



Iowa WIOA Annual Report

Program Year 2016

The Iowa Workforce Development Board

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Executive Summary

2016 was a pivotal year for WIOA implementation in Iowa. WIOA is an important federal law that redesigns how services for job seekers are carried out. WIOA stands for the Workforce Innovation and Opportunity Act. WIOA was signed into law by the President on July 22, 2014, after being passed in Congress by a wide bipartisan majority. It is the first legislative reform in 15 years of the public workforce system. It is a reauthorization of the Workforce Investment Act (WIA) of 1998.

WIOA brings together core programs to help job seekers get access to employment, education, training and support services, and to match employers with the skilled workers they need to compete in the global economy. Iowa Workforce Development is the lead agency for the State of Iowa, working closely with the Iowa Department of Education and Iowa Vocational Rehabilitation Services to implement the State of Iowa Unified Plan.

Iowa received a little over \$53.8 million in core program federal funding allotments under the federal Workforce Innovation and Opportunity Act (WIOA) for the last program year. For a state to qualify to receive core program federal funding allotments under WIOA, the state must have a WIOA state plan approved by the U.S. Departments of Labor and Education. The Departments conditioned approval of Iowa's WIOA state plan on changing the State Workforce Development Board's membership structure to comply with the requirements in section 101(b) of WIOA. House File 572, approved by both the Iowa House and Senate and signed into law by Governor Terry Branstad, changes the State Board's membership structure to meet WIOA requirements, including:

- 1) The Governor must be a voting member;
- 2) A state senator and state representative must each be a voting member;
- 3) A county chief elected official must be a voting member;
- 4) A city chief elected official must be a voting member;
- 5) The lead official (or the lead official's designee) from each agency administering a core program under WIOA must be a voting member;
- 6) A majority of the voting members must be representatives of business; and
- 7) At least 20% of the voting members must be representatives of labor or community-based organizations.

House File 572 contained transition provisions that allow the current nine-voting-member State Board to maintain its authority until enough members are appointed to constitute a quorum of the WIOA-compliant, 33-voting-member State Board. House File 572 helps ensure that Iowa will receive its federal funding allotments for core programs under WIOA.

This report details data and performance measures for 15 Regions in Iowa and outlines key initiatives to advance the goal of employers finding qualified workers to meet their needs and help them grow and expand their businesses. Additionally, it provides a pathway for job seekers to obtain the education, credentials and employment opportunities to make Iowa a place to work, live, play and raise a family.

Future Ready Iowa is the signature program, with the goal of 70 percent of all Iowans in the workforce having education or training beyond high school by 2025.

Home Base Iowa is designed to help returning servicemen and women select Iowa as their “State of Choice” to find employment after military duty. With Iowa’s low unemployment, businesses are looking to hire skilled workers and this program helps connect these businesses with qualified veterans looking for career opportunities. Countless resources are available to help veterans and their families with education and in transitioning to a new community with focused support and individuals who want to help. Home Base Iowa’s private-public partnership provides a high level of commitment for our veterans, transitioning service members and their families.

Iowa received ApprenticeshipUSA accelerator and expansion grants in the amount of \$2 million to grow Registered Apprenticeship opportunities in Iowa.

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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 May of 2017, Governor Kim Reynolds committed to Building a Better Iowa by focusing on the following priorities: creating a competitive business climate, developing the most innovative energy policy in the country, educating Iowa children for a knowledge economy and **training Iowans for the jobs of tomorrow**.

The Economic Environment

The pace of Iowa's job growth remains sluggish midway through 2017, but continues to expand upon all-time highs in jobs. The state could break the 1.6 million non-farm job barrier later this year. 2016 was a very modest year for Iowa establishment employment with only 9,400 jobs added compared to the prior year versus 14,400 added in 2015. This total was also markedly lower than the prior five years following the recession when an average of 18,400 jobs were added annually. Additionally, Iowa's job market remains tight for employers. Through August, the civilian labor force is down 16,900 workers compared to the prior year. This loss could be explained by Iowa's aging population retiring and leaving the workforce. On the other hand, those individuals in the labor force and looking for work have had better success finding work, evidenced by the state's low unemployment rate, which approached 3.0 percent at the beginning of the year.

Among the various economic indicators, most have displayed encouraging news in 2017. Manufacturing has shown evidence of optimism and hiring within durable goods factories with jobs gained annually in July and August. Healthcare and social assistance, a pillar of the economy in terms of growth and stable wages, has advanced faster in 2017 than in recent years and has led all other sectors in terms of jobs added. Iowa continues to bolster its finance sector footprint in Iowa with jobs being added every month midway through the year. Alternatively, construction has been down in 2017 due to the completion of various large-scale industrial projects around the state and has been responsible for some of the declines in total nonfarm employment; however, these drops do not appear to be symptomatic of long-term economic trends.

Nationally, the U.S. has added jobs every year since 2010 and grew at an annual rate of 1.7 percent in 2016. This growth rate far exceeded that of Iowa's 0.6 percent growth rate.

Future Ready Iowa Initiative

When Iowa identified the trend regarding a lack of skilled workers, state leaders also created a plan to do something about it. With a 2014 grant from the National Governors Association, the Future Ready Iowa initiative was born. The purpose of the grant is to develop approaches to increase educational and training completion of individuals that aligns with employer demand.

Data trends project that between 2010-2025, 612,000 jobs will be added in Iowa. Additionally, 69 percent of all Iowa jobs are expected to require training beyond high school. Given this projection, the goal of the Future Ready Iowa initiative is that 70 percent of Iowans in the workforce have education or training beyond high school by 2025. This will result in individuals having the skills they need for advanced career opportunities, as well as employers having the skilled employees needed to grow their business.

Future Ready Iowa aims to align efforts between education, rehabilitation, workforce and economic development. In doing so, Iowa will identify in-demand sectors and align focus areas toward ensuring individuals have the skills needed to obtain employment in high-wage, high-demand occupations.

The goals of the Future Ready Iowa initiative support the priorities of Iowa's workforce delivery system. Such alignment is seen within the goals and purposes of many workforce programs and initiatives including but not limited to:

Title I Youth Program

Iowa's Title I Youth Program strives to establish young adults as skilled and future-ready workers who demonstrate the value of Iowa's youth to employers.

The youth program connects eligible youth to a continuum of services and activities, aimed at teaching the youth to navigate the appropriate educational and workforce systems based on career pathways. In addition, there is an increased focus on serving out-of-school youth, with an emphasis on reducing barriers to serve the most "at-need" young adults.

Youth career planners seek to deliver services in a customer-centered, high-quality manner, which seeks to advance the following for youth participants:

- Enhanced skillsets,
- Increased likelihood of entry into meaningful employment,
- Enhanced chances of retaining employment leading to self-sufficiency, and
- Removal and reduction in barriers to employment.

John Deere DW-NEG

This program assists displaced workers with support and training in Iowa's growing employment fields as they work toward becoming reemployed. This aligns with Future Ready Iowa by helping displaced workers return to employment in high-demand industries.

Trade Adjustment Assistance

The Trade Adjustment Assistance Act assists workers, dislocated by international trade, transition to new employment by providing a full suite of reemployment services. Some services include information and guidance regarding in demand occupations, and up to 130 weeks of training if necessary to complete credentials to become employable. This aligns with the goals of Future Ready Iowa by providing the skill upgrades needed to prepare workers for advanced employment opportunities.

Dislocated Workers/Rapid Response

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs and dislocations; and preventing or minimizing their impacts on workers, businesses, and communities. When operated successfully, Rapid Response delivers on the promises that the workforce system makes to businesses, workers, and communities by providing valuable solutions to businesses and critically important services to workers at the time when they are needed most. The delivery and deployment of Rapid Response resources and services includes guidance to soon-to-be dislocated workers about careers which reflect in-demand occupations; encourages attainment of training which aligns with the goals of Future Ready Iowa; collaborates with business and workforce system partners in order to avert layoffs; and trains existing workers with needed skills so business can retain its workforce, with the goal of decreasing the cycle of extended unemployment and create job-ready, skill-competitive workers to fill Iowa's business demands.

Rapid Response is provided regardless of a Worker Adjustment and Retraining Notification Act (WARN) Notice. Rapid Response services should be delivered consistently and with quality, but adapted to meet the needs of the impacted workers and customized to specific events. Planned activities should meet the end goal of preventing or minimizing layoffs.

Home Base Iowa

Home Base Iowa was developed as a non-profit, private-public partnership to recruit veterans and transitioning service members to help connect them to private sector careers in Iowa. The initiative has increased awareness about the skills and training that veterans have developed in their military careers and recognizes the initiative as an opportunity to honor all veterans, help bridge Iowa's current skills gap and make Iowa the state of choice for veterans. Veterans and transitioning service members bring leadership, strong work ethics, integrity, and transferrable skills to Iowa's workforce. They are well trained and ready to meet employer's demands and the goals of Future Ready Iowa.

Disability Employment Initiative

The grant's goals are to improve employment outcomes and increase the number of individuals with disabilities who earn credentials; provide more and diversified job-driven training opportunities; and provide access to Career Pathways opportunities. The initiative also strives to increase the accessibility of one-stop training for front-line and partner staff and increases partnerships and collaboration across numerous systems that are critical for assisting adults with disabilities in securing meaningful employment. People with disabilities represent the largest untapped potential pool for our workforce. The Disability Employment Initiative provides opportunities for people with disabilities to enter into career pathways that are aligned with the goals of Future Ready Iowa.

Registered Apprenticeship Initiative

Registered Apprentices who complete a Registered Apprenticeship Program earn a nationally-recognized credential from the U.S. Department of Labor that is portable and stackable. This means that other employers in that industry will recognize the credential's value, and the Registered Apprentice can build on that foundation to further his or her knowledge and education.

Skilled Iowa Initiative

Former Governor Terry Branstad announced the Skilled Iowa Initiative in 2012. This initiative has been 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.

The Skilled Iowa Initiative has allowed Iowa’s employers to determine baseline skills for potential employees. The program has used 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.

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 resumes and can follow them to whatever state in which they may later choose to reside.

In Program Year 2016, more than 16,024 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 helps to 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 2016, there were 15 Iowa communities that met those requirements and began marketing themselves as such.

Skilled Iowa and NCRC in Iowa High Schools

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

Schools 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 to identify curriculum needs.

Registered Apprenticeship

The Registered Apprenticeship system provides opportunity for workers seeking high-skilled, high-paying jobs and for employers seeking to build a qualified workforce. Registered Apprenticeship is an employer-driven model, combining on-the-job learning with related classroom instruction and allows the Registered Apprentice to earn a paycheck from day one. Registered Apprenticeship Programs are a proven solution for recruiting, training and retaining world-class talent in Iowa. Since Iowa is experiencing a talent gap with an aging workforce of highly-skilled and experienced workers, this program has the ability to attract a new and more diverse talent pool, close the gap in workers’ skills, and awards an industry credential issued by the U.S. Department of Labor upon completion of the program.

New industries are offering opportunities including: information technology, financial services, healthcare, transportation, energy, advanced manufacturing, and hospitality. A Registered Apprenticeship is an appropriate option for all job seekers including women, minorities, youth, people with disabilities, and veterans.

The U.S. Department of Labor /Office of Apprenticeship reported 126 new Registered Apprenticeship Programs and 3,782 new Registered Apprentices were registered in Iowa during 2017. 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.

Iowa Workforce Development was awarded the ApprenticeshipUSA Accelerator and State Expansion Grants in November 2016 to partner with the U.S. Department of Labor/Office of Apprenticeship to expand Registered Apprenticeship in Iowa. This \$2 million investment will help to increase the amount of Registered Apprentices in Iowa, encourage underrepresented populations such as minorities, women and people with disabilities, and create 143 new Registered Apprenticeship Programs. Iowa Workforce Development is also targeting the following industries to create or grow programs: healthcare, IT, and advanced manufacturing.

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.

