

# Iowa Workforce Monthly

## Highlights:

- Iowa Workforce Development Director Elisabeth Buck joined fellow workforce leaders from over 25 states.....pg. 2
- Spencer Iowa Workforce Development Center employees have been busy purchasing and collecting supplies for local elementary students.....pg. 2
- NCRC Update.....pg. 2
- North Central Correctional Facility (NCCF) continues its re-entry drive with much help from Iowa Workforce Development (IWD) and Workforce Advisor, Amber Connolly.....pg. 3
- The comprehensive health care reform legislation signed into law in March 2010 has numerous deadlines that employers will have to satisfy.....pg. 4
- The Lakes Area and Kossuth County ECI's will hold meetings titled, Pandemics and Bioterrorism – Making Your Workplace Safe.....pg. 4
- Iowa Workforce Development has partnered with the Strengthen Rural Iowa, a federal partnership, to locate an Iowa Career Access Point (ICAP)..pg. 5

## Inside this Issue:

- Director's Message.....pg. 2
- Employee Acknowledgements.....pg. 5
- Employee Anniversaries.....pg. 6
- Employee Retirements.....pg. 6



## Workers' Compensation to start new paperless electronic filing system

The Division of Workers' Compensation has been working diligently with HCL America on the electronic filing and case management system (Perfect System – Paperless Electronic Records Filing and Electronic Claims Technology System). The development and implementation of this system has been an intensive process from a time and labor perspective. The new “paperless” system is an electronic filing and case management system that is accessible from any computer connected to the internet. The system will be designed to make paper filing and mailing/running/faxing documents to the division obsolete – in fact it will not be allowed. The system allows a law office to work without a paper flow or paper file – it will all be maintained on the state's server and can be accessed on the internet.

The system will also have the following advantages, amongst many:

- Reduces storage costs for the division
- Reduces docket duties for reassignment to other duties
- Increases ease for the use of our customers
- Reduces costs and duties for generation of orders, rulings, and notices
- Significant mailing reduction for the division's staff
- Conform to Release 3 of EDI

Training manuals and training programs will be provided prior to the “go-live” date of the PERFECT System.

Additional information will be posted about training opportunities on the Workers' Compensation division website – [www.iowaworkforce.org/wc/](http://www.iowaworkforce.org/wc/).

## New Layoff Notification Law in Effect

Legislation passed during the 2010 Session requiring Iowa employers to provide notification of a layoff or closure affecting 25 or more employees 30 days in advance is now in effect.

“Federal requirements regarding notification of layoffs are targeted to large companies and have little impact on Iowa's businesses that typically have fewer than 100 employees, stated Iowa Workforce Development Director Elisabeth Buck. “The new Iowa Layoff Notification Law will allow Iowa Workforce Development the opportunity to connect with dislocated workers early on in the

process, leading to a more efficient delivery of workforce services.”

The decision to reduce or eliminate a portion of a company's workforce is difficult for all parties involved in the process. Iowa Workforce Development provides a number of services for both dislocated workers and Iowa businesses through our IowaWORKS Centers.

These services are provided free of charge, completed in concert with the employer, organized labor, and the affected employees. Services are activated when an employer completes their responsibilities under the Iowa Layoff Notification Law or the Federal WARN Act.

# One On One



with Elisabeth Buck, IWD Director

It's hard to believe the year is almost over. With the warm temps, I hope you have gotten a chance to enjoy the beautiful weather we've been having lately.

There has been a lot going on at IWD this Fall. Please take a minute to read all the information we've provided.

July 1<sup>st</sup> began our new fiscal year and it also brought along a new batch of laws.

An important one to note is the new Layoff Notification Law. We have included information on the details of this new law. Please take a minute to read about the important changes.

On the next page, you can read about Amber Conolly, who works hard to help prisoners prepare to re-enter the workforce after being released. Amber recently received the International

Association of Workforce Professionals – Iowa Chapter, Individual Specialized Service Award.

You can also take a minute to read about a recent meeting held by local ECI's (Employer's Council of Iowa). They are providing a great service for local employers.

