

IOWA WIOA ANNUAL REPORT

PROGRAM YEAR 2017

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Executive Summary

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 2017.



This year, we focused on strategies to press forward with WIOA implementation, concentrating on key compliance requirements. This report highlights progress at the regional and state levels, in addition to the development of policy and standard operating procedures to strengthen our services and outcomes throughout the state. With record low unemployment rates, Iowa remains committed to providing individuals and businesses with the necessary tools, education and training to remain competitive in a global economy.

One of the most notable successes is the passing of the Future Ready Iowa Act, which was passed unanimously by the Iowa Legislature and signed into law by Governor Kim Reynolds in April 2018. The Future Ready Iowa goal calls for 70 percent of Iowa's workforce to have education or training beyond high school by 2025, focusing on preparing Iowans for the high-demand jobs of today and the future.

We look forward to building upon the accomplishments of Program Year 2017, and we appreciate your support of Iowa Workforce Development's vision to create, enable and sustain the most future ready workforce in the nation.

Respectfully,

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

Beth Townsend
Director
Iowa Workforce Development

Progress made in achieving state’s vision and goals as described in Unified State Plan

Throughout Program Year 2017 (PY17), Iowa continued to work toward implementation of WIOA across all programs. Iowa’s Unified State Plan goals and vision are at the forefront of workforce initiatives, and the progress made in PY17 laid a strong foundation for future success. Below are examples that demonstrate Iowa’s progress in achieving the vision and goals described in the Unified State Plan.

Goals and vision of Iowa’s Unified State Plan

Iowa’s workforce delivery systems will collaborate to build a Future Ready Iowa - a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa’s current and emerging industries. In alignment with the National Governor’s Association Talent PIPELine vision and goals, this unified plan will ensure individuals are prepared for dynamic careers through an emphasis on lifelong learning while meeting the needs of employers. Iowa’s workforce delivery system will assist more Iowans to become Future Ready by attaining the “new minimum” of high-quality education, training, and work readiness by bringing together education, rehabilitation, workforce, and economic development resources and ensuring that all Iowans have access to an integrated and efficient workforce delivery system. Future Ready Iowans will be ready to meet the employment challenges of today and into the future so that ALL Iowans work in competitive, integrated employment settings.

Future Ready Iowa

Governor Kim Reynolds’ number one priority is ensuring Iowa has the skilled workforce necessary to sustain economic growth. The goal of Future Ready Iowa is to ensure 70 percent of Iowa’s workforce has post-secondary education, training or a credential of value by 2025. Future Ready Iowa recognizes that education or training beyond high school is the new minimum to earn a living wage in a knowledge-based, global economy.

While 58.4 percent of Iowans currently meet that qualification, 127,700 additional Iowans need postsecondary credentials to achieve the goal by 2025.

On April 4, 2018, at the Governor’s Future Ready Iowa Summit, Governor Reynolds signed into law the Future Ready Iowa Act which was passed unanimously by the Iowa House of Representative and Senate. The Act sets forth the structure to support Recommendation 1 by the Future Ready Alliance - to establish and enhance funding options for our workforce.

The Future Ready Iowa Alliance also recognized that in addition to funding, collaborative work at the grassroots level would have to drive the action needed to reach this goal. To close out PY17, planning occurred for a number of regional Future Ready Iowa Summits across the state. Taking place during PY18, these summits will engage attendees across multiple sectors, including education, business and industry, community organizations, and economic development.

The Future Ready Iowa Act is a key accomplishment toward achieving the goals and vision described in Iowa's Unified State Plan and goes hand-in-hand with 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 across Iowa.

"Future Ready Iowa positions our state well to close the skills gap. In many ways, it puts Iowa ahead of other states in terms of what we're already doing." ~Beth Townsend, Director of IWD

To find more information about Future Ready Iowa, please visit www.futurereadyiowa.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 and Core Programs established the Disability Access Committee to the State Workforce Development Board in State legislation. In Iowa Code, the Chair and Vice Chair of the Disability Access Committee represent both of the vocational rehabilitation agencies in Iowa: Iowa Vocational Rehabilitation Services and Iowa Department for the Blind. Other members are representative of core and required WIOA programs. The Committee advises the State Workforce Development Board regarding the State Plan along with strategies to effectively include individuals with disabilities in employment services and in the state's labor pool.

The Disability Access Committee of the State Workforce Development Board has replicated 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.

Specific activities conducted in each local area under the guidance of the State Disability Access Committee include:

- Creating a self-assessment of physical accessibility and developing a barrier removal plan to fully comply with the ADA Standards.
- Ensuring programmatic accessibility of every program, service and activity provided through the IowaWORKS Centers, a proud partner of the American Job Center network.
- Identifying staff training and professional development needs regarding comfort and competency in providing quality services to customers with disabilities.
- Holding focus groups of individuals with a range of disabilities to gather feedback on the customer experience and identify areas of improvement.
- Conducting a self-assessment of accommodations and staff level of comfort with providing accommodations to customers with disabilities.

Efforts continue across Iowa to increase career outcomes for individuals with disabilities through the collaborative workforce system.

Waivers

The state of Iowa did not have any WIOA waivers in effect during PY17.

Effectiveness in Serving Employers

During PY17, the WIOA core partners, along with Iowa Workforce Development's (IWD) Labor Market Information (LMI) Division, worked to establish and implement two approaches for measuring effectiveness in serving employers across the state. The measures chosen for this metric are Employer Penetration Rate and Repeat Business Customer Rate.

Using the existing data management system, data collection for Title I and Title III programs began in October 2016. Because our core partners at Adult Education, Vocational Rehabilitation, and the Department for the Blind did not use the same data management system, the development of an external data collection tool allowed the partners to collect and report on these measures. The LMI Division developed a web-based tool, and data collection for the core partners began in January 2017. Delays in data collection caused by functionality in the current data management system have had an effect on the state's ability to accurately report on these measures.

Approach	Numerator	Definition Summary	Rate
	Denominator		
Employer Penetration Rate	7,743	Number of establishments that received or continued to receive a service during PY17	7.60%
	101,273	Number of establishments located within Iowa during the final quarter of PY17	
Repeat Business Customers Rate	4,507	Number of establishments that received or continued to receive a service during PY17 and utilized a service within the previous 3 years	24.80%
	18,149	Number of establishments that received a service previously in the last 3 years	

PY17 data for Employer Penetration Rate is underestimated due to the numerator only containing six months' worth of data from the core partners. In PY18, a full year of data will be available, and this metric is expected to be reported accurately. Conversely, PY17 data for Repeat Business Customers Rate is overestimated. The denominator for Repeat Business Customers Rate only contains historical data from employer services provided by Title I and Title III, but the numerator includes six months' worth of data from the core partners as well, slightly affecting the outcome. Going forward, historical data on employer services from all core partners will be included in the denominator, gradually increasing the accuracy of this metric.

Attachment 1 – Establishments served by County (PY17) & Employer Penetration Rate by County (PY17)

Attachment 2 – Establishments Receiving Services by Category (PY17)

Customer Satisfaction

Surveys were used to assess customer satisfaction for businesses and job seekers. The IWD Workforce Services Division worked with the LMI Division to create the survey, gather results and analyze the data. For PY17, emails were sent to individuals and employers with a link to complete the customer satisfaction survey via Checkbox, an online survey software.

The survey was emailed to 60,443 individuals. There were three questions asked about individuals' overall experience with the services provided by the IowaWORKS Centers. Responses were provided by selecting a range of one through six, with the higher numbers representing higher satisfaction.

A similar survey was sent to 3,027 Iowa employers. There were three questions asked about employers' overall experience with the services provided by the IowaWORKS Centers. Responses were provided by selecting a range of one through six, with the higher numbers representing higher satisfaction.

Customer Satisfaction Surveys	Individual	Employer
Number of Surveys Sent	60,443	3,027
Number Surveys Completed	1,470	233
Response Rate	2.43%	7.70%

The results of the individual participant survey yielded a large enough sample to confidently generalize those results to the overall population of participants. The results of the employer survey was less successful in attaining the same confidence of reporting, but can report the finding with 95 percent confidence level of slightly about plus or minus six percent (6.17 percent).

Attachment 3 – Job Seeker Survey results

Attachment 4 – Business and Employer Survey results

Iowa has identified efforts must be made to improve the response rate for individual customers. As Iowa transitions to a new data management system, it is anticipated that customer satisfaction surveys will be conducted in real-time for individuals.

For employers, the Workforce Services Division will continue to work with the LMI Division to determine more effective ways to conduct customer satisfaction surveys. This may result in combining this survey with another survey to minimize the amount of times employers are surveyed, or identifying a more appropriate time or manner in which businesses are surveyed.

For the customer satisfaction surveys, the Workforce Services Division plans to continue collaboration with the LMI Division. In a joint effort, the survey platform, questions asked, and the scale range will be reconsidered.

IWD expects substantial improvement in data collection and reporting as implementation of the new data management system is finalized in the end of PY18. Iowa recognizes the importance of customer satisfaction; IWD hopes to have a better response rate for PY18. Moving forward, Iowa plans to incorporate data from these surveys to make improvements on the delivery of services offered in the IowaWORKS Centers.

Program Evaluation

Using a unique and innovative strategy, IWD's LMI Division, in partnership with Iowa Economic Development Authority (IEDA), completed a Laborshed analysis to measure the availability and characteristics of workers within the State of Iowa. This reoccurring study provides insight into Iowa's workforce that is not collected anywhere else. It includes data such as the likeliness to change or accept employment, current and desired wages and salaries, job search methods and resources, underemployment, and commuting. This information provides community leaders, economic developers, site selectors, and existing or prospective employers a flexible tool for understanding the workforce characteristics of their local labor market. The 2017 Laborshed study was conducted between January 2017 and February 2018, with the final report issued in March 2018. Attachments 5 – 7 provide additional information and the results of this study.

Attachment 5 – 2017 Iowa Laborshed Job Search Resources Quick Stats

Attachment 6 – 2017 Iowa Laborshed Wages Quick Stats

Attachment 7 – 2017 Iowa Laborshed Analysis Executive Summary

Performance Accountability System

Progress continues to be made on the implementation of a new data management and labor exchange system in Iowa. Geographic Solutions was the vendor selected to provide the new system, IowaWORKS. This new system will allow monitoring of the ever-changing performance management landscape and streamline program management. More than 20 states are currently using Geographic Solutions systems. The features of the system will allow staff to meet reporting benchmarks required under WIOA legislation.

Iowa has chosen to implement 40 modules within the new system, allowing for comprehensive data and case management for individual job seekers and employers alike. Included are modules for WIOA Case Management, Wagner Peyser Case Management, Labor Exchange services, Trade Adjustment Assistance

Act Module, Worker Adjustment and Retraining Notification Act (WARN) Module, Customer Relationship Management (CRM) Module, PROMISE JOBS (Welfare Transition Program) Module, Work Opportunity Tax Credit (WOTC) Module, and many more. The addition of the Adult Education Module, where Core Partner Staff from Title II will conduct case management, will allow for a seamless integration of Title II performance reporting data with Titles I and III in the future. The public facing webpage of IowaWORKS is user-friendly and more intuitive than our current system, and expands the capabilities and services available to job seekers from remote locations.

A vast amount of work was accomplished on this project in PY17, progressing from three percent complete in February 2018, to over 65 percent complete in July 2018. IWD is scheduled to implement its new data management system in May 2019. IWD and IowaWORKS Centers are excited for the future and looking forward to improving services provided to the job seekers and employers of Iowa, in addition to the improvements in performance reporting this system will offer.

Grants

Disability Employment Initiative Round VI

Iowa's Disability Employment Initiative (DEI) Round VI project continued to meet outcomes during PY17, enrolling 203 participants. The five pilot regions continue to implement strategies related to increasing the capacity of IowaWORKS Centers to assist persons with disabilities on their employment and education goals. Particular focus has been placed on:

- Cross-Partner Collaborations
- Integrated Resource Teams
- Asset Development Strategies
- Ticket to Work
- Career Pathways
- Staff Training and Professional Development

The DEI project continues to work toward systemic and local level interventions to increase the inclusion of persons with disabilities into the traditional workforce system. All of Iowa's Disability Resource Coordinators have completed benefits planning training and received the Community Work Incentives Coordinator certification. This has been critical to Social Security beneficiaries, to expand the Ticket to Work program, and to demonstrate the need for additional training to increase the State's capacity to provide the critical benefit planning service.

National Dislocated Worker Grant

In 2014 and 2015, John Deere laid off nearly 1,300 employees from factories in Des Moines and Waterloo after the economy saw a downturn in the agricultural industry. John Deere manufactures agricultural equipment used around the world. In 2015, a National Dislocated Worker Grant was awarded to the State of Iowa for \$3.1 million to serve up to 650 people. The grant was awarded for an initial two years and was given a one year extension, ending March 31, 2018. At close out of the grant period, Iowa spent roughly \$1.7 million to serve nearly 350 participants.

Program Highlights

In addition to Future Ready Iowa and WIOA, there are a variety of programs serving a broad range of at-risk and priority populations, delivered by the IowaWORKS Centers throughout the state of Iowa. These programs include, but are not limited to:

- Veteran Services
 - Home Base Iowa
 - Jobs for Veterans State Grant
- Registered Apprenticeship
- PROMISE JOBS
- Migrant Seasonal Farmworker Services & Foreign Labor Certification
- Trade Adjustment Assistance Program
- Work Opportunity Tax Credit

Many of these programs focus on serving youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, long-term unemployed and other individuals with barriers to employment.

Home Base Iowa

Home Base Iowa is a one-of-a-kind program that links veterans and transitioning service members with Home Base Iowa 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 education and in transitioning to a new community with focused support and individuals 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 PY17, Iowa's unemployment rate was record low, and businesses were challenged to find and hire skilled workers. Home Base Iowa highlights from the year include:

- 2,087 designated Home Base Iowa Businesses
- 88 approved Home Base Iowa Communities
- 25 Colleges/Universities that meet specific Certified Higher Academic Military Partners (CHAMPS) criteria
- 540 Veteran profiles submitted

Home Base Iowa Communities are committed to welcoming veterans and transitioning military members and their families to relocate into their community. The Home Base Iowa Communities initiative designates communities as centers of opportunity for military 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 Home Base Iowa 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 Home Base Iowa businesses
- Step 4 - Provide community signage locations and Home Base Iowa web page information

There is no cost to become a Home Base Iowa partner. Home Base Iowa 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

Home Base Iowa is Iowa's premier veteran program focused on connecting Iowa businesses to skilled veterans and transitioning service members.

Jobs for Veterans State Grant (JVSG)

Veterans and eligible spouses receive priority of service for qualified training programs funded by the U.S. Department of Labor. Specially-trained Workforce Advisors in the IowaWORKS Centers, who are all disabled veterans, work with eligible veterans and eligible spouses who have significant barriers to employment. These barriers may include service-connected disabilities, homelessness, long-term unemployed, low income, an offender, youth, or lacking a high school diploma or equivalency. Services include developing an employment plan, career planning, group and individual employment counseling, assessment testing, referrals to other supportive service agencies, and identifying training opportunities. For PY17, 7,843 veterans received services at IowaWORKS Centers, including the following:

- 2,529 campaign veterans
- 1,737 disabled veterans
- 1,711 recently separated veterans (who left military service within the last three years)

Trade Adjustment Assistance Program

PY17 brought much change to the Trade Adjustment Assistance (TAA) program's leadership in Iowa, and with it, a renewed dedication to the Trade program. This commitment led to a 135 percent increase in TAA Petition filings in Iowa from PY16 to PY17. Due to this substantial increase, training was held in all local areas on TAA policy and procedure to ensure regions were equipped with how to best handle a new certified Trade petition.

Another focus of the TAA program was increased collaboration between the TAA program and Rapid Response efforts. One of the main obstacles facing the TAA program is a negative connotation held by employers, despite its design to assist workers "affected by foreign trade." By including IWD's TAA program coordinator early on in Rapid Response communication with company officials, employers are given a full explanation of the program and its benefits in order to overcome these misconceptions. This process also allows the TAA program coordinator to establish a connection with company officials, facilitating the exchange of information and allowing a more complete TAA petition to be filed, which increases the potential for a petition to be certified. One great example of this is Petition 93241 for Ferrara Candy Company in Creston. After attending a Rapid Response event in Creston with company officials and community leaders, a TAA petition was filed on Oct. 19, 2017. Just 36 days later, on Nov. 24, 2017, the petition was certified by the U.S. DOL, and the TAA program coordinator was able to schedule Trade-specific Worker Information Meetings on-site for approximately 215 affected workers.

The state hopes to continue this type of success into the future by concentrating on efforts to increase the number of petitions filed and certified each year, as well as focusing on the percentage of eligible Trade certified workers who enroll and participate in the Trade program in Iowa.

Rapid Response and Dislocated Workers

Rapid Response (RR) efforts in the State of Iowa continue to be an important facet of the work done at both a statewide and local level to provide valuable solutions to businesses and important services to workers when identifying, planning for, and responding to layoffs and dislocation events. At a statewide level, IWD's RR Coordinator receives Worker Adjustment and Retraining Notification Act (WARN) Notices and immediately begins working with company officials and local area leadership to organize and deploy RR activities. In PY17, Iowa received 64 WARN notices, including 26 for mass layoffs and 29 business closings, affecting a total of 4,872 workers. This data does not include any information or statistics involving RR conducted solely at the local level.

Worker Information Meetings (WIMs), in-person meetings designed to disseminate critical information about the benefits and services available to dislocated workers, are one of the most important methods used in Iowa for serving Dislocated Workers. WIMs are scheduled as quickly and as often as possible to ensure services reach as many affected workers as possible; every effort is made to accommodate the needs of the workers. WIMs are held on-site at the employer or at the local IowaWORKS Center, and at all hours of the day to allow for workers of all shifts to attend. If WIMs are not feasible, packets of information regarding benefits and services are distributed by company officials or through the mail to all impacted workers. Iowa's Dislocated Worker Surveys are included in these meetings and information packets. This survey gathers a wide range of demographic and employment related information from workers at a specific company or employer, prior to or as soon after separation from employment as possible. IWD's LMI Division aggregates the information gathered, and a final report is shared with local area leadership to assist in the planning of services for each specific dislocation.

Attachment 8 – Example Dislocated Worker Survey Aggregate Report (Ferrara Candy Company)

Attachment 9 – Statewide Dislocated Worker Survey Results (calendar year 2017)

The new data management system, scheduled to launch in late PY18, will greatly increase Iowa's ability to capture information on all RR activities in the state, allowing Iowa to provide even greater RR services in the future.

Registered Apprenticeship

Registered Apprenticeship is an employer-driven training model that combines on-the-job training with related classroom instruction and allows Registered Apprentices to earn a paycheck from day one. IWD continues to collaborate with the U.S. Department of Labor/Office of Apprenticeship (U.S. DOL/OA) to expand Registered Apprenticeship opportunities in Iowa.

In a collaborative effort with IWD, USDOL/OA, IEDA, and a local marketing firm, ZLR Ignition, the *Earn and Learn* brand was launched. This included the unveiling of the www.earnandlearniowa.gov website in March of 2018, a tool to connect future apprentices to employers.

PY17 was a building year for Iowa's Registered Apprenticeship Program. Training was provided by IWD's Registered Apprenticeship Program Coordinator to staff at IWD, Iowa Department of Education, and Iowa Vocational Rehabilitation to provide a foundation of information. In the training, participants learned about the core components of a Registered Apprenticeship and the benefits to employers and job seekers.

During Federal Fiscal Year 2018 (FY18), Iowa registered 127 new Registered Apprenticeship Programs, which included 22 programs created under the ApprenticeshipUSA State Expansion Grant. In that same timeframe, 3,480 new apprentices were registered, which included 289 Registered Apprentices supported by the State Expansion Grant. IWD created three Quality Pre-Apprenticeship Programs and supported 17 Quality Pre-Apprentices under the State Expansion Grant. In January of 2018, IWD informed Registered Apprenticeship Sponsors how their program could be included on the Eligible Training Provider List (ETPL). Iowa currently has 127 Registered Apprenticeship Sponsors registered on the ETPL.

IWD created Registered Apprenticeship Programs in Information Technology (IT), healthcare, and advanced manufacturing. At the end of PY17, IWD announced business incentives available to Iowa organizations who create a new Registered Apprenticeship program or add an additional occupation in those three categories. The incentive amount is \$350 per Registered Apprentice, or \$500 per Registered Apprentice who qualifies as one of the grant's underrepresented populations: women, minorities, veterans, youth (ages 18-24), and people with disabilities. A business can receive up to \$4,000 in incentives. The DOL has recognized Iowa's substantial progress with Registered Apprenticeship during the past year.

"Registered Apprenticeships are an important way for our state to reach our Future Ready Iowa goal of having 70 percent of Iowans with education and training beyond high school." ~Beth Townsend, Director of IWD

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.

PROMISE JOBS customers are co-enrolled into other programs offered at the IowaWORKS Centers as appropriate. For example, participants are co-enrolled into the Title I Adult program for assistance with supportive services unavailable through the PROMISE JOBS program. During PY17, PROMISE JOBS case managers, located in the IowaWORKS Centers, served an average of 5,393 PROMISE JOBS families each month.

Migrant and Seasonal Farmworker (MSFW)/Monitor Advocacy Program

Monitor Advocates ensure the employment and training services provided to Migrant and Seasonal Farmworker (MSFWs) are qualitatively equivalent and quantitatively proportionate to the employment and training services provided to other job seekers. Iowa is considered a significant MSFW state. For PY17, Iowa ranked ninth in the nation of the number of MSFWs receiving services at IowaWORKS Centers.

During PY17, Iowa made many improvements in the delivery of services to MSFWs. Staff at the IowaWORKS Centers received training to build and expand their knowledge of the system. Training included the complaint system, the Agricultural Recruitment System (ARS), identifying MSFWs, and monitoring and reporting. Adjustments were made to the areas covered by outreach workers to allow

for maximum efficiency. Outreach workers now cover a two hour radius. This allows for more targeted outreach to workers and employers.

Iowa's outreach workers made contact with over 4,362 MSFWs and spent 182 staff days conducting outreach during PY17. They provided services to MSFWs to meet their immediate needs such as food assistance, clothing, transportation, interpretation services, medical access and housing. Many MSFWs arrive in Iowa from other states with only a backpack and a desire to work. Outreach workers provided information about other employment opportunities in Iowa inside and outside of the agricultural fields. They provided information about the complaint system, worker rights and other organizations that provide services to MSFWs.

Iowa's State Monitor Advocate held the first-ever joint conference with Nebraska. This conference was attended by IowaWORKS Center staff and managers, outreach workers, Iowa's State Monitor Advocate, Nebraska Department of Labor State Monitor Advocate, and their administrator of workforce services. Presentations were given by Proteus, Iowa's National Farmworker Job Program (NFJP) Grantee. This presentation provided both states with valuable information about eligibility criteria for their program. The Department of Labor's Wage and Hour Division presented over Migrant & Seasonal Agricultural Workers Protection Act and H-2A Provisions of the Immigration and Nationality Act. Human trafficking is on the rise across the nation. Braking Traffik, an anti-trafficking organization provided training on signs of human trafficking in farm workers. This information was eye-opening for all in attendance. Iowa Legal Aid and Nebraska Legal Aid presented over the areas their agencies are able to represent farm workers. Iowa was able to make several referrals to Iowa Legal Aid this year of complaints received by farmworkers. Iowa State University gave an overview of migrants in Iowa and the challenges they face. This conference had many great presenters and provided a critical foundation for joint outreach efforts throughout the year. The conference was attended by more than 80 individuals who provide services to MSFWs.

Iowa's first memorandum of understanding (MOU) was signed between IWD and the Department of Labor's Wage and Hour Division this year. This MOU is a critical piece for Iowa's monitor advocacy system. The sharing of information between the agencies opened the doors for the MSFW complaint system to operate smoothly. Prior to this MOU, the State Monitor Advocate was not able to obtain information in reference to complaints that were referred to the Wage and Hour Division. This prohibited the State Monitor Advocate from implementing the discontinuation of services regulation. The MOU opened the lines of communication between the two agencies, which benefits the MSFWs of Iowa.

Iowa's State Monitor Advocate created and released the ARS handbook for employers. This handbook is used with employers who are struggling to fill their workforce with local labor. The State Monitor Advocate also created two brochures with information about the ARS, targeted to both employers and employees. Since the release of this guide, outreach workers and business marketing specialists are better equipped to answer questions employers may have about this system.

During PY17, Iowa's MSFW Coalition continued to grow. This group meets quarterly and includes: Iowa's NFJP, Proteus; Proteus Health Care Services; Iowa Legal Aid; Iowa Department of Public Health (inspects and approves Iowa's migrant camps); Iowa State University Extension and Outreach; Department of Agriculture; Employee and Family Resources; Iowa Department of Education Migrant Program; Office of Latino Affairs; Braking Traffik; University of Iowa Farm Safety Education Department; and United Health Care. The mission of the Iowa MSFW Coalition is to advocate for farmworkers and their families,

coordinate resources among agencies, and educate the agricultural community. This group provides an opportunity for networking and co-outreach with other agencies that serve MSFWs.

Iowa has five offices that have been determined significant MSFW offices. All five offices were monitored. Although several compliance findings were identified, all five IowaWORKS Centers implemented corrective action plans immediately to correct the findings. Follow up by the State Monitor Advocate showed great improvements by all offices. The State Monitor Advocate is confident that monitoring in PY18 will reflect these improvements.

Foreign Labor Certification Program

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 PY17, Iowa experienced a substantial increase to this program. Iowa's agricultural employers filled 4,314 vacancies with foreign labor this year and submitted 254 job orders. All of these positions and job orders were posted for U.S. domestic workers. These positions were not filled by domestic workers, resulting in the hiring of foreign labor. Iowa's farmers struggle to fill their workforce with local workers. An extremely low unemployment rate contributes to this hardship in Iowa. Iowa's high-demand areas for the H-2A program are construction on farms and field work during the detasseling and harvest season. Iowa conducted 246 housing inspections in PY17 compared to 166 during PY16, an increase of 48 percent. Housing is difficult for Iowa's farmers to secure in rural areas on Iowa.

The H-2B temporary non-agricultural program permits employers, who meet the program requirements to hire nonimmigrant workers, to temporarily come to the U.S. and perform non-agricultural work based on the employer's temporary need. Iowa received 61 petitions for a total of 133 workers.

Work Opportunity Tax Credit

Iowa employers who hire and retain veterans and individuals from other target groups with significant barriers to employment may be eligible to receive federal income tax credits under the Work Opportunity Tax Credit (WOTC). WOTC helps targeted workers move from economic dependency into self-sufficiency as they earn a steady income. Participating employers are able to reduce their income tax liability.