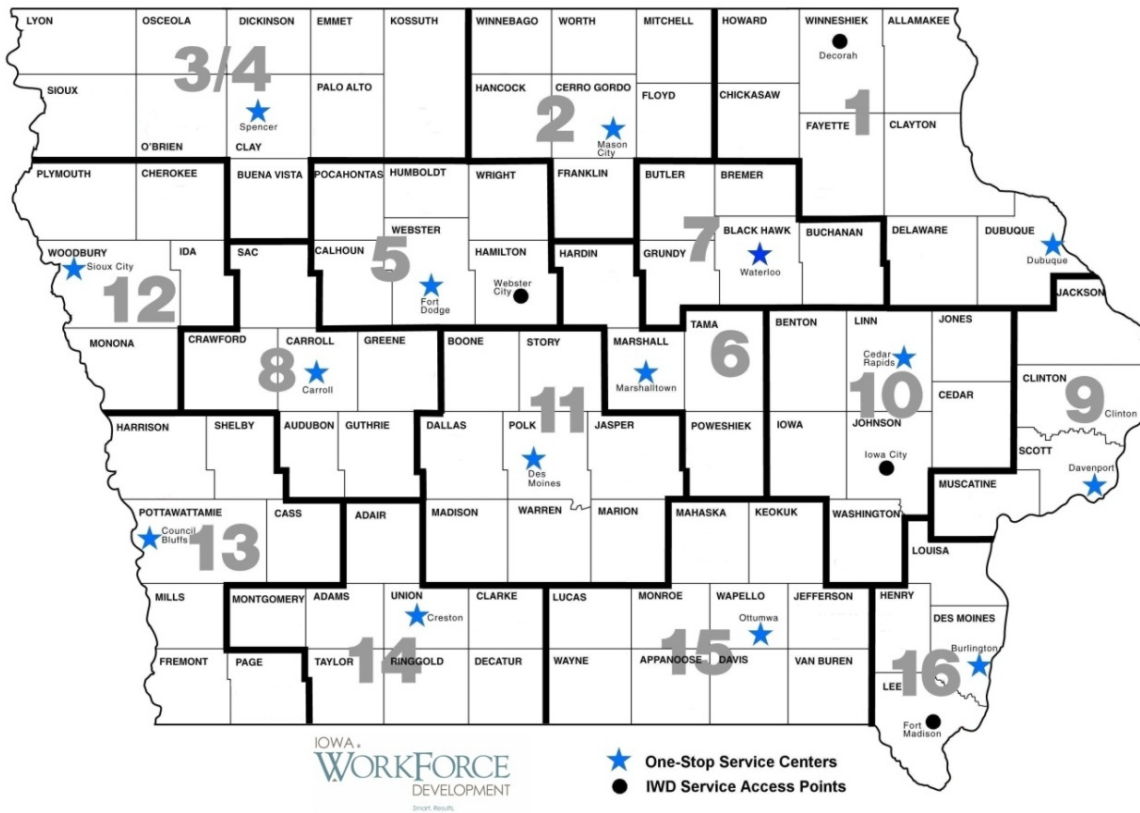
The integrated service delivery model allows Iowa to better use all of the workforce resources including Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA), Unemployment Insurance, Veteran employment programs, Trade Adjustment Act and state funding such as PROMISE JOBS (TANF) and other programs 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 Future Ready Iowa and Skilled Iowa Initiatives 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 [Iowa Integrated Workforce Plan July 2012 through June 2017](#)

Iowa Workforce Development Delivery System



Technology and Service Delivery

Mobile Technology Partnership

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

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 keyword.

Iowa has nine jobs microsites that allow us to focus on specific populations or career pathways that are a subset of our main job bank, www.iowajobs.org. These microsites provide 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) STEM is an acronym for science, technology, engineering and math. The site is cobranded with Iowa 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.

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 job postings, Iowa Workforce Development currently receives jobs from more than 1,400 employers through indexing. Most of these are Iowa employers, but many are national employers who have operations in Iowa. All have been verified by Iowa Workforce Development as being actual employers, but are subject to removal when a job posting or employer violates Iowa Workforce Development policies.

All of these jobs receive exposure to job seekers on all of IWD's job banks, including the nine (9) 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 jobs are received from employer websites daily, the information is timely and current. This helps to eliminate complaints from job seekers that jobs already have 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 45,000 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-stop 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 the integrated service areas are evenly split between male and female. The vast majority (71 percent) are between the ages of 24 and 55. Of those using the IowaWORKS one-stop centers, 10 percent self-disclose a disability, 17 percent declare themselves to be of Black or African American descent, 11 percent declare themselves to be Hispanic,

17 percent are over 55 years of age, and six percent are military Veterans. In addition, 14 percent of the center customers have not completed high school or a high school equivalency program.

Priority of Service

Veteran's Priority of Service

Veteran's priority of service means the right of eligible-covered persons to take precedence over eligible non-covered persons in obtaining services. A veteran who is eligible or spouse of an eligible veteran who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable. This definition includes Reserve units and National Guard units activated for Federal Service.

Priority of service means the right of veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services. Depending on the type of service, this may mean veterans and eligible spouses receive services earlier in time or instead of non-covered persons. For example, this could mean that the covered person receives access to the service or resource earlier in time than the non-covered person. Veterans and eligible spouses receive priority of service for all DOL-funded job training programs, which include WIOA programs.

Iowa Workforce Development will provide all veterans and eligible spouses with priority of service.

1. New federal guidance does limit access to the Disabled Veteran Outreach Program (DVOP) staff to those veterans who have self-attested to having a significant barrier to employment (service connected disability, homelessness, offender, low income, received unemployment for 27 weeks in the past year, 18-24 years old, and without a high school diploma or equivalency certificate).
2. 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 to 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 Development Board (LWDB). 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 also conducts on-site monitoring at selected locations to ensure Iowa is following DOL VETS policies and procedures.

3. At a minimum, services that will be available to veterans and eligible spouses within one-stop centers and through referrals to other service providers will include:
 - Registration as a job seeker for job matching;
 - Referral to jobs and job development;
 - Career and skills assessments;
 - Case management;
 - Referral and follow-up with Veteran service organizations and community based organizations;
 - 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 VA Voc. Rehab;
- Services through the VA including on-the-job training and work incentive programs;
- Support services for homeless veterans.

Title I Adult Services Priority of Service

WIOA Title I Section 134(c)(3)(E) requires that priority of service be given to “recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services...and training services.” As indicated in the Notice of Proposed Rule Making (NPRM) Preamble, “WIOA builds on the priority given under WIA to providing training services to low-income individuals receiving public assistance.” Further, unlike WIA where priority was required only when funds were limited, “priority must be given regardless of funding levels” in WIOA. As described in the Act, WIOA is meant to increase need, “particularly those with barriers to employment.”

Section 194(1) requires that services be provided to those who can benefit from “and who are most in need of such opportunities.” The addition of Temporary Assistance for Needy Families (TANF) as a mandatory partner and the inclusion of Adult Education as a core partner in the one-stop delivery system highlight federal intent to bring the populations served by those programs into the opportunities provided by WIOA.

Waivers

Iowa currently has no waivers.

Rapid Response

WARN and Rapid Response

As Iowa’s economy has begun to exhibit gradual improvements and companies have slowly added jobs, the amount of Worker Adjustment and Retraining Notification Act (WARN) notices received in Program Year 2016 have declined. WARN Notices automatically prompt the delivery of a coordinated approach for Rapid Response to businesses and impacted workers. The decline in WARN Notices to the State Dislocated Worker Unit (SDWU) can be connected to the lower unemployment rate as well as companies who downsized in PY15, calling employees back to work. The number of impacted workers fell from 7,262 in PY15 to 4,229 in PY16, but the priority to meet the needs of the soon-to-be dislocated workers does not change based on layoff size. In PY16, there were a total of 65 WARN notices received compared to a 150 combined Federal and State WARN notices in the previous program year. Out of the 65 WARN notices, 17 were tracked as State, 41 were Federal and seven were below the required threshold and recorded as Local. Of the companies providing the initial layoff notice, at least 16 companies listed a business closure, 25 were mass layoffs, and 24 notices were amendments. Many of the amendments were updates to preliminary WARN notices issued in PY 14 and 15. Regardless of the type of notice, the focus is to accommodate incremental layoff schedules and ensure workers receive all necessary information despite their layoff date. Iowa now publishes WARN Notices in real-time and in addition to the PDF WARN Log, now has a searchable database in Tableau Visualization software.

Iowa businesses are required to comply with the Iowa WARN law when a lay off or closure event impacts 25 or more employees. Layoff events impacting less than 25 employees are led and coordinated by local leadership. Local Workforce Regions were busy in PY 16 attending to smaller downsizings and closings as a result of the retail industry decline and discontinuance of contracted services in the Iowa health care industry. These events are not reflected in the WARN numbers described above.

As WARN notices are received in the SDWU, the State Rapid Response Coordinator reaches out to the company official to acknowledge the receipt of the notice, gathers all significant information about the downsizing and explains next steps to deploy Rapid Response resources and services. For Federal WARN Notices, or at the discretion of the State RR Coordinator, a RR employer meeting is held which convenes decision-makers relevant to the planning and approach to get information about programs and benefits to the impacted workforce.

Worker information meetings contain presentations on priority initiatives like National Career Readiness Certification (NCRC), apprenticeships, and now include required information on accessing healthcare for workers in transition. Iowa requires the distribution of an employee survey at the worker information meetings. The surveys assess the nature of the existing skill levels, commuting patterns, desired employment, education levels and skill upgrading needs of the impacted workers. They have been used successfully in aiding communities and state and local economic development partners who want to match skills of impacted workers to the needs and demands of business, to fill job openings and coordinate events like targeted job fairs. Additionally, surveys have contributed to the planning of referrals to WIOA core partners like Adult Education and Literacy. They are also a valued component when the State Dislocated Worker Team decides to apply for, or award, federal and state level grants.

National Dislocated Worker Grants

During PY16 Iowa administered three United States Department of Labor National Dislocated Worker Grants (NDWG). The State was awarded an NDWG/NEG for a Jobs Driven Apprenticeships initiative to serve dislocated workers in late June of 2014 (PY13) and continued through PY16. Iowa was awarded NDWG/NEG funds for Deere and Company (IA57) serving dislocated workers through most of PY17, and Sector Partnership Grant (SPNEG) (IA56) for the last quarter of PY14 through PY16.

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

Effective July 1, 2014, the Iowa Construction Trades Apprenticeship Job-Driven NDWG/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. In April of 2015, IWD worked in conjunction with Des Moines Area Community College (DMACC) to modify the NDWG/NEG so that the funds could be used more effectively. One of the major changes that occurred with the modification was the allowance to utilize all forms of apprenticeships statewide. Accordingly, the NDWG/NEG name of Iowa Construction Trades Apprenticeship Job-Driven NDWG/NEG remained the same for Federal reporting, but in-state the NDWG/NEG was renamed to Iowa Statewide Apprenticeship Job-Driven NEG to encompass all apprenticeships. A further change that occurred with the modification was to extend the NDWG/NEG to all 15 WIA/WIOA Regions rather than being restricted to the original six previously approved. This has allowed a far greater exposure of the availability of the Apprenticeship NDWG/NEG as well as the development of placements with certified Registered Apprenticeship employers and recruitment of businesses wanting to become a certified Registered Apprenticeship employer.

In September 2015, funds totaling approximately \$3.9 million were distributed to the 15 approved WIA/WIOA Regions in Iowa to fully implement the NDWG/NEG on a statewide basis. The approximate remaining \$2.2 million was held in reserve for future funding when requesting an extension to the NEG could be approved. As of June 30, 2016, 245 dislocated workers were enrolled into the Job Driven Grant across Iowa with 48 of them enrolled in Region 11.

The State did request and received an extension to the Job Driven NEG. This extension and modification allowed the grant to run through June 30, 2017. In addition, a request was made to open the opportunities up to those eligible dislocated workers who may not have wanted to enter into an apprenticeship but did need additional training or assistance to reenter the workforce at competitive self-sustaining wages. While the emphasis for this grant was to prepare and assist individuals to enter into apprenticeship opportunities, the modification allowed the workforce system

to address all eligible dislocated workers as individuals to meet whatever needs were identified. As of June 30, 2017, there were 965 eligible dislocated workers enrolled in the Job Driven NEG across the state. All funds (less the state held funding) were released to the regions with the priority being placed on the regions that were constructively using the funds for the most benefit to the dislocated workers.

