **Program Highlights & Innovation**

### **Title I Adult, Dislocated Worker, & Youth**

Two Title I Youth participants were employed through Work Experience Programs (WEP) during PY20. One of these participants continued working on the job site during the pandemic and one had to be reassigned due to closure of the office where she was working. She was reassigned to another business, who needed a receptionist, and she was ultimately hired by that employer at the end of her WEP.

Twelve Occupational Skills Training (OST) participants in Title I programs earned a credential during PY20. These participants succeeded in completing the programs after the college courses moved to a virtual platform.

### **Rapid Response**

In PY20, partners responded to WARN requests from local employers for Worker Information Meetings with representation from (at a minimum) Title I (Adult/Dislocated Worker Services) and Title III (Wagner-Peyser). These Rapid Response meetings were initially coordinated via contact with the local area employer in which information such as workforce size, dislocation dates, union representation and accommodations related to primary language and disability access were discussed. The Rapid Response meeting occurred at a location, date and time which was most convenient for the impacted employees. Information was shared regarding Unemployment Insurance, Basic and Intensive Career Services, Training Services, Support Services, and information on partner programs. Partners also utilized the diverse expertise of the staff to address the unique needs of the employees such as needing alternative languages and expertise in serving customers with disabilities.

During PY20 there were two Rapid Response efforts to serve Eaton of Belmond, IA and CertainTeed Gypsum of Fort Dodge, IA. Eaton closed due to foreign trade which allowed access to TRADE Act Benefits for the employees impacted. The CertainTeed Gypsum closure took place during the pandemic in June 2020 which resulted in virtual services. Information packets were taken out to the site to provide to the employees. A virtual meeting was set up to present on unemployment benefits and employment services through Iowa *WORKS*, allowing time for questions. A link to a video was also provided to the business to share with impacted staff to watch at their convenience. In total, 128 employees were impacted by these two Rapid Response efforts—184 employees from Eaton and 44 employees from CertainTeed.

### **Registered Apprenticeship**

Dane Sulentic, Iowa Department of Corrections Apprenticeship Coordinator along with Brian Pibal, Iowa Workforce Development, Re Entry Advisor, were facilitators at the National Industries Correction Association (NCIA) conference in Minneapolis. More than 500 attendees packed the conference workshop rooms to learn from national experts in the areas of reentry, handling conflict, certification programs, sales force management, employee communications, and more. Sulentic and Pibal provided two different sessions—“Implementing Registered Apprenticeships within Correctional Facilities” and “A Day in the Life of an Incarcerated Apprentice.” The Department of Corrections offers 24 Registered Apprenticeships that are currently offered in all 9 correctional institutions.

## **Offender Re-Entry**

The Re-Entry Advisor was called back from the Department of Corrections in North Central Correctional Facility (NCCF) at Rockwell City on May 8, 2020, due to the pandemic and was routed to provide unemployment insurance processing support. Re-Entry Services resumed in January 2021. Fisher Hydraulics hired six individuals after their release. An incarcerated individual, who served 18 years and has a learning disability, completed the Maintenance Technician program. Another individual was the first at NCCF to train to be a Barber Apprentice.

## **Serving Job Seekers with Disabilities**

Iowa Vocational Rehabilitation Services (IVRS) staff was co-located in the IowaWORKS Center and has worked hard toward having a completely accessible facility. In addition, customers accessing Wagner-Peyser or Title I services that attested to having a disability or barrier to employment were referred to IVRS when appropriate.

## **Veteran Services**

The new Veteran Representative through JVSG was hired at the beginning of the calendar year, became acclimated to the new Iowa Works system, and then went on to take NVTI training in Colorado. PY20 saw the completion of all six counties of North Central (Humboldt, Webster, Wright, Pocahontas, Wright, and Calhoun) becoming Home Base Iowa Communities. Outreach to the Fort Dodge Correctional Facility led to the discovery of a group of Veterans that get together internally. Awareness of this group led to partnership development to provide the group members with additional services. In March of 2020, services were limited to virtual outreach, emails, or calls. Connections to these veterans became significantly harder. The Veteran Representative position then became vacant from July 2020 through May 2021. The position was not filled immediately due to a hiring moratorium that was in effect during the pandemic for Title III Workforce Services.

## **Implementation of Priority of Service**

Veterans and their spouses are given priority to all services offered in the IowaWORKS Center, which means they are served before other individuals who are seeking services at that time.

When individuals enter the IowaWORKS center they are asked if they have served in the military or if they are the spouse of a service member. Staff are honored to always express gratitude to military members and their families for their service. Special packets of information containing center and Veterans' services are also provided.

## **Participant Success Stories**

### **Kaitlyn**

Kaitlyn is 32 years old and lives in Eagle Grove, Iowa with her significant other and her three young children. Kaitlyn had been living in Texas when she became unemployed due to a business closure. She was pregnant with her third child and decided to move back to Iowa where she had the support of family and friends. Kaitlyn was enrolled in Title I Adult and Dislocated Worker programs in the North Central Iowa LWDA in 2018 to pursue her career in nursing at Iowa Central Community College. Kaitlyn obtained her CNA in the fall of 2018 and started the Practical Nursing program in the Fall of 2019. During this time, she gave birth to her third child and continued to work as a CNA. The Covid-19 pandemic created some challenges in that nursing classes went virtual.

In the Spring of 2021, Kaitlyn received her diploma in practical nursing and passed her boards to work as an LPN. She is currently employed as an LPN at Southfield Wellness Community in Clarion, Iowa where she earns \$23.00 an hour. Her career goal is to go back to school to complete her RN and eventually her BSN. The Title I program assisted her with support services including transportation reimbursement for clinicals, testing fees, and uniforms. In addition, Title I assisted with tuition and fees for her classes.

## Ricky

Ricky was referred to the Youth Employment program in Fort Dodge back in 2016. At the time, Ricky was 15 and attending high school. Ricky was being raised by his mother and had little motivation to do anything.

His first goal was set to find employment along with motivational factors that would assist him in doing well in his future. Ricky didn't know what he wanted to do once he graduated. All he knew is he wanted to get his High School Diploma which was also his mother's goal. Ricky struggled with his grades in high school and needed reminders to get his work done and turned in. He still did not want to work; felt he was too young to work and just wanted to stay at home and play video games.

After a while Ricky changed his mind and felt like it was time to work and began to apply to jobs on his own. Due to his lack of job skills, Ricky did not find employment. In May of 2018, staff discussed with Ricky the possibility of a work experience to assist him in learning job skills that he would need to be successful in the workforce. Ricky agreed.

Ricky started his work experience in June of 2018 at The General Store. Ricky was working about 20 hours a week and overall was gaining the skills he needed to do well, but then his grades began to slip. Ricky stopped working until his grades improved, his education was the number one priority. Ricky was able to bring all his grades up within a month and was able to start working again. During this time at The General Store, Ricky gained skills and began to improve drastically. Before his work experience was over, staff helped Ricky apply to other places in the community. Staff helped him obtain appropriate job interview clothing and prepare for interviews. At the beginning of March 2019 Ricky completed his work experience and was hopeful that he would locate employment soon.

In April, Ricky got an interview with Wendy's that went very well, and he began working at Wendy's on April 17th. Ricky was very excited to locate employment on his own and was excited to start. Ricky continued to work part-time and attended school full-time.

In June 2019, Ricky passed all his classes and graduated with his class! Shortly after, Ricky got a raise at his job at Wendy's for how well he was doing and was up to working 30 hours per week. Ricky was learning to budget his money and was assisting his mother in paying his bills. Ricky has come a long way since he walked in the door in 2016 and we could not be prouder of him!"

## Deb

Deb had been employed by HBG doing janitorial work and was enjoying it. However, a miscommunication caused her to be fired, and at the same time she was informed by her wife that she was divorcing her. Deb had several jobs in the past few years, and she was concerned she may not find new employment within the community. Deb came to the AJC and received one-on-one assistance on her resume and interviewing skills. Deb has been through substance abuse treatment and had been doing very well, but she became very anxious that she might slip with all the extra stress of finding a new home, new job and going through a divorce.

Deb normally has a very tough exterior, but she broke down each time she came to the center from anxiety and fear she would end up homeless. At the same time, she wanted employment that would have more satisfaction, and she wanted to work with people, rather than provide janitorial services. The new Community & Family Resources (CFR) was about one week from opening when we found a position for which she wanted to apply. Deb was made aware CFR typically hires individuals who have experienced substance abuse treatment firsthand. Staff helped Deb practice talking about her history with substance abuse and how she achieved sobriety over the years upon learning she was granted an interview. Two days after the interview, later Deb called crying happy tears to say she got a job with CFR and she feels like this was the change in her life she needed.

## Annual Performance Analysis

A total of 67 participants were served by Title I programs in PY20 (104 participants received services prior to enrollment). A total of 2,143 participants received 12,493 Title III services in PY20.

## Northeast PY20 WIOA Annual Report Narrative Executive Summary

Program Year 2020 was certainly a year of changes in Northeast Iowa. PY20 began with the convening of 20 Chief Elected Officials (CEOs) to tackle the tasks to develop a new Local Workforce Development Area (LWDA) to meet Workforce Innovation and Opportunity Act (WIOA) compliance. The former Regions 1, 2, and 7 were merged to form the Northeast Iowa LWDA.

Although the largest of the 9 LWDAs in Iowa, the CEOs worked closely to ensure equal representation of the counties was maintained, in both the CEO leadership and the selection of the local board members. After developing a shared liability agreement, bylaws for the local board, and the selection of the new fiscal agent, the Northeast Iowa Workforce Development Board (NEIWDB) was established. The NEIWDB immediately began the competitive selection process to establish the provision of Title I Adult, Dislocated Worker and Youth services for the local area.

Goodwill Industries of Northeast Iowa was selected as the Title I provider and began providing services in early 2021. At the end of PY20, the State Public Policy Group (SPPG) won the formal bid to serve as the One-Stop Operator beginning in PY21. The Central Iowa Juvenile Detention Center (CIJDC) was selected by the CEOs to serve as the fiscal agent for Title I funds.

Throughout PY20, the CEOs and NEIWDB met virtually to continue the work to reach full compliance. A few of the accomplishments made beyond the procurement of key services, included board certification, state monitoring, the execution of the Memorandum of Understanding and the development of draft language for the new Local Plan. The Northeast Iowa LWDA also partnered with several other LWDAs to provide a statewide professional development event for members of the local workforce development boards.

While the CEOs and NEIWDB worked to establish compliance and create a foundation to support the needs of the local area, workforce partners were faced with providing much needed services throughout the COVID-19 pandemic. Existing partners ensured services continued, including Title I programs, as Goodwill Industries of Northeast Iowa came on board. The changes of PY20 brought on many challenges, but this new local area experiences many successes.

### Local Workforce Development Area System

The Northeast Iowa Local Workforce Development Area consists of Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winnebago, Winneshiek, and Worth counties.

The Northeast Iowa Local Workforce Development Area is made up of three comprehensive centers and one affiliate center. The IowaWORKS comprehensive centers are located in Mason City, Waterloo, and Dubuque. The affiliate center is in Decorah. Northeast Iowa also maintains a presence in Postville to provide Title I services. Title I, III and IV are co-located at the Mason City, Waterloo, and Decorah locations. Title II is not currently co-located; however, they do have a presence in these three centers. Titles I and III are co-located in Dubuque. Title II and IV have a presence at this location.

## LWDA Strategic Objectives

Northeast Iowa LWDA Strategic Objectives:

- The Area's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- All Iowans in the Area will be provided access to a continuum of high-quality education, training, and career opportunities.
- The Area's one-stop delivery system will align all programs and services in an accessible, seamless, and integrated manner.

## COVID-19 Pandemic Response

In response to the COVID-19 pandemic, the WIOA partner programs in the Northeast Iowa LWDA made accommodations to ensure high-quality, integrated service delivery for job seekers and employers was continued, but also to adjust for a surge in pandemic-related employment and training needs.

IowaWORKS centers were closed to in-person services for the majority of the program year with the exception of about 6 weeks in the fall of 2020 and then when office reopened to provide limited in-person services starting in May 2021. PROMISE JOBS participants had services available, but were not required to complete participation hours due to the pandemic. Job seeker services were available to participants remotely via Title I staff. Business services were also made available virtually or over the phone toward the end of the program year. A few targeted workshops were adapted or created for virtual delivery starting September 8, 2020 with a full slate of workshops which started in June 2021.

## Sector Strategies

During PY20, the Title I Adult and Dislocated Worker team, in coordination with Title III and other WIOA partner programs, responded to the hiring needs of in-demand sectors, including healthcare, information technology, and advanced manufacturing in the wake of the COVID-19 pandemic. Training and education programs in these targeted demand sectors were funded with the aim of providing a skilled pool of work-ready candidates to employers in these sectors.

## Business Services & Employer Engagement

With services such as talent recruitment and retention assistance, labor market information, accessing untapped labor pools and employee up-skilling; the Title III team ensured effective, demand-driven products and services were provided to employers during PY20. By creating and maintaining relationships, this team was able to provide targeted workforce information and solutions throughout the Local Area.

