

IOWA WIOA ANNUAL REPORT

PROGRAM YEAR 2019

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Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director



On behalf of Iowa Workforce Development, I am pleased to submit Iowa's Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative for Program Year 2019.



Under Governor Kim Reynolds' leadership and vision for a Future Ready Iowa, Iowa Workforce Development has been a leading partner in advancing Iowa's workforce to obtain education or training beyond high school, while focusing on preparing Iowans for the high-demand jobs of today and the future.

Program Year 2019 (PY19) has brought great challenges and great successes to the workforce system in Iowa. Historically low unemployment rates were erased overnight as a result of the Coronavirus pandemic in Spring 2020. IWD's entire focus shifted to dealing with the effects of the pandemic, but our dedication to ensuring WIOA compliance in Iowa is demonstrated by the incredible progress made during PY19. Tremendous effort in education and training on WIOA requirements, roles and responsibilities took place across key stakeholder groups throughout PY19. This effort resulted in a request by chief elected officials and approval by the State Workforce Development Board to realign from 15 Local Workforce Development Areas (LWDAs) to 9 effective July 1, 2020. IWD continues to focus on providing training and technical assistance to all LWDAs to ensure WIOA compliance now and in the future, ensuring effective service delivery for all Iowans, who need our support now more than ever.

This report highlights progress at the local area and state levels, in addition to programmatic progress and results, which showcases our improved delivery of services and outcomes throughout the state.

We look forward to building upon the accomplishments of Program Year 2019, 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 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. Future Ready Iowa 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 second 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. \$13.9 million has been awarded to over 6,500 Iowans throughout the 2019-2020 school year. Preliminary numbers indicate more than 6,800 Iowans are currently Last Dollar Scholarship recipients during the fall 2020 semester.

The legislature also again funded the Future Ready Iowa Grant program \$1 million to pay adults to return to complete a bachelor's degree in a high demand occupation. Adults must have half of the necessary credits and are provided a \$5,000 stipend to defray associated costs or tuition and fees.

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. The initial results of this funding as of January 2020 are that the entire \$1.2 million was awarded. Forty-nine awards were made in support of 46 projects. It is estimated that more than 5,000 high school students and adults will participate and benefit from these projects.

The 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. Pilot programs hosted in 2020 and focused 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. Four organizations offered pilot programs with this funding. Preliminary reports indicate a minimum of 94 participants, ages 14-21, who all successfully completed the programs. Due to the pandemic, one program was granted an extension through December 2020 and at that time final numbers would be known.

Newly passed legislation in 2020 as part of the Future Ready Iowa Act is the Childcare 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.

As 2020 brought the impact of the Coronavirus Pandemic into every facet of work, Future Ready Iowa persisted and adapted. Through CARES act funding provided to states to address the multiple challenges, Future Ready Iowa has 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.

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 Future Ready Iowa 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

IowaWORKS Data Management System

Iowa Workforce Development (IWD) launched the new IowaWORKS online employment services system on June 3, 2019. IowaWORKS provides a variety of employment resources, tools and services to meet the needs of job seekers, employers and staff members.

IWD modernized the data management system to align with the key principles of WIOA, including streamlining employment resources and improving accessibility. IowaWORKS is customer-centric and makes it easier to navigate Iowa’s employment services. Key IowaWORKS features include:

- Individual user portfolio
- Assisted job search
- Resume and letter builder
- Virtual recruiter
- Advanced skills matching

IowaWORKS combined several legacy systems into one data management system, allowing Iowa to streamline performance reporting and monitor programs more efficiently.

For more information about IowaWORKS system, visit www.iowaWORKS.gov.

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.

Under the committee's guidance, each Local Workforce Development Board was tasked with creating a Local Disability Access Committee replicating the committee and activity in local areas that respond to the Local Workforce Development Boards. These local committees have the same structure and similar charges while being supported by the collaborative representatives of the core partners at the state level. The State Disability Access Committee provides direction, guidance, and technical assistance to the Local Disability Access Committees to help meet the goals of the statewide initiative.

Offender Reentry Standing Committee

The Iowa State Workforce Development Board (SWDB) established the Offender Reentry Standing Committee to support and improve the partnership between IWD and the Iowa Department of Corrections (IDOC) and engage stakeholders across Iowa in an effort to coordinate services find best practices and educate employers. Supporting this work and partnership, IWD has placed four Workforce Advisors in Iowa correctional facilities located in Mitchellville, Newton, Rockwell City and Mount Pleasant to begin to bridge the gap with individuals preparing to release. They also network with employers to address the barriers they may have in hiring returning citizens. Each of the participants in the program completes the National Career Readiness Certification (NCRC) and engage in WIOA supportive services, from reportable individual to career services through enrollment into Wagner-Peyser.

Additionally, IWD has been invited by the Iowa Collaboration for Youth Development (ICYD) to be part of a coordinated multi-systemic approach to create a comprehensive reentry system and plan via a statewide Juvenile Reentry Systems task force (JReS). The ICYD Council includes directors or chief administrators of 11 youth-serving state agencies, representing the Executive and Judicial Branches of state government, all with decision-making authority.

Employer and Reentry Roundtables were held in three correctional facilities hosted by the Iowa Governor's office in partnership with IDOC and IWD. These events welcomed over 100 employers as well as many community reentry service providers. The goal was to reduce anxiety/fear of employers to hire returning citizens by demonstrating successful outcomes and introducing employers with soon to be released individuals. A panel that consisted of employers and successfully employed returning citizens shared best practices on hiring and how to improve employment outcomes by understanding barriers for those under supervision. Employers were educated on how IDOC & IWD can collaborate and coordinate with businesses to design and implement programs that build skills of incarcerated individuals to directly impact identified shortages in the workplace. Several employer incentives to hire returning citizens were also discussed. All the event participants were invited to share ways in which government policies help and/or hinder efforts to improve employment outcomes and develop plans to mitigate barriers to employment. They were also given a Reentry Roundtable Booklet created by IWD and IDOC that includes all of the employment and reentry programs and services offered statewide.

Waivers

During PY19, 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."

To date, this waiver has not been utilized by any local areas in Iowa. During PY19, IWD's number one priority was WIOA compliance, which launched a WIOA System Transformation project across the state. Training and education of Chief Elected Officials led to a complete overhaul of the governance structure of the local workforce development areas (LWDAs) across the state. Beginning in PY19, all LWDAs worked to establish new Shared Liability Agreements, designate Fiscal Agents to properly receive funds in the local areas, establish WIOA compliant Local Workforce Development Boards, and select new Title I Service Providers through a competitive procurement process. Now that compliant governance structures are in places, the LWDBs have begun work to select One-Stop Operators (OSO), a process that will be completed in PY20. Iowa now has nine LWDAs, several of which are vastly rural. This waiver will provide local areas the flexibility to expand their search for an OSO to ensure adequate competition for OSO services. Additionally, this waiver allows for smaller local areas to work together to select an OSO, stretching limited budgets while meeting WIOA requirements.

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 PY19, 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.

PY19 data for Employer Penetration Rate was 7.6%, a decrease from 10.2% reported in PY18. Additionally, PY19 data for Repeat Business Customers Rate is 14.6%, in PY18 it was 23.19%. We attribute these decreases to the state's low unemployment rate during the first two quarters of the program year, followed by the COVID-19 pandemic in quarters three and four.

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 that 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. 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 PY19, customer satisfaction survey emails were sent to individuals and employers with a link to complete the customer satisfaction survey via GovDelivery.

The customer survey was emailed to 16,347 customers, of which 96.7% were verified delivered (15,834). One thousand six hundred twenty-two (1,622) responses were received for a response rate of 10.2% with a 95% confidence level, and a margin of error of 2.31+/- . PY18, in comparison, 65,674 emails were sent with 2,814 responses for a response rate of 4%.

For PY19, 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.

A similar survey was sent to 1,622 Iowa employers, of which 86.0% were verified delivered (1,372). We received 93 responses for a response rate of 6.8% with a 90% confidence level, and with a margin of error of 8.24%. In comparison, in PY18, we sent out 4,636 with 586 responses for a response rate of 14%.

For PY19, the customer satisfaction survey included delineation of what services are being accessed and the method that employers are accessing those services. Responses were provided by selecting a range of one through five, with the higher numbers representing higher satisfaction.

Iowa recognizes the importance of customer satisfaction and is committed to look at opportunities to increase survey participation. Planning is underway to increase the consistency and timeliness of delivery of the customer satisfaction survey. An automated survey is planned by PY20 quarter 3.

See Attachment 12 – 2020 Customer Satisfaction Survey.

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 located in all 15 IowaWORKS Centers and a satellite office. 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 virtual initial appointments and re-employment services due to COVID-19. Program staff theorize that expanding the method to receive 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 will secure 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

As a result of the transition to a WIOA compliant data management system, Iowa's co-enrollment rate decreased as reporting for PY19 was fully from the new data management system, post-conversion. Iowa recognizes the importance of collaborating under WIOA to provide seamless service delivery where appropriate. Iowa demonstrated a decrease in co-enrollment from PY18, however work will continue towards ensuring co-enrollment occurs where applicable. PY19 co-enrollment rates:

- Wagner-Peyser: 8.1%
- Title I Adult: 87.8%
- Title I Dislocated Worker: 93.2%
- Title I Youth: 82.1%

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 2-Negotiated Performance Levels for PY19 for negotiated and actual performance levels.

Data Validation

The state’s approach to data validation is being 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. Iowa’s new IowaWORKS data management system has data validation tools that will be utilized. Implementation of new data validation policies and procedures is planned to become 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 Wagner-Peyser, JVSG, MSFW and Registered

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 locations, 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 PY19, over 18,000 individuals received participant-level services, while more than 23,000 individuals utilized self-service. Of those receiving participant level, staff-assisted services, more than 14,000 received individualized career services.

With Iowa's transition to its new data management system at the end of PY18, Wagner-Peyser data accuracy has started to improve for 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 40,000 job orders were posted by employers and staff on behalf of employers on IowaWORKS.gov in PY20.

Wagner-Peyser Performance Results

Iowa's Wagner-Peyser program achieved all negotiated target performance measures for PY19. Reviewing performance from an equity perspective, nearly all racial and ethnic demographic groups exceeded the employment goal of 71.0% for the second quarter after exit, with the exception of American Indian/Alaska Native and More than One Race. All groups exceeded the employment goal for the fourth quarter after exit (goal of 65%).

See Attachment 3 – Wagner-Peyser Performance Results

Adult Program

The WIOA Title I Adult program serves individuals who are age 18 and older, entitled to work in the United States, and those who have met selective service requirements if applicable. Priority of service is granted to Veterans and eligible spouses, public assistance recipients and other low-income individuals, as well as individuals who are basic skills deficient and those with barriers to employment.

The goal of the Title I Adult program is to provide career and training services to increase employability and remove barriers to employment. 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.

Adult Program Performance Results

Iowa's Title I Adult program served 1,032 individuals during PY19 and 3,266 individuals exited from the program. All performance targets for the Title I Adult program were either met, or exceeded in PY19.

Iowa met 90% of its negotiated goal for unsubsidized employment during the second quarter after exit with a 64.8% employment rate, while 71.6% were employed during the fourth quarter after exit. Title I Adult program participants earned \$532 more per month, with median earnings of \$5,432 during the second quarter after exit.

Of those participants enrolled in a postsecondary education or training program, 67.9% received a credential. Although PY19 was a baseline year for measurable skill gain, 54.3% achieved documented academic, technical, occupational, or other forms of progress toward a credential or employment.

See Attachment 4 – Title I Adult Performance Results

Adult Program Accomplishments

Statewide training and technical assistance was provided to local areas with a focus on data integrity. Additionally, Iowa increased its Title I Adult program credential attainment rate by 16.1 percentage points during PY19 as compared to PY18 when this performance standard was not met. Iowa also increased its measurable skill gain achievement during PY19, with an increase from 14.3% to 54.3%.

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 5 – Title I DW Performance Results

Dislocated Worker Program Accomplishments

Statewide training and technical assistance was provided to local areas with a focus on data integrity. Additionally, Iowa increased its Dislocated Worker measurable skill gain achievement during PY19, with an increase from 24.73% in PY18 to 54.5%.

Rapid Response Activities

Rapid Response (RR) efforts in Iowa continued to play an important part of business engagement in PY19. Iowa received a total of 64 Worker Adjustment and Retraining Notification (WARN) notices in PY19, impacting approximately 4,639 workers. Closures accounted for 24 of the notices, while mass layoffs accounted for 40 of the WARNs.

Iowa improves upon federal regulations that require a notice for impacts of 50 or greater by requiring a WARN for closures or layoffs of 25 or more employees. This allows Iowa Workforce

Development to provide rapid response 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'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.

Through RR planning, local areas can quickly arrange networking events and job fairs which not only assist recruiting businesses, but also the soon-to-be dislocated worker. This contributes to the overall purpose of RR, which is to minimize unemployment and maintain stability for the local economy.

Youth Program

Iowa's WIOA Title I Youth program connects eligible youth to a continuum of services and activities, aimed at teaching the youth to navigate the appropriate educational and workforce systems based on an established career pathway.

Services are based on the unique needs of each individual participant, and includes, but is 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 16-24, not attending any school and experiencing a barrier to education or employment; or
 - Between the ages of 14-21, attending school, low-income 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 in order for them to obtain, and maintain, meaningful self-sufficient employment.

Youth Program Performance Results

Iowa's WIOA Title I Youth program served 559 participants during PY19 and exited 344. Of the 559 youth served in PY19:

- 74% were low-income
- 49% were English language learners, had low levels of literacy or cultural barriers
- 40% were youth of color
- 37% had a disability
- 16% were single parents
- 9% were juvenile offenders
- 4% were homeless or runaways
- 3% were youth in foster care, or who have aged out of the system

The WIOA Title I Youth program exceeded performance measures for unsubsidized employment during the second and fourth quarter after exit and credential attainment. Median earnings during the second quarter after exit and measurable skill gains was a baseline year.

See Attachment 6 – Title I Youth Performance Results

Youth Program Accomplishments

Once again, Iowa met the 20 percent work experience requirement during this program year, as set forth by WIOA. Iowa has continued to meet this requirement since the enactment of WIOA, with the exception of program year 2015 that was a transition year.

Additionally, Iowa recognizes the significance of serving out-of-school youth who are not engaged in education or employment. Statewide, Iowa remains compliant with meeting the requirement to spend 75 percent of local area funds on out-of-school youth. Iowa has met this requirement since the enactment of WIOA, with the exception of program year 2015 that was a transition year.

Grants

National Dislocated Worker Grant - Disaster

Disaster Recovery Employment Program (DREP)

Iowa received a major 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. Iowa Workforce Development (IWD) applied for a Dislocated Worker Grant (DWG) and was awarded an initial \$1,000,000 to provide temporary, disaster relief employment to 150 workers.

A notice of funding opportunity was made available for regions to apply for funds made available under this award. Three regions applied and were granted sub-awards to carry out disaster employment projects. IWD worked in partnership with the project operators in the administration of the grant throughout PY19. During PY19, 12 individuals were enrolled and worked on a project in Franklin County rebuilding and recovering secondary roads. An additional two workers were enrolled and started work on a Bremer County project, removing downed and damaged trees, repairing washouts, repairing and replacing boardwalks and

bridges, and straightening and replacing park signs at Cedar Bend Park.