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, information technology (IT), hospitality and transportation. The Registered Apprenticeship section of the Iowa Workforce Development website has proven to be an excellent resource for business, organizations and individuals to learn more about Registered Apprenticeship opportunities. In this regard, the Registered Apprenticeship system effectively meets the needs of both employers and workers, thus allowing apprenticeships to meet the vision of the State Board: “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.” While Registered Apprenticeship is recognized in Iowa as a valuable education, employment and training program and is an ideal way for employers to build and maintain a skilled workforce, the state also recognizes that each dislocated worker has needs of their own to return to self-sufficient employment.

This grant has proven to be extremely valuable in meeting the needs of the State of Iowa’s dislocated worker population. The many successes led to very high enrollments as well as expenditures that came very close to meeting all the goals and objectives presented throughout the life of the grant.

Sector Partnership NDWG/NEG

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

The grant was initially in response to Avian Flu layoffs affecting the poultry industry across much of the northwestern part of the state. However, the grant was modified to allow services to dislocated workers statewide. The grant was used to support experiential work opportunities for over 500 Iowa residents across the state with the emphasis being placed on On-the-Job Training (OJT) opportunities. This point of emphasis pairs efficiently and effectively with the Job Driven (Apprenticeship) grant. Contacts and training plans established as a result of that grant that do not move into a Registered Apprenticeship can be addressed with OJT funding opportunities provided by this grant.

Sector Partnership National Emergency Grants provided \$500,000 for regional planning and strategy initiatives related to establishing Sector Partnerships. When developing this grant proposal, one of the most important aspects was to assist Iowa’s 15 Regional Workforce Boards (and ultimately the local service providers) to understand the growing sectors in their Regions as well as the workforce skills that need to be developed to meet local employer demand.

The Iowa Department of Education Division of Community Colleges and Workforce Preparation convened the Sector Partnership and Career Pathway Advisory Council (SPAC) to provide state-level feedback on the implementation of sector partnerships and career. As called for in Iowa’s Unified State Plan, the SPAC has been reconfigured into the Sector Partnership Leadership Council (SPLC) which will assume the lead role in the implementation and achievement of objectives related to sector partnerships and career pathways across the state, thereby assuming a more formal advisory role to the state Iowa Workforce Development Board.

The employers in the new Sector Partnerships will review the types of workforce services offered, determine coordination and collaboration opportunities, review processes in place for enrollment and eligibility, and make recommendations on the allocation of workforce resources.

Deere and Company-Dual Enrollment

The State was awarded an NDWG/NEG in the amount of \$3.1 million dollars for Deere and Company (John Deere) where business layoffs impacted more than 1,300 workers due to a decline in farm equipment sales. The grant was awarded with a start date of April 1, 2015. Implementation of this grant began in the last quarter of PY14 and efforts ramped up in early PY15. By the end of PY16, the grant provided employment and training supports to 281 displaced Deere and Company workers from Regions 7 and 11. The layoffs in both regions have been Trade certified so the grant is now primarily providing support services and case management not funded by Trade. Trade is covering the costs related to employment training and other allowable activities. This provides the dislocated workers with as much help as possible as they work toward permanent employment. The grant was originally planned to provide career and employment-related services and training through March 31, 2017. Through an extension granted by U.S. Department of Labor, the grant will now end March 31, 2018.

Home Base Iowa Initiative

The Home Base Iowa (HBI) program is an initiative put forward by Former Governor Terry Branstad and Major General Tim Orr, the Adjutant General of the Iowa National Guard. Recognizing an opportunity to honor returning 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 connect them with private-sector careers in Iowa.

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 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.

Employment, education and community resources for veterans and family members can be found on www.homebaseiowa.gov. Home Base Iowa's private-public partnership provides a high level of commitment and resources for 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, \$5,000 military homeowner assistance, veteran preference in State of Iowa employment, streamlined occupational licensure processes, and automatic in-state tuition for veterans, spouses and their dependents.

Disability Employment Initiative

Iowa Workforce Partners Employment Network is a partnership with eight state agencies and the Social Security Administration (SSA) that was developed in 2007 to enhance the capacity to serve Iowans with disabilities. In five pilot regions in Iowa through the Disability Employment Initiative (DEI) Round 6, team members utilized four primary strategies to improve employment outcomes and added resources to a collaborative employment service model. The strategies include: a) enhanced partnership; b) blending and braiding of resources; c) integrated resource teams; and d) the provision of asset development strategies for Iowans with disabilities.

In order to promote deeper level partnerships and collaboration, each DEI pilot region holds local leadership team meetings which include representatives from statewide and local area partners such as Iowa Vocational Rehabilitation Administration, Iowa Department for the Blind, Adult Education and Literacy, Area Education Agencies, HUD-funded

Housing programs, Homeless Shelter Services, Job Corps, a variety of community-based organizations (CBOs) and representation from the WIOA Title I and Wagner-Peyser providers. At least one meeting is scheduled in each pilot region quarterly.

The resulting blending and braiding of resources has led to a variety of co-enrollments across a myriad of partners on the individual level and the development of “promising practices” on a systemic level. In addition, the Integrated Resource Team (IRT) has grown in prominence with these regions, as well as an evidence-based practice to assist customers who face multiple barriers as they move towards education, employment and economic self-sufficiency. In an IRT, multiple systems and services are brought together to form a unified team to address the barriers of the person being. Over the past PY, IRTs across the five regions have included partners such as Vocational Rehabilitation, the Department for the Blind, Housing Providers, Educational Providers, Workforce Intermediaries, and Centers for Independent Living, Natural Supports and Employers. The impact of the IRT model integration has been the increased inclusion of persons with a disability across a variety of Career Pathway sectors, including: Health and Human Services, Education, Finance, Information Technology, and STEM among others. DEI participants not only use in-class training, but also experiential opportunities through apprenticeships and On-the-Job training supports. Persons with a disability encounter the same barriers as the general public, but these barriers are often complicated by concerns over transitioning from SSDI and SSI benefits in a timely manner. Over the course of this PY, several asset development strategy meetings have been implemented with numerous customers, professional supports and partners. These meetings provide a coordination across the state, which empowers those lowans who receive the most in publicly-funded benefits, to understand how to move toward financial self-sufficiency and increase their overall participation in the greater community.

Cost Effectiveness of the WIOA Title I Programs

The state evaluates the cost effectiveness of its WIOA Title I programs by comparing the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIOA 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 and provides for the state’s return on investment for this reporting cycle.

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	Avg. 12 mos.		
		Participants Served	Avg. Cost/ Participant	Earnings Change	C-E Ratio
Adult	\$ 3,428,859	103,899	\$33	\$ 1,038	1:31.45
Youth	\$ 4,337,062	1,314	\$3,301	\$ 4,520	1:1.37
Dislocated Worker**	\$ 2,260,492	16,370	\$131	\$ -621	1:(-4.50)

** 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 of WIOA Adult resources spent there was an increase of \$31.45 in participant earnings 12 months after the completion of services. For Youth, wage record data indicate that for each \$1 of WIOA Youth resources resulted in an increase of \$1.37 in participant earnings. For Dislocated Workers, wage records indicated that for each \$1 of WIOA Dislocated Worker resources spent resulted in an decrease of \$4.50 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 percent 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.

Monitoring Activities at the State Level

Quality assurance reviews of Title I workforce programs continue to be completed annually, with the most recent review covering program year 2016. A comprehensive review was conducted by the Title I Quality Assurance team for each of the 15 regions. The quality assurance review is intended to identify the strengths of the regions' workforce programs and also identify areas where technical assistance may be of the most value.

Program year 2016 quality assurance included a review of:

- Participant eligibility and verification
- Applicant and participant processes
- Customer Engagement
- Participant file review
- Activities and services
- Management information systems

- Compliance with state and local policy
- Performance accountability

Standardized monitoring criteria was developed this program year, and a tool was created to provide the Quality Assurance team with additional consistency for a well-rounded review of programs and case files.

Files were reviewed in each region for each program during five consecutive months. Reports were utilized to communicate the results of the each monthly monitoring review to each region's Title I Director. The Initial Monitoring Report included:

- Findings, including references to where the policy was not followed, corrective action to be implemented and a timeline for implementation
- Observations
- Strengths
- Timeline for responding to the initial document

Regions were provided an opportunity to respond to any identified findings. The quality assurance team then issued a Comprehensive Monitoring Report at the end of the five months that included:

- Findings, including actions taken by the local service area to address the finding
- The status of Iowa Workforce Development's acceptance of the response
- Observations
- Strengths

Complete copies of all the summary documents are on file at the Iowa Workforce Development office, located at 1000 East Grand in Des Moines.

Regional Reports

Region 1- Dubuque/Decorah

Program Year 2016 included many challenges in terms of the economy and employment opportunities. It also included some very exciting developments in the areas of workforce system development and grant opportunities. The local Workforce Innovation and Opportunity Act (WIOA) service providers, along with partners in the workforce system, experienced many successes in helping job seekers 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 of these efforts, are highlighted in the following report.

Waivers

Region 1 has no waivers.

Use of Discretionary Funds

Along with all of the other regions in the state, Region 1 participated in the Iowa's Job Driven (JD) National Emergency Grant (NEG) and the Sector Partnership (SP) NEG which both ended on June 30, 2017. For the JD NEG, 54 participants were enrolled and received individualized services, training assistance, and support services. For the SP NEG, 45 participants were enrolled and received individualized services, training assistance, and support services. In addition, there were five participants that transitioned from the JD NEG and SP NEG to continue services through alternate funding effective July 1, 2017.

There were Early Intervention Grants for Commercial Vehicle Group (CVG) for both Edgewood and Monona and Blumenthal's of Lansing. All of these closures were approved for TAA. Enrollment included 34 individuals with the CVG group and only one from the Blumenthal Lansing. On-site staffing was provided at the plant as a means of recruitment and assistance for all the affected workers, as well as job fairs for both Blumenthal Lansing and Clayton County.

Veteran Services

Under the priority of service provisions of the Jobs for Veterans Act, a veteran who is eligible or the spouse of an eligible veteran (who is entitled to receive Priority of Service) is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a dishonorable discharge. This definition includes Reserve units and National Guard units activated for Federal Service. Veterans and eligible spouses have the right to take precedence in obtaining all employment and training services. Depending on the type of service or resource being provided, taking priority may mean: the covered person receives access to the service or resource earlier in time than the non-covered person; or if the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.

Programs Providing Priority of Service to Veterans:

- Wagner-Peyser/Labor Exchange
- Registered Apprenticeship
- National Emergency Grants
- Trade Adjustment Assistance
- Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker
- Senior Community Service Employment
- Indian and Native Americans
- The President's Community-Based Job Training Grants

Region 1 IowaWORKS held “Employers Optimizing Veteran Talent: A Business Leader’s Guide to Tapping into the Veteran Talent Pool” events in Dubuque and Cresco during the past year, which educated more than 60 employers on the benefits of hiring Veterans. This event was lauded by local employers, who asked for a follow-up event that goes more in-depth into topics like military resumes and PTSD in the workplace.

The Business Services Team partnered with the East Central Intergovernmental Association (ECIA), University of Dubuque Veteran Center, and Home Base Iowa staff to meet monthly and plan the Employers Optimizing Veteran Talent event in November of 2016. Breakfast and lunch were provided and the event specifically targeted employers. More than 30 employers attend. Guest speakers provided updates from Employer Support of the Guard and Reserve (ESGR) and Home Base Iowa. The program came to a close after a panel discussion featuring distinguished veterans, three breakout sessions, and lunch with a veteran.

