

IOWA WIOA ANNUAL REPORT

PROGRAM YEAR 2018

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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 2018.



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.

With historically low unemployment rates, we remain committed to serve Iowans with barriers to employment and equip businesses with the skilled labor force they need. One of the most notable accomplishments this year was the launch of our new, modernized case management system, IowaWORKS. This system improves services and accessibility for job seekers and employers alike, while ensuring the integrity of our programs and services. Iowa Workforce Development further committed to WIOA implementation as our number one priority by establishing a WIOA System Transformation and Realignment Project, which encompasses comprehensive training and implementation of WIOA key provisions for stakeholder groups within the workforce system. This commitment will bring Iowa into compliance, while allowing us to continue to provide the best services to Iowans.

This report highlights progress at the regional 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 2018, 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 fluid and cursive.

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 as were the over \$20 million in appropriations in 2019. 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, post-secondary education or training school is the new minimum to earn a living wage.

The act creates the Last-Dollar Scholarship Program that pays the cost of tuition and fees less any non-repayable financial aid, up to an associate degree, at any community college in high demand occupations. The Iowa Legislature appropriated \$13 million for this program and \$6.8 million has been awarded to over 5800 Iowans in the 2019 fall semester.

The Future Ready Iowa Grant provided \$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 \$3,500 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. 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 child care, transportation or equipment. Multiple rounds of funding were held in 2019 and as of December 3, 2019, over \$900,000 has been awarded. A final round will take place in December.

The act also created the Future Ready Iowa Summer Youth Intern Pilot Program and funded it at \$250,000. Grantees are organizations that sponsor youth internship programs targeting low-income or at-risk students. Pilot programs were hosted in 2019 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. Three organizations offered pilot programs with this funding serving 113 participants, ages 14-21, who all successfully completed the programs.

In support of educating employers, educators and Iowans about the Future Ready Iowa Act, Iowa Workforce Development and its stakeholders such as the Department of Education, the Iowa Business Council and the Iowa Association of Business and Industry, held 18 full day summits in the fall of 2018 and 34 employer summits in the fall of 2019 that were attended cumulatively by over four thousand Iowans. Over the course of the summits, employers and educators learned about new ways to work together to create a skilled workforce as well as how the Future Ready Iowa Act could be leveraged to help them in their efforts. These summits over the past two years, confirmed the Future Ready Iowa Act as a key strategy toward achieving the goals and vision described in Iowa's Unified State Plan and the goals and objectives of WIOA legislation. 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

Integration

All IowaWORKS Centers provide individuals with high-quality, career, training, employment, and supportive services that they need to obtain and maintain gainful employment to support their families; and to help businesses find skilled workers and access to quality workforce solutions to overcome the challenges of recruiting, retaining, and developing talent for the regional economy. Services are facilitated by an integrated partnership of six core programs: Title I Adult, Dislocated Worker, and Youth programs; Title II Adult Education and Family Literacy Act (AEFLA) program; Title III Wagner-Peyser Act Employment Service (ES) program; and Title IV Vocational Rehabilitation. All IowaWORKS team members collaborate to create a seamless customer-focused integrated delivery system.

To solidify integrated services with our IowaWORKS core partners, we invited Workforce Innovation Technical Assistance Center (WINTAC) to engage core partner leadership teams in a discussion regarding WIOA integration. Following the training, AJC partners met with their teams to discuss the strategies that WINTAC discussed. AJC team members (Title I, III and IV) met and completed the Integration Continuum, assessing their current level of engagement among the core partners. Following the assessment, teams discussed the outcomes of the assessments, identified opportunities to strengthen or improve partnerships, and developed short-term and long-term goals for ongoing evaluation for informing, shaping and measuring efforts and outcomes. This provided a renewed focus on how core partners work together to deliver services in the AJCs.

IowaWORKS Case 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 case management system to align with the key principles of WIOA, including streamlining employment resources and improving accessibility. IowaWORKS is a

customer-centric program that 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 case management system, allowing Iowa to streamline performance reporting and monitor programs more efficiently.

For more information about the new 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.

The Local Disability Access Committees completed a local physical accessibility assessment of the American Job Centers (AJCs) across the state. Based on the assessment results an American Disability Act (ADA) Transition Plan was developed. The transition plans were implemented to remove physical barriers to increase accessibility and meet the physical accessibility requirement under the ADA, WIOA, and the Iowa Civil Rights Commission (ICRC). Transition plans are available for review on the [State Workforce Development Boards' website](#).

Offender Reentry Standing Committee

The IWD Board established the Offender Reentry Standing Committee to support and improve the partnership between IWD and the Iowa Department of Corrections 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, located in Mitchellville, Newton, Rockwell City and Mount Pleasant correctional facilities 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 ex-offenders. 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.

Waivers

In October 2018, with input from workforce system partners, IWD applied for several waiver requests related to Eligible Training Providers and the One-Stop Operator. In January 2019, the following waiver requests were approved through June 30, 2020:

Request: Waiver of the obligation of eligible training providers (ETPs) to collect and report performance data on all students in a training program at WIOA sections 116(d)(4)(A) and (B) 122(d)(2)(A) and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.430(b)(5).

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

These waivers allow for greater flexibility under WIOA and relieves undue burden on training providers to ensure a robust ETP list that facilitates consumer choice.

IWD will report on the progress and outcomes of these waivers in the PY19 annual report, after the waivers have been in effect for a full program year.

Effectiveness in Serving Employers

During PY18, the WIOA core partners, along with IWD's Labor Market Information (LMI) Division, gathered data as a core partner team for measuring effectiveness in serving employers across the state. Iowa measures Employer Penetration Rate and Repeat Business Customer Rate.

The previous case management system was used to collect the data for Title I and Title III programs. Because core partners at Adult Education, Vocational Rehabilitation, and the Department for the Blind did not use the same case management system, the development of an external data collection tool allowed the partners to collect and report on these measures.

PY18 data for Employer Penetration Rate was 10.2%, an increase from 7.60% reported in PY17. Conversely, PY18 data for Repeat Business Customers Rate is 23.1%, in PY17 it was 24.8%. We attribute this 1.7% decrease to Iowa's concerted efforts to increase RA opportunities across the state with new businesses and our incredibly low unemployment rate.

See Attachment 7 - Effectiveness in Serving Employers.

Iowa continues to integrate our business service teams with all core partners in hopes to increase employer satisfaction and decrease duplication of services. We have a Business Marketing Specialist covering each of our AJCs who provides high level services to employers across the state. These Business Marketing Specialists are assisting with developing Registered Apprenticeship programs as well as helping businesses solve critical HR related issues to include best practices for hiring underrepresented populations.

Additionally, our Business Engagement Career Planners meet one on one with “work ready” customers who have expressed interest in receiving additional assistance with finding meaningful employment. These career planners facilitate mock interviews and job developments for these work ready participants.

Customer Satisfaction

Surveys were delivered electronically to increase customer responses. The IWD Workforce Services Division worked with the LMI Division to create the survey, gather results and analyze the data. For PY18, emails were sent to individuals and employers with a link to complete the customer satisfaction survey via GovDelivery.

The customer survey was emailed to 65,674 customers, of which 97% were verified delivered (63,483). We received 2,814 responses for a response rate of 4% with a 99% confidence level, and the margin of error 2.3774+/- . In comparison in PY17, we sent out 60,443 with 1,470 responses for a response rate of 2.43%. On June 4, 2019, Iowa implemented a new case management system which will allow us to receive customer satisfaction feedback on a more regular basis; the surveys were only sent out once per year.

For PY18, we increased the questions from 3 to 8 to obtain a better understanding of what services are being accessed and method that individuals are accessing 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 4,636 Iowa employers, of which 89% were verified delivered. We received 586 responses for a response rate of 14% with a 90% confidence level, and the margin of error 3.14. For PY18, we increased the questions from 3 to 7 to obtain a better understanding of what services are being accessed and 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.

For the customer satisfaction surveys, the Workforce Services Division will continue collaboration with not only the LMI Division and the AJC Division to increase survey participation in PY19.

Iowa recognizes the importance of customer satisfaction. In April of 2019, the Iowa *WORKS* leadership team provided onsite customer engagement training to all AJC team members and introduced a new standard operating procedure to be implemented during the new program year.

Program Evaluation

Work Data Quality Initiative Grant

IWD was awarded a U.S. Department of Labor (U.S. DOL) Workforce Data Quality Initiative Grant totaling \$997,890. The grant period began July 1, 2017 and will conclude June 30, 2020. Grant funds are being used to create a new web-based Iowa Department of Education (IDE) community college student reporting data system, Iowa WebMIS. The new system will allow each community college to upload their student record data for credit and non-credit course data to IDE. Local and industry credentials have been incorporated into the system through program master catalogs. The expansion of the data element collection will allow IDE and IWD to further improve reporting and analysis of community college program student outcomes.

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

The Iowa WebMIS system has been built and will enter the testing stage of implementation in PY19. Trial data has been submitted by two individual community colleges. IDE began training community college staff at Iowa's fifteen community colleges on how to effectively use this new and improved data system. Technical assistance is expected to continue after the live Iowa WebMIS version is available in PY19.

Once completed, IWD and IDE will expand the community college and workforce development programs they are able to provide employment outcomes for with more accurate student data. Iowa's WebMIS will also be used to provide IWD with the necessary WIOA eligible training provider performance reporting participant data. Along with required reporting, the refined data and additional data elements will allow Iowa Workforce Development and Iowa Department of Education to give students, parents, job seekers, and stakeholders the detailed information they need when making education/training, career, and policy decisions.

Additionally, IWD has identified an internal workgroup to further develop WIOA evaluation activities in Iowa. This team will utilize the Evaluation Toolkit and Evaluation Readiness Assessment (ERA) tool available on Workforce GPS to guide the next steps in this process and ensure compliance with this key component of WIOA.

Performance Accountability System

Co-Enrollment

As a result of Iowa's integration policy and recognizing the importance of partnering under WIOA to provide seamless service delivery, Iowa demonstrated exceptional co-enrollment through PY18 exceeding co-enrollment rates as follows:

- Wagner-Peyser: 31.3%

- Title I Adult: 99.9%
- Title I Dislocated Worker: 97.2%
- Title I Youth: 95.6%

Common Exit Policy

Under Iowa's common exit policy, WIOA participants who are co-enrolled in more than one of the required programs will exit when the participant has not received participant level services for 90 days from any of the programs in which they are enrolled and when no additional participant level services are scheduled. The date of exit is the last date of service from any of the required programs. The last date of service is established after 90 days have elapsed since the participant last received participant level services from either program and is 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 - WIOA Program Performance Levels PY18 for negotiated and actual performance levels.

Data Validation

For PY18, Iowa invested significant resources to ensure data integrity and validation in preparation of the data conversion to the new case management system. This process varied depending upon the program and was in alignment with the system conversion timeline.

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 Apprenticeship were validated through data integrity checks informally through this process as part of the effort to ensure quality data in conversion.

The state's approach to data validation is being formalized to ensure data integrity is an ongoing priority especially during system conversion and data testing. Draft data validation policy is attached and processes are being finalized. This includes quarterly reviews to monitor for data errors, missing data, out-of-range values and anomalies. 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. Iowa's new IowaWORKS case

management system has data validation tools that will be utilized. We anticipate March 1, 2020, for implementation of new data validation policies and procedures.

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, two satellite offices and nine 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 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 (UI) claimants, Migrant and Seasonal Farmworkers (MSFWs), as well as individuals facing barriers to employment.

During PY18, over 55,000 individuals received participant-level services, while more than 30,000 individuals utilized self-service. Of those receiving participant level, staff-assisted services, more than 53,000 received career services.

With Iowa's transition to a new case management system at the end of PY18, Wagner-Peyser data accuracy will improve for enrolled participants and reportable individuals. Wagner-Peyser funds support IowaWORKS.gov, the state's labor exchange and case management system. The system links job seekers and employers with the largest job board in the state. More than 455,000 job orders were posted on IowaWORKS.gov in PY18.

Wagner-Peyser Performance Results

Iowa's Wagner-Peyser program achieved all negotiated target performance measures for PY18. Reviewing performance from an equity perspective, nearly all racial and ethnic demographic groups exceeded the employment goal of 70.0% for the second quarter after exit, with the exception of American Indian/Alaska Native and More than One Race. All but American Indian/Alaska Indian exceeded the employment goal for fourth quarter after exit (goal of 65%).

See Attachment 3 – Performance Tables for detailed performance results

Adult Program

The WIOA Adult Program serves individuals who are age 18 and older, are entitled to work in the United States, and have met selective service requirements. 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 Adult Program tailors career and training services to the individual needs of each participant. Career services cover a wide range of activities, including initial and comprehensive assessment of skills, the development of an individual employment plan, career counseling, financial literacy services, English language acquisition and integrated education and training programs, workforce preparation activities, short-term prevocational services, and job search and placement assistance. Training services include secondary and postsecondary education and training programs, on-the-job training, skill upgrading and retraining, entrepreneurial training, transitional jobs, job readiness training, adult education and literacy activities, and customized training.