## Spencer IowaWORKS Center Collects School Supplies for Local Students

Spencer IowaWORKS Center employees have been busy purchasing and collecting supplies for local elementary students.

A kit was prepared with a backpack, notebooks, pencils, binders, colored pencils, erasers, Kleenex, pens, glue stick, scissors, paper, binder dividers, highlighters and rulers.

Heading up the effort was Bill Zinn along with Linda Gray, Region 3/4 Manager, Deb Collingwood, Craig Cretsinger, Shari Goertz, Katie Clark, Brenda Nielsen, Barb Ambrosius, Heather Warren, Judy Wobbema and Bob Becker. All of the aforementioned are IWD employees at the Spencer office who took an interest in promoting the education and general well being of the students in the Spencer Community School District.

## Nation's Workforce Leaders Highlight Skills Training to grow Economy and Help get Americans Back to Work

Iowa Workforce Development Director Elisabeth Buck joined fellow workforce leaders from over 25 states to highlight how states and the national workforce system are helping to put America back to work.

"On-the-job training programs have the potential to boost Iowa's economy by providing excellent employment opportunities while providing Iowa employers a unique opportunity to train and review new employees with support from the workforce system," stated Buck. "Companies such as John Deere, Nationwide and Iowa Health Systems are supportive of the

training programs and their benefits for Iowa."

The National Association of State Workforce Agencies (NASWA) held its annual conference in Madison, Wisconsin, drawing leaders from across the country whose agencies oversee employment and training services, Unemployment Insurance, veterans services, one-stop job center partnerships, and other vital workforce programs. States represented in support of workforce system programs include Arizona, Arkansas, Colorado, Georgia, Idaho, Illinois, Iowa, Kansas, Maine,

Maryland, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Mexico, New York, Ohio, Oregon, Pennsylvania, Rhode Island, Washington, West Virginia, Wisconsin, and the District of Columbia.

Employers or workers interested in learning more about available training programs can contact their local workforce centers. Contact information is available at [www.iowaworkforce.org/centers/files/offices.htm](http://www.iowaworkforce.org/centers/files/offices.htm).

## NCRC Update

In the last newsletter, we provided you information regarding the National Career Readiness Certificate.

Now, the National Career Readiness Certificate Assessment has awarded another Platinum certificate. Justin Jenkins earned a Platinum certificate at his local IowaWORKS office in Des Moines.

Congratulations to Justin for being our first examinee to earn the highest level that the NCRC has to offer. To date, IWD and Community Colleges across Iowa have awarded 72 Platinum certificates. Justin is also the grandson of IWD's Veteran Representative, Ted Hall.

# Iowa WORKS Helps Offenders at NCCF

North Central Correctional Facility (NCCF) continues its re-entry drive with much help from IowaWORKS and Workforce Advisor, Amber Connolly.

Amber works within the secure perimeter of NCCF and helps offenders prepare to obtain gainful employment prior to release from NCCF.

Since her employment began, Amber has created an employment preparedness class that covers IowaWORKS

programs and services, job search documents, effective job searching techniques, networking, job application/ résumé/ cover letter building, compiling references, interviewing skills, employer tax incentive programs and job success skills.

Throughout this class offenders are educated on

how to manage their criminal history during the employment search process.

This is a huge hurdle for many offenders, and understanding how to best present it to employers is essential in gaining successful employment.

Another opportunity that IowaWORKS offers is administering the National Career Readiness Certificate (NCRC) test. The NCRC test measures specific basic skills used in the workplace.

