

IOWA



WIA ANNUAL REPORT

PROGRAM YEAR 2014

The Iowa Workforce Development Board

December 15, 2015

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VISION:

A prosperous, healthy and productive Iowa.

Our vision is of a prosperous, healthy and productive Iowa, well equipped to thrive in an increasingly competitive global economy. More than ever before, the primary prerequisite for prosperity is a well-educated, skilled and productive workforce employed in safe and healthy high performance workplaces.

- State Workforce Development Board

Governor's Goals for Iowa

In January of 2011, Governor Terry Branstad released a set of five-year goals aimed at improving the socio-economic environment of Iowans. These goals include: creating 200,000 new jobs, increasing family incomes by 25 percent, providing Iowa's youth with the best education in the nation and reducing state government costs by 15 percent.

The Economic Environment

The Iowa economy continued to advance in 2014. Most indices reflected expansion over the past year and confidence in the economic climate; the labor force reached an all time high in 2014, exports expanded following a slight contraction in 2013, and the level of unemployed dropped to its lowest level since 2008. Early evidence suggests this trend should continue through 2015.

While 2013 was very prosperous by most measures, it was partially hindered by global uncertainty and partisan budget skirmishes; 2014 was not affected by the same afflictions. Exports grew by \$1.2 billion or 8.6%, construction employment surged with a gain of 6,600 jobs due to a steady to moderate demand from residential homebuyers coupled with several large-scale industrial projects around the state, and new vehicle registrations advanced slightly to 142,431 new units registered and increase of .4%.

Nationally, nonfarm employment added 2.6 million jobs in 2014, a gain of 1.9% annually. This was the most jobs gained since 2000. Although positive, Iowa's annual growth rate fell short of the national level by 1.3%. Job gains were the heaviest in the metropolitan areas to 71.2% versus 28.8% in the rural areas. The metropolitan areas which experienced the most gains were Des Moines with 8,200 new jobs followed by Ames with 1,800.

Skilled Iowa Initiative

Governor Branstad announced the Skilled Iowa Initiative on June 11, 2012. This initiative is supported by the Governor's Office, Iowa Workforce Development, the Iowa STEM Advisory Council, and many business partners throughout the state. At the heart of this initiative is the goal of expanding Iowa's economy and creating more employment opportunities for Iowa citizens.

Governor Branstad stated at the announcement of the initiative, "The Skilled Iowa Initiative is a critical step in improving the quality of the workforce in Iowa. It is important Iowa's government, private industry and our educational system work together to find innovative solutions."

The Skilled Iowa Initiative is the umbrella for workforce programs and solutions for the State of Iowa. The Skilled Iowa Initiative allows Iowa's employers to determine baseline skills for potential employees. The program uses a universal testing system that rates the skills and abilities of those in Iowa's workforce, awarding a National Career Readiness Certificate upon successful completion of the program.

The certificate allows workers to more accurately display their skills to current and potential employers. The training or CareerReady 101 portion of the NCRC program allows customers an opportunity to gain the skills needed to earn a certificate.

Beyond the National Career Readiness Certificates, additional skill upgrading will be identified using current and ongoing labor market information and assessments of each individual's existing skill level. All partners in the center may be asked to play their applicable role in any individual's employment plan. At a minimum Wagner Peyser and WIA will be responsible for assuring that each individual receives the services or referrals needed and leaves the center a better employment candidate than when they came in.

National Career Readiness Certificate

Iowa Workforce Development expanded the use of ACT's National Career Readiness Certificate statewide in 2012. Iowa Workforce Development made this a universal service that Iowa residents can access at no cost. The NCRC program tests the critical thinking level of an individual in reading for information, locating information and applied mathematics. Individuals receive a certificate based on their demonstrated level of understanding in a given area (platinum, gold, silver or bronze). The certificates are National in scope and thus become items that can be recorded on résumés and can follow them to whatever state in which they may later choose to reside.

In Program Year 2014, more than 34,430 certificates were issued through our One-Stop **IowaWORKS** Centers and Community College Partners.

Customers who are unable to test at a level that would afford them a certificate are given instruction on how to access the CareerReady 101 training module in order to improve their skills and achieve a certificate. This is also at no cost to the customer.

In addition to individual successes, the Skilled Iowa Initiative will help create [Skilled Iowa Communities](#) by creating a workforce that is Work Keys certified to work in a variety of industries. By creating a series of measurement standards based upon the number of local businesses utilizing the NCRC as part of their application process and the number of local job seekers utilizing the NCRC as a job seeking tool the State has established a consistently measurable way for local communities to label themselves as “Skilled Iowa Communities”. During Program Year 2014, there were 28 Iowa communities that met those expectations and began marketing themselves as such.

Skilled Iowa Internship Program

Along with these communities, an [internship program](#) offers on-the-job connections between Iowa employers and eligible individuals. The Skilled Iowa Internship program, sponsored by Iowa Workforce Development (IWD), is targeted at individuals who collect unemployment insurance benefits, but available to any Iowa resident. Individuals may elect to participate in an internship opportunity to build their skills while looking for permanent employment.

These unpaid opportunities link job seekers with businesses looking to hire and willing to provide job-skills training. Participants train at the participating company 24 hours a week for up to eight weeks. In addition, individuals will have an additional 16 hours of structured learning during each week. Individuals receiving unemployment insurance benefits continue to receive benefits during the internship. Priority is given to Veterans, followed by unemployment insurance recipients with at least 14 weeks of benefits available, PROMISE JOBS participants, persons who have exhausted their unemployment, unemployed persons not receiving benefits, and all others.

The internship program is available to all Iowa businesses. IWD works closely with each business to define and develop training plans and to provide screened, eligible candidates. Skilled Iowa internships offer a lower training expense with lower risk to participating companies. Job seekers acquire new skills and keep their work history current. While not a guarantee, interns have the opportunity for a full-time job upon successful completion.

In Program Year 2014 there were 63 Iowa employers and 200 job seekers who participated in this program. The result was 164 successfully completed internships during the program year. In addition to successfully learning some level of new workplace skill, 164 of the job seeker participants were offered full time employment at the end of the internship.

Skilled Iowa and NCRC in Iowa High Schools

Each of Iowa’s public high schools is integrating the Skilled Iowa Initiative and NCRC with their career and college planning discussions. The Skilled Iowa Initiative is used to educate students on the type of employment opportunities in Iowa and the skill sets needed for those opportunities.

Schools then offer NCRC testing as a way for their students to display their work ready skills for potential employers. Some school districts have begun benchmarking students and then re-testing them at a later date to determine growth, and identify curriculum needs.

“Skilled Iowa is a critical step in improving the quality of the workforce in Iowa,” said Governor Branstad. “It is important that Iowa’s government, private industry and our educational system work together to find innovative solutions.”

Apprenticeship Programs

Registered Apprenticeship provides immediate employment and credentialing and combines supervised on-the-job training with technical related training instruction in over 1000 occupations. Registered Apprenticeship is highly active in traditional industries such as construction and manufacturing, but it is also instrumental in the training and development of emerging industries such as healthcare, energy, IT, hospitality and transportation. In this regard, the Registered Apprenticeship system effectively meets the needs of both employers and workers.

In FY 2014, according to the DOL /Office of Apprenticeship Registered Apprenticeship Partners Data Information System (RAPIDS), Iowa registered 100 new Programs and added an additional 3557 newly registered apprentices. By virtue of its success in Iowa, Registered Apprenticeship is recognized as a valuable education, employment and training program and is an ideal way for employers to build and maintain a skilled workforce.

The Iowa Work Force Registered Apprenticeship Web Site has proven to be an excellent resource for business, organizations and individuals to learn more about Registered Apprenticeship.

Service Delivery

Iowa has 15 local regions as shown on the map below:

Iowa continues to expand its ability to meet the needs of all citizens of Iowa through the continued growth of the **IowaWORKS** Integrated One-Stop Centers. Although initially established to be responsive to House File 2699, Iowa’s integrated service delivery model is driven by the following objectives:

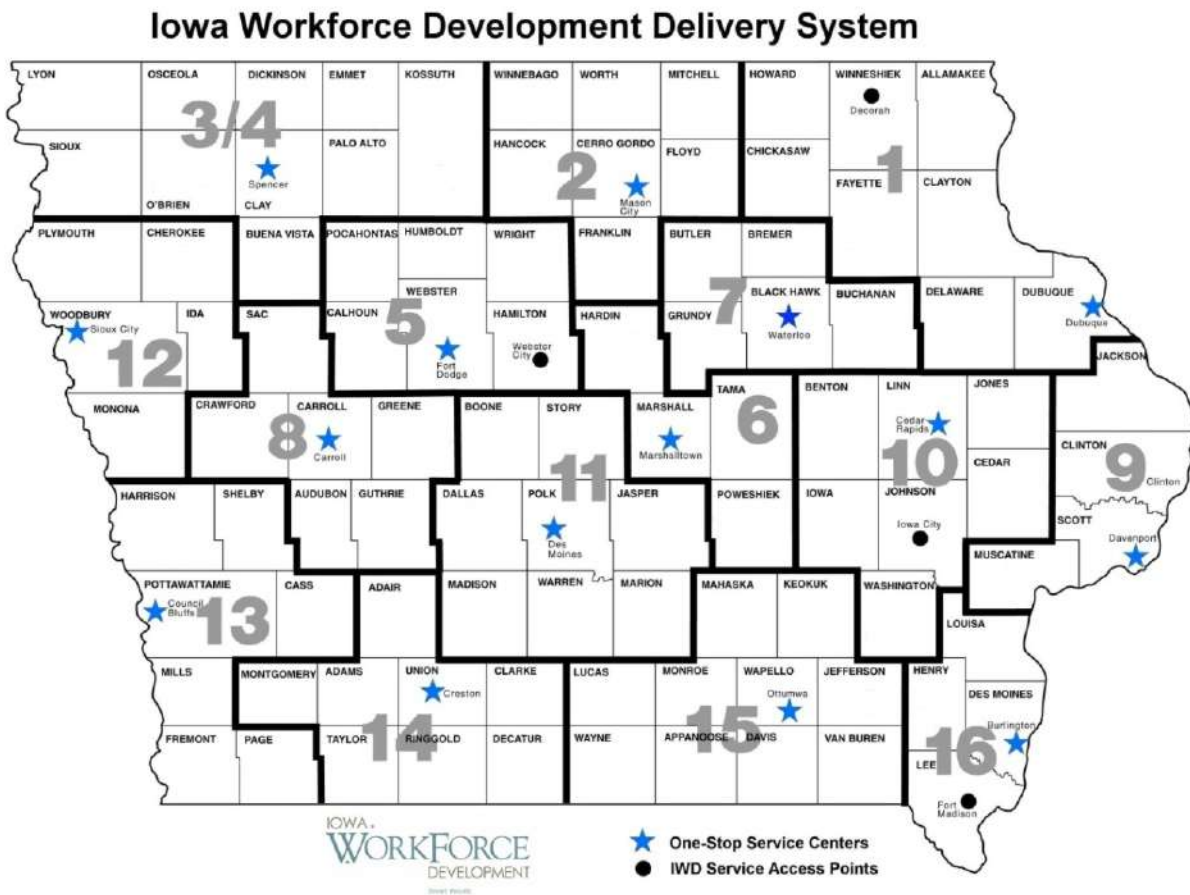
- Provide Iowa businesses with the skilled workers they need while workers gain and expand skills that are in demand.
- Improve efficiency and effectiveness of workforce services and processes.
- Make a relevant, valuable contribution to each region’s economic vitality.

The integrated service delivery model allows Iowa to better use all of the workforce resources including Wagner-Peyser, Workforce Investment Act, Unemployment Insurance, Veteran employment programs, Trade Adjustment Act and state funding such as PROMISE JOBS (TANF) and other programs to serve an increased number of Iowans. All of these programs

have a seat at the table when it comes to coordinating and collaborating planning efforts. Additionally, unemployed claimants are being immediately converted to job seekers and receiving services on their first visit to any one of the 15 One-Stop Centers across the state.

Process improvement, functional supervision and management information are key elements in the integration of these services. “Co-enrollment,” is a “behind-the-scenes” concern to ensure separate accountability for each program and relevant funding source. This is not a concern for the Workforce Center “member” who will only register once for services in the integrated Iowa One-Stop Center system.

Centers incorporate the Skilled Iowa Initiative as part of their process of assisting customers in order to ensure that every person entering the center has more opportunities offered to them. Customers can easily see the differences when they are greeted by a staff member and assisted with their needs in an efficient and friendly manner. No longer are they expected to help themselves in a “self-service” only mode; rather staff is fully engaged in the new member’s activities and engagement in services. For additional information regarding Iowa’s Integrated One-Stop Center model and policies, please visit the website at <http://www.IowaWORKS.org/default.html>



Technology and Service Delivery

IowaWORKS Virtual Access Points

IowaWORKS Virtual Access Points are designed to provide services for job seekers and employers. To date, these services include: unemployment claim information, job search and resume development assistance, access to thousands of employment opportunities, skill assessment and testing tools, information specific for students in Iowa's high schools, information specific to Iowa's Veterans and their families, workforce data and trends, and job posting assistance for Iowa's employers.

In July 2011, Iowa Workforce Development launched the **IowaWORKS** Virtual Access Points (also known as VAPs) initiative. This important partnership in Iowa includes the State Library and community libraries, Iowa Department of Education and the K-12 public school districts, Iowa's community colleges, Iowa National Guard and Reserve armories, Iowa's network of County Veterans Affairs offices, Iowa's network of community action agencies and other social services organizations including homeless and women's shelters, Iowa Department of Corrections including community re-entry points, Iowa Vocational Rehabilitation Services, Iowa State University Extension Service, senior citizen centers, and faith-based facilities. Currently, there are Access Points available across the state in all 99 counties because of these partnerships.

The Virtual Access Points are a tremendous resource for unemployment insurance recipients and employers. On-line resources can now be accessed at over 900 locations across Iowa. The unemployed can file a claim for benefits along with their weekly report at one of the VAP locations and conduct an on-line search for employment. Employers can file their quarterly tax report through My Iowa UI at a VAP location.

For more information on **IowaWORKS** Virtual Access Points, please visit the following website, <http://www.iowaworkforce.org/accesspoints>

Mobile Technology Partnership

Iowa Workforce Development continues to utilize mobile technology with workforce services. Iowa Workforce Development's statewide job bank is available in a mobile version at <http://workiniowa.jobs> through a partnership with Direct Employers Association and the National Association of State Workforce Agencies (NASWA). Iowa is an active member in NASWA.

The mobile technology is an enhancement to the partnership between Direct Employers Association and NASWA known as the National Labor Exchange. Iowans are able to access job listings that have been verified by Iowa Workforce Development, 24/7 via the web site. The job opportunities can be searched by city, employer name and key word.

Iowa now has 10 jobs microsites that allow us to focus on specific populations or career pathways that are included in our main job bank, www.iowajobs.org. These microsites also gave

us the opportunity to have a mobile enabled application at no cost that is search engine optimized – meaning that they frequently come up first in a Google search. All of these work on iPhones, Androids, tablets, iPads, etc., as well as traditional desktops and laptops. The agency receives monthly Google Analytics reports from NASWA on usage, demographics, keywords and types of jobs users are seeking.

Iowa’s jobs microsites include:

1. Main job bank www.workiniowa.jobs Based on jobs, not openings. Most frequently used microsite.
2. Veterans www.workiniowa-Veterans.jobs Military crosswalk so Veterans can enter their MOS or MOC to find jobs that match their experience. Provides Federal contractors additional outreach for OFCCP auditors.
3. Disability www.workiniowa-disability.jobs Helps employers reach disability community – disability is a highly searched word by job seekers. Helps employers comply with EEOC/AA efforts.
4. STEM www.workiniowa-STEM.jobs Everyone knows that STEM is an acronym for science, technology, engineering and math. Ours is cobranded with our Governor’s STEM initiative, an Iowa first that has since been adopted by other states.
5. Green Jobs www.workiniowa-green.jobs Iowa has many jobs at wind farms, and processing facilities that produce alternative fuels from corn, soybeans and corn byproducts. O*Net based.
6. Manufacturing www.workiniowa-manufacturing.jobs Developed to partner with statewide community college TAACCT grant project. O*Net based.
7. Health Care www.workiniowa-healthcare.jobs Developed in response to vacancy needs, and is part of our new Veterans reciprocal licensing project funded by NGA. O*Net based.
8. Construction www.workiniowa-construction.jobs Developed in response to request from local unions and state workforce board members. O*Net based.
9. Youth www.workiniowa-youth.jobs Key word based – intern, internship, summer.
10. Seasonal www.workiniowa-seasonal.jobs Key word based – temporary, seasonal, summer, holiday, internship, intern

Indexing Grows Job Postings

Indexing is a process where employer jobs are pulled from the employer’s website to the Iowa Workforce Development jobs portal, also known as IowaJobs. In addition to the job postings IWD gets from its daily download from Direct Employers, we currently receive jobs from more than 1252 other employers through indexing. Most of these are Iowa employers, but many are national employers who have operations in Iowa. All have been verified by IWD as being actual

employers, but are subject to removal if we receive validated complaints that a job posting or employer has violated our policies.

All of these jobs get exposure to job seekers on all of IWD's job banks, including the 10 microsites, and are uploaded to the national labor exchange daily. As a result, employers are getting job candidates from all over the United States and abroad, and not just within Iowa.

Because we receive jobs from employer websites daily, the information is timely and current. We don't get complaints from job seekers that jobs have already been closed, and employers don't have to remember to let us know when they have filled positions.

Indexing has allowed Iowa to significantly grow the number of jobs we have listed on our job bank, with more than 41,000 job orders listed daily. Since staff does not have to manually enter job postings, they can devote more time to working directly with both employers and job seekers.

Customer Data

Iowa's Integrated One Stops Model allows the state to gather demographic information on customers which allows local service delivery areas to help determine how to better serve the area. For example, on a statewide basis customers utilizing our integrated service areas are evenly split between male and female. The vast majority (69%) are between the ages of 24 and 55. We also know that of those using the **IowaWORKS** One Stops, 11% self-disclose a disability, 17% declare themselves to be of Black or African American descent, 10% declare themselves to be Hispanic, 17% are over 55 years of age, and 7% are military Veterans. In addition we are able to gather educational information and find that 16% of our center customers have not completed high school or a high school equivalency program.

Priority of Service

Since the State of Iowa receives and utilizes federal Department of Labor funds, Priority of Service for Veterans is both a requirement and an obligation the state wishes to ensure is provided to our service members.

Iowa Workforce Development will provide all qualified Veterans with priority of service.

1. In order to maximize and provide priority of services to Veterans, Veterans will be able to register at all **IowaWORKS** locations. Registration is also available on-line 24/7 through www.iowaworkforce.org, or any of the regional websites. Iowa complies with final regulations which state recipients of USDOL funds for qualified job training programs are subject to the priority of service regulations, and are required by law to provide priority of service to Veterans and eligible spouses. New federal guidance does limit access to the Disabled Veteran Outreach Program (DVOP) staff to Veterans with a significant barrier to employment, or aged 18-24. Veterans who do not qualify will be seen by other center personnel.

The Iowa Director for Veterans Employment and Training (DVET) and his designee, the Assistant Director (ADVET), have a standing invitation to address district management at their monthly meeting to describe expectations of the Jobs for Veterans Act of 2002, and to review program performance. The state requires each region describe in their local customer service plan how they will ensure priority of service is provided in their programs. DVOP staff will consult with local partners on how to implement priority of service, and state staff will be monitoring compliance with the established procedure.

Each region submits their plan for providing priority of service to Veterans. Each plan is reviewed by the state liaisons to the local Workforce Investment Board (WIB). The state liaisons work with the DVET to develop expectations that can be enforced locally. State staff monitors progress through regular visits and case reviews, and reports those findings to the DVET. The DVET is also now conducting on-site monitoring at selected locations to ensure Iowa is following DOL VETS policy and procedure.

2. At the minimum, the services that will be available to the Veteran within the one-stop center and through other service providers will include:
 - Registration as a job seeker for job matching;
 - Referral to jobs and job development;
 - Career and skills assessment;
 - Case management;
 - Referral and follow-up with Veteran service organization's and community based organization's;
 - Referral to training and apprenticeship opportunities
 - Job seeking skills workshops;
 - Resume and cover letter building software;
 - Referral and consultation with a DVOP, if eligible;
 - Services through VAVoc. Rehab;
 - Services through the Veterans Administration including on-the-job training and work incentive programs;
 - Support services for homeless Veterans.

Waivers

Iowa currently has three waivers.

1. Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. As can be related in the regional reports this waiver continues to simplify the process for the use of the many programs available through the various training providers. Many would take themselves off the list if required to provide the supplemental data due to the cumbersome nature of the process.

2. Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. This flexibility is critical in these times of high layoffs and closures. This allows the regional staff the ability to meet the needs of the potential applicant pool at any given point in time.
3. Waiver of 20 CFR 667.... replaces the 17 statutory performance measure reporting requirement with reporting common measures reducing them to the six common performance criteria called for under Adult, Dislocated Worker and Youth common measures. Reporting on common measures complements Iowa's newly introduced service delivery model process ensuring services are integrated from front line level and unified at the management level and makes Iowa's workforce system more efficient and effective. Common measures are easier to manage, cost-effective and more universally understood by Regional Workforce Investment Boards (RWIB), businesses, and workforce investment system partners. By refocusing the local regions' performance management from individual program performance measures to universal outcome measures, service integration is enhanced.

Rapid Response

During PY 14, there were 48 Federal WARN notices received by the State Dislocated Worker Unit, as compared to 21 received the previous Program Year. This involved 4,722 affected individuals representing 18 distinct businesses, as compared to 1,475 affected workers the previous Program Year. This is a significant increase from the previous year. Of these 48 WARN notices, 15 were amendments to previous WARN notices. There were a total of 9 events affecting over 100 workers, with one event affecting over 1,600.

During PY 14, there were 60 State WARN notices received by the State Dislocated Worker Unit, as compared to 42 State WARN notices the previous Program Year. This involved 3,799 affected individuals, as compared to 1,896 people affected the previous Program Year. Rapid Response activities are initiated and implemented at the Regional level for these events. Iowa businesses are required to comply with the Iowa WARN notice law when a lay off or closure event impacts 25 or more employees. Of the total issued, 7 were amendments to previously issued State WARN notices and 9 were issued for events impacting less than 25 employees. There was one situation where a WARN was issued for 456 affected workers but all employees were retained by the new owner. Of the events, 24 were closures and 29 were permanent layoffs.

During PY 14, there were three companies that submitted WARN notices due to the Avian flu totaling 318 workers. It is highly likely many more companies and workers were affected than what was received. More recently, many workers have been called back as quarantines have been lifted. It will take several months to reach full re-employment due to the growing time of the new pullets.

The last Program Year has seen a continued emphasis on Skilled Iowa as a major component of Rapid Response services. The State also continues promotion and on-going development of

scannable Employee Surveys to include an evaluation of current skills, commuting patterns, desired employment, and skills upgrading needs. The State Rapid Response Team, local Service Providers, and Iowa Workforce Development's Labor Market and Workforce Information Division continue to collaborate with Department of Labor Region 5 staff and other Regional partners to develop and implement a standardized Employee Survey. The State team has provided information and training to DOL Region 5 Rapid Response and Trade colleagues at a recent Dislocated Worker Roundtable. The scannable survey has been implemented statewide with success. Data developed from the survey has been shared with State and Local Economic Development staff and **IowaWORKS** staff to assist with business recruitment and retention, and immediate placement/job matching opportunities for the affected employees. The Labor Market and Workforce Information Division has also developed a process to match the skills of the impacted workforce with the skill demand of current job listings. This process when implemented may result in a Targeted Job Fair where the only employers attending are seeking new employees with skills matching those available from the impacted workforce.