PY17 was a successful year for WOTC in Iowa. At the beginning of this performance period, IWD had a substantial backlog of applications that were a year behind. During PY17, IWD came out of the backlog, and processing timeframes have maintained within three months. The target groups most frequently certified in Iowa during PY17 were Supplemental Nutrition Assistance Program (SNAP), Rural Renewal County, and Long Term Family Assistant Recipient (TANF).

Promising Practices

Minority Unemployment Listening Tours

The Minority Unemployment and Outreach Standing Committee was formed in February 2018, to address disparities in the minority unemployment rate in Iowa. To better understand the barriers people of color and other minorities face for gainful employment and to identify innovative approaches to

addressing those barriers, members of the Minority Unemployment and Outreach Standing Committee held listening tour sessions in Black Hawk, Dubuque, Polk and Pottawattamie counties throughout the Spring. The sessions gave members of the community an opportunity to share their viewpoints and solutions. The counties were selected based on having high concentrations of minority residents and unemployment rates. The committee will use insight gained from the listening tours to create a strategic plan to reduce minority unemployment rates by five percent (or to the state average) in the next five years. The plan will align with the strategic plan being developed by the Future Ready Iowa Alliance. The Future Ready Iowa Alliance is charged with developing a strategic plan by October 31, 2017, to ensure 70 percent of Iowa's workforce will have education beyond high school by 2025.

"What we are finding is that it's not any one single factor, but the multitude of them that make it difficult for our minority populations to find and keep gainful employment. To address these barriers, we will need to find more effective ways to connect our communities to the programs and services currently being offered throughout the state." ~Beth Townsend, Director of IWD

One Door, Many Paths WIOA Summit

In October 2017, WIOA partners hosted the One Door, Many Paths conference. Nearly 200 attendees learned about service delivery best practices from across the country and dove deep into innovative approaches to transform Iowa's workforce system landscape.

The summit focused on "Meeting Your Neighbors" and provided networking and learning opportunities through workshops and plenary sessions. Topics at the conference included:

- partnership collaboration
- workplace accessibility
- sector partnerships and business engagement
- Registered Apprenticeship opportunities and career pathways

Offender Reentry Standing Committee

The Iowa Workforce Development Board has established the Offender Reentry Standing Committee to support and improve the partnership between IWD and the Iowa Department of Corrections. Three workforce advisors are located in Mitchellville, Newton and Rockwell City correctional facilities. A fourth staff person is located within the Des Moines Women's Work Release Center. The workforce advisors assist offenders about to be released in finding employment. 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).

Additionally, IWD has been invited by the Iowa Collaboration for Youth Development (ICYD) to be part of a coordinated multi-system approach to create a comprehensive reentry system and plan via a statewide Juvenile Reentry System Task Force (JRSTF). 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.

For the purposes of this project, recidivism is defined as any re-arrest within 13 months of discharge from a correctional facility. IWD is committed to increasing employment opportunities for ex-offenders as a way to increase the labor force. The involvement with the JRSTF aligns with aspects of WIOA.

The Future of WIOA in Iowa

During PY17, the U.S. DOL performed a compliance review of Iowa's workforce development system under WIOA and issued a report addressing multiple findings, including, "the division of limited WIOA funds among 15 service areas, particularly in a State that has large rural areas, is stretching the available dollars so thin that the local areas are unable to fund core WIOA functions, such as staff support for the required Local Workforce Development Boards (WDBs) and/or the One-Stop Operators (OSOs)." IWD is committed to addressing these issues by pursuing:

- **Realignment:** the State Workforce Development Board formed a Realignment Committee with a membership consisting of state legislators, representatives of state agencies, businesses, and members of local workforce development boards to make recommendations with the realignment of regions.
- **Waivers:** IWD submitted two requests to the U.S. DOL for waivers of WIOA requirements, which would allow Iowa greater flexibility in the realignment of its local areas.

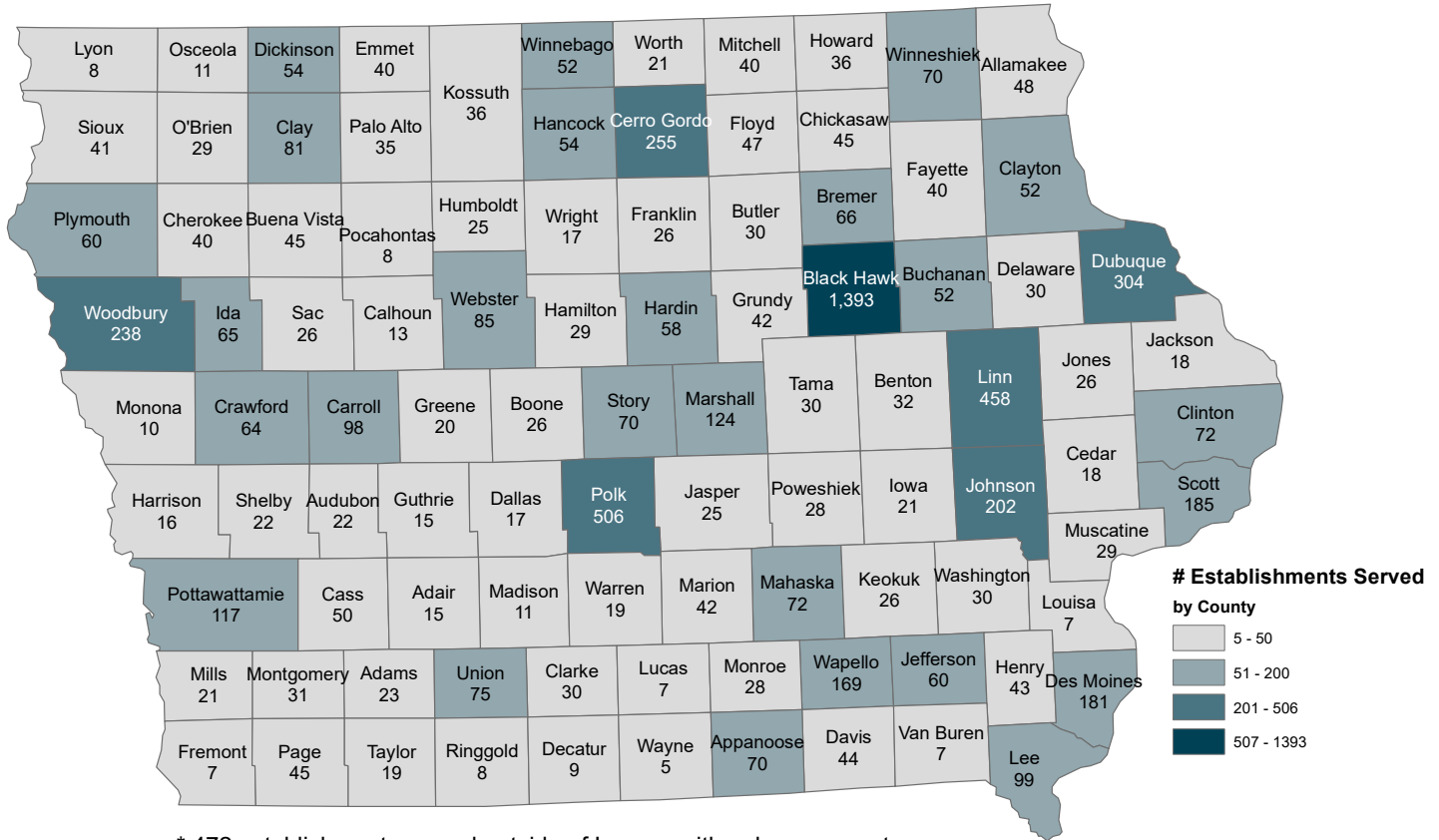
IWD's top priority for PY18 is WIOA implementation. IWD was awarded grant funds for technical assistance by the U.S. DOL to assist with WIOA governance and policy development. IWD has embraced this opportunity and is working on WIOA governance with a third party consulting firm, Maher and Maher, which will include writing and publishing WIOA policies jointly issued with our core partners.

PY18 will be the transition year for IWD's new data management system, IowaWORKS, which will allow the state to become compliant in capturing necessary data and reporting.

IWD is committed to providing employment services for individual job seekers through our IowaWORKS partnership. IWD continually strives to improve processes and align the organization in such a way to provide effective, demand-driven products and services. Other priorities for PY18 include the publishing of policies and standard operating procedures, in addition to a website redesign, which will ensure individuals and businesses can easily access the information and resources available through IWD.

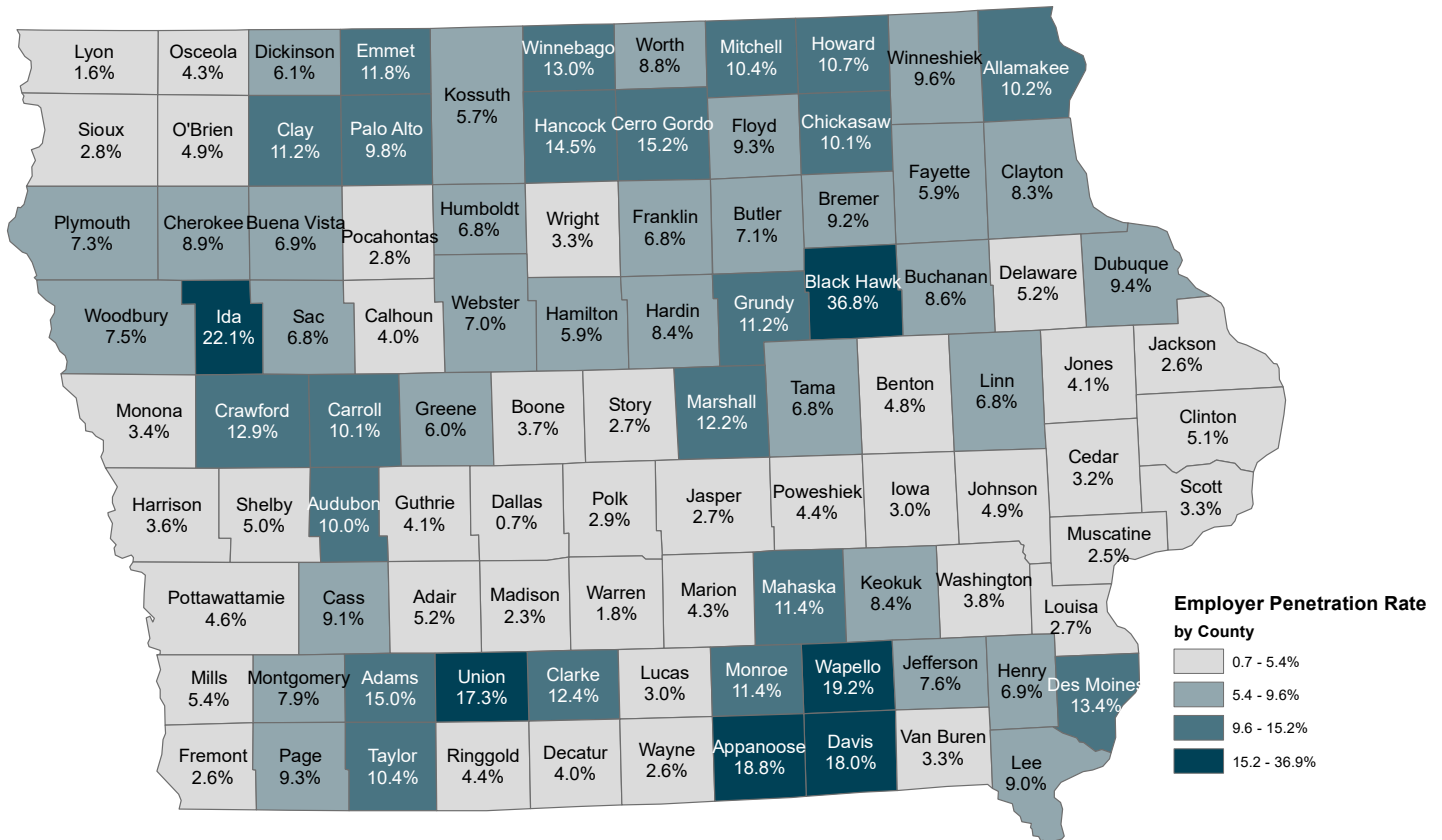
IWD remains focused on the mission **to power Iowa's possibilities by connecting workers to opportunities and employers to workforce solutions.** Combined, these commitments and projects will ensure IWD and the State of Iowa are compliant with federal and state regulations, in addition to providing the best services to residents of Iowa.

Establishments Served by County (PY 2017)



* 472 establishments served outside of Iowa or with unknown county

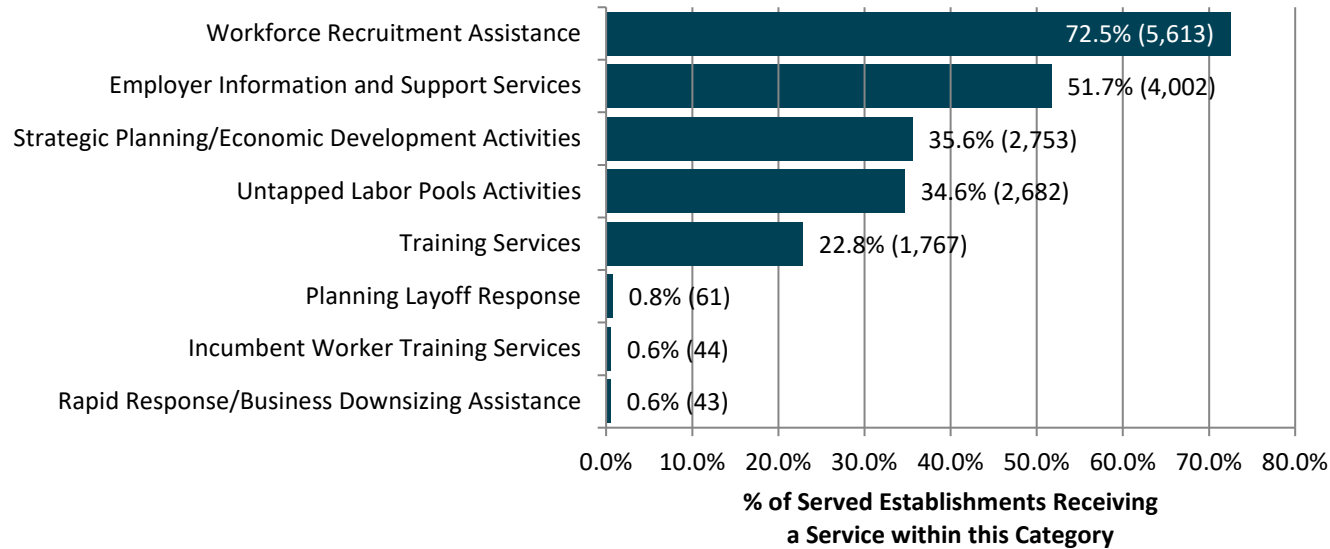
Employer Penetration Rate by County (PY 2017)



Attachment 2 - Establishments Receiving Services by Category

Category	# Establishments Served	
Rapid Response/Business Downsizing Assistance	43	0.6%
Incumbent Worker Training Services	44	0.6%
Planning Layoff Response	61	0.8%
Training Services	1,767	22.8%
Untapped Labor Pools Activities	2,682	34.6%
Strategic Planning/Economic Development Activities	2,753	35.6%
Employer Information and Support Services	4,002	51.7%
Workforce Recruitment Assistance	5,613	72.5%
Total Establishments Receiving a Service	7,743	100.0%

Establishments Receiving Services by Category (PY 2017)



* These rates by category of service do not add up to 100% because some establishments received services across multiple categories

Attachment 3 - Job Seeker Satisfaction Survey Results

Question 1 – What is your overall satisfaction with the services provided?

Very Satisfied	40.60%
Satisfied	24.90%
Neutral	15.20%
Dissatisfied	7.60%
Very Dissatisfied	11.60%
Don't know	0%

Question 2 – Considering all of the expectations you may have had about the services, to what extent have the services met your expectations?

Very Satisfied	28.00%
Satisfied	32.00%
Neutral	16.10%
Dissatisfied	9.30%
Very Dissatisfied	14.60%
Don't know	0%

Question 3 – Now think of the ideal program for people in your circumstances. How well do you think services you received compare with the ideal set of services?

Very Satisfied	26.60%
Satisfied	25.60%
Neutral	20.80%
Dissatisfied	11.10%
Very Dissatisfied	16.00%
Don't know	0%

Attachment 4 – Business and Employer Satisfaction Survey Results

Question 1 – What is your overall satisfaction with the services provided?

Very Satisfied	37.0%
Satisfied	26.1%
Neutral	21.3%
Dissatisfied	3.0%
Very Dissatisfied	5.7%
Don't know	7.0%

Question 2 – Considering all of the expectations you may have had about the services, to what extent have the services met your expectations?

Very Satisfied	27.9%
Satisfied	32.8%
Neutral	20.5%
Dissatisfied	6.6%
Very Dissatisfied	6.1%
Don't know	6.1%

Question 3 – Now think of the ideal program for people in your circumstances. How well do you think services you received compare with the ideal set of services?

Very Satisfied	27.2%
Satisfied	28.5%
Neutral	23.7%
Dissatisfied	6.1%
Very Dissatisfied	4.4%
Don't know	10.1%

STATE OF IOWA LABORSHED AREA

Information compiled by Iowa Workforce Development using Laborshed data released 2018.

THE STATS: JOB SEARCH RESOURCES

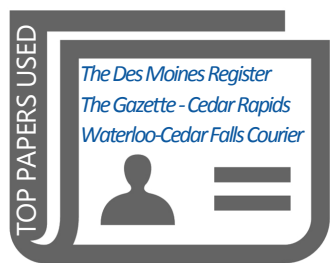
68.1%

USE THE **INTERNET** TO LOOK FOR JOB OPPORTUNITIES



TOP SITES SEARCHED

indeed.com
monster.com
linkedin.com
iowajobs.org



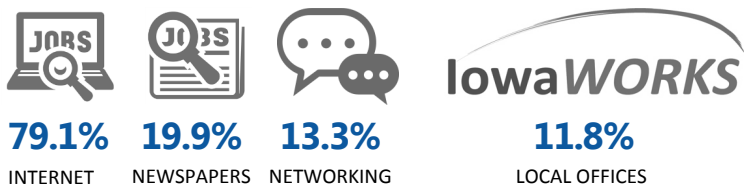
TOP PAPERS USED

The Des Moines Register
The Gazette - Cedar Rapids
Waterloo-Cedar Falls Courier

21.0%

USE **NEWSPAPERS** TO LOOK FOR JOB OPPORTUNITIES

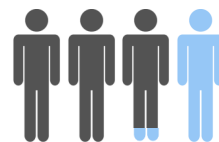
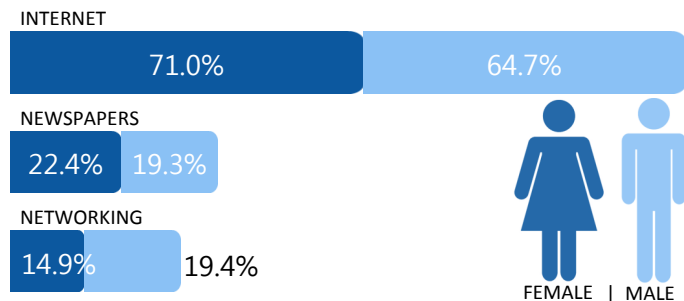
TOP SOURCES USED BY THE EMPLOYED LIKELY TO CHANGE



TOP SOURCES USED BY THE UNEMPLOYED LIKELY TO ACCEPT



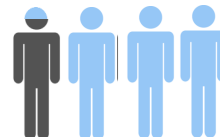
JOB SEARCH RESOURCE USAGE BY DEMOGRAPHICS



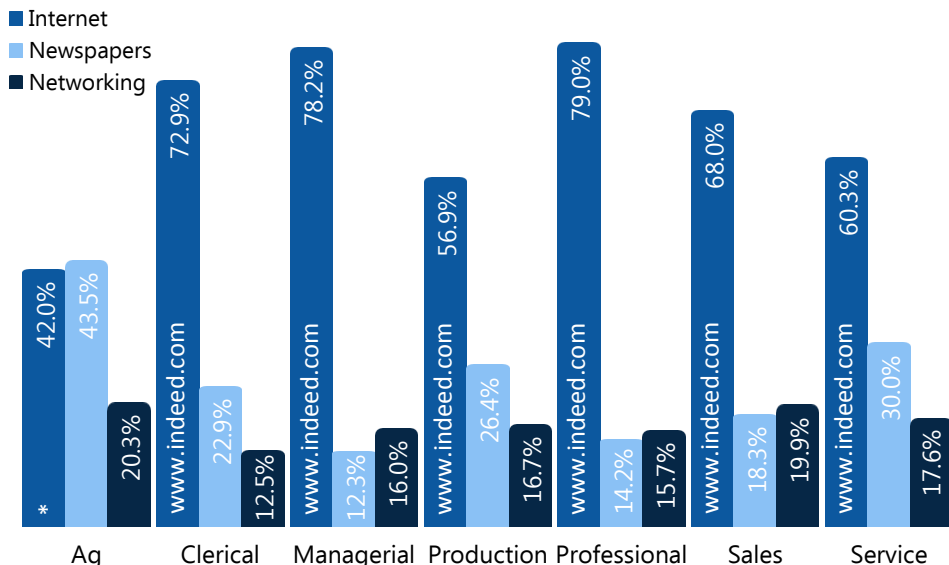
Nearly **75%** of respondents ages **25 to 44** use the internet for job searches

Nearly **1/4** of respondents ages **45 to 64**

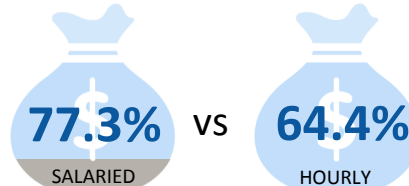
use newspapers to search for jobs



RESOURCES BY OCCUPATIONAL CATEGORY



54.2% of respondents with a high school education or less use the internet to look for jobs



use the internet for job searches



67.0% of veterans use the **INTERNET** to find job opportunities (www.indeed.com)

*Insufficient data available to report top internet site used.

STATE OF IOWA LABORSHED AREA

Information compiled by Iowa Workforce Development using Laborshed data released 2018.

THE STATS: W A G E S

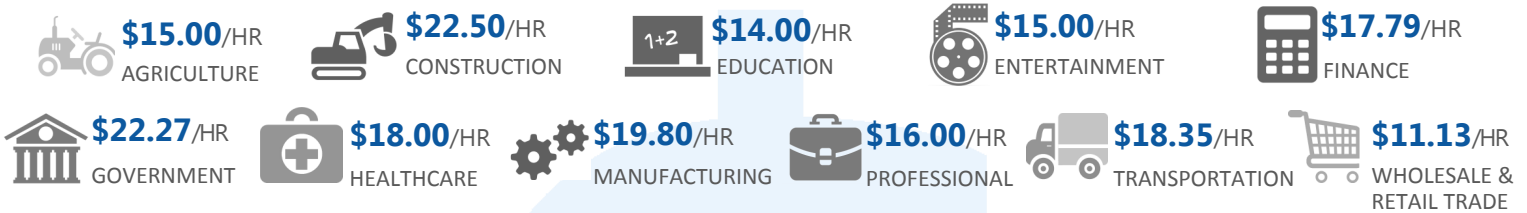
EMPLOYED

\$17.00/HOUR
\$64,000/YEAR
M E D I A N W A G E S

52.4% EARN AN HOURLY WAGE | **34.0%** EARN AN ANNUAL SALARY | **3.4%** EARN A COMMISSION

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

MEDIAN WAGES BY INDUSTRY:

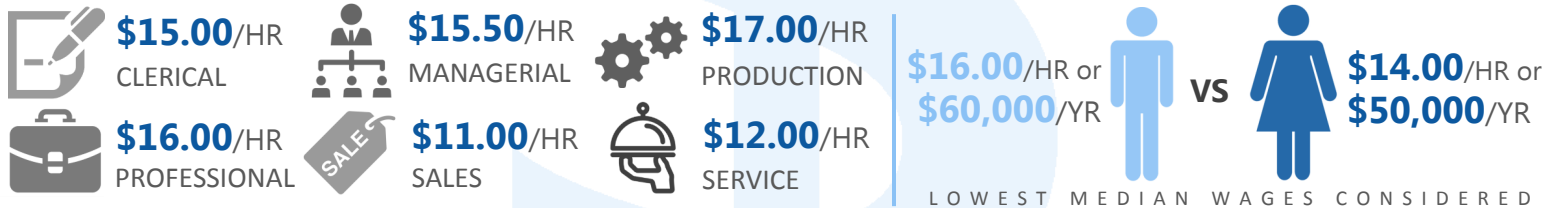


MEDIAN WAGES OF THOSE **UNLIKELY** TO CHANGE EMPLOYMENT:
\$18.00/HR & \$64,000/YR

\$15.00/HOUR
\$65,000/YEAR
M E D I A N W A G E S

EMPLOYED, LIKELY TO CHANGE EMPLOYMENT

MEDIAN WAGES BY OCCUPATIONAL CATEGORY¹ & GENDER:

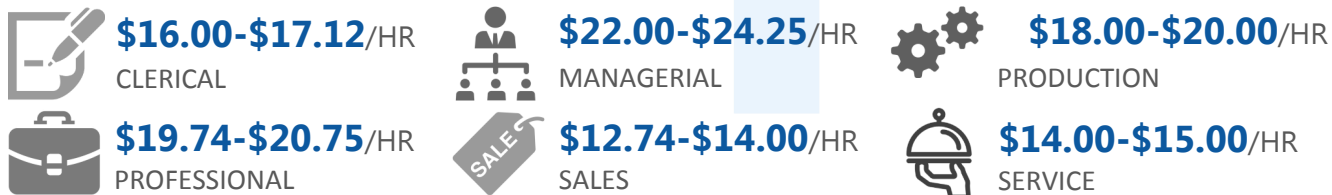


WAGE THRESHOLDS²:

OVERALL:

\$17.00 TO \$18.25/HR & \$70,000 TO \$75,000/YR

BY OCCUPATIONAL CATEGORY³:

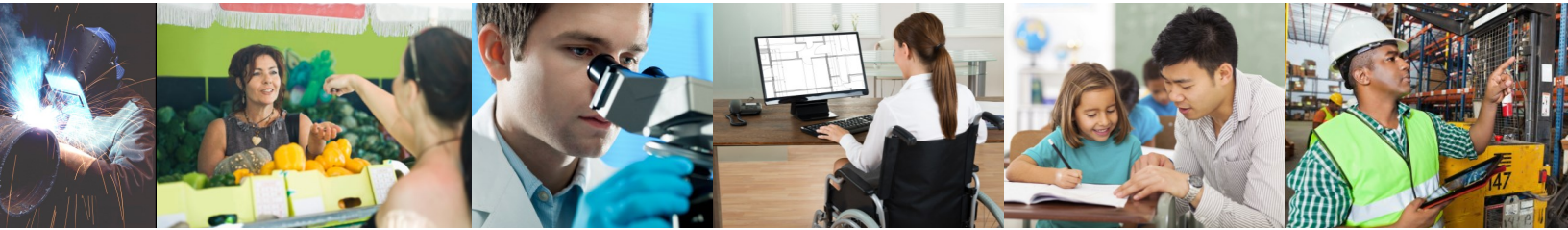


¹Insufficient data available to report hourly wage information within the agricultural occupational category. ²Range to attract 66% to 75% of applicants.