On Feb. 11, 2017, The Tri-States Veterans Employment Task Force, a collaborative effort of Greater Dubuque Development Corporation, University of Dubuque and IowaWORKS, spearheaded an employment information workshop for the Iowa National Guard 1/133 drill weekend, in Dubuque, which consisted of:

- 1) Labor Market Information – What are fastest growing occupations in the area?
- 2) “Opportunity Dubuque” and other related opportunities for those who may be unfamiliar with the greater Dubuqueland.
- 3) Iowajobs.org – How to access, create a profile and navigate over 45,000 job postings
- 4) Home Base Iowa – Upload resume, find jobs with Veteran-friendly employers.
- 5) AccessDubuqueJobs.com - How to use the site, upload resume and access the veteran portal.

As part of Home Base Iowa, veterans interested in possibly relocating to the Dubuque area were given tours of the community by the Greater Dubuque Development Corporation (GDDC), in order to make Veterans feel welcome and address specific family needs. Dubuque County and Howard County in Region 1 have been designated as Home Base Iowa communities by the State of Iowa. Veteran staff personally contact each veteran who submits a resume on the Home Base Iowa website.

Employer Services

In the last year, Employers Council of NE Iowa (ECI) has offered trainings for businesses on hot topics such as employment law, OSHA, Workers’ Compensation, ALICE Active Shooter Training, Wage and Hour Updates and Social Media training. Quarterly ECI newsletters are completed as well. Staff made 1,236 business contacts in Region 1 during the year.

One of the focuses this past year has been to encourage businesses to host career fairs and walk-in interviews at workforce offices in Dubuque and Decorah. During Program Year 2016, 38 Job Fairs were held at IowaWORKS offices in Dubuque and Decorah. Job Fairs were held for the following businesses: Focus Services, Clayton County Wellness Fair, Labor Ready, Flagger Pros USA, Sedona Staffing, Frontier Group, Mediacom, All the Way Home (Veteran), Professional Building Services, Millwright, Humach, Galaxy 1, TH Media, Family Dollar, Farmtek, SunOpta, Featherlite, Lime Springs Beef, Employment for Everyone, and Congressmen Rod Blum Veteran Fairs.

The Employers Council of NE Iowa (ECI) continues to offer trainings for businesses on relevant topics including: OSHA, Worker's Compensation, Unemployment Insurance appeals, Active Shooter Training, and Ergonomics to name a few. A bi-monthly full-color digital newsletter, the *Business Insight* is sent in partnership with Northeast Iowa Community College (NICC) and has a steadily growing membership. Business Workforce Alliance events are hosted twice a year in the northern and southern part of the region (usually Dubuque and Calmar). Staff made 2,290 business contacts and hosted 43 job fairs in Region 1 during the year.

IowaWORKS has also increased their partnership with Iowa Vocational Rehabilitation Services. They are included in joint training days, integrated into business services and employer services meetings. Recently the organizations have begun partnering on in-person business visits and conference calls, visiting area employers, sharing services, and conducting joint planning for outreach including employer tours.

A major emphasis has been growing ECI membership and expanding content. Region 1 has also expanded outreach to businesses and developed a streamlined brochure to identify key resources and contacts. The Business Services team is actively involved with 11 sector boards connecting with businesses, educational institutions and partners to move Region 1 toward tangible goals, such as addressing workforce needs, including cultivating soft skills, increasing retention, developing further partnerships and awareness of careers and community offerings for both parents and students. Another major focus has been providing support after several closings, as well as offering resources for expansions, and providing support for businesses in the forms of career fairs, workshops, walk-in interviews, NCRC testing and in-office job fairs. Businesses supported extensively include East Penn, CVG, Blumenthal, and All-American Homes workers.

Service Delivery

- Demand-Driven System with a Regional Economic Development and Strengthening Partnerships with Communities

Collaborative efforts in Region 1 have led to the creation of Information Technology, Advanced Manufacturing, and Long-Term Healthcare Sector Boards with representation from employers, education, economic development, and workforce throughout the region to address the specific needs of businesses in these high demand sectors. In addition, Region 1 has established six Community Sector Boards for rural areas of the region that bring together the same partners to concentrate on workforce issues that have been identified in those counties.

Region 1 IowaWORKS staff regularly attends economic development meetings with the 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 local areas.

Currently, Iowa is involved in a three-state project with Wisconsin and Minnesota called Workforce Innovation for a Strong Economy (WISE) Plan project for a regional economic study on workforce issues and how best to address the fundamental workforce challenges facing the three state region:

- Implement system reform, with streamlined governance and alignment of economic and workforce development regions

Region 1 WIOA Core Partner Leadership has created a referral form to more formally track partner referrals to create a seamless delivery system that better serves our customers and connects them to additional resources throughout the region.

WIOA Core Leadership serves on the Northeast Iowa Regional Career & Technical Education Partnership Board that involves all the school districts' superintendents and local community college. The partnership was established to assist school districts in providing an effective, efficient, and economical means of delivering high-quality secondary career and technical programs.

- Enhance an integrated service delivery system that focuses on services rather than programs

For PY16, Region 1 served 6,300 new members through Integrated Service Delivery System. Of those, 1,793 were served in Decorah and 4,507 were served in the Dubuque. As well, services were expanded to Manchester, Oelwein, Waukon, New Hampton and West Union to provide additional employment services. An additional 543 job seekers/customers and 306 businesses sought services through the expanded outreach.

Rapid Response efforts are made by Region 1 IowaWORKS staff for workers affected by layoffs and business closures, regardless of the number of workers. Multiple Worker Information Meetings were held for the following 10 businesses: Fauser Oil, Caterpillar, Commercial Vehicle Group, Luster Heights, Ossian Coop/Pit Shops, ADM of New Hampton, Lime Springs Beef, IBM, Arts Way Vessels, and Premier Linen & Drycleaning.

Workshops occurred within both the Dubuque and Decorah centers, serving 3,294 individuals.

The workshop calendar was shared with a wider group of agency partners as a means of recruitment to reduce duplication and offer a greater effectiveness.

In addition, Region 1 has participated in Career Fairs for Upper Iowa University, Luther College, and Reality 101. IowaWORKS has hosted high school and college students at the one-stop center to provide education about services as well as employers educating staff on their business.

- Advance a vision for serving youth most in need

The WIOA Title I Service Providers in Region 1 made the decision to focus their limited funding on youth who are low income, public assistance recipients, and/or basic skills deficient. Efforts are ongoing to seek out program referrals from Promise Jobs, Fountain of Youth Program, Iowa Vocational Rehabilitation Services, Juvenile Court Services, and other organizations that serve these particular youth. In addition, staff are always looking at ways to co-enroll youth into various programs to increase collaboration and leverage resources in an effort to eliminate barriers.

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 dropped out of high school to High School Equivalency Diploma (HSED), alternative high school educational options, post-secondary education, and employment.

WIOA Implementation

WIOA Implementation Planning – Region 1 Regional Workforce Development Board (RWDB) and (Chief Elected Official) CEO boards were grandfathered under the WIA board structure, but are now transitioning to the new WIOA board structure. New board members have been recruited and the board is almost full. Two members representing business are being recruited to complete the compliance requirements. The boards have been guided by IWD's attorney through this process. A Youth Standing Committee and Disability Access Committee have been established. The Youth Standing Committee is in the process of expanding membership. The Disability Access Committee has reviewed both the Dubuque and Decorah offices for accessibility and will provide suggestions for improvements.

Ongoing Implementation Efforts – Region 1 local leadership team consists of WIOA Director, WIOA Manager, IWD Operations Manager, Iowa Vocational Rehabilitation Services Supervisors, Iowa Department for the Blind Counselor, and the NICC Adult Education and Literacy Director. Region 1 WIOA Core Partner Leadership meet monthly to discuss strategies for improvement. WIOA Core Partner staff are provided training every Wednesday morning, as well as Presidents’ Day and Columbus Day. In addition, Region 1 WIOA MOU Partners have developed a Referral Form and Process to enhance service delivery. The Vocational Rehabilitation and Department for the Blind staff are scheduling on-site staff hours in the IowaWORKS centers to meet with joint customers as an effort to enhance services.

Transition Strategy for the Youth Program – The Youth Standing Committee has met and are in the process of expanding membership to any and all youth serving groups/agencies in the region. WIOA Title I staff have identified business throughout the region for work based learning opportunities such as paid work experiences and paid internships.

With the emphasis on out-of-school youth under WIOA, Region 1 is very fortunate to have the only rural Youth CareerConnect Grant in the nation implemented in Region 1. This grant is administered by Upper Explorerland Regional Planning Commission and partners with Northeast Iowa Community College, East Central Intergovernmental Association and all of the local high schools. This grant serves in-school youth with career education, job shadows and mentoring. Under this grant, 817 students throughout the region have been served.

IowaWORKS staff is involved in the planning and implementation of STEM Family Festivals in Decorah, Dubuque, and Oelwein which served over 2,000 individuals during the past year. Students and their families participated in a variety of hands-on experiences in STEM careers that will lead Iowa into the future.

Region 2 – Mason City

Executive Summary

Program Year 2016 was a year of continued low unemployment rates, with a balance of mergers/closures and new business/expansions. Region 2 has had some companies that have moved into the region or are in the early phases of expansion. The Region has also seen some companies merge to consolidate services and resources.

The current environment has shifted the focus of area employers to retention of employees as meeting production demands and potential expansion opportunities have been limited because of difficulties retaining and obtaining employees. Region 2 did experience some isolated employee dislocations in retail, manufacturing and food service.

Program Year 2016 also saw a National Emergency Grant come to a close. Looking into Program Year 2017, Region 2 hopes to continue improving the regional access to employment and training opportunities in the community as well as meeting the needs of the employers in the region.

Regional Job Fair

The North Iowa Career Fair was held Wednesday, April 5, 2017, from 11 a.m. to 2 p.m. in the NIACC gym. This was the fourth year that NIACC and IowaWORKS partnered to host the event. Partners involved in organizing the event included NIACC, WIOA Title I, WIOA Title III, WIOA Title IV and North Iowa Corridor. This is the largest hiring event held in the area.

Sixty-six area employers had booths at the event in hopes to recruit full-time, part-time, and seasonal employees or interns. Ten other booths showcased career and training organizations and services. Nearly 500 people, comprised of NIACC students, general public and high school students, attended the event.

A career- focused session was held prior to the event from 10 to 11 a.m. for high school students. Two hundred students from six schools participated in an interactive activity focusing on skills important for getting and keeping a job. The students then spent time visiting with employers. Several pre-event workshops were held at IowaWORKS and NIACC to help job seekers be more prepared for a job fair and ongoing search.

College Access Network (CAN)

Region 2 has two communities that have College Access Network (CAN) initiatives. These are located in Mason City and Hampton. The goals of CAN are aligned with Future Ready Iowa in that it strives to increase credential attainment of Iowans. The group is comprised of local and state government officials, economic developers, school districts, higher education, businesses, service organizations and workforce professionals.

National Emergency Grant

Region 2 hired a position to work specifically with the Job Driven National Emergency Grant (JD-NEG) and Sector Partnership National Dislocated Worker Grant (SP-NEG). The primary focus of this position was to develop relationships with employers for On-the-Job-Training (OJT) sites and matching them with the job seeker. A longer-term goal of these sites developing into Registered Apprenticeship sites was also established. Fifteen individuals were served with the JD-NEG and SP-NEG grants, with eight of them participating in OJT's during the Program Year 2016.

Pilot Programs

Three new skill building classes were piloted during the program year. Project Management, ServSafe Food Safety, and Basic Life Saving were the classes offered at our center. The Project Management Professional (PMP) prep course was offered. The ServSafe Food Safety class was hosted by IowaWORKS, instructed by Cerro Gordo County Department of Public Health and funded by an FDA grant. The Basic Life Saving class was offered in partnership with NIACC. An accelerated High School Equivalency Diploma (HSED) was also offered at the center several times throughout the year.

Ticket to Work

Outreach sessions were held in each of our seven counties this summer in an effort to reach more ticket holders. Press releases were done prior to the meetings to provide exposure and awareness for the events. Heather Stubbe also completed Certified Work Incentives Coordinator training and is pursuing certification.