National Emergency Grants

During PY 14 Iowa was awarded and began implementation of three Department of Labor National Emergency Grants (NEG). The State was awarded an NEG for a Jobs Driven Apprenticeships initiative to serve dislocated workers in late June of 2014 (PY13) and implementation proceeded in PY14. Iowa was awarded NEG funds for Deere and Company (IA57) and Sector Partnership Grant (SPNEG) (IA56) for the last quarter of Py14.

Iowa Construction Trades Apprenticeship Job-Driven NEG (IA-55)

Effective July 1, 2014, the Iowa Construction Trades Apprenticeship Job-Driven NEG was awarded to Iowa Workforce Development (IWD). It was awarded in the amount of \$6.175 million with \$175,000 designated for outreach services. Implementation efforts In April of 2015, IWD worked in conjunction with Des Moines Area Community College (DMAACC) to modify the NEG so that the funds could be used more effectively.

In June 2015 start-up and recruitment funds were distributed to the six (6) originally approved WIA Regions in Iowa (WIA Regions 1, 3&4, 7, 10, 11, and 16). Each of these regions received \$100,000 for start-up and recruitment based upon what was written in the modification to NEG IA-55.

Sector Partnership NEG

The State was awarded an NEG for Sector Partnership for a start date of July 1, 2015. Implementation began July, first quarter PY15.

Deere and Company-Dual Enrollment

The State was awarded an NEG for Deere and Company with a start date of April 1, 2015, but implementation began in late PY14, last quarter and implementation efforts ramped up in early PY15.

Home Base Iowa Initiative

The Home Base Iowa (HBI) program is an initiative put forward by Governor Terry Branstad and Major General Tim Orr, the Adjutant General of the Iowa National Guard. Recognizing an opportunity to honor all veterans and help bridge Iowa's current skills gap. Home Base Iowa was developed as a non-profit, private-public partnership to recruit veterans and transitioning service members and help them find private-sector careers in Iowa. Bob Meyers, CEO of Casey's, and Congressmen Leonard Boswell are co-chairs of the initiative.

Home Base Iowa is a one-of-a-kind program assisting veterans and transitioning service members. Currently, Iowa's unemployment rate is under four percent, but businesses need skilled workers. This program helps connect these businesses with qualified veterans looking for career opportunities. Countless resources 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 and resources for our veterans, transitioning service members and their families

In 2014, the Iowa Legislature overwhelmingly passed the [HBI Act](#), which provides the following incentives: state income tax exemption on military pensions, \$5000 military homeowner assistance, permissive veteran preference in employment, streamlined occupational licensure processes, and automatic in-state tuition for veterans, spouses and their dependents.

Disability Employment Initiative

Iowa's Regional Workforce Investment Boards have developed a partnership with eight state agencies, the Department of Labor and the Social Security Administration (SSA) to enhance their capacity to include Iowans with disabilities in employment. In five pilot regions through the Disability Employment Initiative (DEI), they are using three primary strategies to improve employment outcomes and add resources to a collaborative employment service model that is becoming a more integrated one-stop service system. The three strategies include: a) enhanced partnership; b) integrated resource teams; and c) strategies to enhance asset development among Iowans with disabilities. Through leadership models developed in previous partnerships with DOL through the Work Incentive Grant (WIG) and the Disability Program Navigator (DPN) initiative, the expertise of these eight state agencies consult with local leadership in the five pilot regions to increase the impact of these strategies. Each of these regions have developed local leadership teams that implement the disability employment activities and are utilizing the partnership with the Social Security Administration to sustain these efforts once the project is completed. All five pilot regions are demonstrating that they will be able to maintain this effort at the completion of the grant. Iowa's other 10 workforce regions are also building their service capacity through the SSA Ticket to Work program, and making good progress to place themselves in a position to replicate the strategies of the pilot regions at the completion of the project.

Looking ahead to the increased emphasis on employment and disability in the WIOA, the development of the state and local leadership structure, along with the increased capacity of Iowa's Workforce Investment Boards through the Ticket to Work program is creating a stronger,

more collaborative system infrastructure. As shown by incentives generated by regional service systems, Iowans on SSA disability benefits are becoming less dependent on those benefits. Another impact of this effort is a stronger engagement of Vocational Rehabilitation, Older Worker services, Department for the Blind, Deaf Services, Corrections, Housing, Community Block Grant, and the Department of Transportation in the delivery of labor exchange services in Iowa.

Cost Effectiveness of the WIA Programs

The following is a brief description of the state’s return on investment posted in the PY 2014 annual report.

The state evaluates the cost effectiveness of its WIA programs by comparing the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIA services were completed (Average 12 Month Earnings Change). This comparison is made for each of the three funding streams of Adult, Youth, and Dislocated Worker.

The chart below provides information on total expenditures in each funding stream as well as the number of participants. From this information, the Average Cost per Participant is calculated. The Average Cost per Participant is then compared to the Average Earnings Change in 12 Months to calculate a cost effectiveness ratio. The Average Earnings Change in 12 Months is a calculation of the average increase in Unemployment Insurance (UI) reported wages for the 4th and 5th quarters after exit over those reported for the 2nd and 3rd quarters prior to registration. The wage record information represents all data that was available for participants who exited from the Adult, Dislocated Worker, and Youth programs.

Program	Expenditures	Number Participants Served	Avg. Cost/ Participant	Avg. 12 mos. Earnings Change	C-E Ratio
Adult	\$ 2,858,0982	106,411	\$27	\$ 1,773	1:66.01
Youth	\$ 4,063,594	897	\$4,530	\$ 4,825	1:1.67
Dislocated Worker	\$ 3,197,258	16,545	\$193	\$ 234	1:1.21

** Since the national goal for Wage Replacement for Dislocated Workers is 90%, the Earnings Change for Dislocated Workers was calculated based on 90% of pre-program earnings.

For the adults exiting the program wage record data indicated that for each \$1.00 of WIA Adult resources spent there was an increase of \$66.01 in participant earnings 12 months after the completion of services. For Youth, wage record data indicate that for each \$1.00 of WIA Youth resources resulted in an increase of \$1.67 in participant earnings. For Dislocated Workers wage records indicated that for each \$1.00 of WIA Dislocated Worker resources spent resulted in an increase of \$1.21 in participant earnings 12 months after the completion of services. For the dislocated worker population, maintaining wage levels is an acceptable outcome since these

participants are working prior to enrollment and a primary program goal is re-employment at comparable wages. These wages represent a 99.9% earnings replacement rate.

This method provides a point-in-time comparison and does not involve cumulative increased earnings, potential reductions in public assistance payments and/or benefits, or increased federal and state tax revenues from personal income and sales tax. Therefore, the overall cost effectiveness of the programs can be assumed to be considerably higher than this point-in-time, conservative measurement.

Customer Satisfaction Outcomes:

Since there are two recipients of services in the workforce system, business and job seeker, the State of Iowa is working to utilize technology to capture more feedback from both customers.

For job seeking customers, program staff began efforts to offer survey questions, for Py14 to not only a sample of users of the One-Stop system but to the entire population of customers of the One-Stop. While DOL guidance provided for States to devise their own methodology for determining customer satisfaction, for PY14 Iowa worked with Labor Market division who are experienced in providing such surveys to customers of the system and modeled methodology as provided under WIA in prior program years. Assessing customer satisfaction and employer engagement under WIOA beginning in PY15 is anticipated to be further developed across programs and agencies as WIOA implementation efforts begin and Iowa is working to offer a surveying system on an ongoing basis to all job seeking customers.

PY14 customer satisfaction overall scope of the project created a set of survey questions for job seekers utilizing services of the One-Stop and survey questions for businesses or employers who utilize services of the One-Stop. A sample of 2000 customers were contacted via email and surveyed via online survey software in the category of job seekers with a return of 1125 surveys. 700 surveys were administered to Iowa employers and customers of the One-Stop system. The return rate of business surveys resulted in 363 surveys returned as part of the PY14 effort.

DOL Guidance as per TEGL 9-14 granted States flexibility in conducting customer satisfaction surveys for "common measures states". PY12 marked the first year Iowa requested (and was granted) the common measures performance measures waiver provision. For PY14 program year and annual report, the participants surveyed received services in calendar year 2014. Business surveyed included employers who opened or received referrals through the Job Order system in calendar year 2014. A minimum of 500 surveys returned was the goal for both job seekers and business. The survey results were broken out regionally, by Iowa Workforce Development office.

In the past, once results were returned, program staff would calculate results using ASCI rates provided by Department of Labor (DOL). These are no longer available through DOL so statistical survey methods will continue to be developed and tested in Iowa moving forward and in implementing PY15 WIOA provisions.

For the business customer, program staff will be working with our Labor Market Information division to develop survey strategies for the business community in an efficient and effective manner and in concert with other agency surveying efforts when possible. Our LMI currently surveys different business sectors at varying times throughout the year. Discussions are under way to develop the appropriate polling cycle for the business community and determining how to identify the appropriate businesses if not all to be contacted.

Where did you receive services at?

Location	Number Used	Percentage Used
Burlington	41	3.6%
Carroll	26	2.3%
Cedar Rapids	153	13.6%
Council Bluffs	57	5.1%
Creston	38	3.4%
Davenport	111	9.9%
Decorah	25	2.2%
Des Moines	194	17.3%
Dubuque	60	5.3%
Fort Dodge	51	4.5%
Marshalltown	25	2.2%
Mason City	71	6.3%
Ottumwa	58	5.2%
Sioux City	82	7.3%
Spencer	35	3.1%
Waterloo	98	8.7%

Job Seekers Survey results

What is your overall satisfaction with the services provided

	Overall	Burlington	Carroll	Cedar Rapids	Council Bluffs	Creston	Davenport	Decorah	Des Moines	Dubuque	Fort Dodge	Marshalltown	Mason City	Ottumwa	Sioux City	Spencer	Waterloo
Very Dissatisfied	12.0%	9.8%	3.8%	9.9%	8.9%	2.6%	12.8%	8.0%	15.7%	25.0%	6.0%	12.0%	18.3%	19.0%	9.8%	0.0%	10.4%
Dissatisfied	13.6%	4.9%	7.7%	23.0%	14.3%	13.2%	12.8%	20.0%	14.7%	15.0%	10.0%	8.0%	5.6%	8.6%	11.0%	5.9%	16.7%
Neutral	19.6%	21.9%	23.1%	17.0%	23.2%	8.0%	24.5%	8.0%	20.9%	15.0%	16.0%	12.0%	19.7%	25.9%	20.7%	17.7%	20.9%
Satisfied	24.9%	31.7%	19.2%	27.0%	23.2%	36.8%	22.7%	16.0%	24.1%	21.7%	32.0%	32.0%	25.4%	24.1%	19.5%	20.6%	26.0%
Very Satisfied	28.5%	31.7%	46.2%	21.1%	30.4%	36.8%	23.6%	44.0%	24.1%	23.3%	36.0%	32.0%	29.6%	22.4%	36.6%	52.9%	25.0%
Don't Know	1.4%	0.0%	0.0%	2.0%	0.0%	2.6%	3.6%	4.0%	0.5%	0.0%	0.0%	4.0%	1.4%	0.0%	2.4%	2.9%	1.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisf, Very, Neutral	73.0%	85.3%	88.5%	65.1%	76.8%	81.6%	70.8%	68.0%	69.1%	60.0%	84.0%	76.0%	74.7%	72.4%	76.8%	91.2%	71.9%
Dissatisfied	25.6%	14.7%	11.5%	32.9%	23.2%	15.8%	25.6%	28.0%	30.4%	40.0%	16.0%	20.0%	23.9%	27.6%	20.8%	5.9%	27.1%

Job Seekers Survey results

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

	Overall	Burlington	Carroll	Cedar Rapids	Council Bluffs	Creston	Davenport	Decorah	Des Moines	Dubuque	Fort Dodge	Marshalltown	Mason City	Ottumwa	Sioux City	Spencer	Waterloo
Very Dissatisfied	17.8%	7.3%	3.8%	24.0%	16.4%	7.8%	21.8%	12.0%	23.4%	25.0%	10.0%	8.0%	21.4%	20.7%	11.0%	2.9%	16.7%
Dissatisfied	14.7%	14.6%	7.7%	16.0%	12.7%	13.2%	16.4%	12.0%	13.0%	23.3%	14.0%	16.0%	7.1%	20.7%	14.6%	8.8%	16.7%
Neutral	19.2%	24.5%	19.3%	17.3%	21.8%	13.2%	21.9%	16.0%	19.8%	8.4%	12.0%	20.0%	18.6%	25.9%	23.2%	20.6%	22.9%
Satisfied	29.1%	31.7%	34.6%	28.7%	27.3%	50.0%	24.5%	28.0%	26.6%	23.3%	40.0%	32.0%	40.0%	10.3%	28.0%	41.2%	26.0%
Very Satisfied	18.1%	19.5%	30.8%	11.3%	20.0%	15.8%	13.6%	28.0%	17.2%	20.0%	24.0%	20.0%	12.9%	22.4%	22.0%	26.5%	17.7%
Don't Know	1.1%	2.4%	3.8%	2.7%	1.8%	0.0%	1.8%	4.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	1.2%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisf, Very, Neutral	66.4%	75.7%	84.7%	57.3%	69.1%	79.0%	60.0%	72.0%	63.6%	51.7%	76.0%	72.0%	71.5%	58.6%	73.2%	88.3%	66.6%
Dissatisfied	32.5%	21.9%	11.5%	40.0%	29.1%	21.0%	38.2%	24.0%	36.4%	48.3%	24.0%	24.0%	28.5%	41.4%	25.6%	11.7%	33.4%

Job Seekers Survey results

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?

	Overall	Burlington	Carroll	Cedar Rapids	Council Bluffs	Creston	Davenport	Decorah	Des Moines	Dubuque	Fort Dodge	Marshalltown	Mason City	Ottumwa	Sioux City	Spencer	Waterloo
Very Dissatisfied	19.6%	12.2%	7.7%	26.3%	26.8%	7.9%	20.9%	12.0%	24.0%	28.8%	8.0%	12.0%	12.9%	31.0%	12.2%	8.8%	19.8%
Dissatisfied	16.4%	9.8%	11.5%	19.7%	17.9%	13.2%	19.1%	20.0%	16.7%	16.9%	14.0%	4.0%	17.1%	19.0%	15.9%	5.9%	17.7%
Neutral	20.6%	34.1%	19.2%	15.9%	19.5%	18.4%	26.4%	4.0%	22.3%	11.9%	28.0%	44.0%	15.7%	12.1%	23.1%	23.5%	19.8%
Satisfied	21.7%	24.4%	23.1%	18.4%	16.1%	39.5%	18.2%	24.0%	18.2%	23.7%	22.0%	12.0%	35.7%	12.1%	26.8%	26.5%	21.9%
Very Satisfied	18.5%	19.5%	30.8%	17.1%	16.1%	18.4%	12.7%	32.0%	16.7%	15.3%	26.0%	20.0%	15.7%	20.7%	17.1%	32.4%	17.7%
Don't Know	3.2%	0.0%	7.7%	2.6%	3.6%	2.6%	2.7%	8.0%	2.1%	3.4%	2.0%	8.0%	2.9%	5.1%	4.9%	2.9%	3.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisf, Very, Neutral	60.8%	78.0%	73.1%	51.4%	51.7%	76.3%	57.3%	60.0%	57.2%	50.9%	76.0%	76.0%	67.1%	44.9%	67.0%	82.4%	59.4%
Dissatisfied	36.0%	22.0%	19.2%	46.0%	44.7%	21.1%	40.0%	32.0%	40.7%	45.7%	22.0%	16.0%	30.0%	50.0%	28.1%	14.7%	37.5%

Participant questions asked:

First, I want you to rate your overall experience with the services. I will read to you three statements and ask you to rate your experience.

[The Questions]

1. Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied", what is your overall satisfaction with the services provided from _____?

Very Dissatisfied										Very Satisfied	DK1	REF2
1	2	3	4	5	6	7	8	9	10	11	12	

2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls short of Expectations										Exceeds Expectations	DK1	REF2
1	2	3	4	5	6	7	8	9	10	11	12	

3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not very close to the Ideal" and "10" means "Very Close to the Ideal."

Not Very Close to the Ideal										Very Close to the Ideal	DK1	REF2
1	2	3	4	5	6	7	8	9	10	11	12	

¹DK = Don't Know

² REF = Refused to Answer

Business Survey results

Where did you receive services at?

Location	Number Used	Percentage Used
Burlington	27	7.4%
Carroll	22	6.1%
Cedar Rapids	30	8.3%
Council Bluffs	21	5.8%
Creston	17	4.7%
Davenport	16	4.4%
Decorah	12	3.3%
Des Moines	51	14.0%
Dubuque	5	1.4%
Fort Dodge	23	6.3%
Marshalltown	13	3.6%
Mason City	43	11.8%
Ottumwa	19	5.2%
Sioux City	32	8.8%
Spencer	13	3.6%
Waterloo	19	5.2%

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Business Survey results

What is your overall satisfaction with the services provided

	Overall	Burlington	Carroll	Cedar Rapids	Council Bluffs	Creston	Davenport	Decorah	Des Moines	Dubuque	Fort Dodge	Marshalltown	Mason City	Ottumwa	Sioux City	Spencer	Waterloo
Very Dissatisfied	3.9%	3.7%	0.0%	3.3%	4.8%	0.0%	6.2%	0.0%	9.8%	20.0%	0.0%	0.0%	0.0%	15.8%	6.4%	0.0%	0.0%
Dissatisfied	8.6%	0.0%	0.0%	23.3%	19.0%	11.8%	25.0%	0.0%	19.6%	0.0%	0.0%	7.7%	0.0%	15.8%	6.4%	7.7%	0.0%
Neutral	19.9%	14.9%	13.6%	33.3%	28.6%	5.8%	12.5%	16.7%	19.6%	40.0%	30.5%	23.1%	14.3%	15.8%	19.4%	23.0%	33.3%
Satisfied	26.6%	37.0%	22.7%	16.7%	38.1%	35.3%	18.8%	25.0%	21.6%	20.0%	47.8%	53.8%	21.4%	15.8%	19.4%	38.5%	27.8%
Very Satisfied	37.4%	44.4%	59.1%	16.7%	9.5%	47.1%	31.3%	50.0%	23.5%	0.0%	21.7%	15.4%	61.9%	36.8%	48.4%	30.8%	38.9%
Don't Know	3.6%	0.0%	4.6%	6.7%	0.0%	0.0%	6.2%	8.3%	5.9%	20.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisf, Very, Neutral	83.9%	96.3%	95.4%	66.7%	76.2%	88.2%	62.6%	91.7%	64.7%	60.0%	100.0%	92.3%	97.6%	68.4%	87.2%	92.3%	100.0%
Dissatisfied Dissatisfied	12.5%	3.7%	0.0%	26.6%	23.8%	11.8%	31.2%	0.0%	29.4%	20.0%	0.0%	7.7%	0.0%	31.6%	12.8%	7.7%	0.0%

Business Survey results

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

	Overall	Burlington	Carroll	Cedar Rapids	Council Bluffs	Creston	Davenport	Decorah	Des Moines	Dubuque	Fort Dodge	Marshalltown	Mason City	Ottumwa	Sioux City	Spencer	Waterloo
Very Dissatisfied	7.5%	3.7%	4.5%	20.0%	0.0%	5.9%	6.3%	0.0%	19.6%	20.0%	0.0%	0.0%	0.0%	10.5%	6.4%	8.3%	5.6%
Dissatisfied	11.1%	11.1%	0.0%	16.7%	0.0%	5.9%	25.0%	0.0%	17.6%	20.0%	8.7%	15.4%	2.4%	26.3%	12.9%	8.3%	11.1%
Neutral	18.9%	18.6%	13.6%	16.7%	38.1%	11.7%	12.5%	25.0%	15.7%	0.0%	39.1%	23.1%	9.8%	15.8%	22.6%	16.7%	22.2%
Satisfied	35.4%	37.0%	40.9%	23.2%	33.3%	47.1%	37.4%	50.0%	21.6%	40.0%	43.5%	53.8%	41.5%	31.6%	22.6%	50.0%	44.4%
Very Satisfied	23.7%	29.6%	36.4%	16.7%	23.8%	29.4%	12.5%	16.7%	19.6%	0.0%	8.7%	7.7%	43.9%	15.8%	35.5%	16.7%	16.7%
Don't Know	3.4%	0.0%	4.6%	6.7%	4.8%	0.0%	6.3%	8.3%	5.9%	20.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisf, Very, Neutral	78.0%	85.2%	90.9%	56.6%	95.2%	88.2%	62.4%	91.7%	56.9%	40.0%	91.3%	84.6%	95.2%	63.2%	80.7%	83.4%	83.3%
Dissatisfied	18.6%	14.8%	4.5%	36.7%	0.0%	11.8%	31.3%	0.0%	37.2%	40.0%	8.7%	15.4%	2.4%	36.8%	19.3%	16.6%	16.7%

Business Survey results

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?

	Overall	Burlington	Carroll	Cedar Rapids	Council Bluffs	Creston	Davenport	Decorah	Des Moines	Dubuque	Fort Dodge	Marshalltown	Mason City	Ottumwa	Sioux City	Spencer	Waterloo
Very Dissatisfied	8.1%	7.7%	0.0%	10.0%	0.0%	5.9%	6.3%	8.3%	24.0%	20.0%	0.0%	0.0%	0.0%	15.8%	9.7%	7.6%	5.5%
Dissatisfied	9.5%	11.5%	9.1%	10.0%	14.3%	23.5%	24.9%	0.0%	10.0%	20.0%	8.7%	15.4%	4.8%	15.8%	3.2%	15.4%	5.5%
Neutral	24.5%	26.9%	9.1%	33.3%	33.3%	41.2%	24.9%	25.0%	20.0%	0.0%	43.5%	30.7%	11.9%	15.8%	32.3%	30.8%	27.8%
Satisfied	26.5%	19.2%	31.8%	10.0%	23.8%	23.5%	31.3%	33.3%	18.0%	20.0%	43.5%	38.5%	28.6%	26.3%	25.8%	30.8%	27.8%
Very Satisfied	24.5%	30.8%	45.5%	16.7%	19.0%	5.9%	6.3%	16.7%	22.0%	0.0%	4.3%	15.4%	50.0%	15.8%	29.0%	15.4%	27.8%
Don't Know	6.9%	3.9%	4.5%	20.0%	9.6%	0.0%	6.3%	16.7%	6.0%	40.0%	0.0%	0.0%	4.7%	10.5%	0.0%	0.0%	5.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Satisf, Very, Neutral	75.5%	76.9%	86.4%	60.0%	76.1%	70.6%	62.5%	75.0%	60.0%	20.0%	91.3%	84.6%	90.5%	57.9%	87.1%	77.0%	83.4%
Dissatisfied	17.6%	19.2%	9.1%	20.0%	14.3%	29.4%	31.2%	8.3%	34.0%	40.0%	8.7%	15.4%	4.8%	31.6%	12.9%	23.0%	11.0%

Employer questions asked:

1. Utilizing a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied”, what is your overall satisfaction with the services provided from _____?

Very Dissatisfied										Very Satisfied	DK1	REF2
1	2	3	4	5	6	7	8	9	10	11	12	

2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls Short of Your Expectations” and “10” means “Exceeds Your Expectations.”

Falls short of Expectations										Exceeds Expectations	DK1	REF2
1	2	3	4	5	6	7	8	9	10	11	12	

3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? “1” now means “Not very close to the Ideal” and “10” means “Very Close to the Ideal.”

Not Very Close to the Ideal										Very Close to the Ideal	DK ¹	REF ²
1	2	3	4	5	6	7	8	9	10	11	12	

¹DK = Don't Know
² REF = Refused to Answer

Monitoring Activities at the State Level

Program Year 14 Quality Assurance Reviews continue to be an annual review of regional One-Stop operations and Workforce programs. The Quality Assurance Review is intended to identify the strengths in Workforce programs and also identify areas where Technical Assistance may be of the most value. All Quality Assurance Reviews were conducted in all 15 Regions by the State WIA Team and always included at least two Workforce Program Coordinators conducting on-site visits of at least two days.