UNEMPLOYED, LIKELY TO ACCEPT EMPLOYMENT

LOWEST MEDIAN WAGE WILLING TO ACCEPT:
\$11.00/HOUR

STATE OF IOWA LABORSHED ANALYSIS



A STUDY OF WORKFORCE CHARACTERISTICS

IOWA
WORKFORCE
DEVELOPMENT

RELEASED | MARCH 2018

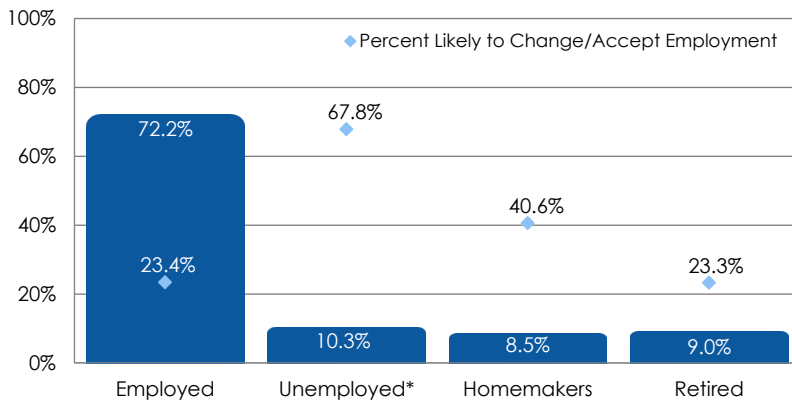
STATE OF IOWA LABORSHED SURVEY ANALYSIS

A Laborshed is the area or region from which an employment center draws its commuting workers. Community Laborshed analyses are conducted across the State of Iowa and are used to determine the approximate boundaries of a Laborshed area and to measure the availability and characteristics of its workers. The following analysis is a summary of the data compiled from 6,000 survey responses provided by individuals between the ages of 18 and 64 years old residing in the State. These responses were extracted from the statewide Laborshed database of 8,282 surveys conducted between January 2017 and February 2018 covering all statewide ZIP codes containing more than 60 households.

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 healthcare & social services; wholesale & retail trade; 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.



Occupation

Occupation	% within Iowa
Office & Administrative Support	14.6%
Management	10.5%
Education, Training & Library	9.6%
Production	8.1%
Healthcare Practitioner & Technical	7.7%
Sales & Related	6.5%
Business & Financial Operations	6.1%
Transportation & Material Moving	5.9%
Installation, Maintenance & Repair	3.9%
Construction & Extraction	3.8%
Food Preparation & Serving Related	3.4%
Architecture & Engineering	2.9%
Computer & Mathematical Science	2.6%
Community & Social Services	2.4%
Healthcare Support	2.4%
Building/Grounds Cleaning & Maintenance	2.0%
Personal Care & Service	1.7%
Life, Physical & Social Science	1.5%
Protective Service	1.4%
Arts, Design, Entertainment, Sports & Related	1.2%
Legal	1.1%
Farming, Fishing & Forestry	0.6%
Military Specific	0.1%

UNDEREMPLOYMENT



Category	% within Iowa
Inadequate Hours	1.6%
Mismatch of Skills	3.2%
Low Income	0.3%
† Total Underemployment	4.5%

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

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

INDUSTRIAL CLASSIFICATION OF THE EMPLOYED

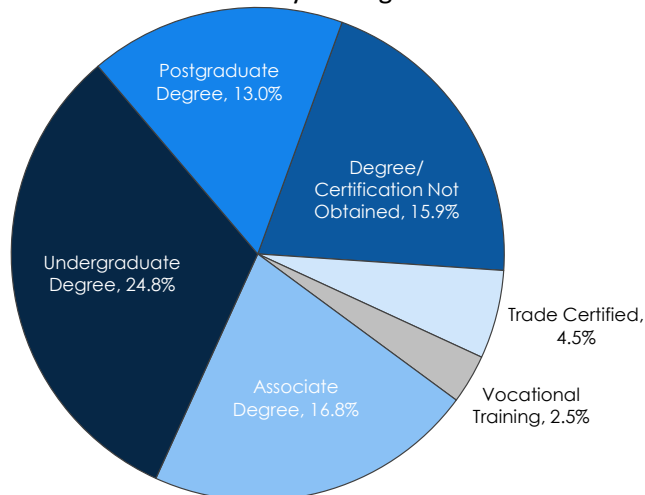


Industry	% within Iowa	% Employed within the Industry	% Likely to Change Employment	% Unemployed* within the Industry
Healthcare & Social Services	15.7%	74.0%	23.1%	8.6%
Wholesale & Retail Trade	14.5%	66.3%	29.7%	15.0%
Manufacturing	13.1%	70.3%	26.8%	12.0%
Education	12.9%	77.2%	22.6%	3.5%
Finance, Insurance & Real Estate	8.3%	79.3%	19.3%	6.3%
Professional Services	7.7%	77.4%	25.0%	11.3%
Transportation, Communication & Utilities	7.2%	73.1%	27.7%	8.1%
Public Administration & Government	5.7%	71.3%	18.8%	5.6%
Construction	5.2%	67.0%	17.9%	21.4%
Personal Services	4.6%	69.0%	16.7%	10.0%
Agriculture, Forestry & Mining	4.4%	84.9%	12.1%	6.0%
Entertainment & Recreation	0.7%	72.1%	29.0%	7.0%

EDUCATION OF THE EMPLOYED



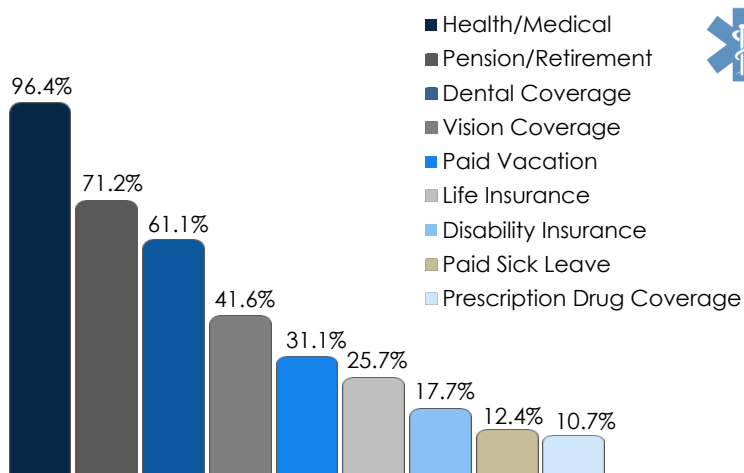
77.5% have an education beyond high school



FIELDS OF STUDY



CURRENT BENEFITS OF THE FULL-TIME EMPLOYED



The majority (77.3%) of respondents employed full-time state that they are currently sharing the cost of health/medical insurance premiums with their employer. However, 13.1 percent indicate their employer pays the entire cost of insurance premiums.

EMPLOYED - LIKELY TO CHANGE EMPLOYMENT

- 23.4% of employed are likely to change employment
- 26.0% are actively seeking new employment
- 16.9% are working multiple jobs
- Currently working an average of 42 hours per week
- Average age is 45 years old
- 32.0% currently working in the professional, paraprofessional & technical occupational category followed by 22.4% in the production, construction & material handling occupational category
- \$15.00 - median hourly wage
- \$65,000 - median annual salary
- Most frequently identified job search resources:
 - Internet - 79.1%
 - www.indeed.com
 - www.monster.com
 - www.linkedin.com
 - Newspapers - 19.9%
 - *The Des Moines Register*
 - *The Gazette-Cedar Rapids*
 - Networking through friends, family and acquaintances - 13.3%
 - IowaWORKS Centers - 11.8%

EDUCATION AND MEDIAN WAGE BY INDUSTRY



	Education			Wage	
	Some Level Beyond High School	Associate Degree	Undergraduate Degree or Higher	Annual Salary	Hourly Wage
All Employed	77.5%	16.8%	37.8%	\$64,000	\$17.00
Agriculture, Forestry & Mining	67.9%	16.5%	27.1%	\$42,000	\$12.88
Construction	54.9%	13.5%	11.1%	\$59,000	\$21.00
Education	92.2%	7.1%	68.9%	\$60,000	\$14.00
Entertainment & Recreation	58.1%	16.3%	30.3%	\$60,000	\$10.50
Finance, Insurance & Real Estate	89.2%	19.4%	50.1%	\$72,000	\$16.00
Healthcare & Social Services	82.1%	23.3%	33.9%	\$58,000	\$16.25
Manufacturing	62.7%	14.2%	22.9%	\$78,000	\$18.00
Personal Services	75.1%	14.9%	27.0%	\$42,000	\$15.00
Professional Services	82.1%	22.6%	40.6%	\$75,000	\$15.00
Public Administration & Government	82.9%	13.8%	48.5%	\$65,000	\$22.00
Transportation, Communication & Utilities	69.4%	17.0%	19.4%	\$61,700	\$18.16
Wholesale & Retail Trade	62.2%	14.6%	21.6%	\$59,000	\$10.75

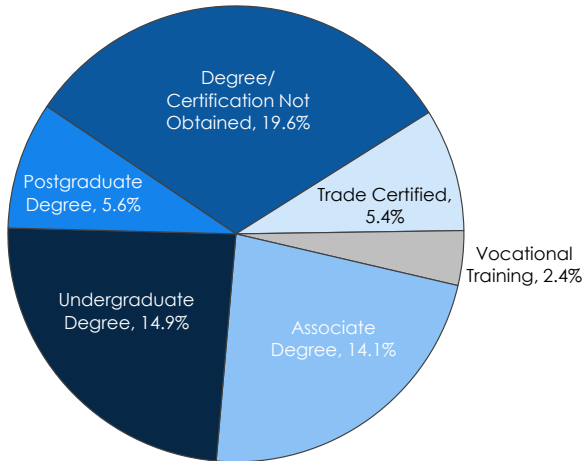
This table includes all respondents without consideration of employment status or willingness to change/enter employment.

UNEMPLOYED - LIKELY TO ACCEPT EMPLOYMENT

- 10.3% of the respondents are unemployed*
- 67.8% are likely to accept employment
- 58.7% are actively seeking employment
- Average age is 45 years old
- 54.1% are male; 45.9% are female

EDUCATION:

- 62.0% have some post high school education

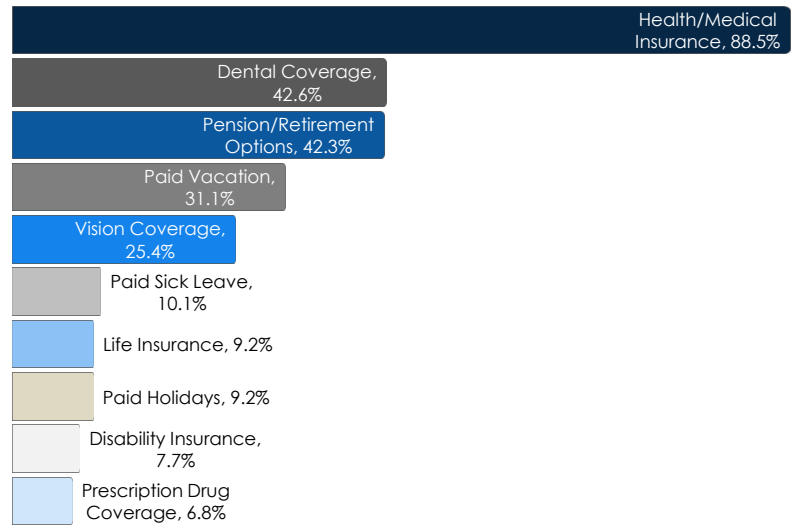


WAGES:

- \$13.00/hr - to attract 66% of applicants
- \$15.00/hr - to attract 75% of applicants
- \$11.00/hr - lowest wage willing to accept (median)
- 62.7% expressed interest in seasonal and 61.6% expressed interest in temporary employment opportunities
- 52.6% expressed interest in working varied shifts
- Desired Occupational Categories:

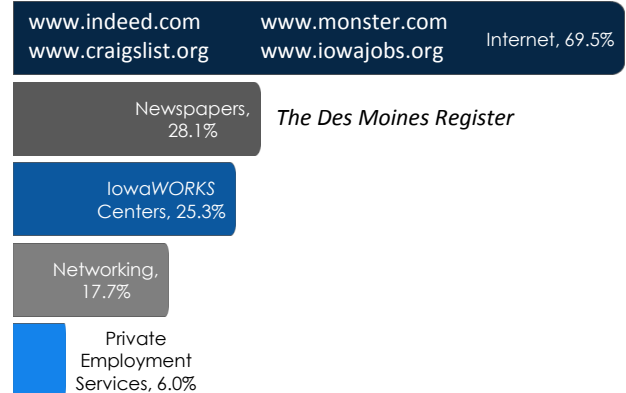
Occupational Category	% Unemployed Likely to Accept
Production, Construction & Material Handling	29.0%
Professional, Paraprofessional & Technical	17.9%
Clerical/Administrative Support	17.6%
Service	16.8%
Sales	13.3%
Managerial/Administrative	3.6%
Agriculture	1.8%
Total	100%

TOP DESIRED BENEFITS



- 63.0% indicated they prefer employment offers where employer and employee share the cost of medical insurance premiums.

TOP JOB SEARCH RESOURCES



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

IN PARTNERSHIP:



Data compiled and analyzed by:
 Iowa Workforce Development
 Labor Market Information Division
 1000 E. Grand Avenue, Des Moines, Iowa 50319
 Phone: (515) 281-7505 | Email: Laborshed.Studies@iwd.iowa.gov
www.iowaworkforcedevelopment.gov | www.iowalmi.gov/laborshed

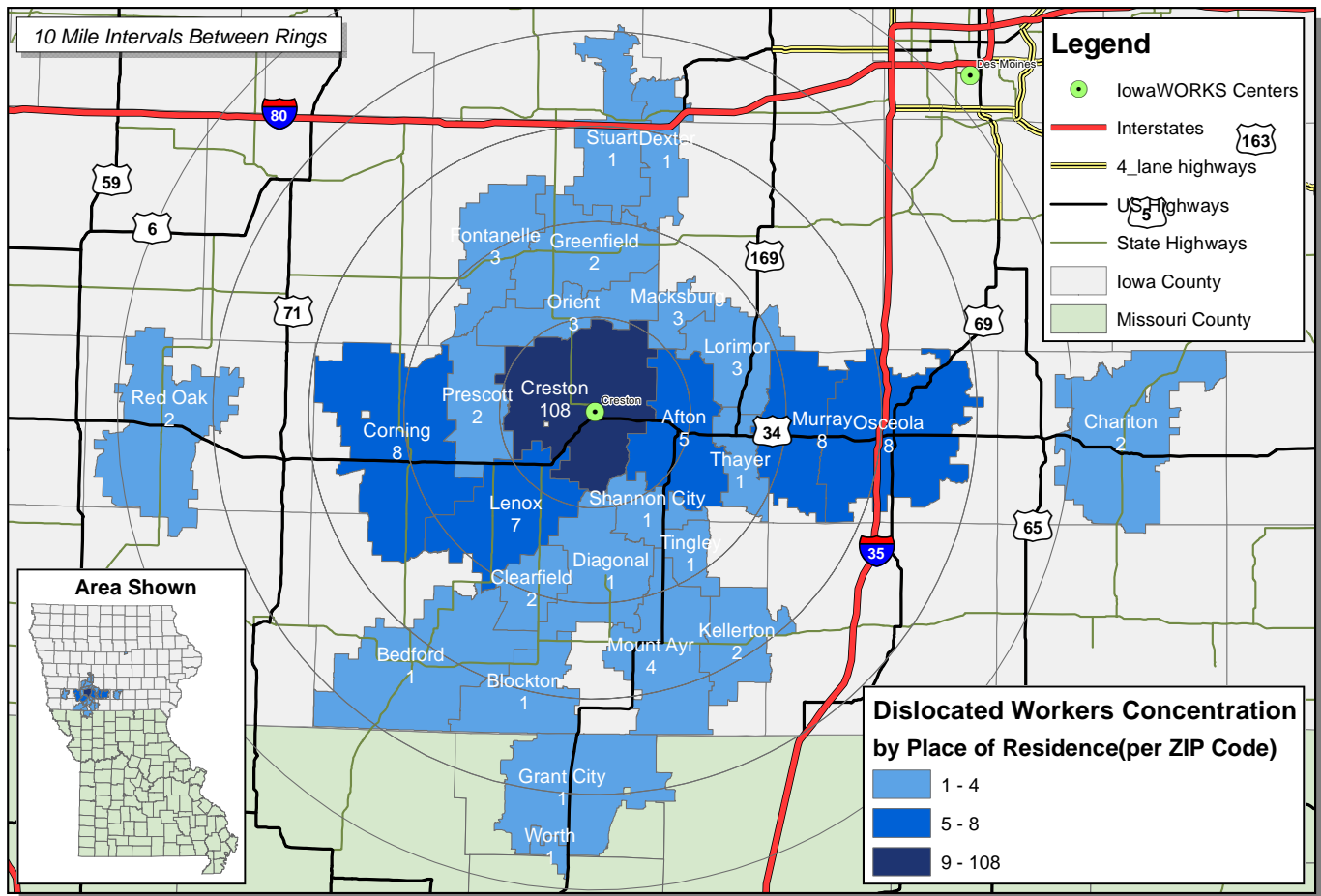
DISLOCATED WORKER CHARACTERISTICS

RELEASED NOVEMBER 2017

FERRARA CANDY COMPANY - CRESTON, IA

The following data was collected through a survey distributed by Iowa Workforce Development to employees of Ferrara Candy Company 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 79.9% of respondents are willing to commute up to 20 miles one way for employment.

Available Skilled Labor:

Business Operations:

- Managers - 1
- Supervisors - 1
- Compliance Officers - 1
- Human Resources Specialists - 1
- Janitors & Cleaners - 4
- Grounds Maintenance Workers - 3
- Production, Planning & Expediting Clerks - 3
- Shipping, Receiving & Traffic Clerks - 1
- Stock Clerks & Order Fillers - 1

Production:

- Industrial Production Managers - 2
- Supervisors - 24
- Industrial Machinery Mechanics - 5
- Maintenance & Repair Workers - 9
- Food Batchmakers - 6
- Food Cooking Machine Operators & Tenders - 16

- Multiple Machine Operators - 27
- Crushing, Grinding, & Polishing Machine Operators - 2
- Inspectors & Testers - 4
- Packaging & Filling Machine Operators - 5
- Cleaning, Washing, & Metal Pickling Equipment Operators & Tenders - 2
- Production Workers, All Other - 16

Transportation & Material Moving:

- Supervisors - 2
- Industrial Truck & Tractor Operators - 2
- Laborers & Freight, Stock & Material Movers - 5
- Packers & Packagers - 42

Unspecified - 11

Total - 196

For additional information contact:

IowaWORKS Center - Creston

215 North Elm Street
Creston, IA 50801-2305
Phone (641) 782-2119
Fax (641) 782-7060

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.

IOWA
WORKFORCE
DEVELOPMENT
Smart Results.



DISLOCATED WORKER CHARACTERISTICS

FERRARA CANDY COMPANY - CRESTON, IA



Demographics:

- 56.4% Male
- 43.6% Female
- 19.4% Between 22-35 years old
- 34.7% Between 36-49 years old
- 41.8% Between 50-64 years old
- 69.6% Worked 40+ hours per week
- 50.5% Employed 0-4 years
- 18.8% Employed 5-9 years
- 10.9% Employed 10-14 years

Pay Ranges:

- 92.2% paid an hourly wage

At Separation:

- Under \$9.25/Under \$19,240 - 0.0%
- \$9.25-11.49/\$19,240-23,919 - 6.5%
- \$11.50-14.49/\$23,920-30,159 - 17.1%
- \$14.50-18.24/\$30,160-37,959 - 51.2%
- \$18.25-22.74/\$37,960-47,319 - 12.9%
- \$22.75-28.74/\$47,320-59,799 - 4.7%
- \$28.75-35.99/\$59,800-74,879 - 5.3%
- \$36.00-45.25+/\$74,800-94,120+ - 2.4%



Lowest wage range willing to accept:

- Under \$9.25/Under \$19,240 - 0.0%
- \$9.25-11.49/\$19,240-23,919 - 3.6%
- \$11.50-14.49/\$23,920-30,159 - 15.0%
- \$14.50-18.24/\$30,160-37,959 - 50.3%
- \$18.25-22.74/\$37,960-47,319 - 12.6%
- \$22.75-28.74/\$47,320-59,799 - 8.4%
- \$28.75-35.99/\$59,800-74,879 - 6.0%
- \$36.00-45.25+/\$74,800-94,120+ - 4.1%



These wages may vary depending upon occupational category

Future Plans:

(by percent interest)

- 36.7% Seek employment immediately (same job type)
- 25.0% Attend school/training
- 21.9% Seek employment immediately (new job type)
- 3.6% Obtain additional certification
- 2.6% Start my own business
- 1.0% Retire/leave the workforce
- 0.5% Already have a job lined up



Willing to Relocate:

- 26.0% Within the state
- 13.7% To neighboring states
- 5.6% Nationwide



Job Search Resources:

(by use)

- IowaWORKS Centers - 56.1%
- Networking through friends, family or acquaintances - 35.2%
- Newspapers - 25.5%
- Internet - 19.9%



Education Level:

- Did not complete high school - 16.4%
- High school diploma or equivalency - 51.4%
- Some education beyond high school, no degree - 16.9%
- Associate degree - 9.5%
- Undergraduate degree - 3.2%
- Postgraduate/Professional degree - 2.6%



Further Training:

(by percent interest)

- 26.5% Computer skills
- 12.8% Math skills
- 11.7% Finish/obtain an associate degree
- 11.2% Finish/obtain trade/vocational certificate or licensure
- 10.2% Finish/obtain a high school diploma equivalency
- 9.2% Reading skills
- 6.1% Writing skills
- 5.1% Finish/obtain a post graduate/professional degree
- 2.0% Finish/obtain an undergraduate degree
- 1.5% Other



Computer Abilities:

(by use)

- 71.9% Access the internet
- 64.8% Send & receive E-mail
- 44.9% Use word processing software
- 22.4% Use financial & bookkeeping software



Individuals Would Like Assistance With:

(by percent interest)

- Finding out what jobs are available - 58.7%
- Developing a résumé - 31.1%
- Deciding what jobs I can do - 27.6%
- Understanding how my skills & experience relate to new jobs - 26.5%
- Learning how to find a new job - 18.9%
- Filling out job applications - 15.8%
- Tuition & books - 11.7%
- Budgeting & paying my bills without a job - 9.2%
- Deciding which school would be best - 8.7%
- Paying moving expenses - 7.7%
- Dealing with my loss of employment - 7.1%
- Helping my family through this situation - 6.6%
- Transportation expenses to & from school - 5.6%
- Paying for child care while I go to school - 2.0%
- Other - 0.5%



Top Desired Occupational Categories:

(by percent interest)

- Production - 43.8%
- Building & Grounds - 16.0%
- Management - 16.0%
- Farming - 13.6%
- Installation, Maintenance & Repair - 13.6%



DISLOCATED WORKER CHARACTERISTICS

FERRARA CANDY COMPANY - CRESTON, IA

Related Jobs

Jobs Related to Packers and Packagers, Hand

Bakers
 Cooks, Fast Food
 Cooks, Restaurant
 Food Cooking Machine Operators and Tenders
 Gaming Change Persons and Booth Cashiers
 Inspectors, Testers, Sorters, Samplers, and Weighers
 Laundry and Dry-Cleaning Workers
 Marking Clerks
 Shampooers
 Shipping, Receiving, and Traffic Clerks

Jobs Related to Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic

Coating, Painting and Spraying Machine Setters, Operators and Tenders
 Computer-Controlled Machine Tool Operators, Metal and Plastic
 Cutting and Slicing Machine Setters, Operators and Tenders
 Extruding, Forming, Pressing and Compacting Machine Setters, Operators and Tenders
 Grinding, Lapping, Polishing and Buffing Machine Tool Setters, Operators and Tenders, Metal and Plastic
 Lathe and Turning Machine Tool Setters, Operators and Tenders, Metal and Plastic
 Paper Goods Machine Setters, Operators and Tenders
 Rolling Machine Setters, Operators and Tenders, Metal and Plastic
 Sawing Machine Setters, Operators and Tenders, Wood
 Tool Grinders, Filers and Sharpeners

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 Food Cooking Machine Operators and Tenders

Adhesive Bonding Machine Operators and Tenders
 Coating, Painting, and Spraying Machine Setters, Operators, and Tenders
 Cutting and Slicing Machine Setters, Operators, and Tenders
 Extruding and Forming Machine Setters, Operators, and Tenders, Synthetic and Glass Fibers
 Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders
 Food Batchmakers
 Packaging and Filling Machine Operators and Tenders
 Paper Goods Machine Setters, Operators, and Tenders
 Print Binding and Finishing Workers
 Solderers and Brazers

Dislocated Worker Statewide Results

The dislocated worker survey and analysis gives communities the ability to document the characteristics of workers affected by layoffs. For 2017, in the State of Iowa, 1,059 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 - 1,059

Demographics

- 53.2% Female
- 46.8% Male

Age Range

- 3.8% 18-21 years old
- 24.3% 22-25 years old
- 33.9% 36-49 years old
- 35.1% 50-64 years old
- 2.9% 65+ years old

Average Hours Per Week

- 1.4% Less than 20 hours
- 1.9% 20-31 hours
- 1.1% 32-34 hours
- 55.3% 35-40 hours
- 40.3% More than 40 hours