Veterans Services

Region 2 IowaWORKS in partnership with Family Alliance for Veterans of America (FAVA), the local veteran's service groups, and the Mason City YMCA, hosted a Career and Resource Fair for veterans and their families. This was an opportunity for veterans and their families to access resources, services and job opportunities. For example, haircuts, flu shots, blood pressure checks, chiropractor assessments and the local county veteran's representative was there to provide connections to resources. The event was successful and well attended.

On Veterans Day, cakes are provided to local nursing homes to recognize the veterans and their service. Some of the homes have created their events around this event.

Thursday morning meetings are devoted to veterans who are job ready and are having difficulty finding employment. Partners brainstorm and share ideas for opportunities that may increase their likelihood for employment.

Sector Board

Region 2 has Advanced Manufacturing and Healthcare Sector Boards. The Advanced Manufacturing Sector Board has been working on coming up with a brand, a Facebook page, marketing North Iowa opportunities, and filling the talent pipeline. The motto that they have settled on is "Gain, Train and Retain." As part of this effort, IowaWORKS will survey new employees throughout the region who work for a variety of the Advanced Manufacturing employers to gather data regarding job satisfaction to determine retention issues.

The Healthcare Sector Board has been working on expanding the knowledge of opportunities available outside of the "standard" healthcare occupations such as Information Technology, Human Resources and Maintenance. As part of this plan, they are developing a "Speed Dating" format for information to engage them in a non-tradition way. The goal is for this to be mobile and to take it to the K-12 schools in the region.

Region 3 & 4 – Spencer

Iowa Region 3 & 4 is comprised of the counties of Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux. Program Year 2016 provided challenges as well as employment opportunities for Region 3 & 4. The partners of the workforce system in Region 3 & 4 experienced many successes in preparing job seekers and ultimately obtaining employment.

Existing Waivers

There are no existing waivers for PY16.

National Emergency Grant

During PY16, Region 3 & 4 participated in the Job Driven National Emergency Grant (JD-NEG) and the Sector Partnership National Emergency Grant (SP-NEG). The focus of the JD-NEG is to develop and expand apprenticeship opportunities for Dislocated Workers in Region 3 & 4. Staff maintains an extensive outreach effort to create apprenticeship awareness for local businesses and job seekers. Many employers within Region 3 & 4 have been referred to the U.S. Department of Labor Office of Apprenticeship to become a certified Registered Apprenticeship employer. The focus of the SP-NEG is on experiential learning. Through the use of assessments and one-on-one discussion with dislocated workers, staff determines eligibility and interest in experiential learning and apprenticeships. Staff refers eligible dislocated workers to the experiential learning and apprenticeship opportunities established within the region. Cumulative enrollment for the JD and SP-NEGs during PY16 was 77. Eight individuals were enrolled in on-the-job training potentially leading to an apprenticeship. Two Registered Apprenticeship placements were made. Of the 77 individuals enrolled, 31 have exited the program with 28 of those individuals entering employment. An additional 25 individuals are in the exit process, also entering employment. The remaining individuals are enrolled in the Dislocated Worker formula program and continue to receive services.

Initiatives and Strategies for Serving Veterans

Region 3 & 4 is committed to serving the occupational demands of the military veterans and families. Working in partnership with area economic development, community colleges and local employers, all 10 counties (Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux) have achieved Home Base Iowa designation. The Home Base Iowa initiative strives to recruit military members leaving the service over the next few years by providing incentives for these skilled workers to enter the workforce in Iowa. A database of employers within the region has been established with referrals being made to these employers committed to hiring veterans and families through the Home Base Iowa initiative. Iowa Central Community College, Iowa Lakes Community College, and Northwest Iowa Community College, the three community colleges within Region 3 & 4, have been designated CHAMPs (Certified Higher Academic Military Partners). They are committed to addressing challenges military members and/or their families face and offer educational incentives.

Employer Services

A common concern was heard from local employers needing assistance to address soft skills. The workshops offered by IowaWORKS Northwest Iowa were updated and revised during PY16 to address the concern of employers. Region 3 & 4 Business Services Team members work to connect with area employers in a variety of ways. Employers frequently schedule on-site hiring events at the center. Staff informs customers of the event and encourages job seekers to attend. Region 3 & 4 has three very active Employer Councils. The Employer Councils provide information, training and resources of interest to local employers. Through the Employer Councils, training needs are often identified. Many of the employer needs can be addressed through the IowaWORKS center system.

IowaWORKS has created a presentation for business that are contemplating expansion, or those businesses that have a need to hire a significant number of workers in a relatively short period of time. During PY16, two presentations were provided to employers who are looking at expansion and also had a need to expand their current workforce. In addition to an extensive overview of services available at the IowaWORKS center, the presentation includes discussion of more than 30 recruitment and retention ideas the employers might consider.

Demand Driven System within a Regional Economic Development Context

In PY16, Region 3 & 4 continued a partnership between Iowa Lakes Corridor Development Corporation, an economic development organization that serves four of the 10 counties in the region. 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 clients of the IowaWORKS center. The current entered employment rate as a result of completion of the course is averaging 90 percent or better.

In addition, four youth career academies were developed in the areas of manufacturing, construction, health care, and entrepreneurship. This 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.

Innovative Service Delivery Strategies

During PY16, Region 3 & 4 served a total of 2,177 new members through the Integrated Service Delivery system. In addition, through the Integrated Service Delivery system, Region 3 & 4 averaged 693 returning members each month during PY16. In addition to the integrated center in Spencer, outreach and access to services began being expanded at all core partner locations within the region.

The Northwest Iowa Planning and Development Commission (NWIPDC) School-to-Work (STW) program continues to operate in Region 3 & 4. During PY16, 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 WIOA service provider, coordinates and delivers a summer Supervised Career Preparation Program (SCPP). The SCPP utilizes a combination of Perkins funding and business contributions. SCPP youth are placed in employment at various businesses with the business paying the wages of the youth. This program is available to all high school youth 16 years of age and older. The program offers youth within the region an opportunity to work in an area of career interest. Youth were eligible for high school and college credit after successfully completing the program. The program has been in operation for 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.

During PY16, the Region 3 & 4 Youth staff began a partnership through the Iowa Juvenile Reentry System and Forest Ridge Youth Services. Through this partnership, IowaWORKS Northwest Iowa and Iowa Vocational Rehabilitation are partnering with Forest Ridge to provide reentry-related activities for the youth placed at Forest Ridge. On a monthly basis, staff from IowaWORKS and IVRS facilitate two to three hour sessions with the youth. These sessions address personality and employability skills necessary for success in the future. In addition, IowaWORKS and IVRS staff provides contact information for workforce and vocational rehabilitation services in their home communities.

WIOA Implementation Efforts

The Region 3 & 4 RWDB began WIOA transition planning during PY14 and continues into PY16. During PY15, the Regional Workforce Board moved to a WIOA compliant board. This 24 member board has 10 business representatives (one per each county in the region), four labor representatives, two Joint Labor/Management (apprenticeship) representatives, one Adult Education representative, one community college representative, one economic development representative, one employment services representative, one vocational rehabilitation representative, three ex-officio representatives, one school district representative, one city official and one county elected official. The board and partners have participated in several regional and statewide training around WIOA. In addition, the RWDB received WIOA board training.

During PY16, the region continues to make great strides to align with WIOA regulations. The region has a very active and engaged Core Partner Group, consisting of three adult education and literacy representatives from the three community colleges within the region, the Wagner Peyser representative, the WIOA Title I representative and a representative from each Vocational Rehabilitation and from Iowa Department for the Blind. The core partners have created a robust partner referral system, which not only facilitates referrals across partner programs but also verifies the results of the referral.

The Regional Workforce Board, in conjunction with the Region 3 & 4 core partners, has developed the Region 3 & 4 Local Workforce Plan. In addition, all mandatory and voluntary partners of the WIOA system have developed the Region 3 & 4 Memorandum of Understanding.

Initial meetings of all three community colleges within the region, all three regional economic development organizations, IowaWORKS and all core partners have been held to begin the discussion of establishing sector boards across the region.

The region continued the process of transitioning to the WIOA Youth program during PY16. 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 percent out of school youth expenditure requirement. The region was successful in meeting the 75 percent requirement for PY16, but continued focus and emphasis on out-of-school youth is necessary.

Region 5 – Fort Dodge

Program Year 2016 was a time of great change for Region 5. For the first time in over a decade, Title I Adult and Dislocated Worker programs had a new service provider after being managed by Iowa Workforce Development since 2005. With Iowa Central Community College as the provider, the center expanded its service offerings and achieved greater outreach within the region. With a full WIOA partnership now in place between the four titles, tremendous progress has been made in the quantity and quality of partner referrals and integration of supports. A strong foundation has been made in this past year that will support even further growth and innovation in the year to come.

Waivers

There were no approved waivers for the State of Iowa during this time period.

Referrals with Impact

Due to the quality of communication between the four title program leads, Region 5 was one of the early creators and adopters of a new robust referral process. A new referral form was developed and the referral process written out and shared as policy. The process places responsibility on partner staff to make an earnest effort at directly connecting referrals for participants, meaning that at a minimum, a participant is directly linked to the receiving agency by in-person contact, phone call, or digital communication. Participants are never handed a brochure or phone number and sent out the door without knowing exactly whom they will be working with on the other side. Likewise, the receiving partner is responsible for following up with the sending agency with results of that referral. If the receiving agency has not received a referral within two weeks, the receiving agency contacts the sending agency to find out the results of that referral. If participants become co-enrolled between agencies, they are supported by an integrated support team for the term of their participation as appropriate. All four partners maintain a consistent tracking spreadsheet, which is combined on a quarterly basis. While the hope is that the new Geographic Solutions case management system will provide a more seamless referral process, this new process has turned out to be more effective and less taxing than originally anticipated. Partner staff continually discuss and work to refine the referral system to better serve customers.

Integration of Services

In addition to having a new partner providing Adult and Dislocated services in the one-stop center, Iowa Central Community College also moved its state funded program Pathways for Academic and Career Education (PACE) and Gap Tuition Assistance programs into the center. This allowed for the streamlining of intake process and integration of funding that is called for in the WIOA legislation. Participants that have been identified as needing enhanced career services and/or additional training are no longer having to complete duplicated intake and eligibility paperwork, or work with more than one career counselor, or as called in Region 5, Career Navigators. With proper release forms signed, the relevant intake, eligibility, and assessment documentation is also shared between the Title I Adult/DW and Youth, PACE, Vocational Rehab, and PROMISE JOBS programs. Previously, the center had only one career counselor, which limited enrollment capacity. Additionally, the increase in Navigators created more capacity for the outreach required for stronger referrals and co-enrollment with other service partners such as Vocational Rehabilitation and Adult Education.

As WIOA also calls for the removal of the sequence of services, Wagner Peyser staff on the center skills floor have become more involved partners through an integrated response team, providing not only more frequent referrals to Title I programs, but continued career support for participants.

Career Pathways

The term “career pathways” is mentioned multiple times in the WIOA legislation. A career pathway is defined by WIOA as *“a combination of rigorous and high-quality education, training, and other services that, aligns with the skill needs of industries in the economy of the State or regional economy involved; Prepares an individual to be successful in any of a*

full range of secondary or postsecondary education options, including apprenticeships registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) (Referred to individually in this Act as an “apprenticeship”, except in section 171); Includes counseling to support an individual in achieving the individual’s education and career goals; Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster; Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable; Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; And helps an individual enter or advance within a specific occupation or occupational cluster.” (WIOA Sec. 3 (Def. 7)

The concept of career pathways fundamentally changes the approach to serving customers in the one-stop center. Instead of the sequence of services that leaves intensive career coaching and skills training to a last resort, and a reactive crisis intervention model of career services, center staff is tasked with being proactive, looking for opportunities for customers to enter or advance along a career path with the assistance of coaching and training. In today’s economy, all individuals need to continuously assess, refine, and update their skills to keep up with the advancements of technology and complexity of the labor market.