All DWG participants are co-enrolled into the Dislocated Worker program and the Trade Adjustment Assistance (TAA) programs, as eligible and applicable, to allow for provision of services not allowed or provided by the Dislocated Worker grant. Grant planning and project management includes a needs assessment and ongoing coordination of services with FEMA to ensure the non-duplication of services or funding. Project operators also coordinate temporary employment opportunities and maintain working relationships with the local worksites.

COVID-19 Employment Recovery

On March 23, 2020, Iowa received a major disaster declaration, DR-4483, from FEMA, and IWD was awarded \$1,665,000 in emergency funds on June 11, 2020 to administer statewide career and training services to dislocated workers. Further work on this grant will take place in PY20 and progress will be made available within the WIOA PY20 Annual Report.

Activities Provided by State Funds

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. Countless resources are available to help Veterans and their families with focused support.

In PY19, Home Base Iowa adapted to meet the changing needs of Iowa businesses to find and hire skilled workers:

- 2,287 total employers which have pledged to hire 12,310 Veterans
- 106 HBI Communities
- 27 college and university partners
- 480 veteran profiles

The HBI community initiative designates communities as centers of opportunity for veterans and further highlights Iowa's statewide commitment to welcoming and employing Veterans. 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 four steps below are the requirements for becoming a HBI community:

- Step 1: Provide community resolution signed by city or county leadership
- Step 2: Provide community incentive package which includes a point of contact
- Step 3: Provide community business support of at least 10 percent of eligible and hiring businesses are HBI businesses
- Step 4: Provide signage locations and HBI web page information

There is no cost to become a HBI partner. HBI businesses can:

- Access Veteran profiles and resumes through the Home Base Iowa website using the "Find a Veteran" feature
- Provide potential job seekers with Veteran-specific information/opportunities
- Receive 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 IowaWORKS centers statewide.

Offender Reentry Program

The State of Iowa appropriates \$537,357 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, the North Central Correctional Facility in Rockwell City, the Newton Correctional Facility in Newton and the Mount Pleasant Correctional Facility in Mount Pleasant. This funding also covers one state merit Reentry Coordinator who oversees 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 7,400 individuals. Nearly 90% will return to their communities; just over 6,000 were released in PY19. Community Based Corrections (CBC) has eight judicial districts that supervise about 37,500 individuals on probation, parole, special sentence and pretrial release. CBC also has 22 residential facilities that house and supervise around 1,700 individuals. Nearly 47,000 individuals are currently incarcerated or on community supervision. The average daily cost of incarceration per individual is \$90.11, totaling just under \$33,000 per individual per year. Iowa's current recidivism rate is 38.8%, while the national average for state prisons is around 70%.

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.

Iowa's reentry program supports the Workforce Innovation and Opportunity Act through registered only and 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 OWDSs 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.

OWDSs 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. Referrals also happen through an electronic referral form for apprentices that needs to continue in their program after release. During PY19, OWDSs served 2,017 individuals. OWDS's 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.

State General Fund Appropriations

IWD received just over \$11 million in state combined general fund dollars in FY19, 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. 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, 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)

During PY19, Iowa's Veteran Career Planners (a.k.a. Disabled Veterans' Outreach Program specialists or DVOPs) continued to utilize the integrated resource team strategy to enhance collaboration, share resources, and braid funding streams through co-enrollment whenever possible. Meetings include WIOA core partners, Veteran Readiness and Employment, probation/parole officers, Veteran Affairs, and/or additional providers. Veteran Career Planners provided individualized career services on a monthly basis to all service-managed veterans. These career planners also performed regular outreach to locate additional eligible persons and to develop relationships with other veteran organizations in their area for resource and referral purposes.

For PY19, 1,491 eligible veterans were enrolled into the Wagner-Peyser program and received participant level services at IowaWORKS Centers. Of those, 770 veterans received individualized career services by a Veteran Career Planner. Iowa's Individualized Career Service rate remained consistent at 98.5%

Iowa's Local Veterans' Employment Representatives (LVERs) collaborated with Business Engagement Teams to host events promoting and educating employers on the benefits of hiring veterans. During PY19, LVERs recorded 971 services to a total of 432 employers. Additionally, LVERs play an integral role with Iowa's Home Base Iowa (HBI) program. LVERs publish new businesses on the public HBI website, assist with the establishment of HBI communities, and connect businesses with IowaWORKS Centers.

LVERs serve as the subject matter expert for the HIRE Vets Medallion Program (HVMP) to guide employers on the application process and provide support to set them up for future success. The HVMP program is a federal reward program recognizing employers that demonstrate their commitment to hiring and retaining our nation's heroes. Additionally, LVERs conducted HVMP training for Business Engagement Teams across Iowa to ensure they are prepared to speak to employers about HVMP and the benefits of being recognized as a recipient. In PY19, LVERs and Business Engagement Teams discussed the HVMP program with 132 different employers.

Veterans and eligible spouses continue to be informed of Priority of Service upon entry into IowaWORKS Centers. As a standard operating procedure, self-identified veterans and eligible spouses immediately meet one-on-one with a career planner to ensure Priority of Service is met and applicable services are provided. IowaWORKS staff are provided ongoing training to ensure staff are administering Priority of Service.

See attachment 7– JVSG Performance Results

Trade Adjustment Assistance Program

Petition submissions increased slightly in PY19. However, there was also a slight increase in denied petitions resulting in a lower participation rate. Since March, the impact of the global pandemic on TAA eligibility has been significant in that COVID-19 itself is not considered criteria for certification of a petition. Trade is not able to extend benefits to impacted workers experiencing layoff due to the pandemic, despite it being a global factor in job loss. As most employers are citing the pandemic as the reason for the layoffs, it has proven more difficult for DOL investigators to research and find Trade-eligible criteria in petitions nationwide. This has caused long wait times for petition determinations and an increase in denials in the latter half of PY19.

During PY19, the Trade team began a program redesign to better align with upcoming TAA regulation changes and to refine the workflow at the state level to better reflect actual case management/career planning occurring in each local area. This required a full review of policies and practices and making necessary adjustments where needed. This also required the development and implementation of comprehensive training modules for field staff to ensure new practices were followed. This work has resulted in a more streamlined and responsive

approach that has helped improve communication with IowaWORKS staff. The Trade team also created a number of new resource documents to ease access to program information for field staff and housed all these resources in a shareable document library. This allows any modifications to be instantly updated so career planners will always be working with the proper guides/forms.

Training continued to be the most widely used benefit under TAA for PY19 with 105 active participants during the period of July 1, 2019 through June 30, 2020. The second most utilized benefit was Reemployment Trade Adjustment Assistance (RTAA), a wage subsidy for adversely affected workers who find reemployment, but at a substantially lower wage than they were earning at the Trade-certified employer. Forty-four participants were actively receiving the RTAA benefit in PY19. Ongoing layoffs at several employers across the state such as Eaton Manufacturing in Belmond; continued to provide new pools of impacted workers eligible for Trade Act assistance. Each layoff was accompanied by a Worker Information Meeting (WIM) at which state staff informed impacted workers of the TAA program and how to access benefits locally. Additionally, the TAA program assisted seven participants in securing and relocating for suitable employment opportunities outside their local areas.

Iowa continues to explore various marketing opportunities to include informational videos, which will explain the benefits of the TAA Program as we try to reach both urban and rural residents impacted by layoffs and maximize the number of Trade participants in Iowa. Since March, Iowa has switched to presenting WIM's virtually, which has proven successful. In working with employers, presentations have been given to large groups and have been followed up with one-on-one virtual sessions to address specific situations. Case management training continued to be a focus throughout PY19. PY19 was also a significant year for TAA Data Integrity, which has benefited from the implementation of the new IowaWORKS data management system. The data management system has allowed for better collection and reporting of data in a more direct manner. This has resulted in much better TAA/PIRL results that are reported to the DOL quarterly.

PY20 goals include increasing petition submissions, implementing new TAA regulations effective September 21, 2020, further refining reporting and data integrity reviews, and strengthening relationships with partner agencies and community employers to maximize opportunities for participants.

Registered Apprenticeship

Iowa made great advancements in integrating Registered Apprenticeship (RA) into the state workforce system. Throughout the year, training sessions were delivered to the Workforce Innovation and Opportunity Act 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 Department for the Blind), Title I and Title III staff continued with the pilot project to educate and recruit individuals with blindness or low vision 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, 2020, IWD had 760 active Registered Apprentices, and 171 Registered Apprentices completed their program. This is a 56% growth of active participants and 74% 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.

Twenty-five sub-recipients continued under the State Expansion Grant (SAE). The SAE funding opportunity helped high school RA programs, Quality Pre-Apprenticeship programs and healthcare RA programs reimagine RA during COVID-19. Sub-recipients' budgets were realigned to assist each program to continue their programming through the global pandemic.

Job seeker and business referral processes were fine-tuned throughout the year to incorporate RA as a workforce solution. The processes were shared on several technical assistance calls with other states. Iowa's work was featured on WorkforceGPS' SAE Grant Administration Peer Resources, a resource for all SAE Grantees. In addition, Iowa was also included in WorkforceGPS' SAE Promising Practices briefs. Iowa's Earn and Learn website, Iowa's collaborative process with the Office of Apprenticeship state staff, and the Iowa Department of Corrections' RA program with the prison reentry population were all issues highlighted in the five-part promising practices briefs.

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 4,770 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

PY19 was a remarkable year for Iowa, with many new activities relating to the Monitor Advocacy System that brought expansion and change. IowaWORKS staff received training to build and extend their knowledge of the Monitor Advocacy System. The new data management system allowed Iowa the ability to case-manage MSFWs and track required performance data.

During PY19, 5,021 MSFWs were offered services through outreach with 625 MSFWs becoming enrolled as participants and receiving 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. During PY19, 5,021 MSFWs were offered AJC services during outreach activities. PY19 that is an increase of 2,245 contacts from PY18. Iowa met four out of the five equity indicators and six of the seven minimum service level indicators.

PY19 presented some unique challenges. Outreach Workers continued to schedule onboarding events however; COVID-19 dramatically impacted that work, as they also became the primary points of contact for all scheduling events related to COVID-19 testing for MSFWs. The Outreach Workers assisted employers with preparations for the arrival of workers, and provided no-cost Personal Protective Equipment (PPE) for employers and arriving workers. Outreach Workers scheduled COVID-19 testing events for all MSFWs arriving in Iowa. These events provided COVID-19 testing to over 3,000 MSFWs. In addition to required outreach materials, Outreach Workers also provided information about COVID-19 to ensure the safety of all MSFWs. Fifty-six onboarding and testing events were held this season and testing was offered to over 3,000 MSFWs. These efforts mitigated the impact of COVID-19 on Iowa's farming season and MSFWs.

Outreach workers partnered to conduct outreach with all agencies that are part of Iowa's MSFW Coalition. The coalition serves as the backbone for co-outreach and this year it proved to be more important than ever to collaborate as a due to COVID-19. Few organizations were able to conduct in-person outreach and this collaboration provided the opportunity for outreach workers were able to take material from all the organizations to distribute during the outreach events.

Another area of focus in PY19 was on building relationships with agricultural employers and MSFWs. Outreach Workers spent time marketing the ARS and helped several new employers utilize this system. The relationships built with the MSFWs that worked in Iowa in 2019 helped the outreach workers recruit for ARS job orders in 2020. Iowa has had great success with the ARS due to the efforts of the outreach workers. Northern Iowa continues to have success for the third year in a row and much of this can be attributed to the work the outreach workers do.

Foreign Labor Certification

The H-2A agricultural 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 PY19, Iowa's agricultural employers submitted 225 job orders. There were 335 interstate job orders entered in Iowa after being received from other State Workforce Agencies (SWAs). All of these job orders were posted for U.S. domestic workers but not filled by domestic workers, resulting in the hiring of foreign labor. PY19 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 season.

The H-2A program continued to utilize a contracted agency to conduct housing inspections in PY19. This agency received training on conducting inspections for the SWA and submitted all required documents for the inspections. There were a total of 266 housing inspections completed in PY19 with a total capacity of 2,764.

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 89 petitions for the H-2B program in PY19. By having a dedicated 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 2020 (October 1, 2019 through September 30, 2020), IWD certified 11,792 WOTC applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (4,655), Designated Community Resident (3,178) and Ex-felon (1,373).

FFY2020 was a year of transition for the Iowa WOTC program, as the state moved to a new online WOTC data management system. The new system allows the program to process all applications online, as well as upload and store all supporting documentation and notarized Powers of Attorney.

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 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 182 individuals in PY19. 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 PY19
Employer Information and Support Services	5,189
Workforce Recruitment Assistance	5,607
Engaged in Strategic Planning/Economic Development	732
Accessing Untapped Labor Pools	1,795
Training Services	2,227
Incumbent Worker Training Services	27
Rapid Response/Business Downsizing Assistance	47
Planning Layoff Response	16

Measure	PY19 Result	Numerator	Denominator
Employer Penetration	7.6%	7,851	103,325
Repeat Business Customers	14.6%	3,020	20,708

PY19 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*	71.0%	72.0%	73.0%	72.0%
Employment 4th Quarter after Exit*	65.0%	70.0%	71.0%	71.0%
Median Earnings (2nd Qtr)	\$5,500	\$4,900	\$6,100	n/a
Credential Attainment	n/a	67.0%	67.0%	59.0%
Measurable Skill Gains	n/a	Baseline	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	(See WP)	(See WP)	(See WP)
<i>*For Title I Youth, Employment measures include entry into unsubsidized employment, Placement in Advanced Training, Post Secondary Training, entering Military or Registered Apprenticeship.</i>				

For the WIOA core programs, the threshold for performance failure is 90 percent of the adjusted level of performance for the overall State program score and the overall State indicator score.

Iowa exceeded all Wagner-Peyser performance outcome goals for PY19.