A collaborative Business Services Team was established, bringing together business services and placement specialists representing all the Core Partner programs. The purpose of this team was to align outreach and communication efforts with local employers. Unfortunately, the Business Services Team meetings were halted due to the COVID-19 pandemic, the workforce system realignment, and the addition of the new service provider.

The obstacles of PY20 provided the opportunity to be creative when it came to employer outreach and engagement. The partners held a virtual job fair using the Brazen platform in May 2020 for about 30 employers in the area. This LWDA was recognized for strong employer and job seeker registration and participation compared to other virtual events that had been held around the state. The LWDA also held an outdoor career fair in each IowaWORKS community in June 2020. This was the first in-person event for offices in over a year and employers were thankful for the opportunity. Many of them considered it a successful event based on survey feedback.

## **Program Highlights & Innovation**

### **Title I Adult, Dislocated Worker, & Youth**

Title I staff routinely reached out to all local schools in Northeast Iowa during PY20 to provide information regarding services available in hopes of fostering linkages and increasing referrals for youth and young adults in need of Title I services. Several school counselors continued to reach out to request more information and make referrals for at-risk youth.

### **Rapid Response**

In PY20, six employers were served by Rapid Response services.

Virtual Worker Information Meetings (WIMs) were put together in collaboration with the businesses along with mailing or emailing necessary paperwork. The meetings were held at various times to accommodate the schedules of effected employees. Trade participation and informational meetings were also held virtually for businesses who qualified for trade programming.

### **Registered Apprenticeship, OJT, OST, WEPs**

Title I was able to provide funding for a six-week summer Work Experience Program (WEP) at Swiss Valley Nature Preserve in Dubuque County (June 21-July 30). Each year, eight high school age or recent high school graduates from the local Special Education Programs in Dubuque are invited to apply for an opportunity to participate in the program. In addition to learning basic work skills that will help them maintain employment in the future, participants in this program also participate in education days where they have learned about a nature related topic (plant safety, fish stocking, etc.) and job-related topics (resume writing, interview skills).

### **Offender Re-Entry**

Goodwill Industries of Northeast Iowa developed a committee in May 2021 devoted to providing supportive services to individuals coming out of jail and prison with a focus on connecting individuals to training, increasing employability, and connecting them with the resources needed to obtain and maintain permanent employment. Title 1 and partner programs, Title 3 and Vocational Rehabilitation are involved in planning efforts as active members of this committee. Currently the committee is focused in the Dubuque area, but plans to expand throughout the Northeast Iowa LWDA in the next year. The committee has grown to include a wide range of community partners focusing on all aspects of successful re-entry supports including; Dubuque County Jail, Sherriff's Department, Prison Ministry, NICC, Housing Authority, public transportation, Fountain of Youth.

## **Serving Job Seekers with Disabilities**

Iowa Vocational Rehabilitation Services (IVRS) staff is co-located or has a presence in each of the IowaWORKS Centers in the Local Area (Dubuque, Decorah, Mason City, Waterloo), and has worked hard toward having a completely accessible facility. In addition, customers accessing Wagner-Peyser or Title I services that attest to having a disability or barrier to employment were referred to IVRS as appropriate.

## **Veteran Services**

Veteran's utilizing IowaWORKS services receive priority regarding service access, intensive Case Management and have a dedicated employment specialist called a Local Veteran Employment Representative (LVER) to facilitate connections and placement with employers who are veteran-focused. In addition, these activities are supported through ongoing training to IowaWORKS staff and partners on the importance and the legislation related to Priority of Service.

During the pandemic as team members were assisting with the ACD Customer Service Unemployment call center, if a veteran was on the call, staff thanked them for their service and reached out to the IowaWORKS office closest to the claimant. The IowaWORKS office then followed up with the veteran to see if there were any other services needed during this time.

## **Implementation of Priority of Service**

The pandemic and related challenges did not affect the local partners commitment to priority of service, when providing limited in-person services, staff ensured that they kept track of veteran status so when customers had to wait for the next available computer or staff member, staff was able to ensure that veterans were being served in accordance with the veteran's priority of service policy.

## **Participant Success Story**

Army Veteran "Chrystal," in conjunction with IWD, ECIA/WIOA, IVRS and NEI3A, has participated in several teleconferences to provide guidance on her path of upskilling, en route to a job as an administrative assistant. Veteran services have been working on her typing speed, completing the CareerScope assessment and preparing to get a Basic Computer Certification from NICC in October.

## **Annual Performance Analysis**

A total of 232 participants were served by Title I programs in PY20. A total of 1,424 participants received Title III services in PY20.

## **Northwest PY20 WIOA Annual Report Narrative Executive Summary**

The year began with Chief Elected Officials of the former Region 3/4 coming together to develop a shared liability agreement and select members of the newly formed Northwest Iowa Workforce Development Board (NWIWDB). This work was the beginning of the Northwest's transformation to become a Workforce Innovation and Opportunity Act (WIOA) compliant Local Workforce Development Area (LWDA).

Through formal procurement, the members of the NWIWDB selected Goodwill of the Great Plains to provide the Title I Adult, Dislocated Worker and Youth services. The role of the One-Stop Operator was also formally procured, with the State Public Policy Group (SPPG) selected as the winning bidder.

The board and CEOs met virtually throughout the pandemic to continue making progress in becoming WIOA compliant. As the board found ways to succeed, partner organizations found ways to overcome challenges to ensure the needs of customers were being met.

Many of the strategies developed during the pandemic resulted in expanded access with the capability to reach more customers. The board established a strong foundation to continue to facilitate the collaborative efforts of the WIOA partners, ensuring the necessary growth to meet the ever-changing workforce needs of the local area.

### **Local Workforce Development Area System**

The Northwest Iowa Local Workforce Development Area consists of Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto, and Sioux counties.

The Northwest Iowa Local Workforce Development Area is made up of one comprehensive center located in Spencer. Title I, III and IV are co-located at the center. Title II is not currently co-located; however, they do have a presence there.

### **LWDA Strategic Objectives**

Northwest Iowa LWDA Strategic Objectives:

- The local area's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- All Iowans in the local area will be provided access to a continuum of high-quality education, training, and career opportunities.
- The local area's one-stop delivery system will align all programs and services in an accessible, seamless, and integrated manner.
- Effective partnerships are not only maintained but expanded and strengthened.
- Ongoing commitment to braid funds through partnerships in service management.
- Working in partnership to ensure workers possess a solid work ethic with appropriate skill sets.
- Northwest Iowa is committed to partnering with business and education to ensure we have workers who possess the needed skill sets within the local area.

### **COVID-19 Pandemic Response**

In response to the COVID-19 pandemic, the WIOA partner programs in Northwest Iowa LWDA made accommodations to ensure high-quality, integrated service delivery for job seekers and employers was continued, but also to adjust for a surge in pandemic-related employment and training needs.

Employers still had hiring needs, but traditional job fairs and office events were not feasible. IowaWORKS took advantage of an online career fair program called Brazen. Using Brazen, we can setup virtual career fairs that allow employers and job seekers to meet right from their computers or mobile device. Employers engaged with job seekers on a video chat or normal chat feature, encouraged job seekers to apply for open positions, and employers had the power to decorate their virtual booth with information and videos to attract talent. Our first and very successful event was held on November 13, 2020 and was a Virtual Veteran Career Fair. There were 45 business representatives in attendance ready to chat with skilled Veterans. Our staff invited Veterans registered in IowaWORKS and Home Base Iowa. 118 Veterans registered allowing all the employers to then have access to resumes and 63 Veterans attended the event to chat with employers. Another career fair was held in June of this year with 37 employers and 62 job seekers in attendance.

Staff from Title I continued working with anyone seeking services, especially dislocated workers. Due to limited outreach efforts, options, and opportunities, staff made many phone calls and tried to set up virtual meetings whenever possible. The limited number of people seeking assistance or going through the One-Stop for assistance greatly limited services under the grant during this time frame.

### **Sector Strategies**

During PY20, the Title I Adult and Dislocated Worker team, in coordination with Title III and other WIOA partner programs, responded to the hiring needs of in-demand sectors, including healthcare, information technology, and advanced manufacturing in the wake of the COVID-19 pandemic. Training and education programs in these targeted demand sectors were funded with the aim of providing a skilled pool of work-ready candidates to employers in these sectors.

### **Business Services & Employer Engagement**

With services such as talent recruitment and retention assistance, labor market information, accessing untapped labor pools and employee up-skilling; the Title III team ensured effective, demand-driven products and services were provided to employers during PY20. By creating and maintaining relationships, this team was able to provide targeted workforce information and solutions throughout the Local Area.

A collaborative Business Services Team, which brought together business services and placement specialists from all of the Core Partner programs was established to align outreach and communication efforts with local employers, however, the Business Services Team meetings were halted due to the COVID-19 pandemic, the workforce system realignment, and new service providers being brought on.

Title I staff conducted strategic outreach to businesses and community partners across the LWDA including, but not limited to: Cherokee Villa, Dollar Fresh in Emmetsburg, ISU Extension, The Bridge, Buena Vista University, Storm Lake Schools, Buena Vista Regional Medical Center, Iowa Central Community College, Northwest Iowa Community College, Mid Sioux Opportunity, Roscrance Jackson Centers, Spirit Lake Schools, Probation and Parole Officers in most of the counties, United Community Health Center, Atlas, Upper Des Moines Community Action Agency, Plains Area Mental Health, Catholic Charities, Wal-Mart, Sioux County Planning Council, Lyon County Planning Council, Family Crisis Center, and Discovery House

These relationships had a great impact on Title I services. Title III welcomed a new Business Marketing Specialist in November 2020. Since that time, he has been working with local business and employers providing services and making partnerships.

## **Program Highlights & Innovation**

### **Title I Adult, Dislocated Worker, & Youth**

In early 2021, staff were able to enroll three (3) participants in dislocated worker and the youth programs. These enrollments led to

work experience programs (WEP), which helped youth gain hands on experience and build connections with businesses and industries.

On a regular basis during late PY20, staff attended the YWCA women's substance abuse program to talk to the women about what career services are offered at the center as well as the Title I program they may be eligible for.

### **Rapid Response**

There were no Rapid Response services needed or provided in the Local Area in PY20.

### **Registered Apprenticeship**

IowaWORKS partners collaborate on Registered Apprenticeship (RA) outreach. The primary goal of this outreach is to educate employers on the core components of developing and maintaining RA programs. IowaWORKS partners and staff attend community partnership and association meetings for in-demand sectors. This involvement has increased outreach opportunities.

The new Business Marketing Specialist, once acclimated to his new role, worked to make connections and partnerships with local employers. One notable achievement was the establishment of a partnership with the Iowa Lakes Corridor and Iowa Lakes Community College for a Registered Apprenticeship program in the agriculture field.

### **Offender Re-Entry**

Title I staff connected with high school counselors and juvenile court officers to learn about the youth who need assistance and educate everyone about the services that are available. The interaction with DHS gave staff a better opportunity to get to know, first-hand, those youth who are out-of-school that might benefit from Title 1 program services the most. This knowledge has continued to help Title 1 staff build better relationships with high schools and justice-involved youth across the LWDA.

### **Serving Job Seekers with Disabilities**

Iowa Vocational Rehabilitation Services (IVRS) staff is co-located in the IowaWORKS Center and has worked hard toward having a completely accessible facility. In addition, customers accessing Wagner-Peyser or Title I services that attest to having a disability or barrier to employment were referred to IVRS if appropriate.

### **Veteran Services**

The partners were awarded the Veteran's Grant Incentive Award for their work with veterans throughout the 2019-2020 fiscal year. The award honors an outstanding service to Vets in our

workforce development area and grants the office approximately \$3300 to invest in and provide further services for Veterans in the LWDA.

Basic/core services were provided in-person when possible or over the phone due to the pandemic. This included many individuals, though the specific services were not tracked.

Employment services continued to be offered to Veterans during the pandemic. A program highlight was Virtual Veteran Career Fair, mentioned earlier. 118 Veterans registered allowing all the employers to then have access to resumes and 63 Veterans attended the event to chat with employers. Below are two success stories from the partners' work with veterans in PY20:

Veteran had been recovering from an injury/surgery for over a year. He wanted to work again but wasn't sure if he would be able to drive Truck again, he is an OTR truck driver. We explored employment options, but with COVID, it was difficult for him to find a job in his remote location. We updated his resume and worked on interview skills. Vet completed the O\*Net interest profiler and we narrowed down some career paths. Vet kept coming back to driving truck, it is his passion. During harvest, Vet was able to get hired on helping out a Farm. He worked for a few months and was excited to have a purpose and do a job. He knew this wasn't a job that would be full time. We talked about his medical limitations and how he could pass the DOT physical and get back to a truck. Veteran was able to pass the physical and was rehired by the company he previously worked at before he had the surgery. Vet is now a OTR truck driver now and loves his job. He is so happy to get back to work.

Veteran has had an uphill battle that was physical in nature. Veteran went to school through the VA VR&E ch.31 program and become a C.N.A. He worked for different agencies and traveled the NW Iowa region working in many facilities. He loved his job but due to some complications, he had to make a tough decision and refocus on a new career. Veteran networked in the small town he lives in and was able to get hired on at a local grocery store. He started working the beginning of February. They are working to meet his needs. Veteran was very excited to get back to working again.