Years of Service

- 12.4% Less than one year
- 38.6% 1-4 years
- 18.6% 5-9 years
- 11.8% 10-14 years
- 6.4% 15-19 years
- 5.4% 20-24 years
- 3.9% 25-29 years
- 2.9% 30 or more years

Pay Ranges

- 84.7% paid an hourly wage

Wage Ranges hourly/annual	At Separation	Willing to Accept
Under \$9.25/Under \$19,240	2.7%	1.0%
\$9.25-\$11.49/\$19,240-\$23,919	15.6%	6.8%
\$11.50-\$14.49/\$23,920-\$30,159	22.9%	21.9%
\$14.50-\$18.24/\$30,160-\$37,959	21.9%	28.3%
\$18.25-\$22.74/\$37,960-\$47,319	17.3%	19.1%
\$22.75-\$28.74/\$47,320-\$59,799	9.8%	10.8%
\$28.75-\$35.99/\$59,800-\$74,879	5.3%	6.2%
\$36.00-\$45.24/\$74,880-\$94,119	3.2%	3.9%
\$45.25 and over/\$94,120 and over	1.3%	2.0%

Future Plans (multiple categories may be selected)

- 39.9% Seek employment immediately (same job type)
- 23.7% Seek employment immediately (new job type)
- 21.5% Attend school/training
- 21.5% Undecided
- 4.3% Already have a job lined up
- 3.6% Obtain additional certification
- 2.8% Start my own business
- 0.8% Retirement/leaving the workforce

Job Search Resources (by use)

- 41.0% Internet Sites
- 39.8% Networking (friends/family)
- 37.8% IowaWORKS Centers
- 24.6% Newspapers

Education Level

- 39.8% High school diploma/equivalent
- 22.6% Some college, no degree
- 12.9% Associate degree
- 12.7% Undergraduate degree
- 6.9% Did not complete high school
- 5.1% Postgraduate degree

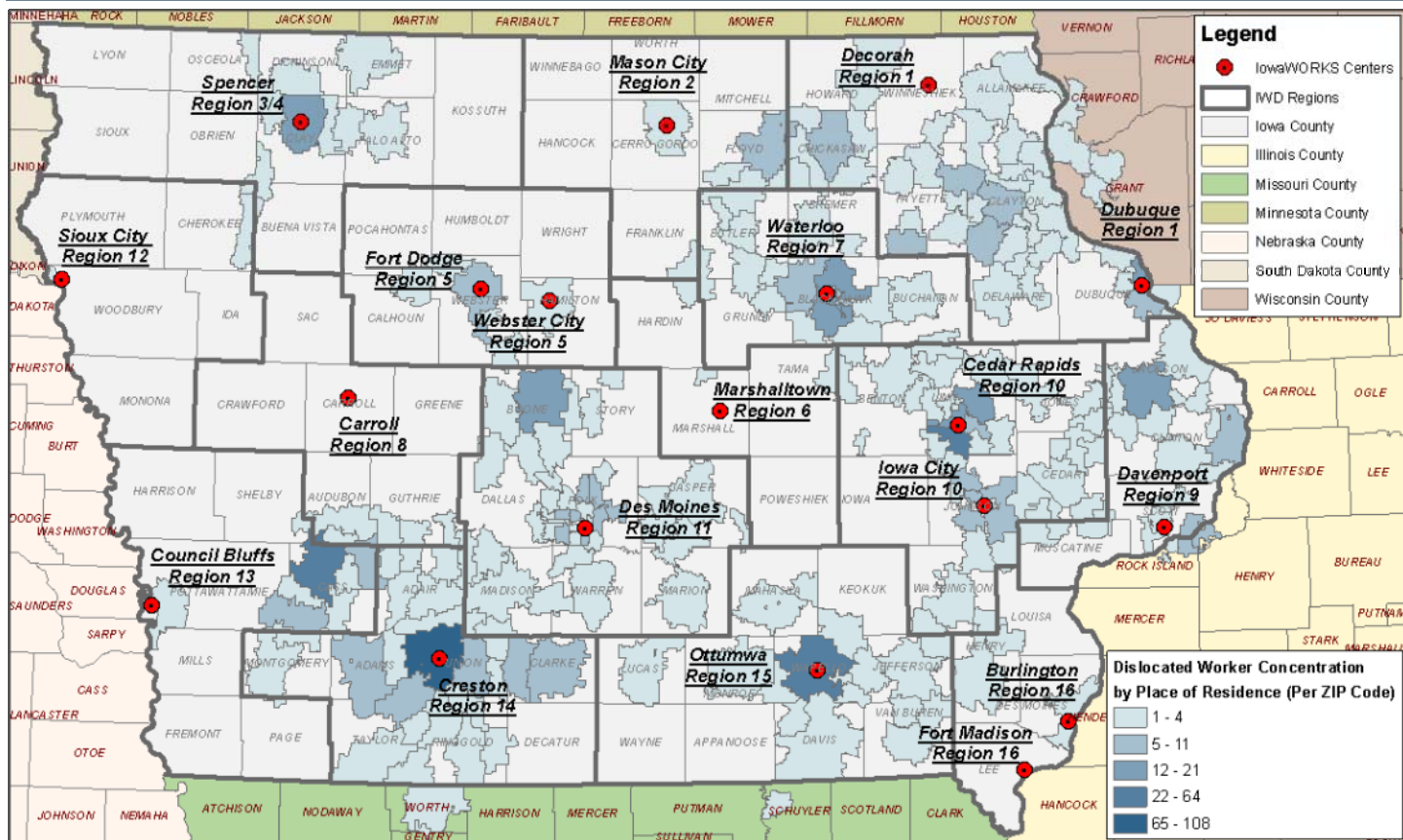
Desired Training (by percent interest)

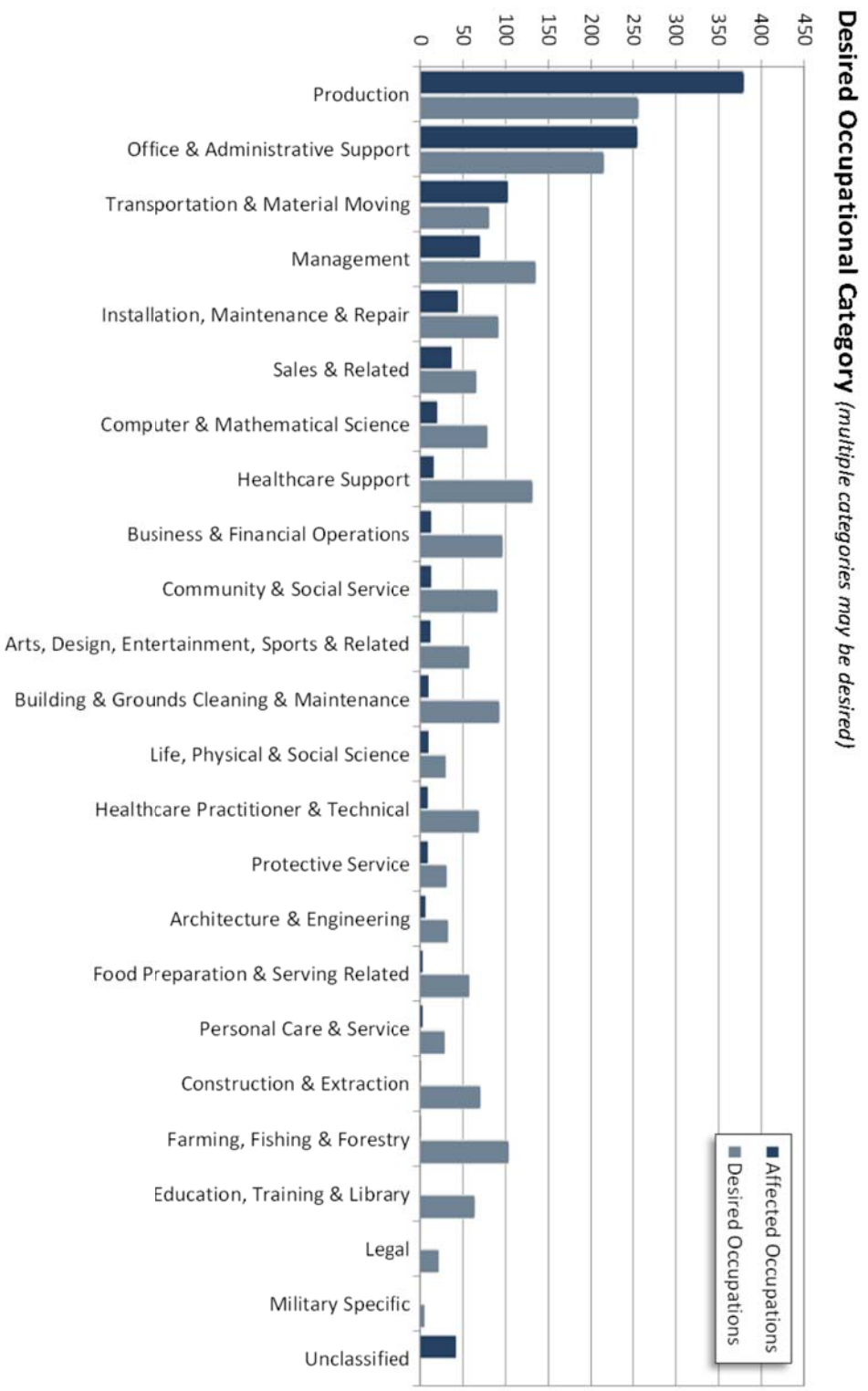
- 22.6% Basic computer skills
- 13.7% Trade/vocational certification
- 13.5% Obtain an associate degree
- 8.9% Math skills
- 5.9% Obtain a graduate degree
- 5.8% Writing skills
- 4.9% Obtain an undergraduate degree
- 4.6% Obtain a HS diploma/equivalency
- 4.6% Reading skills
- 2.0% Other

Computer Abilities

- 82.4% Access the Internet
- 77.5% Send & receive e-mail
- 60.9% Use word processing software
- 30.8% Use bookkeeping software
- 6.4% None of the things listed

Concentration of Dislocated Workers Affected by Layoffs





Desired Assistance
(by percent interest)

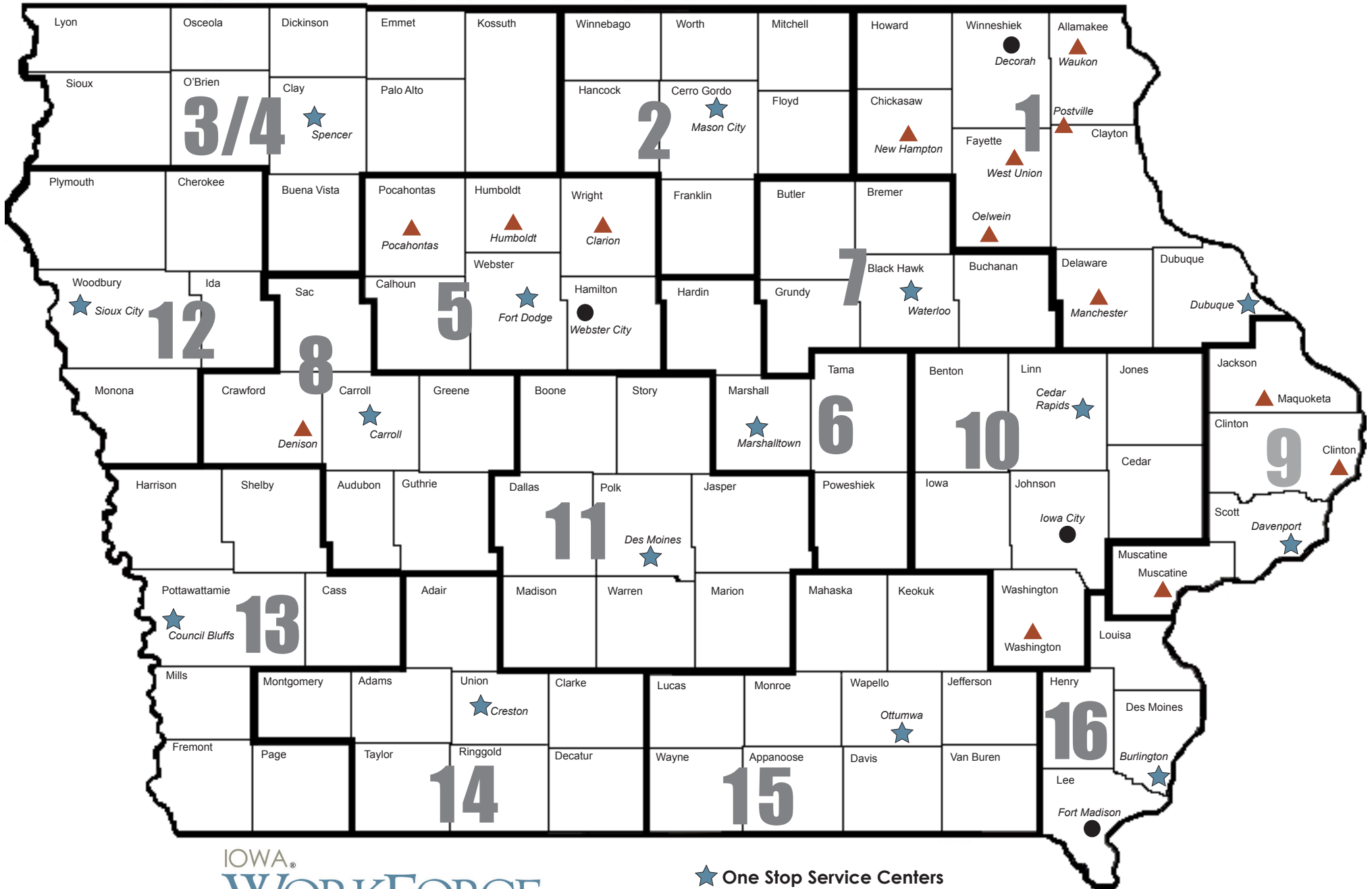
Assistance Category	Percentage
Finding out what jobs are available	54.9%
Developing a resume	27.6%
Deciding what jobs I can do	26.2%
Understanding how my skills & experience relate to new jobs	25.8%
Learning how to find a new job	18.0%
Tuition & books	14.3%
Deciding which school would be best for me	11.6%
Budgeting & paying my bills without a job	11.0%
Filling out job applications	11.0%
Transportation expenses to & from school	7.2%
Dealing with my loss of employment	5.7%
Helping my family through this current situation	5.4%
Paying moving expenses	4.9%
Paying for child care while I go to school	3.0%
Other	0.8%



Top Reported Affected Occupations

Occupation	Number Affected	Entry Wage ¹
Customer Service Representatives	168	\$ 11.11
First-Line Supervisors of Production and Operating Workers	54	\$ 18.05
Packers and Packers, Hand	50	\$ 8.45
Team Assemblers	49	\$ 12.01
Medical and Health Services Managers	40	\$ 26.27
Production Workers, All Other	38	\$ 9.87
Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	33	\$ 12.31
Maintenance and Repair Workers, General	32	\$ 12.11
Inspectors, Testers, Sorters, Samplers, and Weighers	28	\$ 12.04
Retail Salespersons	27	\$ 8.33
First-Line Supervisors of Office and Administrative Support Workers	25	\$ 16.33
Machinists	23	\$ 13.48
Welders, Cutters, Solderers, and Brazers	23	\$ 13.87
Printing Press Operators	20	\$ 10.87
Laborers and Freight, Stock, and Material Movers, Hand	20	\$ 9.88
Laundry and Dry-Cleaning Workers	20	\$ 8.80
Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	16	\$ 12.39
Food Cooking Machine Operators and Tenders	16	\$ 9.96
Industrial Truck and Tractor Operators	15	\$ 12.75
Shipping, Receiving, and Traffic Clerks	15	\$ 11.75

Iowa Workforce Development Delivery System



IowaWORKS Office Locations

Region 1

Serving Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek counties

Dubuque IowaWORKS Center

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

Decorah IowaWORKS Center

312 Winnebago Street, Decorah, IA 52101

Satellite Expansion Offices

Waukon

Hours: Mondays, 8:30 a.m. to 3:30 p.m.

Location: Northeast Iowa Community College Center
1220 3rd Avenue NW #102, Waukon, IA 52172

New Hampton

Hours: Tuesdays, 9:00 a.m. to 3:30 p.m.

Location: New Hampton Economic Development
112 E Spring Street, New Hampton, IA 50659

West Union

Hours: Thursdays, 9:00 a.m. to 3:30 p.m.

Location: West Union Chamber of Commerce
101 North Vine Street, West Union, IA 52175

Postville

Hours: Friday, 8:30 a.m. to 3:30 p.m.

Location: 2nd Best Resale
149 Lawler Street, Postville, IA 52162

Manchester

Hours: 4th Friday of each month, 8:30 a.m. to 4:30 p.m.

Location: Manchester Regional Education Partnership
P.O. Box 278, 1200 ½ W. Main Street, Manchester, IA 52057

Oelwein

Hours: 2nd Thursday of each month, 8:30 a.m. to 4:30 p.m.

Location: Northeast Iowa Community College
RAMS Center, 1400 Technology Drive, Oelwein, IA 50662

Region 2

Serving Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago and Worth counties

Mason City IowaWORKS Center

600 S Pierce Avenue, Mason City, IA 50401

Region 3/4

Serving Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux counties

Spencer IowaWORKS Center

217 W Fifth Street, PO Box 1087, Spencer, IA 51301

Region 5

Serving Calhoun, Hamilton, Humboldt, Pocahontas, Webster and Wright counties

Fort Dodge IowaWORKS Center

3 Triton Circle, Fort Dodge, IA 50501

Webster City IowaWORKS Center

Hours: Monday & Thursday, 8:30 a.m. to 4 p.m.

Tuesday, Wednesday and Friday Closed

403 Elm Street, Webster City, IA 50595

Humboldt

Hours: Tuesdays, 9:00 a.m. to 3:30 p.m.

Location: ISU Humboldt County Extension Office

727 Sumner Ave., Humboldt, IA 50548

Clarion

Hours: Wednesdays, 9:00 a.m. to 3:30 p.m.

Location: ISU Wright County Extension Office

210 1st Street SW, Clarion, IA 50525

Pocahontas

Hours: Fridays, 9:30 a.m. to 3:00 p.m.

Location: Pocahontas County Upper Des Moines Opportunity

406 NW 7th Street, Pocahontas, IA 50574

Region 6

Serving Hardin, Marshall, Poweshiek and Tama counties

Marshalltown IowaWORKS Center

3405 S. Center Street, Marshalltown, IA 50158

Region 7

Serving Black Hawk, Bremer, Buchanan, Butler and Grundy counties

Waterloo IowaWORKS Center

3420 University Avenue, Waterloo, IA 50701

Region 8

Serving Audubon, Carroll, Crawford, Greene, Guthrie and Sac counties

Carroll IowaWORKS Center

619 N Carroll Street, Carroll, IA 51401

Denison IowaWORKS Center

Hours: Tuesday & Thursday, 9:00 a.m. to 3:00 p.m.

Location: Our Savior Lutheran Church

500 N 24th Street, Denison, IA 51442

Region 9

Serving Clinton, Jackson, Muscatine and Scott counties

Davenport IowaWORKS Center

902 W Kimberly Road, Suite 51, Davenport, IA 52806

Region 10

Serving Benton, Linn, Jones, Iowa, Johnson, Cedar and Washington counties

Cedar Rapids IowaWORKS Center

Location: Lindale Mall,

4444 1st Avenue NE, Suite 436, Cedar Rapids, IA 52402

Iowa City IowaWORKS Center

Location: Eastdale Plaza,

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

Satellite Expansion Offices

Muscatine

Hours: Mondays, 9:30 a.m. to 3:30 p.m.

Location: Helms Career Center located at the Goodwill Store

2001 Cedar Plaza Drive, Muscatine, IA 52761

Clinton

Hours: Tuesdays, 9:00 a.m. to 3:30 p.m.

Location: Clinton Library – Lyons Branch

105 Main Ave, Clinton, IA 52732

Maquoketa

Hours: Wednesdays, 10:00 a.m. to 3:30 p.m.

Location: Maquoketa Public Library

126 South 2nd Street, Maquoketa, IA 52060

Washington

Hours: Thursdays, 9:30 a.m. to 3:30 p.m.

Location: Washington Public Library

115 W Washington Street, Washington, Iowa 52353

Region 11

Serving Boone, Dallas, Jasper, Madison, Marion, Polk, Story and Warren counties

Des Moines IowaWORKS Center

430 E Grand Avenue, Des Moines, IA 50309

Region 12

Serving Cherokee, Ida, Monona, Plymouth and Woodbury counties

Sioux City IowaWORKS Center

2508 4th Street, Sioux City, IA 51101

Region 13

Serving Cass, Fremont, Harrison, Mills, Page, Pottawattamie and Shelby counties

Council Bluffs IowaWORKS Center

Location: Omni Centrè Business Mall

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

Region 14

Serving Adair, Adams, Clarke, Decatur, Montgomery, Ringgold, Taylor and Union counties

Creston IowaWORKS Center

215 N Elm Street, Creston, IA 50801

Region 15

Serving Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello and Wayne counties

Ottumwa IowaWORKS Center

Location: 15260 Truman Street, IHCC North Campus

Ottumwa, IA 52501

Region 16

Serving Des Moines, Henry, Lee and Louisa counties

Burlington IowaWORKS Center

1000 N Roosevelt Avenue, Suite # 9, Burlington, IA 52601

Fort Madison IowaWORKS Center

Hours: Monday, Tuesday and Wednesday 8:30 a.m. to 12:30 p.m., Thursday - 1:30 to 4:30 p.m., Friday – Closed

933 Avenue H, Fort Madison, IA 52627

Region 1 PY17 Annual Report

Executive Summary

Program Year 2017 included many challenges in terms of the economy and employment opportunities it also included some very exciting developments in the areas of workforce system development and grant opportunities. The local Workforce Innovation and Opportunity Act (WIOA) service providers, along with our partners in the workforce system, experienced many successes in helping our job seekers to prepare for and obtain employment. Specific examples designed to help meet these challenges in Region 1, as well as, the effects of these efforts, are highlighted in the following report. The use of technology has allowed increased coordination and collaboration between staff in the Decorah and Dubuque offices. Our region served 5,686 new customers and 16,915 total customers during PY17 with 2,093 workshop attendees.

Regional Initiatives/Partnerships

Region 1 WIOA Titles I, II, III, and IV Leadership meets on a monthly basis to coordinate service delivery. They participate in many initiatives and partnerships throughout our area including IVRS staff moving into the Decorah office, Opportunity Dubuque, Project HOPE, Dubuque Works, Dubuque Local College Access Network, IVRS School Plans, Second Chance, Fountain of Youth/Real Talk, Clarity Clinic, POETS workshop facilitation at the Elm Street Correctional Facility in Dubuque, Region 1 DVOP facilitates workshops for Veterans at the Anamosa State Penitentiary in Region 10, Work-based Learning events in Waukon and Manchester, Workforce Innovation Strong Economy (WISE) - Iowa, Minnesota, and Wisconsin, STEM Festival Committees in Calmar, Dubuque, and Oelwein, Success Team Partners and referral form, and joint staffing for co-enrolled participants.

Employer Services/Business Engagement

A major emphasis has been expanding our Employer Services Team which holds monthly video calls and quarterly in-person meetings with representation from IowaWORKS, IDB, IVRS, NICC, Promise Jobs, Veterans Services. The group has developed a shared calendar coordinating business events throughout the region such as Career Fairs, Job Fairs, IVRS Reverse Job Fair, Business Summits, Business Workforce Alliance, OSHA Trainings, Wellness Fairs, and Professional Days.

Region 1 Core Partners participate in the Advanced Manufacturing Sector Board, Information Technology Sector Board, and Long-term Healthcare (Calmar and Dubuque) Sector Boards that meet quarterly in-person, as well as, Community Sector Boards in Cascade, Cresco, New Hampton, Manchester, Oelwein, Waukon, and Elkader that meet quarterly in person. These partnerships include representation from education, economic development, workforce development, and agency partners, as well as, local employers. This collaboration has resulted in 58 Job Fairs being held throughout the region during PY17 along with 2,331 business contacts.

Promising Practices and Success Stories

- Winneshiek County received Home Base Iowa recognition on 9/13/17
- “Ann” had been coming in to the center repeatedly over the years to job search and work on skills. Ann had multiple barriers as she faced the cultural differences of coming from another country as well as having experienced some serious challenges in her life, of had struggled to find and keep a job, and had not had consistent employment for several years. Most recently, she began coming in to the center on a regular basis to work on Rosetta Stone and job search. Ann expressed frustration about the fact that she made many contact for jobs but was not getting hired. Through many conversations with Ann, Decorah IowaWORKS staff helped her to find a good career path that realistically met both her expectations and her skill level. Over a period of many months, Decorah IowaWORKS staff encouraged and worked with Ann to improve her work readiness skills, and to attend workshops in the center. Ann attended RES, Real Colors, Workin’ It Out, 6-Steps, and took the NCRC. Due to multiple challenges which she faced, Ann often would schedule to come in, and then would cancel. With much patience and many tries, and much encouragement from staff, Ann continued rescheduling and eventually completed all the workshops, making great strides in her interpersonal skills and confidence. Once Ann had completed this preparation, she was eager to find a job. However, being out of the workforce for so long and not having recent, relevant skills was proving to be a barrier. She was enrolled in the Title 1 program to do a Work Experience to develop updated work skills and references. With the help of a supportive WEP supervisor at the workplace and with Amy’s support in helping her work through challenges while doing the WEP, Ann completed her Work Experience and had a good reference. She applied for a full-time position, and was hired! This involved relocating to a new area. Amy helped connect Ann to local resources for moving assistance, as well as agencies in the area to which she was relocating to help her find new housing. Ann is settled into her new home and new job, and contacted us to report that she had surpassed the first month’s goals at her new job. Ann sent her thanks to the many staff who assisted her on her path.
- After his release from Joliet Prison, “Jason” relocated to Dubuque, IA, taking up residence at the Dubuque Rescue Mission. He visited the Dubuque IowaWORKS office 04/09/18, meeting with several team members, who all assisted him in preparing to put his best foot forward. Jason signed up for both resume workshops, POETS, was referred to the Fountain of Youth and was then walked over to the Express Personnel Employment representative. In less than a week, Jason had secured a job with Uelner Tool as a deburrer, at \$12.00/hour, through Express. Jason was highly motivated to find work, from the get-go.
- “Chris” attended the Registered Apprenticeship (RA) workshop. Learned from RA workshop how to locate what Employers are currently offering Registered Apprenticeships for Electrician. Signed Chris up for six more workshops after attending RA workshop including NCRC to become job ready. Chris attended five of the six workshops and obtained Gold NCRC certificate. Results are he was hired by Hawkeye Electric to start in March as an Electrician helper. In April, will interview for Electrician Registered Apprenticeship.