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	18,984	28,038	\$3,211,764	\$169
Training Services	1,050	657	\$0	\$0

Summary Information	Percent
Percent enrolled in more than one core program	8.1%

WIOA Performance Measure	PY19 Goal	PY19 Outcome	PY19 Target Ratio of 90%	PY19 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	71.0%	73.0%	63.9%	102.81%
Employment Rate 4th Quarter after Exit	65.0%	73.0%	58.5%	112.30%
Median Earnings 2nd Quarter after Exit	\$5,500	\$6,263	\$4,950	113.87%

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
State Overall Goal		71.0%	65.0%
American Indian/Alaska Native	381	64.1%	65.5%
Asian	308	74.1%	77.1%
Black/African American	2,625	74.9%	74.2%
Hispanic/Latino	2,117	76.5%	75.3%
Native Hawaiian/Pacific Islander	77	70.2%	74.5%
White	12,867	72.5%	72.3%
More than One Race	397	68.5%	68.1%

WIOA Adult

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	1,032	3,266	\$2,0699,569	\$2,005
Training Services	720	411	\$439,658	\$611

Summary Information	Percent
Percent enrolled in more than one core program	87.8%
Percent Administrative Costs Expended	9.2%

WIOA Performance Measure	PY19 Goal	PY19 Outcome	PY19 Target Ratio of 90%	PY19 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	72.0%	70.4%	64.8%	97.8%
Employment Rate 4th Quarter after Exit	70.0%	71.6%	63.0%	102.3
Median Earnings 2nd Quarter after Exit	\$4,900	\$5,432	\$4,410	110.9
Credential Attainment	67.0%	67.9%	60.3%	101.3
Measurable Skill Gains	Baseline	54.3%	Baseline	

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		<i>72.0%</i>	<i>70.0%</i>
American Indian/Alaska Native	20	56.8%	63.3%
Asian	16	72.0%	75.4%
Black/African American	202	72.8%	74.0%
Hispanic/Latino	90	72.6%	70.6%
Native Hawaiian/Pacific Islander	7	64.2%	65.5%
White	636	70.3%	71.1%
More than One Race	27	64.2%	69.2%

Barriers

WIOA Adult Characteristics Over Time	PY17	PY18	PY19
Participants Served	46118	16,016	1032
Displaced Homemaker	6	13	5

English Language Learners/Low levels of Literacy, Cultural Barriers	139	171	142
Exhausting TANF within 2 years	0	0*	0
Reentry Adult (Returning from incarceration) Ex-Offender	21	45	58
Homeless Individuals/Runaway Youth	567	63	21
Long-term unemployed (27 or more consecutive weeks)	0	10	32
Low-income Individuals	45871	1,244	550
Migrant and Seasonal Farmworkers	442	0	0
Individuals with Disabilities	3106	1,336	172
Single Parent	247	166	162
Youth in foster care of aged out of system	1	1	2
Older Workers, age 55 and Older	13652	4787	144

Iowa met or exceeded all Title I Adult performance outcomes goals for PY19 with the exception of Employment 2nd quarter after exit. Employment second quarter after exit goal was 72.0%. 90% of that goal was 64.8%. Iowa attained a rate of 70.4% for PY19 so did meet 90% of the goal.

WIOA Dislocated Worker

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	528	287	\$2,408,972	\$4,562
Training Services	426	231	\$371,399	\$871

Summary Information	Percent
Percent enrolled in more than one core program	93.2%
Percent Administrative Costs Expended	8.9%

WIOA Performance Measure	PY19 Goal	PY19 Outcome	PY19 Target Ratio of 90%	PY19 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	73.0%	85.0%	65.7%	116.4%
Employment Rate 4th Quarter after Exit	71.0%	88.4%	63.9%	124.5%
Median Earnings 2nd Quarter after Exit	\$6,100	\$8,763	\$5,490	143.7%
Credential Attainment	67.0%	74.9%	60.3%	111.8%
Measurable Skill Gains	Baseline	54.5%	Baseline	N/A

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		<i>73.0%</i>	<i>71.0%</i>
American Indian/Alaska Native	5	100%	100%
Asian	12	100%	50.0%
Black/African American	38	77.8%	85.7%
Hispanic/Latino	36	93.2%	88.7%
Native Hawaiian/Pacific Islander	0	100%	n/a
White	401	85.8%	89.2%
More than One Race	6	0.0%	100.0%

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

Iowa met or exceeded all Title I Dislocated Worker performance outcomes goals for PY19.

WIOA Youth

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	559	344	\$2,911,719	\$5,209
Training Services	430	271	\$213,035	\$495

Summary Information	Percent
Percent enrolled in more than one core program	82.1%
Percent Administrative Costs Expended	10.0%

WIOA Performance Measure	PY19 Goal	PY19 Outcome	PY19 Target Ratio of 90%	PY19 % Achieved of 100% of Goal
Employment/Education/Training Rate 2nd Quarter after Exit	72.0%	76.3%	64.8%	106.0%
Employment/Education/Training Rate 4th Quarter after Exit	71.0%	75.3%	63.9%	106.1%
Median Earnings 2nd Quarter after Exit	Baseline	\$3,421	Baseline	N/A
Credential Attainment	59.0%	54.5%	53.1	92.4%
Measurable Skill Gains	Baseline	46.0%	N/A	N/A

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		72.0%	71.0%
American Indian/Alaska Native	13	61.5%	63.6%
Asian	10	75.0%	100%
Black/African American	102	81.6%	79.6%
Hispanic/Latino	62	75.0%	78.2%
Native Hawaiian/Pacific Islander	5	66.7%	100%
White	390	72.6%	72.9%
More than One Race	29	70.8%	69.2%

Ethnicity/Race	Percent of Youth Enrollments
Hispanic/Latino*	11.1%
American Indian*	2.3%
Asian American*	1.8%
Black/African American*	18.3%
Native Hawaiian /Other Pacific Islander	0.9%
White	69.8%
Two or More Races*	5.2%
*All Not White Alone (non-white)	34.4%

ACS Age break downs	Percent of Iowa's Population	Age/Educational Status	Percent of Youth Enrollments
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 \(Employment\)](#)

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

Low-income Individuals	1087	498	415
Migrant and Seasonal Farmworkers	3	0	0
Individuals with Disabilities	294	218	206
Single Parent	228	89	90
Youth in foster care of aged out of system	36	13	15
No Post-Secondary Credential			
Youth, age <16r	56	30	16
Youth, age 16-18	549	262	199
Youth, age 19-24	617	362	343
Not Employed at Time of Enrollment			
Veteran			

Iowa exceeded all Title I Youth performance outcomes goals for PY19.

JVSG

Service	Participants Served	Participants Exited
Basic Career Services*	5	11
Individualized Career Services*	753	717
Training Services*	12	6
Total Served*	770	734

*JVSG Based on PY2019 Quarter 4; no annual data report requirements for JVSG

WIOA Performance Measure	PY19 Goal	PY19 Outcome	PY19 Target Ratio of 90%	PY19% Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	60%	64.6%	54%	107.7%
Employment Rate 4th Quarter after Exit	45%	64.3%	40.5%	142.9%
Median Earnings 2nd Quarter after Exit	\$6,200	\$7,774	\$5,580	125.4%

Barriers WIOA WP Characteristics Over Time	PY17	PY18	PY19
Participants Served	116416	53729	18984
Displaced Homemaker	8	123	27
English Language Learners/Low levels of Literacy, Cultural Barriers	342	486	613
Exhausting TANF within 2 years	0	0	2
Reentry Adult (Returning from incarceration) Ex-Offender	68	152	944
Homeless Individuals/Runaway Youth	1293	618	428
Long-term unemployed (27 or more consecutive weeks)	0	50	376
Low-income individuals	95417	9395	2927
Migrant and Seasonal Farmworkers	1841	0	0
Individuals with Disabilities	6112	3043	1341

Single Parent	340	285	396
Youth in foster care or aged out of system	9	12	12

Iowa exceeded all JVSG performance outcomes goals for PY19.

Dislocated Worker Overall Results (All Workers)

The dislocated worker survey and analysis gives communities the ability to document the characteristics of workers affected by layoffs. For 2019, in the State of Iowa, 813 survey responses from workers affected by layoffs were analyzed. Respondents were asked a wide range of demographic and employment related questions, including: additional skills, desired occupation, education, future plans, preferred services, wage expectations, and work experience.

Workers Affected by Layoffs - 813

Demographics

- 58.6% Female
- 41.4% Male

Age Range

- 5.4% 18-21 years old
- 24.2% 22-35 years old
- 32.9% 36-49 years old
- 31.3% 50-64 years old
- 6.2% 65+ years old

Average Hours Per Week

- 2.9% Less than 20 hours
- 7.8% 20-31 hours
- 3.1% 32-34 hours
- 49.4% 35-40 hours
- 36.8% More than 40 hours

Years of Service

- 18.4% Less than one year
- 32.5% 1-4 years
- 17.4% 5-9 years
- 10.4% 10-14 years
- 6.2% 15-19 years
- 5.9% 20-24 years
- 3.6% 25-29 years
- 5.6% 30 or more years

Pay Ranges

- 84.4% paid an hourly wage

Wage Ranges hourly/annual	At Separation	Willing to Accept
Under \$9.25/Under \$19,240	6.6%	1.5%
\$9.25-\$11.49/\$19,240-\$23,919	8.4%	7.0%
\$11.50-\$14.49/\$23,920-\$30,159	7.7%	10.2%
\$14.50-\$18.24/\$30,160-\$37,959	33.3%	25.7%
\$18.25-\$22.74/\$37,960-\$47,319	16.3%	25.6%
\$22.75-\$28.74/\$47,320-\$59,799	14.6%	17.4%
\$28.75-\$35.99/\$59,800-\$74,879	8.0%	8.9%
\$36.00-\$45.24/\$74,880-\$94,119	3.0%	2.4%
\$45.25 and over/\$94,120 and over	2.1%	1.3%

Future Plans (multiple categories may be selected)

- 50.1% Seek employment immediately (same job type)
- 27.7% Seek employment immediately (new job type)
- 25.5% Undecided
- 15.7% Attend school/training
- 4.5% Already have a job lined up
- 2.5% Start my own business
- 2.0% Obtain additional certification
- 1.4% Retirement/leaving the workforce

Job Search Resources (by use)

- 58.9% Internet Sites
- 52.4% Networking (friends/family)
- 32.0% Iowa WORKS Centers
- 21.8% Newspapers

Education Level

- 6.3% Did not complete high school
- 36.8% High school diploma/equivalent
- 18.3% Some college, no degree
- 13.8% Associate degree
- 18.6% Bachelor's degree
- 6.2% Postgraduate degree

Desired Training (by percent interest)

- 25.8% Basic computer skills
- 18.3% Trade/vocational certification
- 15.2% Obtain an associate degree
- 11.3% Obtain a graduate degree
- 10.0% Obtain a bachelor's degree
- 8.8% Writing skills
- 8.1% Reading skills
- 6.6% Math skills
- 4.3% Obtain a HS diploma/equivalency
- 2.7% Other

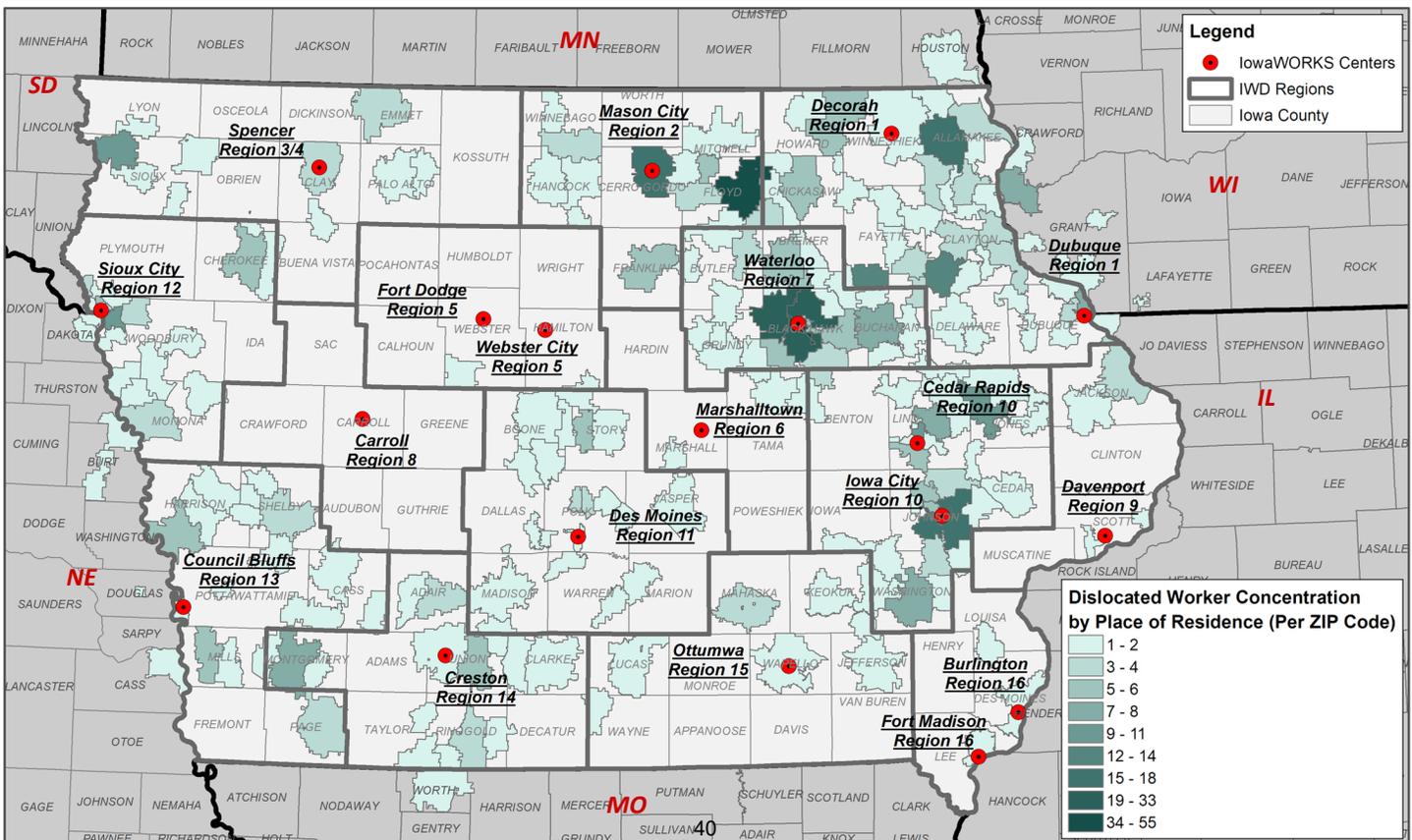
Computer Abilities

- 91.1% Access the Internet
- 86.8% Send & receive e-mail
- 71.7% Use word processing software
- 43.0% Use bookkeeping software
- 7.2% None of the things listed