The Quality Assurance Review consists of four parts:

1. Design and Governance
2. Program Management Systems
3. Service Product Delivery
4. Performance Accountability.

The reviews included an examination of Regional documents to include the Regional Customer Service Plan, the Memorandums of Understanding, Regional Workforce Investment and Local Elected Officials meeting documentation, the Fiscal Agreement, and Participant files. The reviews also included interviews with staff and Regional Leadership. An examination of the facilities was also conducted.

At the conclusion of each review, a summary document was developed highlighting the Regional Strengths and Best Practices, any Observations the Team believed to be noteworthy, and any Corrective Actions required to address findings. Complete copies of all the summary documents are on file at Iowa Workforce Development offices located at 1000 East Grand in Des Moines.

The state has always conducted a review process in each of the regions each year. The format reflects the federal review process so that local service centers would better understand both the federal monitoring process and the federal desire for more integrated workforce systems.

REGIONAL REPORTS

Annual Report P.Y. 2014
Region 1- Dubuque/Decorah

Program Year 2014 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 Investment Act 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 of the programs and initiatives designed to help meet these challenges in Region 1, as well as the effects these efforts, are highlighted in the following report.

A. Waivers

- Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. We have not utilized the transfer waiver due to a need for the full amount of funds in both the Adult and Dislocated Worker programs.
- Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. This waiver has allowed Region 1 to continue to use programs of proven effectiveness in training participants for careers in high demand, high wage occupations, without putting undue burdens on the training institutions to verify effectiveness on an annual basis.
- Waiver on 20 CFR 661.420© reporting on common measures. See state performance documentation.

B. Use of Discretionary Funds

We received two State Emergency Grants that assisted us in serving 54 people from the Quad Graphics and Soy Basics closures. Since both of these closures were TAA certified, all enrollments are co-enrolled in the Dislocated Worker Program. Initial recruitment is critical and timely when business closures occur. SEG funds allow staff to provide rapid response and wrap around services to distraught individuals whom are unfamiliar with next steps and need guidance through the process. Region 1 did not have any National Emergency Grants (NEG) this year.

C. Veteran Services

Veterans were provided an array of services through the IowaWORKS system. The Home Base Iowa Veteran initiative had great success this year. Veteran resumes are shared with all economic developers in Region 1 as well as targeted employers. Veterans receive a personal phone call from IowaWORKS staff to explore employment and career opportunities as well as receive information on job openings for a trailing spouse. Tours of the community, schools, hospitals, day care providers and housing are arranged to give them a warm welcome to our communities and address additional family needs. The following two success stories document the collaborative effort that yielded positive results in Region 1:

- Faith is a Post 9/11, US Army Veteran who came to Dubuque looking for a better life. After an arduous vetting process, Faith was accepted into a Prudential Veteran training program and she and her husband arrived in Dubuque almost penniless and with nowhere to stay. Fortunately, Faith used Hilton HHonor points for a couple nights' stay in a hotel, but when that ran out her and her husband would have to live out of their car. Through partner agencies, Faith and her husband got an extended stay in a hotel and assistance securing an efficiency apartment which provided some stability for them. Through the IowaWORKS office, Faith's husband was able to secure a

job at Camoplast in Peosta, Ia. Faith has graduated her training program and is currently excelling in her OJT at Prudential.

- Dan, is moving to Dubuque, IA from Fort Riley, Kansas, to begin a position as Network Administrator at Flexsteel in August, 2015. This was the result of numerous phone contacts with Dan, outreach to many businesses and economic developers, a stay at the Hampton Inn, courtesy of the Hilton HHonors program, phone and face-to-face interviews, a personalized tour of the city from the economic developer, home tours with a realtor and meeting with a school. We are excited to welcome the Dan and his family to the Dubuque community.

D. Employer Services

In the last year, Employers Council of NE Iowa (ECI) has offered trainings for businesses on employment law hot topics for businesses, including OSHA, diversity, wage and hour updates, signs and symptoms of substance abuse in the workplace, active shooter training and prevention of sexual harassment.

One of the focuses this year has been to encourage businesses to host career fairs and walk-in interviews at our workforce offices, both in Dubuque and Decorah. For the period of this annual report, sixteen (16) job fairs were held at IowaWORKS. Job Fairs were held for the following businesses: Featherlite, SunOpta, Soy Basics, Kerry Foods, Dollar General, FarmTek, Fed Ex, Focus Services, Mainstay Suites, Professional Building Services and WIS International. In addition, a Services Information Fair was held for IBM employees.

As part of the Skilled Iowa Initiative, we continue to encourage our employers to become Skilled Iowa businesses and for communities to achieve the Skilled Iowa Community designation. Currently, we have five communities working towards becoming a Skilled Iowa Community. One hundred sixty-one (161) unique businesses signed the Skilled Iowa LOC in Region 1 in this annual period. We also had thirteen individuals in Skilled Iowa internships during this period, with three of them being hired by the business they interned with.

E. Service Delivery:

For PY14, Region 1 served 5,715 new members through Integrated Service Delivery System. 2,017 of those were served in Decorah and 3,698 were served in the Dubuque. Both Decorah and Dubuque are integrated IowaWORKS centers. This past year we expanded our services emphasizing job fairs and workshops to better serve our customers. 94 workshops/job fairs were held in the region. Workshop calendars are shared with Voc Rehab, Corrections, DHS, and NICC and other community partners to generate referrals. Workshops and skills floor coverage are provided by a variety partner staff. The customer doesn't care which agency the staff person works for, as long as they receive the services they need. Integration is all about working together to provide quality services for our customers.

In addition to our basic workshops, we have added Micro Soft Word, Micro Soft Excel, and Providing Opportunities for Ex-Offenders to Succeed (POETS), Informed Thinking, Budgeting Basics, Stress & Time Management, True Colors, Communicating with a Positive Attitude, What's Your EQ?(Emotional Intelligence), Vocational Rehabilitation Orientation and Working It Out. This expansion of workshops increased our attendance numbers.

Region 1 IowaWORKS staff regularly attends economic development meetings with Northeast Iowa Business Network, Prosperity Eastern Iowa, and Dubuque Works to coordinate economic and workforce development strategies. Several short term training certificates have been developed by a collaborative partnership including economic developers, community college staff, workforce professionals, and employers to address workforce shortages in our local areas.

Re-engage Dubuque is a partnership between the Dubuque Community School District, Northeast Iowa Community College, and Project HOPE which includes IowaWORKS staff. This community initiative aims to connect students who have recently dropped out of high school to alternative educational options, post-secondary education, and employment.

Rapid Response efforts are made by Region 1 IowaWORKS staff for workers impacted by lay-offs and business closures no matter how many workers are impacted. We live and work in the communities in which we serve. These impacted workers are our friends, family and neighbors.

E. WIOA Implementation

WIOA Transition Planning - Region 1 local leadership team consists of WIOA Director, WIOA Manager, IWD Operations Manager, Vocational Rehabilitation Supervisor and the NICC Adult Education and Literacy Director. We have drafted an implementation plan and intend to continuously update. We will be meeting monthly to implement WIOA, as well as, attend Greg Newton training together.

Early Implementation Efforts – Region 1 RWIB and CEO boards have requested to remain a region and grandfather in the current board structure with consideration of transitioning to the new WIOA requirements over the next couple of years.

Transition Strategy for the Youth Program – Enrollment numbers under WIA were such that we already roughly served 50% out of school youth. Therefore, increasing to a 75% expenditure rate does not seem daunting. We plan to expand our work experience activities for the majority of youth enrollments. We are fortunate to have the only rural Youth Career Connect Grant in the nation implemented in our region. This grant serves in-school youth with career education, job shadows and mentoring.

Success Stories:

- I am sincerely thankful for the assistance that I have received from WIA while attending college at the University of Wisconsin Platteville. This assistance includes reimbursement for gas commuting to and from school, day care assistance, scholarship money, and reimbursement for necessary program tools. With this assistance, the WIA Youth Program lightened my financial burden throughout each semester which allowed me to focus more on my studies and successfully complete my Bachelor's degree in Electrical Engineering while caring for my four year old daughter. Approaching graduation, I accepted the full time position with Utility Line Construction Services where my pay starts at \$28.30 an hour.

The financial generosity of WIA Youth Program has allowed me to achieve my goal to complete my major and to secure a full time position within the field of my study. Not only have I been enjoying the work that I have been performing, but I am also providing a financially stable household for my family.

- 18 year old single parent youth with one child, received classroom training assistance and support services while she attended Western Dubuque Community School District and NICC. She achieved her high school diploma, attained her Associate Degree Accounting, and is currently working at Roger Klosterman CPA.
- 19 year old single parent youth with two children, received classroom training assistance and support services while she attended the Dubuque Community School District Alternative Learning Center and NICC Continuing Education. She achieved her high school diploma, attained her Certified Nurse Aide license, and is currently working at Oak Park Place.

- 24 year old dislocated worker with two children when Quad Graphics closed in Dubuque; received classroom training assistance through TAA to attend Southwest Wisconsin Technical College for the Associate Electro-Mechanical Technology program: co-enrolled in the WIA Dislocated Worker Program and Quad Graphics SEG, graduated from training and is currently working at AY McDonald.
- 35 year old single parent adult with four children, received classroom training assistance and support services while he attended NICC for the Associate Degree Nursing program. He completed training, attained his state license, and is currently employed at Luther Manor.
- 42 year old married dislocated worker with three children, received classroom training assistance and support services while she attended NICC for the Associate Degree Nursing program. She completed training, attained her state license, and is currently working at the Edgewood Convalescent Home.

Region 2 Annual Report July 2014 – June 2015

North Iowa Regional Career Fair - April 1

Over 75 businesses participated, with about 85% of the businesses being Skilled Iowa businesses. We had approximately 500 people come through, around 200 or so of those were high school seniors that we invited to hear presentations on soft skills/employability and then visit with employers to learn about opportunities in their own backyard. We received great feedback from employers that attended, saying they were pleased with the turnout and the quality and preparedness of the candidates. One employer shared that they attended job fairs all over the state and this was one of the best! We've also heard from job seekers that attended, both veterans and college students, that they were pleased with the event. They took advantage of our resume critiquing that was offered through the HR Assn of North Iowa and felt they received great feedback and insight and developed solid leads.



Veteran Employer Summit

Through a partnership of IowaWORKS, ECI, ESGR and local economic developers, we hosted three Veteran Employer Summit events in May and June in the communities of Mason City, Charles City and Hampton. The format of the events consisted of a panel made up of five veterans, the majority of which had recently transitioned out of the military and into the civilian workforce. Topics covered included: interpreting the military resume, benefits of hiring a veteran, appreciating the differences in the veteran interview, understanding what veterans expect from business leadership, resources to recruit and retain veteran talent. Over 65 businesses attended these events and we received excellent reviews on the insight and material we provided. See quotes below from 2 employers:



“Attending the Veteran Talent Recruitment Program was invaluable to our organization! I received tools to better understand and interpret a veteran’s resume and also about the leadership and teambuilding skills they are taught in the military. The extensive years of experience that the panel brought to our group was impressive and I look forward to actively recruiting this unique workforce!” **Cheri Collins, PHR, SHRM-CP, Human Resources, City of Mason City**

“Recruiting and retaining top talent is a key strategic objective for Titan Pro, SCI. When Jennifer, IowaWORKS Business Marketing Specialist, informed me about veteran recruitment through IowaWORKS and the Home Base Iowa program, I immediately sensed opportunity. Becoming a Home Base Iowa Business and utilizing local partners to access skilled veterans aligned perfectly with our strategic aims. From the start, the IowaWORKS team has demonstrated a high level of commitment to partnership by showcasing the skills and talents of local veterans. Their “can do” attitude and interest in discovering our recruiting needs has proven most beneficial. Up to this date, Titan Pro, SCI has recruited five highly skilled veterans with the vitality and discipline required to advance the organization toward its vision. The Home Base Iowa program has expanded our access to an impressively talented pool of veteran human resources. I am grateful to have the IowaWORKS team as a business partner.” **Daniel G. Gleason, Ed.D General Manager, Titan Pro, SCI**

Success Stories

“SS” came in Skills today. I hadn’t seen her for a while. I asked her what she has been doing. She said that since December 16, 2013 she has been working at Mason City Clinic through Express. She said that they extended her contract for 4 more months and are very pleased with her work. She usually works 30 hours a week but has been asked to work 40 when some employees are gone. I believe that she works in medical records but she has also been asked to sort insurance claims. She would like to continue working

at Mercy but as their employee. Since she has only 4 months left on her contract she is again starting to look for work. Here is the part that really touched me...”SS” thanked me because she said I told her that she should perhaps try a temp agency... I mentioned that temp work can sometimes be a stepping stone to permanent employment. She said that she was down to her last \$9.00 in her savings account before she got the job. She really praised Iowa Works and said she often tells people about all of the great things we do here.

Following a series of personal crises in 2013, “T” visited the IowaWORKS North Iowa office in February 2014 and met with a Promise Jobs worker. Toni had just been given a release to return to employment and was re-established in a new community with her children. “T” was unsure whether she was up to the challenge of her previous career field of nursing, and wanted to explore other options available to her. The staff enrolled “T” in several skills workshops and assessments, along with assessments to earn the National Career Readiness Certificate. Staff offered “T” an opportunity to participate in a Skilled Iowa internship at a local nursing home, she quickly agreed. “T” felt it was be a great way to determine if she could once again be successful in a nursing career that was often demanding and stressful. The regional Business Marketing Specialist contacted a nursing home that was within close proximity of “T”s new home . The business was more than willing to offer a training internship for “T” and after an interview and background check, a plan was developed that would provide her with an opportunity to shadow staff on two different shifts and get a feel for the work culture and the needs of the residents at the home. During this time, “T” also completed soft skill development courses through the Career Ready 101 training program. Upon completion of the internship, “T” was encouraged to apply for a position with the business and was subsequently hired at a rate of \$23/hour. “T”is once again self-sufficient and able to care for herself and her children in a career and environment that she truly enjoys.

“BM” (Ticket to Work Program) was working part-time as a school bus driver – a job we also helped him obtain. He felt his disability was well managed enough that he wanted to attempt working full-time. We financially assisted him in obtaining his Class A CDL in June 2014. In August, he obtained full-time employment as an over the road semi driver for Anthony Bill Trucking. He just brought me paperwork showing that he received his last disability payment in October 2014 because he is now earning well above the max. He will have a 3 year period of extended eligibility, meaning that if his disability relapses and his earnings decrease, he can go back on disability – he feels very secure about that safety net.

DVOP Representative met with 63 year old Vietnam veteran who stated that after developing a brain infection he had been in and out of the hospital for nearly a year. He had successfully operated an appliance/heating and cooling business for over 30 years that fell apart during his absence. DVOP determined that veteran was an ideal candidate for many of the open maintenance positions in the region. After assisting veteran with updating his resume, DVOP representative spoke with the recruitment and placement team about the maintenance skills veteran possessed. R&P Jennifer suggested Quality inn as a good position. DVOP agreed an advised Jennifer that he had already referred the position to the veteran. Jennifer made contact with the employer forwarding veterans resume for review. The veteran was contacted, received an interview and was hired. Veteran will be working part time on call. He will be making \$20.00 an hour. Veteran's employer agreed to give veteran every Wednesday off so that he could continue as a volunteer driver for the VA delivering veterans to and from the VA Medical Center in Des Moines.

Youth Program

Our first summer youth program was a success teaching youth the skills needed to help land a job and be successful in their future. We had up to eight youth attend the eight different sessions provided. Topics included exploring your career interests, customer service skills, basic cashiering skills, creating a resume, completing job applications, interviewing skills, financial management and a celebration session. Each session was themed to help foster interest and creativity. The response was very favorable by both

the youth and the parents. *“I just wanted to let you know that my son loved the session and wants to come back again. Thank you for having a nice structured environment.”* **Parent of an attendee**

Job Fairs at IowaWORKS, Waldorf College & NIACC Charles City

The IowaWORKS center hosted approximately 47 job fairs for 30 different employers.

IowaWORKS North Iowa partnered with Waldorf College in Forest City to host the first annual Spring Job Fair on campus in April for Waldorf students and the general public. 15 regional businesses were present. Also offered was; resume preparation, interviewing and successful career fair workshops were offered leading up to the event, both to IowaWORKS customers and Waldorf students.

September 2 Outdoor Career Fair held in Charles City at the NIACC Charles City office. Approximately 45 job seekers were in attendance with 20 employers. This was in partnership with the Charles City Chamber of Commerce, Floyd County Economic Development, NIACC, IowaWORKS and Hy-Vee grilling food.

Home Base Iowa

Floyd County earned the Home Base Iowa Community designation in September and was followed by Mitchell, Hancock and Franklin Counties. The three remaining counties--Cerro Gordo, Winnebago and Worth Counties--are working with their businesses and community leadership to earn the Home Base Iowa Community designation as well.

Skilled Iowa

Region 2 has two communities that are continuing to work toward their Skilled Iowa Community designation: City of Charles City & Cerro Gordo County.

Employer’s Council of Iowa (ECI)

The region 2 Employers Council of Iowa partnered with the Human Resources Association of North Iowa offering an employer workshop in February “From Profit to Purpose – Stop Struggling with Recruitment and Retention and Start Attracting Good People Who Want to Work.” Over 85 attendees were part of the cultural transformation discussion. Our regional ECI also partnered with Dale Carnegie to offer an employer training opportunity on strategies to achieving organizational goals.

**Region 3-4 Annual Report - Program Year 2014
July 1, 2014 to June 30, 2015**

**Iowa Region 3-4 is comprised of the counties of Buena Vista, Clay, Dickinson, Emmet, Kossuth,
Lyon, O'Brien, Osceola, Palo Alto and Sioux.**

Existing Waivers:

During PY14, Region 3-4 participants benefitted from the waiver of provision at 20CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. This waiver extends the period of initial eligibility for training providers and programs currently approved to the States Eligible Training Provider List. The waiver extension facilitates increased training opportunities for WIA participants. During PY 14, Region 3-4 has not utilized the waiver of 20 CFR 667.140(a) to transfer adult and dislocated worker funds.

State Emergency Grant:

During PY14, Region 3-4 employers were greatly affected by the Avian Flu Disaster in Iowa. In an effort to offer assistance to all employers and employees affected by the avian flu, the region applied for and received a State Emergency Grant. The following actions were taken by the region: Developed county-based rapid response teams for all 10 counties; Standardized the Rapid Response process and Employee meeting presentations and scripts -developed forms and presentations in Spanish and English - delivered in both languages; Developed a Power Point in Spanish to provide basic instruction on completing the Unemployment Insurance Paper Claim form and established and conducted Unemployment Insurance Claim Filing opportunity Monday-Friday at 1:30 p.m. in the Spencer office – delivered in both English and Spanish; Worked with training providers within the region to develop skill building opportunities that can be made available to the employees during layoff – based on employer needs and requests; Worked with training provider within the region to assist in the offering of Hazardous Materials Training to protect workers in the clean up around the avian flu; Hired two temporary staff to offer customer service assistance in the office while utilizing experienced staff for rapid response events and ongoing services to customers; and Conducted onsite Rapid Response Employee meetings and conducted onsite Unemployment Insurance Information Meeting - Initiated transportation/busing for affected employees to and from rapid response events

Initiatives and Strategies for Serving Veterans:

On March 25, 2015 a celebration was held at the Spencer Armory after Clay County was awarded the Home Base Iowa Designation. Maj. General Orr spoke at this event along with members of the Home Base Iowa Committee. Also in conjunction with the Home Base Iowa Designation, the local SHRM group along with Iowa Workforce Development hosted a meeting on May 12, 2015 at the Spencer Armory. At this event, several speakers addressed local employers regarding “Resources and Training That Will Connect You to Military Talent”. The Iowa National Guard also offered rides in a Chinook helicopter for businesses and community leaders as part of the event.

Demand Driven System within a Regional Economic Development Context:

During PY14 Region 3-4 solidified a partnership between Iowa Lakes Corridor Development Corporation, an economic development organization that serves four of the region’s 10 counties. Through this partnership, business and industry was surveyed to collect data to develop the curriculum for an Adult Manufacturing 101 course. Business and industry continually review and suggest changes and modifications of the curriculum to meet the ongoing needs of the region. The course is delivered in partnership between Iowa Lakes Community College, Iowa Lakes Corridor Development and IowaWORKS Northwest Iowa. The course is offered one to two times per year based on employer need. All adult participants in these courses are members of the IowaWORKS center. The current entered employment rate as a result of completion of the course is averaging 90% or better. In addition, two

youth career academies were developed in the areas of manufacturing and construction. The youth model was developed in the same format utilizing Iowa Lakes Corridor business and industry to create and suggest curriculum. The youth academies are delivered through a partnership with Iowa Lakes Corridor, the secondary schools, Iowa Lakes Community College and IowaWORKS Northwest Iowa. A youth entrepreneurial academy is in development at this time as well.

Innovative Service Delivery Strategies:

The NWIPDC School-to-Work program continues to operate in Region 3 & 4. During PY 2014, 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 vocational programming for grades 7-12. The NWIPDC coordination consisted of oversight for all vocational programs within the districts as well as fiscal oversight of the Carl Perkins funds. In addition, NWIPDC, the WIA 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 20 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.

WIOA Transition Planning:

The Region 3-4 RWIB began WIOA transition planning during PY14. As part of the transition, WIOA transition funds were utilized to send board members and staff to the Iowa Workforce Development WIOA Regional Partners and Managers Conference as well as the Adult Basic Education Kaleidoscope of Collaboration Conference. The Board has requested to use funding to contract for WIOA board training.

WIOA Early Implementation Efforts:

The region has begun efforts to establish Sector Boards as defined in WIOA legislation. An initial meeting of all three community colleges within the region, all three regional economic development organizations and IowaWORKS was held to begin the discussion of establishing sector boards across the region.

The Region 3-4 Workforce Investment Board will transition to a WIOA compliant board by September 30th, 2015. The region began efforts to expand the board to meet the WIOA requirements, which will include adding the following representatives: five from business, at least one from apprenticeship, community college, adult basic education, economic development, Wagner-Peyser employment services and rehabilitation (disability). In addition, three current members will move to ex-officio positions (county elected, city official and school district).

Transition Strategy for the Youth Program:

The region began the process of transitioning to the WIOA Youth program during PY14. A good deal of outreach was completed within the community and through the partners to make them aware of changes in WIOA and specifically the 75% out of school youth expenditure requirement. The following strategies were utilized in this effort: Made a commitment to continue our in-school involvement while expanding our out-of-school enrollments; partner with Promise Jobs to identify out-of-school youth referrals, partner with the Independent Living Aftercare program for referrals of former foster care youth, and partnering with the juvenile justice system to reach out-of-school youth.

Regional Success Stories:

PJ Staff began working with a participant that has been on and off the PROMISE JOBS program since 04/2012. The participant went back to school after realizing she wasn't going to make enough money to

support her daughter and she was able to graduate from Buena Vista University with a Bachelor's Degree in accounting. She graduated with a 3.585 cumulative GPA. Prior to graduation, she picked up a part-time position at Hy-Vee. She went full-time as soon as she was able and then out of the blue Community Housing contacted her and offered a paid internship working on special projects. The internship is expected to transition into permanent full-time employment. She is currently making \$11.00 and her state benefits continue to decrease as she gets back on her feet.

Gull Wing Industries indicated that their business was able to hire a secretary through a referral through Iowa Workforce Development. Gull Wing had worked with Iowa Workforce Development for several months, searching for the perfect candidate. The new employee referred to Gull Wing reportedly has very strong Excel skills and experience, has worked with accounting software, and seems to be an excellent match for what they have been searching for.