- “George” was attending high school as a special education student when he enrolled in the WIOA Title I Youth Program administered by ECIA at the IowaWORKS office in Dubuque. He participated in the HEART Program through the Four Oaks, Four Mounds, and Dubuque Community School District (DCSD) partnership, attended a heavy equipment simulator semi-trailer in Dubuque sponsored by IowaWORKS, and was placed in a paid work experience at Swiss Valley Nature Center through a collaboration with Dubuque County Conservation. DCSD, Iowa Vocational Rehabilitation Services (IVRS), and IowaWORKS. He graduated from high school, began employment at a construction company, and plans to continue his education to become a Heavy Equipment Operator.
- “Leo”. came to his appointment and explained how he was living at the Coming Home shelter and working 2 jobs, seven days a week and is working with SSVF (who referred him) to get an apartment at the Davis Place. His primary objective is to find one higher paying job so he can afford a place of his own. I gave Veteran information on County Assistance and Iowa Legal Aid. He required quite a bit of guidance from the DVOP and SSVF director during his job search. He tended to lose focus and confuse priorities, but the AJC staff worked hard to keep him on track. He admitted to feeling overwhelmed having people working so hard for him. But in the end, he was able to get hired at Focus Services.
- “Tim”, a veteran, became a dislocated worker in the spring of 2016 due to a major layoff from a manufacturing company. He was co-enrolled in the WIOA Title I Dislocated Worker Program, Job Driven National Emergency Grant (NEG), Sector Partnership NEG, and Trade Act. After completing various career assessments and researching labor market information at the IowaWORKS Dubuque office, he decided to attend classes at Scott Community College in Davenport for an Associates Degree in HVAC. He graduated in May 2018 with a 4.0 cumulative Grade Point Average and accepted employment as a refrigeration technician with Arctic Glacier in Dubuque.
- “Tiana”, a single parent and public assistance recipient, was co-enrolled in the WIOA Title I Adult Program, WIOA Title I Youth Program, and Promise Jobs Program. She successfully completed the Certified Nurse Aide (CNA) course at NICC, successfully completed the Nurse Aide course at NICC, passed her state boards, attained her Iowa CNA License, and began employment as a CNA at Luther Manor.

Completed By

Fern Rissman - Region 1 IowaWORKS WIOA Title I Director

Marla Loecke - Region 1 IowaWORKS Operations Manager

Ron Axtell - Region 1 IowaWORKS WIOA Title I Manager

Region 2 PY17 Annual Report

Executive Summary

Program year 2017 has been a year of collaboration and integration. We saw new levels of collaboration between Titles I, II, III and IV as we partnered on job development, recruitment activities and job seeker services. New processes were developed to reflect the changes and ensure consistency. The increased collaboration resulted in more successful services to our customers and employees. The increased collaboration also assisted us in developing more awareness within the region that we serve. Employers have made referrals to other employers and utilized us for more activities.

Our co-enrollments have increased and our collaboration has resulted in success for those that we serve. The stories below will demonstrate this collaborative success. With the activities we have done together we have had more of a collective impact on the region, the communities we serve, and the customer. Our partnerships with other providers, employers and each other will be beneficial as we continue to meet the needs of our region.

Regional Initiatives/Partnerships

Provide a summary of initiatives and/or partnerships specific to your region

During the 2017 Program Year, we have worked on several initiatives. Title I has initiated some partnerships with local providers and re-established some other ones. We have partnered with North Iowa Community Action Organization's Head Start program to visit with parents of children that are enrolled about IowaWORKS services. In an attempt to increase awareness of IowaWORKS services and Title I services, we have individualized plans for each county/town, but the ultimate goal is to meet them initially there and then get them to sign up for workshops offered at the center. This has been somewhat successful with some of the Head Start centers.

Title I has also partnered with Friends of the Family, a service for homeless individuals to assist them with the job seeking skills that they need to fulfill the requirements of their program. Many of these referrals have also resulted in referrals to other partners, such as Title II for HSED classes and Title IV for vocational rehabilitation services.

Title I has partnered with two social service agencies, County Social Services and Franklin County Community Resources. We have educated them on the services that are available to their clients, as well as family members of their clients that are job seekers. Free office space has been offered in all the counties to meet with individuals that may be eligible for Title I services or need basic services to obtain employment.

The Sector Board created an project that we (Title I, Title III, and Title IV) have collaboratively worked on to gather information from employers in the region. This data that is gathered is being used to help identify retention trends and recruitment trends. The goal of this is to establish the needs of individuals to assist in building a job ready pipeline for the employers needs.

Employer Services/Business Engagement

Provide a summary of strategies used to serve businesses in your region

Throughout the year we worked with businesses to increase their job ready pipeline, educated them on the workshop offerings of the center, and assisted with recruitment of individuals. IVRS, Title III and Title one partnered successfully in doing outreach and working with the businesses. Title II is also supportive and we all provide information to the employers on how Title II could help them with some of their challenges. For example, an employer in the region has stated that being able to read a tape measure is very important to the jobs they hire for, however, they are finding that this is a challenge for many job seekers and it is affecting their ability to hire. We suggested to them, that Title II could provide an onsite class regarding the reading of tape measures and other contextualized items that they may have a need for.

We also have developed strong relationships with the Economic Developers in our region. We often partner with them on job fairs, as well as individualized employer meetings. Title I and Title III currently partner with the Hancock County Economic Developer and meet monthly with the Human Resource Manager of one of the largest employers in our region to ensure they are receiving the services they need and to keep them engaged with workforce development issues.

Promising Practices and Success Stories

Include a summary of any promising practices in your region, and/or a few (2-3) success stories that focus on serving employers, communities, or individuals with barriers to employment.

In our efforts to expand our outreach to reach more young adults in the counties outside of Cerro Gordo, we partnered with North Iowa Community Action Organization to have a table at the WIC clinic in Floyd County. At one of these clinics, we met a young adult who is parenting a 2-year old, on her own. She also is a previous victim violence and abuse. The individual, already involved with Promised Jobs, shared that she had given up on her employment dreams a couple of years ago when she became pregnant and had to drop out of college. She shared that she had always wanted to be a Veterinary Technician because she has a deep love for animals. After sharing what the Young Adult program could do, she decided that maybe her dream was not gone and became very excited about the possibilities. She enrolled in the program, attended workshops, worked on her resume and interviewing skills to maximize her potential success. A Work Experience was obtained for her at a local veterinarian's office. During the work experience she did clerical work, during this time she demonstrated excellent soft skills and love for the animals that the veterinarian asked if she could be trained as a vet assistant. We moved her into an internship for the remainder of the summer as she prepared to go back to school to get her degree as a Vet Tech. Most significantly she is working towards her dream that she thought was gone. To share her own words, at a Regional Workforce Development Board Meeting, she stated, "For the first time in my life I look forward to getting up in the morning because she can't wait to go to work."

We have had the opportunity to have many successful co-enrollments with IVRS. The following is just an example of several that happened through the year. An individual that initially sought assistance through IVRS was referred to WIOA Title I to determine eligibility for the Young Adult program. IVRS and WIOA Title I partnered to assist the individual in finding his career path. The individual has primarily worked entry level retail positions which were often short-term. At 23-years-old, the individual had

previously tried a few college classes, but had not completed any training program beyond the his high school equivalency diploma. Using the individual's interests in technology, aptitudes, and identified preferences for work environments, the team found Jason a limited internship opportunity funded by Title I with DealerBuilt, a technology company in Mason City. IVRS assisted in purchasing the individual new clothing for the internship. The individual enhanced his soft-skills during the internship along with showing that he could learn quickly. DealerBuilt relayed that the individual was good with details and doing things accurately. DealerBuilt then offered him a part-time Operations Assistant position at \$12/hour working 25 hours a week. IVRS is provided On-the-Job services for the first few months.

An individual was referred to our Title 1 Young Adult program from a local alternative school. He expressed an interest in culinary, but had not had any exposure to it. The team worked with Diamond Jo Casino in Northwood to develop an opportunity for a Work Experience in the environment. He presented as very introverted and shy and rarely spoke to others at the beginning of the experience. Throughout the Work Experience, his teacher, co-workers and staff began to notice that he was engaging in more conversations and asking questions. Soon, he was talking to everyone and imitating conversation with people to tell them about his job! Upon completion of his Work Experience, he was hired part-time with the employer.

Completed By

Patti Hanson, Regional Workforce Development Director (Title I)

Nick Foley, Operations Manager (Title III)

Region 3-4 PY17 Annual Report

Executive Summary

Program Year 2017 was a year of continued low unemployment rates. The region has seen limited business closures in PY 2017 and has seen somewhat of a balance in new business and business expansions.

The region has focused on assisting business with obtaining employees as a result of expansion and retention of employees through an on-site in-depth meeting whereby numerous recruitment/retention strategies are discussed and analyzed.

The Disability Employment Initiative Grant continued into Program Year 2017. This grant allowed the region to ensure services to individuals with disabilities could be enhanced through the one-stop system.

Region 3-4 hopes to continue improving the regional access to employment and training opportunities in the community as well as meeting the needs of the employers in the region.

Regional Initiatives/Partnerships

During PY 2017, The Region 3-4 partners provided support to the newly formed Advanced Manufacturing Sector Board. The Advanced Manufacturing Sector Board has been working on marketing manufacturing opportunities within the Iowa Lakes Corridor region and filling the talent pipeline.

Through a partnership with Iowa Lakes Corridor Development Corporation, Iowa Lakes Community College and Spencer Community School, IowaWORKS Region 3-4 continues to support and participate in several youth extended career experiences. The career experiences are available in the areas of manufacturing, construction, health care, entrepreneurship, and art and music. This youth model was developed utilizing business and industry to create and suggest curriculum. Youth participate in the extended career experience during second semester and are onsite at the business location for two to three days each week.

Employer Services/Business Engagement

During PY 2017 the Region 3-4 Core Partners have developed an integrated Business Services Team. The business services team members represent staff from all Core Partners in the region. The partners have developed a common intake form and brochure intended to be utilized by the team during the first business visit. The first business visit will be focused on gathering information about the business needs and successes and sharing basic services offered by all Region 3-4 Core Partner programs. Subsequent employer visits will be scheduled based on employer need and will be provided by the partner(s) that can best meet that need.

A common concern continues to be heard from local employers needing assistance to address soft skills. The workshops offered by IowaWORKS Northwest Iowa were updated and revised during PY17 to address the concern of employers. An increase in the number of individuals taking advantage of the workshops was realized in PY17 as a result of changes to the customer flow process in the region.

This report was submitted as is by Region 3/4 to Iowa Workforce Development.

IowaWORKS has created a presentation for business that are contemplating expansion, or those businesses that have a need to hire a significant number of workers in a relatively short period of time. During PY17 presentations were provided to employers who are looking at expansion and also had a need to expand their current workforce. In addition to an extensive overview of services available at the IowaWORKS center, the presentation includes discussion of recruitment and retention ideas the employers might consider.

Promising Practices and Success Stories

The NWIPDC School-to-Work program continues to operate in Region 3 & 4. During PY 2017, the STW program consisted of seven school districts continuing to contract with NWIPDC for STW services. This consortium utilizes Carl Perkins funds received by the school districts to do career and technical programming for grades 9-12. The NWIPDC coordination consisted of oversight for all career and technical programs within the districts as well as fiscal oversight of the Carl Perkins funds. In addition, NWIPDC, the WIOA service provider, coordinates and delivers a summer Supervised Career Preparation Program (SCPP). The SCPP utilizes a combination of Perkins funding and business contributions. SCPP youth are placed in employment at various businesses with the business paying the wages of the youth. This program is available to all high school youth 16 years of age and older. The program offers youth within the region an opportunity to work in an area of career interest. Youth were eligible for high school and college credit after successfully completing the program. The program has been in operation for 25 years and has allowed the region to maintain a program for summer youth employment when no such program was funded through the federal employment program.

During PY17 the Region 3-4 Youth staff continued a partnership through the Iowa Juvenile Reentry System and Forest Ridge Youth Services. Through this partnership, IowaWORKS Northwest Iowa and Iowa Vocational Rehabilitation are partnering with Forest Ridge to provide reentry-related activities for the youth placed at Forest Ridge. On a monthly basis, staff from IowaWORKS and IVRS facilitate two to three hour sessions with the youth. These sessions address personality and employability skills necessary for success in the future. In addition, IowaWORKS and IVRS staff provides contact information for workforce and vocational rehabilitation services in their home communities.

Region 3-4 has focused a great deal of efforts on the development and expansion of Registered Apprenticeship opportunities. PY17 was largely used to ensure that staff was well versed in Registered Apprenticeship. Business service staff works closely with area employers to promote Registered Apprenticeship. In PY17, IowaWORKS of Northwest Iowa staff focused on developing and expanding Registered Apprenticeship Programs in the region through new metrics and customer service process.

Success Stories:

GS was a dislocated worker who came to our Center after being laid off from a Trade impacted employer. He was assisted by several members of our Skills Team in working toward re-employment goals. He was initially assisted with information about all of the TAA benefits that would be available to him. In the process of filing for UI benefits and beginning his job search, he also was provided information about Registered Apprenticeship. He was interested in pursuing this avenue and began the steps of becoming ready to work toward this pathway.

He was registered to attend the Registered Apprenticeship Workshop as well as setting a time to come in to work through assessments to determine interests. He completed a resume on his own which he had critiqued in the office by staff members. Through the Registered Apprenticeship Workshop, he worked through the Skills Assessments in determining transferable skills. He was also scheduled to attend the NCRC testing within our Center. In addition, he checked into the Apprenticeship programs on his own to get more information and talked with an RA Employer about an electrical position. As he was checking out his options, he talked with the college about apprenticeship opportunities. He also attended the Interviewing workshop as well as completed a practice Interview through InterviewStream to get his Elevator Pitch perfected. Through his research into RA positions, he decided that at his age it would be best for him not to pursue a 4-year program but focus on seeking employment.

He began working with the Business Marketing Specialist within the office to be presented to an employer in the area that he was interested in applying with. They met with the employer for an interview and to review his resume, NCRC scores and all of the assessment materials completed at the IowaWORKS office. He was offered a position at the company and did accept the offer which required some online paperwork. He was assisted by IowaWORKS staff to complete this pre-employment data entry. He will also be eligible for RTAA benefits through the Trade program and the process was explained to him. He will come back to get assistance with the paperwork as soon as he has all of the required paperwork gathered.

Amanda had experienced an on the job back injury at a young age, had surgery and recovered physically. She was devastated when she lost her job and her back injury was a significant barrier to the manual type labor jobs she has held in the past. So Amanda attended many of our local workshops and took part in our JD NEG grant program as well as participated in the IA Dept. of Vocational Rehabilitation program. She worked hard in physical therapy and persistently applied for suitable jobs. Amanda began working as a plant technician for a company that produces ethanol and other bio-refined products. Amanda started at \$18.75 per hour working 40+ hours per week plus when she works overnights she makes an extra 10% per hour. She is also eligible for benefits and as a single parent that was critical. She has been with the company for more than a year and is doing great.

Completed By

Val Bonney, WIOA Title I Director, IowaWORKS Northwest Iowa

Linda Gray, IWD Operations Manager, IowaWORKS Northwest Iowa

Region 5 PY17 Annual Report

Executive Summary

IowaWORKS of Fort Dodge has taken pride in its diligence and partnerships to reach a diversified group of jobs seekers. From the area youth that will soon be entering the workforce to those with barriers such as backgrounds or physical limitation – we strive to serve them all with superior customer service and in engaging ways. This year has been the development of the first Future Ready Iowa (FRI) Summit, bringing businesses, agencies, government, and those in the public together to discuss the shortage of skilled workers in the workforce and how to move forward with getting 70% of Iowa’s workforce to have education or training beyond high school by 2025. In addition to the FRI focus, we are moving forward partnering business outreach with Iowa Vocational Rehabilitation and creating a reverse job fair for those with disabilities which help place this underserved population into successful employment opportunities. Fort Dodge has been able to dual enroll job seekers into multiple partnering programs to give them the training, support, and opportunities that they would not have had otherwise.

Regional Initiatives/Partnerships

- IowaWorks (Wagner Peyser and WIOA) participated in a Manufacturing Day event hosted by the Humboldt Community Schools to raise awareness for Manufacturing Month. The event included presentations by 14 local Humboldt County manufacturing business along with facility tours to give the students a close-up of manufacturing. The event educated students on manufacturing and the important role it plays in the community and the opportunities that this field can provide. The event was created in collaboration with Humboldt Economic Development, Humboldt Community Schools, and IowaWorks-Fort Dodge. Over 475 high school students and 68 high school faculty attendance, learning that successful employment can be found without moving far away.
- Partnering with Fort Dodge Schools, Prairie Valley Community Schools, Youth Shelter of North Central Iowa, Newell Fonda’s My Future, My Career, My Responsibility, and Fort Dodge and Webster City HiSET students – IowaWORKS staff have held Interview Skits, a reenactment of everything you don’t do in an interview. In a world where there is an abundance of advice on what “to do”, this is a fun and memorable show of what you shouldn’t do.
- Partnering with Iowa Central Community College’s (ICCC) Career Services Department, multiple ICC Program Advisors and multiple schools in and around Fort Dodge - mock interviews are provided to those needing experience and increase their confidence, skills and strategy in order to be ready when scheduled for real interviews.
- Working with Fort Dodge Correctional Facility & Residential Correctional Facility, IowaWORKS staff teach Life Skills classes to prepare offenders for finding employment upon their release. In addition to teaching the class, resumes are critiqued and referrals are made to various partner services to aid in their career paths.
- Region 5 has worked on expanding the integrated education classes in the area. This past year, 4 Integrated Manufacturing Advancement Programs (I-MAP) ran successfully. Region 5 also expanded this model into the healthcare field and implemented its first Integrated CNA (I-CNA) class. These classes have tapped into a new demographic and have gained momentum with local businesses. At the end of each class, a speed interview day is held. Multiple businesses come in for interviews. Some students have been fortunate enough to get a job offer that same night!
- One of the primary roles for a youth Career Advisor is to reach out to local businesses to develop WEPs. This advisor also regularly attends partner meetings to ensure the partners and

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clients are able to take advantage of the knowledge she has learned or activities she has implemented.

Employer Services/Business Engagement

Region 5 has done a great job of implementing new ideas, as well as meeting the needs of our local businesses. The Integrated Business Services Team is in the process re-evaluating the team goals in order to continue to serve the community, as well as assist the business service representatives in the office. Below is a summary of activities that were performed in this program year.

- Career on Wheels for 5th Graders
- Butler Elementary – 100 day celebration
- Career Days – Newell-Fonda High School, Iowa Central Community College
- National Manufacturing Day – 4 regional businesses invited several high school classes to tour and interact with business professionals
- Veteran’s Job Fair
- Core partners are touring one business a quarter and hosting an informational meeting with management in hopes to increase partnerships. This past year, the partners toured Chantland and Friendship Haven. Discussion on what gaps the businesses have in employment and how we can help fill those gaps were had.
- The Link- This program is a local partnership with the Greater Fort Dodge Growth Alliance, area businesses and Fort Dodge School systems. Information is presented to middle school students on subjects related to employment in a way that is fun, yet informative. Throughout the year, staff presents to the class about businesses and preparing the youth for the workforce.
- Employer Meet & Greet at the IowaWORKS office to introduce job seekers to employers and provide them with an open interview opportunity to find skilled labor.

Promising Practices and Success Stories

Region 5 is very proud of all the customers who put in the hard work and dedication it takes to upskill and find employment, as well as its staff. Without our team, many of our clients would not have the support to move forward.

Angela Duffy

Angela Duffy was born with cerebral palsy. She began working with Iowa Vocational Rehabilitation Services (IVRS) and the WIOA Youth Program during high school. These programs were able to assist her with college exploration, financial planning for school, and provided tools to be a successful student. Shortly after enrolling in classes at Iowa Central Community College, she transitioned from the WIOA Youth Program into the WIOA Adult Program and continued enrollment in IVRS. In collaboration, these programs were able to help Angela with some of the costs of her education and provided extra support during her time as a student. After graduating from Iowa Central Community College with her Associate’s Degree, Angela transferred to Buena Vista University’s Fort Dodge campus to pursue a Bachelor’s Degree in Elementary Education. Through it all, WIOA and IVRS were still there to cheer her on. Today, Angela has successfully earned a Bachelor’s Degree in Elementary Education, as well as a teaching license with endorsements in reading and special education. She is currently a substitute teacher for the Fort Dodge Community School District and is hoping to secure a full time teaching position in the near future.

Jeremy Regenscheid

Jeremy Regenscheid got connected with a Career Navigator after a visit in the One Stop center. He came to us with experience in truck driving with a Class B CDL but wanted to pursue his Class A CDL. Being a

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father to 5 young children, Jeremy knew he had to find a career that could better support his family. Jeremy enrolled into the Commercial Driving program at Iowa Central Community College in August of 2018. Since then, he has successfully completed the Commercial Driving Program and obtained his Class A CDL with an air brakes endorsement on November 28, 2018. Jeremy completed his 600 OJT hours with his current employer Decker Truck Line. WIOA Adult helped sponsor Jeremy with tuition and fees for his training at Iowa Central Community College. He is now enjoying driving for Decker full time across the country and is now able to successfully support his family earning a self-sustaining wage.

Josh

Joshua was first brought to the Fort Dodge IowaWORKS center as a referral from Iowa Vocational Rehabilitation. Josh first worked on polishing his resume and discussed workshops that would assist him in becoming job ready. Josh was referred to DVOP on his first day at the center due to his service related disabilities and to WIOA due to his interest in returning to school to complete his AA. IowaWORKS staff discussed the benefits of Home Base Iowa and once his resume was completed, assisted with the registration to HBI. In early September, Josh advised that he had been contacted for an interview with Renewable Energy Group (REG) and was found through the HBI website. He reported back that he felt the interview went very well. A day later Josh was asked for a 2nd interview. Minutes after he sent his thank you's he received a request for a 3rd interview. At the same time, Josh was receiving multiple interview requests from REG, he was receiving other interview requests from businesses in Spirit Lake, Algona & Fort Dodge. On September 21st he advised that he had been offered a position at REG along with 4 other offers; all offers were made by employer sponsors of Home Base Iowa! Josh relayed how impressed he was with HBI and how thankful he was for the website, the sponsors and everyone's assistance throughout his job search. Through careful consideration, he accepted and was excited to begin his new career with REG on October 4th, 2018.

Bryant

Bryant, a 19-year-old high school drop-out, lived with his grandmother who took him in when his dad gave him the ultimatum: get a job, go to school or move out. He knew he needed to do something, but he struggled to get a job even though he was applying. When he did get a job, it would be short lived as he had no work experience and no job skills. Bryant was eventually referred to the Youth Employment Program by a relative. The Career Advisors with the Youth Employment Program met with Bryant and explained the benefits of the program. He was eventually enrolled and through the financial assistance of the program he was able to enroll in HiSET. Bryant earned his high school diploma in six weeks. After completing his high school diploma, he and his Career Advisor looked at various places he could apply. The Career Advisor assisted him in creating a resume and practiced interview skills. Bryant completed assessments to help narrow down his career interests. Bryant had an interest in construction and the trades, so his career advisor placed him with a local electrical company, Tjaden Electric for an on-the-job training. Bryant has done well on the job and now has plans to start an apprenticeship with the company to become a licensed electrician. Bryant is now excited about his future and is working hard to become self-sufficient. Within seven months, Bryant has proven that hard work does pay off. He now has purchased a reliable vehicle, increased his savings, and is proud of his accomplishments. Congratulations Bryant. Your future is bright!

Completed By

Faith Miller-Operations Manager

Melissa Vorrie-Workforce Programs Director

Teresa Larson-White-Director of YEP & Community Programs

Region 6 PY17 Annual Report

Executive Summary

The vision for WIOA is to have an integrated and efficient workforce delivery system. By implementing WIOA in Iowa and Region 6, Iowans have access to high-quality education, training, and work readiness. The system partners and core partners within Region 6 have made many changes in our everyday processes that continue to yield success for the customers we serve. We have initiated many integrated processes within the region and continue to work towards improving and changing even more in the coming years.

Regional Initiatives/Partnerships

Region 6 has expanded our partnerships and regional initiatives by seeking new and innovative opportunities:

Iowa Valley WIOA staff and IowaWorks have been collaborating with the Eldora State Training School just under two years now to provide soft skills training as well as job readiness skills to the students to help them be more prepared to enter the workforce when they return home. The team hopes to directly impact the recidivism rate for these young men. As an added piece to this initiative the State Training School team visited the IowaWORKS center to create a video for students. This video will be used as a tool to show students what to expect when they transition home and encourage them to utilize the services of the local IowaWORKS centers in the State of Iowa. The team has also developed a referral system for the entire state to help assist the young men as they make this transition.

Region 6 IowaWORKS partnered with Iowa Valley Community College to host an Advanced Manufacturing Day Event. One hundred forty eight students from Region 6 high schools attended the event along with high school counselors and construction tech teachers. Ten employers within our region presented to small groups of students about their business operations. Students spoke with instructors and toured the different skilled trades programs including Automotive, Utility, Electrical, Mechanical, Welding, and Tool & Die at the local community college. This event led to more awareness of local businesses and job opportunities that were available.

Region 6 Marshalltown IowaWORKS Iowa Valley partnered with Region 11 Des Moines IowaWORKS and the Ames Chamber of Commerce to create a Highway 30 Corridor Career Fair. The partnership between the bordering IowaWORKS regions has opened the door for many other employment opportunities for our customers within the Regions. The Fair started with a confidence builder to pump up the job seekers and help them to present their best self to the employers. We were also able to partner with Iowa Valley Community College to provide transportation to the Career Fair for those who otherwise would not have been able to attend due to the lack of transportation. The partnership between Regional workforce offices and chamber has led to other events in the area even making the Highway 30 Corridor Career Fair

This report was submitted as is by Region 6 to Iowa Workforce Development.

an annual event.