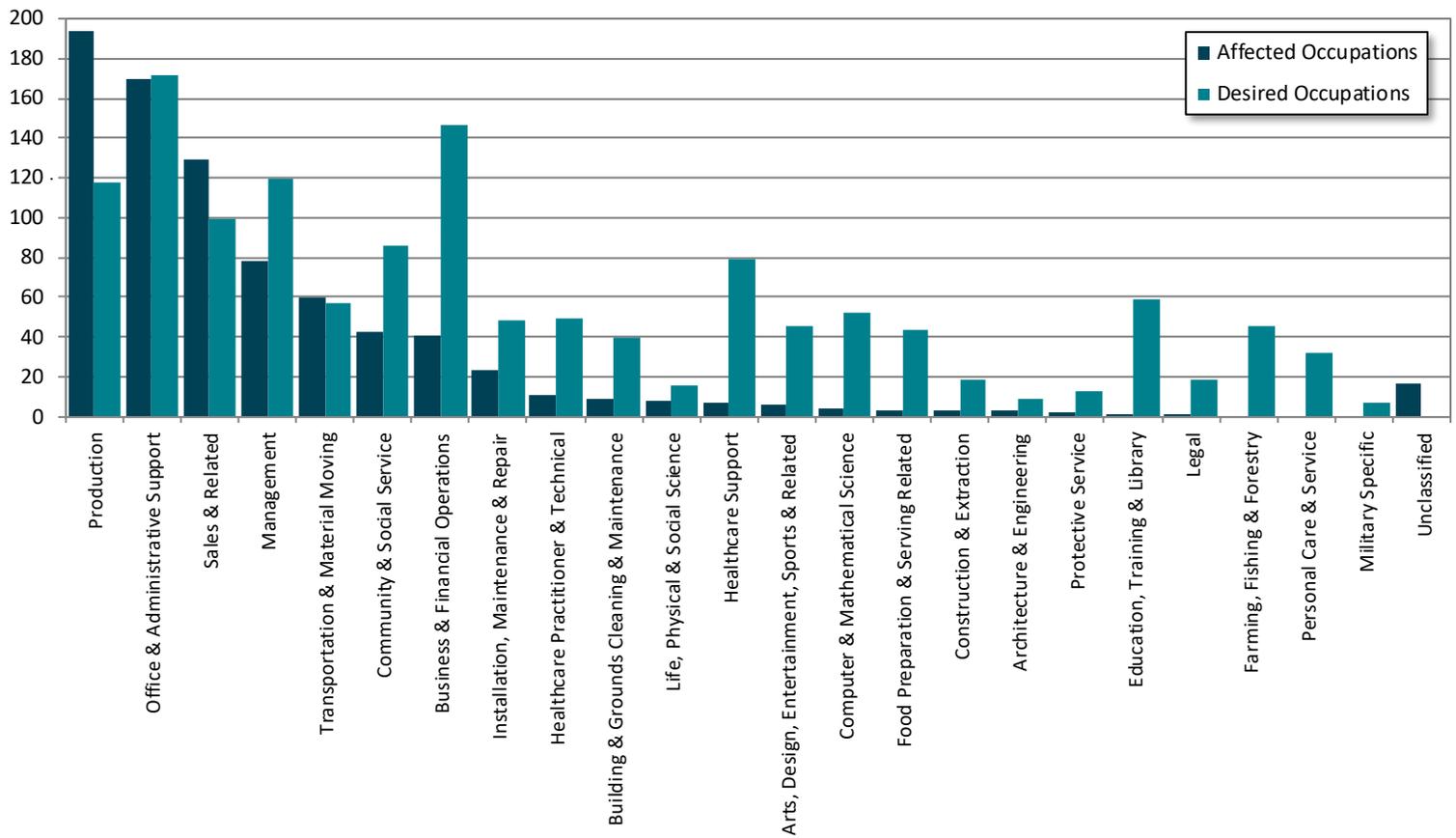
Willingness to Relocate

- 90.5% Within the state
- 24.8% To neighboring states
- 34.3% Nationwide

Concentration of Dislocated Workers Affected by Layoffs



Affected & Desired Occupational Category (multiple categories may be desired)



Desired Assistance (by percent interest)

	Percentage
Finding out what jobs are available	74.8%
Developing a resume	36.5%
Understanding how my skills & experience relate to new jobs	33.7%
Deciding what jobs I can do	26.3%
Learning how to find a new job	21.1%
Tuition & books	18.3%
Deciding which school would be best for me	15.5%
Filling out job applications	14.6%
Budgeting & paying my bills without a job	12.2%
Transportation expenses to & from school	9.0%
Dealing with my loss of employment	8.4%
Paying moving expenses	6.6%
Helping my family through this current situation	6.1%
Paying for child care while I go to school	5.9%
Other	3.3%

Top Reported Affected Occupations

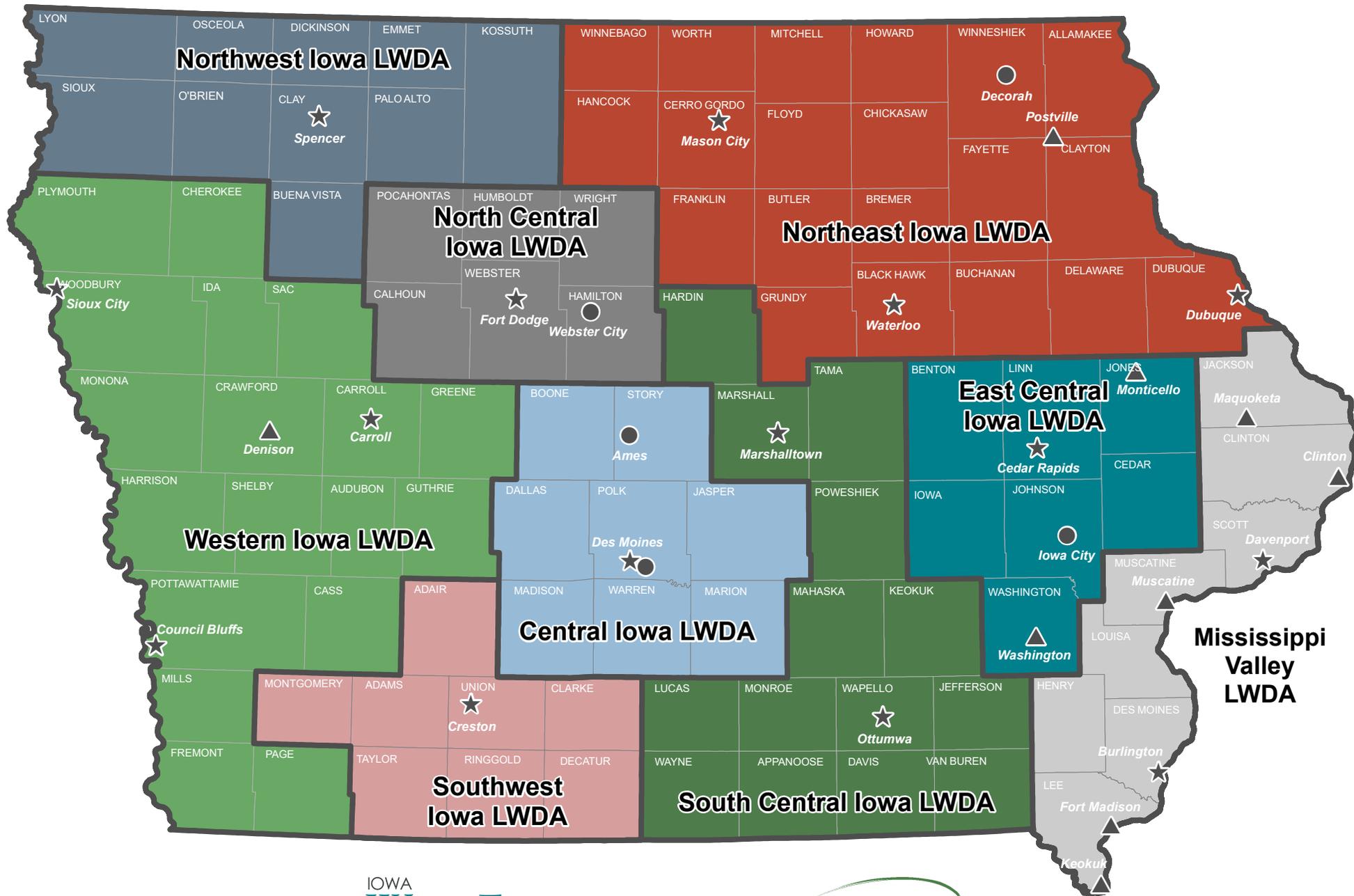
	Number Affected	Entry Wage ¹
Customer Service Representatives	74	\$12.20
Meat, Poultry, and Fish Cutters and Trimmers	67	\$13.70
First-Line Supervisors of Retail Sales Workers	51	\$12.44
Retail Salespersons	40	\$8.63
Managers, All Other	37	\$25.08
Production Workers, All Other	36	\$11.71
Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	27	\$13.59
Cashiers	24	\$8.43
Social and Human Service Assistants	21	\$11.08
Management Analysts	19	\$24.34
Shipping, Receiving, and Traffic Clerks	19	\$12.55
First-Line Supervisors of Office and Administrative Support Workers	17	\$17.80
Administrative Services Managers	15	\$28.42
Bus Drivers, Transit and Intercity	14	\$12.40
Office Clerks, General	14	\$11.23
Stock Clerks and Order Fillers	14	\$9.60
Bus Drivers, School or Special Client	12	\$10.01
Social Workers, All Other	12	\$19.01
Computer Numerically Controlled Machine Tool Programmers, Metal and Plastic	11	\$15.29
Financial Analysts	11	\$25.40
First-Line Supervisors of Production and Operating Workers	10	\$18.84



¹Iowa Workforce Development, Labor Market Information Division, Iowa Wage Survey 2019

Local Workforce Development Area Map - 9 Areas

★ IowaWORKS One Stop Service Center ● IowaWORKS Satellite Office ▲ IowaWORKS Expansion Office



STATE OF IOWA

LABORSHED ANALYSIS



A STUDY OF WORKFORCE CHARACTERISTICS

IOWA
WORKFORCE
DEVELOPMENT



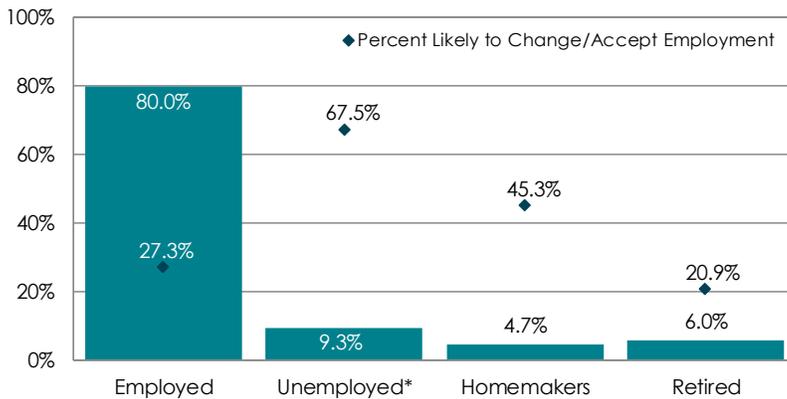
STATE OF IOWA LABORSHED SURVEY ANALYSIS

A Laborshed is the area or region from which an employment center draws its commuting workers. Community Laborshed analyses are conducted across the State of Iowa and are used to determine the approximate boundaries of a Laborshed area and to measure the availability and characteristics of its workers. The following analysis is a summary of the data compiled from 6,000 survey responses provided by individuals between the ages of 18 and 64 years old residing in the State. These responses were extracted from the statewide Laborshed database of 13,341 surveys conducted between January 2019 and February 2020.

OCCUPATIONS AND EMPLOYMENT STATUS IN IOWA

Survey respondents were asked to identify their current job title and the industry in which they are currently working. The largest concentration of workers are employed within the wholesale & retail trade; healthcare & social services; manufacturing; and education industries. In addition, the top reported occupations are in management and office & administrative support.

The chart below shows the percentage of respondents by employment status within the State.



Occupation

Occupation	% within Iowa
Management	19.2%
Office & Administrative Support	11.0%
Education, Training & Library	7.2%
Production	6.8%
Sales & Related	6.7%
Business & Financial Operations	6.5%
Healthcare Practitioner & Technical	6.5%
Transportation & Material Moving	5.3%
Construction & Extraction	3.9%
Installation, Maintenance & Repair	3.7%
Computer & Mathematical Science	3.0%
Food Preparation & Serving Related	3.0%
Personal Care & Service	2.8%
Architecture & Engineering	2.7%
Healthcare Support	2.0%
Community & Social Services	1.8%
Life, Physical & Social Science	1.7%
Building/Grounds Cleaning & Maintenance	1.6%
Arts, Design, Entertainment, Sports & Related	1.5%
Protective Service	1.4%
Legal	0.9%
Farming, Fishing & Forestry	0.7%
Military Specific	0.1%

UNDEREMPLOYMENT



Category	% within Iowa
Inadequate Hours	1.7%
Mismatch of Skills	4.5%
Low Income	0.6%
†Total Underemployment	6.0%

† Individuals may be underemployed for more than one reason, but are counted only once for total estimated underemployment.

The underemployed are individuals who are working fewer than 35 hours per week but desire more hours; are working in positions that do not meet their skill or education level, or worked for higher wages at previous employment; or are working 35 hours or more per week with wages equal to or less than the national poverty level.

INDUSTRIAL CLASSIFICATION OF THE EMPLOYED

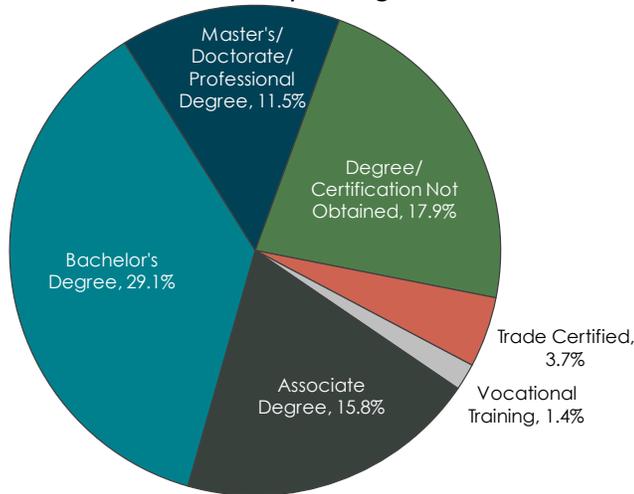


Industry	% within Iowa	% Employed within the Industry	% Likely to Change Employment	% Unemployed* within the Industry
Wholesale & Retail Trade	15.6%	78.3%	35.9%	13.4%
Healthcare & Social Services	14.5%	81.1%	25.3%	7.1%
Manufacturing	12.0%	79.8%	30.6%	9.9%
Education	11.1%	83.3%	29.7%	3.1%
Professional Services	8.7%	82.8%	29.2%	9.4%
Finance, Insurance & Real Estate	7.8%	84.3%	23.2%	5.4%
Construction	7.2%	82.5%	21.0%	11.5%
Transportation, Communication & Utilities	6.8%	80.0%	28.5%	9.1%
Public Administration & Government	6.6%	79.6%	25.2%	4.7%
Agriculture, Forestry & Mining	4.6%	86.7%	13.9%	7.1%
Personal Services	4.3%	80.8%	21.2%	7.8%
Entertainment & Recreation	0.8%	88.6%	30.8%	4.5%

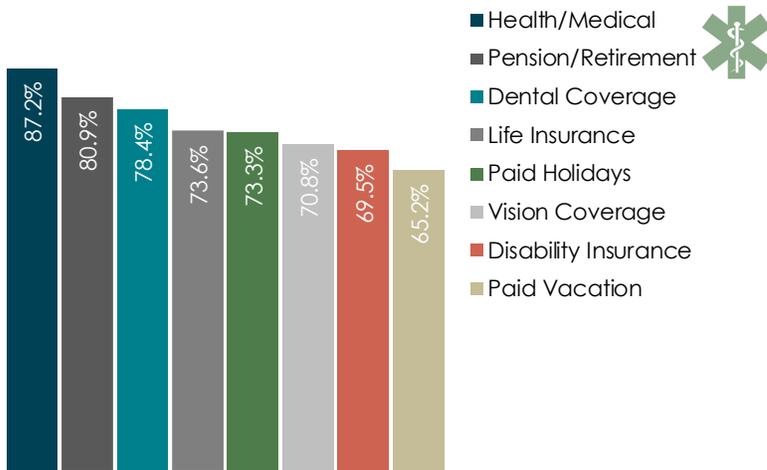
EDUCATION OF THE EMPLOYED



79.4% have an education beyond high school



CURRENT BENEFITS OF THE FULL-TIME EMPLOYED



The majority (80.3%) of respondents employed full-time state that they are currently sharing the cost of health/medical insurance premiums with their employer. However, 13.7 percent indicate their employer pays the entire cost of insurance premiums.