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**“...Offenders at NCCF gain critical employment preparation skills and job leads, increasing the likelihood of success when the offender enters the employment world.”**

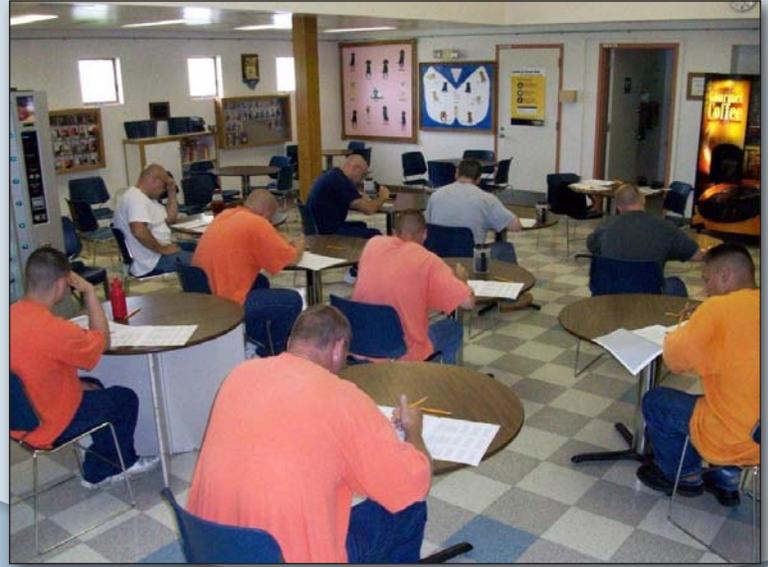
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A certificate is awarded to those offenders that score appropriately.

Offenders who earn an NCRC can demonstrate to employers that they possess the key foundational

job skills to be successful. This certificate can be used by the offender as an employment credential.

In addition, Amber assists offenders releasing from the institution with registering



with IowaWORKS, job searching and employment leads.

Through her efforts, offenders at NCCF gain critical employment preparation skills and job leads, increasing the likelihood of success when the offender enters the employment world.

In the past year, Amber has worked with over 300 offenders. Almost 200 of these have been released and found gainful employment.

Amber recently received the International Association of Workforce Professionals – Iowa Chapter, Individual Specialized Service Award.

She received 2<sup>nd</sup> place at the International Level.

The Iowa Department of Corrections is extremely pleased and appreciates this partnership with IowaWORKS.

These type of collaborations support the IDOC mission of Re-entry efforts.



# Southwest ECI Holds Health Care Reform and Employers Seminar

The comprehensive health care reform legislation signed into law in March 2010 has numerous deadlines that employers will have to satisfy. The Southwest Iowa Employers' Council (ECI) hosted an informational session on "Health Care Reform and Employers: Understanding the Impact" on Tuesday October 12, at Iowa School for the Deaf Lied Center in Council Bluffs.

The Health Care & Education Reconciliation Act of 2010 is the most sweeping legislation to impact employee benefits in more than 35 years. Topics included:

- Overview of Health Care Reform
- The Patient Protection & Affordable Care Act (PPACA)
- Employer Responsibility for Health Insurance Coverage
- Individual Responsibility; Free Choice Vouchers
- Insurance Reforms & Modifications to Current Benefit Plans
- Health Plan Provisions—Applicable to All Group Plans including Plans not Grandfathered in
- 105(h) Nondiscrimination Provisions & Rules
- Deadlines & Chronology of Health Care Provisions: now to 2014
- Penalties for Non-Compliance

Susan J. Freed was the featured speaker. She shared that many of the deadlines in the Patient Protection and Affordable Care Act will take effect as clocks strike midnight at the end of New Years' Eves for many years to come. The PPACA was amended on March 30, 2010.

Ms. Freed has co-authored the Employee Benefits Section of the Iowa Bar Associations' Business Law manual and wrote the Employee Benefit Section for the Iowa Human Resources Manual for the Iowa Association of Business

and Industry. She taught a Health Law course at Drake University Law School for four years. Susan earned her law degree with a certificate in health law from DePaul University College of Law in Chicago, Illinois.

## Local ECI's to hold Pandemic and Bioterrorism meetings

The Lakes Area and Kossuth County ECI's will hold meetings titled, "Pandemics and Bioterrorism – Making Your Workplace Safe."

The meetings will take place on Wednesday, Nov. 17. They will be held at:

### Algona

9:00 a.m. to 10:30 a.m.  
Iowa Lakes Community College,  
2111 Hwy 169 N, Algona,  
Iowa 50511.