The second annual Limelight Leadership Academy, a youth centered WIOA focused initiative, was made possible through the partnerships between Alliant Energy Foundation, Iowa Department for the Blind, Iowa Vocational Rehabilitation Services, Iowa Valley Continuing Education, and IowaWORKS Iowa Valley. Thirty two young adults were served from within the region. Limelight Leadership participants focused on finding their future, how to overcome adversity and recognize the power within themselves. They were able to tour businesses, training centers and had some fun with several hands on activities in different areas. Many apprenticeship and local short term training opportunities were presented in Healthcare, Advanced Manufacturing, Agriculture, and Construction. The group also had a full day of confidence building at the Iowa Valley Challenge Course.

WIOA Title I regularly partners with the our local Adult Basic Education program to provide soft skills training to students. When a new group of students go through the HSED program WIOA staff provide a two day work readiness workshop. This partnership has brought a comfort level between our program, the instructors and the students allowing an easier enrollment process. We have seen an increase of peer and instructor referrals.

WIOA Title I staff are often facilitators for workshops offered by the center. In order to ensure a quality training we invite local experts to present on the topic. A partnership has been developed with Wells Fargo to provide Financial Literacy. Participants are able to gain knowledge from the experts in the field. Outsourcing this workshop has also helped us maintain service levels on the skills/membership floor as well as our case management services.

Employer Services/Business Engagement

Core Partners realized that duplication of outreach to businesses needed to be coordinated. From this realization, the Partner Business Outreach group was developed in program year 2016. This group has expanded its services and have tasked ourselves with demonstrating a unified approach in working with employers. Many events have stemmed from this initiative during PY 17, including employer summits held in each county within the Region. The summit topics were developed from needs identified by employers.

Region 6 staff are there when the community is in need. The Dislocated Worker program was able to provide a Rapid Response for KMart in Marshalltown, MWI Animal Health (veterinary supply) in Iowa Falls, and AmeriHealth Caritas during PY 17. Partnerships are heavily relied upon during the Rapid Response process due to the urgency and timing of these services. The partners have developed a system of working side-by-side in order to bring resources and opportunities to assist those newly unemployed community members.

Our Regional team continues to provide soft skills workshops to Employers at no cost to them in order to provide quality training to their employees, without setting up any further barriers for employers that may impact their success or bottom line.

Promising Practices and Success Stories

Core Partners identified a need to streamline the Region's referral process. A workshop, Orientation to Partner Services, was created that would allow participants to hear first hand, in more detail, about the core partner programs. The workshop has led to more appropriate and higher quality referrals.

A group of local resource partners have come together to provide monthly lunch and learns at the one stop center. Each month a different resource introduces the services they provide to the community. A need was seen by this group to help increase awareness amongst local resource partners, allowing opportunities for collaboration and reducing duplication of services.

Curtis L. is currently an Iowa Valley Community College student and is enrolled in the Electro-Mechanical Industrial Technology Program through Trade. Curtis commutes to school daily. In March of 2018 his only mode of transportation died. The repair bill came to around \$2000 which Curtis was unable to pay. Through a combined effort between WIOA Title I and Iowa Valley GAP, the two programs were able to split the cost of the repair. This combination of resources paid for the repairs of his vehicle and enabled Curtis to continue his education. He will graduate in May of 2019.

Local Veteran Rich D. enrolled as a Dislocated Worker in the WIOA Title I program. Rich was placed in an OJT at Brownells in Grinnell, one of the largest distributors of gun parts, as a Website Product Support Technician. As a former gunners mate in the Navy, Rich loves working on firearms. Brownells is a business where Rich always dreamed of working. Rich was able to marry his passion with work.

Completed By

Rachel Porath Career Development Advisor, Lauren Severidt Career Development Advisor, Rebecca Hassett WIOA Supervisor

Region 7 PY17 Annual Report

Executive Summary

PY17 was an interesting year for WIOA service delivery. We expanded services throughout our service delivery area, assisted employers to reduce turnover, increased access to registered apprenticeship programs, and worked with job seekers with multiple barriers to find and maintain employment. You will find multiple pilot programs identified below as well as expansion of services that are best practices for Iowa and the nation.

Regional Initiatives/Partnerships

Over the last year, Region 7 focused on expanding services to individuals within our community through extended American Job Center (AJC) hours of operation. For six months, we piloted extended office hours on Tuesdays and Thursdays. On these days the AJC was open from 7:30am to 6:00pm. We conducted community outreach prior to the launch and continued to do so during the duration of the pilot. We found the extended office hours in Region 7 actually decreased vital services and staff levels during peak usage times and high customer flow times at the AJC. We also found the number of customers served outside normal business hours did not outweigh the costs of providing the service.

The Region 7 AJC and WIOA core partners were excited to assist Title 2 as they led an English Language Learning (ELL) pilot class that was housed at one of our major employers. Eligible employees received paid work release to attend ELL classes. Title 2 provided multiple intermediate level classes that ran in the winter and spring of PY17. The employer utilized the classes to increase productivity of their employees, reduce turnover, increase their workforce diversity, and to increase the region's English language proficiency among non-native speakers.

Employer Services/Business Engagement

Region 7 was extremely busy during PY17 working with our community, business and industry leaders, and economic developers to address our skilled worker shortage. A few strategies were utilized in an attempt to address the issue. Two strategies started during PY17 included eliminating criminal backgrounds as barriers to employment for job seekers and increasing registered apprenticeship opportunities in our community.

We led the development of a partnership between Iowa Legal Aid and the American Job Center network in establishing expungement clinics for job seekers. The expungement clinics were designed to assist individuals with criminal backgrounds to clean up their criminal history. Doing so opens up new employment opportunities for them and their families. Iowa Legal Aid worked directly with job seekers during two clinics where 61 individuals attended. As a result of these two clinics 64 misdemeanors, 10 felonies, and 7 juvenile charges were expunged. The clinics were so successful a third event will be held in March 2019.

Region 7 has continued to lead the state of Iowa in registered apprenticeship development. We spent the year working with advanced manufacturing employers and institutions of higher education focusing on the development and expansion of CNC, welding, and industrial mechanical technician registered apprenticeship programs. We have also had success developing a quality pre-apprenticeship program with a public K-12 focusing on advanced manufacturing. Lastly, we established a Certified Nursing Assistant (CNA) registered apprenticeship program.

Promising Practices and Success Stories

Our region follows the national leadership model developed by Washington State when providing Integrated Education and Training (IET.) Locally, these IET programs are known as I-BEST. In PY17, we launched I-BEST CNC and I-BEST CNA where participants earn industry specific credentials and their high school equivalency diploma concurrently. We also developed Integrated English Literacy and Civics Education (IELCE) programming where English Language Learners are fully immersed into computer and digital literacy training. Through strengthened partnership between WIOA core partners our region's IET and IELCE programming has expanded. In PY18, we plan to integrate intensive career readiness and soft skills training into these successful models. Funding for these courses and support for the students come from WIOA Title 1, Title 2, community donations, local foundations, state funds, and Region 7 business and industry.

From the beginning of PY16 to the end of PY17, Iowa's unemployment rate has continued to decrease. This is exciting but creates new challenges to address Iowa's growing skilled worker shortage. We have attempted to address this issues in a number of ways. One of the small but successful strategies Region 7 has implemented is the use of Transitional Job Placement (TJP) services for individuals who are unemployed and have multiple barriers to employment. TJP services have helped individuals with little or no work experience, disabilities as a barrier to employment, criminal backgrounds, etc. obtain employment. The WIOA Title 1 service provider, Hawkeye Community College, hires individuals with barriers to employment and we work directly with our American Job Center business and industry liaisons to find job sites and employer partners. Our employer partners are not required to hire our TJP clients at the end of their placement but the placements provide them with an opportunity to engage, train, and prepare potential new hires at a decreased operation cost.

Completed By

Chris Hannan
Director, Workforce Development

Region 08 PY17 Annual Report

Executive Summary

Last year has been an event packed year for the One Stop Office in Region 8, Carroll Iowa. The region focuses on creating strong partnerships by identifying common goals. Region 8 core partners have worked together to facilitate many events in efforts to provide information, workforce development resources to business and to provide valuable training to job seekers. Core Partners have worked to form relationships among agencies serving people with disabilities, local schools, Adult Education, vocational training providers and businesses. Several events focused on encouraging conversations between educators and employers. The results of these conversations helps educators create “real world” guidance and training to their students and give businesses a way to communicate local opportunities to the area’s young people.

Regional Initiatives/Partnerships

Initiatives and/or partnerships specific to Region 8:

This year Region 8 won the Veteran’s Incentive Award for offering exceptional service to Veterans with special emphasis on veterans with significant barriers to employment. The Carroll IowaWORKS Center enjoys being able to help veterans in many different ways, In July a booth was set-up on a weekend guard duty to be able to reach out to 82 National Guard members. Guard members were provided with information about the services at IowaWORKS. Staff members enjoyed the opportunity to meet with Guard members and to see them work together as a team.

The One-Stop had the pleasure of working with Mark, a dislocated veteran that utilized many services in our office. He attended the Job Readiness workshops, took the NCRC test to earn a certificate, attended Job Club and performed a mock interview. Mark worked with the Career Planners to write a resume that employers noticed. He was hired as a Shift Supervisor at a local production plant; this was not his ideal job. So Mark continued to use the office to search for other opportunities. His persistence paid off and he was referred and hired as a Quality Control Inspector and loves what he is doing. Mark states this is his dream job.

All Region 8 counties are Home Based Iowa counties. Office staff is assisting all veterans to upload their resumes to the HBI site for the extra assistance in job seeking. The award prize is a trip to Washington DC for two staff members. This is the second time the Carroll IowaWORKS has won this award.

IowaWORKS, Carroll High School and Pella Industries created the Employer Educator Connection, Be Me for a Day. Local businesses were invited to be a part of a career/curriculum-specific team, engage in a dialogue, and explore options that will benefit both the students and the business. The goal of the partnership is to provide educational and career-based opportunities for the students and to give employers a chance to work with students on potential career placement. Curriculum-focused teams were formed with 30 local businesses present. Each team chose the direction of the discussions of aligning curriculum with real-world standards, offering business representatives the chance to speak to students, providing business tours and project-based learning opportunities and exploring possible

This report was submitted as is by Region 1 to Iowa Workforce Development.

internships of mentoring opportunities. Other discussion topics include looking at target areas that may be missing in current curriculum but are skill sets required for 21st century careers and looking at community trends and ways to encourage young people to stay or return to build their careers in this community. Meetings continue to share successes and move the agenda forward.

Employer Services/Business Engagement

Strategies used to serve businesses in Region 8:

The Region 8 Core Partners worked to facilitate a reverse career fair. Iowa Vocational Rehabilitation, Des Moines Area Community College and Iowa Department for the Blind worked closely with IowaWORKS to plan the event that was held at the DMAACC Carroll campus. The group had 9 individuals participate – 3 high school students and 6 adults. A total of 17 employers visited the career fair and shared how impressed they were with the candidates and that they were so well prepared. All of the job seekers left the reverse career fair with at least one, if not several employers interested in them. Several job seekers were given paper applications to fill out and one employer mentioned trying to create a position for one of the high school students.

IowaWORKS staff worked with Midwest Partnership Economic Development to facilitate an Employer/Educator Summit. The summit's purpose is to start a conversation between the region's educators and employers that leads to providing quality skills training and helps employers communicate their workforce needs and employment opportunities to the region's young people. The summit has 280 people in attendance. Iowa Workforce Development Director Beth Townsend spoke on future ready Iowa and the skills young people will need to meet the needs of Iowa Employers. Other events of the day, A presentation "A Little of This and A Little of That" by Lisa Smith, Region XII COG Career Planner and Amber Casebeer, IWD Advisor including a guest appearance from Rick Hunsaker, Region XII COG Executive Director . Main speaker Brenda Clark Hamilton spoke about preparing young people for successful employment. A lunch was provided with donations from Smithfield in Denison, Door prizes were donated by many businesses in the region.

Midwest Partnership Economic Development, IowaWORKS and Region XII COG partnered to facilitate "Teaching for the Workforce" conference. The 4-day event was held at sites in Adair, Audubon, Greene and Guthrie Counties, The event is an interactive program that allows K-12 educators, counselors and administrators to experience today's workplaces and build an understanding of essential concepts for workplace success. The experience will include tours and hands-on experiences at local companies as well as discussion between educators and industry experts.

Promising Practices and Success Stories

Success Stories:

Deng came to America in search of a better life than what he experienced in Sudan. He was working at a local meat packing plant when his mother passed away in Sudan. Due to the extended time he needed for his mother's funeral, he lost his job. Deng came to our office with a positive outlook on pursuing a career in truck driving. He had done a lot of research with various community colleges. Upon completing a Title 1 application and completing

the required assessment and paperwork, his training was appropriate and approved. He selected the DMACC Transportation Institute for his training. Title 1 assisted him with the tuition, fees and his transportation needs. Deng was highly motivated as he had to travel to Ankeny every day to the DMACC Transportation Institute which was over 240 miles round trip five days a week for six weeks. As training occurred, Deng would keep me informed of his progress. His excitement would increase with each call as he was eager to share his success with passing his various tests and all the learning he was doing. After the classroom instruction was completed he headed to MN where he completed the 210 hour practicum with his sponsoring company and supervised on-the-job training. Upon the completion of the on-the-job training he secured an over the road driving job on the east coast. He is thrilled to be employed and would someday like to find something in the midwest, but for now he is happy and thankful to be employed. When he was thanking me for the assistance I offered, he said, "now you are a part of my family". I do not have anyone in Sudan anymore and you are an important person in my life".

Completed By

Beth Winqvist,
Workforce Director (Title 1)
Region XII Council of Governments

Faith Miller
Operations Manager
Iowa Workforce Development

Region 9 PY17 Annual Report

Executive Summary

Through collaboration and partnership, Region 9 is able to develop and implement strategic services and processes to best meet the needs of our local workforce and job seekers. WIOA Core Partner leaders collaborate through monthly meetings, common staff training, and placement of staff. At this time, Vocational Rehabilitation provides a staff member at the IowaWORKS office one day per week, and Title I staff work at our Adult Education facility each week. Title I staff continue to provide services through offices in Clinton, Jackson, and Muscatine Counties. The region looks forward to some exciting changes in FY19 as we anticipate a move to a new facility, and implementation of the GEO system.

Regional Initiatives/Partnerships

Provide a summary of initiatives and/or partnerships specific to your region

Eastern Iowa/Western Illinois Workforce Consortium

As workforce issues and hiring challenges become an issue, the region recognized that there are many agencies and organizations getting involved. This led to confusion among partners and job seekers. The Title I director worked with the Quad City Chamber of Commerce to form the Eastern Iowa/Western Illinois Workforce Consortium. The Consortium had its initial meeting in September of 2018. Subsequent meetings led to the development of three action teams focused on Communication/Marketing, Common Initiatives, and Working Together.

County Work Teams

The structure for these groups helps to connect WIOA partners on customers' behalf and provides an opportunity for core partners to join forces to provide services targeted to meet specific county needs. Teams for Clinton, Jackson, and Muscatine County each meet monthly. County Teams have developed and participated in a number of projects this year including job fairs, informational presentations to area business groups, and training for employers seeking to hire ex-offenders.

Employer Services/Business Engagement

Provide a summary of strategies used to serve businesses in your region

Business Services

Employer Services/Business Engagement- from January 2018 to present , I-Works shows 1,134 business services contacts with 398 of those being new business contacts and 208 of those being conversations related to Registered Apprenticeship.

Registered Apprenticeship

Region 9 has developed several new RA programs, and continue to work to support and promote apprenticeship efforts throughout the region.

Increasing Hiring Needs

Low unemployment rates have made it challenging for businesses to find the workers they need. In response, we are strengthening the connection between job seekers and business through recruitment

and placement strategies on our business services teams. The IowaWORKS offices continues to be a “go to” for employers who are seeking new employees through hiring events.

Sector Boards

Region 9 has established four sector boards. Both Title I and IWD staff are actively engaged with these groups and provide support for activities, information, and resources as needed. Sector board connections have led to many innovative services in the region including manufacturing tours for parents and students, hands-on manufacturing and allied health expos, two Super Sector meetings, and countless opportunities for collaboration with business/industry sectors.

Promising Practices and Success Stories

Include a summary of any promising practices in your region, and/or a few (2-3) success stories that focus on serving employers, communities, or individuals with barriers to employment.

Promising Practice

Region 9 has aligned processes including Title I, PACE, and GAP. The adoption of a common application form and regular communication among team members, the region is able to connect to support students in training and make the best use of training dollars based on each student’s individual needs and program regulations.

Success Stories

Glen Brandt - WIOA Title 1 – Adult Program

Background: Glen Brandt is a single 52 year old male. He submitted a training application so that he could take the CDL program. From the very first appointment with Glen he has been a very positive and determined individual. He takes note and is very organized. He has taken care of his medical issues and has been consistent for over 3 years. Glen is paid \$8 per hour at the part-time job at Goodwill.

Partner Involvement: Glen is working with both Vocational Rehabilitation (Joelle McDermott), Assigned Ticket to Work (VR) and Title 1 (Johnna Forbes). He is currently receiving Social Security Disability payments and works part-time at Goodwill.

Barriers: Glen has a disability, and limited work history and no transportation. We did address these barriers: The College would allow Glen to attend his doctor appointments every other Tuesday during his training. Glen has utilized City transit and will take the bus to class at the Belmont campus.

Training Outcomes: In order to attend training, Glen had to complete a DOT physical and drug screen. During his physical it was determined that he needed new glasses and would have to re-test his vision. Glen was able to get new glasses and did attain a 1 year DOT physical card.

On 4/6/2018 Glen Brandt completed the 10-week program and attained his Class A CDL. The following Monday after completing training Glen was in the office to get assistance with his resume. Joelle (Vocational Rehabilitation) joined us at our next appointment Glen also shared that he has been applying for jobs but he was very happy to now have a resume.

Employment : On April 19th received a call from Murray’s and they scheduled a Physical and Drug screen. On April 25, he was notified that he passed the physical and drug screen, and got the job. Glen

contacted Goodwill and give notice but was hoping to continue to work there on the weekends on top of his job. He will be making \$15.30 an hour and work approximately 50 hours a week. Murray's was also willing to work with him with his medical appointments. Glen had challenges with transportation because he needed to be at work at 4:00 a.m. He tried to find a vehicle, but did not have good enough credit in order to get a loan. He considered UBER but was unsure if they would be available that early. His counselor checked with Vocational Rehabilitation to see if there was anything they could assist. Neither Vocational Rehab nor Title 1 could assist with purchase of a vehicle. Vocational Rehabilitation could offer a reimbursement of cab and/or UBER until Glen got his first check. This assistance enabled Glen to get to and from work until he was able to make arrangements himself.

Morgan Beaver - WIOA Title 1 – (Youth)

Background: Morgan needed assistance with her post-secondary options in the medical field. At first, Morgan wanted to pursue the Medical Coding and Billing program. However, after talking with Morgan, it was found that she really enjoyed her rotation with Project Search in the medical records division at Trinity Hospital. More suitable programs were explored with Morgan and she decided on the Certified Medical Administrative Assistant (CMAA) certificate with Eastern Iowa Community Colleges.

Barrier(s): Morgan is deaf in both ears and struggled in the general education setting due to her disability.

Partner Involvement: Morgan was referred to the WIOA Youth@Work program by Project Search, a program with Iowa Vocational Rehabilitation Services.

Assistance Provided: Morgan was provided with employment and training counseling to help her make the best training choice. This included career assessments and labor market information.

Morgan received tuition assistance to complete her Certified Medical Administrative Assistant with Certified Electronic Health Records Specialist + Medical Terminology certificate.

Training Outcome(s): On June 30, 2018, Morgan officially completed her Certified Medical Administrative Assistant with Certified Electronic Health Records Specialist + Medical Terminology certificate. This online program definitely takes dedication and continued effort to keep pace and fulfill all the requirements.

Employment Outcome(s): Morgan is currently working at Trinity Hospital as a Health Information Technician II.

Completed By

Paula Arends, Title I Director

Jeremy Ritchie, IWD Operations Manager

Scott Schneider, Eastern Iowa Community Colleges Adult Education Dean

Chad Pratz, Vocational Rehabilitation Manager

Region 10 PY17 Annual Report

Executive Summary

IowaWORKS in the Region 10 area including the Cedar Rapids and Iowa City metropolitan areas, had a busy year with increasing partnership among workforce programs to better meet business needs. A job candidate referral system has been very successful and a great way for individuals who have good skills but may be overlooked or who have unique skill sets, to get extra attention for job placement.

This past year has seen an increase in connecting some of our most vulnerable residents (immigrants, refugees and at-risk youth) with services and supports to help them connect to businesses.

A new workshop series called Navigating your Journey (NYJ) was introduced within Region 10 as a required pre-enrollment process for Title 1, as well as GAP and PACE state funded training programs. The goal of NYJ is to improve retention and completion rates.

Regional Initiatives/Partnerships

IowaWORKS Region 10 has partnered with ICR Iowa to implement a Workforce Solutions Strategy team, which includes regional economic development and community college partners. This team provides a comprehensive strategy to address workforce issues facing businesses in the region, using the expertise of the entities involved, while eliminating duplication.

IowaWORKS partnered with Kirkwood to develop a Group Registered Apprenticeship in the Construction field. Students will begin classroom training in January 2019 with 5 businesses currently participating.

IowaWORKS is currently working with Four Oaks, Kirkwood Community College and Cedar Rapids schools to create opportunity and support by building on the success of the TotalChild project (serving children and their families who have been involved in the DHS system) by strengthening the pipeline from high school to employment with a living wage. Youth participating in TotalChild 2.0 are connected to career training and job opportunities which align with regional employer workforce needs.

Through partnership with Catholic Charities and the Catherine McAuley Center we provide assistance to refugees and refugees. We've been able to develop a pipeline for these new lowans to our services.

In the fall of 2018, Nordstrom contacted the City of Cedar Rapids. They were seeking help recruiting workforce and were looking at outside the box solutions to engage and train the immigrant and refugee population. Many immigrants and refugees applied for positions at Nordstrom but they were not able to pass the onboarding assessment or interview due to language barriers. The City brought in Kirkwood who engaged IowaWORKS and Title 2 programming to meet with Nordstrom and create a solution. The Earn & Learn at Nordstrom project as born and is a best practice within the region. Through Earn & Learn, potential job candidates who are English language learners, are hired by Nordstrom as full time, permanent employees with benefits. These new hires are placed in the Earn & Learn 5 week program. Workers/students complete a contextualized English language course for 3 hours per day, 3 days per week, and then a 3 hour workplace culture in America course 1 day per week. The students spend 12 hours in the classroom and 28 hours on the floor for on-the-job training. The workers are paid for all 40 hours of time (classroom and floor time). Twenty six students have started and successfully completed the program so far. New business partnership are being developed to start similar programs in other industries.

Employer Services/Business Engagement

This report was submitted as is by Region 10 to Iowa Workforce Development.

In Region 10, an integrated approach to business engagement is utilized in order to minimize duplication and increase successful outcomes for both job candidates and business partners. The business team, comprised of Title 3 and 4, meets bi-weekly to plan upcoming activities such as job fairs, registered apprenticeship events, Future Ready Iowa events, ECI, and local SHRM meetings. This team embraces co-visits with businesses in order to minimize multiple contacts to the same company, offering a team approach to address needs. To ensure equal access to business related documentation, the team uses various Google tools, including calendar sharing.

The integrated business team developed a process to connect work ready job seekers to businesses through the use of a Google form staff can complete and attach a resume. These referrals are reviewed weekly by the business team and all referrals are contacted and met with individually. Customers receive additional resume support if needed, mock interviews, and then matched directly to businesses openings matching skills and interests. This process has resulted in a number of successful placements in the region since its inception.

In-service training includes all four WIOA title partners. Referral processes have been set up for core partner referrals, including core and intensive services and placement.

Promising Practices and Success Stories

For the past few years, Region 10 has provided two in-service days per year where all four core partner leadership and staff attend together. Topics are selected based on feedback from staff as well as leadership input. The past two in-services focused on working successfully with customers who have a disability. Experts presented on best practices for working with clients experiencing vision loss and the deaf or hard of hearing population. These in-service training days were followed up with more with hands on training to explore assistive technology. This will be an on-going area of emphasis to ensure staff has the knowledge to create a welcoming environment for customers needing accommodations.

Navigating Your Journey (NYJ) program is a new promising practice within Region 10. NYJ is a 17.5 hour workshop series which is required for all training candidates within WIOA Title 1 (Adult, Dislocated Worker and Youth) as well as for the GAP and PACE state workforce programs programs. Other community partners have also been trained and offer, or plan to offer, the workshop series soon including the PROMISE JOBS (TANF) team, Four Oaks and Hawkeye Area Community Action Program (HACAP). The Title 2 high school completion team uses a modified version with all students. NYJ's goal is to increase personal accountability which we believe will lead to increased student retention in the classroom, as well as increased job placement and retention post training.

While it may not seem like a big operation to implement a new workshop series as a mandatory requirement, it was a significant undertaking by ensuring all staff are trained on the workshop curriculum, and understand facilitation versus instruction. The workshop is "taught" by students but lead by a facilitator, which is a difficult concept for some staff. We believe all our participants hold the answers to their own success; they just need support in their own self-discovery journey to find those answers. The workshop mimics the workplace by having ground rules (established day 1 by the students), including attendance and participation policies similar to a workplace. Students cannot simply pass the class by "showing up". They must come prepared to share, complete homework daily, and be a positive, supportive classmate. Students who attend all hours but cannot meet these other requirements do not pass the class.

Students build a bond with their classmates and facilitators. They are able to leave class with a career direction plan, an understanding of what steps they need to be ready to start school or work, and what skills are needed to be successful in school or work. At the end we want to create job seekers and students who: show up, show up on time, participate fully, and complete all homework. This aligns with what our local businesses tell us they look for in employees too. We are monitoring and tracking

performance data on whether students attain a credential, enter employment and retain employment at higher rates after implementing NYJ.

Success Stories:

Thomas had moved from New Jersey to the Cedar Rapids area in September 2018, having two dogs but no job and limited income to support him. He had been employed at the same company for over 24 years and was let go in August 2018, prompting his move. He was initially linked with IVRS, which he had heard about through word of mouth. After his intake with IVRS and having disclosed being a veteran, a warm hand-off was completed to Veterans Affairs team. He was also referred to the IowaWORKS team for additional services. Through his work with IowaWORKS he was connected with Reconnect meetings held with employers each month, and a local job fair. Thomas was able to create multiple job leads through resources provided by the IVRS and IowaWORKS team and informed staff in December that he accepted a position as a delivery driver.