EDUCATION AND MEDIAN WAGE BY INDUSTRY



Industry	Education Level			Annual Salary	Hourly Wage
	Some Level Beyond High School	Associate Degree	Undergraduate Degree or Higher		
All Employed	79.4%	15.8%	40.6%	\$64,000	\$17.35
Agriculture, Forestry & Mining	64.3%	17.2%	23.1%	\$50,000	\$16.00
Construction	66.2%	12.3%	19.9%	\$65,000	\$21.00
Education	90.7%	8.3%	71.3%	\$54,000	\$14.50
Entertainment & Recreation	72.7%	6.8%	40.9%	\$57,000	\$10.75
Finance, Insurance & Real Estate	85.9%	12.9%	51.9%	\$80,000	\$18.00
Healthcare & Social Services	71.9%	21.4%	39.8%	\$62,000	\$16.30
Manufacturing	67.2%	13.0%	30.0%	\$70,000	\$18.00
Personal Services	63.7%	16.7%	26.9%	\$48,000	\$16.00
Professional Services	83.7%	16.0%	49.5%	\$71,750	\$16.15
Public Administration & Government	87.4%	19.9%	47.8%	\$70,000	\$24.25
Transportation, Communication & Utilities	75.7%	16.5%	28.6%	\$75,000	\$19.00
Wholesale & Retail Trade	65.3%	13.6%	21.5%	\$60,000	\$11.43

FIELDS OF STUDY



EMPLOYED - LIKELY TO CHANGE EMPLOYMENT

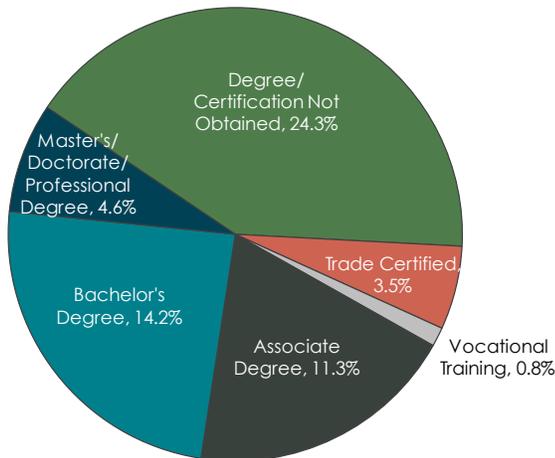
- 27.3% of employed are likely to change employment
- 30.5% are actively seeking new employment
- 18.4% are working multiple jobs
- Currently working an average of 42 hours per week
- Average age is 39 years old
- 30.6% currently working in the professional, paraprofessional & technical occupational category followed by 22.0% in the production, construction & material handling occupational category
- \$15.21 - median hourly wage
- \$57,600 - median annual salary
- Most frequently identified job search resources:
 - Internet - 68.5%
 - Private Employment Services - 23.2%
 - Networking through friends, family and acquaintances - 21.8%
 - IowaWORKS Centers - 16.0%
 - Newspapers - 12.0%

UNEMPLOYED - LIKELY TO ACCEPT EMPLOYMENT

- 9.3% of the respondents are unemployed*
- 67.5% are likely to accept employment
- 58.7% are actively seeking employment
- Average age is 39 years old
- 50.3% are female; 49.7% are male

EDUCATION:

- 58.7% have some post high school education

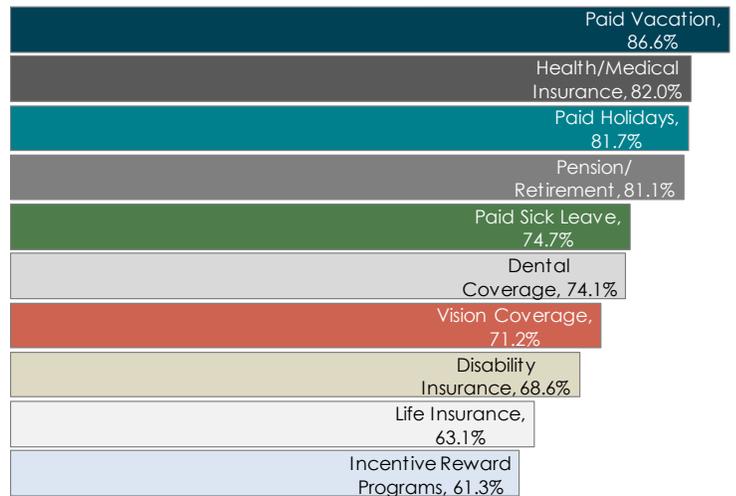


WAGES:

- \$15.00/hr - to attract 66% to 75% of applicants
- \$12.00/hr - lowest wage willing to accept (median)
- 60.7% expressed interest in temporary and 60.3% expressed interest in seasonal employment opportunities
- 51.7% expressed interest in working varied shifts
- Desired Occupational Categories:

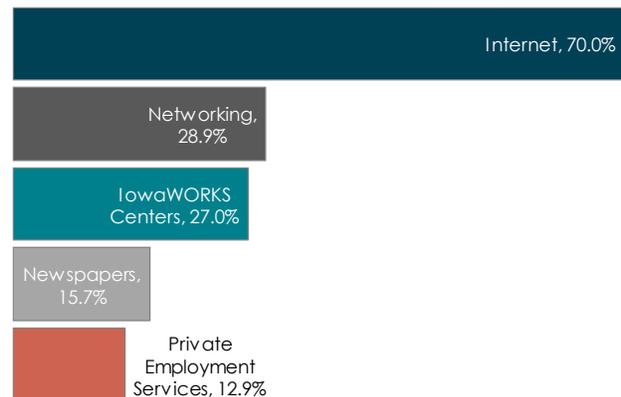
Occupational Category	% Unemployed Likely to Accept
Production, Construction & Material Handling	30.5%
Professional, Paraprofessional & Technical	23.5%
Service	17.8%
Clerical/Administrative Support	15.5%
Sales	10.3%
Managerial/Administrative	1.4%
Agriculture	1.0%
Total	100%

TOP DESIRED BENEFITS



- 73.1% indicated they prefer employment offers where employer and employee share the cost of medical insurance premiums.

TOP JOB SEARCH RESOURCES



*Employment status is self-identified by the survey respondent. The unemployment percentage does not reflect the unemployment rate published by the U.S. Bureau of Labor Statistics, which applies a stricter definition.

IN PARTNERSHIP:



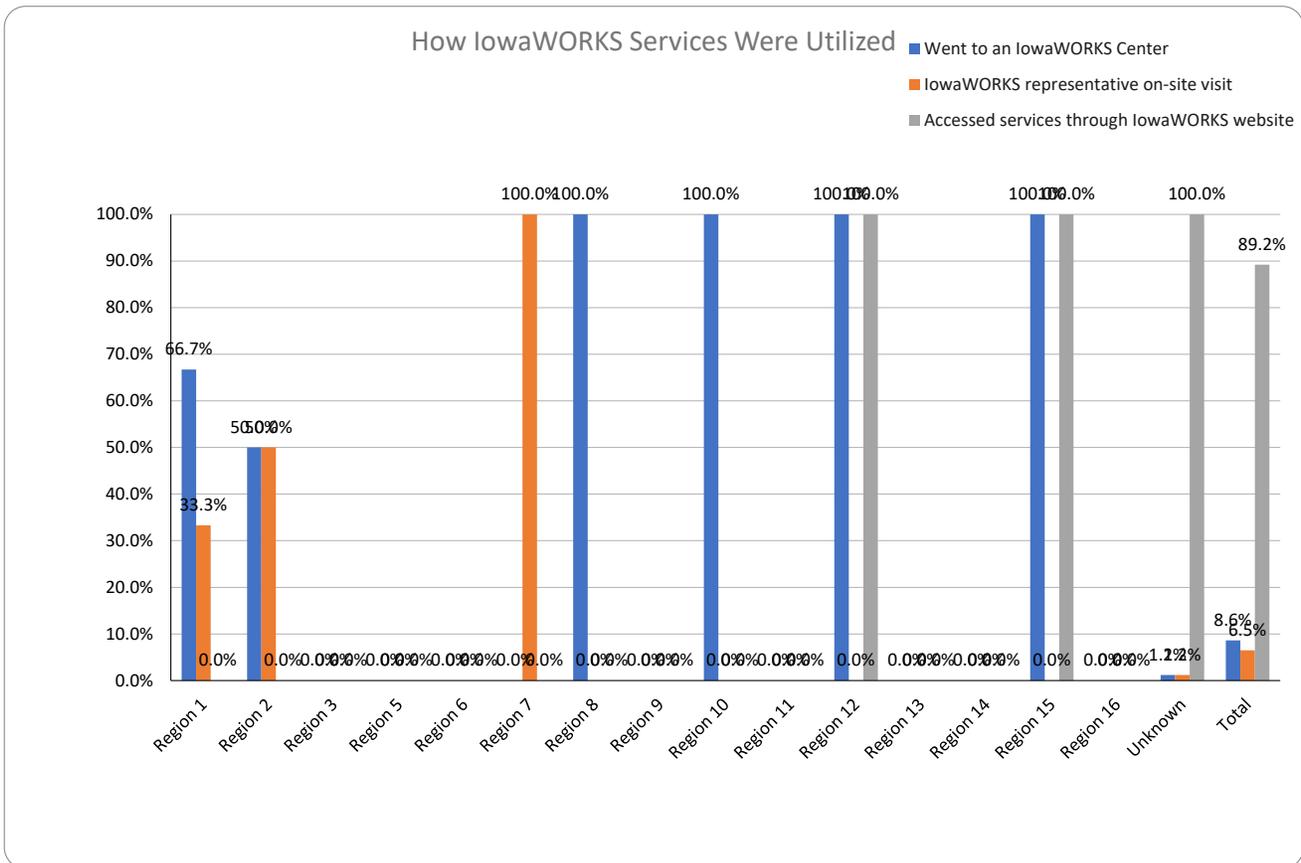
Data compiled and analyzed by:
Iowa Workforce Development
Labor Market Information Division

1000 E. Grand Avenue, Des Moines, Iowa 50319

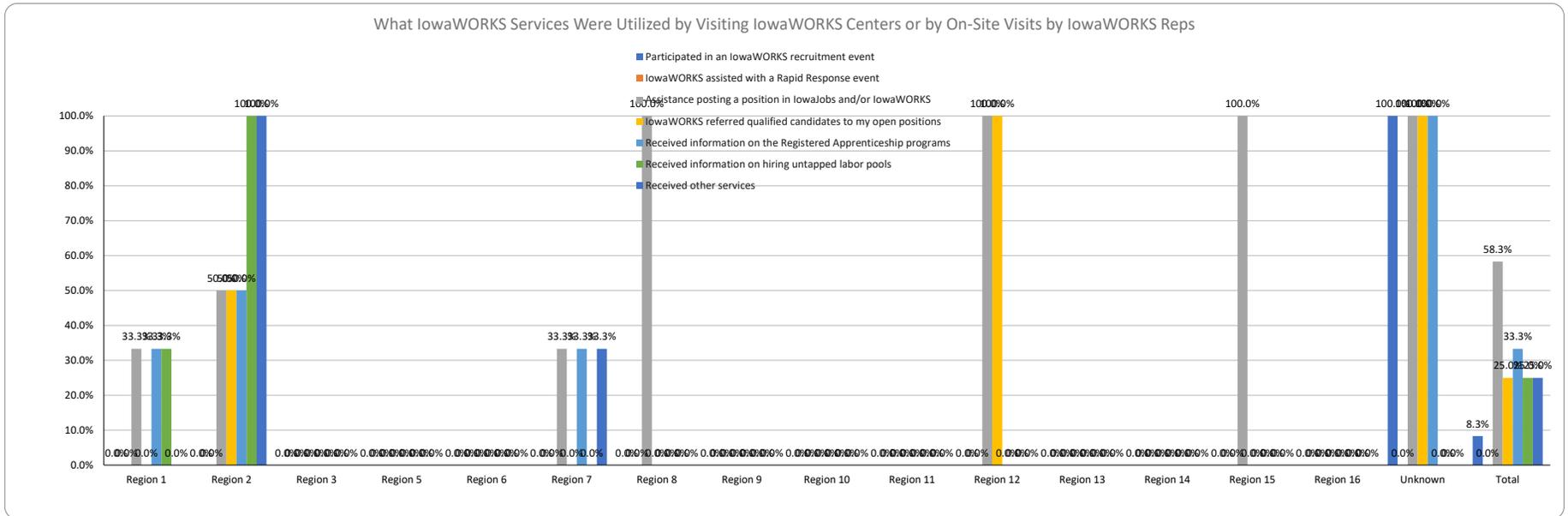
Phone: (515) 281-7505 | Email: Laborshed.Studies@iwd.iowa.gov

www.iowalmi.gov/laborshed

	Went to an IowaWORKS Center	IowaWORKS representative on-site visit	Accessed services through IowaWORKS website
Region 1	66.7%		33.3%
Region 2	50.0%		50.0%
Region 3	0.0%		0.0%
Region 5	0.0%		0.0%
Region 6	0.0%		0.0%
Region 7	0.0%	100.0%	0.0%
Region 8	100.0%		0.0%
Region 9	0.0%		0.0%
Region 10	100.0%		0.0%
Region 11	0.0%		0.0%
Region 12	100.0%		100.0%
Region 13	0.0%		0.0%
Region 14	0.0%		0.0%
Region 15	100.0%		100.0%
Region 16	0.0%		0.0%
Unknown	1.2%	1.2%	100.0%
Total	8.6%	6.5%	89.2%