### **Implementation of Priority of Service**

Priority of service is given to Veterans when posting positions on the lowaworks.gov website. All positions are placed on a 24-hour Veteran hold allowing Veterans the opportunity to apply first. If a Veteran fits the job criteria, staff will typically do a direct referral.

### **Participant Success Stories**

#### **Lisa**

"Lisa" was a dislocated worker that started in the WIOA Title I program in 2018 and was a referral from the Reemployment Services and Eligibility Assessment (RESEA) program. Prior to her referral she had worked for a large company in Spirit Lake and was let go due to business downsizing. At about the same time, she experienced several family issues and ended up becoming a single mom to a newborn and an older toddler. To make sure she could be self-sufficient she decided to go back to school to become a nurse in a field where she knew she could have job security. Throughout her time as a student, she experienced challenges to keep her grades at a high enough level to stay in the program and keep her family going. Once she was able to get assistance with tutoring, she was able to maintain the grades and balance she was desperately working toward. She graduated in December 2020 with her degree as a registered nurse (RN). She studied to take the boards and sat for them in March and

successfully passed them. She was hired right away at a local hospital in the NWI area. She credits a lot of her success to the Title I program not only for funding though also for being there when she needed it most. Her long-term goals include going on and completing her BSN with her new passion to increase her skills and help others with their skills.”

### **Sara**

“Sara” came to the WIOA program in 2018 as a referral from Promise Jobs. Sara was an unemployed, low-income parenting youth. While attending Iowa Lakes Community College (ILCC) Sara faced some other challenges as well. Her young son was hospitalized, she had ankle surgery, addressed a mental health concern, and after some legal issues, took the proper steps to ensure that she would not have those issues again. Through it all, Sara continued to focus on her nursing classes (even in the middle of a pandemic) and continued to be a very good student. WIOA Title I and PJ worked together with Sara to help ensure she had what she needed (childcare, transportation, career guidance, and emotional support) to complete the nursing program. Sara graduated from the ILCC RN nursing program in December (2020). She recently sat for and passed her RN boards and now works at a medical facility in the LWDA. With guidance from WIOA and PJ and Sara's unwavering perseverance she has become a true success story.

### **Customer 1**

A center customer inquired with Spencer IowaWorks as she was job searching. The customer had been working in the fast-food industry most of her teen/adult life but had recently graduated from college, gaining a degree in the medical field. Career Planner Rosemary Aden had been working with a local medical facility to fill a job order for a position that had been historically difficult to fill. The customer was connected with the medical facility and was hired. She continues to work for the same medical facility today.

### **Customer 2**

A center customer came to Spencer IowaWorks because she was having issues with her unemployment. Upon resolving the customer's unemployment issues Career Advisor Rosemary Aden asked customer what her desired job field was. Customer explained that she has experience as a Dental Hygienist. A local Dental Clinic had placed a job order the week before looking for a Dental Hygienist. Rosemary told the customer of the job opening and directed her to lowaworks.gov to apply. The customer called Rosemary a few weeks later letting her know that she was hired as a Dental Hygienist at the Dental Clinic Rosemary referred her to and thanked Rosemary for her help.

### **Annual Performance Analysis**

A total of 6 participants were served by Title I programs in PY20. A total of 935 participants received Title III services in PY20.

## South Central PY20 WIOA Annual Report Narrative

### Executive Summary

During program year 2020, South Central Iowa Workforce Area continued with Workforce Innovation and Opportunity Act implementation, realignment, and compliance transformation process. The process for the local area and local workforce development board to restructure required several components including two former regional boards merging into the new local area board, appointing board members, competitive procurement of a service provider, development of bylaws, development of a memorandum of understanding, development of a local plan, and developing policies.

The economy was knocked to its knees by the recent public health crisis creating enormous financial hardship for businesses, workers, and families. Iowans watched essential workers carry an enormous load, at grave risk, and often for meager wages. This tragedy has given us all a deeper sense of community, an appreciation for the dignity of work, and a conviction that we must do better. South Central Iowa is committed to building an economy that allows all workers to share in the state's prosperity, to build a life with dignity, and support a family with security. Iowa workers are the backbone of the economy, and continued economic growth relies on a system that fosters constant adaptation and development.

While the Covid-19 pandemic displaced many Iowa workers and added additional strain to the transformation process, South Central Iowa Workforce Area collaborated with partners to meet these challenges with innovative solutions. South Central Iowa Workforce Area offices shifted quickly to focus on providing services safely which required providers to adapt methods for online and in-person service delivery to get Iowan's back to work. South Central Iowa Workforce Area is a rural area, and the population continues to shrink which exacerbates the barriers to getting employers the skilled workforce needed.

However, South Central Iowa Workforce Area has continued to convene partners and collaborate to meet the challenges facing our local workforce. We have focused on strengthening relationships with all our Workforce Innovation and Opportunity Act partners and developing relationships with other community partners. We know that together we are creating a workforce system that is accountable, transparent, providing businesses with skilled workers and Iowans with the resources needed to increase individual opportunities to pursue high-wage, in-demand industry careers.

### Local Workforce Development Area System

South Central Iowa Workforce Area is comprised of the following fourteen counties: Appanoose, Davis, Hardin, Jefferson, Keokuk, Lucas, Mahaska, Marshall, Monroe, Poweshiek, Tama, Van Buren, Wapello, and Wayne. The local area has two American Job Centers, one in Marshalltown and one in Ottumwa.

Ottumwa IowaWORKS	
Center Manager Name	Michael Cockrum
Mailing Address	15260 Truman Street, Ottumwa, Iowa 52501
Operating Hours	M-T-TH-F 8:30 am - 4:30 pm, W- 9:00 am - 4:30 pm
Phone	641-684-5401
Email	<a href="mailto:OttumwalowaWORKS@iwd.iowa.gov">OttumwalowaWORKS@iwd.iowa.gov</a>
Website	<a href="https://www.iowaworkforcedevelopment.gov/ottumwa">https://www.iowaworkforcedevelopment.gov/ottumwa</a>

Marshalltown IowaWORKS	
Center Manager Name	Melanie Guilbeaux
Mailing Address	Southgate Plaza, 101 Iowa Ave W UNIT 200, Marshalltown, IA 50158
Operating Hours	M-T-TH-F 8:30 am - 4:30 pm, W- 9:00 am - 4:30 pm
Phone	641-754-1400
Email	<a href="mailto:MarshalltownIowaWORKS@iwd.iowa.gov">MarshalltownIowaWORKS@iwd.iowa.gov</a>
Website	<a href="https://www.iowaworkforcedevelopment.gov/marshalltown">https://www.iowaworkforcedevelopment.gov/marshalltown</a>

## South Central Iowa Local Workforce Area Mission, Vision, Goals

### Vision

South Central Iowa Workforce Area envisions an Iowa where every business has access to a qualified, job-ready workforce and every Iowan has the skills needed to connect with meaningful employment and advance in a career.

### Mission

South Central Iowa Workforce Area drives Iowa’s economic growth by implementing an effective and efficient workforce system that delivers innovative, fully integrated, data-driven products and services that meet the needs of businesses and job seekers. We hold ourselves accountable to the system’s goals and support high-impact outcomes.

### Local Workforce Development Area Strategic Goals

Based on the reform principles in Workforce Innovation and Opportunity Act, the US Department of Labor, Employment and Training Administration has developed a vision for the impact of Local Workforce Development Boards in transforming and improving the workforce system and building a sustaining system for board excellence. Workforce Innovation and Opportunity Act establishes Local Workforce Development Boards which connect employers and job seekers together to strengthen the local economy. Workforce Innovation and Opportunity Act outlines four strategic roles that all local workforce development boards must play to ensure the system accomplishes its intended purpose. Each role has a set of tasks that when performed by the Local Workforce Development Board help to ensure the effective delivery of a workforce system aimed at meeting the needs of workers and businesses in the local area. The four roles include manager, convener, strategist, and optimizer.

### *Manager Role Objectives*

The role of Manager requires the Board to effectively manage the funds, appropriately select or procure service providers including the one-stop operator and adhere to effective board practices. Within this role, there are three major objectives for the Board including managing funds, local contracts, and board procedures.

- Develop practices, policy, and procedure to effectively steward funds allocated to the local workforce development area.
- Involve board members in establishing strong management practices and controls for the proper expenditure of funds.
- Develop competitive procurement processes, policies, and procedures (Request for Proposal)
- Involve board members in establishing strong management practices and controls of the executed contracts, to ensure all expectations of the contractor are met.
- Establish an organizational structure that supports the board's strategic and operational goals.
- Establish committees that ensure board objectives are met, provides members an opportunity to engage in the work of the board, and offers spaced for detailed action steps to be discussed, managed, and assigned.

### *Convener Role Objectives*

The role of Convener requires boards to build and nurture strong local partnerships with community organizations, including business, education, one-stop partners, and economic development. Implied in the Convener role is the premise that the LWBD is not the only entity responsible for building a world class workforce system. The board's power lies in being able to set the vision and convene the appropriate partners to broker a comprehensive set of solutions for business and job seekers. Within this role, there are four major objectives for the Board including developing: Memorandum of Understanding, Infrastructure Funding Agreement, Local Plan, and approving non-mandatory partners.

- Develop and execute a Memorandum of Understanding between the Local Workforce Development Board and the one-stop partners, with the agreement of the Chief Lead Elected Official, relating to the operation of the one-stop delivery system in the local area.
- Develop a Local Plan outlining how the Local Workforce Development Board will develop, align, and integrate innovative service delivery strategies across programs that lead to solutions for businesses and job seekers.
- Develop a financial plan to fund the services and operating costs of the one-stop delivery system.
- Assess each partner's funding as it is essential for each partner to financially contribute to the foundation of an integrated service delivery system and necessary to develop and maintain high standards of service.
- Identify infrastructure costs for each partner program: non-personnel costs necessary to run the one-stop center:
  - Rent of facility
  - Utilities and maintenance
  - Equipment
  - Technology of facilitate access

- Develop relationships with organizations interested in being a partner in the one-stop delivery system who are not required by Workforce Innovation and Opportunity Act.
- Develop processes to ensure partner complies with the same requirements as the mandated partners and receive approved by the Local Workforce Development Board.

### *Strategist Role Objectives*

The role of Strategist ensures that the work of the board is strategic, not aspirational. South Central Iowa Workforce Area will strategically plan for and implement regional talent pipelines, understanding the demand picture and responding through an integrated set of services that focus on the long-term success of students and job seekers. The board sets the agenda with a bigger picture of community success in mind and board is the local backbone of the workforce system, helping to create a collective vision, and coordinating organizations to implement it. Within this role, there are three major objectives for the Board including research and labor market analysis, designing the system, and system oversight and policy development.

- Conduct research and analysis of the labor market to understand the needs of business and industry in the local area.
- Develop and execute strategies and systems to ensure that the collection and examination data is ongoing, and accurately reflects the needs of small medium, and large businesses and includes analysis of strengths, weaknesses, and capacity of the workforce system to meet business needs.
- Develop relationships with the business community, as well as organizations such as Chambers of Commerce, and economic developers to understand the needs of the labor market.
- Develop and continuously review an operational design plan that meets the needs of the customer, individual, or business experiencing the One Stop Center including topics:
  - Number of IowaWORKS centers (comprehensive and satellite)
  - Ensure outreach and services are available to all rural areas
  - Partners located in or accessed through the centers
  - integrated services for all customers reflected in the Memorandum of Understanding and Infrastructure Funding Agreement
  - Customer flow through the center
  - Functional alignment of staff
- Develop sector partnerships
- Establish career pathways
- Set a vision that encompasses all partner programs within the system.
- Develop processes to ensure each partner is fulfilling its regulatory requirements, and all programs are working toward the same vision set forth by the Local Workforce Development Board.
- Develop unified business service plan.

### *Optimizer Role Objectives*

The role of Optimizer empowers boards to continuously monitor performance and make policy or service adjustments to foster continuous improvement. Boards as Optimizers use data to examine macroeconomic trends, looking for patterns that will impact the workforce system and ensure quality outcomes. As an Optimizer, the Local Workforce Development Boards role is to determine appropriate additional measures that support success for the local area, including

ways to position and attract additional investments into the workforce system and community. Within this role, there are three major objectives for the Board including One Stop Certification, Performance Measures, Leverage and Solicit Funding from Non-Federal Sources.

- Work with the state workforce development board and chief elected officials to establish objective criteria and procedures for Local Workforce Development Boards to use when certifying one-stop centers.
- Develop and establish performance metrics and make policy or service adjustments for continuous improvement.
- Identify areas where board can supplement public investment with commitments from industry, labor, public, and community partners to implement innovative ideas and strategies.
- Develop procedures and protocols to support the award of additional dollars.

### **COVID-19 Pandemic Response**

During the COVID-19 Pandemic, many IowaWORKS team members transitioned to assisting customers with questions about unemployment insurance by phone and email, processing claims, assisting with implementation of CARES Act programs and other unemployment related projects. Other strategies were developed and implemented to meet with participants. South Central Iowa Workforce Area started utilizing electronic signature platforms to complete applications, used video conferencing software to meet with our participants, and offered virtual workshops. To continue to meet the needs of our businesses many virtual job fairs and numerous drive through job fairs were hosted.