IowaWORKS began serving a “John”, a job candidate who had not worked in approximately 4 years. John worked with an IVRS counselor, and with a referral to the Veterans' Administration (VA) Human Resources Department, an on-the-job training (OJT) was developed to build John's skills and work history. John started with basic work duties but his confidence and skills quickly increased to that of a Medical Support Assistant (MSA). Once he was performing at the level of an MSA, John was connected with the Disabled Veterans Outreach Program Specialist (DVOP) at IowaWORKS, for support in developing a federal resume and advice on additional skill building. John applied for an open MSA position and landed the job! He is now working a full-time, permanent position and feels he has his DREAM JOB!

Lyle, a service connected disabled veteran, came to the IowaWORKS office in Cedar Rapids seeking assistance with finding employment from the veteran representative. Of importance to Lyle, was finding a good paying job with benefits. The veteran representative met with Lyle on several occasions to help with revising his resume, provide labor market information and offer guidance on how best to promote himself. Lyle had three recent short term jobs in his work history. Despite finding it challenging to get interviews, he was contacted by J-Tec Associates, Inc., regarding an opening they were trying to fill, after seeing his resume online. After one interview, they offered Lyle a full-time position as an Electronics Test Technician, starting at \$22/hour with three scheduled increases within a year. To make it even better, the company also offered an excellent benefits package, and 1st shift, both of which were very important to him.

Ron is a Veteran and came to IowaWORKS initially to work with the veteran representative in 2015 because he suffered an on-the-job medical injury that prevented him to continue his career as a truck driving instructor/truck driver. Upon learning that Ron wanted to change careers and needed training, a referral was made to Title I WIOA Adult/DW program. Ron enrolled in the Dislocated Worker program. Ron is one of those clients who has a vision for his future, is driven and takes the steps to make it happen. Ron was approved for training assistance to start the "Computer User Support Specialist" AAS program at Kirkwood Community College. He started in 2016 and graduated in May 2018. Ron earned the "Business Information Technology Outstanding Student 2018" award. Several months into the job search, Ron found a temporary part-time job. We are proud to share that as of October 31, 2018, Ron is now a full-time employee at GreatAmerica Financial Services, making \$17.51/hour as a "Service Triage Specialist" using his education.

Completed By

Scott Mather, Manager, Carlos Vega, Manager, Carla Andorf, Director

This report was submitted as is by Region 10 to Iowa Workforce Development.

Region 11 PY17 Annual Report

Executive Summary

WIOA mandates the collaboration and integration of services between Titles I, II, III and IV (including Department for the Blind). This streamlined approach to services has been embraced in Region 11 and has allowed area participants an opportunity at wrap around services. Within Region 11, there are a multitude of other partner resources available to more holistically serve participants to address many barriers to employment. The One Stop Center (IowaWORKS; proud member of the American Job Center Network) collaborates with entities such as Goodwill of Central Iowa, United Way, Evelyn K Davis Center, St. Vincent de Paul, TANF (DHS), Department of Corrections and others, that add to the overall services provided by the Core Partners. Through these integrated services, participants are able to earn credentials, receive more diversified job training, utilize supportive services and better access career pathways opportunities. Region 11 is working diligently to grow these partnerships and cooperative efforts which are crucial to all participants in being able to secure self-sufficient, meaningful employment.

Regional Initiatives/Partnerships

Region 11 actively collaborates with a number of entities in order to meet the ever growing needs of the participant. Region 11 has an established core partner group where the leadership for each of the Titles get together bi-monthly to discuss any projects and services. This group identifies service duplication and discusses how to more efficiently blend limited resources. This approach has successfully identified and eliminated service duplication allowing for more streamlined processes for participants. Another example of service improvement is the development of the referral system. The system (Smart Sheets) has allowed the core partners to refer participants and track referral results. All core partners have increased the number and the efficiency of the referrals between one another. The system has also allowed for better communication between the staffs within the core partner programs

Region 11 core partner staff attend trainings together twice a program year. These all-day trainings cover topics designed to educate all program staff on the role and responsibilities of each core partner agency from intake to enrollment resulting in exit. Additional trainings discuss strategies on how staff can better identify barriers and refer correctly to core partners. These trainings provide increased knowledge to staff on core partner programs that result in more comprehensive referrals.

The Region 11 IowaWORKS center continues to keep Veteran Services in the forefront of their thoughts and actions. On November 13th, 2018, center staff executed a Veteran's Day appreciation event in the center which included free coffee and cookies donated from Subway. One Region 11 DVOP was also able to secure some coupons for free haircuts just next door to our office. During our large career fair held in the spring, Veterans were once again given priority of service to the fair and were given time before the general public to meet with employers. Region 11 strives to provide the best possible service to our Veterans on a daily basis whether it be by utilizing the Home Base Iowa program or connecting eligible Veterans to our DVOPs and partners.

This report was submitted as is by Region 11 to Iowa Workforce Development.

Employer Services/Business Engagement

Region 11 utilizes a Business Service Partner Group with the four core partner programs. On average, this small group has representatives from all core partners and meets bimonthly to discuss a multitude of topics. Information is shared about area employers, their hiring practices and expectations, and contact information for the company/business. This group also takes a collaborative approach on employment opportunities for individual participants. While being mindful of confidential information, the group discusses participant's skill sets and works to match with area employers for meaningful employment. This allows all in the group to make suggestions on where the participant may find opportunities that meets their needs as well as the needs of the employer. This has been one of the great successes of the core business service group.

Another great success is that members of this group work together when visiting businesses to provide comprehensive information about how all titles can serve together to maximize success. This minimizes overwhelming employers and provides better customer service. In addition to these activities, Title III has partnered with Title I and Title IV on job fairs including reverse job fairs throughout the year. Overall, this group works hard to integrate and streamline business services in Region 11.

Promising Practices and Success Stories

Title 1/DEI Success story: "Stacy" (fictitious name) was enrolled in WIOA Title I Dislocated Worker and DEI, which provided funding for her to complete her AAS in Management with a specialization in Human Resources. Right before she graduated in May 2018, she participated in a Reverse Job Fair.

The Reverse Job Fair is an incredible opportunity for job seekers to showcase their skills, personality and ambition to employers. This is done by literally flipping the tables. Job seekers develop presentations, displays, and materials and the employers circulate around the room learning about candidates. This role reversal puts the job candidate in a position to design an experience that demonstrates their best attributes.

Her presentation resulted in several interviews, and she chose to go to work for Mercer as a Benefits Counselor. "The program helped me immensely," said "Stacy." "I thought I was too old to go back to school and pursue a career. This not only helped me financially, but I didn't feel like I was in it alone. That gave me the confidence to move forward."

Title 1/Dislocated Worker success story: David (fictitious name) came into the AJC looking for assistance with obtaining employment after being released from his previous employer. David was recently divorced and was renting a room in a house from a stranger while working full-time and taking classes at DMACC in the evenings. David completed the classes for a Dietary Management Specialist and just needed to take the exam to be certified. Unfortunately, he could not afford to take the exam due to the divorce and losing his employment.

David was really excited to be able to receive assistance with paying for the Certification Exam Fees, but during the enrollment process we discovered that he was not registered with Selective Service. This is an issue that could have potentially been a game stopper. He entered the U.S. when he was 25 years old and was not aware that he needed to register with Selective Service. Fortunately, we assisted David

with how to apply for a waiver and he was able to submit a statement to Selective Service and get a Waiver since he is now 50 years old and too old to register. After receiving the waiver, David became eligible for assistance while receiving Unemployment Insurance Benefits.

With the assistance of WIOA, David registered to take the Exam. In the meantime, he had a job offer as a Dietary Manager earning \$52,000 a year contingent on passing the exam and becoming certified. David took and passed the Dietary Management Certification Exam and is now employed full-time as a Certified Dietary Manager and earns \$52,000 per year. He has moved into his own house and is very grateful of the services and assistance he received from WIOA. David is self-sufficient and happy with his new career and life.

Title 1 Youth: Amy (fictitious name), a 17yr old who was referred to C2C (Connect to Careers) by her IVRS worker, and at the time Amy was a senior at Perry High School who had an IEP and had recently found out she was pregnant. The C2C career planner met with Amy at the Perry library and discussed the program and what resources and assistance C2C could offer. Amy was interested in the program to obtain a livable wage job and explore post-secondary education options and build her independent living skills and she decided to enroll after her graduation winter of 2018.

In the meantime, the career planner met with Amy at Perry High School and checked in with her about her expected graduation date and if there were any resources Amy needed. Amy turned 18 and graduated, and in the spring of 2018 she enrolled into the C2C program. Due to family issues Amy moved to Indianola to live with her grandmother, and was glad that C2C was still able to server her even though she moved to another county.

Upon enrollment, Amy did not have her permit and the career planner met with Amy and provided the DOT on-line link for her to practice the permit test questions (due to Amy's disabilities, she needed to practice for the computer test). A few weeks later Amy had attempted to take the permit test at the local DOT but wasn't able to pass. The career planner coached Amy on ways to overcome her barriers when taking the test, and a few days later Amy passed and obtained her permit.

A week later Amy had her baby and the career planner made sure Amy had the support and resources she needed -WIC, Food assistance- as well as other options for Amy and her baby. Amy at the time was working at Burger King but was on maternity leave. The career planner discussed other options in the area and Amy applied to Wal-Mart and obtained a job.

Amy is adjusting to being a new mother and her new position at Wal-Mart, she is doing great. For Amy's next steps, she is interested in becoming a Child Life Specialist or a Teacher's Aid because she enjoys working with small children. Amy wants to apply to DMACC next spring or fall to pursue her career goal, and the career planner will assist her in applying for FASFA and navigate which options are the best fit for Amy to ensure she reaches her career and independent living goals.

Completed By

Jeff Chamberlin	Title 1 Adult and Dislocated Worker Director
Jodi Spargur-Tate	Title 1 Youth Director
Alison Sidwell	Title 3 Operations Manager
Jamie Norton	Title 3 Operations Manager
Sara Bath	Title 1 Operations Manager

This report was submitted as is by Region 11 to Iowa Workforce Development.

Region 12 PY17 Annual Report

Executive Summary

Region 12 continues to serve residents of Cherokee, Ida, Monona, Plymouth, and Woodbury Counties. The unemployment rate for the region continues to decrease and as of the end of the year was at the following for each county: Cherokee – 2.1%, Ida – 1.6%, Monona – 2.5%, Plymouth – 1.9% and Woodbury – 2.5%. Along with the continued decrease of unemployment, Region 12 continues to see new large-scale employers moving into the area, such as Seaboard Triumph Foods and Fleet Farm, along with current business in the area also expanding. This has provided a unique challenge to businesses within Region 12 as well as increased opportunity for Job Seekers.

During this reporting period, Region 12 enrolled 7,109 new members, averaging 592 new customers each month, which is down slightly from the last year's total 8,992 new members.

Region 12 also experienced retail and customer service employers permanently closing throughout the program year, resulting in dislocated workers. Region 12 IowaWORKS staff and Title 1 staff coordinated Rapid Response meetings with the employee groups impacted by the following business closures:

Younkers – May (78 employees impacted), Braungers (US Foods) – August (14 employees impacted), Rodeway Inn – September (21 employees impacted), Kmart – December (26 employees impacted), Convergys – March (70 employees impacted)

Regional Initiatives/Partnerships

Region 12 created a Veteran Team comprised of a DRC, Title 1, DVOP, and Title 3 staff. The goal of this group is to create personalized follow up with all Veterans who enter into the one-stop. This group is responsible for conducting outreach to any Veteran found on the HBI website who is interested in employment within Region 12. This structure provides the Veteran with a personal connection to the One-Stop and an integrated resource team to help the Veteran with their next career steps or to identify resources in the area that might be beneficial to their situation. This group also participates in community events where Veterans are celebrated as well as resource fairs.

Region 12 hosted a Future Ready Iowa Summit in October. This was collaboration between IowaWORKS, the Sioux City School District, Sioux City College Access Committee, Business, and community stakeholders. This event brought together over 100 participants that are invested in upskilling Iowa's current and future workforce to meet industry/business demand. Two working groups resulted from this summit.

IowaWORKS and Title 1 co-host a large-scale job fair two times a year with the goal to provide opportunities for regional employers to meet with students planning to graduate and community members looking for career options. Employers in the Region have come to expect this event and build this into their recruiting plans. The last two career fairs have included an emphasis on career clusters and registered Apprenticeship. This allows for students and community members to better navigate the large-scale event. This event during this program year has averaged 90 employers signing up to participate.

Employer Services/Business Engagement

Just as the State overall has seen a decrease in the unemployment rate, Region 12 has also seen this as well. This has provided a different challenge for the local office and for employers looking to fill their vacancies. During this program year, the Business Service Team tried new approaches to better serve employers in the area and offered ideas to meet their hiring needs.

During this program year, there was an emphasis on workplace learning including, On the Job Training, Work Experiences, and Registered Apprenticeship. This allowed for employers to upskill applicants to meet their needs, as well as give job seekers an opportunity for new workplace experiences.

The team also focused on utilizing untapped labor pools. These groups included Re-Entry Citizens, Immigrant and English Learner populations, and Veterans.

Relationships with local law enforcement and probation/parole officers strengthened during this program year. IowaWORKS provided services for Dismas Charities, a non-profit residential re-entry center, where a workforce advisor provides an orientation to the local one stop, as well as provides information to help them be successful in their job search. This advisor also shares information with these participants on WOTC and Federal Bonding. The Recruitment and placement team then works with employers to help connect these participants and shares with the employer information on WOTC and Federal Bonding. This same model used for participants located in the Local Residential Treatment Facility, Woodbury County Jail, and Plymouth County Jail.

The team also came together to host a local Job Fair with an emphasis to serve our English as a second language customers. IowaWORKS collaborated with Mary Treglia Community House (MJT). This local non-profit offers an array of services to immigrants including translation/interpretation, immigration, ESL classes, refugee reunification, etc. There were 26 employers registered to participate, which filled the gym at MJT. We also reached out to our ABE partner to come talk to Job Seekers about ELL, HiSET and their AEL programs. There were approximately 60 job seekers that attended this first time event. This event was a great learning opportunity for employers to learn about the services that MJT offers, but also for MJTs clients to learn about services in the One-Stop and partner programs.

The Business Service Team also focused on community exposure and involvement to share information about IowaWORKS and the Core partners. The goal from this approach was to get the word out to employers that we might not have had a working relationship with before and to enhance our presence to increase community knowledge of the services that we provide as well as drive traffic into the center for Reemployment Services and Recruitment and Placement.

Business Service Team members and the IowaWORKS Operations Manager participated in the following committee, boards, and advisory groups to identify employer needs and to continue business outreach: ECI, Siouxland Society of Human Resource Management, College Relations/Workforce Chair, Employers in Support of Guard Reserve, Woodbury County Work Ready Community Leadership Team, BOOST Advisory Committee, Sioux City CAN Leadership Team, Future Ready Iowa Summit Planning Team, Northwest Iowa Developers, One Siouxland's Education and Safe, Connected, Healthy Pillars, Regional Advisory Committee - Sioux City Career Academy, Advanced Manufacturing Career Awareness Focus Group, ACT State Organization, Ida Grove Workplace Learning Strategies Round Table, STEM Advisory Board, FWD Workforce Development Community Meeting, Ag Committee Roundtables hosted by the Sioux City Chamber of Commerce, Iowa Food Group round table at Cherokee Chamber of Commerce, Diesel Mechanic Program Roundtable, Siouxland Housing Trust Fund Board, Disability Employment Initiative Local Leadership Team, Service Provider Network Roundtables, and Employer Consortium Roundtables hosted by the Siouxland Chamber.

This report was submitted as is by Region 12 to Iowa Workforce Development.

Promising Practices and Success Stories

The Core Partner Group meets monthly to discuss how to better integrate services to fit the needs of customers. These meetings have developed collaborative events, processes, and strengthened relationships within the center. This has not only helped Core Partner leaders get a better understanding how to co-enroll participants to maximize their success, but this knowledge has also trickled down to staff in each of the partner agencies through open communication.

The Adult Basic Education offers onsite services with Title II staff three days a week. The partner group leveraged a new referral process during this program year, which has increased success connecting the customer to partner programs that can best assist their career and education needs. Adult Basic Education (ABE) currently has 905 enrolled in program with a 118-student increase since last program year. They have 554 currently enrolled in English Language (ELL) and 351 in High School Education (HSED). This referral process has also increased co-enrollments and referrals to Title 1 and Title IV.

“Jeff” contacted Region 12 concerning an upcoming job interview. He had terrible cell phone reception and needed a place to receive the call. The team invited him to use the facility and services like mock interviewing and resume review. He had moved several times as an Engineer, was a veteran of the US Navy, and this dream job encompassed his experience in welding, as a manager, and an engineer. Jeff did visit the office to revamp his resume (initially several pages long) with several workforce advisors. All encouraged Jeff to complete a mock interview. Staff assisted the veteran with natural sounding responses and eliminated many of the 'statements' he had prepared as answers. These responses disclosed personal views that could affect his ability to gain the job. Jeff took these practices into the interview, which was a success! Jeff offered the job along with a full relocation package!

“Paige” a 25-year-old single parent with one child, currently not working. She receives some financial assistance from her parents and non-court ordered child support from father of her child. She also is receiving monthly SNAP assistance. Paige came into the *IWorks* center received information about the Gap Tuition Assistance Grant offered through Western Iowa Tech Community College. Skills team discussed with her Career Ready 101 and created a username and password for her to complete practice questions before taking the National Career Readiness assessment (NCRC). Paige registered to take the NCRC and earned a silver certificate. She also completed some additional assessments and labor market information for a career pathway to become a certified nursing assistant. The Gap Tuition Assistance Grant paid for the cost of the nursing assistant certificate and required scrubs. Paige is also eligible for the SNAP Grant through DHS. Paige successfully completed nursing assistant course on July 12, 2018. She also passed the written/skills test and received her certified nursing assistant license. Paige started working full-time on September 6, 2018 as a certified nursing assistant with a starting wage of \$13.00 an hour. Without the assistance through the local workforce center, Gap Tuition Assistance Grant and SNAP Grant “Paige would have had difficulty completing her education for employment in a career field that will provide economic stability for herself and family.

Completed By

Janet Gill, Alana Tweet, Title 1 Director, and MacKenzie Reiling, IWD Operations Manager

Region 13 PY17 Annual Report

Executive Summary

Program Year (PY17) for Region 13 was focused on assisting job seekers to obtain greater skills, and often those with the highest and multiple barriers. With a low unemployment rate, it is often that these individuals are the majority of the available employment pool, and need the assistance to obtain and maintain job security. The region worked with many agency and local partnerships to create new opportunities for these job seekers.

Regional Initiatives/Partnerships

Collaboration and Services for Spanish Speaking Customers

Region 13 works closely with Centro Latino, a local organization that provides the Latino community in Council Bluffs with a wide range of services, including adult education, citizenship workshops, connections to local resources, etc. Wagner-Peyser staff held resume writing and application workshops, along with one-on-one assistance for job searching at Centro Latino. Additionally, 6 session bilingual computer classes are now held weekly in the Center to provide additional skills for Spanish speaking customers.

HiSET Offered in the Center

Iowa Western Community College (IWCC) HiSET program has partnered with the Center to provide HiSET for customers in the office. In 2018, over 35 customers have worked to obtain their high school equivalency diploma in the Center. This atmosphere provides a unique engagement opportunity for customers who are not quite ready to take these courses on IWCC's campus, as it can be intimidating for some.

Connecting Registered Apprenticeship Employers with K-12 System

****insert****

Foster Care Transition Committee

Title I has strengthened partnerships with DHS by joining the local Transition Committee. This committee focuses on reviewing transition plans and providing additional guidance and resources for case managers working with youth who are aging out of foster care. This has provided an opportunity for foster care case managers to better understand how Title I and the Center can assist youth as they transition, and support them in their journey of independence. This has dramatically increased the referrals and enrollments for this population in Title I services and is expected to continue to strengthen this partnership.

Employer Services/Business Engagement

Job Fair with Iowa Vocational Rehabilitation Services

A career fair was held in partnership with Iowa Vocational Rehabilitation Services that focused on tapping into that area's disabled job seeker pool. The National Disability Employment Awareness Month Career Fair was open to individuals with disabilities for the first hour, and then opened to anyone

looking for work for the remainder of the event. It was attended by many businesses and hundreds of job seekers; both attendees and businesses were pleased with the event

Connecting Ex-Offenders and Employers

With the unemployment rate being extremely low, businesses are encouraged to tap into nontraditional labor pools to find employees. To accomplish this task, Business Services partnered with local agencies and businesses to hold an event at the Clarinda Correctional Facility. The event brought businesses to the facility to meet and network with inmates that were soon to be released. There were 50 businesses in attendance. The event included a panel of local businesses that answered questions regarding hiring ex-offenders and the benefits they have received from hiring them. Because of this opportunity, one of the inmates at the event was later hired by an attending business and has since been promoted to a manager position.

Promising Practices and Success Stories

Promising Practice – Reverse Job Fair

Partners from the Council Bluffs area worked together to host the 2nd annual Reverse Job Fair, primarily for youth. Partners from Titles I, II, and IV, Council Bluffs Community School District TAP Program, VODEC, and Goodwill worked closely together to plan and execute the event. All partners worked in collaboration to identify job seekers and help them prepare by assessing career interests, identifying skills, and helping job seekers express those skills through displays, resumes, and interviewing. Additionally, each organization utilized connections already created in the community with businesses, as well as marketing, identifying, and securing new businesses to attend the event. There were 40 job seekers and 40 separate employers who attended. This was an increase of 50% job seeker participation and quadrupled the number of employers from the first year.

Success Story – Trade Act

Janell was part of a major layoff at Eaton Corporation in Shenandoah, IA. She was laid off on June 30, 2016. She had worked for Eaton for 22 years. The layoff became Trade certified on February 2016. Janell's career opportunities were limited in the Shenandoah area and she did not have a lot of career experience other than working in the Manufacturing field. She explored her career opportunities and decided that she needed skill upgrading. She chose to participate in the Trade program and attend Ultimate Medical Academy and enrolled in the Medical Billing and Coding Program through Trade. Trade approved her training and she began classes in August 2016. She took online classes and was on the Dean's list during her whole training period. She graduated with honors less than 2 years later with an AS in Medical Coding and Billing. Janell began looking for work as soon as she graduated. She became employed full-time at Shenandoah Medical Center in February 2018. She is earning \$15.81 per hour, not certified. Once she is certified, she will receive a pay increase of \$1.50-\$2.00 per hour. Janell said, "I was so worried that I wouldn't find a job, and you said that I wouldn't have a problem. Thanks for believing in me! Thanks for taking this journey with me along the way!"

Success Story – Co-enrollment

When Michael visited the Center in July, he disclosed that he has not worked for few years and had been on disability for weight related issues. Michael said most of his health issues have gone away with significant weight loss over the years. He wanted to start working again. He was open to any type of employment (full time or part time) but wasn't sure where to start, as the neuropathy in his feet had

been problematic in employment attempts. Staff referred him to Ticket to Work for guidance and assistance to achieve his employment goal. Ticket to Work staff met with Michael, had more discussion regarding his employment goal and career path through assessments and the Future Ready Iowa website. Michael decided to go for a career as a Truck Driver. Michael was then co-enrolled with Title I to help him successfully complete the Class A CDL training at Custom Diesel Truck Driving School. Michael brought in his CDL License and certification to the Center upon completion of the class. He was happy to report that he had received 2 job offers from Werner Enterprises and TMC Transportation less than 1 week after completing his training. Michael stated he was grateful for the assistance and support from Ticket to Work and Title I, as he is now on track to start a career as a Truck Driver and become self-sufficient.

Success Story – Partner Collaboration

When Joshua first arrived in Council Bluffs, he was homeless. He visited the Omni Centre, not sure where to begin as he had not had a traditional job in about two years. The Center assisted him, including completing his resume and encouraging him to do mock interviews. After not hearing back from a few interviews in a row, he felt like finding a good position for him was a lost cause. Depression is something Joshua struggles with and the positive encouragement from the staff, when he felt hopeless, was exactly what he needed. Joshua was referred to Title I where he was placed in a work experience with Iowa Workforce Development at the Center as an Office Assistant. His duties were to assist in the skills lab helping others with their resumes and applying for jobs, taking notes at meetings and helping create a referral system that the IowaWORKS office uses to refer job seekers to potential agencies for assistance. Joshua learned to proctor the National Career Readiness Certification. He took the assessment and he earned a Platinum. Joshua had to carry his clothing with him every day as he was not allowed to leave his possessions at the shelter. Joshua would walk 8 miles a day with a 35 pound backpack, in 90 degree heat to make it to work on time, often early. Business Representatives and Title I staff had meetings with Joshua once a week to discuss his job searches and what we could do to help, encourage, and expand his skills. Each time Joshua had an interview, he would do a mock interview with center staff before. In June 2018, he received an email from Caesar's Entertainment asking if he would be interested in any open positions at Harrah's or Horseshoe Casinos and encouraging him to submit a formal application and schedule an interview. Joshua was offered a position of Diamond Lounge Cook.

Completed By

Kaylene Page, Director of Workforce Development – Title I

Randall McQueeney, Operations Manager – Title III

Region 14 PY17 Annual Report

Executive Summary

The Program Year 2017 offered many opportunities to work with individuals and partners in meeting the employment needs in our area. The area services providers along with the local Workforce Innovation and Opportunity Act provider continued to focus on matching the employment requirements of area businesses with the available workforce. This required regular meetings and communication in order to respond to the needs in a timely fashion. The following report accentuates some of the activities that took place in the Creston office. Region 14 served 1,989 new customers during PY17 with over 1,400 workshop attendees.

Regional Initiatives/Partnerships

Region 14 WIOA Titles I, II, III, and IV Leadership meets on a monthly basis to coordinate service delivery. They participate in many initiatives and partnerships throughout our area including Child Support Recovery's "REACH", National Farmworkers Awareness Week, Partnering with IVRS staff, STEM for Tools For Life Event, Latino Festival in Osceola, partnered with Southwestern Community College for Basic Computer classes for Ferrara DW, Trade workshops at Ferrara Candy Company, Family Ties, Manufacturing day in all our eight counties, Proteus, Partnering with Adult Basic Ed for Integrated Education and Training program, Nodaway Valley High School Mock Interview event, Made in UC expo with Intermediary Network and Union County Economic Development, established Home Base Iowa Communities, Veterans Program with Creston High School, AARP/SCSEP, Economic Development, Montgomery, Union, Decatur, counties, Community Awareness Day at SWCC, AmeriCorps VistaProject. 11/7 to 11/8/17 April, Bonnie, Lisa, and Pam attended the Worker Information Meetings at Ferrara Candy Co. The facility will be closing in December. Staff presented on Unemployment Insurance and Employment Services available at the center. Vocational Rehabilitation, SWCC Adult and Continuing Education were also present.