The goal of the Adult Program is to improve the occupational skill sets of participants while removing barriers to employment in order to increase employability and self-sufficiency.

Adult Program Performance Results

Iowa's WIOA Adult Program served 16,824 participants during PY18 and 17,950 participants exited from the program. The Adult Program exceeded performance measures for subsidized employment during the second and fourth quarter after exit and median earnings during the second quarter after exit. PY18 was a baseline year for the measurable skill gains performance indicator.

Iowa achieved a reported 51.8% credential attainment rate and did not meet the goal of 66% for PY18 for the Title I Adult Program. Adult credential attainment was negatively impacted due to challenges with conversion of data from a non-WIOA compliant system into the new WIOA-compliant case management system. Credential attainment outcomes were also reflective of policies needing further refinement to be fully WIOA-compliant during the period of performance. Known data conversion issues include:

- Iowa's increased emphasis on skill upgrading activities since 2008, not resulting in a credential required to be included in the credential attainment measure in fully WIOA compliant system.
- Participants incorrectly exiting post-conversion.
- Training needs on recording data related to common exit between Trade and WIOA Title I programs.
- Legacy outcome data reporting statewide project participants in the incorrect region.
- Exit exclusions converting incorrectly and not being reported.

Policies were updated to allow for the inclusion of skill upgrading although, like on-the-job training and entrepreneurial training, skill upgrading does not result in credential and therefore

automatically impacts states' ability to successfully attain this credential attainment goal. PY18 and PY19 performance negotiations did not factor in a significant number of individuals placed in short-term training (ex: skill upgrading) and not resulting in a credential. Iowa policies were updated to include skill upgrading in credential attainment.

Adult Program Accomplishments in PY18

WIOA Title I Adult policies received a major update during PY18 and Iowa's new case management system launched on June 3, 2019. Standard operating procedures were simultaneously developed to align with policies and the system. Staff received ongoing training and technical assistance to ensure compliance with WIOA and the accurate input of data into the new system. **See Attachment 4 – Performance Tables for detailed performance results**

Dislocated Worker Program

The Dislocated Worker Program services individuals who have been laid off, have received notice of termination from employment, or meet the other qualifying unemployment conditions. Services include career exploration, resume preparation, skills assessment and testing, job search, online work registration, and online unemployment insurance claims filing. Depending on the needs of an impacted worker group, services can also be planned for a variety of skill building workshops, individualized job search assistance curriculum and individual case management.

Iowa's unemployment rate in most counties has maintained an average of 2.5% (often the lowest in the country), but some counties had seasonally adjusted rates below the state average. The status of the state's unemployment level influences Dislocated Worker Program enrollments which reflects a decrease over the last few years. When unemployment is low, businesses seeking to fill open positions are literally waiting outside the door of employers who are closing their doors or laying off employees. Through Rapid Response (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.

Dislocated Worker Performance Results

Iowa's WIOA Dislocated Worker Program served 653 participants during program year 2018 and 453 participants exited from the program. The Dislocated Worker Program exceeded performance measures for employment second and fourth quarter after exit and median earnings during the second quarter after exit. Employment second quarter was 88.9 percent (placement) and 86.7 percent employment in the 4th quarter (retained).

Iowa achieved a reported 60.8% credential attainment rate and did not meet the goal of 66% for PY18 for the Title I Dislocated Worker Program. However, this met the 90% requirement of the negotiated rate of 59.4%.

Dislocated Worker Program Accomplishments in PY18

The Iowa City area worked with Procter and Gamble prior to the submission of the Worker Adjustment and Retraining Notification Act (WARN) notice and delivered RR ahead of the actual downsizing.

Efficient coordination between the RR and Trade Adjustment Assistance (TAA) Program continues in order to increase submissions of TAA petitions. Involving TAA earlier in the process improved the relationship between the employer and the TAA Program. The employer's response time improved due to increased familiarity with TAA and its benefits to their workers. **See Attachment 5 – Performance Tables for detailed performance results**

Rapid Response Activities in PY18

Rapid Response (RR) efforts in Iowa continued to play an important part of business engagement. As WARN notices were received, RR staff immediately began working with company officials and local area leadership to organize and deploy RR activities. Iowa legislated employers with any layoff of more than 25 employees to notify the IWD. This state requirement is in addition to the federal requirements of notification of an impact of 50 or greater.

In PY18, Iowa received 80 WARN notices and each one received a contact from State RR staff. Most subsequently received local-level delivery of RR services. There were 39 State-level WARN notices, 28 Federal and at least 13 local-level notices. 38 notices were for plant closings. For WARN notices received in PY18, the number of workers impacted totaled 3,905. Even though the notice was received in PY18, 1,098 of those workers have layoff dates identified in PY19. Therefore, actual layoff numbers for PY18 equaled 2,801.

See Attachment 6 – Detailed information on Iowa's larger layoff events

The RR Worker Information Meeting (WIMs) were scheduled timely to ensure services reach as many employees as possible. Iowa's Dislocated Worker Survey remained a key component to the WIM. During PY18, Iowa began experimenting with timing of survey distribution to promptly establish services. This does require support by the employer.

An example of this type of unique partnership is the opportunity Procter and Gamble allowed for IWD staff to conduct WIM's and distribute the survey prior to the official layoff. This allowed for advanced planning on services required for this worker group. This re-enforces the importance of collaboration with the community and the importance of building these relationships with the American Job Centers. It allows for layoff aversion to address the needs of the workers prior to layoff.

See Attachment 7 – Dislocated Worker Survey Aggregate Report for Procter and Gamble
See Attachment 8 – Statewide Dislocated Worker Survey Results

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 654 participants during PY18 and exited 386. Of the 654 youth served in PY18:

- 76% were low-income
- 49% were English language learners, had low levels of literacy or cultural barriers
- 37% were youth of color
- 33% had a disability
- 14% were single parents
- 11% were juvenile offenders
- 6% were homeless or runaways
- 2% were youth in foster care, or who have aged out of the system

The WIOA Title I Youth program exceeded performance measures for subsidized 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.

Youth Program Accomplishments in PY18

WIOA Title I Youth program policies were updated and became effective during PY18 to align with the release of the new case management system in June. Standard operating procedures were also developed to align with policies, and system requirements.

Iowa has embraced the emphasis WIOA places on work-based learning and has consequently met the 20 percent work experience requirement for PY18, as set forth by WIOA. Iowa has met this requirement since the enactment of WIOA, with the exception of program year 2015 which was a transition year.

Additionally, Iowa recognizes the significance of serving out-of-school youth who are not engaged in education or employment. The Iowa Title I Youth program 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 which was a transition year.

See Attachment 9 – Performance Tables for detailed performance results

Grants

Reemployment Systems Integration

Under the Reemployment and Systems Integration Dislocated Worker Grant, Iowa implemented a new comprehensive case management system. This system improved staff efficiency with system automation, reduced the dependency on paper records, improved data security, and reduced the risk of data loss.

With funds from this grant, Iowa was able to purchase the VoS Greeter, which automated the identification of individuals entering the AJC and provides information to AJC leadership in regards to customer flow.

Desktop scanners and signature pads also had a positive impact by greatly increasing staff efficiency and customer service. Having this equipment allows staff to complete verification of eligibility criteria and services in real time, reducing the risk of errors and/or misplaced verification documents. Allowing staff to scan verification documents directly into the case file in real time has increased the quality and accuracy of eligibility determinations for WIOA Title I customers.

DOL ETA Region 5 Technical Assistance Grant

During PY18, IWD received a State-Specific Technical Assistance and Training (TAT) Grant from DOL ETA Region 5. This grant contracted Maher & Maher, the sole-source technical assistance contractor to the U.S. DOL ETA for the implementation of WIOA, to assist IWD accomplish two major tasks:

- Facilitate a meeting of core partner agency staff to review WIOA principles and requirements around collaboration, discuss common visions/goals and identification of areas where partners can improve collaboration
- Review existing WIOA policies, establish a consistent policy development process, and provide feedback on draft WIOA policies

In March 2019, IWD hosted the first Core Partner Joint Policy Meeting, which included policy staff from the state agencies administering WIOA Titles I - IV. This meeting laid the foundation for what has officially become the Core Partner Working Group with the following vision: *The Iowa Core Partner Group openly communicates and collaborates to support the effective implementation of WIOA by connecting the vision of the SWDB with the workforce system.* The work of this group continues today and will be instrumental in establishing WIOA-compliant joint policies to shape the workforce system in Iowa.

Beginning in February 2019, IWD policy staff, in collaboration with DOL ETA Region 5 staff and with Maher and Maher's guidance, drafted WIOA-compliant Administration and Governance policies for the first time. These comprehensive policies lay the foundation for governance of the workforce system as a state and local level and will play a pivotal role in the WIOA System Transformation and Realignment project currently underway in Iowa.

National Dislocated Worker Grant - Disaster

Iowa experienced significant flooding in the spring. On March 19, 2019, Iowa was hit with a major storm system described as a "bomb cyclone", which brought a deluge of rain and melting snow resulting in historic flooding. According to the National Weather Service, the weather pattern in Iowa over the last half of the winter and into March featured record snowfall, along with temperatures well above normal. These conditions contributed to a deeper than normal snowpack and a very cold period which produced deep frost depths that prevented snow melt from penetrating the soils. In addition, soil moisture values were extraordinarily high through the winter, which magnified the runoff into streams and rivers. These conditions paired with the strong storm system lifted temperatures warmer than normal and provided widespread rainfall. Within two days, virtually all of the snow pack that existed across Iowa melted and added to the widespread 1-3 inches of rain that fell across the Missouri River, severely impacting several communities.

As a result, numerous roads, bridges, and public buildings were severely damaged or destroyed. Flooding caused widespread damage to secondary and state roads along with interstate highway systems. Secondary roads became impassable in many areas as rain and flooding caused ruts so deep that fire and ambulance response was impacted. Rutted roads also limited school bus accessibility. Franklin County alone estimates 700 miles of gravel roads were damaged by the floods. Across the state, initial estimates gathered by local officials indicated 23,540 structures were affected or received minor damage, and 1,201 received major damage or were destroyed. Hundreds of homes, businesses, state parks, schools, and entire towns were under water due to extended flooding causing multiple communities to completely evacuate.

IWD was awarded a Disaster National Dislocated Worker Grant with an approved funding amount of \$3 million. The State plans to provide temporary jobs to roughly 150 individuals to help assist in the recovery process. Temporary disaster relief jobs will help with the restoration efforts in participating counties through IWD's implementation of Iowa's Disaster Relief Employment Program (DREP). Workers will assist with clean-up, demolition, repair, renovation, and/or reconstruction of damaged and destroyed public structures. Workers may also assist with humanitarian efforts in impacted communities. Individuals employed in these temporary jobs will also have access to supportive services to allow participation in the DREP, based on their individual needs.

Activities Provided by State Funds

Home Base Iowa

Home Base Iowa (HBI) is a one-of-a-kind program that links veterans and transitioning service members with HBI partners and resources. This program helps connect Iowa businesses with qualified veterans looking for career opportunities. Countless resources are available to help

veterans and their families with focused support and IowaWORKS staff who want to help. Home Base Iowa's private-public partnership provides a high level of commitment for veterans, transitioning service members and their families. In PY18, Iowa's unemployment rate remained near record lows, and businesses were challenged to find and hire skilled workers. Home Base Iowa highlights from the year include:

- 2,340 designated HBI Businesses
- 99 approved HBI Communities
- 27 college and university partners
- 534 veteran profiles submitted over the last 12 months

HBI communities are committed to welcoming veterans and transitioning military members and their families to relocate into their community. 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 8,500 individuals. Nearly 80% will return to their communities; approximately 6,000 were released in PY18. Community Based Corrections (CBC) has 8 judicial districts that supervise about 38,000 individuals on probation,

parole, special sentence and pretrial release. CBC also has 22 residential facilities that house and supervise around 2,100 individuals. Over 48,000 individuals are currently incarcerated or on community supervision. The average daily cost of incarceration per individual is nearly \$90, totaling \$33,000 per year. Iowa's current recidivism rate is 38.8%, while the national average for state prisons is around 70%.

The Workforce Advisors 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 WIOA through registered only and enrollment into Wagner-Peyser, as well as business engagement. 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 Department of Corrections Registered Apprenticeship programs and host career fairs inside the institution. They also network with employers and educate them on incentives to hire returning citizens, including the Federal Bonding Program, WOTC 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 the AJC in the area the individual will return. Referrals also happen through an electronic referral form for an apprentice that needs to continue in their program after release. During PY18, the OWDSs served 1,400 individuals and expect to see this increase during PY19.