### **Industry Engagement**

#### **Sector Strategies**

Sector Strategies during the COVID-19 Pandemic, many Title III team members transitioned to assist with the Unemployment Insurance response by responding to customer questions by phone and email, processing claims, and assisting with implementation of CARES Act programs. The Business Engagement Team continued to process job orders, assist employers setting up accounts in IowaWORKS.gov, and promoted two virtual hiring events and two drive through job fairs.

South Central Iowa currently has currently targeted four sector boards. Sectors include Advanced Manufacturing, Health Care, Construction, and Agriculture. Due to the pandemic, sector boards were not able to meet as frequently but normally meet twice per year.

#### **Business Services & Employer Engagement**

During program year 2020 the Integrated Business Engagement Team developed employer events that would be able to assist employers in promoting job openings while also promoting social distancing necessary due to the COVID-19 pandemic.

October 27th, 2020, the IowaWORKS Ottumwa American Job Center held its first Drive-Thru Job Fair. Employers were invited to provide 100 fliers about job openings, which were then put into bags provided by Indian Hills Community College and handed out to cars as they drove by the IowaWORKS Ottumwa center. The event was successful in handing out several bags and any bags remaining were distributed to customers who came to the center searching for employment. The center held a second Drive Through Job Fair on June 29<sup>th</sup>, 2021, and despite poor weather

had more than sixty job seekers come out, many of whom came into the Center to meet with employers who came in person during the event.

May 27th, 2021, IowaWORKS Ottumwa piloted the first Virtual Reverse Job Fair held in Iowa. Twenty-nine job seekers were recruited from Title I, Iowa Vocational Rehabilitation Services, Ottumwa Job Corps Center, and through center promotion. Participants were provided a workshop prior to the event to talk about resume preparation prior to the event, how to deliver a quick pitch, and the technical expectations of using the Zoom program. Job seekers were requested to provide a resume and any other promotional material that they would like to distribute to the employers about themselves. The Job Fair was held on Zoom and each job seeker was provided their own breakout room. The twenty-five employers that signed up were then able to login to the zoom room's lobby and to select the breakout room of candidates they were interested in. Employers and job seekers both reported positive results, with multiple interviews and job offers being reported immediately after the event.

June 9<sup>th</sup>, 2021, the IowaWORKS Marshalltown American Job Center held an open-air job fair. Six area counties attended (Marshall, Tama, Poweshiek, Jasper, Story and Harding). 47 employers and over 100 job seekers. 1<sup>st</sup> 25 job seekers to register received a grab bag and 2 food trucks gave 5-dollar vouchers to the 1<sup>st</sup> 50 job seekers to engage with 10 employers.

June 16<sup>th</sup>, 2021, the IowaWORKS Marshalltown American Job Center held a joint virtual job with the Ottumwa IowaWORKS.

## Program Highlights and Innovation

### Title I

Title I establish Workforce Innovation Opportunity Act's (WIOA) state and local Workforce Development Boards and the one-stop career centers known as American Job Centers (AJCs), or IowaWORKS offices. Localities work through American Job Centers to provide career services to residents. Title I additionally specify how federal WIOA funds flow down to states and localities. Indian Hills Community College is the Title I service provider for the South Central Iowa Local Workforce Development Area.

- 26 Program: A dropout recovery program for youth. Partnered with the Ottumwa Community School District to enroll youth who had dropped out of high school and enrolled in Title I to complete their High School Diploma through EdOptions Academy. We had our first enrollment graduate!
- Realignment: During this time, we merged two local areas, Ottumwa, and Marshalltown, going from ten counties to fourteen.
- Partnership with Title IV in Marshalltown to provide soft skills training virtually during a 6-week program for youth.
- Virtual Transition Fairs: Partnered with Title IV to provide Title I info to parents and youth transitioning from High School.
- Virtual Mock Interviews: Conducted mock interviews for Spark Tank and Indian Hills Community College Students- Provided multiple mock interviews to students via Zoom to help them prepare for interviews.

## Title II

Administered by the US Department of Education, Title II programs serve individuals with barriers to employment, including immigrants, English-language learners, and low-income individuals. Title II funding supports adult literacy and basic skills training for employment and post-secondary education.

Indian Hills Community College

In summer 2021 Indian Hills Community College Adult Literacy, GAP Tuition Assistance & Pathways for Academic Career and Employment (PACE), Continuing Education, and Iowa Workforce Development worked with Department of Corrections and the Eighth Judicial District to pilot a short-term welding certificate programs with individuals at the Ottumwa Residential Correctional Facility or who were recently under court supervision. The program combined goal setting, self-efficacy, and financial literacy classes with welding training and OSHA 10.

Program Outcomes:

- 7 of 8 students completed the short-term welding certificate program
- 4 of 7 were recommended for American Welding Society testing by welding instructors
- 3 of 4 earned American Welding Society certification
- 3 of 7 began pursuing welding diploma program at Indian Hills Community College starting fall term
- 5 of 7 have been offered or are actively in hiring process of employment in welding field.

Because the pilot was successful, additional Integrated Education Training program opportunities are being planned for Department of Corrections clients. In academic year 2022, we will offer four Integrated Education Training programs to this population through continued collaboration between Adult Education and Literacy, GAP Tuition Assistance, Iowa Workforce Development, and Indian Hills Community College Continuing Education.

Future Integrated Education Training Program Offerings	
Fall Term 2021	Production Specialist
Winter Term 2021	Short Term Welding
Spring Term 2022	Production Specialist
Summer Term 2022	Short Term Welding

Iowa Valley Community College

In the spring of 2021, Iowa Valley Adult Literacy collaborated with Workforce Innovation and Opportunity Act Title I and Iowa Valley Continuing Education and piloted a Health Support Professional course in a co-teaching model. We had 6 Adult Basic Education/English Second Language students participate. These students initially attended a pre-Health Support Professional course helped students develop their understanding of the concepts that would be taught in the Health Support Professional portion of the program (i.e., healthcare, basic math skills, vocabulary, communication skills and role-playing). The Health Support Professional course provided Certified Nurse Assistant Certificate plus three individual certificates of completion: Core, Personal Activities of Daily Living, and Health Monitoring and Maintenance.

- Half of the students passed the computer comprehensive test and the skills test.
- Two others passed their skills tests are getting one-on-one tutoring for their computer test and will soon test again.

- At least one student is working on continuing their healthcare education even further.
- Four of the students are continuing to attend English as Second Language or High School Equivalency Diploma classes while actively looking for a job in this field.

Iowa Valley Community College will be offering this course again in the spring and annually thereafter.

### **Rapid Response**

During program year 2020 South Central Iowa Workforce Area assisted 4 businesses and 88 employees with Rapid Response activities, including employer meetings and worker information meetings.

- FoodChain ID
- Whink
- JCPenney
- R.S. Stover

### **Registered Apprenticeship**

South Central Iowa Registered one employer during program year 2020. Day's Heating and Air became a Registered Apprenticeship Sponsor for Heating Ventilation Air Conditioning (HVAC) and hired a Title I participant into the Registered Apprenticeship position.

### **Offender Re-entry**

South Central Iowa Workforce Area has one certified Offender Workforce Development Specialist that has been trained to assist individuals with criminal backgrounds re-enter employment. Title I, Title II, GAP Tuition Assistance /Pathways for Academic Careers and Employment (PACE), TRIO Programs (Upward Bound, Talent Search, Student Support Services), and Indian Hills Community College Continuing Education and Workforce Solutions partnered with 8<sup>th</sup> Judicial District to provide training to Ex-Offenders. Eight individuals were enrolled into an eight-week welding certificate program. They also received training using the Journey's Curriculum. Seven of the eight individuals completed the program, two are furthering their education in welding, and four of the six are now employed.

### **Serving Job Seekers with Disabilities**

Vocational Rehabilitation is co-located in the Marshalltown and Ottumwa IowaWORKS Centers. Staff participate in the integrated business service team, core partner meetings, and are involved with integrated outreach to businesses and communities. Strong partnership amongst all partners is evidence in the success of job seekers with disabilities being served the South Central Iowa Workforce Area IowaWORKS Centers.

### **Veteran Services**

Veteran career planners are in both Marshalltown and Ottumwa and funded through the Jobs for Veterans State Grant. Veteran Career planners serve disabled veterans through the Disabled Veteran Outreach Program and promote Home Base Iowa. Currently 6 counties within South Central Iowa are Home Base Iowa programs.

### **Implementation of Priority Service**

During the Pandemic response, the Veteran Career Planner serving the Ottumwa and Marshalltown American Job Centers reached out to Veterans actively utilizing the IowaWORKS system to promote IowaWORKS services and to offer those services virtually if necessary. Services have been offered and available through phone, email, virtual meeting networks, or messaging services when in-person appointments were not possible.

## Participant Success Stories

### Abby

Abby came to IowaWORKS in Ottumwa after her department was eliminated and she found herself out of work. Abby said, "It was devastating. I'd worked closely with nurses throughout my career and always admired them but wasn't sure how I could possibly afford to return to school and get my Registered Nurse degree." Since she qualified for Title I service at IowaWORKS, there was funding available to help her pursue her dream career. Abby started working with Stephanie Bard as her Title I Career Planner and she decided that there was no better time than the present to challenge herself to a new career in nursing. Although time was running short before the winter enrollment deadline, Abby quickly and successfully earned her nurse aide certification, a prerequisite of the nursing program at Indian Hills Community College.

In November of 2018 she enrolled in the nursing program and has been pushing herself and striving for success ever since. She attained her Licensed Practical Nurse credential and went on to get her Associates degree in Nursing and her Registered Nursing license. According to Abby, "The nursing program is incredibly difficult and stressful. I would have had to choose between working enough to meet my financial obligations or doing well in school. Instead, thanks to Stephanie and IowaWORKS, I have been able to focus on my education and thrive. I'm so excited for this new chapter of my life and I appreciate the support that I've received from this program more than I can say." Upon graduation, Abby was offered a rare opportunity to be a surgical nurse and is loving her work and the people she gets to encounter. Abby is one of many examples of how persistence, hard work, extreme dedication, and a little support from the right people (at IowaWORKS, of course) can put you on the right path to a new and promising career.

### Chris

Chris, while incarcerated procured a job with PDM independently. Not satisfied with the offer, he continued to look for other positions. IowaWORKS assisted Chris with applying for the Union Pacific Railroad and proctoring a lengthy online test. After submitting the test, he was scheduled for a virtual interview. Again, the IowaWORKS team jumped into action and assisted Chris with finding appropriate interview attire. Chris completed the test and received a job offer within 15 minutes. Staff supported Chris with the logistics required for him to successfully transition to work as he had 48 hours to accept the offer and 6 days from accepting the offer to complete a physical, in a town an hour away. Chris started his job working for the Union Pacific Railroad in Boone Iowa in July 2021.

### Jim

Jim was let go from his previous business due to a minor safety infraction, despite having no prior disciplinary marks. He felt that he was a victim of ageism and was not sure that he would be able to overcome these biases. During the OBA, Veteran Career Planner Rich Kennedy noticed that Jim was extensively trained in electrical engineering and had a plethora of experience in industrial maintenance. Upon hearing this, Rich was able to instill a little confidence in his marketability. Jim still felt his age was going to be a hurdle that would be difficult to overcome. Rich and Jim worked quickly to tailor his resume to accentuate his skills and sent it out to multiple employers that have expressed a need for his skill set. Rich was able to reach out to employers that didn't currently have any positions available and secured interviews.

Jim went out on the interviews and came back to the Center daily to indicate that the interviews had not gone well. Rich decided to mock interview Jim again and noticed that his answers were presuming ageism. After coaching and guidance it was decided that it would be best to harness his experience and approach the next interviews using his experience as an asset by framing himself as a mentor/trainer. That approach was very successful. 3M, Hormel, Corteva and Pioneer all gave him a job offer within the same week. Once Jim portrayed himself as someone who could assist the younger crowd with their professional development, companies were eager to bring him on. Jim chose Hormel as he said, "I feel a sense of loyalty to them." Jim felt this was because when he interviewed, they told him that they only have 16 positions available with all 16 currently filled. Hormel was so impressed with his testing scores; they created a position just for him. Jim started in March of 2020 as a "Lead Mechanic" earning \$24.00 per hour starting out with full benefits.

## Annual Performance Analysis

### Local Workforce Development Area

Effective workforce development is essential to keeping Iowa strong and providing individuals with the opportunity to achieve a sustainable livelihood and ensure employers have the skilled workers they need. Despite the challenges the pandemic faced the local area with, the board and staff at IowaWORKS continued to provide support to the community. South Central Iowa Local Workforce Development Area is a new local area and has limited historical outcome data through program year 2021.