Team leadership in the Fort Dodge center realize that center staff working for many years under WIA need constant encouragement and reinforcement of the career pathways mindset. Leadership continues to provide training and examples of how staff can open conversations with skills floor customers to get them thinking about long-term strategies for self-sufficient employment. Having a team of career navigators in the center makes this more proactive mode of intervention even more effective and immediate.

Career pathways require points of access to even the populations most in need of assistance. Three new workshops that have been bought to the center are helping to provide those points of access:

- **Career Pathfinders:** Career Pathways is a career pathway workshop that guides participants through identifying their career interests, personality profile, setting smart goals for success, using labor market information to identify in-demand sectors and career pathways, while also learning about the services and supports provided in the one-stop center and beginning an application for enhanced career services.
- **Workplace Readiness:** Workplace Readiness is a 22.5-hour workplace preparation course provided by Iowa Central Community College in the IowaWORKS center. The class is offered for non-credit but a participant can receive 1.5 credit hours if they elect to enroll in a career pathway program. This course presents skills needed for entry into the workplace including inquiries, job application letters, resumes, and interviewing skills. Students learn computer applications such as Excel spreadsheets and Word documents, email, and phone etiquette to express themselves clearly and effectively.
- **The College Experience:** The College Experience is a 15-hour course provided by the college for non-credit, but can be granted advanced standing for credit upon enrollment. The goal with providing The College Experience in the one-stop center is to assist adults with overcoming fear of the unknown when it comes to enrollment in college or technical training. The course introduces participants to college resources, time management, learning styles, study skills, smart goals, and financial aid.

The Title I director has also been working with the Title II coordinator to plan an integrated and education program that will include English language and civics instruction, introductory technical training in the manufacturing sector, and workplace preparation. The program is expected to launch in Wright County in the fall of 2017.

Business Services

Before the addition of the new Title I service provider to the one-stop center, the Wagner Peyser staff in Region 5 only had one workforce advisor designated as the business services representative (BSR). This staff person also shared responsibility for the skills floor, which reduced the amount of outreach activity outside of the center that the BSR could perform. However, the BSR has done an excellent job of maintaining business services while the new staff came on board and business service partnerships were formed. Below is a summary of activities performed in PY16:

The Region 5 BSR was on the start-up steering committee establishing a SHRM (Society of Human Resources Management) Chapter in this Region. Meetings and presentations were held each month and open to all businesses, incorporating the SHRM and Employers Council of Iowa (ECI) together. Topics included Registered Apprenticeship, Unemployment, Overtime Ruling, Conflict Resolution, Panel discussion with Department of Corrections, Vocational Rehabilitation, Veterans, Migrant Seasonal Farm Workers, WIOA and Youth to name a few.

Throughout the year, activities included:

- Worked with DVOP and skills teams for promotion and referrals of qualified candidates
- Administered the National Career Readiness Assessment to the Vocational Rehabilitation area team members
- Attended Re Entry Partners meeting and set up table and talked with attendees at the Re-Entry Resource fair at the Department of Corrections
- Attended and set up information booth at the Iowa Central Career Fair.
- Held 78 job fairs and hiring events with employers during the past year
- Proctored NCRC testing at the Residential Facility for ex-offenders
- Facilitated Bennett Mechanical testing of applicants for local employer
- Assisted with mock interviews for the area High Schools and Iowa Central Community College
- Started Business of the Month event, displaying local business information and job openings
- Promoted Skilled Iowa, Home Base Iowa and Future Ready Iowa
- Participated and presented to school groups:
 - Career on Wheels for 5th graders
 - Financial Literacy for 9th graders
 - Tour of IowaWORKS Center and Reality Check for 10th – 12th graders
 - Back to School Bash – Iowa Central Community College
 - Butler Elementary – 100 day celebration
 - Career Day – Newell/Fonda High School
- Set up displays and advertised for National Apprenticeship Week and Manufacturing Week; scheduled employers to represent manufacturing throughout the week in the office
- Worked with the Fort Dodge Community Schools and established an OJT for Custodial/Maintenance position; continued working with schools to create Registered Apprenticeship opportunities
- Continue to process job postings, recruitment of workers and training issues for a skilled workforce
- Met with Prestage Farms at Vendor Fair, attended the Impact to Community Meeting and organized a meeting with Prestage and Iowa Central Community College Economic Development in regards to employment and training needs. This will be a very large new employer for Region 5 adding 900 workers in the fall of 2018. The BSR contacted Registered Apprenticeship Program Coordinator Amy Beller for future coordination on possible Registered Apprenticeship opportunities at the plant.

The core partner business team now meets every week to create a more cohesive team. The team will be developing a trifold pamphlet that will highlight the main services as marketed by the IowaWORKS Business Services Team rather than listed by agency. This will assist all team members in marketing services to employers and an employer will be able to work through one person to be connected to the services that they are requesting. They will also be partnering on business calls and will be working together to tour businesses all together as one team. A folder will be set up on Google Drive for their business services information, including a spreadsheet for all to use in tracking business visits and services to avoid duplication. A shared Google calendar will also be created so they can check what events or visits have been scheduled.

In December 2016, the Region 5 Workforce Development Board approved the transition to the new WIOA board structure. Since the transition began, the Title I director has assisted with bringing six of the eight new business members into office. The board is on track to complete transition by the end of the second quarter of PY16. The leadership from the increase of business membership on the board will help strengthen the business services in the workforce region.

With the arrival of Prestage farms slated for late 2018, all business and community partners in the region are concerned with the impact on the local workforce and community resources. An effort is underway to establish a regional collaborative that works collectively to respond to the changes and make the most of the opportunities it presents.

Veteran Services

Veterans are provided “priority of service” for all activities and resources included in the one-stop center network. During a portion of the year, the local DVOP was out due to illness and unable to meet clients in the center. Cases were handled by an interim DVOP covering a larger portion of the state, so meetings and follow through for referrals were less consistent. However, veterans continued to be served and prioritized for other services throughout this time. In the fall of 2016, Title I staff participated in a special event held by the American Legion and VA in Hamilton County recognizing Vietnam veterans. The event included a veteran resource fair, meal and award ceremony.

Youth

In Region 5, The Youth Employment Program (YEP) at Children & Families of Iowa has continued to work collaboratively with the Core Partners to establish a referral process and to cross train staff. Most referrals from the program have come from Adult Education & Literacy to specifically target out of school youth who need assistance with career planning and work experiences.

For the fiscal year, the program served 97 youth and young adults in some capacity. For those not officially enrolled in the program, services included assessment and then referral to core partner services or other services in the community that would better meet their individual needs. Ninety-nine percent of those enrolled in the program during the year were out of school youth.

Outreach efforts for referrals and work experiences focused on all six counties within Region 5 including meeting with potential participants at WIC clinic sites, attending human service provider meetings, meeting with employers, providing information at the Iowa Foster and Adoptive Parents Association conference, and participating in a panel discussion for the local ECI/SHRM group.

The Youth program has been able to utilize other funding sources beyond WIOA funds including private donations and community grants to provide more flexibility in providing support services for youth.

Employer Services

In the last year, the local Employers Council (ECI) of Iowa hosted seminars and workshops on a variety of topics including employment law, social media, employee engagement, Affordable Care Act, and Registered Apprenticeship Programs. The ECI partners with the Greater Fort Dodge Growth Alliance to take turns presenting employer educational and networking programs. There was also interest of employers in the region to start up a local SHRM chapter as the closest chapter is 60 miles away. The BSR and Operations Manager were on the startup committee to help organize and recruit potential members. The ECI and startup SHRM group have partnered together on some employer seminars, such as Registered Apprenticeship opportunities and Wage and Hour.

The one-stop center assisted with at least 60 employer job fairs and hiring events in PY16. One-stop center services included providing job fair and interviewing space for employers to use, extensive recruitment of qualified applicants, 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 Mid Iowa Growth Partnership (MIGP), regional economic development group. This allows communication on workforce issues across the region, and possible solutions through One-stop system services. The Operations Manager also participates on the regional Workforce committee.

The Operations Manager also continues to serve on the local Greater Fort Dodge Growth Alliance Workforce Committee and Future Workforce Subcommittee for youth. Since this geographical 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 and Home Base Iowa veterans with primary sectors employers, Home Base Iowa promotion to employers and communities, 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 attract skilled workers and professionals to come, work and to stay in the Fort Dodge area.

Region 5 continues to encourage employers to become Skilled Iowa businesses and communities to achieve the Skilled Iowa Community designation. The National Career Readiness Certificate (NCRC) test is given weekly at the one-stop Center. Businesses are encouraged to require NCRC as part of the application process for job seekers.

Under WIOA, the Core Partners from Titles I, II, III, and IV have started working together on Business Services Teams so that staff from each program can work more efficiently and effectively with business. Collaborative efforts are made for employer visits, informational packets on all core programs, and with recruitment and placement efforts for qualified applicants and for job fairs.

Region 6 – Marshalltown

PY 2016 has been a year for partnership and innovation with 6,196 new members coming through the Marshalltown one-stop center from July 1, 2016, to June 30, 2017. During that time, 2,908 job seekers participated in open interviews and 1,466 customers attended a variety of workshops the center offers. The Marshalltown one-stop center has been diligent in assisting customers with opportunities to grow in education and employment. Accomplishments for the year include the following.

Veteran Services

Veteran Services have remained a priority at IowaWORKS Iowa Valley. All team members have continued the approach of gratitude and respect while working with Veterans. Team members also continue to refer Veterans to Home Base Iowa, the Hilton Honors program and to the Disabled Veteran Outreach Program representative to ensure Veterans are aware of and are receiving the services available to them.

Veterans Day Event

A Veterans Appreciation Day and Hiring Event was held at IowaWORKS Iowa Valley on Nov. 10, 2016. Eight businesses attended the hiring event to talk to job seekers and veterans in general. About 35 job seekers engaged throughout that day.

Employer Services

Employers have taken advantage of the center's open interview opportunity. Employers let the center know dates where a representative from their business could come to the center to hold open, walk-in interviews. The information is then sent out via a text messaging application and through various social media accounts. Many employers have found success with the open interview events; many continue to come back weekly. Employers held over 200 open interviews at the IowaWORKS Iowa Valley one-stop center from July 1, 2016, to June 30, 2017.

Reverse Job Fair

IowaWORKS Iowa Valley partnered with Vocational Rehabilitation Services and Mid-Iowa Workshop to facilitate its first Reverse Job Fair in March. The purpose of the Reverse Job Fair is to allow job seekers who often get overlooked to get some one-on-one help and get in front of an employer to showcase their skills. Eleven participants signed up for his or her own booth. In order to prepare for the reverse job fair, the participants first attended a three-day workshop that focused on job preparation, interview practice, soft skills, as well as creating and building his or her own booth to highlight skills. The following 14 employers attended the Reverse Job Fair included: Marshalltown Company, QPS Employment Group, Randstad Staffing, Meskwaki Bingo Hotel Casino, the Animal Rescue League, JBS, Manpower, Raymon Enterprises, Consolidated Management, Amwood Homes of Toledo, LUNA (Latinos Unidos por un Nuevo Amanecer), Advanced Services, Mid-Iowa Coop, and a family restaurant opening soon in Marshalltown. Job Corps was available during the Job Fair to discuss services. One employer said, "I wanted to say how impressed I was with the idea and the job fair. What a great event." Many participants had multiple employers ask them to apply for positions. One job seeker received three job offers on the spot. Iowa Vocational Rehabilitation Services also had a booth for employers to hear about the benefits to employers on hiring individuals with a disability and Veterans.

Meskwaki Job Fair

IowaWORKS Iowa Valley partnered with Meskwaki Higher Education to hold a College & Career Job Fair in April. The job fair was held at the Meskwaki Veteran's Convention Center in Tama. There were 65 colleges, employers, and organizations that participated and 92 job seekers attended. All area high schools were invited to the fair. Two of the area schools, Meskwaki Settlement High and South Tama High, had their students attend the fair.