State General Fund Appropriations

IWD received just over \$10 million in state combined general fund dollars in FY18, legislated for the operations of the IowaWORKS Centers. This funding supports the state merit staff and state merit management, salaries and benefits as well as the infrastructure costs 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. The AJC network of 15 comprehensive, 3 satellite and 8 expansion offices connect and deliver WIOA funded programs like Title I Adult, Dislocated and Youth, and Title III Wagner-Peyser, state initiatives like HBI, that connects Veterans to employers and Future Ready Iowa that assists with bridging Iowa's skills gap by connecting training, career pathways and dollars to assist with education and employer innovation, reentry services and tax credit education at the local county level, in-person unemployment services, registered apprenticeship development, business engagement, Migrant and Seasonal Farmworker services and other grant funded projects that come into

Iowa, including some co-location with other core and required partners. IWD also administers the PROMISE JOBS (TANF) program and the Jobs for Veterans State Grant.

Grant for Iowa Disability Benefits Network Website

Utilizing grant funding from Iowa's Office of the Chief Information Officer (OCIO), IWD partnered with state and local agencies to develop the new Iowa Disability Benefits Network. The website provides information for recipients of Social Security disability benefits, their families and professionals supporting people with disabilities.

The site includes resources for employment support, instructions for reporting wages to Social Security, informative videos about Social Security benefits, and other information for Iowans with disabilities. The content aligns with the requirements of the WIOA and focuses on developing Iowa's workforce.

Many people with disabilities want to work, but do not pursue employment for fear of losing their Social Security or health care benefits. It can be scary to think about going off benefits, but there are ways to explore working and maximize your income. This website is here to help people understand how work earnings may impact their benefits and to provide resources that can help along the way.

Iowa Disability Benefits Network can be accessed on desktop and mobile devices at disabilitybenefits.iowa.gov Check out how technology tools can effectively bridge connections in Iowa.

Program Highlights

Jobs for Veterans State Grant (JVSG)

During PY18, Iowa's Disabled Veteran Outreach Program Specialists (DVOPs) embraced integrated resource team strategies by holding meetings with the veteran and partners, reducing duplication of services. Resource meetings included core partners, Vocational Rehabilitation and Employment, probation/parole officers, Veteran Affairs/Community Based Outpatient Clinic, and/or additional providers.

Veterans and eligible spouses continued to be informed of Priority of Service upon entry into the AJC. Additionally, each AJC has designated areas for veterans, which display a variety of veteran-related information. Iowa maintained a 24 hour hold on all job orders to ensure veterans received priority over non-veterans. When AJCs host job fairs, veterans, service members, and spouses are invited to attend earlier than the general public.

DVOPs provided individualized career services on a monthly basis to all service-managed veterans. In collaboration with AJC staff, DVOPs hosted annual partner meetings to inform, promote, and educate our veteran organizations and community partners about veteran services within Iowa's AJCs.

Iowa had Local Veteran Employment Representatives (LVERs), who collaborated with Business Engagement Teams to host events to promote veterans and educate employers on benefits to

hiring our nation's heroes. During PY18, LVERs made 597 business contacts and planned 25 employer events. I

For PY18, 4,566 veterans received services at IowaWORKS Centers. 1,016 of those veterans received individualized career services from a DVOP. Iowa's Individualized Career Service rate remained consistent at 95%.

See Attachment 10 – Performance Tables for detailed performance results

Trade Adjustment Assistance Program

Petition submissions increased for the second straight year, resulting in an increase of 10% from PY17 to PY18. This increase is the result of improved coordination with the state Rapid Response team and local level leadership to identify possible trade-related layoffs as early as possible. Additionally, developing relationships with employers soon after layoffs are announced has allowed Iowa to submit more robust petitions, including comprehensive data and research to increase the probability of certification. Participation rates continue to be low in Iowa; this is due to the historically low unemployment rate in Iowa, as well as the high availability of jobs. Many Trade eligible individuals are able to secure new employment, often at a higher wage than they were making at the Trade impacted employer, immediately upon layoff. Iowa continues to explore other 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.

Case management training has been the focus throughout PY18, increasing program knowledge and assisting in the transition to our new IowaWORKS database system. State Trade staff are visited each local area to conduct in-person training and the reception has been positive. One area Title I Director indicated it was the best TAA training he had seen in 28 years. Often the training is conducted prior to a Worker Information Meeting (WIM), which yields positive results for both the participant and the program.

A focus on Worker Informational Meetings (WIM) and the need to stay in contact with all impacted workers following those meetings was one of the SWA's priorities during the PY18. A focus on marketing materials to include published materials (pamphlets and postcards) were used to keep in touch with all impacted workers every 60 days following the WIM.

Furthermore, secondary WIMs were scheduled to ensure all impacted workers had the opportunity to attend a second session to meet the State Program Coordinators as well as Title I AJC personnel. One great example of this is Petition 94235 for Viant-Medplast in Monticello. After attending the meeting held at the local Community College, four additional individuals participated in the program.

See Attachment 11 – Petition and Impacted Worker Results

Registered Apprenticeship

Iowa made great strides in integrating Registered Apprenticeship (RA) into the state workforce system. Throughout PY18, several training sessions occurred with core WIOA partners to assist in the fundamental understanding and integration of the program.

A pilot program was created by the Iowa Department for the Blind, WIOA Title I and Title III staff to educate and recruit individuals who are blind into RA programs. During this partnership, core partners strengthened their relationship and created a defined referral processes, utilizing the integrative service model. Iowa looks forward to seeing progress during PY19.

In PY18, IWD had 485 active apprentices, and 98 Registered Apprentices completed their program. In an effort to improve IWD's performance, most of the AJCs were monitored, and corrective action plans were established. Notable progress has been made, which is expected to continue in PY19.

IWD created various funding opportunities to assist in meeting programmatic goals; funding was competitively awarded to twenty-five sub-recipients.

IWD's Reentry Specialists were trained to report incarcerated individuals receiving Title III services, while enrolled in an RA program. In PY18, 216 apprentices were co-enrolled into Title III, compared to 18 reported in PY17. The increase and accuracy of data reported was a direct result of investing resources into training.

Job seeker and business referral processes were created and fine-tuned throughout PY18 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 *Apprenticeship Connections*, a resource for all State Apprenticeship Expansion Grantees, published by Maher & Maher. In addition, Iowa presented at the U.S. DOL Region 5 Dislocated Worker/Trade Adjustment Assistance (TAA) Roundtable in Chicago on integrating RA into the state workforce system.

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.

During PY18, PROMISE JOBS case managers, co-located in the AJCs, served an average of 4,770 PROMISE JOBS families each month. PROMISE JOBS service delivery areas transitioned to align with the Iowa Department of Human Services (DHS) service delivery areas during the program year. In addition, IWD strategically refilled staff positions based on caseload sizes, which equalized the average caseload size statewide. This has ensured that PROMISE JOBS families receive intensive and supportive case management.

IWD continued 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. As a result of these efforts, IWD and DHS developed specific shared system access for PROMISE JOBS staff to view income documents submitted to DHS. This resulted in a significant reduction of sanctions (cancellation of benefits) impacting families.

Monitor Advocacy System

PY18 was a transformational year for Iowa's Monitor Advocacy System, with many new activities that brought strong growth and change. The AJCs received training to build and expand their knowledge of the Monitor Advocacy System. A new labor exchange case management system was launched, which allowed Iowa the ability to begin case-managing MSFWs and track required performance data.

Iowa's AJCs served 623 MSFWs in their local offices. They were offered the full range of AJC services. In situations where the MSFWs were not able to visit an AJC, Outreach Workers took the AJC services to them. During PY18, 2,776 MSFWs were offered AJC services during outreach. Iowa met 4 out of the 5 equity indicators and 6 of the 7 minimum service level indicators.

During PY18, a change was made to the geographic areas covered by the Outreach Workers. The assigned areas were adjusted to align with the Iowa National Farmworker Jobs Program (NFJP) areas, and it significantly reduced the hours needed to drive to conduct outreach. This allowed the Outreach Workers to contact more MSFWs and agricultural employers.

Historically, Iowa has had a large number of farm labor contractors; PY18 was similar, with a significant number of farm labor contractors. The Outreach Workers contacted 22 farm labor contractors and offered AJC services to them and their workers. By making contact with the farm labor contractors, the Outreach Workers were able to talk to the workers and inform them of their worker rights and the compliant system.

Iowa's Outreach Workers partnered with local organizations to hold a supply drive for MSFWs. The supply drive was successful, and boxes were distributed at onboarding events to MSFWs that had newly arrived to Iowa. Nearly all of the AJCs participated in this supply drive.

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 PY18, Iowa's agricultural employers filled 4,204 vacancies with foreign labor and submitted 290 job orders. This was a slight decrease in the number of positions filled and a slight increase in the number of submitted job orders compared to PY17. There were also a total of 344 referrals on the above-mentioned job orders. There were 236 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. PY18 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 PY18 were construction on farms and field work during the detasseling and harvest season.

The most notable change for the H-2A program during PY18, was the implementation of a contract for H-2A housing inspections. Beginning October 1, 2018, the H-2A housing inspections

were contracted out to a third party for completion. In addition, the SWA hired a full time staff member dedicated to FLC duties. Prior to PY18, all H-2A housing inspections were conducted by the MSFW Outreach Workers, which placed Iowa out of compliance of the Monitor Advocacy System. There were a total of 271 housing inspections completed in PY18, an increase from PY17.

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 experienced a substantial increase in the number of requested job orders and the number of requested workers. Iowa received 91 petitions for a total of 899 workers during PY18. By having a dedicated FLC Advisor, the SWA was 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 2019 (October 1, 2018 through September 30, 2019), IWD certified 30,121 WOTC applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (14,608), Long-term Temporary Assistance for Needy Families (TANF) (3,100), Designated Community Resident (5,814) and Ex-felon (2,498).

Iowa maintained processing time frames within two months of application receipt. The processing time frame was maintained even as the state experienced an increase in the number of applications received.

The agency began defining requirements and planning for the launch of a new online WOTC case management system. The new system is set to launch during PY19. In preparation, the WOTC team moved from a paper environment to electronically storing documentation.

Ticket to Work

The Ticket to Work (TTW) program is a federal program for Social Security disability beneficiaries age 18 through 64 who receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits based on a disability and would like 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 AJC to enable SSI and SSDI beneficiaries to make informed choices about work. This includes access to Social Security Administration (SSA) work incentives planning services and other assistance to help you gain a better understanding of how you can pursue your plan for employment. AJC staff provided career development services and support to 205 individuals in PY18. The Ticket program connects individuals with the right mix of free employment support services and approved service providers that will best fit your needs.

Take a few minutes to read this [Ticket to Work success story about Laura](#).

Effectiveness in Serving Employers

Employer Services	Establishment Count PY18
Employer Information and Support Services	3,930
Workforce Recruitment Assistance	6,644
Engaged in Strategic Planning/Economic Development	906
Accessing Untapped Labor Pools	1,822
Training Services	2,889
Incumbent Worker Training Services	47
Rapid Response/Business Downsizing Assistance	14
Planning Layoff Response	25

Measure	PY18 Result	Numerator	Denominator
Repeat Business Customers	23.1%	4,049	17,537
Employer Penetration	10.2%	8,515	83,151

PY 18 Goals established for WIOA Title I and Title III Programs

Performance Outcome Description	W-P	Title I Adult	Title I DW	Title I Youth
Employment 2 nd Quarter after Exit*	70.0%	72.0%	73.0%	71.0%
Employment 4 th Quarter after Exit*	65.0%	70.0%	71.0%	71.0%
Median Earnings (2 nd Qtr)	\$5,500	\$4,900	\$6,100	N/A
Credential Attainment	n/a	66%	66%	58.5%
Measurable Skill Gains	n/a	Baseline	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	(See WP)	(See WP)	(See WP)
*For Title I Youth, Employment measures include entry into unsubsidized employment, Placement in Advanced Training, Post Secondary Training, entering Military or Registered Apprenticeship				

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.

Wagner-Peyser

Iowa exceeded all Wagner Peyser performance outcomes goals for PY18.