South Central Iowa Service Delivery Report Program Year 2020				
American Job Center	Individuals Served	Total services to Individuals	Employers Served	Total Services to Employers
Marshalltown	851	5807	145	432
Ottumwa	1,193	17,007	107	740
South Central Iowa Totals	2044	22,814	252	1,172

Individual Reason for Visit to American Job Center								
Reason Type	Marshalltown				Ottumwa			
	Individual	%	Veterans	%	Individual	%	Veterans	%
Find a Job	288	36.92%	5	0.64%	179	35.10%	3	0.59%
I am here to see a specific staff member	31	3.97%	0	0.00%	20	3.92%	1	0.20%
File UI Claim or Questions	232	29.74%	3	0.38%	210	41.18%	1	0.20%
RESEA Appointment	6	0.77%	0	0.00%	1	0.20%	0	0.00%
Unsure / Other	59	7.07%	0	0.00%	21	4.12%	1	0.20%
File Temporary Unemployment Claim	170	19.13%	7	0.90%	98	19.22%	2	0.39%
Hiring Event	16	2.00%	0	0.00%	2	0.39%	0	0.00%
AJC Workshops	3	0.38%	0	0.00%	5	0.98%	0	0.00%
Totals	780	100%	15	1.92%	510	100%	8	1.57%

Attachment 17 – Southwest Iowa  
Local Workforce Development

## Southwest PY20 WIOA Annual Report Narrative

### Executive Summary

#### Southwest Iowa Local Workforce Development Board Vision Statement:

Our vision is to meet the employment and training needs of employers and job seekers, both unemployed and under-employed, in the Southwest Iowa Workforce Area.

#### Core Values:

- Equipping a Future Ready workforce with a strong work ethic, employability skills, foundational academic skills, and specific occupational skills that fit the needs of local and regional employers
- Preparing our workforce with the portable skills needed to compete in a global economy.
- Honoring diverse prospective workforce with equal access to employment and training resources
- Growing a prosperous job market where there is equal opportunity for all workers and prospective workers.

#### Strengths of the Southwest Iowa LWDA:

- Strong Collaboration: Regular meetings between core partners to collaborate and support common clients and job-seekers' employment and training goals. A smaller, rural office allows on-site collaboration between core partners to maintain positive working relationships, which benefits job seekers. Partners collaborate, not duplicate services. Integrated Resource Team meetings and referral system.
- Outreach Partnerships with Business and Industry: Established partnerships with local businesses are key for an effective labor exchange. Southwest Iowa has a history of engaged networking with local businesses.
- Innovation: A smaller, tight-knit partner group is able to respond creatively and timely to emerging needs in the workforce. -Providing a service delivery model that includes all partners and extended partners.
- Strong Educational Partnerships: IET projects including counseling, support and wraparound services. Career exploration using O-NET, and Career Coach. Free adult literacy classes and employability workshops. Distance Education opportunities. Free HiSET scholarships and County group who meet monthly to discuss program updates, support services, and activities in the area.

#### Local Workforce Development Area System (counties in the LWDA, location of IowaWORKS centers, etc.)

The Southwest Iowa Workforce Area serves job seekers and businesses in the following counties: Adams, Adair, Clarke, Decatur, Ringgold, Taylor, Montgomery, and Union. The IowaWORKS center in Creston serves as the comprehensive OneStop location for the local area.

## LWDA Strategic Objectives

Goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment:

- Goal I: Southwest Iowa employers will have access to skilled, diverse and Future Ready workers.
- Goal II: All Iowans will be provided access to a continuum of high-quality education, training, and career opportunities.
- Goal III: Southwest Iowa's workforce delivery system will advance a unified vision and strategy to modernize and develop a customer-centered workforce system.

## COVID-19 Pandemic Response

The IowaWORKS/Title 1 office closed to the public in Creston and services were provided via phone or virtual. We quickly adapted to providing workshops virtually and continued providing information via social media throughout the pandemic. We continued with Title 1 enrollments regardless of the pandemic.

## Sector Strategies

- Local Strategy 1.1.1: Facilitate the training of Business Marketing Specialists or partner staff as trained Sector Partnership Facilitators.
  - Local Strategy 1.1.2: Development of at least one sector partnership in Advanced Manufacturing and Healthcare in the Creston area.

## Business Services & Employer Engagement

Based on meetings with local economic development and human resource professionals/SHRM representatives, the key employer needs were identified:

- Increased effort for talent recruitment to fill existing vacancies and expand capacity to retain and grow current employers.
- Development of career pathways within industries.
- A centralized, integrated communication between businesses and service providers, including one-on-one relationship building between all parties.
- Diversity, equity and inclusion training at local businesses.
- Business Objectives: Southwest Iowa Local Workforce Area's workforce system sets the following objectives for the next 2 years to meet the Vision and Mission of this region:
  1. Provide Integrated/seamless services that are streamlined to train job seekers as quickly as possible, so they are ready for jobs with local businesses

2. Promote Future Ready Iowa to validate skills of the area's workforce to optimize their ability to demonstrate their skills to employers and to provide a method of evaluation for businesses to make appropriate hiring decisions
3. Continuously improve menu of local services based on input from job seekers and businesses so services are flexible and effective.
4. Continuously improve internal processes so they are as lean and paperless as possible to maximize the time we have available to provide value-added services to our customers.
5. Utilize data and performance reports as well as feedback from employers and job seekers to drive continuous improvement initiatives in our services and programming
6. Incorporate STEM goals into One-Stop programming to align that initiative with One-Stop Center goals
7. Partner with ECI to develop programming that provides relevant information and services that improve and enhance businesses in our region
8. Improve communications in all areas so we continue to use our internal and external partnerships to their maximum benefit for the customers we serve.

Title 1 staff provided outreach for OJTs to business in the area, helped with a Drive Thru Job Fair late June 2021 and with a Career Fair at Southwestern Community College. This allowed staff to have face- to-face conversations about services provided by Title 1 and make connections with businesses and job seekers.

## **Program Highlights & Innovation**

### **Title I Adult, Dislocated Worker & Youth**

Extensive outreach was done through MATURA's 6 county neighborhood centers, including flyers provided to all food pantries, to reach low-income individuals for services.

Title 1 served a total of 38 clients and provided workshops to 49 clients.

### **Rapid Response**

This program year, there were no Rapid Response events in the Southwest Iowa LWDA. In the future, Rapid Response (RR) efforts will continue to play an important part in business engagement. As Worker Adjustment and Retraining Notifications (WARN) are received, RR staff immediately begin working with company officials to organize and deploy RR activities. Iowa legislated that employers with any layoffs of more than 25 employees must notify IWD. This state requirement is in addition to the federal requirement to notify in the event of a layoff impact of 50 or greater. When WARN notices are received, each employer is contacted by State RR staff. Subsequently, most receive local-level delivery of RR services. The RR Worker Information Meetings (WIMs) are scheduled as soon as possible to ensure services reach as

many employees as possible. The Dislocated Worker Survey remains a key component to the WIM.

### **Registered Apprenticeship**

During the pandemic, staffing resources were targeted toward unemployment insurance service delivery, which did not allow for statewide and local resources to further develop Registered Apprenticeships in Southwest Iowa.

With Registered Apprenticeships being a proven approach to preparing workers for in-demand jobs and meeting the needs of business for a highly skilled workforce that can innovate and adapt. Iowa is committed to supporting Registered Apprenticeship Programs and increasing the number of registered apprentices in Iowa by providing training grants through the Iowa Apprenticeship Act (15B) and the Iowa Registered Apprenticeship Development Fund (15C).

### **Offender Re-Entry**

The LWDA utilizes federal bonding services, which benefits an employer by providing free fidelity bond insurance to protect them against loss of money or property due to employee dishonesty. The advantage of the program is that the employer benefits from the worker's skills and abilities while opening up doors of opportunity to job seekers that might otherwise struggle to overcome those barriers. The bond promotes confidence in a job seeker who needs to gain re-entry into or maintain a connection to the labor market and demonstrate that he or she can be a productive worker.

### **Serving Job Seekers with Disabilities**

Center staff work with the individual and the employer to provide accommodations. Title I, III, and IV provide Ticket to Work services to those receiving SSI or SSDI to ease them back into the workforce.

Partners can maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency. Workforce delivery systems will collaborate to build a Future Ready Iowa pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries without duplication of services. Future Ready Iowa will help more Iowans attain the new minimum of high-quality education, training, and work readiness by bringing together education, workforce, and economic development resources and ensuring that all Iowans have access to an integrated and efficient workforce delivery system. Future Ready Iowans will be ready to meet the employment challenges of today and into the future.

### **Veteran Services**

All WIOA team members are trained on veteran services and resources and have a solid understanding of Priority of Service. State policies across Department of Labor funded programs contain requirements for Veterans Priority of Service, which ensures veterans, and their eligible spouses receive access to services before or instead of a non-covered person. The SOP is designed to identify veterans and eligible spouses at their first point of contact. As part of Iowa's Standard Operating Procedures, each new customer who visits an American Job Center (AJC) is asked by non-JVSG (Jobs for Veterans State Grant) Career Planners, "Have you, or your spouse, ever served in the U.S. Military?" If the customer states that they are a veteran, they are thanked for their service. If the customer is a spouse, the customer is thanked for their support.

During an initial “triage” conversation to determine the reason for their visit, the veteran is provided a folder with veteran-related resource information, including information regarding Priority of Service. If it determined that the veteran or eligible spouse needs assistance beyond self-service, priority of service is applied to ensure the veteran or eligible spouse is given precedence in services compared to other job seekers. All AJCs have Priority of Service posters in several locations throughout the center. Iowa has a 24-hour hold on all job orders so that veterans receive priority over non-veterans. Additionally, when AJCs hosts large job fairs, veterans, service members, and spouses are invited to attend earlier than the general public. Each AJC has at least one designated computer for veteran customers in the Exploratory (resource) area. This area has a plethora of information displayed regarding veteran programs, Priority of Service, and Home Base Iowa. To monitor and ensure Veterans are aware of all services, AJC operations managers run a monthly report that displays all registered individuals which allows them to identify Veterans that may have registered outside of the center. Non-JVSG Career Planners then contact those veterans, share information regarding programs and services, and invite them into the Center. Core partner programs refer customers to JVSG and DVOP services, and DVOP’s often refer customers to core partner programs, ensuring Veterans receive the services they need.

Providing effective services for Veterans that file for UCX - Veterans that file for UCX will be profiled for the RESEA program to ensure services are offered early in the Veteran UI claim and are connected to the menu of services in the American Job Center. If these Veterans are identified as having a significant barrier, a referral to a local DVOP will be made to provide additional services.

### **Implementation of Priority of Service**

Regarding WIOA Adult funds, the Southwest Iowa LWDA implements priority of service in the following order:

1. To veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services with WIOA Title I Adult formula funds for individualized career services and training services.
2. To non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Title I Adult formula funds.
3. To veterans and eligible spouses who are not included in WIOA’s priority groups.
4. To priority populations established by the Governor and/or Local Workforce Development Board (Local WDB).
5. To non-covered persons outside the groups given priority under WIOA.
  - a. Priority of Service for Adult Program Funds
    - Recipients of public assistance
    - Temporary Assistance to Needy Families (TANF)
    - General Assistance (GA)
    - Refugee Cash Assistance (RCA)
    - Supplemental Security Income (SSI)

- Supplemental Nutrition Assistance Program (SNAP)
  - Other income based public assistance
- b. Low-Income Individuals
- Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the SNAP, TANF, SSI under Title XVI of the Social Security Act, or state or local income-based public assistance program; or
  - Receives an income or is a member of a family receiving an income that in relation to family size, is not in excess of the current U.S. DOL 70 percent Lower Living Standard Income Level Guidelines and U.S. Department of Health and Human Services Poverty Guidelines, or
  - Is a homeless individual, or
  - Is an individual with a disability whose own income meets the income requirements above, but who is a member of a family whose income does not meet this requirement.
- c. Individuals Who Are Basic-Skills Deficient must meet at least one of the following:
- Lacks a high school diploma or equivalency and is not enrolled in secondary education; or
  - Is enrolled in Title II adult education (including enrolled for English Language Acquisition); or
  - Has poor English-language skills and would be appropriate for ESL, even if the individual isn't enrolled at the time of WIOA participation; or
  - The career planner makes observations of deficient functioning, and, as justification, records those observations in the data management system; or
  - Scores below 9.0 grade level (8.9 or below) on the Test of Adult Basic Education (TABE); Comprehensive Adult Student Assessment Systems (CASAS) or other allowable assessments as per National Reporting System (NRS) developed by the U.S. Department of Education's Division of Adult Education and Literacy; or Individual does not earn the National Career Readiness Certificate (NCRC) (e.g., one or more of the scores are below a Level 3 on the Workplace Documents, Applied Math, or Graphic Literacy assessments).
- d. Individuals with Barriers to Employment. Individuals with barriers to employment may include:
- Displaced homemakers
  - Indians, Alaska Natives, and Native Hawaiians
  - Individuals with disabilities, including youth who are individuals with disabilities
  - Older individuals (age 55 and older)
  - Ex-offenders
  - Youth who are in or have aged out of the foster care system
  - Individuals who are:
    - i. English language learners
    - ii. Individuals who have low levels of literacy (an individual is unable to compute or solve problems, or read, write, or speak English at a level

necessary to function on the job, or in the individual's family, or in society);  
and

- iii. Individuals facing substantial cultural barriers
- iv. Eligible migrant and seasonal farmworkers
- v. Individuals within two years of exhausting lifetime TANF eligibility
- vi. Single parents (including single pregnant women)
- vii. Long-term unemployed individuals (unemployed for 27 or more consecutive weeks)
- viii. Underemployed individuals. Underemployed individuals may include:
  - ix. Individuals employed less than full-time who are seeking full-time employment
  - x. Individuals who are employed in a position that is inadequate with respect to their skills and training
  - xi. Individuals who are employed who meet the definition of a low-income individual
  - xii. Individuals who are employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment, per state and/or local policy

The above list is used only for applying for the individual to receive individualized career services and training services. Certain individualized career services or training services may require pre- and post- test scores to measure skills gain for the specific activity; in this case the determination is made by administering an acceptable skills assessment or by using scores from any partner's previous assessment.