### Spencer

Noon to 1:30 p.m.  
Iowa Lakes Community College  
1900 N Grand Ave,  
Spencer, Iowa 51301.

All employers, human resource personnel, accounting, payroll, and other staff members are invited to attend.

Major topics discussed:

1. General practices to isolate and impede the spread of pandemics such as H1N1, Bird Flu, etc.
2. Recognizing the threat of bio-terrorism to your particular industry.
3. Disaster Plans you might wish to consider for the above situations.

Questions will be fielded by Lois Stillman.

The featured speaker will be Lois Stillman, Health Promotion and Disease Prevention Coordinator for Spencer Hospital Community Health Services. Lois will share ideas to help you protect your staff and workplace from pandemics and the threat of bio-terrorism.

There is no fee to attend but pre-registration is requested for planning purposes by Friday, Nov. 12, 2010, to Paula Seely, (515) 295-4602 or [seelyp@mercyhealth.com](mailto:seelyp@mercyhealth.com).

This program has been approved for 1.5 (General) recertification credit hours towards PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI).

# Noteworthy Employee Acknowledgements and Accomplishments

We appreciate the feedback we get from our customers. Here are a few noteworthy comments we've received:

– Susan Pettrone sent in a note to thank **Carmen Gomez, Des Moines**, for her great customer service. “I called regarding my unemployment extension and she was able to explain things to me, thus lessening my stress regarding my financial situation. She is an asset to IWD and should be commended for her efforts and pleasant, informative customer service.”

– **Janet Bannister, Des Moines**, received a great

thank you letter Rick Erickson, department manager for Jared the Galleria of Jewelry. Erickson stated that he “appreciated the way that you listened to every word I said and then repeated it back to make sure we were on the same page. It is impressive to me that you return your calls in a timely manner and make me feel like my call is the most important call of your day.”

– Michael Saylor sent in a letter of appreciation for the **Des Moines IowaWORKS Center staff**. “I encountered a group of courteous, helpful,

computer-saavy professionals there who were determined to address and promote my goal of obtaining gainful employment. I found the quality of service commendable and nothing less than phenomenal.” Kudos to the Des Moines IowaWORKS Center staff!

– Jon Swanson sent in a note thanking **Janna Martin, Des Moines**. “Janna met with me and took the time to educate a practicing attorney about all of the nuances of the EDI filing system. Janna has been very responsive and patient with my questions as

we have worked through this process.”

– Roxanne Clayton from Council Bluffs sent a note thanking the Council Bluffs IowaWORKS for helping her gain employment. “After I took the reemployment seminar, I spent a lot of time reworking my resume. Everything I was told in the class made a BIG difference. Thank you so much for all the help.”

If you would like to send us your noteworthy comment, send it to: [kathryn.hommer@iwd.iowa.gov](mailto:kathryn.hommer@iwd.iowa.gov) or 515-281-5407.

## IWD and Strengthen Rural Iowa (SRI) Partner to Offer Workforce Services in Columbus Junction and Burlington

Iowa Workforce Development has partnered with the Strengthen Rural Iowa, a federal partnership, to locate an Iowa Career Access Point (ICAP) in Columbus Junction and Burlington. The access point creates an additional entrance point into the workforce system for individuals at familiar community locations.

“Workforce services are needed now more than ever,” stated Elisabeth Buck, Iowa Workforce Development Director. “Utilizing these unique partnerships allows us to bring our services to more Iowans.”

By utilizing current

community service providers and volunteers trained within the ICAP system, Iowa is able to provide cohesive workforce services to a

broader audience within local communities not currently served with a satellite workforce office. Community members will receive assistance with job search techniques, résumé development, filing unemployment claims and other workforce related services.

The Columbus Junction ICAP is located at 232 2<sup>nd</sup>



Street, serving individuals from 1:30-5:30 p.m., Monday thru Friday. The site is currently serving individuals and celebrated a grand opening on Wednesday, October 6<sup>th</sup>.

The Burlington ICAP is within the Zion United Church of Christ “Bridging the Gap” location at 412 North Fifth Street.