After working staff on the Skills Floor of Iowa Workforce Development in Spencer, one veteran job seeker created a resume which highlighted his strong foundational background in welding and blue print reading. Our local BSR had been working with Ranco of Sioux Rapids and knew this employer was looking for a field maintenance tech. After approaching him on the possibility of this job opening, he agreed to talk to this employer. The BSR talked directly to the employer and emailed the resume. This job candidate was given an interview and offer/acceptance of hire.

Brenda was an out of school, older youth who was served by our WIA Youth program and went on to reach success despite having multiple barriers. She was 19 years old at the time of enrollment with 2-year old child. She was work authorized through the Dream Act and planned to attend college in a 5th year high school program to pursue Administrative Secretarial. She had an IEP in high school and was also working with Vocational Rehabilitation due to a learning disability. She successfully completed a year of college while raising a toddler and went on to gain employment as a Secretary at a medical clinic that offered medical services to low-income families.

Mari was served through our WIA Dislocated Worker program and went on to reach success despite barriers to employment. Mari was laid off due to a plant closure in our area and spoke limited English at the time of layoff and also lacked a high school education. She was married with three young children in the home. She spent many hours each week in ESL classes and working on her English language skills on her own online. She went on to successfully test and obtain her HiSED as well as complete computer classes through continuing education. She was hired by a local University to work as a cook in their kitchen which provided good pay and benefits for her family.

Sherry utilized services through the Northwest IowaWORKS office and received multiple services including career assessment, job seeking assistance, interviewing and resume assistance, training services including tuition assistance and support services. Multiple agencies/programs, WIA services, VA Voc. Rehab & Employment Services and Veteran services, partnered together to provide client with intensive services. Sherry recently completed the Pharmacy Technician program with a degree in Health Care Management at Northwestern Iowa Community College. Sherry was hired at Walgreens full time, 40 hrs./week as a Pharmacy Technician starting at \$10.25/hr. with benefits.

Storm Lake Employers' Council of Iowa (ECI) - Established ECI meetings in Storm Lake. Approximately 150 employers have attended the meetings to date. Present topics relative to business owners, business managers, and human resource managers. The topics range from Utilizing Social Media in Your Business to Dealing with Workplace Violence.

Annual Report P.Y. 2014

Region 5- Fort Dodge

Region 5 includes the One Stop in Fort Dodge, and a part time satellite office in Webster City. An IWD Workforce Advisor is also housed at North Central Correctional Facility (NCCF) in Rockwell City. In Region 5, Iowa Workforce Development (IWD) is the service provider for WIA Adult and Dislocated Worker programs. The Youth program service provider is Children and Families of Iowa. Program Year 2014 was a very busy year in Region 5 due to improved economic conditions and many primary sector employers needing to hire skilled workers. Although it has been exciting to see area businesses growing and expanding, it has also created significant challenges in meeting the workforce needs of area employers in supplying them with a labor pool of qualified candidates.

Waivers

- Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. Did not need to utilize this year.
- Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. Allowed Region 5 to continue using quality programs for training participants in high demand, high wage occupations, more efficiently and effectively for us and the training institutions.
- Waiver on 20 CFR 661.420© reporting on common measures. See state performance data.

Use of Discretionary Funds

Region 5 did not use any State Emergency Grants or National Emergency Grants this year. We had sufficient Dislocated Worker funds to meet the needs of those who needed program assistance.

Veteran Services

The Home Base Iowa (HBI) Veteran initiative had great success this year. The Region 5 IowaWORKS Operations Manager served on both the Webster County and the Mid Iowa Growth Partnership (MIGP) HBI Taskforces. Through these efforts, two counties in Region 5 obtained Home Base Iowa Community designated status. The goal is to reach that designation for the whole MIGP economic region. Veteran resumes are shared with economic developers in Region 5 as well as targeted employers. Staffs working in Business Services and Skills make extra recruiting efforts to connect Veterans with local job opportunities. Contact is made within 24 hours of receiving Veteran HBI referrals, and appropriate job leads are given. Training opportunities are also discussed, and assistance offered to the trailing spouse if needed. Local chambers send community information packets to the Veteran. At least 3 HBI Veterans have obtained employment so far in Region 5, although only one was from out of state. All Veterans receive priority of service in employment and training services. Veterans are served by all staff. Those with significant barriers to employment are also serviced by the DVOP. The local office is adding a new workshop, "Bring Your a Game To Work for Veterans". Region 5 DVOP, management, and staff collaborated on a Partners meeting focused on Veterans services offered in the One Stop Center. Veterans' agencies, organizations, and the VA county directors were invited. The meeting was very successful, resulting in a permanent Veterans partner group being formed that will be meeting quarterly.

Employer Services

In the last year, our Employers Network (local Employers Council of Iowa) hosted seminars and workshops on a variety of topics including employment law and unemployment insurance law updates, social recruiting, employee engagement, Affordable Care Act, and Internship+ program. The steering committee is a partnership of economic development/chamber leaders, community college, business and IowaWORKS leadership. This ensures that topics are relevant to the needs of business.

The One Stop assisted with at least 54 employer job fairs and hiring events over the past year. Hiring events consisted of providing interviewing space for employers to use, applicant testing for specific businesses, and classrooms for new employee training. A few of the job fairs were held at the satellite IowaWORKS office in Webster City.

The IowaWORKS Operations Manager is a supporting agency non-voting member of MIGP, regional economic development group. This allows communication on workforce issues across the region, and possible solutions through One Stop center services. The Operations Manager also participates on the regional Workforce subcommittee.

The Operations Manager also serves on the local Greater Fort Dodge Growth Alliance Workforce Committee. This committee was created in response to workforce summits in 2012 that were held to determine the workforce needs of area employers. Since this area is experiencing a shortage of skilled workers, recruitment and retention topics are very important. Through the Workforce committee, several initiatives have been put into place including: community tours for potential new employees coming to the area, Young Professionals group, Leadership Fort Dodge, Internship+ program, network for sharing resumes of skilled workers with primary sectors employers, HBI, and the development of the Future Workforce Committee which focuses on engaging business with high school and middle school students through specific events, and preparing today's students for tomorrow's job opportunities in this area. The community leaders have also been engaged in efforts to beautify the city, add trails and recreational opportunities of different types, and a downtown revitalization effort to encourage skilled workers and professionals to come here, and to stay here. A follow up summit was held in September 2014 to provide feedback to area employers on these initiatives in response to their workforce needs.

We continue to encourage our employers to become Skilled Iowa businesses supporter and communities to achieve the Skilled Iowa Community designation. We currently have one county that has reached the designation, with three others close to reaching that goal. As of 6-30-15, we have given the National Career Readiness Certificate (NCRC) test to 2,544 individuals. Testing events have been expanded outside the One Stop, including the NCCF, Residential Correctional Facility, Beacon of Hope homeless shelter, YWCA, businesses including soon-to-be Dislocated Workers, communities, six high schools in the region, and the Regional High school Career Academy. We also had 9 Skilled Iowa Unpaid Internships, with 6 of them being hired upon completion of the Internship.

Service Delivery

In PY14, Region 5 served 3,514 new members through Integrated Service Delivery System- 3,083 of those were served in Fort Dodge, and 431 were served in the Webster City office which is only open two days a week. Both offices experienced an increase in new members from PY13. At least 1,879 attended some type of training activity or workshop, designed to upskill in either job skills or work readiness skills. Workshop calendars are shared with WIA and community partners, and Veteran partners. In response to employers' needs for a skilled workforce, two digital literacy classes have been added at the One Stop. We have created a career pathway with these classes. A customer can take the Novice Computer class, a three hour class designed for those with no skills. Center staff provides this class at no charge. The next class is Basic Computer Skills, an 18 hour class teaching computer functions, including basic Word and Excel. The focus is on computer skills needed for job search purposes, resume and cover letter making, and completing online applications. This class is taught by an ICCC instructor, and funded by Adult and Dislocated Worker funds. If a customer chooses, they can then go on to take various classes offered through the college. A recent success involved a customer who took both classes through the Center, went on to take the next level course through the college, and decided to go into the computer programming for a career choice. We have also added a Budget and Finance class, geared toward those struggling with limited resources until they can become self-sufficient. We also offer the Six Steps to Success workshop series. We will be focusing on DOL Apprenticeships during the next year.

Rapid Response meetings have been held in Region 5 due to a plant closing that affected 85 workers. NCRC testing was held at the plant. Rapid Response worker meetings were focused on employment and training services, and agencies participating included IowaWORKS, WIA, ICCC, IVRS, and SBDC. Workers became quickly engaged in Center services, many before they were actually laid off.

Services to rural job seekers and employers will be expanded with the addition of a new position. This new position will be working in the Webster City office and also throughout the region, providing job seeker and business services in rural communities where we have lost offices.

WIOA Implementation

WIOA Transition Planning – The Region 5 Operations Manager also serves as the WIOA Director for the Adult and Dislocated Worker programs administered by IWD. She has been meeting with the local ABE/ESL Director, IVRS Area Supervisor, and WIOA Youth Provider to begin planning on how we can best coordinate and align center services for all participants. We will be meeting regularly, attending all meetings and trainings offered during the transition period to assist us in developing our plan. Future planning for IWD includes the RFP process for the RWIB to designate a new WIOA Adult and Dislocated Worker service provider to avoid conflict of interest for IWD.

Early Implementation Efforts – Region 5 RWIB and CEO boards have requested to remain a region and grandfather in the current board structure with consideration of transitioning to the new WIOA requirements over the next couple of years.

Transition Strategy for the Youth Program – About 40% of current enrollments in the Region 5 Youth Employment Program at Children & Families of Iowa is OSY and as we transition to the 75% that WIOA requires we have put more emphasis on recruitment of this demographic. For fiscal year 2015-16, our obligations for OSY are running about 50%. In promoting the program we have highlighted assistance with obtaining a high school diploma through HiSED and the development of a career pathway in industries most in need of workers in Region 5 such as welding, construction, health occupations, transportation industry, industrial maintenance and advanced manufacturing. We have established positive relationships with employers in these areas for work experiences/job shadowing and will continue to expand on this. During the assessment process we have begun to utilize questionnaires that evaluate employability skills and job search attitudes and have expanded our curriculums to address the specific needs of older, out of school youth including Job Search & Job Retention Boot Camp, Financial Literacy, Money Management and Entrepreneurialism.

Success Stories:

- “Connor” became enrolled in the youth program at age 20. He is the father of two children and dropped out of high school his senior year. The Youth Employment Program assisted Connor in getting his high school diploma and provided clothing assistance for his interviews and eventual employment. The Youth Employment Program connected Connor and his family with other services available in the community. Connor is receiving post program services and is working full time in a management position where he is able to provide for his family.
- “Donald” was enrolled in the youth program at age 17. He dropped out of high school his senior year and had problems with drugs and alcohol. Donald started taking classes and eventually received his high school diploma. He then took classes to be medication management certified as he wanted to work in a group home setting. We assisted with transportation, interview clothing, financial management counseling, resume writing and interviewing skills. Donald is currently receiving post program services and is employed full time at a local group home providing services to adults with mental and physical disabilities. He is considering furthering his education in the health care field through Iowa Central Community College.

- “Gary”, Ex-Felon and Veteran, on work release thru the halfway house in Ft. Dodge came into the office and qualified for DVOP services. We worked on his resume, interviewing skills, guidance on employment and what employers are looking for. We worked together with the business service rep, Cathy out of Region 5 to refer jobs that would be a good fit. Cathy referred him to the Ft. Dodge Transmission Company. He had an interview and Veteran was hired by Ft. Dodge Transmission, he is a full time Technician, starting at \$10.00/hr.
- “Christopher”, a recently discharged disabled Veteran wanted assistance with employment. He has good skills and is willing to relocate. We worked on his resume, discussed occupations veteran wanted to look into, qualifications, Labor Market research. Veteran had interview and he landed a job at Biotronics in Ames as a Project manager. Full time with benefits, 50K per year.
- Denice was laid off from from Boehringer Ingelheim 09/06/2011. After not being able to find similar employment, she decided to go back to school, but wasn’t sure what field to pursue. Staff assisted her with some interest assessments and reviewed Labor Market Information with her. She decided to study nursing. She has been at this journey for about three years and as she said “It was worth it”. Staff assisted her with her resume and job leads as she was getting ready to graduate. Denice stopped at office today (2-11-15) with a copy of her RN License and final grades. She informed me that she has been hired at Good Samaritan Center in Manson which is the same town where she lives. She is very excited to be working full time with good benefits. Denice added, she never thought she will be earning these wages. She was previously making \$16.25 per hour, and thought there was no way she would be able to earn those wages again. She is now making \$22.00 per hour starting wages and it should increase after 90 days of initial employment. She said, “Could not be any happier and thanks for all the support you provided for me”. She said she could not have done it on her own without our support.

Annual Report - PY 2014
Region 6 – IowaWorks Iowa Valley – Marshalltown

Region 6 Mission: To positively impact and inspire communities by providing opportunities that build a strong workforce one job, one person at a time.

Region 6 Vision: Employment and Training for All

Region 6 Core Values: Professional, Knowledgeable, Friendly, Motivating/Encouraging, Compassionate, Equal & Respectful

PY 2014 was a transition year for Region 6. Integration finally reached the region prior to the start of the year, therefore many processes and opportunities were explored throughout the year. The variety of the menu of services of the center was enhanced greatly. Partnerships were also taken to a new level of awareness and alignment. Some of the highlights of the year follow:

A. Waivers

- Waiver of 20 CFR 667.140(a) Transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. Additional Dislocated Worker funds were provided within the region during PY 2014, while Adult funds were limited. The Regional Workforce Investment Board therefore elected to transfer funds from the Dislocated Worker program to the Adult program to ensure adequate services to both populations.
- Waiver of provision at 20 CFR 663.530 Prescribes a time limit on the period of initial eligibility for training providers. This waiver has allowed Region 6 to continue to use programs of proven effectiveness in training participants for careers in high demand, high wage occupations, without putting undue burdens on the training institutions to verify effectiveness on an annual basis.
- Waiver on 20 CFR 661.420© Reporting on common measures. See state performance documentation.

B. Veteran Services

Veterans are provided an array of services through the IowaWorks system. An approach of gratitude and respect has been installed with the team members when interacting with our veterans. A veteran representative is available on a part-time basis in the region for those veterans who may have significant barriers to employment. Additional programming such as the Home Base Iowa and the Hilton Honors programs have been positive additions in serving our veterans.

C. Employer Services

A common need was heard from local employers and that was assistance in addressing soft skills. Initially a workshop titled “Tired of Not Getting Hired” was offered in the center to address soft skills with our job seekers. Employer support of the workshop was requested, so job seekers understood that employers were in support of the training. After some of the local employers participated in the workshop themselves, a determination was reached that soft skills training was not only needed for job seekers but for current employees as well. A workshop titled “Workplace Excellence” stemmed from this request.

One local employer that took advantage of the Workplace Excellence trainings for their employees was the local hospital, Central Iowa Healthcare. The Marshalltown hospital was going through a major culture change and felt their team members could benefit from the training. 121 staff members participated in the trainings along with 18 members of the leadership team. The Director of Education

and Professional Staff Development at Central Iowa Healthcare, was recognized at the Region 6 Workforce Investment Board meeting for the successful partnership.

One team member commented: *“The Workplace Excellence series was well worth my time and served as great reminder of the importance of teamwork within an organization. Not only did it reinstall those foundational concepts of teamwork including communication and adaptability, but it also did an excellent job of linking employee satisfaction with job performance and engagement. It encouraged me to stop and think about not only myself but also my co-workers and how we can all best accomplish the goals.”*

Another event that occurred for the first time this program year was an industry specific recruitment event. Many local employers have a need for truck drivers with a CDL, however, enrollments into local trainings had previously been low. Therefore a recruitment event was held within the center that included training partners, financial assistance for training and local employers that had a hiring need. This event ended up creating in essence a one-stop truck driving event within the center.

An increase in employer on-site interviews within the center has also increased during this year, with many employers walking away pleased with the results. Social media has helped to generate more traffic around these events. Employers such as Iowa Premium have made these on-site interviews in the center a regular part of their recruitment process.

D. Service Delivery:

This past year Region 6 services were expanded by emphasizing on-site interviews and workshops to meet the needs of businesses and job seekers. In addition to our basic workshops, the following were added: Tired of Not Getting Hired, Workplace Excellence, May the Force be With You – Embracing Change, Social Media – Face, Snap & Insta, Destination College, Financial Fitness – Every Dollar Has a Name and Business Etiquette / Customer Service. This expansion of workshops increased our attendance numbers, traffic and engagement with the centers and awareness of our services with employers and partners. One workshop attendee’s comments follows:

*“There are not enough words I can say about this course. Being here as an employed person, not looking for employment but looking at how this course can benefit new hires as well as current employees who need a refresher on what it takes to be an excellent employee, far exceeded my expectations. **There is no doubt that this course can really assist and remind someone how important a job is.** I feel I learned a lot to continue to help me be a better employee. Watching others in the class change through the week and become more engaged and outgoing really helps to show how the course works. The number of activities we did throughout the week really promoted involvement, teamwork and communication by all. Skills taught through these activities are an important skill that every excellent employee should exhibit. This course would be an excellent tool/resource to utilize for new hires and current employees.”*

The Rapid Response program was also reworked this past year. The intent was to provide the effected individuals with the most crucial information, in a manner that did not discourage or overwhelm them. Referrals were then emphasized in order for them to receive services that they might need on down the road. This seems to be a more welcomed approach and not as daunting.

E. WIOA Implementation

WIOA Transition Planning – The Region 6 local leadership team consists of the WIOA Director, IWD Operations Manager, Vocational Rehabilitation Supervisor and the IVCCD Adult Education and Literacy Director. Regular planning meetings are being implemented with the Core Partners. The team plans to participate in an integration and alignment study as well as a partnership planning training.

Early Implementation Efforts – Region 6 RWIB and CEO boards have requested to remain a region and grandfather in the current board structure with consideration of transitioning to the new WIOA requirements over the next couple of years. The board has also contracted with a facilitation service to begin initial conversations with business & industry and partners in the region in order to really analyze the “workforce system” in the region and how best to move forward with WIOA.

Transition Strategy for the Youth Program – Region 6 in WIA always set a goal of serving more Out-of-School youth than In-School youth, so the increase will not be a challenge. Additional staff members have been added to the youth program in order to successfully implement a recruitment strategy and to increase the number of work experiences.

Success Stories:

- 18 year old whose mother works two jobs to support their family of five and relied upon food stamps. Participant was basic skills deficient and had an IEP in school. While participating in the WIA Youth program, she completed high school successfully along with a CNA training. The participant went on to obtain employment at the Iowa Veteran’s home at age 18 as a CNA earning a wage of \$15.00 an hour.

“The WIA program helped me with career exploration, financial assistance for CNA, individual study sessions during CNA classes, and encouragement throughout high school. While in the program I earned my high school diploma, CNA Certification, and gained full-time employment with state benefits. I would recommend this program to other youth who are looking for support in completing their education and gaining employment.”

- 35 year old adult married with three children, was working and attending school when he was laid off, leaving him unable to achieve self-sufficiency for his family and relying on upon food stamps, causing him to make a difficult decision between training or employment. He received classroom training assistance, transportation support services and car repairs while he attended DMACC for Electronics Systems Servicing Technology. Completed training and is employed at Koch Nitrogen at a wage of \$45,760.

“Thank you – I am very proud because I just wasn’t sure if I would be able to finish. The program played a large part in my success!”

- 33 year old FIP recipient with 1 child with special needs. He had been employed at a day care until he was released. He had no vehicle or license due to an OWI. He was provided resume assistance and connected with a local employer where he obtained full-time employment.

“I can’t even express my gratitude. I got the job start the 3rd for training. You have helped me change my life more than you know...Thank you so much for believing in me and getting my foot in the door!”

- 45 year old single mother of 1 child, had been a stay at home but was now needing to provide financially for herself and child, and was battling mental health issues – obtained employment through a temp agency with the possibility of becoming a full time employee.

“I wanted to thank everyone here in Marshalltown. Everyone has been very helpful and without your help I would not be working today. I had no support at home and only discouragement from my friends and family. I came here and Sandy helped me with the computer. I know I tried Sandy’s patience but Sandy always helped me. When everyone gave up on me, all of you encouraged me and helped me. Thank you.”

Region 7/Waterloo Annual Report P.Y. 2014

In Region 7, PY2014 was a year of transitions. We assisted with the transition of over 1,000 workers affected in a large layoff with John Deere from employment to unemployment. Through grant opportunities, we were able to open a Transition Center for those workers to assist with their transition from unemployed to student and back to employment again. In addition, we began our transition from WIA to WIOA. Where there is transition, there are also always challenges and successes along the way. The following report will showcase how through program partnership, initiatives and grants, we were able to successfully meet those challenges.

A. Use of Discretionary Funds

Trade:

Ocwen petition #82503 05/13/2014

Approximately 100 dislocated workers served with Trade funding opportunities. Many are still attending classroom training.

Wonder Bread/Hostess – Interstate Brands petition #82165-n

Approximately 75 dislocated workers served with Trade funding opportunities, many of who are finishing their classroom training. This client recently found a job after his training:

Noel lost his job when the Hostess plant closed. Through support from the Trade Act Assistance program Noel was able to go to school for Network and Computer Systems Administrators. After completing his training, Noel became employed on 6/2/15 with UPS as a Technical Support Group Technician earning \$20.59/hr. He recently emailed his case manager, “I really can’t thank you enough for everything you did for me while attending school under the Trade Act. You helped me immensely.”

John Deere petition #85873 4/23/15

Approximately 200 dislocated workers served utilizing various trade opportunities including classroom training, on-the-job training and other trade options.

EIG/SEG John Deere

We were able to acquire an Early Intervention Grant for John Deere dislocated workers. With this funding we were able to hold multiple rapid response meetings that included many partners and resource agencies to offer services to the workers who were losing their jobs. We have been able to hire an affected John Deere employee to be here at the center part-time to be a point of contact for those affected workers that came into the office. We were able to host some low cost workshops such as resume creation and basic computer. These funds also helped in the process of putting on two job fairs that were geared toward John Deere dislocated workers with manufacturing employers that had open positions to fill.

William, who is completing an Associates of Arts in Criminology with Trade Act Assistance, writes:

“I thank you for the help you have given me during this process entering the program. I explained to you how I want to impact the lives of our juveniles in our community due to the fact I lost my own son to street violence. With your help, you guided me into the AA of criminal justice program after which I can transfer to a 4 year university. I know it was a hassle, but you handled all my questions and inquiries with no problems.”

NDWG John Deere

An awarded dislocated worker grant was given to Region 7 in June 2015 to help the estimated 1000 employees that were being laid off from John Deere. In a collaborative effort we have been able to hire 3 case management staff and 2 local union staff. The local union personnel were actually dislocated workers and will be tasked with outreach and recruitment of other dislocated workers. This innovative approach to keep the John Deere workers engaged will let them know about all of the different options and services that are available through both the Cedar Valley IowaWORKS Center and the John Deere Transition Center. To date we have worked with approximately 200 of the John Deere dislocated workers.

B. Veteran Services

750 new Veterans were served in PY 2014, with 450 participating in workshops, testing events, certifications, and one-on-one service from staff members. The Cedar Valley IowaWorks team assists veterans in a wholly collaborative manner, allowing for multiple points of service to best assist them in obtaining their career goal.

Success Story:

“I am currently a veteran enrolled in the VA VocRehab program. I am due to graduate May 9, 2015 with a BA in Management Information Systems. I worked as a work study with the Veteran Representative at Cedar Valley Iowa works, Jim Galanits. For the past 5 years I have been searching for work while going to college, with no luck finding suitable employment, until recently. My efforts have been rewarded with a position with a company out of Denison, Iowa. The job is a System Administrator which is in my degree field. I would like to recognize Jim for making this possible, as his guidance and support proved to be invaluable. While working for him I gained an invaluable amount of insight, guidance and support that allowed me to succeed in securing a job after graduation. Without the tools that were available to me at IowaWORKS I would not have obtained a job.”