When there are multiple applications, a waiting list will be established based on priority categories listed above and based on the date their application was received.

#### **Participant Success Stories** *\*Names have been changed*

\*Bart had been employed with an area employer for 18 years when the plant closed. He came to the office and was helped with filing for unemployment and completing assessments to decide on a new career change. He chose truck driving and was approved for assistance with the training costs and mileage assistance through the Trade program. He wanted to learn new skills in a field that was in demand and didn't want to worry about losing his job again.

He chose a short-term training, only 4 weeks, so he could get back to work as soon as possible. He completed the training and was hired immediately upon completion of the training. He drives locally in the Midwest and is home every weekend. He loves the new career and the change from working in a factory for so many years.

\*Tom came to the workforce office to see if there was any assistance with going to school as he had exhausted his unemployment and was having problems finding employment. He thought if he could gain some skills in a new career, he would be better prepared to find employment. After completing assessments, he chose nursing. Nursing is an in-demand job and pays well and there are many different areas you can utilize these skills. He completed his training and was hoping to find employment in an emergency room as an ER nurse. There were no openings in the town where he lived so he searched area hospitals as well. He was able to find full time employment as an ER Nurse in a neighboring town with a starting wage of \$35 an hour.

## PY 20 Annual Performance Analysis

### Title 1 Enrollments PY20:

- Title I Youth: 20
- Title I Adult: 6
- Title 1 Dislocated Worker: 14

Youth program served 20 participants, Adult program served 6 participants, and Dislocated Worker program served a total of 14 participants. 3 participants were dual enrolled.

WIOA Wagner-Peyser Performance levels -- PY2020						
Quarter 4						
LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit	
	Actual	State	Actual	State	Actual	State
	Southwest IA	65.8%	72%	67.4%	69%	\$6,686
State	61.9%	72%	68.5%	69%	\$6,534	\$6,000

WIOA Adult Performance levels -- PY2020											
Quarter 4											
LWDA	LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
		Actual	State	Actual	State	Actual	State	Actual	State	Actual	State
		Southwest IA	19150	80.0%	72%	61.8%	70%	\$7,096	\$5,400	62.5%	67%
State		72.2%	72%	67.6%	70%	\$5,762	\$5,400	68.4%	67%	43.1%	44.0%

WIOA Dislocated Worker Performance Levels -- PY2020											
Quarter 4											
LWDA	LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
		Actual	State	Actual	State	Actual	State	Actual	State	Actual	State
		Southwest IA	19150	83.3%	85.0%	88.9%	83.0%	\$9,116	\$ 8,400	66.7%	68.0%
State		81.3%	85.0%	81.2%	83.0%	\$8,763	\$ 8,400	67.9%	68.0%	64.1%	30.0%

WIOA Youth Performance Levels -- PY2020											
Quarter 4											
LWDA	LWDA	Placement in Empl., Educ., or Training Rate 2nd		Placement in Empl., Educ., or Training Rate 4th		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
		Actual	State	Actual	State	Actual	State	Actual	State	Actual	State
		Southwest IA	19150	70.0%	73.0%	63.6%	72.0%	\$4,668	\$ 3,600	50.0%	59%
State		76.8%	73.0%	76.2%	72.0%	\$3,877	\$ 3,600	63.1%	59%	47.7%	41.0%

Title II-Adult Education and Literacy: Southwestern Community College PY20

SWCC AEL Headcount by Instructional Program		Participant by Age/Program				
Instructional Program	Participants	16-18	19-24	25-44	45-54	55-59
ABE (grade level 1-8)	106	24	35	43	4	
HSE (grade level 9-12)	49	9	19	21	3	
English as a Second Language (grades 1-8)	39		3	25	9	2
<b>Total Participants</b>	<b>194</b>	<b>33</b>	<b>57</b>	<b>89</b>	<b>16</b>	<b>2</b>

Employment Status		HiSET Testing Statistics	
Employed	115	HiSET Graduates	22
Unemployed	79	One or more test	28
<b>Total</b>	<b>194</b>	<b>Total</b>	<b>50</b>

Participant by Ethnicity/Program					Participant by Gender	
Asian	Black of African American	Hispanic/Latino	White	More than One Race	Male	Female
		16	87	3	39	67
	1	8	39	1	25	24
1		38			18	21
<b>1</b>	<b>1</b>	<b>62</b>	<b>126</b>	<b>4</b>	<b>82</b>	<b>112</b>

GAP/PACE Training and IET	
GAP/PACE	18
IET	1
<b>Total</b>	<b>19</b>

**Services Provided Individuals - by Regional/LWIA**

- Program: Title III - Wagner-Peyser (WP)
- LWIA Record Set Location: Activity Record
  - State Region: State Region 1
  - Region/LWIA: Southwest Iowa LWIA
  - Veteran Information From: Both
  - Date Field: Create Date
  - Start Date: 7/1/2020
  - End Date: 6/30/2021

Regional/LWIA	Distinct Users	Total Services	% of Total
<a href="#">Southwest Iowa LWIA</a>	708	4,098	100.00%
Regional/LWIA	Distinct Users	Total Services	% of Total
	708	4,098	100%
<b>Total Rows: 1</b>			

**Total Services: 4098**

<b>Wagner-Peyser Enrollments</b>			
Program	Creston		
Jobs for Veteran State Grants	0		
Migrant and Seasonal Farm Workers	0		
Wagner-Peyser	132		
<b>Totals</b>	<b>132</b>		

**Services Provided to Employers**

**Services Provided Employer Reports - by Region /LWIA**

- Region/LWIA: Southwest Iowa LWIA
  - Office: Creston
  - Office of Record: Office Created
- Services Prior Selected Rpt Period: All
- Actual Date: 7/1/2020 - 6/30/2021
- Report Run Time: 11/3/2021 10:07:23 AM

Region/LWIA	Total Employers	Total Services
<a href="#">14 Southwest Iowa LWIA</a>	53	179
Region/LWIA	Total Employers	Total Services
<b>Total Rows: 1</b>	<b>53</b>	<b>179</b>

## Title 4: Iowa Vocational Rehabilitation Services PY20 Participant Statistics

Workforce - One Stop Operator (FY2020)												
IWD Region	CountyName	Potentially Eligible Clients (Status 01-0)	Potentially Eligible Job Candidates Without IPE Age < 22 (open case)	Participants - Job Candidates with IPE Age < 25	Participants - Job Candidate with IPE Age 25 and Older	PY2020 Count of Participants Successful Closures	PY2020 Average of Closure Hours Worked Per Week	PY2020 Average of Closure Hourly Wage	PY2020 Count of Participants Unsuccessful Closures	Total Participants Served	Co-Enrolled with Other WIOA Program	Percent Co-Enrolled
Southwest Iowa LWDA	Adair	3	1	12	8	5	27	\$ 10.70	2	27	-	0.0%
	Adams	3	1	6	3	-	-	\$ -	6	15	1	6.7%
	Clarke	4	0	10	8	1	21	\$ 41.03	4	23	4	17.4%
	Decatur	3	0	11	5	5	41	\$ 12.80	4	25	2	8.0%
	Montgomery	6	3	23	9	11	20	\$ 11.57	11	54	1	1.9%
	Ringgold	7	0	13	11	6	37	\$ 12.02	5	35	1	2.9%
	Taylor	3	0	8	5	6	29	\$ 14.92	4	23	3	13.0%
	Union	19	1	31	35	11	31	\$ 18.79	16	93	6	6.5%
	<b>Southwest Iowa LWDA Total</b>		<b>48</b>	<b>6</b>	<b>114</b>	<b>84</b>	<b>45</b>	<b>29</b>	<b>\$ 14.54</b>	<b>52</b>	<b>295</b>	<b>18</b>

## Title 4: IVRS Referral Sources by LWDA County PY20

<b>Southwest Iowa LWDA</b>	<b>Adair</b>	Elementary and Secondary Schools	6
		Medical Health Providers	2
		Other Sources	1
		Self-referral, friends, family	1
	<b>Adair Total</b>		<b>10</b>
<b>Adams</b>	Elementary and Secondary Schools	3	
	Managed Care Organization (MCO)	1	
	Medical Health Providers	1	
	Mental Health Providers	2	
	Other Sources	1	
	<b>Adams Total</b>		<b>8</b>
<b>Clarke</b>	Mental Health Providers	1	
	Other Sources	2	
	Self-referral, friends, family	2	
	<b>Clarke Total</b>		<b>5</b>
<b>Decatur</b>	Elementary and Secondary Schools	1	
	Other American Job Center or Workforce Development Prog	1	
	Post-secondary Education Institutions	3	
	Self-referral, friends, family	3	
	Worker's Compensation	1	
	<b>Decatur Total</b>		<b>9</b>
<b>Montgomery</b>	Elementary and Secondary Schools	6	
	Intellectual and Developmental Disability Agencies	1	
	Mental Health Providers	1	
	Other Sources	1	
	Self-referral, friends, family	6	
	Service Providers including CRPs	5	
Social Security Administration	1		
	<b>Montgomery Total</b>		<b>21</b>

## Title 4: IVRS Referral Sources by LWDA County PY20 Continued

	<b>Ringgold</b>	Elementary and Secondary Schools	2
		Managed Care Organization (MCO)	1
		Mental Health Providers	1
		Other American Job Center or Workforce Development Prog	1
		Post-secondary Education Institutions	1
		Self-referral, friends, family	4
	<b>Ringgold Total</b>		<b>10</b>
	<b>Taylor</b>	Elementary and Secondary Schools	2
		Mental Health Providers	1
		Self-referral, friends, family	4
		Service Providers including CRPs	1
	<b>Taylor Total</b>		<b>8</b>
	<b>Union</b>	Elementary and Secondary Schools	6
		Extended Employment Providers	1
		Managed Care Organization (MCO)	1
		Mental Health Providers	2
		NULL	2
		Other American Job Center or Workforce Development Prog	1
		Other Sources	1
		Self-referral, friends, family	6
		Temporary Assistance for Needy Families (TANF)	1
	<b>Union Total</b>		<b>21</b>
<b>Southwest Iowa LWDA Total</b>			<b>92</b>

## Title 4 Co-Enrollments Southwest Iowa LWDA PY20

Adult	2
Adult Ed	4
Dislocated Worker	4
Job Corps:	3
Wagner-Peyser	2
Youth	5

## Southwest PY20 WIOA Annual Report Narrative

### Executive Summary

The 2020 program year for the Western Iowa Workforce Development area was both challenging and rewarding. The COVID-19 pandemic led to many challenges trying to serve customers located in the One-Stops and throughout the local area. Staff members working on unemployment insurance benefits put in many more hours than normal, often six and seven days per week. Staff working to assist enrolled participants developed options to meet with them outside the walls of the One-Stop while ensuring everyone maintained safe distances and still received the services they needed. The whole of the One-Stop system in Western Iowa continued serving people who needed their assistance and compassion during some of the darkest days of the year and the pandemic.

Business and industry sought to overcome their own challenges to continue providing services and products that the local area, state, region, and country needed to survive and maintain daily life. As everything continues to evolve and return to “normal”, there is still a great need for skilled workers. The Western Iowa area continues to address the needs of both business and industry and the workers required to fill their open positions.

The success stories that emerged from the past year demonstrate the dedication of everyone involved in the workforce system. Everyone seeking to improve their situation, improve their skills, or advance their careers can receive the guidance and support they need through the WIOA partners.

### Local Workforce Development Area System:

#### Counties:

The Western Iowa Local Workforce Development Area (LWDA) serves Audubon, Carroll, Cass, Cherokee, Crawford, Fremont, Greene, Guthrie, Harrison, Ida, Mills, Monona, Page, Plymouth, Pottawattamie, Sac, Shelby and Woodbury Counties.

#### IowaWORKS Centers:

The Western Iowa LWDA is served by three IowaWORKS One-Stop Centers located in Council Bluffs, Denison and Sioux City.

### LWDA Strategic Objectives:

The Western Iowa LWDA mission statement is as follows: Western Iowa Workforce Development is dedicated to maintaining a strong and sustainable workforce by providing consistent and comprehensive access to resources, training and services to support both employers and employees. Together, we will work in partnership to foster continued growth within the local workforce.

As part of that mission the LWDA seeks to grow local economies throughout Western Iowa by connecting employers and employees, ensuring workers have opportunities to enhance their education and skills.