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	53,727	56,291	\$4,121,675	\$77
Training Services	1,488	885	\$0	\$0

Summary Information	Percent
Percent enrolled in more than one core program*	31.3%
<i>*Based on PY18 quarter 4, rolling 4 quarters</i>	

WIOA Performance Measure	PY18 Goal	PY18 Outcome	PY18 Target Ratio of 90%	PY18 % Achieved of 100% of Goal
Employment Rate 2 nd Quarter after Exit	70.0%	74.1%	63.0%	105.85%
Employment Rate 4 th Quarter after Exit	65.0%	74.0%	58.5%	113.84%
Median Earnings 2 nd Quarter after Exit	\$5,500	\$6,224	\$4,950	113.16%

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		<i>70.0%</i>	<i>65.0%</i>
American Indian/Alaska Native	986	64.0%	62.3%
Asian	718	74.3%	75.2%
Black/African American	7,148	76.0%	75.6%
Hispanic/Latino	5,606	76.3%	75.3%
Native Hawaiian/Pacific Islander	248	74.7%	73.8%
White	29,158	72.9%	73.3%
More than One Race	946	68.5%	73.3%

WIOA Adult

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	16,016	17,517	\$1,956,600	\$122
Training Services	808	433	\$760,923	\$941

Summary Information	Percent
Percent enrolled in more than one core program	99.9%
Percent Administrative Costs Expended	9.6%

WIOA Performance Measure	PY18 Goal	PY18 Outcome	PY18 Target Ratio of 90%	PY18 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	72.0%	70.9%	64.8%	98.5%
Employment Rate 4th Quarter after Exit	70.0%	71.6%	63.0%	102.3
Median Earnings 2nd Quarter after Exit	\$4,900	\$5,326	\$4,410	108.7
Credential Attainment	66.0%	51.8%	59.4	100.0
Masurable Skill Gains	Baseline	14.3%	N/A	

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		72.0%	70.0%
American Indian/Alaska Native	330	60.5%	60.1%
Asian	226	68.7%	71.8%
Black/African American	2261	72.8%	75.0%
Hispanic/Latino	1516	71.5%	72.2%
Native Hawaiian/Pacific Islander	69	63.6%	65.9%
White	9756	70.7%	71.8%
More than One Race	645	66.0%	70.1%

Barriers - WIOA Adult Characteristics Over Time	PY16	PY17	PY18
Participants Served	103899	46118	16,016
Displaced Homemaker	31	6	13
English Language Learners/Low levels of Literacy, Cultural Barriers	355	139	171
Exhausting TANF within 2 years	0	0	0*
Reentry Adult (Returning from incarceration) Ex-Offender	62	21	45
Homeless Individuals/Runaway Youth	1295	567	63
Long-term unemployed (27 or more consecutive weeks)	0	0	10
Low-income Individuals	94156	45871	1,244
Migrant and Seasonal Farmworkers	1373	442	0
Individuals with Disabilities	5077	3106	1,336
Single Parent	673	247	166
Youth in foster care of aged out of system	2	1	1
Older Workers, age 55 and Older	17853	13652	4787

Iowa met or exceeded all Title I Adult performance outcomes goals for PY18 with the exception of Credential Attainment. Credential attainment goal was 66.0%. Ninety percent (90%) of that goal was 59.4%. Iowa attained a rate of 51.8% for PY18. This is reflective of data from the non-WIOA compliant legacy case management system and policies in place during the period of performance. Iowa continues to refine policies, reporting and data integrity under WIOA and the new data management system.

WIOA Dislocated Worker

Iowa met or exceeded all Title I Dislocated Worker performance outcomes goals for PY18

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	653	453	\$1,587,215	\$2,430
Training Services	569	398	\$57,394	\$100

Summary Information	Percent
Percent enrolled in more than one core program	97.2%
Percent Administrative Costs Expended	9.5%

WIOA Performance Measure	PY18 Goal	PY18 Outcome	PY18 Target Ratio of 90%	PY18 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	73.0%	88.9%	65.7%	121.8%
Employment Rate 4th Quarter after Exit	71.0%	86.7%	63.9%	122.1%
Median Earnings 2nd Quarter after Exit	\$6,100	\$9,991	\$5,490	163.8%
Credential Attainment	66.0%	60.8%	59.4	92.1%
Measurable Skill Gains	Baseline	24.7%	N/A	N/A

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		73.0%	71.0%
American Indian/Alaska Native	4	100%	70.0%
Asian	5	57.1%	87.5%
Black/African American	46	88.4%	90.3%
Hispanic/Latino	72	90.8%	82.7%
Native Hawaiian/Pacific Islander	1	n/a	100.0%
White	447	90.4%	87.4%
More than One Race	4	100%	90.0%

Ethnicity/Race	Percent of Iowa's Population	Percent of Iowa's Labor Force	Percent of Dislocated Worker Enrollments
Hispanic/Latino*	5.7%		11.0%
American Indian*	0.8%		0.6%
Asian American*	2.8%		0.8%
Black/African American*	4.5%		7.0%
Native Hawaiian /Other Pacific Islander	0.2%		0.2%
White	92.4%		68.5%
Two or More Races*	1.7%		0.6%
White Alone	86.5%		68.5%
*All Not White Alone (Non-White total)			19.6%
These demographics based on 2017: American Community Survey 5-Year Estimates. (Table:DP05)			

Barriers - WIOA Dislocated Worker Characteristics Over Time	PY16	PY17	PY18
Participants Served	16371	17461	653
Displaced Homemaker	25	16	6
English Language Learners/Low levels of Literacy, Cultural Barriers	103	76	27
Exhausting TANF within 2 years	0	0	0*
Reentry Adult (Returning from incarceration) Ex-Offender	1	3	0
Homeless Individuals/Runaway Youth	103	101	8
Long-term unemployed (27 or more consecutive weeks)	0	0	0
Low-income Individuals	16371	17453	79
Migrant and Seasonal Farmworkers	193	206	0
Individuals with Disabilities	687	799	42
Single Parent	349	250	25
Youth in foster care of aged out of system	0	0	0
Older Workers, age 55 and Older	7623	7986	109

Attachment 6 – Rapid Response Results - Larger Layoff Events in Iowa

Company	City	County	Notice Type	Number of Employees	Notice Date	Layoff Date	Industry	Results
General Dynamics Information Technology	Coralville	Johnson	Mass Layoff	112	4/30/2018	7/2/2018	Information Technology	Workers had opportunities to post for other positions within the company. For Worker Information Meetings, the AJC leadership coordinated with HR to do Brown bag lunches and offered multiple WIM schedules which accommodated the varying shifts of the workforce. On-site and off-site job fairs were coordinated and offered to employees, ahead of their layoff date. Separate WIM's conducted for managerial staff since they received a different payout structure than non-managerial staff.
Citigroup, Inc.	Urbandale	Polk	Closing	116	6/29/2018	9/28/2018	Finance	A trade petition was certified, there has been difficulty with securing necessary information. US DOL stepped in to assist Iowa. The delay in time from layoff to securing worker information greatly reduced the number of Trade participants.
Country View Care Facility	Waterloo	Black Hawk	Mass Layoff	161	10/16/2018	12/31/2018	Healthcare	The majority of the employees were offered employment opportunities with the new contractor.
Wells Fargo	West Des Moines	Polk	Mass Layoff	418	11/15/2018	1/13/2019	Finance	Trade petition submitted in January 2019 with no determination after 11 months. The employer provided outplacement services and many secured positions internally.
Genesis Health System	Davenport	Scott	Mass Layoff	196	1/18/2019	6/30/2019	Healthcare	The majority of the employees were offered employment opportunities with the new contractor.
Nationwide	Des Moines	Polk	Mass Layoff	191	2/13/2019	4/15/2019	Insurance	The employer provided outplacement services and many secured positions internally.
Wells Fargo	West Des Moines	Polk	Amendment	187	2/21/2019	5/28/2019	Finance	The employer provided outplacement services and many secured positions internally.
Durham School Services	Iowa City	Johnson	Mass Layoff	146	2/25/2019	6/30/2019	Transportation	The majority of the employees were offered employment opportunities with the new contractor.
Sparboe Foods, LLC	New Hampton	Chickasaw	Closing	190	5/9/2019	5/19/2019	Meat Processing	The plant currently employs approximately 190 employees. The buyer indicated offers of employment will be extended to 140-150 employees. Approximately 60 employees will be permanently eliminated. Sparboe has offered severance payments to impacted workers. There are other Sparboe Farm owned companies with openings and offers were extended to the 60 impacted workers.

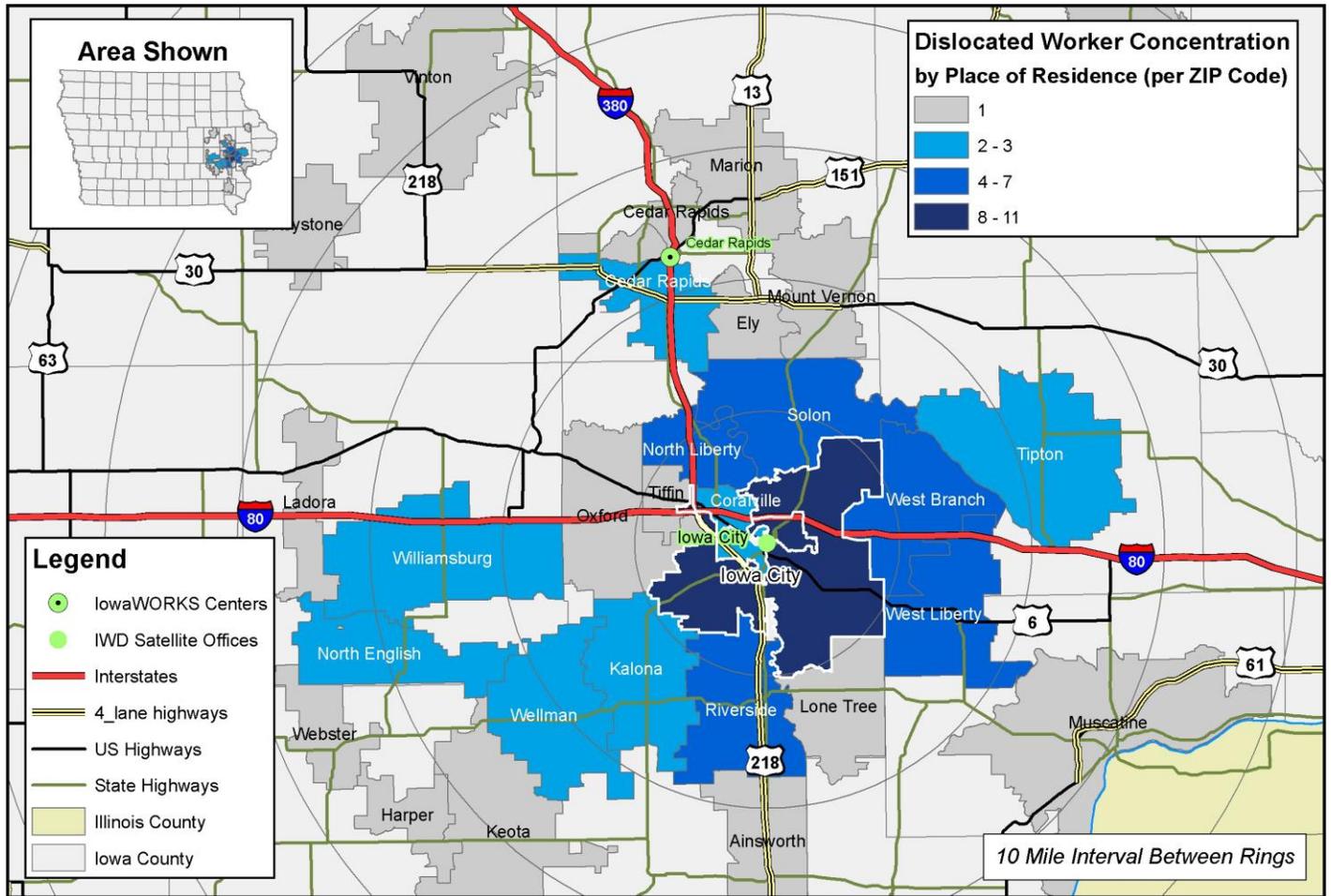
DISLOCATED WORKER CHARACTERISTICS

RELEASED NOVEMBER 2018

PROCTER & GAMBLE - IOWA CITY, IA

The following data was collected through a survey distributed by Iowa Workforce Development to employees of Procter & Gamble that were affected by a layoff. This survey is usually given to workers prior to separation from employment. Respondents are asked a wide range of demographic and employment related questions, including: work experience, desired occupation, job search resources, additional skills, further training needs, education and wage expectations.

Concentration of Dislocated Workers Affected by Layoffs



The map (above) illustrates where workers live that are affected by the dislocation from employment. The results of the survey show that 91.6% of respondents are willing to commute up to 20 miles one way for employment.

Available Skilled Labor:

Business Operations:

- Business Operations Specialists - 2
- Computer Systems Analysts - 2
- Computer User Support Specialists - 2
- Database Administrators - 1
- Financial Analysts - 2
- Logisticians - 2
- Office Clerks - 1
- Planning Clerks - 2
- Recordkeeping - 1
- Shipping Clerks - 1
- Stock Clerks and Order Fillers - 1
- Technical Writers - 1

Production

- Production Managers - 2
- Productions Supervisors - 12
- Chemists - 1

Production - continued

- Electrical Engineering Technicians - 1
- Electricians - 2
- Industrial Engineering Technicians - 1
- Industrial Machinery Mechanics - 6
- Inspectors - 7
- Mechanical Engineering Technicians - 5
- Microbiologists - 1
- Safety Engineers - 1
- Team Assemblers - 41
- Water and Wastewater Treatment Plant Operators - 1

Transportation & Material Movers

- Packers and Packagers, Hand - 5

Unspecified - 11

Total - 115

For additional information contact:

Iowa Works Center - Iowa City
 1700 South 1st Ave, Suite 11B
 Iowa City, IA 52240-6036
 Telephone: (319) 351-1035
 Fax: (319) 351-4433
 Hours: 8:30 a.m. to 4:30 p.m.
 Monday, Tuesday, Thursday and Friday
 Wednesday: 9:00 a.m. to 4:30 p.m.