Youth Services

The IowaWORKS Iowa Valley youth team has focused on strengthening partner relationships and streamlining referral processes. The youth team also regularly provides soft skills at numerous places including at the HSED Learning Center, for local employers, for Americorp, Refugee Rise, and EMBARC.

NAWDP Youth Symposium

The Region 6 Youth Career Development Advisors, along with three WIOA Youth participants, gave two presentations at The National Association of Workforce Development Professionals (NAWDP) Youth Symposium in Chicago, Ill., Oct. 31 through Nov. 2, 2016. The first session presented was *Face your Fears: Knock-Down the Podium*, a session that focused on how to keep WIOA participants engaged in center workshops. The interactive workshop provided ideas for activities and addressing adult learning styles all while supporting relationship building between participants. Over 70 people attended the session and gave very positive feedback.

The second session presented was the *3 P's of WIOA: Pathways, Participants, and Partners*. The rewarding part was that three youth participants that were able to share their backstory, experience and future goals in the WIOA youth program. Over 50 people attended the session and appeared to be mesmerized by the stories of struggles and triumph these young people faced. One participant shared how she is the first person in her family to graduate from high school and is enrolling in college. She shared that attending the Youth Symposium has inspired her to become a public speaker. Another participant shared her struggles of growing up in a refugee camp and moving to America knowing no English and now is doing a work experience for ESL classes to help others like her learn English (which was her idea!) She is also now enrolled in college to become a teacher. Our third participant shared how he struggled with addiction, and absent addict parents, bouncing from house to house and even finding himself homeless for a short time. He is now doing a work experience working with troubled youth and is testing for his HSED next week.

Limelight Leadership Academy

IowaWORKS Iowa Valley Title I Youth partnered with Iowa Vocational Rehabilitation Services, the Department for the Blind, and Iowa Valley Vocational Rehabilitation Intermediary program to hold a summer youth event called Limelight Leadership Academy. The purpose of the Limelight Leadership Academy is to target youth, ages 14-24, to assist them in seeing their full potential and help them gain leadership skills, workplace readiness skills, and practice interviewing for jobs. The academy also allowed them to connect with other youth to start building their network both professionally and socially.

The weeklong event was held June 5-9 from 9 a.m. to 3 p.m. at Iowa Valley Community College in Marshalltown. Youth from every county in Region 6 were invited to this event. An average of 35 youth attended each day. The feedback received was phenomenal; 100 percent of the youth who attended said they would come back next year. All participants were encouraged to come back to a follow-up meeting to foster their network over the summer and have decided to continue to meet on a regular basis. Since the participants have talked about coming back next year, they have been given the opportunity to be involved in helping to plan next summer's youth event.

Limelight Leadership Academy Attendees were asked what they liked best about the week:

"I liked everything about this event"

"I like how they motivated us"

"I liked learning about careers and how to be successful and to follow our dreams"

"I liked how the week made me think bigger"

"Making new friends and meeting new people"

"Talking about and learning about jobs and expectations"

WIOA Partnerships

Continuing on the integration path, there has been a growth in trust and a gain of more understanding of core partners and expanding system partners. The stronger partnership has allowed the implementation of many successful events and in turn have been able to provide better opportunities for our customers.

State Training School Initiative

Since November 2016, IowaWORKS Iowa Valley has partnered with the State Training School in Eldora, Iowa, to provide preparation services to students when they exit the training school. Computers have been placed at the state training school with the IowaWORKS shell on it to allow students to begin their job search while in the training school to prepare for their exit. The WIOA Title I Team regularly visits their ACT class, which is designed for preparing students to go home and back into the “real world.” The Career Advisors are invited into the ACT class to work on soft skills and talk about the center with a big focus on easing fears of going into their one-stop center. The students learn what services are available to them and are given regional contact information for a starting point.

National Apprenticeship Week/Design Your Future

IowaWORKS Iowa Valley partnered with Iowa Valley Continuing Education to hold a career event titled “Discover Your Future in Manufacturing” which was held at the Iowa Valley Education and Training Center in Marshalltown. Eleven employers were present, including IowaWORKS Iowa Valley representatives. The audience consisted of approximately 70 students/customers comprised of mostly students from ESL and HSED classes. A representative from Alliant Energy was the key speaker for Register Apprenticeship. Alliant had one of their Registered Apprentices and one of their instructors give the audience a better understanding of the Registered Apprenticeship Program and the benefits of participating in one.

Discover Your Future: Explore Healthcare Employment Opportunities

IowaWORKS Iowa Valley hosted an event titled "Discover Your Future" in the health care/medical field. This event was for anyone interested in finding out more from area healthcare employers about what type of providers exist in our area and the varied positions for which they hire. This event was held on Tuesday, Feb. 21, 2017, from 10 a.m. until noon. The event was held at the Iowa Valley Education & Training Center. Ten employers attended and spoke to the 55 participants in attendance. Employers included the Iowa Veterans Home, Hawkeye Care Center, Grandview Heights, Sunny Hill of Tama, Premier Estates of Toledo, Central Iowa Health Care, McFarland Clinic, Grinnell Regional Medical Center, Iowa River Hospice, Mayflower in Grinnell and Hy-Vee Pharmacy. After the event, IowaWORKS Iowa Valley staff had a recap and luncheon for all of the employers to receive feedback and suggestions for improving any future similar events.

Partner-Business Outreach collaboration

The core partners continue to meet monthly in order to facilitate increased understanding of the services provided to businesses by each partner with the goal of increasing trust and reducing duplication of services.

Region 7 - Waterloo

Executive Summary

Program Year 2016 was exciting due to low unemployment rates, high work participation rates, new economic development initiatives, and employer expansions in Region 7. Region 7's employment opportunities are diverse and continuously growing. Even with improved economic opportunities over the last year, Region 7 experienced retail employer dislocations. As Program Year 2017 approaches, Region 7 will continue working to implement WIOA and increase access to employment and training opportunities.

Minority Hiring Committee

The State Workforce Development Board created the Minority Unemployment and Outreach Committee to address disparities in the minority unemployment rate in Iowa. According to the latest census information, Iowa's statewide unemployment rate was 3.9 percent, while African Americans had an unemployment rate of 14.2 percent, Native Americans had a rate of 11 percent, Asian Americans had a rate of 5.3 percent (other Pacific Islanders had a rate of 13.6 percent) and Hispanic Americans had a rate of 8.1 percent for the same time period. Four counties were selected for pilot communities: Polk, Dubuque, Black Hawk, and Pottawattamie. The goal is to reduce minority unemployment in the pilot counties by five percent or to the state average in five years.

Region 7 held two listening sessions in Black Hawk County where community members, community leaders, and statewide leaders were involved. During these listening sessions, the community discussed hiring practices, barriers to employment, and the lack of opportunities in specific fields. Additionally, family impact, childcare, and shift work issues were discussed. Black Hawk County will continue to work with the Region 7 RWDB, State Workforce Development Board, and the Future Ready Iowa committees.

Career Fairs

Cedar Valley IowaWORKS planned and held nine career fairs outside of the one-stop in the past year. Region 7 also supported five events sponsored by local Business/agency partners. Due to the large attendance and number of successful events, staff scheduled daily hiring events with employers of every size and industry at the one-stop. These personalized hiring events drew large numbers of applicants into Cedar Valley IowaWORKS one-stop. Business and industry partnerships will continue to be developed into the next year.

Sector Boards

Advanced Manufacturing

Cedar Valley Advanced Manufacturing Partnership has recently narrowed down its focus to new business recruitment and scheduling tours of area manufacturers. There is a need for more businesses to be involved in the group so that it becomes a well-rounded representation of industry and area. Tours have been held at Schumacher Elevator and TDS Automation in recent months.

Healthcare

The Healthcare Sector Board has focused on developing a CNA pipeline over the past year. "Prepare to Care" non-credit classes were introduced to two companies in the Cedar Valley. These companies are running the class at their establishments to train individuals to become CNA's. CNA enrollment has increased significantly recently which means strategies to highlight the field have worked. One new health care training program, Patient Access and Front Desk, has been created at Hawkeye Community College with the input from the sector board. Patient Access & Front Desk will run for the first time in fall 2017. The goal for the upcoming year is to branch out into the various career pathways within healthcare to have greater representation on the board.

Ticket to Work And Disability Employment Initiative

Region 7's Ticket to Work program had another outstanding year. More than 100 people were served, with at least one-third obtaining employment. Region 7 continues to lead the State of Iowa in ticket holders obtaining employment, wages earned, and connecting job seekers to career pathway opportunities. Region 7 has played an integral role of assisting job seekers through career pathway development and integrated resource team meetings. Lastly, Region 7 also developed a Regional Workforce Development Committee Disability Access Subcommittee.

National Emergency Grants

Region 7 continued to work on three National Emergency Grants to provide career services to dislocated workers. The grants are listed below.

- Job Driven National Emergency Grant (JD-NEG)
- Sector Partnership National Dislocated Worker Grant (SP-NEG)
- John Deere National Dislocated Worker Grant (NDWG)

The JD-NEG was used to connect dislocated workers with potential registered apprenticeship sponsors and assisted more than 300 dislocated workers. The SP-NEG was used jointly with the JD-NEG to connect dislocated workers with employment and training opportunities through regional employers and post-secondary education. More than 250 individuals were served with the SP-NEG. The SP-NEG and JD-NEG ended June 30, 2017. As of June 30, 2017, Region 7 provided individualized and training services to 180 John Deere affected workers. The John Deere National Dislocated Worker Grant ends March 31, 2018.

Region 7 is still dealing with large business closures and layoffs. In the last year, Region 7 has worked with Ocwen, Terex, and John Deere to assist dislocated workers from each employer obtain workforce services. All three employers were Trade certified and Region 7 received State Emergency Grants or National Emergency Grants to provide direct services to the affected workers.

Iowa Workforce Development provided Region 7 an Ocwen State Emergency Grant, which ended March 31, 2017. Region 7 anticipated serving 55 affected individuals. As of March 31, 2017, 128 affected Ocwen employees received services. The Terex closure affected the Waverly and Cedar Valley area, and Iowa Workforce Development provided a State Emergency Grant to service 50 dislocated workers by December 31, 2017. As of June 30, 2017, 41 Terex employees had been served. Lastly, the Cedar Valley is still reeling with John Deere mass layoffs.

Youth

In the last year, Region 7 adjusted to WIOA requirements for our youth program. During this fiscal year, Region 7 met expenditures requirements.

- 40 new enrollments in Young Adult Program
- WEPs started; eight ISY and 16 OSY
- Nine credentials earned
- 13 ISTs started; seven completed IST successfully
- 6 SECs started; five completed SEC successfully

K-12 Partnerships

IowaWORKS Cedar Valley and Waterloo Schools have partnered to bring in an employment specialist to work with the Waterloo School District. The employment specialists will work with students in East High School, West High School and Expo. Region 7's employment specialist works with high school students to provide work readiness and soft skills training. Students learn how to fill out job applications, interview skills, resumes, showing up on time, and what employers expect from employees. Students also learn about Future Ready Iowa, Registered Apprenticeship Programs, and how career assessments can drive career pathway discussions with their parents, guardians, and counselors. Services are provided either one-on-one with students or in large group settings.

Veteran Services

- Region 7 served 35 new veterans through membership
- 244 veterans are currently registered and looking for work
- On March 9, 2017, Region 7 co-sponsored an ESGR Event with a training in the morning for employers and a Veteran Hiring Event in the afternoon; 36 employers attended hiring event
- At any hiring events that IowaWORKS hosts, all veterans are identified with stars on their name tag to signify to they are a veteran to employers looking to hire
- Region 7's DVOP and Business Service Team met with Donaldson Filtration Solutions as they pursue hiring more veterans
- 51 veterans were entered in case management and 41 found employment.

GAP/PACE

In the past year, the GAP program added three new short-term programs:

- Patient Access and Front Desk
- Information Technology
- Microsoft Office Specialist

Region 7 also rebuilt the Pharmacy Technician and Certified Professional Coder-Medical Coding training. All GAP approved training programs required a minimum bronze level NCRC score. WIOA and GAP/PACE partnered to create a common intake form to encourage co-enrollments. Additionally, all customers regardless of funding source attended GAP's 16-hour Navigating Your Journey workshop as a pre-requisite to enter training. The workshop focused on goal-setting and overcoming barriers, which has proven to be a successful model for customers.