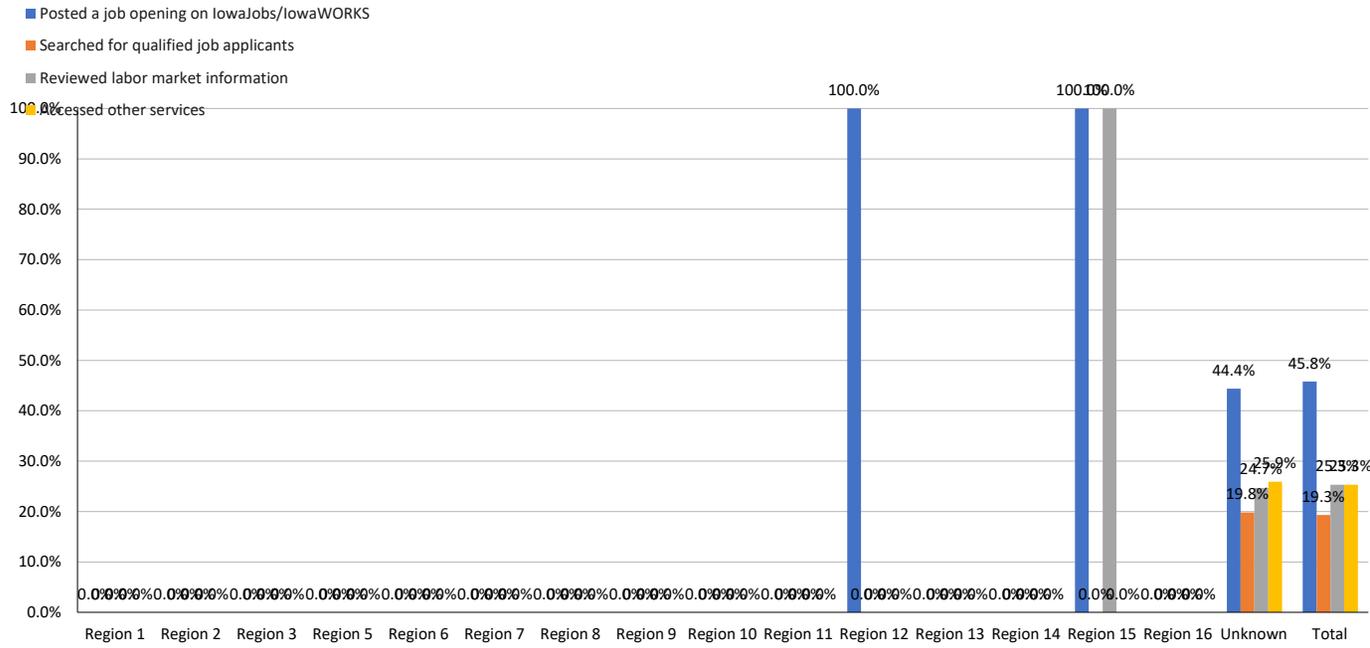


	Participated in an IowaWORKS recruitment event	IowaWORKS assisted with a Rapid Response event	Assistance posting a position in IowaJobs and/or IowaWORKS	IowaWORKS referred qualified candidates to my open positions	Received information on the Registered Apprenticeship programs	Received information on hiring untapped labor pools	Received other services
Region 1	0.0%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%
Region 2	0.0%	0.0%	50.0%	50.0%	50.0%	100.0%	100.0%
Region 3	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 5	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 7	0.0%	0.0%	33.3%	0.0%	33.3%	0.0%	33.3%
Region 8	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Region 9	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 10	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 11	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 12	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Region 13	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 14	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 15	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Region 16	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown	100.0%	0.0%	100.0%	100.0%	100.0%	0.0%	0.0%
Total	8.3%	0.0%	58.3%	25.0%	33.3%	25.0%	25.0%



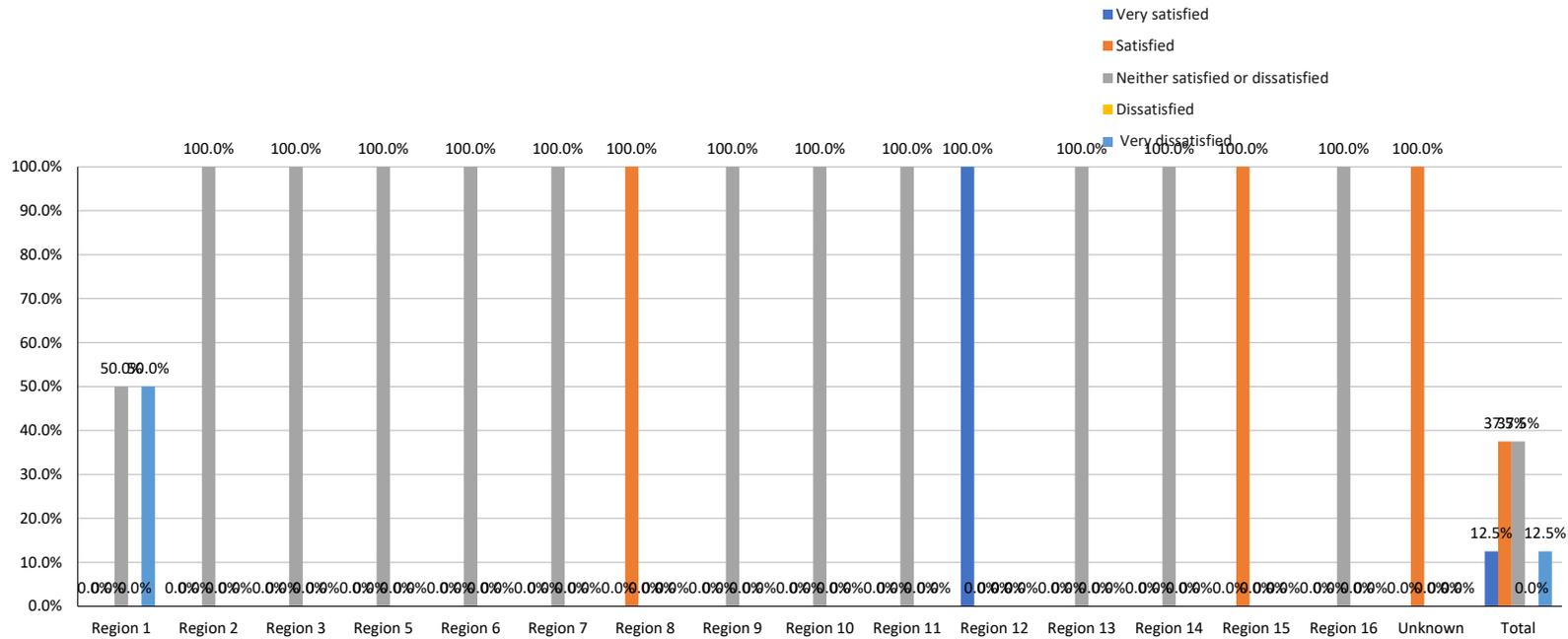
	Posted a job opening on IowaJobs/IowaWORKS	Searched for qualified job applicants	Reviewed labor market information	Accessed other services
Region 1	0.0%	0.0%	0.0%	0.0%
Region 2	0.0%	0.0%	0.0%	0.0%
Region 3	0.0%	0.0%	0.0%	0.0%
Region 5	0.0%	0.0%	0.0%	0.0%
Region 6	0.0%	0.0%	0.0%	0.0%
Region 7	0.0%	0.0%	0.0%	0.0%
Region 8	0.0%	0.0%	0.0%	0.0%
Region 9	0.0%	0.0%	0.0%	0.0%
Region 10	0.0%	0.0%	0.0%	0.0%
Region 11	0.0%	0.0%	0.0%	0.0%
Region 12	100.0%	0.0%	0.0%	0.0%
Region 13	0.0%	0.0%	0.0%	0.0%
Region 14	0.0%	0.0%	0.0%	0.0%
Region 15	100.0%	0.0%	100.0%	0.0%
Region 16	0.0%	0.0%	0.0%	0.0%
Unknown	44.4%	19.8%	24.7%	25.9%
Total	45.8%	19.3%	25.3%	25.3%

What IowaWORKS Services Were Accessed Through the Website



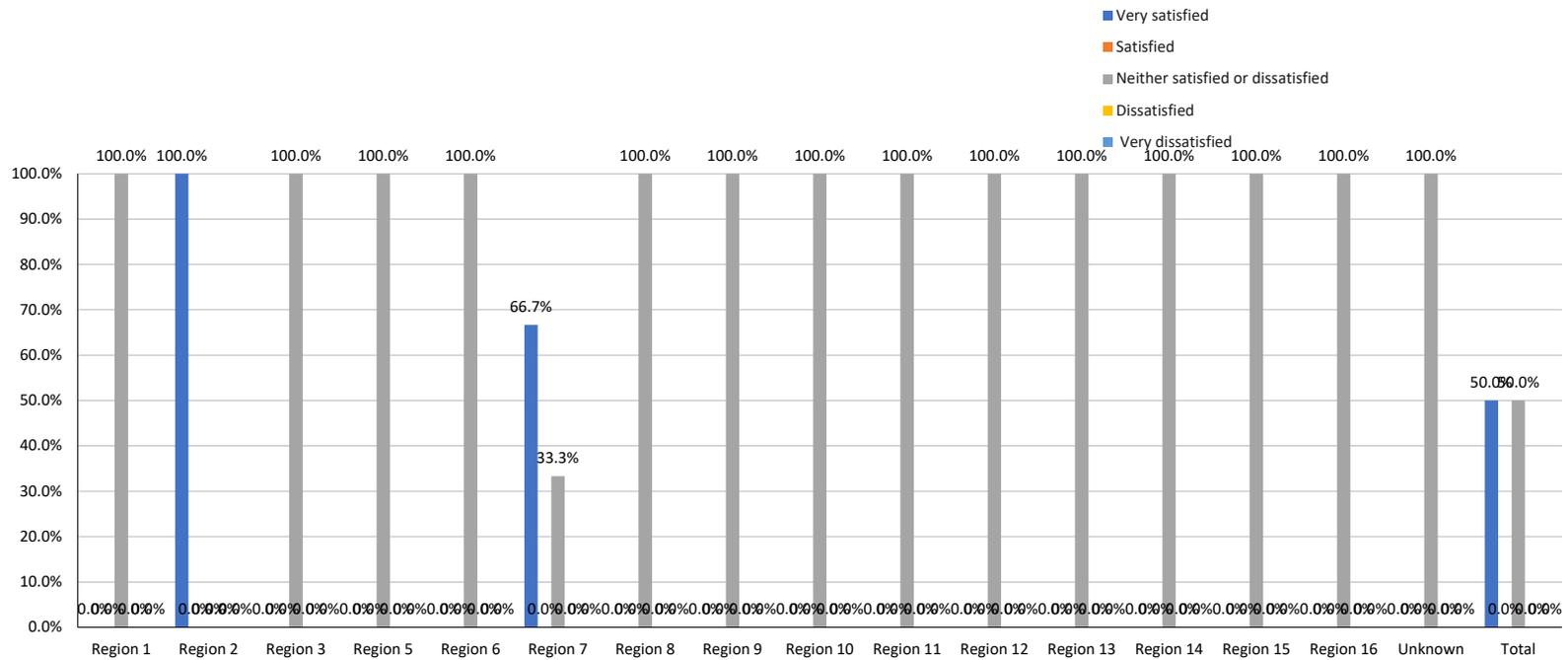
	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Region 1	0.0%	0.0%	50.0%	0.0%	50.0%
Region 2	0.0%	0.0%	100.0%	0.0%	0.0%
Region 3	0.0%	0.0%	100.0%	0.0%	0.0%
Region 5	0.0%	0.0%	100.0%	0.0%	0.0%
Region 6	0.0%	0.0%	100.0%	0.0%	0.0%
Region 7	0.0%	0.0%	100.0%	0.0%	0.0%
Region 8	0.0%	100.0%	0.0%	0.0%	0.0%
Region 9	0.0%	0.0%	100.0%	0.0%	0.0%
Region 10	0.0%	0.0%	100.0%	0.0%	0.0%
Region 11	0.0%	0.0%	100.0%	0.0%	0.0%
Region 12	100.0%	0.0%	0.0%	0.0%	0.0%
Region 13	0.0%	0.0%	100.0%	0.0%	0.0%
Region 14	0.0%	0.0%	100.0%	0.0%	0.0%
Region 15	0.0%	100.0%	0.0%	0.0%	0.0%
Region 16	0.0%	0.0%	100.0%	0.0%	0.0%
Unknown	0.0%	100.0%	0.0%	0.0%	0.0%
Total	12.5%	37.5%	37.5%	0.0%	12.5%

Overall, are you satisfied or dissatisfied with the service you received at the IowaWORKS center?



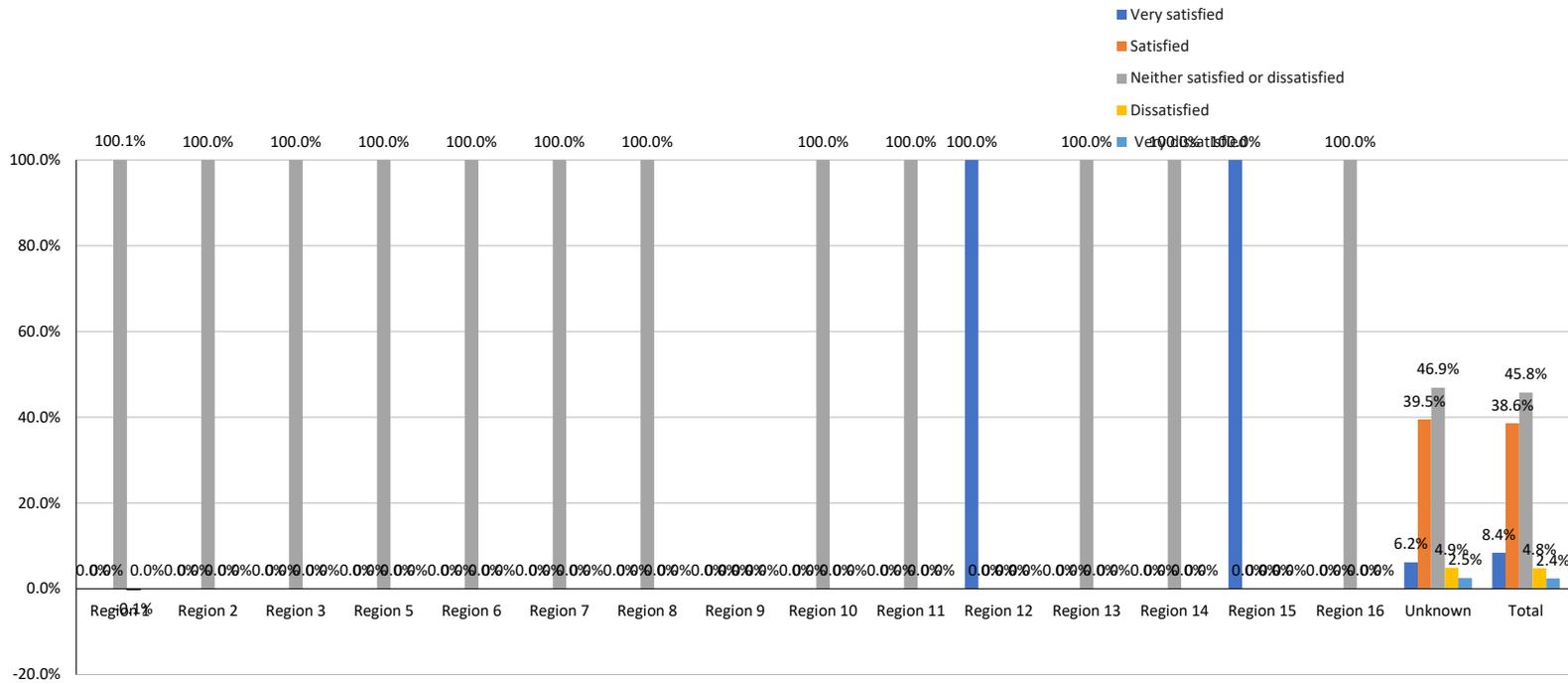
	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Region 1	0.0%	0.0%	100.0%	0.0%	0.0%
Region 2	100.0%	0.0%	0.0%	0.0%	0.0%
Region 3	0.0%	0.0%	100.0%	0.0%	0.0%
Region 5	0.0%	0.0%	100.0%	0.0%	0.0%
Region 6	0.0%	0.0%	100.0%	0.0%	0.0%
Region 7	66.7%	0.0%	33.3%	0.0%	0.0%
Region 8	0.0%	0.0%	100.0%	0.0%	0.0%
Region 9	0.0%	0.0%	100.0%	0.0%	0.0%
Region 10	0.0%	0.0%	100.0%	0.0%	0.0%
Region 11	0.0%	0.0%	100.0%	0.0%	0.0%
Region 12	0.0%	0.0%	100.0%	0.0%	0.0%
Region 13	0.0%	0.0%	100.0%	0.0%	0.0%
Region 14	0.0%	0.0%	100.0%	0.0%	0.0%
Region 15	0.0%	0.0%	100.0%	0.0%	0.0%
Region 16	0.0%	0.0%	100.0%	0.0%	0.0%
Unknown	0.0%	0.0%	100.0%	0.0%	0.0%
Total	50.0%	0.0%	50.0%	0.0%	0.0%

Overall, are you satisfied or dissatisfied with the service you received from the IowaWORKS representative on-site visit?