C. Employer Services

Region 7 Cedar Valley IowaWORKS and the Business Service Team sponsored three hiring events in November 2014, March 2015, and May 2015 in collaboration with Danny Laudick of the Greater Cedar Valley Alliance, Tyson Foods, and Wal-Mart. Laid off employees from John Deere, JC Penny, Toys R Us, Unverferth, Black Hawk Engineering, and Ocwen were the target employees for these three hiring events. All three hiring events were very successful, the average numbers of employers who attended and had current posting were 35. The average number of customers who attended was 250 per event. All of the businesses who participated in the events were made aware of our Skilled Iowa program and the majority of the businesses signed and supported Skilled Iowa. Prior to each hiring event National Career Readiness testing was held in the center and in the outlying centers. NCRC holders and businesses were acknowledged by wearing green color dots during the hiring events. All businesses supporting HBI and Veterans were identified by wearing flag stickers on nametags. The average number of applications received by the businesses was 30. Both the customer and businesses were happy with the results of the hiring events. The BSR team was a partner in the implementation and development of a hiring event in Buchanan County in September 2014. The uniqueness of this event is that it was held in the evening and had 15 employers from the county and 80 customers attended.

The BSR Team continues to support the HBI initiative by supporting the Veteran’s Career and Resource Fair held at the Grout Museum on April 23, 2015. Currently the BSR Team is working with Buchanan County as the first county in our region to become a Home Base Iowa Community. We continue to build momentum on gaining Home Base Iowa Businesses in the region.

The team has hosted 2-3 employers weekly at Cedar Valley IowaWORKS holding open interviews. The team also coordinates the employers for the monthly employer panel for the center.

Cedar Valley IowaWORKS reached a Regional goal of signing letters of commitment with all 27 High Schools in the Region 7. All of the Waterloo and Cedar Falls high schools provided NCRC testing for the 2014 and 2015 year. The team also assisted in testing all the seniors at the Independence High School and the Buchanan County Success Center in 2015. Monthly the team provided NCRC testing in one of the rural counties within our Region.

The partnership with the Waterloo Schools and the Skilled Iowa Internship with the para educator has led to two successful hires. One individual went through the week long internship and was hired on in the elementary school. This individual was also working with Gisselle Munford in the trade program. Once hired on she has now trains new para educators through job shadowing.

The Department of Corrections and Cedar Valley IowaWORKS have been in partnership providing services to the released paroled or probation clients. Twenty hours per week an IWD Advisor provides employment services at the Women and Men's Residential center. A small resource room has been established at the Women's center with 6 computers, providing them the ability to work search, register with IWD, development resume's, and apply for on-line employment. Community speakers are invited in bimonthly to provide encouragement and community awareness to the ladies regarding additional services. This partnership has been a great collaboration between IWD and the Department of Correction. The IWD advisors who help to develop and implement the collaboration were Dee Gardner and Douglas Marshall. Recently five of the ladies at the Women's Center were hired on at the Super 8 in Cedar Falls through outreach of the team.



D. Service Delivery:

Region 7 served 8,177 new members through Integrated Service Delivery System in PY 2014. 640 members attended workshops including our 30 hour Computer Basics, Customer Service, 6 Steps, Ready Aim Hire, Working it Out, Bring Your "A" Game, Colors, FISH Philosophy, RES and more. Monthly workshop calendars are provided at check-in and emailed to community partners to generate referrals. In addition, Region 7 was able to make 766 new in person business contacts and provided an additional 5,175 services to businesses throughout the region.

WIA Youth Program Highlights

During the past year, we have continued to offer bimonthly leadership workshops for our youth participants utilizing the curriculum, Building Everyday Leadership in All Teens: Promoting Attitudes and Actions for Respect and Success. The students enjoy participating in these group activities and discussions and it helps to keep them engaged in our program. We also offered a Summer Youth Leadership workshop during the week of June 15-19th. During this 30 hour week long activity, we had 5

students participate in our classroom sessions that included participants learning about their social styles and skills awareness. This was followed up with students learning how to properly fill out job applications, be successful in an interview, and complete a resume that stands out. Participants also complete the Career Scope assessment and an informational interview with an employer as well as applied for jobs online. In addition to this, participant participated in several tours outside of the center including the University of Northern Iowa, John Deere Engine Works, and Country View Care Facility. We volunteered as a group at the Cedar Bend Humane Society and participated in the Adventure Learning Course in Des Moines with several other Regions from across the state.

Nine students were placed in paid work experiences in PY2014 and 9 students graduated from high school in May, 2015. In addition, several students completed their post-secondary education and graduated from college. Here is a success story from one of those students:

Mylani entered the WIA Youth Program in June 2010. Although she was a high school graduate and a Nurse Aide, Mylani was also pregnant and expecting a baby in December of that year. Mylani didn't let this deter her from pursuing her dream of becoming a Registered Nurse so she enrolled at Hawkeye Community College for the LPN program. In December 2011, Mylani completed the LPN program and passed her state boards that following spring. Although she was working as an LPN and had a young child at home, she knew the path to self-sufficiency would be for her to attain her Bachelor's Degree in Nursing. In August 2012, Mylani applied and was accepted to Allen College of Nursing where she pursued her BSN. Two years later in December 2014, Mylani graduated with her Bachelor's in Nursing and in March 2015 she passed the state board exam once again to become a Registered Nurse. Mylani is now a proud mother of a 4 ½ year old daughter and had a newborn son. She continues to work as a Registered Nurse at Bartels Lutheran home in Waverly.

DEI

Disability Employment Initiative/Ticket to Work Program had 124 new ticket assignments in PY2014. Region 7 hosted a Self-Employment Seminar for Social Security recipients and a second one for community providers, to help them guide and support the social security recipients they work with who want to pursue self-employment. The DRC assisted in planning and hosting the Annual Disability Employment Initiative Exchange at the Ramada Inn in Waterloo. The DRC has spent time visiting the other Disability Employment Initiative pilot regions to see how other offices are organized and how people are helped. The DRC was present for a Veteran's Event at the Region 7 office, and has spent time concentrating on out-reach to other vet services and homeless services that support the Waterloo area. The DRC has also enhanced a partnership between the Iowa School of the Deaf and the transition specialist to help students transition out of the school and back home. The Disability Employment Initiative Flex Funding has been used to purchase Push Button Door Openers for the center, MET-Transit bus passes and gas cards for people who are experiencing transportation barriers, and Wal-Mart gift cards for those that need assistance in work shoes or interview clothes. The Disability Employment Initiative Round 3 is wrapping up, and has applied for a no-cost extension, and Iowa has re-applied for Round 6 so there are hopes of continuing this grant in the center.

DEI & Business Services Collaboration Success Story

As the Disability Resource Coordinator at Cedar Valley IowaWORKS, Sara Spieker often work with clients to help them understand what will happen to their benefits if and when they go back to work. She assisted one gentleman by creating a Benefits Summary Analysis to help him understand his SSI, SSDI and Medicare/Medicaid. They discussed his barriers to employment, reviewed how he could overcome them, and the types of a job he might excel at and enjoy. Through partnering with Business Services, he was able to complete a Paraprofessional internship with the Waterloo School District. Six months ago, he became employed as a PRN Paraprofessional. His next step will be to complete the NCRC to assist him in obtaining a permanent full-time position either as a Paraprofessional or as a CDL No Touch Freight driver.

Promise Jobs

Region 7 Promise Jobs program is currently serving 705 families in the Black Hawk, Bremer, Buchanan, Butler and Grundy Counties to transition from public assistance to self-sufficiency through employment and training. Iowa's cash assistance program under the Temporary Assistance for Needy Families (TANF) block grant is the Family Investment Program (FIP). The PROMISE JOBS program provides work and training services to FIP participants. The region currently has co-enrollments with other programs such as GAP and WIA Youth. Region 7 currently has 59% of their Promise Jobs participants enrolled as members in the center which is a great accomplishment and is working toward a goal of making every participant in the program a member of the center and co-enrolling as many participants as possible.

Promise Jobs & GAP Collaboration Success Story

A Promise Jobs participant, who was nearing the end of her 60-month maximum for FIP benefits, had tried various jobs but none of them worked out or matched her interest areas. After completing all of the GAP eligibility requirements, she was enrolled in an 80-hour nurse aide class on March 27, 2015. She completed the training and passed state boards. She stopped in our office earlier this summer to tell us she had been offered a job at Covenant Hospital, where she is an Emergency Room nurse aide. She was beyond excited and almost couldn't keep her feet on the ground. She has since closed from FIP and Promise Jobs and is off on her new career.

E. WIOA Implementation

WIOA Transition Planning – Region 7 local leadership team consists of WIOA Director, IWD District Manager, Vocational Rehabilitation Supervisor and Hawkeye Community College's Adult Basic Education Director. We will be meeting monthly to implement WIOA, as well as attend the Greg Newton training together.

Early Implementation Efforts – Region 7 RWIB and CEO boards have requested to remain a region and grandfather in the current board structure with consideration of transitioning to the new WIOA in the future.

Transition Strategy for the Youth Program – We have come up with several new strategies to connect with Out of School Youth under the new WIOA legislation. Our plans include attending registration week for the High School Completion Program at Hawkeye Community College's Metro campus. Any student between the ages of 16-24 will be referred to us so we can share what opportunities they could receive under the WIOA Youth Program. We have also started attending Promise Jobs orientations that are conducted in our One Stop Center. During that time we share information about the WIOA Youth Program with those customers and provide written material about the services we can offer. Finally, we have been meeting with Vocational Rehabilitation to further develop the partnership we have between our agencies and participants. We will continue to strategize ways to better collaborate with our programs to avoid duplication of services and provide the assistance our customers need.

Regional Annual Report Region 8

Region 8 Carroll has had a successful year in serving the areas participants, students, employers and the regions communities. Below are some of the region's best practices and successes.

Service to Vets:

In March of 2015 The Region 8 IowaWORKS staff earned the Veteran Incentive Award for its exemplary services to Veterans. Staff wanted to provide above and beyond service to our local veterans who visited the office so in November 2014 they decided to develop a tracking system of individual veterans who entered the office. The list is used to contact veterans with direct phone calls to offer service, identify job openings and invite them to events in the center. A dedicated section of the Region 8 office holds resource information that is particularly useful to veterans.

The Business Marketing Specialist holds an annual Employer Support of the Guard and Reserve (ESGR) event. The purpose of the event is to give local businesses the opportunity to learn about the benefits that are available to veterans and current military members. Twenty-three businesses professionals attended the last event held on November 20, 2014 at the Denison Armory.

In May 2014 Region 8 held a Job Fair at the Denison Armory. The first 30 minutes of the event were reserved for veterans only. Because veterans entered first twenty-five businesses were able to identify job seekers who are veterans and give them priority as they chose the best individuals to fill their job openings.

Region 8 is proud to be the home of the first Home Based Iowa Community. Greene County held a celebration event on March 13, 2014. Governor Branstad and Lt. Governor Kim Reynolds were on site to join in the celebration. To promote Home Based Iowa IowaWORKS staff works to attract veterans across the United States to Iowa and to Region 8. Staff created an information packet to be sent to the Veteran veterans with information on the local labor market, job openings and cost of living. Staff worked with local Chambers and arranged for any veterans interested in relocating a welcome packet to send to feature the attractions and events in the area.

The Region 8 IowaWORKS Center is honored to have on staff Gayle Bittner, a PROMISE Jobs Specialist, and a Staff Sergeant in the United States Army Reserves. She has served for 10 years. Gayle demonstrates her passion for veterans and active duty service members by arranging presentations on a variety of IowaWORKS service topics. In November 2014 Gayle presented to the Ft Des Moines Reserve Unit. Seventy soldiers home based throughout Iowa, Nebraska, Missouri, Minnesota, Wisconsin and Texas. In August 2014 Gayle presented at the Carroll Armory approximately 65 soldiers attended. Soldiers at the event were home-based throughout Iowa.

In March 2015 Region 8 hosted a veteran's forum highlighting a panel of presenters spoke about their organization and services that each made available to veterans. Fifteen panel members made up of representatives from County Veteran Affairs Officers, Des Moines Veteran's Hospital, Carroll Veterans Clinic, three local colleges with information on VA loans for college, and businesses to discuss job opportunities. One veteran wrote when commenting on the event "When I received your invitation to attend your seminar for the Vets I had no idea what I was walking in to. I am a retired veteran and I find myself unemployed do to my store closure in Denison, Iowa. I was so impressed by the panel of experts you choose to assist us. There is no way I can name them all, I can say you did have the Vet in mind while making your decisions. I left with all the information, names and numbers and any one could possibly need for health issues and employment issues. The VA proudly represented themselves. I truly want to thank you and your staff for all the preparation put forth to make the seminar very useful for us at

the veteran. Once I regain employment I would love to be a speaker at the next seminar to show the other vets that it does work”.

Participant Services and Success Stories:

Nikkie, manager of the new Carroll Dunkin Donuts store made the connection with her new employer by attending a Meet and greet at the IowaWORKS Center. Nikkie was a participant in the PROMISE Jobs program for assistance as she completed her training program. At one point Nikkie was experiencing some difficulties in her personal life and her case manager advised “Someday you will be a success”. Nikkie said she hung on to that statement whenever things looked bleak. In July she experienced her success. as the new manager of the Carroll Store Nikkie was given the opportunity to award \$1000 to a charity of her choice Nikkie choose to award Carroll Family Resource Center because of the help she was given by the organization.

IowaWORKS in Carroll had a middle aged gentleman walk in looking for work. He had recently relocated to the area from another state. He stated that he had applied for several jobs and was not able to find work. He felt it was due to his age but staff assured him that there is a need for skilled workers in Iowa of all ages. He stated he used all of his funds to move to the area and he had two sons that are in the local school district; he needed help to support them. His family was staying with friends until he was able to afford housing.

The Center staff discovered that he had serviced farm equipment in the past. The Business Marketing Representative had recently visited a local farm equipment dealership that was in need of a service technician. The staff took the opportunity to set up an internship for him to gain the additional skills he may need to be considered for employment. They gave him a referral to the Housing Authority (HUD) so that he would have help in securing a home.

Within five days he had an interview with the equipment dealership and an internship was set up. After a two day internship he was offered a job at \$15.00 per hour. The participant regularly stops by the office to thank staff for all there help and let them know he is still doing well. He stated that he didn’t expect to walk into the office and one week later be offered a full time job. He was also approved for HUD housing assistance but as he was now employed he was able to rent a house. The customer said that since coming to IowaWORKS everything seems to be only going forward for him. Then he told staff about his 21 year old son who is recently out of the military and looking for work. After the help his father experienced the son will be moving to the area. The office looks forward to putting his son to work as well.

Todd was let go from his company for medical reasons and unable to return to work. He come to the Center to file for unemployment. Staff told him of an upcoming job fair in the Denison area. Todd attended the event and talked to many employers in the community. Todd and staff talked at the event about his current resume and encouraged him to attend our Job Readiness workshops to update his resume. Todd came into the office the next day. To attend the resume workshop and registered for all the job readiness workshops including NCRC testing. After earning a Goad Certificate and learning how to execute a successful job search, Todd came to the Center daily to work on his job search. Todd became interested in working for Job Corps in Denison. Working with the team Todd was able to participate in a two day internship and was hired in a full time position at Job Corps. Todd started work the very next week.

Service to Schools and Students:

Career Selfie is a menu of workshops offered by Region 8 to schools in the Region to assist in teaching students the skills and behaviors they will need to learn to be successful at work in their chosen careers. Schools have the opportunity to provide their students with targeted youth training facilitated by the IowaWORKS Staff in Financial Literacy, Maintaining a Positive Attitude, Stand Out as an Exceptional

Employee, Effective Communication, Time Management, Interviewing Skills, Resume Writing and Applications, and Soft Skills.

Center staff participated in Career Days by hosting an information booth, serving on information panels and helping to schedule employers for Carroll High School in Carroll and Jefferson High School in Jefferson.

Service to Businesses:

The 5 Day Career Workout is a new training service offered this year at the Region 8 IowaWORKS Center. The first four days of the training help job seekers learn the skills that business find valuable. On the fifth day students have the opportunity to interview with an employer that appreciates what the student has learned and is looking to fill real job openings. The first training in Region 8 – Retail Customer Service – was developed by a committee of DMACC Educators, IowaWORKS Staff and Wild Rose Casino Human Resource representatives. The curriculum included NCRC testing, Soft Skills training Job Seeking Skills, Cash Credit and Check Handling Cash Register training. Eight people completed the June training, all interviewed. Four were hired on the 5th day and one was hired soon after.

Many of the Region's businesses, including Job Corps, and the Denison Hospital took advantage of the IowaWORKS Center Business workshop offerings. The workshops are offered to business for training their employees on site. Workshops offered are Target Your Team, Game Changer, Effective Communication, Time Management and Problem Solving, Creation an Invincible Team, and Stand out as an Exceptional Employee.

Region 8 Meet and Greet Events are hosted by the Center several times a month. Meet and Greets offer an opportunity for business and job seekers to come together and learn about skills needed to be successfully employed by the Regions businesses and the business learns about individuals who have skills that they may need. Some of the business who have benefited from Meet and Greets are Wild Rose Casino, Hy Vee Dunkin Donuts and Wal-Mart.

Service to the Region's Communities:

Region 8 IowaWORKS assisted in facilitating an Employer Education Summit that is sponsored by Western Iowa Advantage and Employers Council of Iowa. The purpose of the event is to create a forum for educators and employers to discuss how they can work together to highlight the areas employment opportunities and develop innovative solutions to work together to develop citizens who possess the right skills for our changing society.

Region 8 is proud to be the home of Haley Equipment in Carroll. Haley Equipment received to Iowa Job Honor Award. The Award is an annual award event celebrating Iowans who have overcome significant barriers to employment and the employers who hire them IJHA's mission is to rekindle hope and energize the work ethic across Iowa. Haley Equipment was recognized for their commitment to hire disadvantaged candidates. A regular customer of the IowaWORKS Center who was able to connect with Hayley Equipment with help from the Center was featured as an employee that Clay Haley, president of Hayley Equipment took a chance on.

Sherri Vaughn, Business Marketing Specialist at IowaWORKS was named the 2015 Community Supporter of the Year for the Denison Job Corps by Management and training Corporation (MTC) MTC is a company that manages and operates more than 20 Job Corps Centers across the United States Vaughn has been instrumental in assisting the Denison Center with many initiatives, specifically the heating, ventilation and air conditioning (HVAC) and licensed practical nurse (LPN) advanced training programs. In 20 years the Denison Job Corps Center has only won this award three times. Vaughn's success in part can be attributed to the strong team at the Center that enthusiastically supports any efforts to better the community.

IowaWORKS of Eastern Iowa - Region 9

Serving Veterans

Customer Testimony. At the beginning of this year, my husband and I came to the conclusion that it was time for me to go back to work. I had been a stay-at-home mom for seven years. Before that I was in the military. We had three kids, two of them were not old enough to go to school and I wasn't sure I could even make enough to pay for the babysitting. In April I started job searching online. I signed up for different job search websites, one of which was Iowajobs.org. Shortly after I signed up, I was contacted by Craig Norris, the Veterans Rep from the Iowa Workforce Development Center. He invited me to come in and talk with him about my job search and how he and IowaWORKS could help. I attended Step 4, 5, and 6, and they were really helpful. I learned how to make my resume better, conduct a better job search and network. I also improved my interviewing skills. All of the workers there were really helpful. One of my teachers was Jessica Fah. She was a great example to me of professionalism and helped me with many other important job skills. Jess also started doing new classes called "Mock Interviews." The Mock Interview Workshop was nice because IowaWorks invited real HR people to help us with our interviewing skills. I prepped before the workshop. I even asked Craig for a list of the companies who were going to be there. I noticed on the list was one of the businesses I had already sent several job applications to, Davenport Community School District (DCSD). I had applied to be a secretary. I sat at that table first for my mock interview. The HR rep liked me and invited me to apply for a position in her department. It didn't work out for that position. By this time it was getting hard to stay positive. I continued to job search. I went to the Iowa Workforce Center often and got on the computers to job search. It was hard to stay positive sometimes, the people who worked there were positive but a lot of the people on the computers who were looking for jobs were negative. I wondered if that was part of the reason some of us were unemployed. I recommitted to being positive and decided to be around other positive people, people who were successful. I tried to visualize myself as being successful. Not long after that, I received a phone call from a manager at DCSD. The previous HR rep I had met at the Mock Interview Workshop recommended me for a secretary position in her office. I interviewed with them and the very next day they offered me the position. That was in early August. It took three months of serious job searching, networking, and gaining job skills, to get to that point. There was a lot of prayer, frustration, but also a lot of help. I really like my job, and it feels good to be working again.

Serving Ex-Offenders

Sonia Shepard was referred by Promise Jobs to the Region 9 staff member who works with ex-offenders. She had some criminal convictions and was trying to get into the Highway Construction Careers Training Program (HCCTP) at Black Hawk College, but was unsure if they would accept her with her background. The staff member met with Sonia at the Center and they discussed her goals for self-sufficiency and what skills she had that made this program a fit for her. At the appointment, the IowaWORKS staff member called Paul Fessler, the Program Manager over HCCTP to inquire about individuals with criminal backgrounds and their policies. They set her up for an orientation and tests. Sonia got into the program which offers paid training and she is on her way to a self-sufficient wage. She will receive \$10 an hour for the 13 week program, and will graduate December 5 with a new skill-set for a high demand, high wage industry.

Serving Youth

Region 9 developed the High School to High Skills program in 2013. Each year, the program is offered to youth in Clinton, Jackson, Muscatine, and Scott Counties. During the summer of 2014, the program was expanded to include a group in Scott County for youth with autism. The program is used as an outreach activity to connect with potential WIA youth. High School to High Skills provides youth with

training and activities to reinforce the skills local employers identified as lacking in the Skills 2015 Study conducted by Eastern Iowa Community Colleges. Participants have an opportunity to visit local business and industry to learn about careers. Each year, students leave the program with higher levels of employment, more knowledge about careers and training options available to them, an NCRC certificate, and WIA support for those who are eligible. During the summer 2015 session, Scott County students toured a local cupcake bakery to learn about entrepreneurship and the challenges and rewards of starting your own business. One of the students was interested in a career in baking. After the program, she applied to work at the bakery, and got a part time job there. She is also working with the youth counselor to learn about training options that will help her further pursue her passion.

Serving Adults

Brittany got pregnant in high school, dropped out and got married. She and her husband now have 3 children. They were having a hard time financially so Brittany went and got her GED, her CNA and was working part time as a CNA. She then started the nursing program. In December 2013, when she was 22 years old, her husband had a seizure while driving home from work. He totaled their car out and ran into a building. He was injured but not seriously. The biggest problem was that he could not go back to work until the doctors found out why he had the seizure. He therefore was not receiving any pay. In addition to supporting her throughout the program, WIA was able to assist Brittany with her day care and transportation along with her boards. She graduated in July 2015. Passed her State boards and begins her job on August 14, 2015 as an LPN earning \$20.97/hr.

Serving Dislocated Workers/TRADE

Rachel met with her WIA counselor at a Rapid Response meeting in July 2014. The business she worked for was closing and they had also applied for Trade Act/TAA. Rachel's husband is an over the road truck driver and she has a small son. Rachel was 37 years old and had done factory work her entire life. This was the second factory she worked in that closed. She had started taking some office classes at college in the past because she really didn't want to continue doing factory work and had heard rumors that the factory may be closing. She was approved for the Trade Act funding for schooling in November 2014. With the support of her WIA counselor, and training assistance from TAA, Rachel was able to fulfill her dream of getting her diploma in Administrative Office Support. She graduated in May 2015. Following graduation, Rachel worked with her counselor to apply for jobs related to her training. She begins her full time position on August 24, 2015 at a Hospital as a Switchboard/Receptionist at \$13.62/hr. She is very grateful for all of the assistance she received and stated that she could not have done it without our help.