DISLOCATED WORKER CHARACTERISTICS

PROCTER & GAMBLE - IOWA CITY, IA

Demographics:

- 72.1% Male
- 27.9% Female

Age Ranges:

- 0.0% Between 18-21 years old
- 24.6% Between 22-35 years old
- 36.8% Between 36-49 years old
- 38.6% Between 50-64 years old
- 0.0% Between 65+ years old



Future Plans:

- 34.8% Seek employment of the same job type
- 29.6% Attend school/training
- 29.6% Seek employment of a new job type
- 14.8% Already have a job lined up
- 12.2% Obtain additional certification
- 4.3% Start my own business
- 1.7% Retirement/leave the workforce



Top Desired Occupational Categories:

- Production - 35.5%
- Office & Administrative Support - 25.8%
- Installation, Maintenance, & Repair - 24.7%
- Management - 23.7%
- Healthcare Support - 20.4%
- Farming, Fishing, & Forestry - 18.3%
- Business & Financial Operations - 16.1%



Education Level:

- Did not complete high school - 0.0%
- High school diploma or equivalency - 28.3%
- Post-high school education, no degree - 35.4%
- Associate degree - 16.8%
- Undergraduate degree - 16.8%
- Postgraduate/Professional degree - 2.7%

Hours Worked & Length of Employment:

- 0.0% Worked less than 20 hours per week
- 0.0% Worked 20-31 hours per week
- 0.0% Worked 32-34 hours per week
- 9.2% Worked 35-40 hours per week
- 90.8% Worked 40+ hours per week
- 0.0% Employed less than one year
- 23.6% Employed 1-4 years
- 11.3% Employed 5-9 years
- 26.4% Employed 10-14 years
- 3.8% Employed 15-19 years
- 34.9% Employed 20+ years



Further Training Desired:

- 23.5% Computer skills
- 22.6% Finish/obtain trade/vocational certificate or licensure
- 20.0% Finish/obtain associate degree
- 18.3% Finish/obtain undergraduate degree
- 10.4% Writing skills
- 9.6% Math skills
- 8.7% Finish/obtain postgraduate/professional degree
- 1.7% Reading skills
- 0.9% Finish/obtain high school diploma or equivalency
- 0.9% Other training/education

Computer Abilities:

- 93.9% Access the Internet
- 93.9% Send & receive E-mail
- 87.8% Use word processing software
- 53.0% Use financial & bookkeeping software

Pay Ranges at Separation:

- 93.3% paid an hourly wage
- Under \$9.25/Under \$19,240 - 0.0%
- \$9.25-\$11.49/\$19,240-\$23,919 - 0.0%
- \$11.50-\$14.49/\$23,920-\$30,159 - 0.0%
- \$14.50-\$18.24/\$30,160-\$37,959 - 0.0%
- \$18.25-\$22.74/\$37,960-\$47,319 - 8.8%
- \$22.75-\$28.74/\$47,320-\$59,799 - 51.0%
- \$28.75-\$35.99/\$59,800-\$74,879 - 38.2%
- \$36.00-\$45.24/\$74,880-\$94,119 - 0.0%
- \$45.25+/\$94,120+ - 2.0%



Wages may vary depending upon occupational category

Pay Ranges Desired:

(Lowest wage range willing to accept)

- Under \$9.25/Under \$19,240 - 1.0%
- \$9.25-\$11.49/\$19,240-\$23,919 - 0.0%
- \$11.50-\$14.49/\$23,920-\$30,159 - 1.9%
- \$14.50-\$18.24/\$30,160-\$37,959 - 5.8%
- \$18.25-\$22.74/\$37,960-\$47,319 - 19.4%
- \$22.75-\$28.74/\$47,320-\$59,799 - 36.9%
- \$28.75-\$35.99/\$59,800-\$74,879 - 32.0%
- \$36.00-\$45.24/\$74,880-\$94,119 - 1.0%
- \$45.25+/\$94,120+ - 1.9%

Wages may vary depending upon occupational category

Assistance Desired:

- Finding out what jobs are available - 68.7%
- Understanding how my skills/experience relate to new jobs - 59.1%
- Deciding what jobs I can do - 47.8%
- Developing a resume - 39.1%
- Learning how to find a new job - 29.6%
- Tuition & books - 22.6%
- Deciding which school would be best for me - 20.0%
- Filling out job applications - 11.3%
- Budgeting & paying my bills without a job - 8.7%
- Dealing with my loss of employment - 8.7%
- Paying moving expenses - 7.0%
- Helping my family through this current situation - 6.1%
- Paying for child care while I go to school - 5.2%
- Transportation expenses to & from school - 4.3%
- Other assistance - 1.7%



Job Search Resources:

- Internet - 56.5%
- Networking (friends, family, etc.) - 35.7%
- IowaWORKS Centers - 21.7%
- Newspapers - 9.6%

Willing to Relocate:

- 27.0% Within the state
- 0.0% To neighboring states
- 15.7% Nationwide



DISLOCATED WORKER CHARACTERISTICS

PROCTER & GAMBLE - IOWA CITY, IA

Related Jobs

Jobs Related to Team Assemblers:

Adhesive Bonding Machine Operators and Tenders
Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic
Forging Machine Setters, Operators, and Tenders, Metal and Plastic
Molding and Casting
Packaging and Filling Machine Operators and Tenders
Print Binding and Finishing Workers
Sawing Machine Setters, Operators, and Tenders, Wood
Solderers and Brazers
Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders
Upholsterers

Jobs Related to First-Line Supervisors of Production and Operating Workers:

Aircraft Cargo Handling Supervisors
Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders
First-Line Supervisors of Agricultural Crop and Horticultural Workers
First-Line Supervisors of Construction Trades and Extraction Workers
First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand
First-Line Supervisors of Logging Workers
First-Line Supervisors of Mechanics, Installers, and Repairers
First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators
Industrial Production Managers
Non-Destructive Testing Specialists

Jobs Related to Inspectors, Testers, Sorters, Samplers, and Weighers:

Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic
Food Batchmakers
Forging Machine Setters, Operators, and Tenders, Metal and Plastic
Machine Feeders and Offbearers
Mail Clerks and Mail Machine Operators, Except Postal Service
Print Binding and Finishing Workers
Shipping, Receiving, and Traffic Clerks
Solderers and Brazers
Team Assemblers

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 2018, in the State of Iowa, 847 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 - 847

Demographics

- 55.2% Female
- 44.8% Male

Age Range

- 1.5% 18-21 years old
- 23.7% 22-25 years old
- 28.9% 36-49 years old
- 39.8% 50-64 years old
- 6.1% 65+ years old

Average Hours Per Week

- 1.8% Less than 20 hours
- 5.8% 20-31 hours
- 2.9% 32-34 hours
- 54.9% 35-40 hours
- 34.6% More than 40 hours

Years of Service

- 6.4% Less than one year
- 34.3% 1-4 years
- 19.3% 5-9 years
- 14.9% 10-14 years
- 5.7% 15-19 years
- 7.2% 20-24 years
- 5.7% 25-29 years
- 6.5% 30 or more years

Pay Ranges

- 88.5% paid an hourly wage

Wage Ranges hourly/annual	At Separation	Willing to Accept
Under \$9.25/Under \$19,240	4.5%	1.0%
\$9.25-\$11.49/\$19,240-\$23,919	12.5%	4.2%
\$11.50-\$14.49/\$23,920-\$30,159	20.2%	19.0%
\$14.50-\$18.24/\$30,160-\$37,959	13.7%	26.2%
\$18.25-\$22.74/\$37,960-\$47,319	21.8%	21.1%
\$22.75-\$28.74/\$47,320-\$59,799	15.5%	14.9%
\$28.75-\$35.99/\$59,800-\$74,879	9.4%	10.1%
\$36.00-\$45.24/\$74,880-\$94,119	1.5%	2.2%
\$45.25 and over/\$94,120 and over	0.9%	1.3%

Future Plans (multiple categories may be selected)

- 39.7% Seek employment immediately (same job type)
- 26.1% Seek employment immediately (new job type)
- 23.1% Undecided
- 20.9% Attend school/training
- 3.7% Already have a job lined up
- 3.7% Obtain additional certification
- 3.0% Start my own business
- 2.2% Retirement/leaving the workforce

Job Search Resources (by use)

- 46.4% Internet Sites
- 38.0% Networking (friends/family)
- 34.2% Iowa WORKS Centers
- 18.7% Newspapers

Education Level

- 2.9% Did not complete high school
- 38.7% High school diploma/equivalent
- 28.5% Some college, no degree
- 12.9% Associate degree
- 12.2% Undergraduate degree
- 4.8% Postgraduate degree

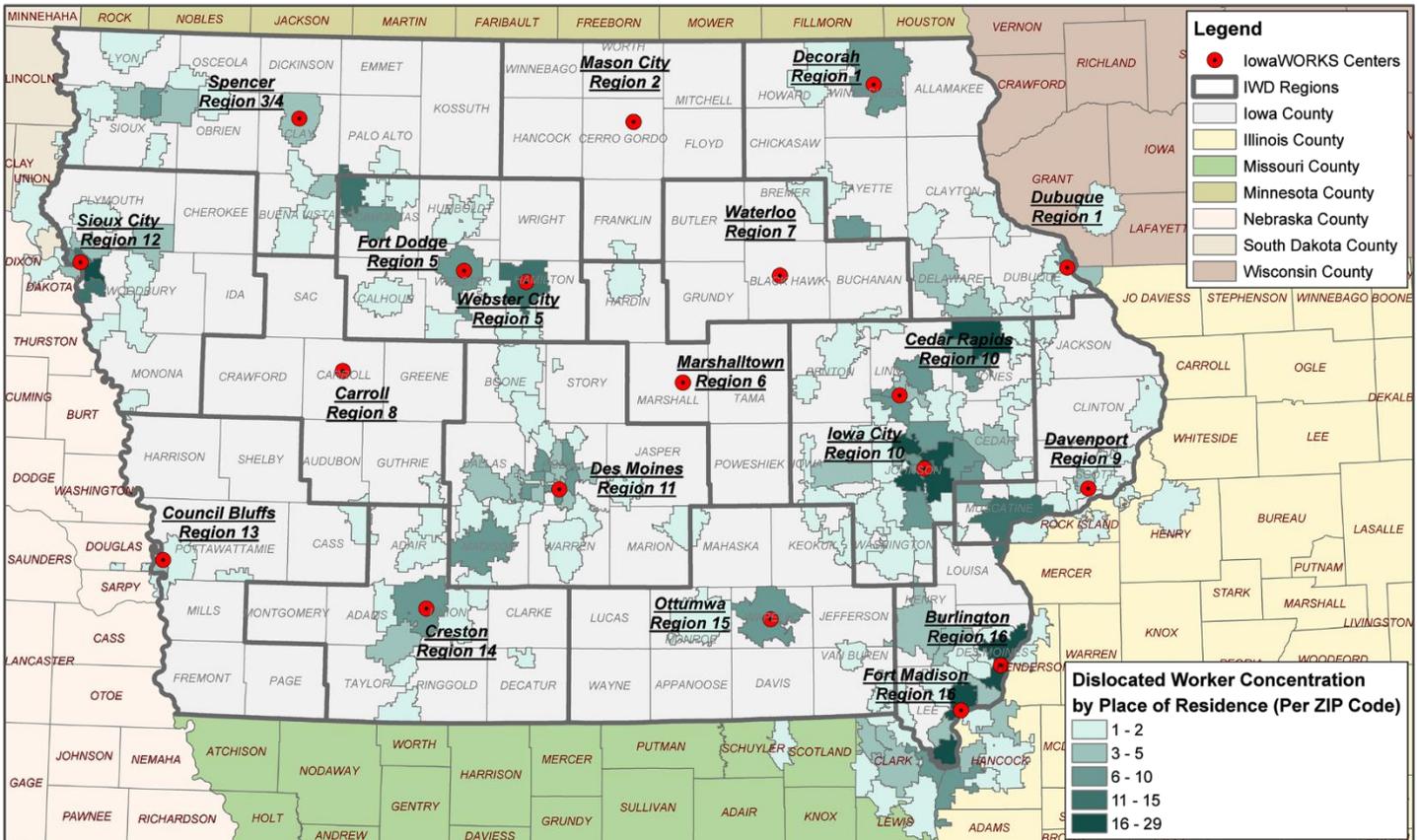
Desired Training (by percent interest)

- 31.2% Basic computer skills
- 20.4% Obtain an associate degree
- 18.8% Trade/vocational certification
- 11.3% Math skills
- 9.8% Writing skills
- 9.0% Obtain an undergraduate degree
- 6.7% Obtain a graduate degree
- 5.4% Reading skills
- 2.7% Obtain a HS diploma/equivalency
- 2.0% Other

