

# Iowa Workforce Bi-Monthly

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## Virtual Access Point Services Offered at many locations across Iowa

Iowa Workforce Development is rapidly deploying access points across the state to bring workforce services closer to Iowans.

"The access point system provides Iowans with the opportunity to utilize workforce services in a convenient location close to home," stated Iowa Workforce Development director Teresa Wahlert. "With over 159 access points, 16 regional centers and 3 satellite offices we have more than doubled our access for Iowans and we will continue adding locations throughout the year."

Continually updated information on access points is available at [www.iowaworkforce.org](http://www.iowaworkforce.org) in the announcements section.

Individuals can connect with a workforce professional calling toll-free at (866) 239-0843 or live chat at an access point. The access is

available from 8:00 am to 8:00 pm, Monday through Friday and 10:00 am till 2:00 pm on Saturdays. Staff members will continue to be available from 8:00 am till 4:30 pm Monday through Friday within the regional centers and satellite offices.

Iowa's redefined workforce will have greater availability to the public with evening and weekend hours, something not available in the current delivery model. Additionally, IWD will continue to enhance technology based services throughout the new system for the benefit of all clients. Iowa Workforce Development and partners provide comprehensive workforce services within the 16 integrated IowaWORKS offices. 24/7 access to employment services, unemployment filings, job postings and more is available at [www.iowaworkforce.org](http://www.iowaworkforce.org).

## Job Growth for July Shows Promise

Iowa's seasonally adjusted unemployment rate remained at 6.0 percent in July, but was down from 6.2 percent for the same month one year ago.

While Iowa employers have steadily added jobs in 2011, the gain has not been large enough to significantly reduce the state's jobless rate. The national unemployment rate for July eased down to 9.1 percent from 9.2

percent in June.

"Nonfarm employment for July reflected a resurgence in the state's construction and manufacturing sectors," said Teresa Wahlert, director of Iowa Workforce Development. "Both industry sectors advanced to their highest employment levels for 2011, offering renewed optimism for a stronger performance in the second half of the year."

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# Message from the Director



**Teresa Wahlert**  
IWD Director

I recently let you know about the impact of IWD's state funding for Fiscal year 2012. Our challenge is to develop and deploy a sustainable delivery system to lowans who need assistance with employment, re-employment and training assistance in a more cost efficient manner. This new operational model reduces the

size of our field office "brick and mortar" structure from 55 to 19 staffed locations while growing the number of access points statewide. As of August 31, we have 159 access points with 529 desktops installed, with more waiting to be installed.

Offices designated as Phase One locations (Algona, Atlantic, Boone, Centerville, Charles City, Cherokee, Clarinda, Denison, Emmetsburg, Estherville, Fairfield, Glenwood, Harlan, Humboldt, Iowa Falls, Keokuk, Manchester, Maquoketa, Mt. Pleasant, New Hampton, Oelwein, Orange City, Osceola, Oskaloosa, Pella, Perry, Pocahontas, Red Oak, Shenandoah, Washington and Waverly) were transitioned effective August 31.

We will honor contractual obligations with our landlords in these locations, and will pay any rent due for the required term. That will also provide Premises and local management time to remove all agency property, clean, and have the location ready to be returned to the landlord by the appropriate due date.

The second phase of the reorganization will affect our offices in Ames, Clinton, Muscatine, Newton and Storm Lake. The last day of operation for those locations will be Monday, October 31.

We realize that this affects many people's employment status with the agency. The Human Resources department is

continuing to review all letters submitted by employees impacted by the change. We understand you are all anxious to get that information, and we want to get it to you as soon as possible.

In addition to the access points, IWD field offices will be located in Dubuque, Decorah, Mason City, Spencer, Fort Dodge, Webster City, Marshalltown, Waterloo, Carroll, Davenport, Cedar Rapids, Iowa City, Des Moines, Sioux City, Council Bluffs, Creston, Ottumwa, Fort Madison and Burlington.

## IowaWORKS Eastern Iowa Kicks off Veterans Event "Bridging the Gap" Campaign

IowaWORKS Eastern Iowa will be conducting the 5<sup>th</sup> annual "Shoes for Veterans" Campaign from July 1 through September 9, 2011. Tax deductible donations of new and "gently used" men and women's shoes, winter weather boots, winter coats, and winter apparel will be accepted. Monetary donations will also be accepted.

Donations will be accepted between 8:30 am – 4:30 pm Monday through Friday. They may be dropped off at the IowaWORKS Eastern Iowa Davenport office located at 902 W. Kimberly Road, Suite 51,

Davenport, IA 52806. Contributions collected during our "Shoes for Veterans" Campaign will be given to our homeless veterans at "Bridging the Gap" Homeless Veterans Stand Down 2011 on September 15, 2011.

"Bridging the Gap" Homeless Veterans Stand Down is more than an assemblage of services. It is a group of volunteers and participants brought together in the spirit of caring and respect. They hope to inspire the hope, strength and will of the homeless veteran so each can gather the individual, internal energy and initiative to rebuild his or her life.

## IowaWORKS Decorah Office Opens New Location



The IowaWORKS Decorah office relocated to 312 Winnebago Street.

The new location opened on Wednesday, August 17<sup>th</sup>. Hours of operation will be 8:30 am – 4:30 pm, Monday thru Friday.