Services will be available Monday through Friday, 9:30-11:30 AM; Monday through Tuesday, 5:00-7:00 PM; and by appointment. A grand opening celebration will be held later in October.

# Employee News

Included below are the Anniversaries, New Hires, Promotions/Transfers and Retirements for the months of August, September and through the first pay period of October.

## Anniversaries

### 5 Years

James Baedke  
Stacy Brown  
James Borwey  
Kimberly Cross  
Elizabeth Feilmeier

Kelly Fredericks  
Carmen Gomez  
Cyrilla Gregory  
Inger Hall  
Silvanna Heilmann  
Jason Kerry  
Matthew Mitchell  
Michael Nelson  
Janice O'Meara  
Lilia Rundquist  
Vicki Seeck

Sharold Shepherd  
Corey Stevens  
Jamie Swacker  
Kevin Wey  
Michael Whitmore

### 10 Years

Ron Brady  
Ray Dyer  
Laurie Fay  
Mark French  
Rose Fisher  
Charles Gifford  
Pamela Meier

Donovan Morrison  
Ronee Slagle  
Mary Stratton  
Katherine Sullivan

### 15 Years

Rosalind Darensbourg  
Karla Walters

### 20 Years

Carolyn Coleman  
Nhoui Khounlo  
Sandra Payne  
Barbara Schenk

### 25 Years

Randy Graves  
Sharon Parry  
Velinda Peterson  
Martha Pierre  
Teresa Sloan

### 30+ Years

Stephen Arzberger  
Ellen Batten  
Debra Collingwood  
Adrienne Garrington  
Marlys Guy  
Ray Truitt

# Iowa Workforce Monthly

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Des Moines, IA 50319

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For Deaf or Hard of Hearing, call Relay 711

*Iowa Workforce Monthly* is intended to help keep Iowa employers, job seekers and IWD employees informed about critical employment issues affecting Iowa. For more information, contact Kathryn Hommer via e-mail at [kathryn.hommer@iwd.iowa.gov](mailto:kathryn.hommer@iwd.iowa.gov) or 515-281-5407.

### **Chet Culver**

Governor

### **Elisabeth Buck**

Director

### **Kerry Koonce**

Communications Director

### **Mark French**

Web Master

### **Kathryn Hommer**

Marketing/Communications Coordinator

To read past editions, visit

[www.iowaworkforce.org/director/](http://www.iowaworkforce.org/director/)

## New Hires

Robin Bartelt  
Brett Conner  
Amanda Emery  
Bobbi Evans  
Jennifer Freiburger  
Dawn Fulton  
Elizabeth Gronbach  
Adam Haar  
Lynn Hartstock  
Kevan Irvine  
Larry Marvin  
Paul Mikkelsen  
Daniel Noonan  
Brian Pibal

Monica Reynolds  
Jeremy Ritchie  
Matthew Uthoff  
Michael Wilkinson  
Teresa Book  
Nelson Castro  
Aaron Gillett  
James Harris  
Hannah Jensen  
Catherine Nelson-Schoon  
Mary Ryan  
Dean Welfringer  
Laura Wood

Mallory Engelen  
Debra White  
Ronda Butler  
Jacqueline Gillman  
Simona Hammond  
Bridgett Kinney  
Vicki Kramer  
Tamara Lutz  
Brenda Nielsen  
Chantel Phipps  
Holley Nicodemus  
Maria Sanchez  
Tamar Woods

## Promotions/Transfers

Erin Asher  
Kara Close  
Brad Edaburn  
David Eklund  
Denise Schippers  
Tracy Bielecki  
Julie Harland  
Michael Hosier

Melisa Castillo  
Randolph Adcock  
Amanda Blanchard  
Patricia Downing  
Roxanna Devine  
Christal Finck  
Shari Goertz  
Jill Jacobsen

Christy Roush  
Sherri Vaughn  
Erin Asher  
Kara Close  
Brad Edaburn  
David Eklund  
Denise Schippers

## Retirements

Debra Collingwood

Equal Opportunity Employer/Program

Auxiliary aids and services are available to individuals with disabilities upon request.