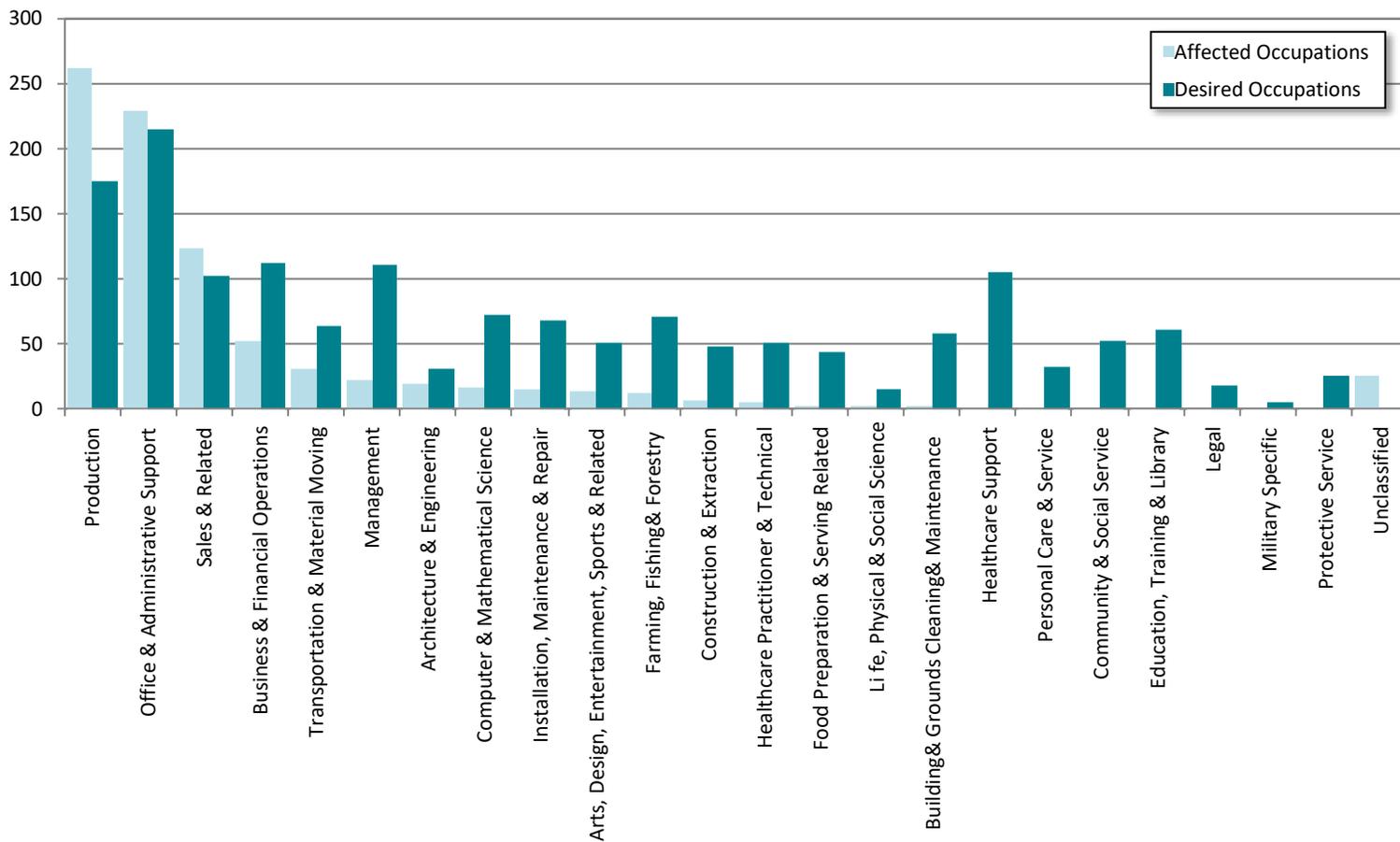
Computer Abilities

- 85.1% Access the Internet
- 83.1% Send & receive e-mail
- 65.9% Use word processing software
- 36.2% Use bookkeeping software
- 5.0% None of the things listed

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	67.9%
Understanding how my skills & experience relate to new jobs	42.3%
Deciding what jobs I can do	38.9%
Developing a resume	35.7%
Learning how to find a new job	24.0%
Tuition & books	23.1%
Deciding which school would be best for me	16.1%
Budgeting & paying my bills without a job	14.2%
Filling out job applications	14.1%
Transportation expenses to & from school	8.3%
Dealing with my loss of employment	8.1%
Helping my family through this current situation	7.3%
Paying moving expenses	5.7%
Paying for child care while I go to school	4.8%
Other	2.0%

Top Reported Affected Occupations

	Number Affected	Entry Wage ¹
Customer Service Representatives	127	\$ 11.85
Retail Salespersons	76	\$ 8.29
Team Assemblers	49	\$ 11.73
Fiberglass Laminators and Fabricators	46	\$ 13.17
First-Line Supervisors of Retail Sales Workers	36	\$ 12.27
Production Workers, All Other	34	\$ 10.30
Shipping, Receiving, and Traffic Clerks	26	\$ 12.03
First-Line Supervisors of Production and Operating Workers	24	\$ 18.28
Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	24	\$ 13.82
Grinding and Polishing Workers, Hand	23	\$ 10.34
Financial Analysts	22	\$ 25.14
Inspectors, Testers, Sorters, Samplers, and Weighers	18	\$ 13.04
Billing and Posting Clerks	15	\$ 14.08
Laborers and Freight, Stock, and Material Movers, Hand	15	\$ 10.35
First-Line Supervisors of Office and Administrative Support Workers	14	\$ 17.32
Merchandise Displayers and Window Trimmers	11	\$ 9.77
Stock Clerks and Order Fillers	10	\$ 9.27
Industrial Machinery Mechanics	9	\$ 18.28
Printing Press Operators	9	\$ 11.14



¹Iowa Workforce Development, Labor Market Information Division, Iowa Wage Survey 2018

WIOA Youth

Iowa exceeded all Title I Youth performance outcomes goals for PY18.

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	651	383	\$3,166,479	\$4,864
Training Services	519	316	\$364,757	\$702

Summary Information	Percent
Percent enrolled in more than one core program	95.6%
Percent Administrative Costs Expended	10.0%

WIOA Performance Measure	PY18 Goal	PY18 Outcome	PY18 Target Ratio of 90%	PY18 % Achieved of 100% of Goal
Employment/Education/Training Rate 2nd Quarter after Exit	71.0%	71.6%	63.9%	100%
Employment/Education/Training Rate 4th Quarter after Exit	71.0%	72.7%	63.9%	102.4%
Median Earnings 2nd Quarter after Exit	Baseline	\$3,663	N/A	N/A
Credential Attainment	58.5%	59.0%	52.7	100.8%
Measurable Skill Gains	Baseline	29.8%	N/A	N/A

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		<i>71.0%</i>	<i>71.0%</i>
American Indian/Alaska Native	11	66.7%	33.3%
Asian	9	77.8%	69.2%
Black/African American	129	68.4%	74.5%
Hispanic/Latino	76	79.2%	78.5%
Native Hawaiian/Pacific Islander	6	n/a	80.0%
White	412	68.5%	69.1%
More than One Race	26	58.8%	57.1%

Ethnicity/Race	Percent of Youth Enrollments
Hispanic/Latino*	11.6%
American Indian*	1.7%
Asian American*	1.4%
Black/African American*	19.7%
Native Hawaiian /Other Pacific Islander	0.9%
White	63.0%
Two or More Races*	4.0%
*All Not White Alone (non-white)	35.3%

ACS Age break downs	Percent of Iowa's Population	Age/Educational Status	Percent of Youth Enrollments
10-14	6.9%	<16 (14-15)	4.6%
15-19	6.9%	16-18	40.1%
20-24	7.3%	19-24	55.4%

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

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

Barriers WIOA Youth Characteristics Over Time	PY16	PY17	PY18
Participants Served	1314	1231	654
Displaced Homemaker	1	1	1
English Language Learners/Low levels of Literacy, Cultural Barriers	899	771	323
Exhausting TANF within 2 years	0	0	0
Reentry Adult (Returning from incarceration) Ex-Offender	166	160	72
Homeless Individuals/Runaway Youth	3	6	37
Long-term unemployed (27 or more consecutive weeks)	0	0	0
Low-income Individuals	1267	1087	498
Migrant and Seasonal Farmworkers	1	3	0
Individuals with Disabilities	283	294	218
Single Parent	261	228	89
Youth in foster care of aged out of system	27	36	13
No Post-Secondary Credential			
Youth, age <16r	68	56	30
Youth, age 16-18	657	549	262
Youth, age 19-24	589	617	362

Jobs for Veterans State Grant (JVSG)

Iowa exceeded all JVSG performance outcomes goals for PY18.

Service	Participants Served	Participants Exited
Basic Career Services*	23	45
Individualized Career Services*	884	724
Training Services*	15	8
Total Served*	922	777

*JVSG Based on PY2018 Quarter 4; no annual data report requirement for JVSG.

WIOA Performance Measure	PY18 Goal	PY18 Outcome	PY18 Target Ratio of 90%	PY18 % Achieved of 100% of Goal
Employment Rate 2 nd Quarter after Exit	60.0%	65.8%	63.0%	109.66%
Employment Rate 4 th Quarter after Exit	40.0%	65.9%	58.5%	164.75%
Median Earnings 2 nd Quarter after Exit	\$4,500	\$7,531	\$4,950	167.35%

Barriers WIOA WP Characteristics Over Time	PY16	PY17	PY18
Participants Served	118234	116416	53,729
Displaced Homemaker	34	8	123
English Language Learners/Low levels of Literacy, Cultural Barriers	960	342	486
Exhausting TANF within 2 years	0	0	0*
Reentry Adult (Returning from incarceration) Ex-Offender	143	68	152
Homeless Individuals/Runaway Youth	988	1293	618
Long-term unemployed (27 or more consecutive weeks)	0	0	50
Low-income Individuals	74496	95417	9,395
Migrant and Seasonal Farmworkers	2184	1841	0
Individuals with Disabilities	5447	6112	3,043
Single Parent	875	340	285
Youth in foster care of aged out of system	28	9	12

Trade Adjustment Assistance Petition Submittals

PY18 saw a 10 percent increase in the number of petitions submitted as well as the number of petitions Certified by the Department of Labor. The Trade Bureau believes this increase is correlated to the participation in all Rapid Response initial meetings which have enabled the unit to interact with employer representatives to establish open lines of communication.