"We're pleased to bring expanded, integrated services to Decorah with our new location,"

said Iowa Workforce Development Director Teresa Wahlert.

"Decorah is one of our regional offices, so it's important to have the facilities offered in a location convenient for providing services."

The IowaWORKS Decorah office will be hosting an open house on Tuesday, September 13<sup>th</sup>.



# Iowa National Guard and Workforce Development Partner, Bring Services Directly to Veterans

The Iowa National Guard and IWD announced a partnership to bring workforce services directly to Iowa veterans with workforce access points throughout the armory system.

"Iowa Workforce Development has a strong commitment to serve Iowa's veterans who often have different employment concerns and needs, particularly when returning from long deployments," said Teresa Wahlert, Iowa Workforce Development director. "By partnering with the National Guard, we can connect with veterans across the state

in an environment where a multitude of services are provided."

Maj. Gen. Tim Orr, the Adjutant General of the Iowa National Guard stated, "We're honored to partner with IWD on this unique project to make career-enhancing resources and job prospects highly accessible for our men and women. More than 25 percent of our 3,000 Soldiers and Airmen returning from combat in Afghanistan are seeking full-time employment. Through the focused efforts of IWD, our men and women will greatly enhance their career



opportunities and employability, putting their unique skillsets to work in Iowa's communities."

Iowa's workforce system is continually being enhanced through the addition of Access Points. The National Guard partnership will add 42 new access point locations for veterans.

Services available through the access points include job search and résumé assistance; unemployment claims and labor market information; educational and veteran specific resources; access to workforce specialists via live chat and more.

## Get to Know: Deputy Director Ed Wallace

Q. What is one thing you think people should know about you?

A. I have a great passion for helping ensure that Iowa's future is bright and as a state we are taking every opportunity possible to shine on a global stage. I am the father of two young sons and I think often of what this state and the world will look like for them in the years to come.

Q. Where did you go to school/college?

A. Iowa City Regina High School, Simpson College (B.A.), Iowa State University (Masters in Public Administration coursework)

Q. What did you do before you started working at IWD?

A. I was President of the nonpartisan Iowa Taxpayers Association. I previously served as an aide to U.S. Senator Chuck Grassley (U.S. Senate Committee on Finance) in Washington, DC and as an aide to former U.S. Attorney Matthew Whitaker in Des Moines, IA.

Q. Tell us something you're most excited about doing at IWD?

A. I'm enjoying the process of having IWD embrace new technology and helping to implement process improvements as we change our service

delivery model. The careers of tomorrow require us to take a closer look at how effectively we've been reaching out to Iowans for job placement and training. Additionally, it is important for us to double our efforts on working with new and existing Iowa employers so that they have all the resources needed to ensure they utilize our workforce.

Q. How do you view your role within the agency?

A. My role is to support IWD's mission and to work with all IWD stakeholders including state and federal legislators, business leaders, academic institutions, and the public.



Governor Branstad and Director Wahlert have a clear vision on IWD's critical role in job creation and retention.

Q. What do you do for fun/recreation outside of work?

A. I enjoy spending time with my wife and two sons. I particularly enjoy watching and attending collegiate football games. I also enjoy reading and travel.

# Noteworthy Employee Acknowledgements and Accomplishments

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

– Kyle Grell, owner of Grell Roofing, sent a note thanking Gary Beer, Des Moines. Grell stated Beer was very well suited for his job with his professional,

no-nonsense approach. "[Beer] prompted us to do a better job of safety on the job site and we will continue to be more proactive. Safety is a big issue for us."

– Jeff Johnson, Des Moines, received a thank you e-mail from Vivone Abdel-Razeq. She said, "It has not been easy as I was totally

caught off guard being laid off. I was so scared and didn't know where to begin with my career search. You've made the whole process very easy and your compassion was utmost appreciated."

– Deb Graves sent a Letter to the Editor of *The Messenger* thanking the Fort Dodge IowaWORKS office. "The people at

Workforce were not only informative but very supportive. They helped me get rid of my numerous doubts."

– Chris Nilles, Des Moines, has received several thank you e-mail from staff. Gary Bateman stated Chris "is a real asset to the agency and I really appreciate your talents and attitude."

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

## Iowa Workforce Monthly

1000 E. Grand Ave.  
Des Moines, IA 50319  
(800) 562-4692

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.

**Terry E. Branstad**  
Governor

**Teresa Wahler**  
Director

**Kerry Koonce**  
Communications Director

**Mark French**  
Web Master

**Kathryn Hommer**  
Marketing/Communications Coordinator

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

## Employee News

### Anniversaries

#### 5 Years

Jeffrey Fischer  
Terence Nice  
Alva May, Jr.  
Vicki Pierson  
Linda Rouse

#### 10 Years

Deborah Shepherd  
Barbara Spencer

### Retirements

Deandra Erickson  
Cindy Gardner  
Cheryl Handeland  
Steven Larkin  
Dora Siems  
Patricia Wadle

#### 15 Years

Janice Johnson  
Linda Scharf  
Kristen Wilson

#### 35 Years

Rita Cox  
Doris Pecinovsky

### New Hires

Ed Wallace  
Pam Conner