The Western Iowa Workforce Development Area will deliver a demand driven system that focuses on building a workforce of high skilled, high wage jobs that will enable the business and industries of our area to remain competitive in a global environment. The One Stop System

offices within our area are a comprehensive, integrated service delivery system that is responsive to the employment and training needs of the customers we serve and incorporates the products and services of our partners in order to assure that customer needs are met without duplicating services and are delivered efficiently and cost effectively. The vision of the Western Iowa LWDA is for all career- seekers to have a career path and that all businesses will have their positions filled with career-ready individuals.

The values governing the Western Iowa LWDA include the following:

- Effective partnerships are not only maintained but expanded and strengthened.
- Ongoing commitment to braid funds through partnerships in service management.
- Working in partnership to ensure workers possess a solid work ethic with appropriate skill sets.

### **COVID-19 Pandemic Response:**

The IowaWORKS offices were closed to the public for the early months of the 2020 program year. To serve current and potential participants staff utilized outside meeting locations and areas. Title 1 staff took tables and chairs to the parking lot and met with individuals to see if they qualified for Title 1 services. On occasion, staff also worked in meeting rooms that had limited access to the One-Stop to complete applications, assessments, and enrollment paperwork. Staff from Title I continued working with anyone seeking services, especially dislocated workers. Due to limited outreach efforts, options, and opportunities, staff made many phone calls and tried to set up virtual meetings whenever possible. The limited number of people seeking assistance or going through the One-Stop for assistance greatly limited services under the grant during this time frame.

### **Sector Strategies:**

The sector strategies for the Western Iowa LWDA include working on developing strategies for credentials in career pathways specifically utilizing the following: High School Equivalency Diploma (HSED), Certified Nursing Assistant (CNA), and Commercial Driver's License (CDL). In addition, stackable certificate and credential programs including welding, HVAC, and auto-tech use a blending of funds including GAP tuition assistance to support both the direct education costs as well as other expenses such as transportation and dependent care. Labor Market Information (LMI) is provided to HSED classes to help students better understand their options for career pathways. Registered Apprenticeship options are available for those participants who struggle with regular classroom attendance and learn in a "hands on" environment. This allows for individuals to also earn income to support themselves and their families while learning a high demand skill. One-to-one support for the most significantly disabled (MSD) participants is provided to make sure they are fully aware of their options and career expectations. Staff from all the core and partner programs continue working one on one with students who have barriers to employment including ELL, HSED, MSD, and ex-offenders/returning citizens.

Due to COVID19, all businesses regardless of sector have all experienced labor shortages. Advanced Manufacturing in the area seems to be more negatively affected and many of their positions require more skilled labor. Future Ready Iowa still addresses many of the issues that employers face. The Western Iowa LWDA is still working to focus on assisting businesses with Registered Apprenticeship programs, assisting our community schools to partner with local

businesses to provide the training our youth need for the workforce of the future, and ensure that Iowans have access to the training and education they need to fill these jobs.

### **Business Services & Employer Engagement**

Throughout most of the fiscal year the Title III staff were primarily focused on unemployment as a response to COVID19. Staff were rapidly trained in unemployment programs such as Pandemic Unemployment Assistance and Federal Pandemic Unemployment Compensation that were authorized under the CARES Act and continued in the laws that followed throughout the year.

The Business Marketing Specialists were able to assist businesses in finalizing Registered Apprenticeship programs throughout this time, but other services and travel was very limited. We were not able to provide typical job fairs and other in office hiring events that were successful in the past and we had to innovate. In October 2020 IWD entered a trial with Brazen. Brazen is an online virtual job fair website that allows business representatives to attend or host job fairs without having to leave their offices, pack up a bunch of brochures and giveaways to attract job seekers to their booths, and it allows them to gather resumes and contact information from job seekers. They can also host chat sessions with job seekers. Job seekers can register on Brazen's site and upload their resume which can then be used for future events. They can enter chat sessions with employers to tell recruiters about their experience and why they would be a good fit. The first event was held that month. It was small but successful as three business representatives attended and interacted with 13 job seekers. The next hosted event was a Veteran Career Fair just after Veterans Day which attracted 45 representatives and 63 Veterans looking for work. Other virtual career fairs throughout the pandemic were not as successful but efforts are still underway to work on marketing strategies to help get the most out of this tool.

Drive through job fairs were another way staff helped connect businesses and job seekers. The Council Bluffs office held an event in the spring. Over 200 businesses provided flyers for folders that our staff put together for job seekers. Over 80 job seekers in the area came through to pick up information from hiring businesses. The Sioux City office also held a drive through job fair in the summer with a different twist. Instead of flyers, the businesses came for what was like a tailgate style job fair in the One-Stop Center's parking lot.

Once the offices were able to open back up in June, staff were again able to host businesses to come into our centers and setup a recruitment table. Each of the One- Stop Centers have typically two businesses coming in each week to meet with job seekers.

### **Program Highlights & Innovation**

#### **Title I Adult, Dislocated Worker & Youth**

The 2020 Program Year created significant challenges and barriers to serving individuals interested in any of the Title I programs. It also presented staff an opportunity to seek out new opportunities and options to interact with businesses and industries in new and innovative ways. Until the offices were opened staff often had to meet with current and prospective individuals in parking lots, parks, and other open-air locations that provided open-air options to minimize the possible spread of the COVID- 19 pandemic.

There were also significant reductions in individuals seeking services through any of the WIOA core programs which greatly reduced referrals and thus decreased enrollments. Those interested in up-skilling through education needed to be more computer literate than in the past due to many training providers offering classes through online platforms.

This help improve the overall computer literacy for some while scaring away others from seeking training options.

Individuals who were motivated to gain employment through Work Experience (WEP) or On-the-Job (OJT) training pathways were often very quickly able to find employment and upskilling options due to the high demand for employees to fill the open positions at nearly all businesses and industries in throughout the Western Iowa LWDA.

With the decrease in the pandemic and the end of extended Unemployment Insurance (UI) benefits, there has been an uptick in individuals seeking assistance with writing resumes, interviewing skills, and training options. The next year should see more active training and employment seekers which will make filling open positions with businesses in the area even a little bit easier.

### **Rapid Response**

In February 2021 Christopher Banks which was in Sioux City announced they were closing with the loss of five positions.

In March of 2020, Diamond Communications in Council Bluffs closed their doors which affected approximately 53 workers, most of whom spoke Karen, one of the languages commonly spoken in Burma. In March 2021 Eaton Corp. in Shenandoah announced that it would lay off 34 positions including many skilled production staff. The layoffs took effect beginning in April and were completed in phases until July. Notice was also received from Sequel Youth and Family Services that the Clarinda Academy would be closing. This resulted in the layoff of 92 employees over a 90-day period.

Value Foods also located in Council Bluffs announced they were closing their doors. This affected approximately 10 employees who were finished immediately. They served as a place for schools to utilize for fundraising. Kids could sell pizzas as a fundraiser.

Once the order came in then Value Food would assemble the uncooked pizza for the kids to deliver to those who ordered.

Due to the risks posed at the time from COVID19, staff had to provide rapid response services virtually for the first time ever. Staff put together informative folders detailing all the services we offer and how to file for unemployment benefits. These folders were then delivered to the affected businesses for all affected workers. Staff also worked with businesses to setup video conference meetings with all their workers so that staff could go through all the information from the folders, talk about services we provide, and answer any questions they may have. For the information meeting with Diamond Communications, staff worked with Karen Society of Nebraska to find an interpreter who spoke Karen. They helped find a qualified interpreter who helped all the affected workers understand their options and how to proceed.

There was also an informational video that was posted to YouTube so that staff could get the information out to as many affected workers as possible during the pandemic. Here is a link to the video: [Resources After a Layoff](#)

### Registered Apprenticeship

As previously mentioned, throughout most of the fiscal year our staff were primarily focused on unemployment as a response to COVID19. The Business Marketing Specialists were able to assist businesses in finalizing Registered Apprenticeship programs throughout this time, but other services and travel was very limited.

### Offender Re-Entry

COVID19 affected the ability of the residents in local Residential Correctional Facilities to come to the One-Stop Centers for employment services. During this time, staff provided any business flyers to the staff at these facilities to pass on to any residents. Once the One-Stop Centers opened all offices again for services, staff immediately were able to get these job seekers back into our facilities and started planning workshops at the juvenile detention center in Council Bluffs and teaching Step on Up, a job readiness workshop, in the Woodbury County Jail. In the Sioux City area, staff were also again able to participate in the bi-weekly Veteran Court to connect with Veterans who have barriers to employment and steer them away from going down the wrong path.

### Serving job seekers with disabilities

Staff trained in Ticket to Work (TTW) were able to assist clients virtually throughout the pandemic. Through phone calls and video conferences, Ticket to Work staff continued to assist with job search and coaching.

Iowa Vocational Rehabilitation Services (IVRS) provides expert, individualized services to Iowans with disabilities to achieve their independence through successful employment and economic support. We have been active participants in developing strategies to positively impact employment outcomes for individuals with disabilities specifically related to STEM, Future Ready Iowa, Veterans with disabilities, and our business partners.

A focus this past year has been to work towards having a completely physically and programmatic accessible facility. In addition, customers accessing Title I, II, & III that attest to having a disability or barrier to employment will be referred to IVRS if appropriate. The Disability Access Committee is an advisory group of partners, stakeholders, and business representatives who meet to assess and discuss best practices in serving customers with disabilities. This is something that will continue to grow over the next PY.

Hy-Vee 126	Goodwill Industries 21	UnityPoint Health 16
Walmart 50	Casey's General Store 20	Mercy One Health Care Company 15
Self Employed 49	Fareway 18	University of Iowa 14
McDonald's 25	Pizza Ranch 17	

Dollar General 11	Sodexo 8	Wells Fargo 6
Dollar Tree 9	Burger King 7	Bomgaars 5
Kwik Star 9	YMCA 7	Fed Ex Ground 5
Sam's Club 9	Culver's 6	First Resources Corp 5
Menards Home Improvement Company 8	Lowe's Home Improvement 6	Fleet Wholesale Supply Co - Fleet Farms 5
Pizza Hut 8	Target Corporation 6	Midwest Janitorial Services, Inc 5

A collaborative event led by IVRS and IowaWORKS was a large career fair for high school students. This year the event was held at Woodbury Central Community Schools, where 220 students with disabilities attended the career fair. They were able to explore various careers, along with participating in hands on activities that employers prepared. Over 30 employers in the Western Region attended this event.

An innovative strategy that IVRS has implemented includes our business specialist being embedded directly into a business, which allows us to learn how the business works at a high level and from there, we can accommodate the needs of the job candidates and employers more thoroughly. This leads to successful employment outcomes and higher retention. Staff have just recently started this in the Sioux City Area and are looking to expand this opportunity to other employers if they show interest.

### Veteran Services

Our Disabled Veteran Outreach Specialists (DVOP's) did assist with unemployment duties throughout the pandemic but not full time. The other half of their time was still dedicated to providing employment services to Veteran job seekers and assisting them in eliminating barriers to employment. An innovative way that the DVOP's conducted outreach was to utilize Home Base Iowa and IowaWORKS to find Veterans who have engaged with these websites. These staff were able to run reports from IowaWORKS to identify Veterans in our system who identified a significant barrier to employment (SBE). These reports often resulted in over 70 Veterans or more who were within the service area of their respected offices. They would then call each Veteran on the list to offer services virtually.

Two virtual job fairs were conducted on the Brazen platform and of all the job fairs conducted during the pandemic, the Veteran events were the most attended. These events had the most engagement and chats with employers as well. Partnering with Home Base Iowa for each event and each DVOP inviting Veterans directly from their caseloads resulted in 125 Veterans meeting with 82 employers.

Veteran Incentive Awards are awarded to offices who demonstrate and provide outstanding service for the Veterans in the areas we serve. The Sioux City and Council Bluffs offices won Veteran Incentive Awards this year. The year prior, all 3 offices in our area were able to split

proceeds from these awards. The award funds have been used to purchase items such as what you see below to further assist Veterans:

- 30 buckets containing cleaning supplies for veterans – donated to Westcare-FAVA of Siouxland
- 60 bath towels and 30 washcloths - donated to Westcare-FAVA of Siouxland
- 30 sets of Queen sized sheet sets – donated to HUD/VASH
- 60 pillows – donated to HUD/VASH
- 60 bath towels and 30 wash cloths – donated to HUD/VASH
- 100 insulated grocery bags with IowaWorks/HBI logo – donated to Support Siouxland Soldiers
- 40 bus passes
- 25 \$20 gas cards
- Visa gift cards for Veterans with an immediate need for employment (needed tools, clothes, boots, etc.)
- Meals from Hy-Vee

### **Implementation of priority of service (Titles I & III)**

When clients register for services, within the local office or online, they self-disclose their Veteran status. When at the local office, center staff ask if they or a spouse ever served in the military to help us establish Veteran status. If yes, they are thanked for their service and/or support and are given a packet of information including both center and Veterans services. All services offered are given priority to veterans/covered persons, which means they are served first before other individuals who are seeking services at that time. Veterans receiving public assistance are the highest priority.