Serving Employees/Employers

Region 9 Business Service Representatives and staff work to connect with area employers in a variety of ways. Employers frequently schedule on-site hiring fairs at the Center. Staff inform customers of the fairs, and encourage job seekers to attend. Employer Councils provide information, training and resources to local employers, and often serve as a sounding board for possible larger scale training needs. A large number of Region 9 employers utilize the National Career Readiness assessment as part of their hiring process. Many companies refer potential hires to the test, which is offered multiple times each month throughout the region.

Demand-Driven System

The Region 9 WIOA Director also oversees the GAP and PACE programs for Eastern Iowa Community Colleges. Due to this connection, she has been involved in the development of sector boards in manufacturing, information technology, allied health, and transportation. She is also a member of a

career pathways team that is in the process of developing pathway models for each of the identified areas. Information from the sector boards is shared with Center staff, especially with regard to industry hiring and training needs. A common application for training assistance is used for GAP, PACE, and WIOA so that Center customers can be easily referred to the appropriate program for assistance. By connecting these programs, we are able to be responsive to customer needs, and better identify customers who require training in order to become employed and self-sufficient. Over time, it is anticipated that these connections will have a significant impact on employment as staff become aware of local employment needs and trends.

Evergreen Early Intervention Grant

Evergreen Packaging closed in August of 2014, impacting 170 workers. Evergreen was extremely supportive of its employees, and helped to promote all of the activities and services IowaWORKS provided. Collaboration among the partners and local business community was exceptional. As unfortunate as it is to see a company close, this closing came at a time when other local manufacturing companies were having challenges filling positions. Evergreen workers had a reputation for being good workers, and that has definitely helped many of the workers in landing quickly in another position. We also did a very good job of providing the type of skills the employees cited on the surveys. Our staff person in Clinton worked very closely with the individuals in order to ensure that they were aware of opportunities and encouraged participation. This connection also helped to facilitate a Trade meeting when the time came.

Bringing the workers together for computer training provided them with an opportunity to meet with WIA staff, discuss job search activities and needs, and support one another. Prior to the early intervention grant, WIA staff provided a series of workshops for the Evergreen employees including Resume Development, Career Fair Preparation, On-Line Job Search, and Interviewing Skills. Evergreen helped promote the sessions to employees and encouraged them to participate.

Transition to WIOA

To prepare for the transition to WIOA, Region 9 has taken advantage of many training opportunities. In addition, locally the region has met with youth service providers to discuss youth programming needs, and outreach processes that will result in a larger number of referrals for out of school youth. Center staff and board have identified possible names for the youth program. Recognizing that challenge that comes with changing program names as legislation changes, the region would like to identify a program name that can remain consistent and easily recognized. Region 9 also plans on establishing a more direct connection with youth in area high school equivalency programs. Initial talks have begun regarding the implementation of contextualized learning programs that will enable HSET students to develop workplace skills simultaneously as they complete their diploma. Local management for WIOA, Vocational Rehabilitation, and Adult Basic Education held several meetings, and continue to seek ways to collaborate in order to better assist customers.

Region 10

A discussion of the programs, initiatives and strategies for serving veterans at the local level.

Our Veteran Representatives serve seven counties and assist numerous veterans with barriers to employment by coordinating and providing intensive services and assisting with placement into suitable employment. This year we transitioned to having 1 veteran representative housed in Iowa City to better serve the southern area. Some of the events that took place this year include the Linn County Homeless Veterans Stand Down, partnership with Goodwill on the HVRP grant serving homeless/near-homeless veterans, Community Partner meeting hosted at IowaWORKS consisting of partner agencies and organizations reaching into all counties of Region 10, Jones County Veterans Affairs Open House and presentations to students of the University of Iowa's ICOVE class.

A discussion of programs and strategies for serving employers at the local level. Effects on major industries may also be included.

Region 10's four Business Services Representatives (BSR's) serve the area using a geographical and alphabetical employer assignment to maximize efficiency. Their primary role is to educate employers of IowaWORKS services and assist them in meeting their labor needs. Some of these services include job fairs, targeted recruiting events, posting job openings, Skilled Iowa internships, apprenticeships, tax credits and more. It is the role of the BSR to assist the employer to develop strategies to meet their individual needs. In addition, we have expanded and enhanced our Employer Council of Iowa (ECI) boards in Cedar Rapids and Iowa City by providing relevant training/workshops to employers on a monthly basis this past year, resulting in increased membership and attendance.

During the past year we have partnered with community organizations to provide several targeted job fairs including retail, advanced manufacturing, construction, and youth. In addition, we partnered to provide 4 large scale general job fairs in the corridor. While receiving positive feedback from each job fair, the youth job fair was the best attended with over 140 participants.

Region 10 is well positioned for the WIOA legislation regarding sector boards. There are several sector boards in place in region 10, each at varying stages of maturity. The advanced manufacturing sector board in Cedar Rapids has been in place for a few years and is a dynamic and well established group of employers and providers that are continually looking at innovative strategies to educate both the emerging and existing workforce regarding opportunities in advanced manufacturing. This group has also directly affected curriculum and committed to hiring students upon completion of course work. Other developing sector boards in place include transportation, health care, information technology, and business/finance, and another advanced manufacturing board serving the Washington County area.

Additional activities

Building a demand-driven system within a regional economic development contact.

The office has done a great job of connecting job seekers to employers. Employers utilize the centers to meet with candidates and promote open positions. They complete interviews on site, and host job fairs within the center. This is a win-win for the customers and businesses and helps to increase performance by linking job seekers with employers, face to face, within the center. Last year, approximately 218 employer hiring events were hosted within Region 10.

Marion became a Home Based Iowa Community due to a boots on the ground collaboration with Marion Economic Development Company (MEDCO) and IowaWORKS. Several groups were assigned to different sections of Marion and knocked on doors educating employers about Skilled Iowa and Home Base Iowa. As a result, Marion became the first city in Iowa to become a Home Base Iowa community. Enhance an integrated service delivery system that focuses on services rather than programs. If you are in an integrated Center, how has this affected your service delivery. Within our region there are many programs and services available through the IowaWORKS centers and from workforce partners. It can be

difficult for staff to always know and remember these services without a 'cheat sheet'. We have created what we call a 'green' sheet to help staff remember all the services available. This sheet is updated as programs or services change. Staff use it as a tool when working with job seekers to help the job seeker know all the services available through IowaWORKS, and then we can sign them up (and include appointment dates) right on the green sheet. This sheet also enhances the data entry process to ensure we are documenting properly.

The state of Iowa has invested millions of dollars into workforce training through the GAP and PACE programs at each community college. Within Region 10 the GAP program is collocated within the IowaWORKS offices. Customers are linked up with which ever training program is best for them. The PACE program is a pathway program helping individuals start from ELA or HiSET training up to a 2 year degree pathway created with input from sector boards.

Highlight innovative service delivery strategies, including program activities that support dislocated workers, low-skilled/low-income adults and disadvantaged youth, the outcomes expected as well as the actual outcomes for their major customer segments. The IowaWORKS office provides many workshops and skill upgrades. This year we offered 24 weeklong job search basics workshops and 24 soft skills workshops. Skill upgrades were also offered including forklift, weeklong computer literacy series (3 times per month), CPR, First Aid and Customer Service. In addition to the skill upgrades, career information sessions were also held to provide seekers information about a career or sector, directly from the employer themselves. Sessions on customer service, welding and machining, office professional, and transportation/logistics were offered.

Advance a vision for serving youth most in need The theme for this past year was conducting more outreach to non-profits serving out of school youth, who are not connected with the K12 system. These youth are more disconnected and can be harder to find. The youth team has been more engaged in community events and neighborhood fairs in the low income neighborhoods, completed more presentations to community groups and strengthened partnerships with the Department of Corrections. The youth program currently has a strong partnership with Vocational Rehabilitation but will see this growing as we move into WIOA. These activities have resulted in a steady rise in out of school youth served by the youth team. In FY 14 only 50% of funds were spent on out of school youth compared to 65% in FY 15 with a goal of 75% in FY 16.

Strengthen Partnerships with community and faith-based organizations Goodwill has been a strong partner with job fairs, providing services and training within the center to IowaWORKS job seekers, and making referrals. The Department of Corrections has done a great job of connecting their job seekers with our services to give them the best chance of success.

With the passage and implementation of WIOA of 2014, describe efforts undertaken in the preceding program year.

WIOA Transition Planning The RWIB has a strategic plan which includes WIOA transition activities. This currently includes information on trainings for staff and board members, one-stop workforce partner meetings and an assessment of current local workforce services and activities. This is reviewed at each meeting.

Early Implementation Efforts We believe Region 10 is in a good spot to dive into WIOA transition activities. Over the past year Iowa Vocational Rehabilitation has collocated within IowaWORKS. While this isn't full integration or data sharing yet, it has allowed many more referrals between the two groups and for staff to build partnerships. Also, high school completion programming is offered within the center. Approximately 11% of IowaWORKS customers report not having their high school diploma. There are 5 sector board running at various levels within the region. By participating in these and

promoting the career pathways identified by the sector board to IowaWORKS customers will help connect job seekers to businesses.

Transition strategy for the youth program The youth program as outlined above, has been working diligently to increase out of school youth served through the program. In addition they have begun to identify key businesses to partner with in developing more subsidized work opportunities for youth.

Success Stories

Jared

Jared signed up with Home Base Iowa in November with a discharge date in December. He had never interviewed for a position since he entered the U.S. Army right after high school. Sharon Bowers, Cedar Rapids, coached him and connected him with a local county economic developer. Following that, Jared was offered and accepted a position in his hometown after discharged.

HyVee

The Hy-Vee job fair was a 3-day event on June 23, 24 & 25 in the Cedar Rapids office resulting in 479+ job seekers attending for on the spot interviews and help with the online application process. Radio coverage within the office helped drive participants. Local HyVee stores were hiring for 600 positions. They really appreciated the work of the IowaWORKS team and turn out from candidates.

Heather

Heather, a DW participant, completed her business degree at the University of Iowa. This enabled her to move from low-paying basic production work to an office job in the financial department of Victor Plastics. She reported that this allowed her to become an “independent single parent.”

Anna

Anna, a WIA Adult participant, successfully completed the medication aide training and obtained her state certification. Anna reported that attaining this gave her a promotion and a \$2.00 per hour wage increase at her C N A position helping her move along her career pathway.

Sarah

Sarah, a TAA/DW participant who was laid off from Hibu. She successfully completed the paralegal degree program at KCC and became employed with a local law firm at \$15.00.

Vitoria

Victoria has been a dream when it comes to role-model behavior from a student. Victoria came to me because she had the desire and motivation to be a Heavy Truck Driver. The impetus came from her vision to travel and more importantly to be financial stable and independent. Victoria was always on time, prepared, courteous, and positive for each task that she was asked to accomplish. Victoria successfully completed the KCC Class A Truck Driving program. It was not more than 2 weeks upon completing her driving program that she had accepted employment with Don Hummer Trucking (Oxford, IA) as a Heavy Truck Driver. A few months post-employment, I had a chance to speak with Victoria. I asked her if her employment is able to support her lifestyle. Her answer was, “I am able to pay all of my bills on-time and I still have enough to eat and have a little extra for fun.” Victoria was able to complete the training with the funding from the State of Iowa GAP Tuition Assistance program and support service funding through the Workforce Investment Act. If it had not been for these funding programs, her dreams of being a Heavy-Truck Driver would still have been a dream instead of a current reality.

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Region 11- Des Moines

Program Year 2014 has provided many economic and employment opportunities. The end of the program year left Region 11 in the best economic condition that it has seen in years. There have also been some very exciting developments in the areas of workforce system development and grant opportunities. The local Workforce Investment Act 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 of the programs and initiatives designed to help meet these challenges in Region 11, as well as the effects of these efforts, are highlighted in the following report.

A. Waivers

- Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. We have not utilized the transfer waiver due to a need for the full amount of funds in both the Adult and Dislocated Worker programs.
- Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. This waiver has allowed Region 11 to continue to offer many options for the participant rather than restricting the options because of the burden of reporting that were being placed on training institutes. Many of these institutions were programs of proven effectiveness in training participants for careers in high demand, high wage occupations, without putting undue burdens on the training institutions to verify effectiveness on an annual basis.
- Waiver on 20 CFR 661.420© reporting on common measures. See state performance documentation.

B. Use of Discretionary Funds

As part of the Disability Empowerment Initiative; 10 customers who experience disabilities have obtained employment in just this past quarter (4/1/15-6/30/15). 5 of these individuals are working FT; 5 are working PT. The ranges of wages is from \$7.25-\$26.98. This is just one quarters experience with this very successful program.

The DEI project through the Region 11 Workforce Center achieved a significant success serving a long-term customer of the Center. One example of this success can be seen in the following example. An individual that we will call Stephen has used the one stop, for quite some time, completing work readiness activities, working on cover and letter and resume development and completing the NCRC. The Disability Resource Coordinator (DRC) in Region 11 was contacted by a member of the skills floor stating that while they had worked with this individual for a significant amount of time; there appeared to be unmet needs occurring and she recently discovered this individual experienced a significant disability and was also being served by Iowa Vocational Rehabilitation Services. The DRC met with this individual; as well as the Skills floor staff. After meeting the customer and scheduling a second meeting with his IVRS worker; he was co-enrolled in WIA Intensive Services and IVRS-partner services. Multiple team meetings were held between WIA staff, IVRS and partners such as the Goodwill Connection Center. The DRC was able establish an Integrated Resource Team (IRT) meeting with the City of West Des Moines HR Department which also included representatives of various departments within the city of West Des Moines. The result of this meeting (with the DRC present to assist in advocating and developing for the customer) was the creation of a position within the City of West Des Moines (splitting time between two departments) which allowed the customer to move to FT position that he holds to this day.

We received one State Emergency Grants that helps us to serve the nearly 500 individuals that were layed off at the John Deere Works in Ankeny. We are still waiting to see if this major lay off will be TAA certified. In the meantime all enrollments are co- enrolled in the Dislocated Worker Program and the SEG. Initial recruitment is critical and timely when businesses have these large lay offs. SEG funds allow staff to provide rapid response and wrap around services to distraught individuals whom are unfamiliar with next steps and need guidance through the process. To assist us in this effort we have initiated a contract with the local UAW to hire a liaison between us and the workers. This individual has extensive knowledge of this population and is very beneficial in the recruitment efforts. Region 11 did not have any National Emergency Grants (NEG) this year.

C. Veteran Services

Veterans were provided an array of services through the Iowa WORKS system. The Home Base Iowa Veteran initiative had great success this year. Veteran resumes are shared with all targeted employers in Region 11. Veterans are identified through the membership process. Veterans receive a personal phone call from IowaWORKS staff to explore employment and career opportunities as well as receive information on job openings for a trailing spouse. Knowledge of the community, schools, hospitals, day care providers and housing are available and provided to give all veterans a warm welcome to our communities as well as address additional family needs.

D. Employer Services

In the last year, the Des Moines one stop, in collaboration with the Employment Council of Iowa (ECI) put on a webinar of “Working in the Multi-Generational Workplace” which discussed the differences and similarities between generations in offering praise/criticism, preferred methods of communication, and using resources and technology. This webinar had one of the highest attendances for a webinar with over 40 people participating.

Another popular ECI event was the recent seminar of “Breaking Up Is Hard to Do – Employee Discipline and Termination”. This presentation discussed ways to develop strategies for employment concerns, discussed various scenarios specific to their industry and also had an employer panel for audience participants to ask questions. The event had a great turn out and has generated several requests from other ECIs in the area to have a similar presentation.

One of the focuses this year has been to encourage businesses to host career fairs and walk-in interviews at our workforce office. This encouragement has met with very active and successful results. Region 11 holds at least 1 career Fair every month.

As part of the Skilled Iowa Initiative, we continue to encourage our employers to become Skilled Iowa businesses and for communities to achieve the Skilled Iowa Community designation.

E. Service Delivery:

For PY14, Region 11 served 17293 new members through Integrated Service Delivery System. Des Moines is an integrated one stop center. Although Region 11 has always been active in working with our employers, this past year we expanded our services emphasizing job fairs and workshops to better serve our customers. Workshop calendars are shared with Voc Rehab, Corrections, DHS, DMACC and other community partners to generate referrals. Workshops and skills floor coverage are provided by a variety of partner staff. The customer doesn't care which agency the staff person works for, as long as they receive the services they need. Integration is all about working together to provide quality services for our customers.

Region 11 IowaWORKS staff regularly attends economic development meetings with the Greater Des Moines Partnership. The workforce training academy and Region 11 works to coordinate economic and workforce development strategies. Several short term training certificates have been developed by a collaborative partnership including economic developers, community college staff, workforce professionals, and employers to address workforce shortages in our local areas. These efforts have resulted in many successes for our participants.

Rapid Response efforts are made by Region 11 IowaWORKS staff for workers impacted by lay-offs and business closures. One of the most significant major lay-offs has been at John Deere in Ankeny, Iowa. These are very lucrative jobs which, is and will, continue to have a major impact on the community and the lives of those affected. These impacted workers are and will continue to receive services through a State Emergency Grant and a National Emergency Grant.

E. WIOA Implementation

WIOA Transition Planning - Region 11 local leadership team consists of WIOA Director, WIOA Manager, IWD Operations Manager, Vocational Rehabilitation Supervisor and the DMACC Adult Education and Literacy Director. We are drafting an implementation plan and intend to continuously update. We will be meeting weekly to coordinate and implement WIOA.

Early Implementation Efforts – Region 11 RWIB board has requested to remain a region however restructure the current board make up with consideration of transitioning to the new WIOA requirements over the next couple of years. Region 11 has very few modifications to meet the criteria of the new legislation.

Success Stories:

- Andy was a 35 year old unemployed individual who enrolled with WIA Adult program in February of 2015. At the time of his enrollment Andy did not possess a driver's license. He was on probation for drug charges and lost his job in October of 2014. He was having difficulty securing FT work as he could not pass the background checks. He did apply with several companies and had interviews which he would have been hireable but again could not pass the background checks. Since Andy lacked a good work history and the drug background found this was a barrier to securing employment without some form of training. Andy already had the skills to paint but thought he needed the certificate of completion from the Industrial painting program through the Workforce Training academy. The WIA Adult program assisted Andy with tuition, books and support services which Andy was very thankful. Andy was married with dependents and needed to earn a self-sufficient wage in order to support his family. Andy completed the program in April and started his job searching. After several interviews he finally was successful in landing a job working as an industrial painter earning 19.00 per hour. Andy was very thankful to DMACC, along with the WIA team and WTA staff for all he achieved because of the agencies assistance.
- Mickey was a 39 year old single father, working seasonal positions earning 10.00-12.00 per hour. He heard there were possible training programs available through the WIA Adult and Dislocated worker programs. Mickey was looking for assistance to become a truck driver because he needed a stable job and paycheck. He found truck driving was a high demand occupation where he most likely would not lose his job. With the training of six weeks he thought he would finish the training quickly and this occupation would meet his self-sufficient requirements of at least \$38,000 per year. He needed a short-term training so he could get back to work and start paying on the loans. He completed all his vocational assessments and found truck driving to be of high interest for him. He completed the program through the DMACC Truck Driving Institute in June

and was able to secure FT employment immediately with a trucking company earning his self-sufficient wage of \$38,000 per year.

- Ricky was a frequent visitor to the Region 11 skills floor of IWD. He had been an over the road truck driver prior to losing his license due to an OWI and accompanying fines he received in 2012. Since that point, he had been a frequent visitor to the center, he was struggling to find sustainable employment do to the lack of a driver's license and other life factors, such as an unstable housing situation. Staff provided assistance in terms of determining his interests and skills, resume assistance, and job referrals and referrals for the housing situation but he continued to only find short-term employment. It was suggested that he look into training programs in order to learn a new skill. After careful evaluation he chose the Welding Program.

We enrolled Ricky into WIA and Project Iowa to assist him in paying for the Welding Program at DMACC. He stated that he benefited from the V.I.P. (Vision Initiative and Perseverance) program with Project Iowa, which addresses "core" emotional intelligence skills needed to sustain long lasting employment.

The instructors at DMACC were very pleased with Ricky's progress and his eagerness to learn and help other students who were struggling with some of the welds. A visit was made to the welding shop during class and Ricky's instructors said, "Ricky is a great student. He is here on time, participates in class, and is here to learn the trade; not just use it as a stepping stone to get another job. He really tries hard and wants to do well. We wish all of our students were like him!"

Ricky is now a Certified Welder through the American Welding Society and is working full-time as a welder at EFCO Corp. earning \$18.00 per hour.

Annual Report PY2014
Region 11 – WIA Youth Program –
Children & Families of Iowa’s Youth Work Readiness Program (YWRP)

Program Year 2014 provided an opportunity to serve more youth, by providing strong customer service, support and individualized programming in our 8-county region. Specific examples of the programs and initiatives employed this program year are highlighted in the following report.

- A. Waivers
 - a. Waiver on 20 CFR 661.420 reporting on Common Measures. See State performance documentation.

- B. Innovative Strategies/Approaches – Region 11 Youth Work Readiness Program (YWRP) staff have forged a variety of innovative approaches to recruiting new participants, and delivering workforce services. Here is a summary of a few of the delivery approaches used in PY14:
 - a. Lift Off: Partnership with a local, non-profit arts education program (ArtForce Iowa). Together the ArtForce Iowa and Youth Work Readiness Program team teach a combination of the following skills to primarily out of school youth: customer service, entrepreneurship and marketing, financial literacy, resume writing, interviewing, and workplace soft skills; along with screen printing techniques, computer graphics programs, and video design and editing. Participants are also matched with area employers for paid work experience opportunities, and are exposed to post-secondary training options.
 - b. Explore I.T.: Classes for primarily out of school youth focusing on developing entry level computer classes with the ability to test for these certificates. These classes also include components of workplace soft skills training, customer service training, and presentations on careers in I.T. related employment fields and post-secondary training options.
 - c. Central Iowa Careers in Financial Services (CIFS): An educational and employment training program primarily for out-of-school youth. CIFS is a program designed and implemented by central Iowa financial services employers. CIFS is a four step program that provides candidates the core educational foundation and skill building they need to earn an entry level position in the financial services industry. Key partners support the candidates as they move through each step of the process, and successful completion of the program results in an interview with a partner employer.
 - d. Youth Build: Region 11 YWRP staff have teamed with Youth Build staff to provide workplace soft skills training classes and supportive services to eligible Youth Build participants. Mental health and substance abuse assessments were also offered through Children & Families of Iowa’s mental health department. All of our current Youth Build/Youth Work Readiness program participants are out-of-school youth.
 - e. Retail training: Classes offered at Goodwill of Central Iowa to teach workplace soft skills and beginning retail skills, with interviews at Goodwill locations for those who complete the program successfully. Primarily open to out-of-school youth.
 - f. Alternative School/In-School youth engagement: Although WIOA emphasizes enrollment of out-of-school youth, the Youth Work Readiness Program staff have

continued to do outreach and education for in-school youth. YWRP staff have become integrated into the Des Moines Public Schools alternative school setting, Scavo. YWRP staff hold regular office hours at Scavo to provide employment and workplace skill building assistance to youth, and have presented work readiness skills in regular classrooms. Additional classroom training and office hours will be expanded at Scavo in PY15. Staff also provided work readiness classes to over 150 incoming freshmen this summer at two Des Moines public high schools.

- g. College Prep classes: Workshops aimed at WIA enrolled youth who want to attend college, with emphasis on time management, physical and mental health awareness, and financial literacy.
- h. Independent Living Skill Building Workshops: Workshops aimed at WIA enrolled youth on topics such as self-defense, nutrition, fitness, financial literacy, resume writing, etc.