PY 17 Petitions - 21 Submitted

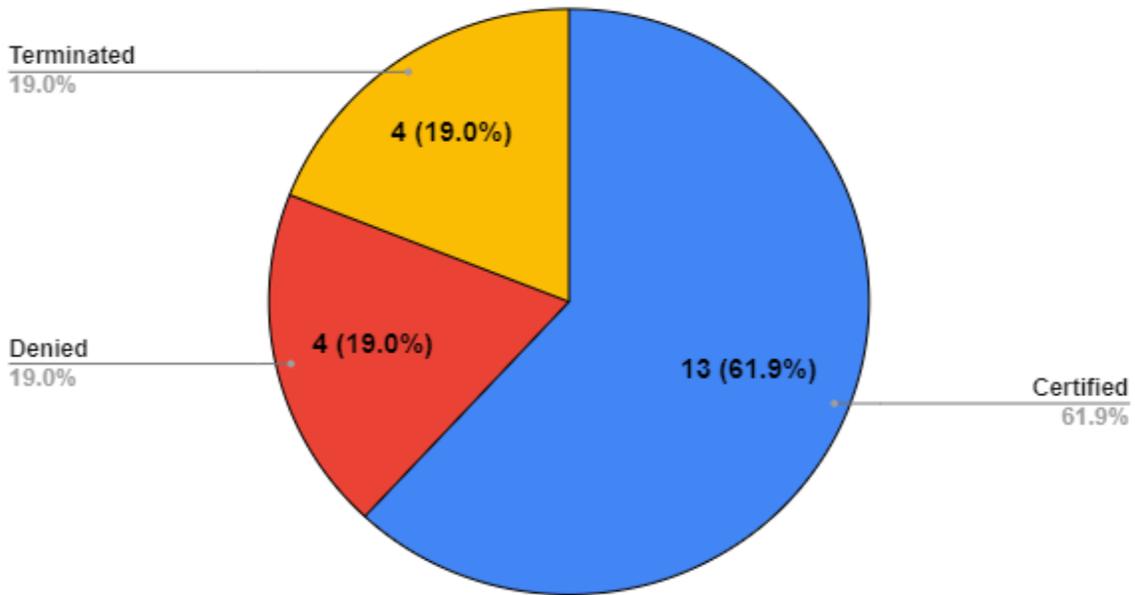


Figure 1

PY 18 Petitions - 26 Submitted

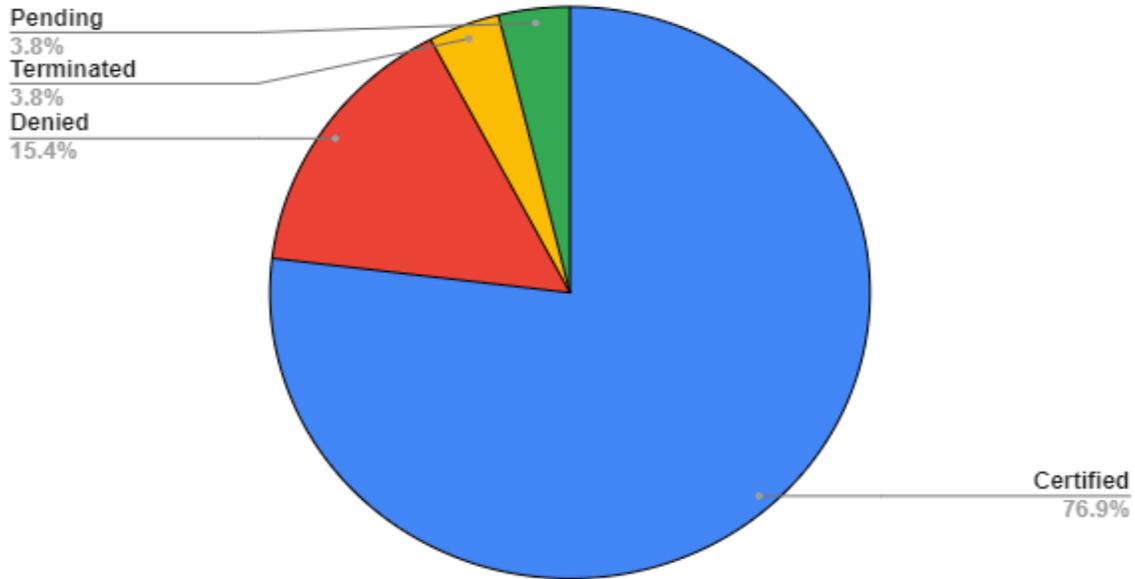


Figure 2

Establishing the initial lines of communication early in the process has paid dividends once the petition is certified by the Department of Labor. Building the relationship with the employer representatives has enabled the Trade Bureau to interact early and often with the impacted worker groups. Ocwen Loan Servicing in Waterloo is a prime example of the early interaction with company officials and the ongoing communication that allowed both State Trade staff and local AJC personnel to utilize on-site spaces to increase overall participation. Ocwen was certified under three separate petitions which accounted for approximately 487 impacted workers (Figure 3).

	82503	91581	93543
Certified	06/06/2013	04/18/2016	05/04/2018
Impact Date	02/15/2013	05/14/2016	04/09/2018
Expiration	05/13/2016	04/18/2018	05/04/2020

Figure 3

The Trade Bureau conducted over ten Worker Informational Meetings onsite at Ocwen allowing those interested in the TAA program to attend. The overall program participation number reflects the great communication between the state Trade office, the local AJC and the employer representatives (Figure 4).

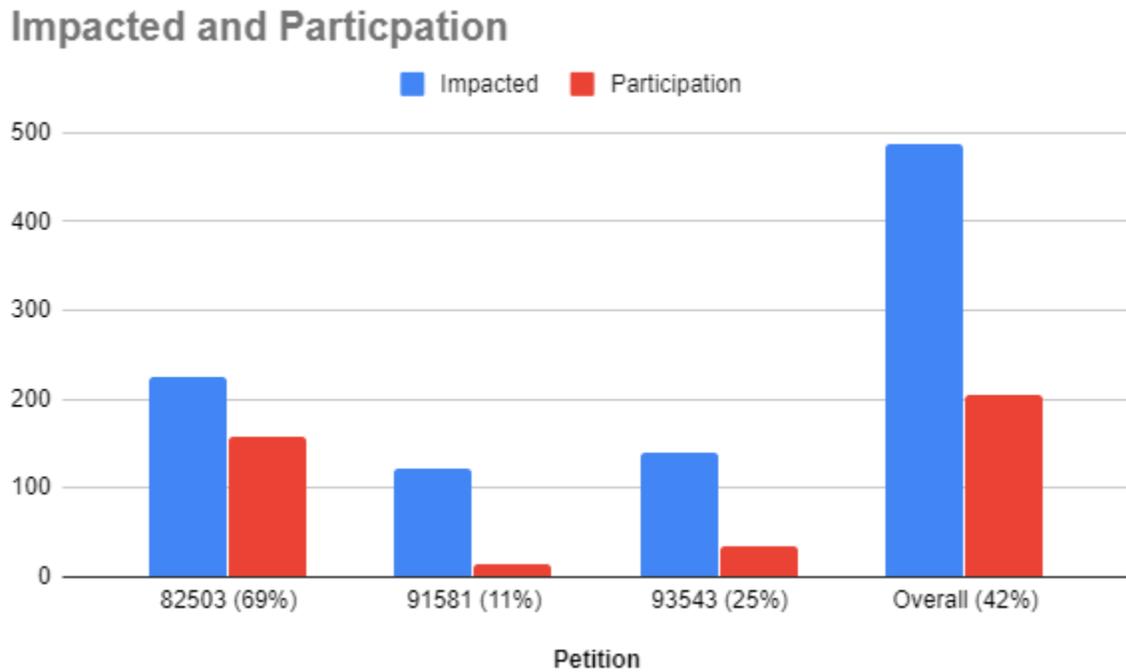
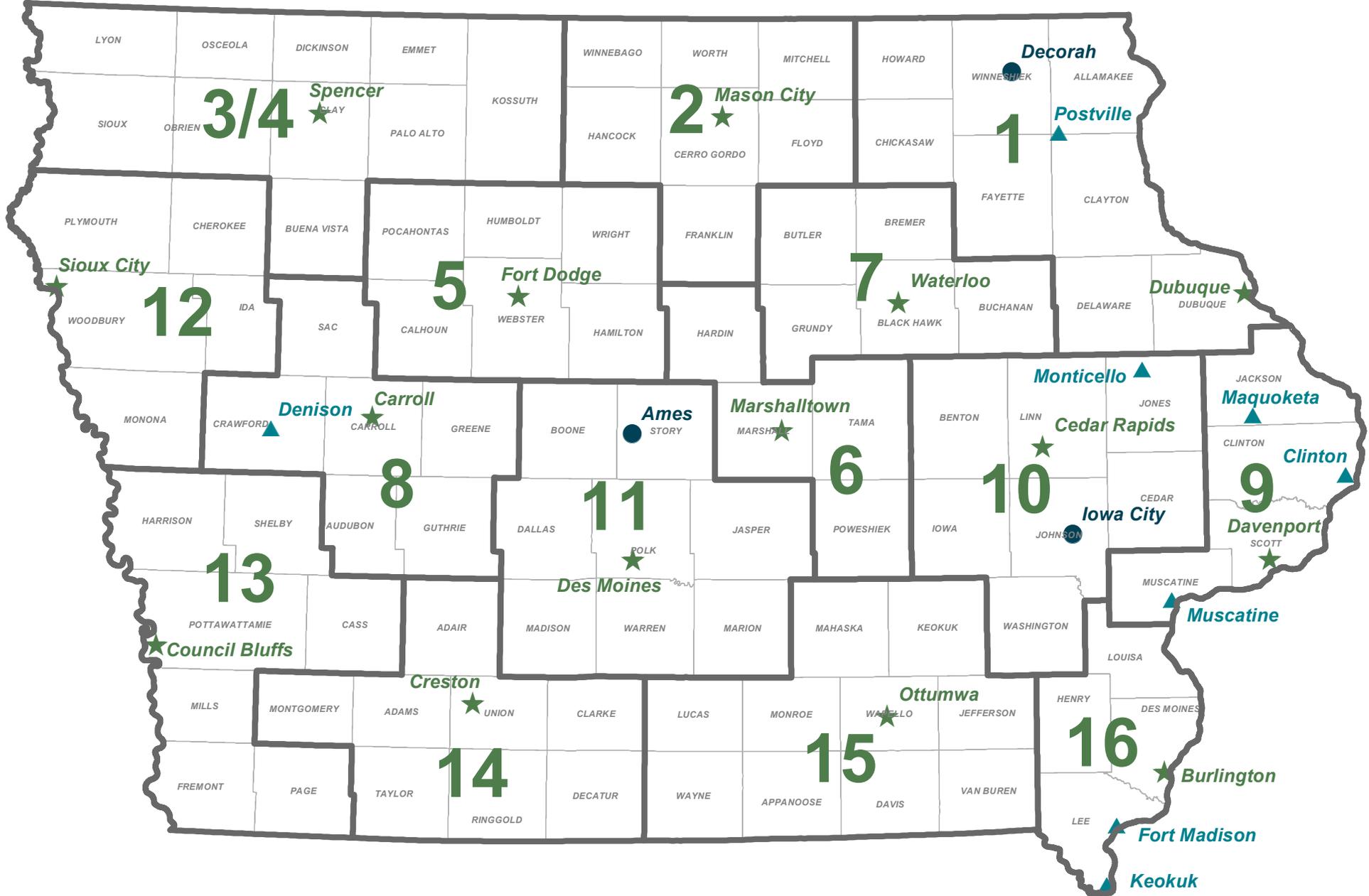


Figure 4

***Note:** Petition number 91581 was underutilized due to a majority of the impacted workers that remained with the company until final closure.

****Note:** Iowa's unemployment rate was 2.5% during the Program Year, which contributed to lower participation rates as impacted workers are rejoining the workforce as job opening have increased.

IOWA WORKFORCE DEVELOPMENT DELIVERY SYSTEM



★ IowaWorks One Stop Service Center

● Satellite Office

▲ Expansion Office

Iowa Regional PY18 Annual Report Narratives

Below is a listing (including links) to the report narratives from Iowa's 16 American Job Centers. Please click on the link to access the individual report narratives.

[Region 1](#)

[Region 2](#)

[Region 3-4](#)

[Region 5](#)

[Region 6](#)

[Region 7](#)

[Region 8](#)

[Region 9](#)

[Region 10](#)

[Region 11](#)

[Region 12](#)

[Region 13](#)

[Region 14](#)

[Region 15](#)

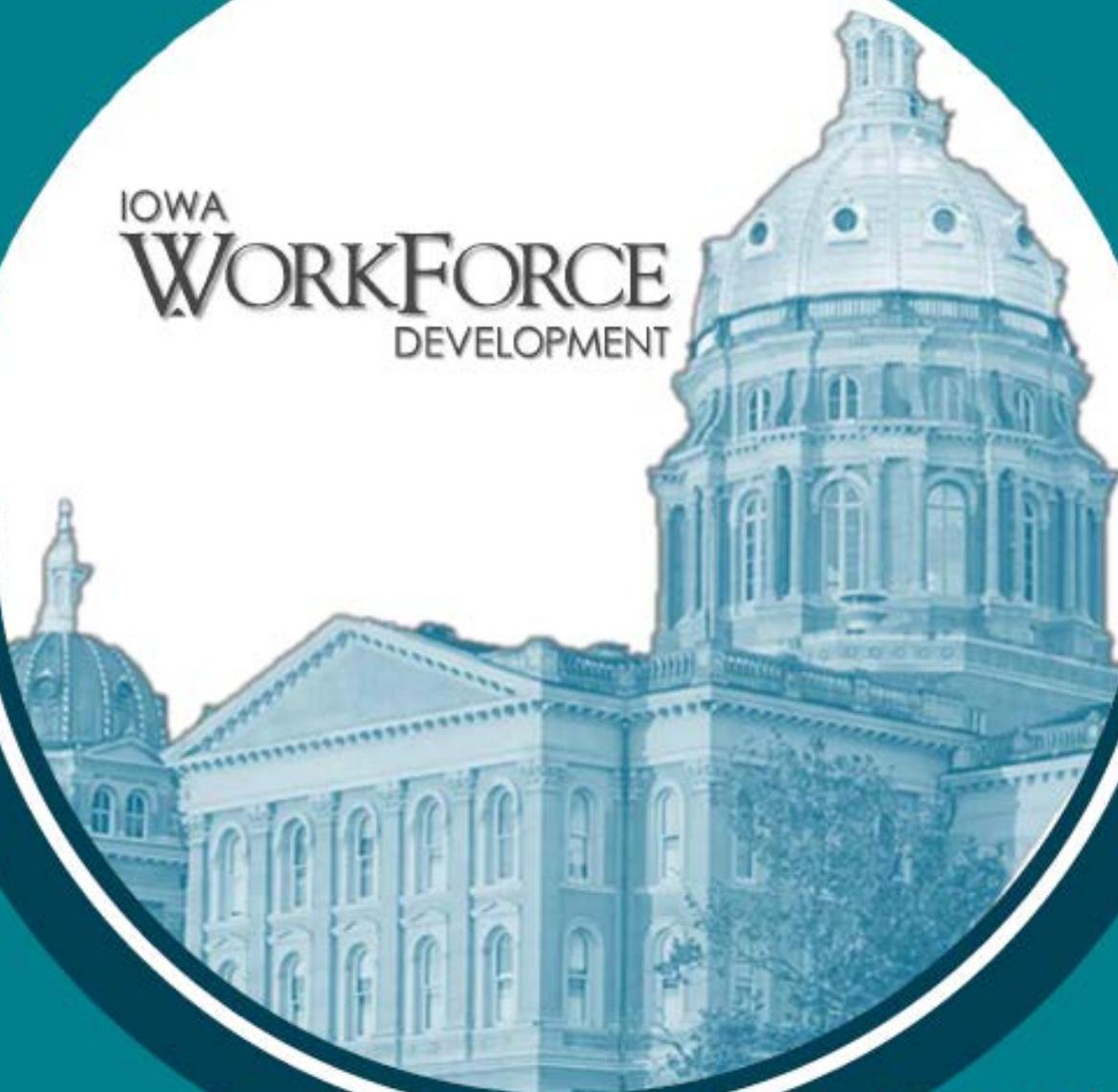
[Region 16](#)

STATE OF IOWA LABORSHED ANALYSIS



A STUDY OF WORKFORCE CHARACTERISTICS

IOWA
WORKFORCE
DEVELOPMENT



RELEASED | APRIL 2019

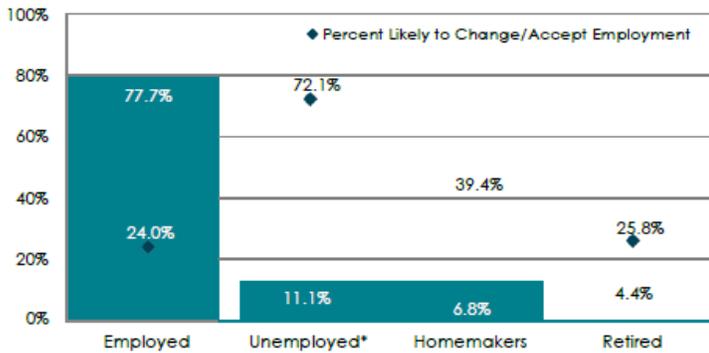
STATE OF IOWA LABORSHED SURVEY ANALYSIS

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 4,045 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 6,478 surveys conducted between January 2018 and January 2019.