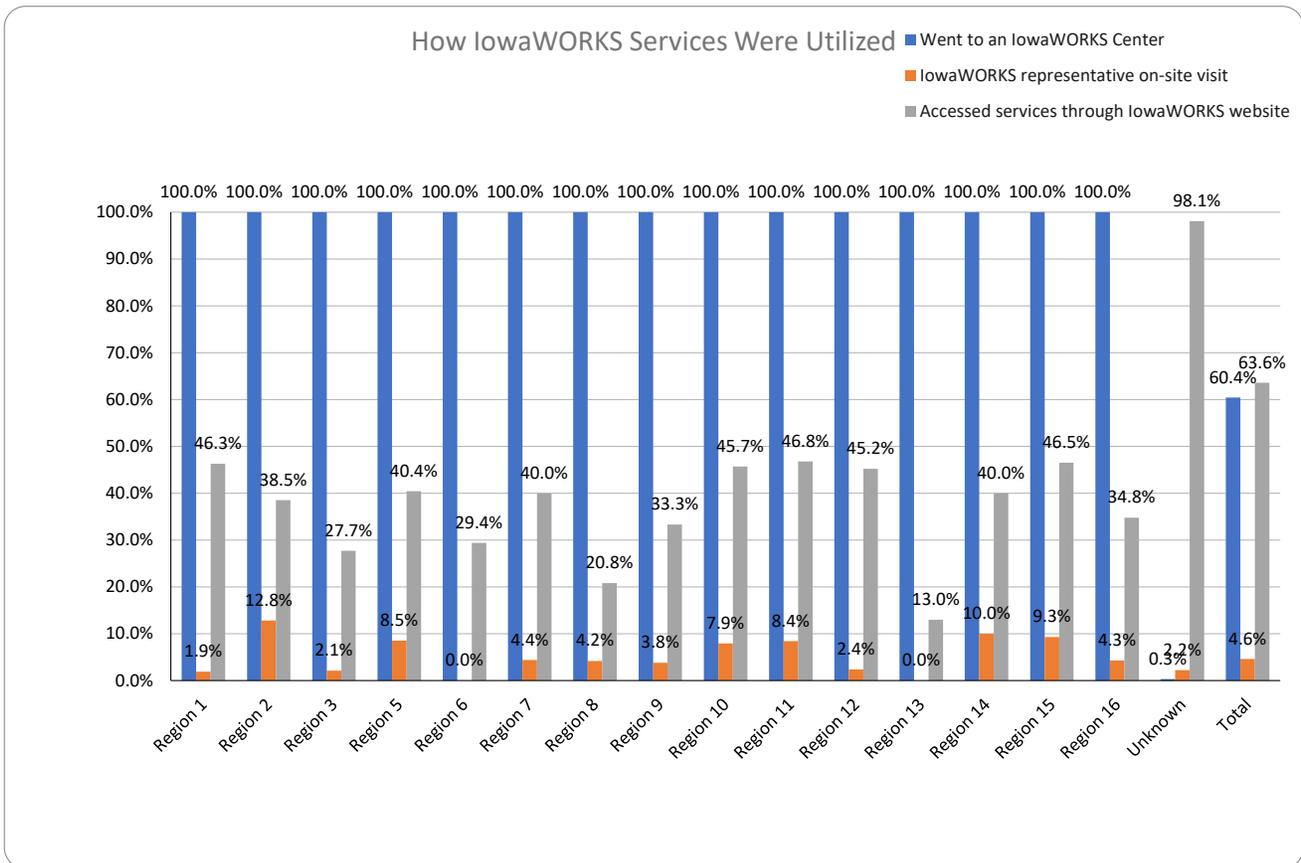


	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Region 1	0.0%	0.0%	100.1%	-0.1%	0.0%
Region 2	0.0%	0.0%	100.0%	0.0%	0.0%
Region 3	0.0%	0.0%	100.0%	0.0%	0.0%
Region 5	0.0%	0.0%	100.0%	0.0%	0.0%
Region 6	0.0%	0.0%	100.0%	0.0%	0.0%
Region 7	0.0%	0.0%	100.0%	0.0%	0.0%
Region 8	0.0%	0.0%	100.0%	0.0%	0.0%
Region 9	0.0%	0.0%	0.0%	0.0%	0.0%
Region 10	0.0%	0.0%	100.0%	0.0%	0.0%
Region 11	0.0%	0.0%	100.0%	0.0%	0.0%
Region 12	100.0%	0.0%	0.0%	0.0%	0.0%
Region 13	0.0%	0.0%	100.0%	0.0%	0.0%
Region 14	0.0%	0.0%	100.0%	0.0%	0.0%
Region 15	100.0%	0.0%	0.0%	0.0%	0.0%
Region 16	0.0%	0.0%	100.0%	0.0%	0.0%
Unknown	6.2%	39.5%	46.9%	4.9%	2.5%
Total	8.4%	38.6%	45.8%	4.8%	2.4%

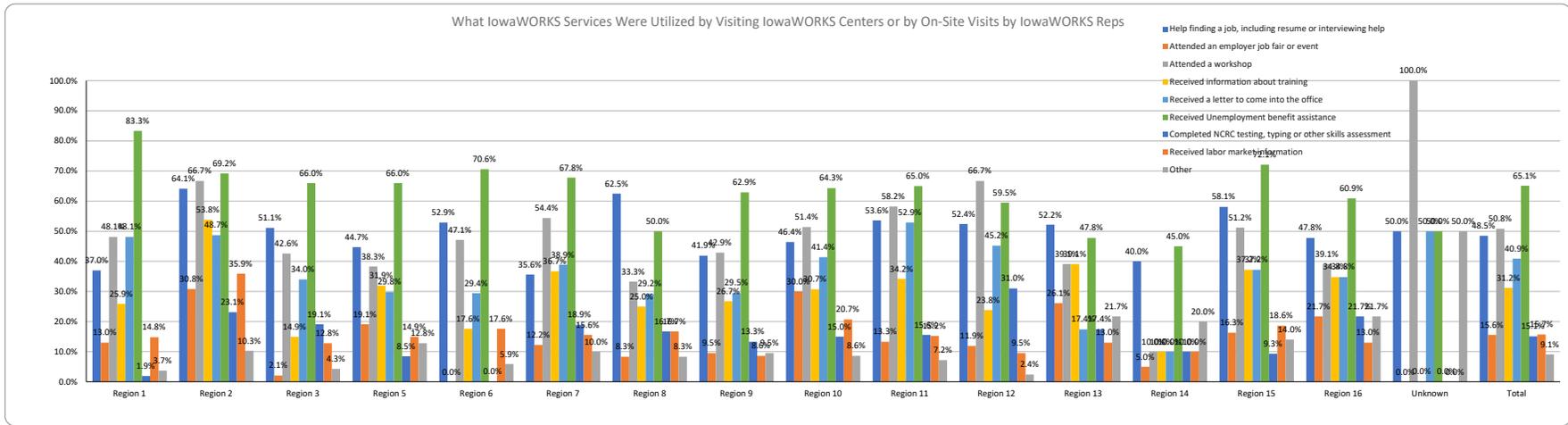
Overall, are you satisfied or dissatisfied with the usefulness of the IowaWORKS website?



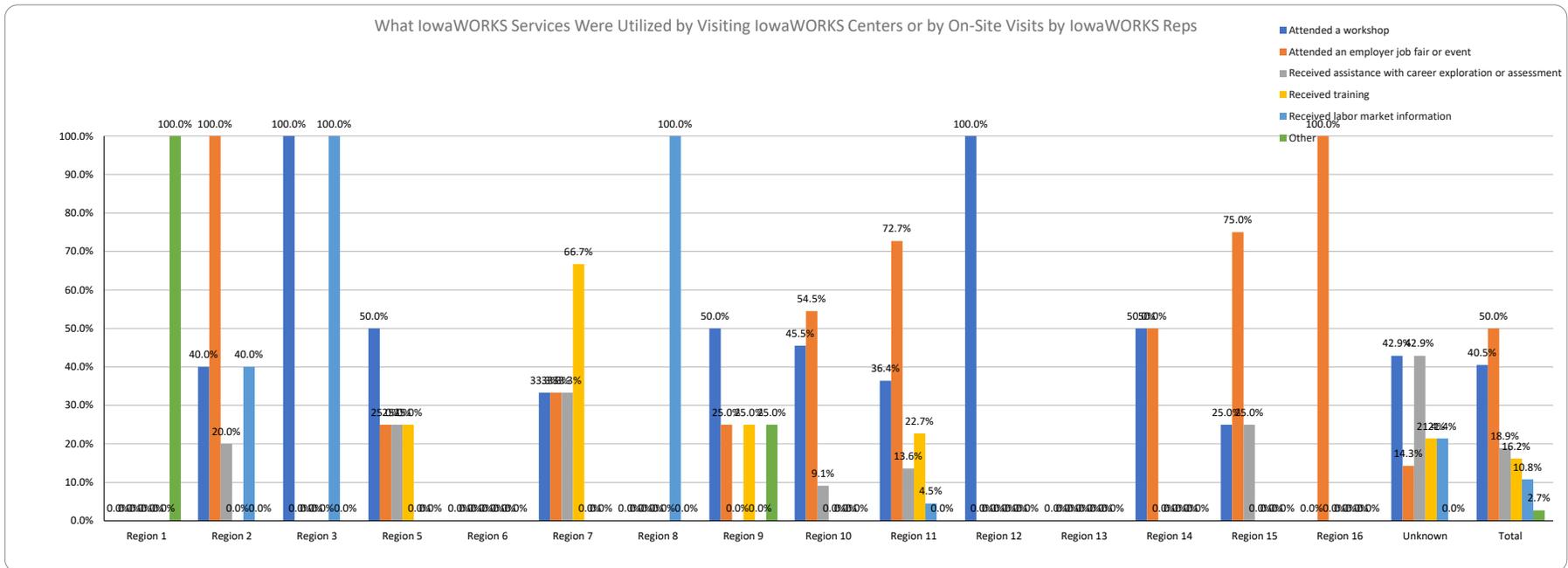
	Went to an IowaWORKS Center	IowaWORKS representative on-site visit	Accessed services through IowaWORKS website
Region 1	100.0%	1.9%	46.3%
Region 2	100.0%	12.8%	38.5%
Region 3	100.0%	2.1%	27.7%
Region 5	100.0%	8.5%	40.4%
Region 6	100.0%	0.0%	29.4%
Region 7	100.0%	4.4%	40.0%
Region 8	100.0%	4.2%	20.8%
Region 9	100.0%	3.8%	33.3%
Region 10	100.0%	7.9%	45.7%
Region 11	100.0%	8.4%	46.8%
Region 12	100.0%	2.4%	45.2%
Region 13	100.0%	0.0%	13.0%
Region 14	100.0%	10.0%	40.0%
Region 15	100.0%	9.3%	46.5%
Region 16	100.0%	4.3%	34.8%
Unknown	0.3%	2.2%	98.1%
Total	60.4%	4.6%	63.6%



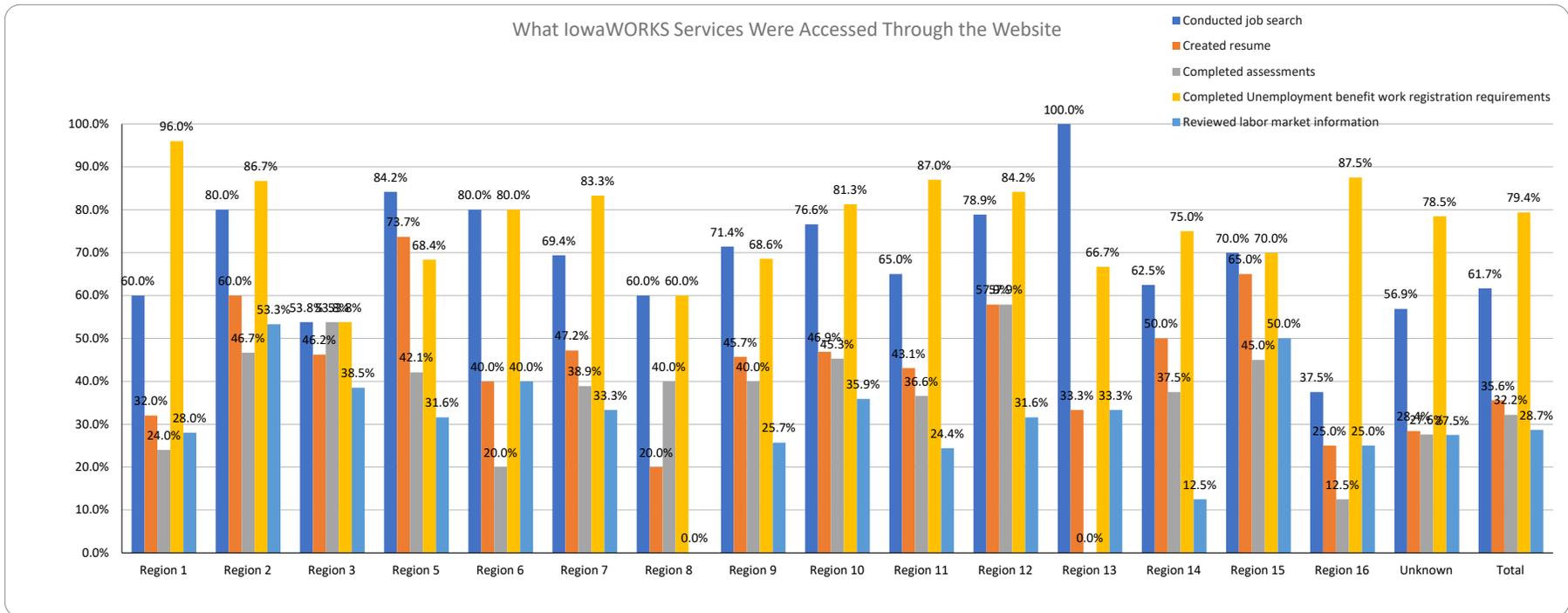
	Help finding a job, including resume or interviewing help	Attended an employer job fair or event	Attended a workshop	Received information about training	Received a letter to come into the office	Received Unemployment benefit assistance	Completed NCRC testing, typing or other skills assessment	Received labor market information	Other
Region 1	37.0%	13.0%	48.1%	25.9%	48.1%	83.3%	1.9%	14.8%	3.7%
Region 2	64.1%	30.8%	66.7%	53.8%	48.7%	69.2%	23.1%	35.9%	10.3%
Region 3	51.1%	2.1%	42.6%	14.9%	34.0%	66.0%	19.1%	12.8%	4.3%
Region 5	44.7%	19.1%	38.3%	31.9%	29.8%	66.0%	8.5%	14.9%	12.8%
Region 6	52.9%	0.0%	47.1%	17.6%	29.4%	70.6%	0.0%	17.6%	5.9%
Region 7	35.6%	12.2%	54.4%	36.7%	38.9%	67.8%	18.9%	15.6%	10.0%
Region 8	62.5%	8.3%	33.3%	25.0%	29.2%	50.0%	16.7%	16.7%	8.3%
Region 9	41.9%	9.5%	42.9%	26.7%	29.5%	62.9%	13.3%	8.6%	9.5%
Region 10	46.4%	30.0%	51.4%	30.7%	41.4%	64.3%	15.0%	20.7%	8.6%
Region 11	53.6%	13.3%	58.2%	34.2%	52.9%	65.0%	15.6%	15.2%	7.2%
Region 12	52.4%	11.9%	66.7%	23.8%	45.2%	59.5%	31.0%	9.5%	2.4%
Region 13	52.2%	26.1%	39.1%	39.1%	17.4%	47.8%	17.4%	13.0%	21.7%
Region 14	40.0%	5.0%	10.0%	10.0%	10.0%	45.0%	10.0%	10.0%	20.0%
Region 15	58.1%	16.3%	51.2%	37.2%	37.2%	72.1%	9.3%	18.6%	14.0%
Region 16	47.8%	21.7%	39.1%	34.8%	34.8%	60.9%	21.7%	13.0%	21.7%
Unknown	50.0%	0.0%	100.0%	0.0%	50.0%	50.0%	0.0%	0.0%	50.0%
Total	48.5%	15.6%	50.8%	31.2%	40.9%	65.1%	15.1%	15.7%	9.1%