Employer Services/Business Engagement

A major emphasis has been expanding our Employer Services Team which holds monthly video calls and quarterly in-person meetings with representation from IowaWORKS, IDB, IVRS, ABE, Promise Jobs, Veterans Services. The group has developed a shared calendar coordinating business events throughout the region such as Career Fairs, Job Fairs, Business Summits, Business Workforce Alliance, OSHA Trainings, Wellness Fairs, and Professional Days, Business Trainings, ECI events, Established new Registered Apprenticeships, Grow your own Registered Apprenticeship event,

IowaWORKS Centers in Creston and Council Bluffs, in partnership with the Clarinda Correctional Facility, Hiring for Change is the largest event of its kind inside an Iowa prison, bringing together inmates and businesses. The event was an interactive conference designed to break down misconceptions and increase understanding between employers and ex-offenders.

The day included a re-entry simulation, business panel discussion, personality workshop, guided discussion between inmates and service providers, a testimonial from a former inmate, and concluded with a keynote address by Kyle Horn of Iowa Job Honor Awards.

Promising Practices and Success Stories

Tasha came into the program following some significant family changes. She moved back to Iowa with her three children needing to rebuild her life. Tasha participated in FaDSS for additional support for her family to re-establish everything from housing to medical coverage, childcare, and more. PJ and IowaWorks center staff assisted Tasha with job leads, resume building and job searching. Tasha was hired as a marketing director for a local non-profit organization, earning a salary of \$36,000/year, with outstanding medical benefits for her family. Tasha moved back to Iowa and utilized the PJ program during a challenging time in her life, and now has reached her goal of self-sufficiency within only 4 months of participation.

Since a local event held at the Clarinda prison last year, the Creston office has been building a relationship with their local corrections office to assist in connecting their returning citizens with our services. **Michael** is one such customer. He was referred to the Creston IowaWORKS in August. He did not have a driver's license and disclosed that he had fines that had to be paid in order to get his license so he was limited to local jobs only because he could at least walk to the employer instead of depending on someone else. Kelly met with him one on one to get him registered. He was reluctant to stay to even complete the registration, but he did. He listened and answered all questions. He was receptive to coming back with the completed master application and in attending the upcoming job fair. He did not come back in to the office. Kelly saw him at the job fair though. He was surprised when asked if he was ready to answer some interview questions. He hesitated and Kelly took the opportunity and explained to the whole group how to answer interview questions by showcasing their skills, any accomplishments and to keep it positive, etc.

Two weeks later Kelly followed up with him and learned that he did not get the job from the job fair as he had hoped. She encouraged him to do the master application and to come in to apply for a newly opened foundry position that did not require a license and was in town. He came in and applied. He was hired and started his new job 9/10/18. He was very excited and ready to start again

Margaret is a veteran who had worked at Ferrara Candy Company for nine years when the plant closed in December 2017. Margaret had supervisory experience and needed to return to work quickly. Margaret attended TRADE information meetings held on-site at Ferrara prior to its closure. Staff provided assistance in updating Margaret's resume for new employment utilizing her supervisory skills. Margaret gained new employment as a supervisor at Iowa Cage Free on February 26 earning \$18.50/hour. Although the supervisor wage at her new employer was competitive, Margaret qualified for the wage subsidy (Reemployment Trade Adjustment Assistance). Staff walked Margaret through the process of completing the RTAA packet. Margaret is happy to gain employment so quickly after the plant closure. She informed staff that she is proud to be using her supervisory experience, and has even increased productivity in her department since she began the new position. With the closing of the Ferrara plant in Creston resulting in the dislocation of 215 employees the all of the Creston staff has been working closely with the employees guiding them in filing for unemployment and with the approval of the Trade petition, helping with the required assessments for training, job search assistance and any other necessary paperwork that needs to be completed. Bonnie last day assisting with questions in the plant before the shutdown was Thursday, December 14 th. Having a staff person on site allowed employees to stop in before or after their shift for guidance. Employees were encouraged to complete profiles in the lowajobs database and confirm or create usernames and passwords before

filing. A schedule was set up the first three days of the week after the closure for employees to file for unemployment benefits with the intent of keeping the customer flow manageable. Our total customer count for new and returning members averaged around 55 customers per day for those three days. For our small office we had back up staff scheduled to help with the flow. Next step was scheduling workshops to help those interested in the training assistance from Trade to guide groups of customers with the assessments. All staff are still assisting as needed in the skills lab if they are not able to attend on a certain day or workshop. Many are wanting to start with the spring term and staff has combined efforts to ensure a smooth transition working with our customers in completing assessments and reviewing all documentation to send to Trade for approval. At this time, we have 41 customers going through the training/RTAA assessment process.

Tara has been working with the office for 8 years. She started out in the WIA Youth Program in 2009 while attending high school. She graduated high school and went on to Southwestern Community College, where she attended part-time.

Tara completed all but 1 course to obtain her Associates Degree. She had re-taken the course twice before deciding to take a break and come back to it later on. WIA, which had now changed to WIOA assisted Tara with tuition and book costs, guidance and counseling, career assessment, incentive and bonus and paid for tutoring for that 1 remaining math course she needed to graduate.

Tara began the EMS Basic course at SWCC Adult and Continuing Education in the fall of 2016. The WIOA Youth program partnered with the GAP program assisted Tara to successfully complete her training. This spring she decided she wanted more hands-on experience through clinical work and a more advanced EMS courses. Tara then decided to enroll into the EMT course at DMACC in Ankeny. She graduated with her EMT this spring!

This summer Tara participated in the AmeriCorps VISTA program. She volunteered at Creston Animal Rescue Effort where she has volunteered for 10 years. She just ended her AmeriCorps program successfully last Friday. Tara made money throughout her experience to assist in her living expenses while job searching. She was also able to obtain an educational stipend of \$1,200 that she used to pay both SWCC and DMACC for her prior training.

Over the past 8 years, Tara has faced a number of trying personal matters. She has managed to continue on and make it through each of these trials with the support of everyone in the office. Numerous staff assisted Tara with job search strategies; resume writing, guidance and counseling and mock interviews.

Tara has been in the office frequently these past few months job searching. Tara came into the office to meet with me today and shared that she received a job offer on her way to the office at a new clinic opening in Waukee! She accepted and starts the 15th of August

Completed By

Kelly Roach - Region 14 IowaWorks Workforce Advisor

Bonnie Scroggie - Region 14 IowaWorks Employment Specialist

Guisela Valladolid - Region 14 IowaWork Employment Specialist

Pam varner - Region 14 IowaWorks Workforce Advisor

Cassie Randall - Region 14 IowaWorks Employment Specialist

Sara Bath - Region 14 IowaWorks Workforce Manager

Ron Ludwig - Region 14 IowaWorks WIOA Title 1 Director

Region 15 PY17 Annual Report

Executive Summary

2017 was a developmental year for WIOA implementation in Region 15. We worked on expanding off of the foundation laid down in 2016. Future Ready Iowa is the signature program, with the goal of 70 percent of all Iowans in the workforce having education or training beyond high school by 2025. Home Base Iowa is designed to help returning servicemen and women select Iowa as their “State of Choice” to find employment after military duty and Region 15 assisted interested Veterans with placement. Region 15 works to grow Registered Apprenticeship opportunities. Region 15 conducted 59 Hiring Sessions, 17 Job Fairs, 4 ECI Events, 9 School Events, and 4 Partnership Events.

Regional Initiatives/Partnerships

Home Base Iowa Mahaska County, City of Oskaloosa, and Wapello County

Mahaska County, along with the city of Oskaloosa became Home Base Iowa (HBI) Communities. The designation was held at the center square and attended by local veterans and community members, business leaders, and elected officials from local and state governments. Wapello County became the 77th HBI Community at an afternoon event. Local business leaders, community leaders and veterans also attended the event at the Ottumwa Bridge View Center. Panel of speakers included Brigadier General Warm and Deputy Director Linn, Dr. Marlene Sprouse, President of IHCC, Greg Henshaw of Community 1st Credit Union, Wapello County Veterans Affairs Director Terry Bradley and Freedom Rock artist Bubba Sorenson. Organizations providing resources to veterans were in attendance.

Center of Influence Helps Veteran Job Seekers and Employers

Twenty employers as well as veteran job seekers participated in the Center of Influence at the Oskaloosa Armory on July 13th. The event included presentations by Col. Scott Visser, CEO of Pella Printing, Col. Martin Graber, Tony Smithhart, Maj. Bockenstedt, IWD Deputy Director Myron Linn, and B. General Guy Vander Linder from the Iowa House of Representatives. Veteran job seekers participated in rapid fire interviewing with the 20 employers. Employers also took a guided tour of the armory and civic leaders had the opportunity to fly in a CH47 Chinook. A veteran job seeker shared his feedback about the event. *“The results really speak for themselves...my phone has been ringing off the hook with employers from the event wanting me to come in for interviews. I have a third interview with one company tomorrow and I fully expect they will make me a job offer at that time.”* The Employer Support of the Guard and Reserve (ESGR), the Oskaloosa Armory, and IowaWORKS partnered to organize the event.

IowaWORKS Ottumwa Open House

IowaWORKS Ottumwa invited the community to a presentation and tour of its facility, including Ottumwa Job Corps and the Regional Entrepreneurship Center on September 6th. The theme was region-wide collaboration and partnerships that make effective provision of job seeking services possible. After an opening by the Ottumwa High School marching band, President Dr. Marlene Sprouse of Indian Hills Community College (IHCC) kicked things off with a presentation about collaboration within the region. Past IHCC President Dr. Jim Lindenmayer spoke to the planning efforts required to develop North Campus and the partners involved. Director Dave Mitchell of IVRS, Alex Harris with the DOE Adult Education and Director Mark Douglas with OJCC each spoke on their programs and successful partnerships to enhance services for job seekers in the region. Following the presentation the group toured IowaWORKS. Three Iowans told their stories during the tour: a participant from Title I, a dislocated worker and a participant from PROMISE JOBS. More than 80 people were in attendance.

Job Readiness Bootcamp

More than 200 high school-aged teenagers from 10 area high schools and Job Corps attended the 2nd Annual Job Readiness Boot Camp. The event encouraged participants to start job preparations early in order to successfully enter the workforce. The day highlighted the importance of interviewing, RA opportunities, LMI, and social media to finding and maintaining a job. Hosted by the OJCC, collaborating partners included IowaWORKS, IVRS, and Great Prairie AEA. Participating employers included Manpower, RELCO, Hy-Vee, U.S. Army, Bellevue University, Job Corps, Goodwill Industries, IWD LMI Division, IAMAGTECH, IHCC and Buena Vista University.

National Apprenticeship Week (NAW)

50 employers and partners throughout Region 15 attended the NAW celebration event on November 15th, 2017. The event was held at the OJCC in partnership with IowaWORKS and IHCC. The event provided information on RA Opportunities within the Region. OJCC has opportunities for RA in Advanced CNA, Cable Installer and Material Handling. Dr. Marlene Sprouse and Christian Ray spoke about RA opportunities through IHCC and the process of developing a RA Program. They also spoke about the Career Academies within the Region and their connection to skilled workers and RA. Pete Thompson from JDOW provided information on their RA Programs for Tool & Die Maker, Electrician, Machine Maintenance, and Instrumentation & Test Mechanic thru a UAW Master Agreement. Matt Tippett from Musco Lighting spoke about the ways RA has benefited their company putting them ahead of other organizations in being able to retain employees and the availability of a replacement workforce. Companies recognized for becoming RA Sponsors include Perfect Touch in Bloomfield, Musco Lighting in Oskaloosa, IAMAGTECH in Ottumwa, and C&W Services in Eddyville.

IowaWORKS Ottumwa Hosts Workforce Summit

The Ottumwa IowaWORKS team, in partnership with IHCC, hosted a Workforce Summit on April 12th at the Bridgeview Center in Ottumwa. Approximately 70 Employers and Agencies attended the one day event. Dr. Marlene Sprouse, President of IHCC, opened the summit. Director Townsend then spoke about Future Ready Iowa and provided legislative updates. Attendees could choose from the following breakout sessions: Greer Sisson discussing RA; an Innovative Benefits Panel; Youth Engagement Panel; Sector Partnerships; HBI; WOTC; OJCC; State Incentives for Job Growth; Michelle Krefft with IVRS discussing Different Abilities; Emily Chafa and Gayla Harrison discussing Employment and Unemployment Laws; and Regional Demographics provided by Dave Swenson. Terry Rich, CEO of the Iowa Lottery, gave the keynote address.

Employer Services/Business Engagement

Job Fairs

On Nov. 9, IowaWORKS hosted a job fair in collaboration with Mahaska Agricultural and Rural Development. Fifty employers and more than 200 job seekers attended. The IowaWORKS Center in Ottumwa held a job fair called "Winter Frenzy" on January 17 at Quincy Place Mall. More than 200 job seekers were in attendance, many who had never previously participated in a job fair. Thirty employers were also there, and reported 130 potential hires resulting from the event. On Wednesday, Sept. 27, IowaWORKS hosted an ECI event in Centerville at IHCC. *Hidden Secrets to Employee Expansion and Training* was made possible through a partnership among IowaWORKS, IVRS and IHCC. The presentations were well received and were attended by 16 employers. Following the ECI event, IHCC hosted an Employer Mixer that focused on four industries: healthcare, retail, manufacturing and skilled trades. The event kicked off with an introduction from each employer that included the jobs they had available, what skills are needed and why their organization is a great place to work. IowaWORKS staff helped direct job seekers to five-minute speed dating style one-on-one meetings with employers to discuss skills, qualifications and employment opportunities. Seventeen employers met with more than 30 job seekers and 21 job offers were made that evening! IowaWORKS Ottumwa hosted a job fair at Penn Central Mall in Oskaloosa on Tuesday, May 8 from 3 - 5 p.m. More than 35 vendors participated and approximately 75 job seekers attended the event. The center invited the two local high schools and encouraged both students and parents to attend as well as the general public. On May 4, IowaWORKS Ottumwa held a Diversity and Inclusion Community Resources and Career Opportunities Job Fair. This event was a first for the region. The objective of bridging the gap by providing career and community resources to a diverse community was accomplished. Over 100 participants were in attendance. Nearly 50 community resources and employers participated.

Reverse Job Fairs

December 6th, IowaWORKS partnered with OJCC, IVRS and Iowa Department for the Blind to host a Reverse Job Fair at OJCC. One month prior to the event, preparation classes were offered to the job seekers. This resulted in 28 job seekers from a variety of career fields including: Customer Service, Accounting, Agriculture, Nursing, Network Cable Installation, Cook, Maintenance, Office, and Material Handling. 25 employers spent time at each booth talking with job seekers about their skills, work experience and specific positions open in their organization. Employers reported 40 job offers were made at this event! The Ottumwa IowaWORKS team, in partnership with Employment First Network, IVRS, and Christian Opportunity Center, hosted a reverse job fair on March 27 at the Penn Mall in Oskaloosa. Nine job seekers and 11 employers participated. Two workshops were held before the

event in Oskaloosa at the IHCC Satellite Center to prepare the job seekers for the event. After the job fair, IowaWORKS hosted an ECI event. Guest speaker was Michelle Krefft, Director of Business Relations for IVRS. She articulated why businesses should hire people with disabilities, provided outstanding success stories, and discussed job coaching, accommodations, and other hiring strategies.

Albia Community Schools

Albia Community Schools, Albia Area Chamber of Commerce and IowaWORKS collaborated to hold a career event for 600 7th-12th grade students. The students participated in an assessment using Kuder. The paths were Agriculture, Communications, Business, Criminal Justice, Health Services, Human Services, Education and Science Technology/Engineering. 76 employers participated representing different career opportunities. They were assigned to breakout sessions and paired with another employer each representing a different career path within the same industry. In total there were 31 breakout sessions. Seven employers set up hands on activities in the gym where students were also able to experience a variety of occupations. Students rotated through two 30 minutes sessions learning from employers about their typical workday, education requirements, important skills, their career journey, best/least things about their job along with question and answer session from students. Employers also reinforced the importance of soft skills. The community came together to invest time, knowledge and resources to educate our future workforce making this a very successful event.

Promising Practices and Success Stories

Job Seeker Facing Significant Barriers Finds Success in Ottumwa

Chris was discharged from prison on Oct. 5 and sought services at IowaWORKS Ottumwa eight days later. Less than two weeks later, he had an orientation date with JBS, a meat processing company. Chris worked with Offender Workforce Development Specialist Rich Kennedy to learn how to talk about his offense both in interviews and on applications. He also worked with the skills team to create a resume, which he began sending out immediately. Rich referred him to JBS, which has a pork production facility in the area. Soon after, he had an interview. Chris said when he was released from prison he did not know anyone at the halfway house. "I went out to IowaWORKS and met the most awesome people in Iowa period," he said. "They helped me, guided me and actually care. They told me I would be just fine and the best part is, they were right." Chris starts orientation at JBS on Oct. 31, less than one month after he was released from prison.

IowaWORKS Ottumwa Center Assists Laid-off Employee

Bruce was a case manager at Southeast Iowa Case Management until the business closed. He came into the IowaWORKS Ottumwa Center in January to file an unemployment insurance claim. He worked with the Skills team on his resume and began his job search. Bruce's heart is in social work and his persistence in finding a job in that field paid off. He was recently hired by Job Corps as a Residential Coordinator supervising staff on the overnight shift. He started orientation in May and is optimistic that he will progress into a counseling position.

Russell Gets a Starring Role Working at a Movie Theatre

Russell was referred to the IowaWORKS Center in Ottumwa by Goodwill. Russell was interested in working and needed to earn an income but was nervous about how working would impact his social security disability benefits. Russell met with disability benefits planner Clark Young at the Ottumwa office to discuss resources, work incentives, and employment goals. Clark encouraged Russell to explore working and to take advantage of the Ticket to Work program's work incentives. Clark helped to create a resume and search for a job. Russell started working part-time at a local movie theater and began his trial work experience at 12 hours per week. Clark and Russell discussed adding hours to his current position and explored the possibility of finding a second job that would offer benefits. Clark helped Russell write a Plan for Achieving Self-Support (PASS) which would help him set aside money to save for a vehicle while still receiving his social security benefits and his income from his job. Ten months later, he purchased a 2006 Toyota Camry. He has gone from working 12 hours per week to now working 26 to 29 hours per week and reports that he really enjoys his job at Ottumwa 8 Theatres.

Completed By

Kelli Hugo: Title IV
Ashleigh Richmond: Title II
Linda Rouse: Title III
Jen Erdmann: Title I

Region 16 PY17 Annual Report

Executive Summary

PY17 was another year of forward progress and meaningful change in Region 16. Daily membership numbers continued the trend of increasing year over year. The last remnants of WIA have faded into the background as the conversion to WIOA has become nearly complete.

Regional Initiatives/Partnerships

The staff of IowaWORKS Southeast Iowa have been extensively engaged in initiatives and partnerships that highlight our role as the center of the Regional Workforce System. These efforts ensure that workforce services are accessible and available to all of our region's residents and employers.

Staff from Title I Youth, DEI and the regional DVOP made frequent visits to Des Moines and Lee County Jails and the Mt. Pleasant Correctional Facility to deliver pre-employment assessments, job search, and life skills training. A unique opportunity provided by a DEI/WIOA Title III partnership was a CPR/First Aid class that provided soon-to-be-released inmates with a foothold onto several career pathways. An unexpected and ancillary benefit was realized shortly after the training when one of the inmates used his new skills to save the life of a visitor who had begun choking.

Staff outreach to regional secondary schools included "Bring Your A Game To Work", which helps develop the foundational behaviors of work ethic. The "Colors" assessment gives students a deeper appreciation of personality styles and how they complement each other in the workplace. Our presentation of Labor Market Information provides students (and their advisors) with valuable tools to identify and plan appropriate career pathways.

Regional staff continued their partnership with Lee County Economic Development Group by presenting workforce-related instruction to the Lee County "12+" program. The program is designed to give graduating students the information and skills needed to begin a career pathway.

Staff from Title I and Title III regularly present Life Skills and Pre-Employment training at Burlington's Alcohol and Drug Dependency Services, an in-patient treatment facility. These visits are useful in integrating the concept of meaningful employment into a person's path to recovery.

During PY17, 118 jobseekers expressed interest in Registered Apprenticeship opportunities. Those individuals received one-on-one services to educate and/or prepare them for these opportunities. One of Region 16's Title III staff was trained in Housing Inspections for MSFW; this allows greater knowledge and flexibility to provide timely services to this population.

Regional leadership staff serve on the boards of many community agencies and other partners: Stone Gardens (low-income housing) Advisory Board; Greater Burlington Partnership Business Retention and Expansion Committee; Society for Human Resource Management; Southeast Iowa Regional Planning Commission; Region 16 CTE Regional Planning Partnership, and the Regional Workforce Development Board.

This report was submitted as is by Region 16 to Iowa Workforce Development.

Employer Services/Business Engagement

Region 16 continues to focus on providing excellent Business Services, as evidenced by the on-going efforts of the integrated Business Services Teams. Their primary focus continues to be comprehensive service delivery to internal and external business customers. Region 16 hosted 56 targeted career fairs held at the Burlington & Ft. Madison Workforce Centers, and also assisted employers in the promotion of 228 off-site job fairs. Additionally, Region 16 assisted with the planning and coordination of the following events: Greater Burlington Small Business Breakfast and Manufacturer's luncheon, including the selection of "Small Business of the Year" and "Manufacturer of the Year" honorees; SCC Healthcare and Manufacturing Expos in Des Moines and Lee counties; Mt. Pleasant Correctional Facility job fair highlighting "National Apprenticeship Week"; Mt. Pleasant Correctional Facility Spring job fair; the Mt. Pleasant "Rock around the Block" job fair, and the Siemens Rapid Response job fair with 47 area employers attending. Documented business outreach was made to 579 business partners with an additional 726 new job order contacts, averaging over 25 new and follow-up business contacts per week, not including contacts made by other non-business services staff. During the past year, business outreach focused on the development of employment opportunities for incarcerated individuals, Registered Apprenticeships and the recruitment of veterans to Iowa through Home Base Iowa. These initiatives address Iowa's skills gaps and prepare our future workforce. With the addition of Louisa County in PY17, three of Region 16's four counties are now designated as Home Based Iowa Counties. IowaWORKS staff will continue to assist Lee County to achieve the HBI community designation.

1,010 job seekers took the National Career Readiness Assessment in PY17, with 75.4% receiving Silver or higher. 489 students were assessed, 65.6% of whom received Silver or higher. Additionally, 232 incarcerated individuals were given the NCRC; 73.7% scored Silver or higher.

Promising Practices and Success Stories

In 2014 Army Veteran Rodney Teel left an \$11.00/hour job for new job at Modine Mfg., starting at \$15.38/hr. He recalls, "I really thought that I would retire from Modine." Unfortunately, Rodney received a layoff notice from Modine in 2016, and less than six months later the plant closed its doors.

Rodney and his coworkers qualified for Trade Act benefits, so he researched area schools and enrolled in Southeastern Community College's Advanced Manufacturing Technology program. This was a particularly difficult time in Rodney's life, as he was going to school and was also primary caregiver for his ailing father, a WWII Veteran. Rodney was "determined to persevere", and after graduating with an AAS degree, he began the job search process with the help of IowaWORKS. He interviewed with Silgan Containers in Burlington for a Maintenance Mechanic position. Silgan has a rigorous, 3-part skill assessment as part of their pre-screening process. Rodney passed the assessment with relative ease and was hired to start at \$24.00/hr.

Rodney's journey was long and challenging at times, but he was assisted along the way by multiple staff members from IowaWORKS and Partner agencies. These include, but are not limited to:

Debra Fox, Business Marketing Specialist. After being contacted by the IowaWORKS Iowa City office, Deb reached out to Rodney regarding employment opportunities in Region 16. Rodney said "Deb provided me with several job leads, including the initial lead for Silgan Containers."

Ellen Orth, WIOA Associate. Ellen worked diligently with Rodney, ensuring that his skills and experience were accurately reflected on his resume. Rodney stated that “Ellen spent a great deal of time with me to ensure that my resume was the best it could be.”

Lisa Orth, Workforce Advisor/HBI Contact. Lisa reached out to Rodney to provide intensive services, including several job leads and assistance with Silgan’s application process. Rodney relates “Even when I was ready to give up, when things weren’t going right, I’d receive an e-mail from Lisa and it provided me with the encouragement I needed to keep moving forward.”

Regional DVOP Tim Snyder provided case management Services to Rodney. “It was great to have support from a fellow Veteran” Rodney stated.

PACE Navigator Clay Huston helped Rodney find loans and other aid until Trade assistance was available. Rodney said “Clay provided me with the much needed support through my educational journey.”

Rodney has a message he would like to share about IowaWORKS for those in similar circumstances: “The main thing I would tell them is to stay in touch, the help is there and even if things don’t always go the way you want, you may just end up better off than you were before.”

Antonique Deveaux-Shores made good use of her time in the U.S. Air Force, gaining extensive experience in Project Management, Human Resources, and Financial Management. She also sharpened her language skills (English, Korean, and Spanish) and earned a Bachelor’s degree in East Asian Studies with a minor in Psychology. After 16 years of service, Antonique was medically discharged from the Air Force. She was referred to Region 16 DVOP Tim Snyder by VA Voc-Rehab and Home Base Iowa; Tim enrolled her into service management and provided her with Labor Market Information.

Tim helped Antonique find temporary employment in the HR department of the Iowa Fertilizer Company in Wever, Iowa. This allowed her to gain valuable experience in the corporate HR world, while continuing to look for a permanent position.

Tim and Business Marketing Specialist Debra Fox met with Antonique frequently, making minor adjustments to her resume and conducting an intense mock interview session. Tim and Debra both reached out to several employers on Antonique’s behalf as well. After an unsuccessful interview, Tim arranged a call between Antonique and one of the interviewers to learn feedback. That conversation allowed her to make changes that had a very beneficial impact on her subsequent interviews; she interviewed for and was offered the HR Generalist position at Conagra Brands in Fort Madison.

Antonique’s success is directly tied to how all involved worked as a team from the DVOP, BSR, HBI, WIOA Titles I, III, and IV. Everyone did what was needed to be done in a timely and professional manner with a common goal; of assisting the client in obtaining gainful, meaningful employment.

[Completed By](#)

Robert Ryan, Region 16 WIOA Title I Director
Carolyn Farley, Region 16 IWD Operations Manager
Region 16 Title I and III staff members