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 for respondents are in office & administrative support and management.

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



UNDEREMPLOYMENT



Category	% within Iowa
Inadequate Hours	1.5%
Mismatch of Skills	3.9%
Low Income	0.5%
†Total Underemployment	5.2%

† 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.



Occupation	% within Iowa
Office & Administrative Support	12.8%
Management	11.2%
Production	9.1%
Education, Training & Library	9.0%
Sales & Related	7.6%
Healthcare Practitioner & Technical	7.0%
Business & Financial Operations	6.6%
Transportation & Material Moving	4.6%
Installation, Maintenance & Repair	4.2%
Food Preparation & Serving Related	3.5%
Healthcare Support	3.3%
Architecture & Engineering	2.3%
Community & Social Services	2.2%
Personal Care & Service	1.9%
Building/Grounds Cleaning & Maintenance	1.8%
Protective Service	1.5%
Life, Physical & Social Science	1.3%
Arts, Design, Entertainment, Sports & Related	1.2%
Legal	1.0%
Farming, Fishing & Forestry	0.8%
Military Specific	0.0%

INDUSTRIAL CLASSIFICATION OF THE EMPLOYED

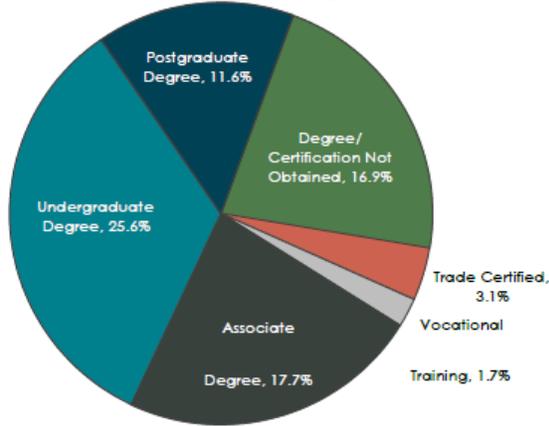


Industry	% within Iowa	% Employed within the Industry	% Likely to Change Employment	% Unemployed* within the Industry
Wholesale & Retail Trade	15.3%	70.0%	31.9%	18.2%
Healthcare & Social Services	15.2%	82.8%	25.4%	6.6%
Manufacturing	13.3%	79.6%	26.2%	11.0%
Education	11.8%	82.5%	25.2%	4.4%
Finance, Insurance & Real Estate	8.2%	81.2%	16.9%	7.5%
Construction	7.3%	78.1%	18.4%	16.3%
Professional Services	7.2%	77.5%	25.1%	13.0%
Transportation, Communication & Utilities	6.1%	77.2%	25.9%	9.5%
Public Administration & Government	5.9%	81.7%	20.8%	5.0%
Personal Services	4.6%	76.0%	23.4%	12.0%
Agriculture, Forestry & Mining	4.4%	88.2%	9.8%	5.2%
Entertainment & Recreation	0.7%	76.9%	26.3%	11.5%

EDUCATION OF THE EMPLOYED



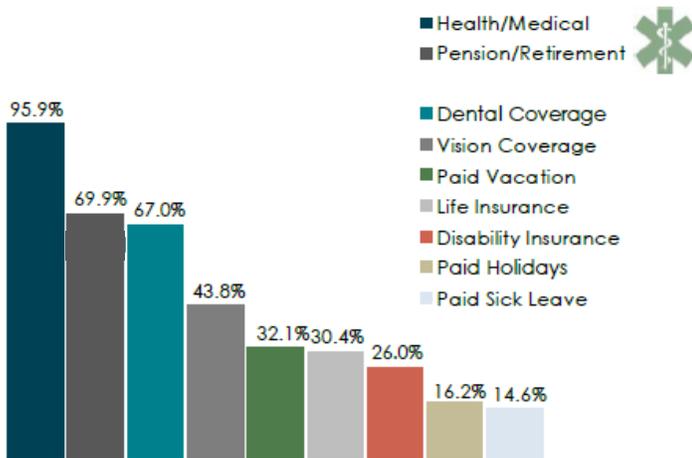
76.6 % have an education beyond high school



Fields of study



CURRENT BENEFITS OF THE FULL-TIME EMPLOYED



The majority (75.6%) of respondents employed full-time state that they are currently sharing the cost of health/medical insurance premiums with their employer. However, 11.8 percent indicate their employer pays the entire cost of insurance premiums.

EMPLOYED - likely to change employment

- 24.0% of employed are likely to change employment
- 27.8% are actively seeking new employment
- 17.9% are working multiple jobs
- Currently working an average of 43 hours per week

Average age is 40 years old

- 30.5% currently working in the professional, paraprofessional & technical occupational category followed by 25.6% in the production, construction & material handling occupational category
- \$14.51 - median hourly wage
- \$60,000 - median annual salary
- Most frequently identified job search resources:
 - Internet - 79.7%
 - Newspapers - 18.0%
 - Networking through friends, family and acquaintances - 14.8%
 - IowaWORKS Centers - 14.0%
 - Private employment services - 2.9%



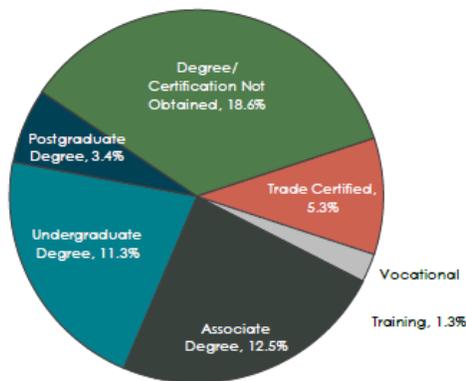
EDUCATION AND MEDIAN WAGE BY INDUSTRY

	Some Level Beyond High School	Associates	Undergrad Degree or Higher	Annual Salary	Hr. Wage
All Employed	76.6%	17.7%	37.2%	\$62,000	\$17.00
Agriculture, Forestry & Mining	60.1%	11.8%	29.5%	\$41,000	\$15.00
Construction	53.7%	16.0%	12.9%	\$63,000	\$20.00
Education	91.9%	10.0%	67.8%	\$54,000	\$14.00
Entertainment & Recreation	64.0%	16.0%	32.0%	\$39,000	\$9.50
Finance, Insurance & Real Estate	87.6%	20.3%	50.9%	\$72,500	\$17.00
Healthcare & Social Services	85.4%	28.1%	35.7%	\$58,000	\$15.03
Manufacturing	61.0%	12.7%	23.3%	\$76,000	\$18.14
Personal Services	70.0%	13.3%	25.5%	\$56,000	\$14.00
Professional Services	77.7%	14.9%	42.2%	\$70,000	\$15.00
Public Administration & Government	83.9%	19.3%	45.9%	\$64,000	\$23.00
Transportation, Communication & Utilities	72.4%	13.8%	23.9%	\$69,000	\$18.25
Wholesale & Retail Trade	61.5%	17.1%	19.7%	\$55,000	\$11.00

This table includes all respondents with no indication of employment status or willingness to change employment.

UNEMPLOYED – likely to accept employment

- 11.1% of the respondents are unemployed*
- 72.1% are likely to accept employment
- 65.0% are actively seeking employment
- Average age is 39 years old
- 56.2% are male; 43.8% are female
- education:
 - 52.4% have some post high school education

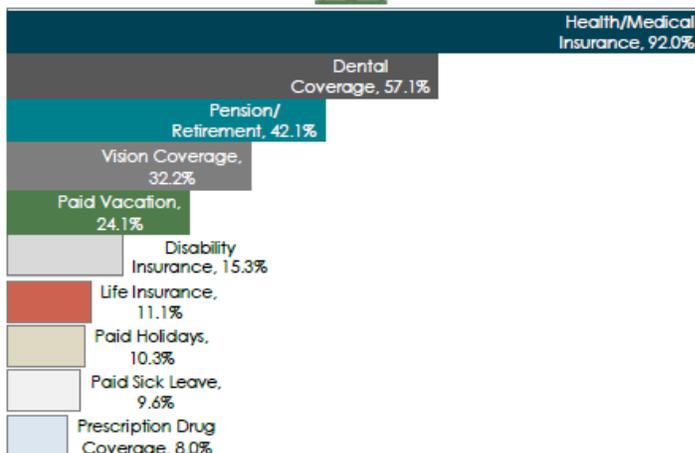


wages:

- \$13.00/hr - to attract 66% of applicants
- \$15.00/hr - to attract 75% of applicants
- \$12.00/hr - lowest wage willing to accept (median)
- 64.6% expressed interest in seasonal and 62.6% expressed interest in temporary employment opportunities
- 49.5% expressed interest in working varied shifts
- Desired Occupational Categories:

Occupational Category	% Unemployed Likely to Accept
Production, Construction & Material Handling	36.7%
Professional, Paraprofessional & Technical	16.7%
Clerical/Administrative Support	15.3%
Sales	14.0%
Service	12.6%
Managerial/Administrative	3.3%
Agriculture	1.4%
Total	100%

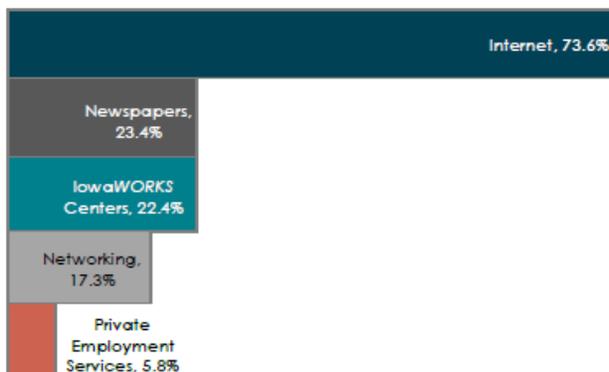
Top desired benefits



- 61.8% 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

**STATE OF IOWA
LABORSHED STUDY**

Information compiled by Iowa Workforce Development using Laborshed data released 2019.

THE STATS: WAGES

EMPLOYED

54.2% EARN AN HOURLY WAGE | 33.8% EARN AN ANNUAL SALARY | 4.8% EARN A COMMISSION

Alternative compensation types were reported that are not delineated in the above breakout.

\$17.00/HOUR
\$62,000/YEAR
M E D I A N W A G E S

MEDIAN WAGES BY INDUSTRY:



MEDIAN WAGES OF THOSE **UNLIKELY** TO CHANGE EMPLOYMENT:
\$18.00/HR & \$65,000/YR

\$14.51/HOUR
\$60,000/YEAR
M E D I A N W A G E S

EMPLOYED, LIKELY TO CHANGE EMPLOYMENT

MEDIAN WAGES BY OCCUPATIONAL CATEGORY¹ & GENDER:



WAGE THRESHOLDS²:

OVERALL:
\$17.00 TO \$20.00/HR & \$65,000 TO \$70,000/YR
BY OCCUPATIONAL CATEGORY³:



¹Insufficient data available to report hourly wage information within the agricultural occupational category. ²Range to attract 66% to 75% of applicants.

UNEMPLOYED, LIKELY TO ACCEPT EMPLOYMENT

LOWEST MEDIAN WAGE WILLING TO ACCEPT:
\$12.00/HOUR