C. WIOA Implementation

- a. WIOA Transition Planning: Region 11 WIOA Youth Director, WIOA Manager, IWD Operations Manager, and Vocational Rehabilitation Supervisor have established weekly transition planning meetings and have begun work on implementation planning.
- b. Early Implementation Efforts: Region 11 CIWIB has requested to remain a region and implement the WIOA board structure.
- c. Transition Strategy for the Youth Program: Region 11 youth programming has been slowly moving to a more focused recruitment effort toward out-of-school youth over the past year. We ended the fiscal year with over 50% of program funds expended in out-of-school youth programming, and expect to continue this trend in PY15. Planning continues to expand work experience and internship opportunities for out-of-school youth.

D. Success Stories:

- a. 19 year old woman, formerly in foster care, who received tutoring assistance from the Youth Work Readiness Program to complete high school, and then to obtain her C.N.A. With YWRP assistance, she was able to do job shadows in a variety of health care settings, and is now a respite care assistant at a center for children with special needs, earning \$10/hour. She's also enrolled at DMACC to further her goal of becoming an R.N.
- b. 20 year old refugee from Burma, who completed our Explore I.T. track. He received career coaching, resume writing and interview skills practice from his Youth Work Readiness Program case manager. He recently received a job as a customer service representative at Wells Fargo, earning \$14/hour.
- c. 19 year old woman who struggled with substance abuse and misdemeanor criminal charges. Her Youth Work Readiness Program staff assisted in setting up tutoring to help her graduate from high school, and then assisted her in resolving court issues and extensive career exploration. She completed the Central Iowa Careers in Financial Services program successfully, and received a job with Nationwide as a fraud

investigator, earning \$16/hour. They are also paying for her to earn multiple insurance licenses.

- d. 18 year old man with cystic fibrosis who successfully completed our Lift Off program. He received training in t-shirt screen-printing through the program, and paid work experience at a local t-shirt retailer. This was his first job, and he's been hired on to continue unsubsidized employment, and has now enrolled to take classes in art production at DMACC in the fall.

Region 12

The 2014-2015 program year in Region 12-IowaWORKS Greater Siouxland has been very busy and exciting as we move forward with the transition from the Workforce Investment Act (WIA) to the Workforce Innovation and Opportunity Act (WIOA). The four key partners in WIOA, including WIOA-Title I, Wagner-Peyser, Adult Basic Education, and Vocational Rehabilitation continue to work to develop and strengthen the relationships that were already in place prior to the passage of the WIOA legislation. Prior to the legislation being signed in to law most of the partners in and around the region began to develop a better understanding of what services were available and how the partners could better serve customers in the region in the best way possible. The passage of the legislation made the process already under way more formal with specific expectations and roles. Although there are many more success stories and partnerships that exist in the community than can be put in writing for a formal report, the following information is a summary of how the partnerships in our region work together to help everyone we work with be successful.

Ex-Offender Outreach Efforts

In the fall of 2014 staff and management from IowaWORKS Greater Siouxland completed the 160 hour Offender Workforce Development Specialist (OWDS) training program conducted by the National Institute of Corrections. The training and certification are intended to help staff and management better understand the needs of offenders and work with them to immediately begin efforts to keep offenders from falling back in to old habits. Partnerships in around the community are vital to assist offenders with employment options and overcoming their barriers to successful reentry.

As a result of this training IowaWORKS Greater Siouxland is now partnering with the Iowa Department of Corrections Regional Treatment Facility (RTF) and Dismas Charities which is the federal reentry service provider. As a result of the partnership both state and federal probation officers are referring their clients to IowaWORKS Greater Siouxland. As many of the clients suffer from barriers and challenges to employment, our office is utilizing resources from the Disability Reemployment Initiative (DEI) grant awarded to the region to provide bus passes to individuals looking for reemployment assistance and services. Referrals from these two agencies went from seldom or never to an average of 5-6 per month.

Ex-Offender Success Story

A job seeker walked in for work search assistance earlier this summer. He disclosed to a member of the Membership Team that he had completed the NCRC assessments in the past and earned a Gold Certificate. After a brief assessment he was handed off to a Goodwill Partner staff/ Skill Team member and after he completed registration and job search he was given three job referrals. He then completed two applications, one being an application with a local food production facility as a Cookhouse Chill Operator. He self-disclosed that he a resident at the local RTF (state correction facility) and one of his many barriers was transportation. Due to the newly created Offender program we were able to provide bus passes for his job search. The next day an HR representative from the local food production facility was in our office for a hiring event that was previously scheduled. The Goodwill Partner/ Skill Team member suggested to the Human Resource Representative that this particular job seeker would be a good fit for this higher skilled position since he had completed the NCRC Assessment and earned a Gold Certificate he met the skill level required for the position. The staff member also made the comment to the HR Representative that she herself had earned a Gold Certificate and was very proud of her Gold Status so she knows how valuable the assessment is when making hiring decisions. After their conversation the HR representative interviewed the job seeker and offered him the position of a Cookhouse Chill Operator starting wage of \$12.00 with a full benefit package and the potential to earn up to \$16.00. He later returned to share his success story and thanked the staff member for her assistance in getting hired in the position.

This story shows how quickly and effectively working in a team can result into a success story for a job seeker even with the ones that we consider a hard sell to employer due to his criminal background!

Veteran's Outreach Efforts and Successes

With regards to the services available to veterans we continue to partner in order to provide the best services possible. During the past year IowaWORKS Greater Siouxland and its partners continue to advise veterans and community/regional agencies about the changes in place due to the Refocusing Program. IowaWORKS Greater Siouxland continues to be the center for Priority of Service for all veterans and the veteran's representative continues to serve veterans with the most significant barriers.

During the past year there were several significant events related to our efforts to work with veterans including:

- On April 20, 2015 Gov. Terry E. Branstad announced that Sioux City had met the criteria to become designated as a Home Base Iowa (HBI) Community in conjunction with Western Iowa Tech Community College (WITCC) being designated as a Home Base Iowa Certified Higher Academic Military Partners (CHAMP). At the time Sioux City was only one of thirteen HBI communities and remains the largest city in Iowa to receive the designation.
- Following an information meeting for Veterans Treatment Court, the veteran's representative was asked to serve on the committee who will work with veterans dealing with criminal issues. "Local volunteers hope (this) will be a program that helps local military veterans in trouble with the law get their lives in order rather than end up in prison.
- During the year there were two Veterans' Job Fairs held on July 18 and November 1, 2014. The first event had approximately 100 veterans in attendance with about 35 businesses participating. One veteran is known to have been hired from this event. (See the first success story below)

Veteran's Success Stories

A service connected disabled veteran was terminated from his manager's job unexpectedly and was surprised by the dismissal. During his time at the company, he received an excellent performance rating and 3 bonuses. Family circumstances dictated that he would be the sole provider and needed a new job quickly. The veteran had a degree in Business Administration and a certification in Project Management. We reviewed his employment options and informed him of a Veteran's Job Fair at the 185th Air Refueling Wing on July 18, 2011 which the veteran attended. A Social Security Representative was present at the job fair and seeking potential candidates for a Veteran Preference Placement. We advised the veteran of the potential placement and was introduced to and screened by the representative. The representative liked his qualifications and scheduled an interview with the Regional Manager.

After some delays in the interview and hiring process, permission was given to fill the veteran's position. He was offered a GS-5 job, he accepted, and began his job on September 22, 2011. If he progresses as required, he will be elevated to the GS-8 level over a 3 year period. To the Regional Manager's knowledge, this was the first person to be hired in the Sioux City Office in 6 years. The veteran sent an email to us stating "Just wanted to let you know that I got the job with the Social Security office; I start on Sept. 22. Thanks for all your help; I would not have known about this without your help."

A disabled veteran was referred to our office by the Veteran Affairs Office to provide assistance with finding employment. The veteran had a Bachelor's degree in Business and was taking on-line classes to earn a certificate in Nutrition. She earned her National Career Readiness Certificate (NCRC) prior to her visit. She was working two part-time jobs doing security and as a food sampler but the jobs were not providing the income she needed. The veteran said she was not receiving any job offers after job interviews. While conducting her initial assessment, Interbake Foods was conducting a hiring session in our office. She had experience as a Quality and Food Safety Coordinator so it was suggested she apply for

the Lab Technician job with the company. As she completed her job application, we reviewed her job history and qualifications with the HR representative. The employer felt her skills and experiences was a good fit for the Quality Assurance and Food Safety position. The employer waited an extra 20 minutes to get her application and resume. The HR person stated she would pass the vet's application and resume to the hiring manager for that job. In the end, the veteran was offered the job as a Lab Technician with Interbake Foods by the hiring manager. The job started at \$14.85 an hour.

IowaWORKS Greater Siouxland Center Success Stories

Jaime came into the office on May 14, 2015, in the afternoon. She stated that she was graduating from WITCC (Western Iowa Tech Community College) that evening, with a degree as an RN (Registered Nurse). She wanted to thank the RES (Re-employment Services) program for encouraging her to go to school 2 years prior.

Jaime was in the RES class after losing her job, during which the RES advisor gave the class her experience concerning a 2-year degree and how it opened doors for her during time of recession in the workforce. Jaime spoke with the RES advisor after class and indicated that her dream was always to be a nurse but she had kids and school didn't seem like a good option for her. The RES advisor challenged her and the mentality of age as a barrier, and encouraged her to at least TRY school. If it didn't work out for her, she could put her mind to rest that nursing was not a good fit for her. With that challenge, she enrolled at WITCC.

So on the day of her graduation, she came into the office to request a mock interview. She had several amazing opportunities as a nurse, and a month later she had her RN license. Her words to the RES advisor, "I would never have thought I could have done this had it not been for the encouraging words to at least try. And I've learned that I am a very good nurse, and I love what I'm doing." Jamie is now enrolled working full time as an RN at a medical facility in the local region.

A recent collaboration between Vocational Rehabilitation (VR) and the business services team (BSR) involved a VR customer, "Robert," being able to find permanent employment at a large regional food production company. Earlier this summer, Robert came to IowaWORKS Greater Siouxland and, as part of his up-skilling efforts, took the National Career Readiness Certificate (NCRC) earning a platinum certificate. Robert worked with his VR counselor and applied at the company but was not able to get an interview. The VR counselor talked with the BSR team and explained her challenges with the company and trying to get at least an interview for Robert.

A BSR member spoke with the HR office at the company and reiterated the challenges involved with earning a platinum certificate and the talents of someone who earned such a high level. A short time later the company interviewed and hired Robert. The partnerships in the IowaWORKS Greater Siouxland office helped overcome the barriers faced by Robert and his goal of working for this particular company.

Regional Annual Report Region 13

Region 13 Council Bluffs has had a successful year in serving the areas participants, students, employers and the regions communities. Below are some of the region's best practices and successes.

Service to Vets:

Staff wanted veterans to know that they are a priority for services in the Council Bluffs IowaWORKS Center so they dedicated section of the office to hold resource information that is particularly useful to veterans.

Veteran Success Stories:

A veteran began Case Management services in January 2015. He identified the company that he wanted to work for but had not been successful in obtaining the job. After talking with staff about workshops available to help him learn skills to execute a successful job search the young man enrolled in several of the workshops available and learned about giving a good interview, being successful on the job and filling out applications that get noticed. He participated in Mock interviews and worked with staff to create a perfect resume. After many weeks of working on his skills he was able to gain employment with the company he had originally identified as his dream employer.

A veteran found the Region 13 IowaWORKS Center after a series of bad choices. Center staff met him after he was released from prison and transferred to the state halfway house in Council Bluffs. At the Center an Employment plan was developed and staff assisted with him with connecting with local employers. Eventually he received a job offer. The only barrier was that first the vet must complete an online OSHA safety course. Internet use is not allowed at the halfway house he was unsure of how he could complete the course. IowaWORKS was able to give him access through an arrangement with the halfway house and supervision from the center staff. The OSHA course was completed in five days and started working the next week.

Participant Services and Success Stories:

Samantha Stafford earned a National Career Readiness Certificate (NCRC) and scored Silver. Then she completed a Para-education internship with Council Bluffs Community School District (CBCSD) and was hired as a substitute Para-educator with possible full time regular hire in the near future. Samantha was a PROMISE Jobs participant. Samantha said that she enjoys the variety of going to the different schools and working with all the grade levels. She especially likes the special education students.

Svetlana came into the center for several weeks. In the skills lab she worked with center staff to develop the perfect resume. She is a Russian Native that came to the United States when she was in school. She worked at a company in Russia that allowed her to transfer to the U.S. Upon Coming to the state she had earned her MBA at Creighton University. Svetlana always held part time jobs her and there then went to the U.S. National Guard until she was discharged due to medical reasons. After several conversations with Staff She expressed that although she had the education she felt that she lacked in professional experience. Svetlana felt this was why she was not getting call backs from employers when applying for job openings. Svetlana learned from staff about Ameristar Casino's Meet and Greet that was scheduled that week. She was told that the Casino would likely conduct interviews on the spot. The jobs advertised on the flyer were entry level jobs that the Casino was mostly interested in filling. Staff advised Svetlana that there are many management jobs at the Casino and getting a foot in the door is important, she can move to a management position later. She came to the Meet and Greet dressed and ready to give a successful interview. She got the job! Svetlana was hired as a hotel reservation agent, her first step up the Ameristar Casino's career ladder.

Angelica and Matthew were referrals to the WIA program from Iowa Western's Adult Learning Center. They came in to register for GED orientation and were interested in working toward careers beyond their high school equivalency. They were dating and living in a friend's basement. Angelica was working long hours at Arby's. She had worked as a C.N.A. in a neighboring state, but did not believe that this led to a self-sufficient wage. She wanted to continue her career in the medical field. Matthew had been laid off from his job due to a store closing and was unable to find employment.

Through assessments and working with their WIA counselor, Angelica decided that she would like to continue her education to become a phlebotomist and Matthew became interested in welding. In one month each began their respective training programs. Matthew completed his welding course which resulted in his welding certification. Angelica completed her phlebotomy course and became certified.

Upon completion, they moved together to Sioux City where they lived with Matthew's family until they were able to move out on their own. Shortly after moving, Angelica began working for St. Luke's Regional Medical Center as a phlebotomist and Matthew began working as a delivery driver.

Within a year of completing their High School Equivalency and Vocational Training programs Angelica and Matthew have since gotten married, had a baby girl, and are now home owners.

Service to Schools and Students:

Paint Your Path is a menu of workshops offered by Region 13 to schools to assist in teaching students the skills and behaviors they will need to learn to be successful at work in their chosen careers. Schools have the opportunity to provide their students with targeted youth training facilitated by the IowaWORKS Staff. Creative youth friendly workshop titles Choose a Path, Color Me Crazy, Rock'em Sock'em Resume, and Win at Work Win at Life teach students skills in maintaining a positive attitude, effective communication, interviewing skills, resume writing and applications, and soft skills.

IowaWORKS Staff make regular visits to schools to talk about their student's needs and offer services to help. Staff met with the Glenwood Community Schools in the middle of March to refresh counselors about the services offered to their students through IowaWORKS. Soon after the meeting staff began working with the Glenwood Alternative School to help identify students that may need more assistance in their career and employment goals. After a few short weeks the school asked staff to provide nine mock interviews for the alternative school to give students feedback on their interviewing skills before interviews that will be conducted in the spring. Beginning in June IowaWORKS will be providing the School District workshops that teach students job readiness, Soft Skills, and the Bring Your A-Game to Work curriculum. The School is excited to begin the rejuvenated partnership with IowaWORKS.

Service to Businesses:

The 5 Day Career Workout is a training service offered this year at the Region 13 IowaWORKS Center. The first four days of the training help job seekers learn the soft skills that business find valuable. On the fifth day students have the opportunity to interview with an employer that appreciates what the student has learned and is looking to fill real job openings for entry level positions. Trainings are offered every month in a chosen high demand business sectors. Manufacturing, Welding/Electrical/HVAC, Technical Careers, Healthcare and Logistics are among the career fields offered. Some of the Region 13 businesses that have benefited from this service are Snap Brothers, Children's Hospital, Jennie Edmondson, and All Care Health Center.

Region 13 IowaWORKS Center has a full schedule providing on-location workshops to businesses, Carry on Trailers, Crossroads and Western Iowa, are two who took advantage of the Center's business workshop offerings. Workshops offered are Maintaining a Positive Attitude, Supervisory Bootcamp, Retention Success, Become an Exceptional Employee, and Communicate, Motivate and Achieve.

Region 13 Meet and Greet Events are hosted by the Center several times a month. Meet and Greets offer an opportunity for business and job seekers to come together and learn about skills needed to be successfully employed by the Regions businesses and the business learns about individuals who have skills that they may need. Some of the business who have benefited from Meet and Greets are West Central Community Action, Advance Services Inc., and Convergys.

PY14 Region 14 Annual Report for the Workforce Investment Act

Workforce Investment Act (WIA) became WIOA on July 1, 2015.

Demand Driven Services: The Region 14 IowaWORKS office started the transition from WIA to WIOA last fall when the legislation was signed and we continue our efforts to provide job seekers with the skills they need to gain employment and to help businesses gain the workforce they need to sustain and grow operations all with the partnership of Vocational Rehabilitation, Adult Basic Education, and Wagner-Peyser. Iowa previously integrated One-Stops to focus on services rather than programs and this region started that process in July 2009 as a model to the rest of the state. The TANF program has been integrated into One-Stop services in the last 2 years and other partners are accessed via referrals as we seek to serve the complete needs of our customers. All of the customers who enter the One-Stop become WIA Adult enrollments and have access to One Stop services to gain employment. The current Regional Customer Service Plan created in 2013 continues to guide our efforts using these three goals: **1) Soft Skills improvement for workforce readiness skills, 2) Hard Skills improvement for skills ready for employment, 3) Continuous collaboration and communication that ensure we are working on these goals as a community.** The office continues work with businesses to listen to what their needs are now and in the future so we can work with our partners to prepare the workforce with these requirements. We are using WIOA guidance to develop sector boards of businesses that discuss issues that we as service providers may be able to offer assistance to resolve. We are working with our partners and businesses to create career pathways which provide a clearer path to advancement opportunities for our job seekers. Under WIOA the youth program will put additional funds and efforts into Out-of-School youth aged 18-24 who may not have completed their high school program, or are not connected to post-secondary education or employment to assist them in making career plans that may include education, information about career pathways and employment options that fit them and will give them skills needed to find work in the area they want to live.

Some of the unique programs and innovative initiatives and success stories of program year 14:

Serving citizens who seek us out for job search assistance: Over 2000 citizens from across our eight counties sought assistance from the IowaWORKS office this year. Well over 95 percent of them indicated in their initial assessment that employment was the reason they came to our office. We continue to improve services to make sure job-seekers have great tools to use as they search for work including résumés that are desired by local businesses, good application skills, good interview skills, and a jobs data-base that includes as many of our local openings as possible so our citizens know who is hiring. We can also be the entry point for training opportunities if additional skills are needed for the job seeker to be more marketable and partner with our local Community College to get people into skills training that will give them marketable skills. We are acutely aware that many of our customers do not know what they don't know about the world of work search so One-Stop staff are trained to insert themselves into the conversation with the customer while they are here to help them navigate the unknown pathways of how to get the job that meets their financial needs not only for today but looking into their future.

Success story of our assistance to the disabled at the region 14 One-Stop. Since March of 2014, the Creston IowaWORKS office has been a beneficiary of the Ticket to Work program offered by the Social Security Administration in a new streamlined format. If a customer comes in with an "assignable ticket", the ticket becomes assigned to our office automatically. We help the customer with an employment plan/goal and then work to help them reach this goal. This year the Creston office worked with a customer who was eligible for Ticket to Work. She had been out of the workforce and virtually out of the public for over 10 years due to severe agoraphobic anxiety issues. Recognizing the huge gap in her work history was going to be a barrier to gaining a job, we helped her get into a WIA funded On-the-Job training opportunity at a local employer to cover the extraordinary costs of training. This customer's story was sent into the Iowa Job Honors project and the customer was chosen as one of only 2 in the state to be recognized for her efforts at re-entering the workforce. She received statewide recognition on June 10th in front of Iowa's Association of Business and Industry and is continuing in her new position.

Veteran's services success recognized. This region does not have a dedicated veterans representative so all staff are expected to deliver services to veterans so they can reach their employment goals. Every year workforce regions can apply to be recognized as providing exemplary services to veterans. This year the Creston office won one of the Veterans Incentive Awards and as a result, one of our staff members was able travel to Washington D.C. to attend a veteran's conference to learn more about providing exemplary services to veterans. **Success story of a veteran that used the Home Base Iowa Program (an Iowa imitative to attract veterans leaving the military, into Iowa employment opportunities):** Cody Miller is a veteran that is originally from this region. Cody went into the military directly out of high school and served for nine years. Cody is a young veteran and the majority of his work experience comes from the service. Cody returned to Iowa when he left the center and was connected to the local office from the Home Base Iowa program/ Cody worked with the staff on job searching, resume building and interviewing skills. While Cody was building his employability skills the staff discussed career options with Cody. As with most veterans, Cody had a hard time adjusting to civilian terminology and was guided on language and skills that translated from his military career to civilian work. Cody's ultimate goal is to work in defense in a border patrol or police officer position. Cody is currently in the process of being interviewed for a border patrol position but the process is lengthy and requires traveling out of state to complete assessments. Cody was approved for the Hilton Honors programs to assist with the application process. In the meantime, Cody needed to find local work to support him so he accepted a position at a local fencing company. The staff continued to assist Cody to seek for employment that aligned with his ultimate employment goals. Cody was eventually able to land a position at in security for high level Hy-Vee executives. Cody is very outgoing and will come up to staff in public settings to make sure that we know that he is appreciative of the work that we did and to keep us updated on his status with the lengthy border patrol application process.

Initiatives for Youth:

Being aware that 50% of students entering four year colleges do not complete their training program and approximately 40% who do complete cannot find work in their field in the area they want to live, so we want to make sure they know about all available options that lead to more education AND employment opportunities. One-Stop staff is developed a curriculum called Steer Your Career that we offered to some of our high schools in the 2014-2015 school year to provide information to local young people about workplace expectations and the options that are available to them as they make decisions about what they will do after high school. We had set a goal of 5 schools for this school year and were able to actually get into 9 schools with some making plans for the new school year as well. In all, we were in front of 900 young people around this area to talk about employability and career options. We are already making plans on how to divide up the schools among staff in the 2015-2016 school years to get as much information out to students as possible and seeking additional partnerships to help us carry the message further. The Department of Labor came to Iowa on April 30th. The Region 14 youth team was honored to present their Steer your Career project to the DOL regional attendees.

With the transition to WIOA, this curriculum will continue to be offered to area schools as youth funded staff continues to develop new referral sources for out-of-school youth. This will include the Adult Basic Education students at the local community college as well as others who need assistance and direction to new opportunities and are referred from TANF, juvenile justice, foster care, and other sources such as tattoo parlors where we seek to develop partnerships and relationships with those youth most in need.

Successful efforts with Businesses:

IowaWORKS staff developed a curriculum called Tune Your Talent for businesses. Center staff have long worked together to develop relationships with the businesses of the region so we have real time information about their workforce needs. Staff visit businesses in every county and develop existing

relationships or forge new partnerships that we can use to continue to match job-seekers to employment opportunities or guide them to appropriate training. Along the way, we heard some common themes about workforce issues that we decided to use to build into the Tune Your Talent package. Such topics as Supervisory Boot Camp were created when we know that 84% of people leave their jobs due to poor supervisors or bad relationships with bosses. Other workshops include customer service, effective employee evaluations, improved communications, time management, how to interview, how to recognize and embrace different personalities and generations in the workplace and more. We were very pleased to be able to offer these trainings all around the region as businesses seek ways to retain their current workforce. We have been overwhelmed by the numbers of businesses and individuals who have found this to be a resource they can use and benefit from and continue to call and ask for more as they found it relevant to their needs. Over 1200 individuals have been involved in these trainings at over 70 sessions. In an economy of low unemployment and in a rural area with a history of losing population over the last 50 years, retention is a major issue for businesses who want to sustain and grow operations. We are very happy to have this package of services to offer.