### **Participant Success Stories**

“David” came to the Title I office after losing his employment at a fast-food restaurant because of COVID-19. He knew he didn’t want to return to that line of work since it has little future, and he also suffers from a compromised immune system. After a series of assessments, testing, and labor market information study, David decided that truck driving would offer a good solution to many of his needs. It provides greater income in his employment situation, and is better for his compromised immune system, since he wouldn’t be in direct contact with people for hours each day. David is also a young man with small children and needed something to provide well for his young family. Living 30+ miles from the training institution also provided an obstacle for him, but he received transportation assistance through his Title I Dislocated Worker enrollment to attend training, which made his attendance possible. David finished training early, due to his wife’s serious illness, and eventually secured employment with an employer who is very flexible with him to be away if he needs to attend to his wife. He has more than doubled his previous earnings and has a career with a future and is doing well in providing for his family. He travels

the Midwest for a national trucking company, serving a particular client. He loves his work and plans to stay there for a long time.

“Sara” was an excellent candidate who approached Western Iowa Tech Community College with many challenges. Her primary barrier was in her difficulty with the mastery of the English Language. She worked while attending school and still managed to raise her children at home. She had great attendance and worked diligently towards her goal. Because she showed an interest and aptitude in nursing, staff were able to enroll her in the Certified Nurse’s Aide (CNA/Integrated English Literacy and Civics Education (IELCE) Program. She then went on to complete her training and be certified. Today she is successfully employed in a local nursing home. Furthermore, she is considering continuing her education towards the completion of a nursing degree.

“Juanita” had quit her Arizona high school in 10th grade after the birth of her beautiful daughter. She went to work for a few years, got married, had a son, then was pleasantly surprised a few years down the road with twin boys. She had mentioned that life was good for a while, but her relationship with her husband had sadly turned abusive. To protect herself and her children, she moved to the Council Bluffs area where she had some family members that could provide a small support system.

Her journey with the Iowa Western Community College Adult Education Center and its partner agency through Iowa Workforce Development, Promise Jobs, began on April 26th, 2019. At orientation, she performed at a 10th grade reading level and a 6th grade math level. Promise Jobs provided the financial support for childcare so that this student could attend our morning classes. She attended regularly and was a model student. She was enthusiastic, got along well with the other students, took effective notes, and did every homework assignment assigned to her. She was able to do this all while impressively juggling a divorce, twin babies, and two older children that had been uprooted and started a new school system.

Seven and a half months later, she finished her battery of five final exams to earn her high school diploma. She then utilized the Education to Employment program (GAP Tuition Assistance) to fund her training for Certified Nursing Assistant. After she completed this training, she was hired at Midlands Living Center, providing specialized short and long-term care, rehabilitation, and hospice to patients in need of specialized nursing.

“Wayne” came into the AJC in May 2021 to seek assistance of the Disabled Veterans’ Outreach Program (DVOP) specialist in obtaining employment. He is a Vietnam Era veteran and felt that his age was holding him back. He had been unemployed for approximately a year and needed to find employment. He had valuable logistics experience but was not receiving any calls on his applications. The DVOP worked with Wayne to improve his resume and helped him job search. He eventually gained part time employment with transportation company. Within a month, he was promoted to Branch Manager over Sioux City, Sioux Falls, and Mitchell, SD. He is also seeking to work with IowaWORKS in the future to fill several job openings that his company has and has requested to be included in all future job fairs.

“Quentin” sought out help from the DVOP in December 2020. He had moved to Sioux City from North Dakota right before COVID-19 started to be near his son. Unfortunately, COVID-19 started, and he was unable to find employment. He was homeless at the time, spending his last funds to stay at a local hotel. He was getting very stressed about what he was going to do. The DVOP connected him with local agencies who worked with him to find suitable housing. The DVOP assisted him in updating his resume and Business Services Team helped him improve his

interview skills by doing a mock interview with him. After job searching, Quentin was offered employment with a local company in January 2021. He called and thanked the DVOP and Business Services Team and stated that he knows it was all of our help with his resume and mock interview that helped him get the position.

“Josh” started working with the DVOP in June 2020. Josh had quit his previous job due to safety hazards and non-compliance with OSHA standards and guidelines. He had a criminal record and was having a hard time overcoming this barrier during his job searching. After several months, the DVOP, AJC staff, and Title 1 collaborated to determine how to best assist Josh to improve his employability as well as determining veteran friendly employers who do not require a background check. Josh was advised to create a Letter of Disclosure and advised on how to address his barrier. He was referred for computer classes and took MS Office training to improve his software skills. Business Services Team did a mock interview with him which he stated was a great learning tool and identified specific weaknesses he needed to work on. He diligently job searched and in March 2021, he was offered work with a local transportation company in which he was very happy with.

“Molly” came into the IowaWORKS office in the Fall of 2018, having lost her job at a veterinarian’s office, working as a receptionist. She was a single mom with a son, and suddenly without a job, only having some unemployment insurance and child support. She had no training and few prospects. Molly attended a RESEA appointment and was referred to Title I when she indicated she wanted something more for her life and for her son. She completed some assessments, informational interviews, and counseling with a Title I career specialist, and decided on a career in the accounting field. She was guided in the process and applied at Western Iowa Tech and entered the Accounting Specialist AAS program in January 2019. She completed the application process, the FAFSA, and the Title I enrollment process, where she was guided through the process and successfully started her program. She hit many bumps along the way and was assisted with a food bank referral and financial assistance with her rent and power bill at one point so she could stay in school. Molly graduated with honors with her AAS degree as an Accounting Specialist and began a part-time job as an accountant with a local firm. She continued at Morningside College in the fall for her bachelor's degree in accounting.

“David” came to the Title I office after losing his employment at a fast-food restaurant as a result of COVID-19. He knew he didn’t want to return to that line of work since it has little future, and he also suffers from a compromised immune system. After a series of assessments, testing, and a LMI study, David decided that truck driving would offer a good solution to many of his particular needs. It provided greater income in his employment situation, and is better for his compromised immune system, since he wouldn’t be in direct contact with people for hours each day. David is also a young man with small children and needed something to provide well for his young family. Living 30+ miles from the training institution also provided an obstacle for him, but he received transportation assistance through his Title I Dislocated Worker enrollment to attend training, which made his attendance possible. David finished training early, due to his wife’s serious illness, and eventually secured employment with an employer who is very flexible with him to be away if he needs to attend to his wife. He has more than doubled his previous earnings and has a career with a future and is doing well in providing for his family. He travels the Midwest for a national trucking company, serving a particular client. He loves his work and plans to stay there for a long time.

“Kenneth” is an Army Veteran with a service-connected disability. He was unsure of his career path and received labor market information (LMI) assistance to help guide him on shortage occupations. He also received interview skills and resume assistance. Kenneth returned to work as a CDL driver.

“Martha”, an Army Veteran is working full time, received assistance for career planning and resume revision. She is an x-ray tech and is undecided about returning to Chapter 31 if she can be accepted back into the program. She plans to stay working full time until she makes that decision.

“Allen” is an Army Veteran with a service-connected disability who has returned to work after receiving assistance with resume writing and revision as well as interview skills. He applied for a position that he was referred to and was offered the position after his first interview. Allen is an Environmental Safety Officer.

“Brandon” is an Army Veteran with a service-connected disability, he received assistance with career counseling and resume revision. He was hired at an Ethanol plant in production.

Rick referred Veterans this past year to our Title I partner who was providing services through a grant to hire construction laborers to clean up the areas in Southwest Iowa affected by floods in recent years. The town of Pacific Junction was devastated. Two Veterans in particular were praised for their work, and they worked until the grant was no longer operational. Veteran “Greg” was offered full time employment with the City of Pacific Junction and “Andy” obtained full time employment with Lieke Construction.

“Jill” started working with Iowa Vocational Rehabilitation Services (IVRS) in 2015. She was attending high school at the time had diagnoses of Anxiety and Autism. She had great difficulty interacting with others and often withdraws.

Jill began to work at Goodwill, while still in high school, learning workplace behaviors and tasks. Jill was able to learn appropriate interactions with peers and her supervisor. As Jill improved with these interactions, it was found she would be a good candidate for a year 13 program to continue to explore different careers and learn additional employable practices.

Jill was able to enroll with the UI Reach program. She participated in several internships that featured bakery settings. She was able to complete a variety of tasks at one of her internships, more than any other UI Reach student. Jill learned how to decorate cookies, cakes, and brownies and she created a portfolio to showcase her work.

After Jill returned back home from completing this UI Reach two-year certification, IVRS began to help Jill search for employment showcasing the skills she gained. Jill was hired on at HyVee as a Bakery Assistant. Jill needed assistance with this transition to employment and was provided job coaching services to help with tasks and work etiquette.

Jill was very successful and enjoyed the job. However, she began to have some struggles as job duties began to change. Jill received assistance from IVRS and her supervisor to help her become more comfortable speaking with customers and showcasing samples. Since then, Jill has begun taking orders and been more interactive with customers.

With the supports put in place with the assistance of IVRS and skills gained during her post-secondary training, Jill has since been successfully employed at HyVee.

Here is a link to a success story at Tech Zone in Jefferson, IA. IVRS and other partners assisted this job seeker in customizing a position that matched his interests and abilities along with matching the needs of the employer. <https://youtu.be/qKUVr4t5Z8Y>

**Annual Performance Analysis, including number of participants served by program  
WIOA Title I (Adult, Dislocated Worker, and Youth Programs)**

The WIOA Title I programs served individuals in the following programs:

On-the-job training (OJT):	1
Occupational Skills Training (OST):	
Adult Programs:	11
Dislocated Workers:	14
Youth:	6
Work-Experience (WEP):	6
Veteran services:	65

Adult Programs:

Employment 2 <sup>nd</sup> Quarter after Exit:	60%
Employment 4 <sup>th</sup> Quarter after Exit:	n/a*
Median Earnings 2 <sup>nd</sup> Quarter after Exit:	\$8,086
Credential Attainment Rate:	n/a*
Measurable Skills Gain:	58.6%

Dislocated Worker Programs:

Employment 2 <sup>nd</sup> Quarter after Exit:	100%
Employment 4 <sup>th</sup> Quarter after Exit:	n/a*
Median Earnings 2 <sup>nd</sup> Quarter after Exit:	\$4,975
Credential Attainment Rate:	n/a*
Measurable Skills Gain:	47.5%

## Youth Programs (In-school and Out-of-school)

Placement in Employment, Education, Or Training 2 <sup>nd</sup> Quarter after Exit:	50%
Placement in Employment, Education Of Training 4 <sup>th</sup> Quarter after Exit:	33%
Median Earnings 2 <sup>nd</sup> Quarter after Exit:	\$4,068
Credential Attainment Rate:	n/a*
Measurable Skills Gain:	50%

\* New Local areas may have limited historical performance outcome data through PY21

### Title II

Western Iowa Tech Community College (WITCC):

- 990 students combined in the Adult Education and Literacy Program Year 21.
- Graduated 46 students in the HSED (High School Equivalency Program) in Program Year 21.
- Met 5 of the Measurable Skill Gains approved by Iowa Dept. of Education in Program Year 21.
- Met and exceeded the Iowa Dept. of Education 65% post-tested rate with 67.6% rate in PY 21.

Iowa Western Community College (IWCC):

- Served 590 students last program year.
- Graduated 77 students last program year.
- Met 7 of the 11 Measurable Skill Gains approved Iowa Individual Targets for last program year.

Iowa Central Community College (ICCC): (Jefferson County)

- Five students
- No completers for the program year.
- None of the five students were given a post-test as none of the students had enough hours to post test. The highest number of HiSET hours by a student was 14.

Des Moines Area Community College (DMACC):

- 1,461 students combined in the Adult Education and Literacy Program Year 21.
- Graduated 230 students in the HSED (High School Equivalency Program) in Program Year 21.
- Met 5 of the Measurable Skill Gains approved by Iowa Dept. of Education in Program Year 21.
- Did not meet the Iowa Dept. of Education 65% post-test rate with in PY 21 (entire year services/classes were held remotely and they were negatively impacted by cyberattack.

### **Title III-Wagner-Peyser (Iowa Workforce Development (IWD))**

- Throughout the past fiscal year, 4,199 people registered our centers in the Western Iowa LWDA. 60% of those job seekers were between the ages of 22-44. 90 job seekers identified a Veteran Status with 23 of those identifying a service- connected disability.
- 10 of the 4,199 job seekers stated they did not complete high school.
- 85% of registrants this year stated they were not employed which is most likely the reason for registration.
- 45% male and 55% female.
- Residents from Pottawattamie and Woodbury Counties made up over 50% of these registrants.
- 186 registrants attested to having a disability
- 554 attested to a criminal history.

### **Title IV-Iowa Vocational Rehabilitation Services (IVRS)**

- Served 1,931 job candidates in the Western Region.
- 12% of these job candidates were co-enrolled in other WIOA programs.
- IVRS had 241 successful employment outcomes.
- Of the 1,932 co-enrollments willing to disclose
  - 87 were co-enrolled with WIOA Title I-Adult
  - 16 were co-enrolled with WIOA Title I-Dislocated Worker
  - 112 were co-enrolled with WIOA Title I-Youth Programs
  - 207 were co-enrolled with WIOA Title II-Adult Education
  - 44 were co-enrolled with WIOA Title III-Wagner-Peyser (IWD)
- Of the 241 successful closures for the program year
  - The average number of hours worked per week: 28
  - Average salary per hour: \$12.82