	Attended a workshop	Attended an employer job fair or event	Received assistance with career exploration or assessment	Received training	Received labor market information	Other
Region 1	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Region 2	40.0%	100.0%	20.0%	0.0%	40.0%	0.0%
Region 3	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Region 5	50.0%	25.0%	25.0%	25.0%	0.0%	0.0%
Region 6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 7	33.3%	33.3%	33.3%	66.7%	0.0%	0.0%
Region 8	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Region 9	50.0%	25.0%	0.0%	25.0%	0.0%	25.0%
Region 10	45.5%	54.5%	9.1%	0.0%	0.0%	0.0%
Region 11	36.4%	72.7%	13.6%	22.7%	4.5%	0.0%
Region 12	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 13	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Region 14	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%
Region 15	25.0%	75.0%	25.0%	0.0%	0.0%	0.0%
Region 16	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Unknown	42.9%	14.3%	42.9%	21.4%	21.4%	0.0%
Total	40.5%	50.0%	18.9%	16.2%	10.8%	2.7%

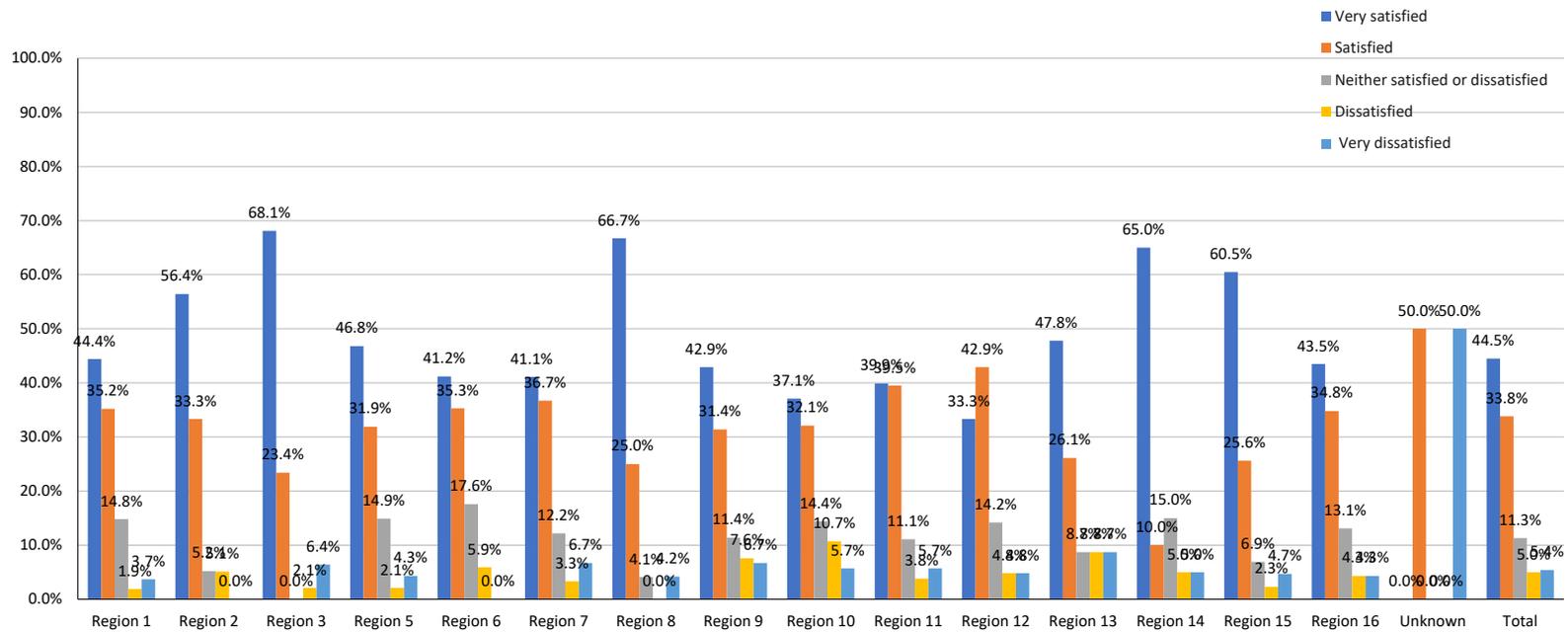


	Conducted job search	Created resume	Completed assessments	Completed Unemployment benefit work registration requirements	Reviewed labor market information
Region 1	60.0%	32.0%	24.0%	96.0%	28.0%
Region 2	80.0%	60.0%	46.7%	86.7%	53.3%
Region 3	53.8%	46.2%	53.8%	53.8%	38.5%
Region 5	84.2%	73.7%	42.1%	68.4%	31.6%
Region 6	80.0%	40.0%	20.0%	80.0%	40.0%
Region 7	69.4%	47.2%	38.9%	83.3%	33.3%
Region 8	60.0%	20.0%	40.0%	60.0%	0.0%
Region 9	71.4%	45.7%	40.0%	68.6%	25.7%
Region 10	76.6%	46.9%	45.3%	81.3%	35.9%
Region 11	65.0%	43.1%	36.6%	87.0%	24.4%
Region 12	78.9%	57.9%	57.9%	84.2%	31.6%
Region 13	100.0%	33.3%	0.0%	66.7%	33.3%
Region 14	62.5%	50.0%	37.5%	75.0%	12.5%
Region 15	70.0%	65.0%	45.0%	70.0%	50.0%
Region 16	37.5%	25.0%	12.5%	87.5%	25.0%
Unknown	56.9%	28.4%	27.6%	78.5%	27.5%
Total	61.7%	35.6%	32.2%	79.4%	28.7%



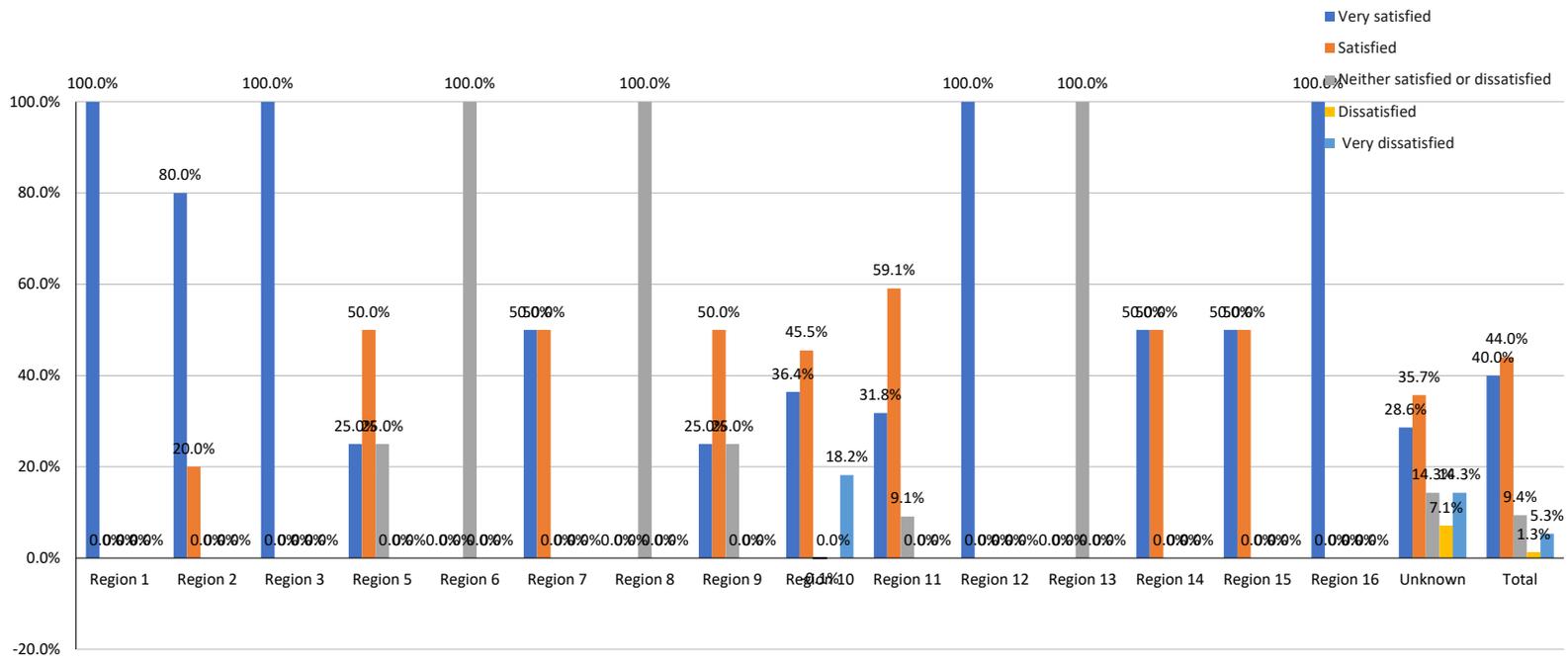
	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Region 1	44.4%	35.2%	14.8%	1.9%	3.7%
Region 2	56.4%	33.3%	5.2%	5.1%	0.0%
Region 3	68.1%	23.4%	0.0%	2.1%	6.4%
Region 5	46.8%	31.9%	14.9%	2.1%	4.3%
Region 6	41.2%	35.3%	17.6%	5.9%	0.0%
Region 7	41.1%	36.7%	12.2%	3.3%	6.7%
Region 8	66.7%	25.0%	4.1%	0.0%	4.2%
Region 9	42.9%	31.4%	11.4%	7.6%	6.7%
Region 10	37.1%	32.1%	14.4%	10.7%	5.7%
Region 11	39.9%	39.5%	11.1%	3.8%	5.7%
Region 12	33.3%	42.9%	14.2%	4.8%	4.8%
Region 13	47.8%	26.1%	8.7%	8.7%	8.7%
Region 14	65.0%	10.0%	15.0%	5.0%	5.0%
Region 15	60.5%	25.6%	6.9%	2.3%	4.7%
Region 16	43.5%	34.8%	13.1%	4.3%	4.3%
Unknown	0.0%	50.0%	0.0%	0.0%	50.0%
Total	44.5%	33.8%	11.3%	5.0%	5.4%

Overall, are you satisfied or dissatisfied with the service you received at the IowaWORKS center?



	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Region 1	100.0%	0.0%	0.0%	0.0%	0.0%
Region 2	80.0%	20.0%	0.0%	0.0%	0.0%
Region 3	100.0%	0.0%	0.0%	0.0%	0.0%
Region 5	25.0%	50.0%	25.0%	0.0%	0.0%
Region 6	0.0%	0.0%	100.0%	0.0%	0.0%
Region 7	50.0%	50.0%	0.0%	0.0%	0.0%
Region 8	0.0%	0.0%	100.0%	0.0%	0.0%
Region 9	25.0%	50.0%	25.0%	0.0%	0.0%
Region 10	36.4%	45.5%	-0.1%	0.0%	18.2%
Region 11	31.8%	59.1%	9.1%	0.0%	0.0%
Region 12	100.0%	0.0%	0.0%	0.0%	0.0%
Region 13	0.0%	0.0%	100.0%	0.0%	0.0%
Region 14	50.0%	50.0%	0.0%	0.0%	0.0%
Region 15	50.0%	50.0%	0.0%	0.0%	0.0%
Region 16	100.0%	0.0%	0.0%	0.0%	0.0%
Unknown	28.6%	35.7%	14.3%	7.1%	14.3%
Total	40.0%	44.0%	9.4%	1.3%	5.3%

Overall, are you satisfied or dissatisfied with the service you received from the off-site IowaWORKS event?



	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Region 1	28.0%	36.0%	28.1%	7.9%	0.0%
Region 2	53.3%	46.7%	0.1%	-0.1%	0.0%
Region 3	53.8%	38.5%	7.8%	-0.1%	0.0%
Region 5	15.8%	36.8%	31.7%	10.4%	5.3%
Region 6	20.0%	40.0%	20.1%	19.9%	0.0%
Region 7	27.8%	50.0%	22.3%	-0.1%	0.0%
Region 8	80.0%	0.0%	20.1%	-0.1%	0.0%
Region 9	28.6%	42.9%	0.0%	2.8%	5.7%
Region 10	28.1%	37.5%	18.8%	9.3%	6.3%
Region 11	30.1%	32.5%	20.4%	9.7%	7.3%
Region 12	26.3%	57.9%	10.6%	5.2%	0.0%
Region 13	33.3%	33.3%	0.2%	-0.1%	33.3%
Region 14	37.5%	50.0%	12.6%	-0.1%	0.0%
Region 15	35.0%	50.0%	0.0%	-0.1%	5.0%
Region 16	12.5%	50.0%	25.1%	-0.1%	12.5%
Unknown	34.3%	38.5%	15.8%	5.7%	5.7%
Total	32.9%	38.9%	17.0%	5.9%	5.3%