Success Story for Tune your Talent project for Business: One local healthcare business had us come train all 350 of their employees in how to work with different personality types and different generations. They had been suffering with a lot of turmoil, turf protection, egos and other issues that they sought us out to help them resolve. The survey responses were overwhelmingly positive and the management team gave us public credit for the improvements they have realized since this training.

SUCCESS STORY:

We chose to share this success story because it demonstrates the partnerships between the local community college (SWCC), the One-Stop, Trade, WIA and local business. One of the region 14 staff who is working on the business services team went above and beyond to work with the local businesses to assist this customer in finding employment during the summer months and potentially he will be employed directly after completing training.

BH is a former employee of Gits Manufacturing that closed their plant in Creston, IA over a year ago. BH learned about the local One-Stop office when the staff visited with the employees prior the facility closing. BH worked with the staff to determine what career fields he would like to explore and the labor market in the local area. BH enrolled with the Trade and WIA program to assist him obtain skills to become marketable in the local workforce. After completing career research he enrolled in the Industrial Maintenance Technology program at Southwestern Community College using TRADE funds.

This past spring he finished his first year in the program and did not need to take any summer classes but wanted to take advantage of the maintenance training he's had so far, so he contacted IowaWORKS to ask if there were any employers that would be willing to hire him over the summer in their maintenance department. The One-Stop staff worked on his resume and tweaked it to include classes he had at SWCC as well as his areas of interest in maintenance. A staff member contacted several employers in the region and all of these employers expressed interested in hiring him over the summer, so the staff person forwarded his resume. Within a week of his resume being sent out, one of the businesses contacted him to take their maintenance test and to interview with her and their Maintenance Manager. He stated that after the test and interview he was offered a summer job which he started May 11! He said they even mentioned that if everything works out he may have employment after graduation! He is really excited and looks forward to gaining more skills through training outside of the classroom.

Annual Report PY 2014
Region 15- Ottumwa

Performance Year 14 was a dynamic year for Region 15. We increased our performance by an average of 6% overall. Our goals to promote our services and increase outreach have significantly attributed to our successful year.

A. Waivers

- Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. We have not utilized the transfer waiver due to a need for the full amount of funds in both the Adult and Dislocated Worker programs.
- Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. This waiver has allowed Region 15 to continue to use programs of proven effectiveness in training participants for careers in high demand, high wage occupations, without putting undue burdens on the training institutions to verify effectiveness on an annual basis.
- Waiver on 20 CFR 661.420(c) reporting on common measures. See state performance documentation.

B. Use of Discretionary Funds

We did not receive any discretionary funds for PY14.

C. Veteran Services

Veterans were provided an array of services through the IowaWORKS system. Region 15 received the Veteran Incentive Award for PY14. The following success story documents the collaborative effort that Region 15 undertook from start to finish for an unemployed veteran:

- Brian Schaer initiated case management with DVOP on 10-23-14 from that point forward actively participated in 108 documented career one stop services to included WIA and PROMISE JOBS programs and workshops. He attended RES workshops, TABE testing assessments, NCRC testing assessments, ONET interest profiler, skills assessments, work readiness workshops, Employment Development plans, attended numerous Job Fairs, mock/employer interviews, Resume preparation assistances, and self-directed job search assistance. The DVOP assessed his initial barriers to include education and learning barriers, his service connected disabilities and his indecisiveness on his career goals and history of being fired by his last two employers. The Veteran had no quit in the level of participation of his job readiness preparation and applying for employment. Eventually, he decided that a career path worth exploring would be heavy equipment operation based on his farming background, engineering and driving experience while serving with the Iowa State National Guard. Brian applied with numerous positions based on his wants regarding salary and not necessarily his experience and background, he did receive numerous interviews during this process however, he was found not qualified or other applicants had better experience and skill sets. Brian was very reprehensive to look at an education path as his TABE resulted in an education level between 4th and 8th grade. He struggled with accomplishing a passing grade in the math portion of the NCRC and received proctoring and mentorship with dozens of practice tests through careerready101.com. After his retest he scored a Gold certificate level. The DVOP contacted Martin Marietta Mining Company in Pella after reviewing their web page and the positive comments Veterans had posted regarding their paid

training programs and employment, we felt this was going to be a great opportunity; Brian applied, was hired and started out at \$17.50 per hour with a 50 hour work week.

D. Employer Services

In the last year, Region 15 posted 14,277 job orders for our regional employers. This was a 27% increase from the previous program year. We assisted 117 new employers this year and they posted 341 job orders. Employers Council of Iowa (ECI) has offered trainings for businesses on Stress Management, How to not become a Miserable Manager, and panel discussion on multiple state programs.

During Program Year 14 our office hosted 89 hiring sessions for employers. We also coordinated 5 major Job Fairs in Ottumwa, Albia, and Centerville. In March 2015 we partnered with Indian Hills Community College and hosted a joint Job Fair, bringing in over 500 job seekers and over 100 employers. The hiring sessions and job fairs resulted in 277 reported hires. We also conducted 26 employee training sessions for employers on topics such as A Game and Diffusing Negative Attitudes.

Region 15 is actively engaged in the Skilled Iowa Initiative. We have coordinated 14 Skilled Iowa Internships that resulted in six hires. We had three new Skilled Iowa Communities, adding the City of Chariton, Keokuk County, and Van Buren County. We have also tested 740 customers for the National Career Readiness Certificate during PY14.

E. Service Delivery:

For PY14, Region 15 served 6,002 new members through Integrated Service Delivery System. This was a 26% increase from the previous PY. We are continually increasing the products in our “toolbox” to be responsive to the needs of job seekers and employers. We conducted 688 workshops during PY14 with over 4,000 attendees. Workshop calendars are shared with Vocational Rehabilitation, Department of Corrections, SIEDA, IHCC, and other community partners to generate referrals. PROMISE JOBS, WIA, and Business Services Team staff rotating coverage on the skills floor to assist customers.

We expanded our Job Readiness Classes to include LEAN, Pre-Manufacturing Readiness, Coping with Change, Getting Back into the Workforce, Putting Your Best Foot Forward, Taking a Positive Approach to Negativity, and To Share or Not to Share.

Rapid Response efforts are made by Region 15 staff for workers impacted by lay-offs and business closures at Neeley Manufacturing, Continental Care Center-Seymour, Quiktron-Lastar, Hardees, ITW Paslode, DTZ, Hillcrest, and Taco Johns.

F. WIOA Implementation

WIOA Transition Planning - Region 15 local leadership team consists of IHCC Operations Manager, IWD Operations Manager, Vocational Rehabilitation Supervisor, and the IHCC Director of Learning Services. We meet regularly to discuss transition efforts and improve our processes to make a seamless transition to WIOA and the delivery of services to our customers.

Early Implementation Efforts – Region 15 RWIB and CEO boards have requested to remain a region and grandfather in the current board structure with consideration of transitioning to the new WIOA requirements over the next couple of years. Vocational Rehabilitation, IowaWORKS, and Adult Basic Education have been co-located in the same building since 2012.

Transition Strategy for the Youth Program – We are increasing our Out of School Youth enrollment by collaborating with High School Counselors, Job Corps, HiSET, iJAG, and IHCC’s High School Programs

Department. We are effectively and efficiently reaching out to High School Drop outs and Out of School Youth as a partnership.

Success Stories:

- Marla Kent arrived in the Ottumwa IowaWORKS office in late January 2015. She was recently, fired from her Assistant Manager position at Great Clips in Ottumwa. Marla described herself that day as a “hot mess.” She lost her job, her daughter was expecting a baby, and she was unsure how the mortgage was going to be paid. I met Marla when I saw her crying on the skills floor. I approached her with a box of tissues. She eventually told me everything that was going on in her life. She was unsure about her family’s future and did not know her next step. While chatting with her that first day, I emphasized the importance of seeing her current situation as a positive opportunity. Before she left the office, we scheduled the following workshops:
 - Working It Out
 - RES
 - Basic Resume
 - Basic Computer

Over time, Marla and I worked together to develop a career transition plan from retail/cosmetology to health care. Marla knew she wanted to help people but was unsure which health care career was the best fit. With the help of IowaWORKS Business Services Team we set up a Skilled Iowa Internship with Good Samaritan – Ottumwa. Marla job shadowed at Good Samaritan for a week and decided elderly care was her calling.

Following the internship, Marla was referred to and approved for GAP CNA tuition assistance at IHCC. Marla successfully completed the CNA program in May 2015. By the end of May, she was working full time at Pennsylvania Place as a CNA at \$10.00 per hour (which was the most Marla had made per hour in her entire life.) Today, she is working in the Memory Care Unit at Pennsylvania Place as a CNA and picking up overtime hours as a Medication Aid. Marla hopes to obtain additional health care certifications and hopefully obtain a LPN one day.

- Isaac had just been home after 2 years in Federal Prison. He had trouble finding a job. Tamie had also been in prison for 14 months. Both for drug related offenses. Region 15 had set up WIA Informational Meetings throughout the 10 county service area. During those meetings both job seekers and prospective employers were brought together for a couple of hours. Employers spoke about what they look for in employees and their first jobs. (This was especially eye-opening for the clients!) By the end of the evening, both Isaac and Tamie were invited to interview and both started working through On-The-Job Training at Hy-Vee and Noah’s Chocolates. The face-to-face meeting was enough in both instances to have an employer give each candidate a chance. To date, their performance is excellent and they are progressing towards unsubsidized employment.

WIA Region 16 Annual Report PY14

The past year was an exciting year for Region 16. Our Regional Workforce delivery system has been continually adjusting and adapting as we prepared to leave WIA behind and begin the implementation of WIOA. This has presented us with an excellent opportunity to review our processes and renew our commitment to a seamless service delivery model. We have laid the groundwork that will ensure this model encompasses not only our Workforce Center, but our Regional Workforce System as a whole.

A. Waivers

- Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. Region 16 is able to provide training for in-demand occupations via use of this waiver.
- Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. Region 16 did not transfer any funds between the Adult and Dislocated Worker programs.
- Waiver on 20 CFR 661.420(c) reporting on common measures. See state performance documentation.

B. Use of Discretionary Funds

Region 16 used \$3,829.00 in state set-aside funds to support the travel and lodging costs for five staff members during Offender Workforce Development Specialist (“OWDS”) training. This is an intensive training consisting of two weeks in a classroom setting and an 80-hour practicum assignment. All five staff members successfully completed the training and are certified as OWDS Specialists by the National Institute of Corrections. This past year was also the last full year of the Disability Employment Initiative (“DEI”) grant program. Our Regional DEI Specialist continued to provide clients with support and guidance towards employment, and “Ticket” payments to the Region’s Employment Network continued to increase. The Community Partners Team met regularly and furthered their Collaborative efforts between community agencies.

C. Veteran Services

Veterans received a wide range of services through the Region 16 IowaWORKS center. Tony Smithhart of IWD delivered a presentation to businesses at a regional job fair touting the benefits of hiring veterans. Veteran Partner Meetings were conducted by the Region 16 DVOP, bringing together representatives from the Greater Burlington Partnership, Des Moines County General Relief, Southeastern Community College, IWD, and Vocational Rehabilitation. The Regional DVOP partnered with the Director of Southeast Iowa Community Action Organization (“SEICAO”) and determined that any veteran eligible for services from SEICAO would automatically qualify for Service Management from a DVOP. Region 16 held their annual Veteran’s Day Luncheon (a tradition dating back at least 10 years), in which center staff honor local veterans by preparing and serving a meal and desserts. This year’s luncheon was attended by 90 veterans. Nearly every veteran visiting the Regional DVOP is scheduled for NCRC

D. Business Services

Region 16 had a great year in terms of Business Services. The Burlington Workforce Center hosted 85 in-house job fairs during the year, and IowaWORKS once again sponsored the Southeast Iowa Regional Job Fair. This year’s Regional Job Fair featured 50 employers and was attended by over 400 job seekers. Additionally, our Healthcare Career Pathway Team hosted two Healthcare Job Fairs focusing on CNA and Nursing positions; one in Des Moines County and one in Lee County. Our Manufacturing Career

Team met with and toured 17 businesses and shared information and insight back with center staff. We had a 23% increase in Skilled Iowa businesses, bringing our Regional total to 461. Adult holders of National Career Readiness Certificates continued to climb, with an additional 509 assessments performed during the year.

E. Service Delivery

Region 16 had 3,344 customers go through the membership process in the past year. The customers are presented with a process that emphasizes services, rather than programs or job titles. It is very common for a customer who hasn't been in our center for a while to remark positively about how things have changed since their last visit.

In addition to the Six Steps to Career Success, we offer specialized programs targeting ex-offenders (New Beginnings and Elephant in The Living Room). Workin' it Out, a Life-Skills program, is also offered twice a month, as is Financial Awareness and What's Your Personality. Word and Excel Basics classes are offered continuously.

The Burlington Re-Engagement Center ("REC") was one of the highlights of Region 16's service delivery offerings in the past year. The REC serves as a HiSED instructional site and also provides Adult Literacy services for those with a High School Diploma wishing to improve their reading and math skills. The REC averaged 51 students per month for a total of nearly 8,000 contact hours, and 21 students obtained High School Equivalency Diplomas.

Unfortunately, our Rapid Response Group had a number of sites to visit this year due to mass layoffs and/or closures: MHI, KAME Pharmacy, PPG Glass, Roquette America, and Matrix Metals. These meetings have proven to be very beneficial in terms of communicating the value of our services, and directly result in dislocated workers seeking and accessing those services.

F. WIOA Implementation

a. WIOA Transition Planning

Members of the local Leadership Team attended a great deal of training focusing on the transition to WIOA: AIWP in March, NAJA in April, NAWDP in May, and IWD in June. These events featured speakers who are well regarded nationally: Ron Painter, Bob Knight, Greg Newton and others. Some of these trainings were also attended by our local RWIB chair. Additionally, the incoming WIOA Director met with DOL representatives in January during the GLETA meetings to discuss concerns regarding the transition. Fiscal agent and WIOA staff also attended intensive training regarding CFR-200 in April.

b. Early Implementation Efforts

The Region 16 RWIB and CEO have voted to move forward with the new WIOA Regional Board Structure.

c. Transition Strategy for the Youth Program

Youth program expenditures for ISY/OSY this past fiscal year were 45%/55%, giving us a good start towards the 75% OSY expenditure requirement. We plan on strengthening our relationship with the Corrections Department in our region, and will be taking full advantage of the new age limit of 24 to increase OSY enrollments.

Success Story:

After returning from serving in the military in the Mideast, Carl and his wife decided that he would stay home with their four children while she worked in her job, which paid a good salary. Carl's wife lost her

job recently when her employer closed down the facility where she worked, and he needed to get back into the workforce.

Working with the Veteran's Outreach Program at IowaWORKS, Carl began by taking the National Career Readiness Assessment, and scored very well. He followed up by attending a Pre-apprenticeship class that was offered by IowaWORKS, and received some one-on-one help in polishing up his resume.

With the Veteran's Outreach program partnering with WIA Dislocated Worker program, Carl was placed into an internship with a local electrical contractor. The wages for this internship were covered by WIA, which also helped Carl buy some tools, and pay some household bills that had piled up when his wife's income stopped. When the internship was finished, Carl was hired on permanently by the contractor, and is now trained and employed in a field that has job security and a great opportunity for growth.

Performance Reports

PY14 was a growth year for the State of Iowa. As our Integrated Service Delivery model continued to develop, all Regional Workforce Investment Boards developed new Local Plans. The effort of the State and Local leadership and the staff of all required service agencies identified in the Workforce Investment act to complete this process and required service agreements, over the past program year, was remarkable.

Many areas took several specific steps to both improve performance and to build better relationships with multiple community partners.

WIA Adult Performance levels -- PY2014
Annual

Region	Entered Employment Rate				Employment Retention Rate				Average Earnings 6 Mos.				Region
	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	
1	71.5%	63%	58.7%	50.4%	88.5%	82%	73.8%	65.6%	\$12,705	\$11,700	\$10,530	\$9,360	1
2	64.9%	63%	58.7%	50.4%	85.2%	82%	73.8%	65.6%	\$12,829	\$11,700	\$10,530	\$9,360	2
3 & 4	63.9%	63%	58.7%	50.4%	89.9%	82%	73.8%	65.6%	\$12,841	\$11,700	\$10,530	\$9,360	3
5	60.8%	63%	58.7%	50.4%	89.3%	82%	73.8%	65.6%	\$12,207	\$11,700	\$10,530	\$9,360	5
6	65.1%	63%	58.7%	50.4%	78.6%	82%	73.8%	65.6%	\$10,516	\$11,700	\$10,530	\$9,360	6
7	62.6%	63%	58.7%	50.4%	85.2%	82%	73.8%	65.6%	\$11,400	\$11,700	\$10,530	\$9,360	7
8	59.4%	63%	58.7%	50.4%	81.7%	82%	73.8%	65.6%	\$11,108	\$11,700	\$10,530	\$9,360	8
9	61.1%	63%	58.7%	50.4%	88.7%	82%	73.8%	65.6%	\$12,388	\$11,700	\$10,530	\$9,360	9
10	66.4%	63%	58.7%	50.4%	86.2%	82%	73.8%	65.6%	\$13,523	\$11,700	\$10,530	\$9,360	10
11	50.8%	60%	54.0%	48.0%	83.7%	82%	73.8%	65.6%	\$11,325	\$11,700	\$10,530	\$9,360	11
12	65.9%	63%	58.7%	50.4%	84.3%	82%	73.8%	65.6%	\$11,321	\$11,700	\$10,530	\$9,360	12
13	59.2%	63%	58.7%	50.4%	83.4%	82%	73.8%	65.6%	\$11,081	\$11,700	\$10,530	\$9,360	13
14	58.8%	63%	58.7%	50.4%	81.6%	82%	73.8%	65.6%	\$12,404	\$11,700	\$10,530	\$9,360	14
15	58.6%	63%	58.7%	50.4%	81.0%	82%	73.8%	65.6%	\$10,121	\$11,700	\$10,530	\$9,360	15
16	60.8%	63%	58.7%	50.4%	82.5%	82%	73.8%	65.6%	\$10,524	\$11,700	\$10,530	\$9,360	16
State	61.1%	63%	58.7%	50.4%	85.0%	82%	73.8%	65.6%	\$11,943	\$11,700	\$10,530	\$9,360	State

R6 Integrated performance will be reflected in Fall PY15.

WIA Dislocated Worker Performance Levels -- PY2014

Annual

Region	Entered Employment Rate				Employment Retention Rate				Average Earnings 6 Mos.				Region
	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	
1	76.3%	70.0%	63.0%	56.0%	90.9%	93.0%	83.7%	74.4%	\$15,301	\$ 15,000	\$13,500	\$12,000	1
2	71.2%	70.0%	63.0%	56.0%	86.1%	93.0%	83.7%	74.4%	\$15,380	\$ 15,000	\$13,500	\$12,000	2
3 & 4	69.6%	70.0%	63.0%	56.0%	91.8%	93.0%	83.7%	74.4%	\$14,735	\$ 15,000	\$13,500	\$12,000	3
5	70.0%	70.0%	63.0%	56.0%	92.5%	93.0%	83.7%	74.4%	\$14,529	\$ 15,000	\$13,500	\$12,000	5
6	62.3%	70.0%	63.0%	56.0%	100.0%	93.0%	83.7%	74.4%	\$18,049	\$ 15,000	\$13,500	\$12,000	6
7	71.3%	70.0%	63.0%	56.0%	86.8%	93.0%	83.7%	74.4%	\$13,411	\$ 15,000	\$13,500	\$12,000	7
8	61.8%	70.0%	63.0%	56.0%	87.9%	93.0%	83.7%	74.4%	\$12,421	\$ 15,000	\$13,500	\$12,000	8
9	69.0%	70.0%	63.0%	56.0%	92.9%	93.0%	83.7%	74.4%	\$15,574	\$ 15,000	\$13,500	\$12,000	9
10	73.0%	70.0%	63.0%	56.0%	89.5%	93.0%	83.7%	74.4%	\$15,872	\$ 15,000	\$13,500	\$12,000	10
11	59.4%	70.0%	63.0%	56.0%	86.5%	93.0%	83.7%	74.4%	\$13,013	\$ 15,000	\$13,500	\$12,000	11
12	73.5%	70.0%	63.0%	56.0%	86.8%	93.0%	83.7%	74.4%	\$13,345	\$ 15,000	\$13,500	\$12,000	12
13	65.5%	70.0%	63.0%	56.0%	82.4%	93.0%	83.7%	74.4%	\$14,021	\$ 15,000	\$13,500	\$12,000	13
14	65.7%	70.0%	63.0%	56.0%	77.9%	93.0%	83.7%	74.4%	\$14,995	\$ 15,000	\$13,500	\$12,000	14
15	67.1%	70.0%	63.0%	56.0%	81.9%	93.0%	83.7%	74.4%	\$12,868	\$ 15,000	\$13,500	\$12,000	15
16	64.3%	70.0%	63.0%	56.0%	88.8%	93.0%	83.7%	74.4%	\$13,093	\$ 15,000	\$13,500	\$12,000	16
State	69.1%	70.0%	63.0%	56.0%	87.9%	93.0%	83.7%	74.4%	\$14,475	\$ 15,000	\$13,500	\$12,000	State

**DW EER goal Renegotiated to 70%/Feb 2015

R6 Integrated performance will be reflected in Fall PY15.

WIA Youth Performance Levels -- PY2014
(Common Measures)

Annual

Region	Placement in Employment/Education Rate				Attainment of Degree or Certificate				Literacy/Numeracy			
	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg
1	93.3%	73.0%	65.7%	58.4%	70.0%	65.0%	58.5%	52.0%	100.0%	42.0%	37.8%	33.6%
2	73.7%	73.0%	65.7%	58.4%	65.4%	65.0%	58.5%	52.0%	100.0%	42.0%	37.8%	33.6%
3&4	77.8%	73.0%	65.7%	58.4%	84.6%	65.0%	58.5%	52.0%	80.0%	42.0%	37.8%	33.6%
5	62.5%	73.0%	65.7%	58.4%	75.0%	65.0%	58.5%	52.0%	37.5%	42.0%	37.8%	33.6%
6	76.2%	73.0%	65.7%	58.4%	65.0%	65.0%	58.5%	52.0%	14.3%	42.0%	37.8%	33.6%
7	66.7%	73.0%	65.7%	58.4%	76.0%	65.0%	58.5%	52.0%	10.0%	42.0%	37.8%	33.6%
8	77.8%	73.0%	65.7%	58.4%	75.0%	65.0%	58.5%	52.0%	n/a	42.0%	37.8%	33.6%
9	65.0%	73.0%	65.7%	58.4%	55.9%	65.0%	58.5%	52.0%	27.3%	42.0%	37.8%	33.6%
10	80.0%	73.0%	65.7%	58.4%	77.9%	65.0%	58.5%	52.0%	29.2%	42.0%	37.8%	33.6%
11	78.2%	73.0%	65.7%	58.4%	52.0%	65.0%	58.5%	52.0%	40.0%	42.0%	37.8%	33.6%
12	83.3%	73.0%	65.7%	58.4%	70.0%	65.0%	58.5%	52.0%	33.3%	42.0%	37.8%	33.6%
13	70.0%	73.0%	65.7%	58.4%	76.9%	65.0%	58.5%	52.0%	36.4%	42.0%	37.8%	33.6%
14	57.1%	73.0%	65.7%	58.4%	82.1%	65.0%	58.5%	52.0%	50.0%	42.0%	37.8%	33.6%
15	69.0%	73.0%	65.7%	58.4%	70.6%	65.0%	58.5%	52.0%	36.4%	42.0%	37.8%	33.6%
16	63.8%	73.0%	65.7%	58.4%	60.0%	65.0%	58.5%	52.0%	18.5%	42.0%	37.8%	33.6%
State	71.9%	73.0%	65.7%	58.4%	68.8%	65.0%	58.5%	52.0%	32.1%	42.0%	37.8%	33.6%

**Regional Lit/Num perf. = Rolling 4 qtrs/DOL*