Region 8 - Carroll

Moving Ahead Through Change

The second WIOA transition year saw many changes focusing on one-stop center integration and extreme customer service to job seekers and employers. Moving ahead, IowaWORKS co-located partners strive to build partnerships with stakeholders who operate at other physical locations. Region 8's goal is to bring seamless accessible services to the one-stop center and at all core partner locations.

A core partner group is formed and meets quarterly to improve coordination of service providers. One-stop policies and procedures were designed for a common referral system. Regularly scheduled cross training of staff took place so that all partners could provide information and immediate access to appropriate one-stop partner services.

New processes improved services to lowans with disabilities. An Accessibility Committee was formed by the Local Workforce Board to advise on services for the disabled. The Region was fortunate to have representatives from both Iowa Department of Vocational Rehabilitation and the Department for the Blind serving on the committee. The group executed a one-stop accessibility access evaluation with no significant recommendations. Monthly joint meetings with IWD, WIOA Title I and IDVR provided a better understanding of the barriers individuals with disabilities face and an understanding of services that could help.

It was a busy outreach year with many planned events bringing community awareness of one-stop services. IowaWORKS employees are active citizens in the communities they serve and participated in community events. Some highlights are the Carroll 5K Health Walk, working at the Iowa Workforce Development booth at the Iowa State Fair, volunteering at the Tri-City BBQ fest in Denison, helping with a food drive with the Carroll Hy-Vee, and volunteering to work at the Veterans Appreciation Day at the Crawford County Fair.

Region 8 operated one-stops in Carroll and Denison (Tyson Dislocated Worker Transition Center). The Denison location served a large immigrant and refugee population. Innovative services that aided people with language and cultural barriers to become successful in their new home were developed. Innovative partnerships with clergy and ethnic business owners were formed. New partnerships fostered community support and learning-on-the-job activities that successfully worked toward the common goal of building a skilled workforce in the region. The Denison Center worked with HUD, resulting in the filling of two new housing complexes in Denison with 100 percent occupancy. Many units were filled with disabled lowans and new lowans. The Center was the nexus for a relationship between an immigration lawyer who hosted events to pass important legal information to immigrants and businesses that hire them.

Region 8 State and Federal Grants to Support Dislocated Workers

Promoting Registered Apprenticeship Programs

Partners joined to establish an IowaWORKS business team to promote Registered Apprenticeship Programs to businesses as a way to fill their workforce needs by "growing their own". The Carroll team attended district wide trainings in Carroll, Council Bluffs, Sioux City and Creston. The project was in response to the JD-NEG and the SP-NEG awards given to help dislocated workers become employed by promoting Registered Apprenticeship Programs. The team developed a strategic plan to move forward with Experiential Work and Registered Apprenticeship Activities.

Thirty two individuals received intensive services in Institutionalized Training and On-the-Job training and one entered a Registered Apprenticeship Program as a result of this grant.

Serving Veterans is a Priority

Green Light Program

To honor veterans, Wal-Mart asked everyone to put a green light bulb outside their home or office to honor veterans. Staff noticed Region 8's office has a light switch for the outside lantern but it hadn't been used for several years, a staff member went to Wal-Mart to purchase green light bulbs for the office and everyone's home. The Cashier, an older gentleman, asked, "Why are you buying so many green light bulbs?" He was told about the Wal-Mart challenge to honor veterans. The cashier explained that he had served 21 years in the Army. Staff thanked him for his service and he thanked her for honoring him. The old outside lantern was cleaned and it still worked!

Crawford County Appreciation Event

IowaWORKS partnered with Crawford County Veteran's Office Omaha VA Medical Center and Iowa National Guard to provide a Veterans Appreciation Day at the Crawford County Fair. Approximately 200 veterans from many different war times and many citizens came to show their appreciation. All were served a pork lunch with food donated from local businesses. The DVOP from the Sioux City Workforce Office and Business service team member from the Carroll Center visited with the veterans about the workforce service available.

Donations to the St Anthony Veteran's Clinic in Carroll

The Carroll and Denison Workforce Centers along with Carroll Vocational Rehabilitation staff donated several boxes of groceries and personal items to the St. Anthony Veteran's Clinic in Carroll. The desire to donate came after an outreach call on the VA Clinic Social Worker. She said that many were in need of food and personal items but were too proud to go to a local food pantry. She and other staff members are veterans that have served a total of 40 years in the military. The VA clinic serves 1,700 local veterans and has an average of a new member every day. The VA staff had been busing tables at Pizza Ranch and Culvers and donating their tip money to buy items for the veterans they serve at the clinic. They said Region 8's donation would go a long way in efforts to provide much needed groceries to some of the local veterans who attend the clinic.

Veteran Event

IowaWORKS Staff Tami Johannsen and Sherri Vaughn presented information to 82 military personnel at the Carroll National Guard Armory on July 16. Information was provided about services available at the IowaWORKS Centers. Folders were given to those that wanted to gain information regarding the many programs and assistance available to veterans. Staff was available for one-on-one questions and answers from the veterans.

Denison Transition Center Honors Veterans

The Denison Transition Center hosted a veteran's appreciation coffee honoring those who serve in the past, present and future on November 20. The event was sponsored by Crawford County Veteran Affairs Office, Crawford County Commissioner of Veteran Affairs, Employer Council of Iowa and IowaWORKS. Monica Walley spoke about her experience in the military; attending current and past veterans also shared their experiences. Staff Sergeant Aaron Helmrich was available to talk about benefits to youth who may be considering joining the armed services. About 20 people attended the event, including students from Job Corps and other youth. Two young men were interested in enlisting.

Customers Excel at IowaWORKS

Ticket to Work

The IowaWORKS center is now an employment network for the Ticket to Work program. Anyone who has a disability and is receiving SSI or SSDI benefits is given a "Ticket." The ticket is assigned to an employment network of the individual's choice to assist in finding employment. Region 8 is currently has been chosen to provide services to four individuals. Ticket Holder #1 is working 20 hours a week as a receptionist and receiving \$7.25 per hour; because earnings affect Social Security benefits, the office was able to connect him with a benefits planner. Ticket Holder #2 is interested in co-enrollment into the WIOA program and Registered Apprenticeship opportunities. Ticket Holder #3 is a veteran and is working with Career Planners to identify a career pathway. Ticket Holder #4 is also a veteran who is working for a roofing company as a Walking Foreman. He started there six weeks ago working 25-30 hours making \$15 an hour.

Opportunities for Youth

IowaWORKS participated in meetings along with Iowa Corn Processors, Landus Cooperative Carroll Chamber and Carroll High School to work to bring information to high school students about Ag Business opportunities in the Region. The group will facilitate an informal session with the students from Carroll High and Kuemper High at the school's Ag building and will include a student tour.

Youth Event

April, the coordinator for the Migrant youth program with the Department of Education, held an outreach to area out-of-school youth and high school age students at the Denison Tyson Transition Center. She targeted 30 students. The event was held from 5:30-7 p.m. Service providers in attendance were Proteus, Iowa Workforce Development, WIOA Title I and Iowa Legal Aid. Each of the providers did a short presentation on their services. With the assistance of Jollah, the area recruiter for the Migrant program, April presented a lesson plan to the students in attendance. Also in attendance were parents of some of the youth. A total of 14 people attended.

IowaWORKS Student Career Day Events

Three High School Career days were facilitated by a collaboration of IowaWORKS, Des Moines Area Community College (DMACC), Iowa Vocational Rehabilitation Services (IVRS) and three local businesses. Students from four high schools participated in the career day events: Carroll Kuemper, IKM Manning, Glidden Ralston and Coon Rapids Bayard. Students started the career day at DMACC to learn about three careers: certified nurse assistant (CNA), welding and automotive. Those participating then traveled to the IowaWORKS Center to learn about services available for both students and adults. Students learned how to fill out an application, dress for an interview and make a good first impression. In addition, the students reviewed some bad applications and were asked to find the mistakes. Lastly, the group visits three local businesses, Champion Ford, Scranton Manufacturing and St. Anthony Regional Hospital, to see the trades in action.

Presentation from the Denison Chief of Police

The Denison Chief of Police spoke to 105 people about Local Law Enforcement in regards to immigration law. The event was facilitated with joint sponsorship from six local churches and the La Prensa newspaper. The meeting was held on a Sunday afternoon so that people who were working could attend. There were many rumors circulating in the immigrant community that caused a lot of fear. Many feared that even though they are documented, they too could be deported. The event was held so that people could receive accurate information.

Words for Work Workshops

Words for Work is an Adult Literacy program offered by Western Iowa Tech Community College (WITCC) in partnership with IowaWORKS and the Denison Job Corps. Class curriculum focus is on learning English words that enhance success at work.

Two Healthcare Words for Work workshops were offered at the Denison Center to help students with English barriers review for the Certified Nurse's Assistant written exam. English learning is measured by CASAS pre- and post-tests. Incredible gains were measured in healthcare vocabulary. In addition, students completed CPR and First Aid, Mandatory Reporter, HIPAA and Bloodborne Pathogens. Meet and Greets with local businesses were arranged for those who wanted to immediately go to work. Career planners individually assisted students in transitioning to CNA classes.

Other sector Words for Work classes were ServSafe Words for Work. Successful students gained a ServSafe Management certificate. Those certified were eligible to work in care center kitchens, school cafeterias and restaurants. Also, CDL Words for Work class was offered. Those who participated could expect to increase their language skills by learning English words that helped them pass the CDL permit. Meet and Greets were arranged so that graduates could market their new skills.

Be Me for a Day

Top management from Pella in Carroll Visited the Carroll High School in May and participated in five different tracks of classes. The spectrum of classes included architectural millwork, physical science, advanced CAD, physics, chemistry, pre-calculus, home repair, architectural design, economics, multimedia, English, psychology, sociology and geometry. After class training, all were treated to lunch that was prepared by the students in the high school restaurant. The purpose of the event was to increase awareness and understanding of the strengths and challenges of Carroll High School in developing skilled youth. The event formed an ongoing partnership between Pella and the High School. Pella was able to provide input and ideas from a business perspective and add value to students learning by bringing real world applications into the classroom.

Summer Jobs Youth Fair

Ten employers participated in a Summer Jobs Youth Fair. The IowaWORKS team marketed the fair to all the local high schools and community colleges. Thirty-eight youth attended.

Wild Rose Casino Job Fair

The IowaWORKS team facilitated a job fair at Wild Rose Casino in Jefferson at their new location. Wild Rose was happy to hire several individuals who attended the fair.

Guthrie County became a Skilled Iowa Community

Guthrie County met the requirements to become a Skilled Iowa Community meeting the number of necessary businesses, employees and potential employees' recognition and skill certification through the National Career Readiness Test. Becoming a Skilled Iowa Community is a valuable tool to attract new business to the area and in developing economic growth opportunities

Home Base Iowa Crawford County

Crawford County joins Carroll and Greene Counties in becoming a Home Based Iowa Community. Crawford County joins the growing list of Home Base Iowa (HBI) Communities committed to welcome transitioning military members and their families leaving military service to become Iowans. Crawford County is now a community center of opportunity for military veterans.

Serving Employers

Third Annual Employer Educator Summit

The Region 8 RWDB/CEO boards developed a strong partnership with economic development as an important linkage for the region. Business has strong membership representation on the Local Workforce board. Region 8 appreciates a close working relationship with Western Iowa Advantage, a collaborative effort of economic development officials in Adair, Audubon, Carroll, Crawford, Greene, Guthrie, Ida and Sac Counties. The mission of this consortium is to work cooperatively in an effort to effectively market the many viable economic assets of this Region. IowaWORKS was able to assist the organization in organizing an Annual Employer Educator Summit. The purpose of the Summit was to facilitate communication between employers and the educators that lead to a better understanding of skills needed for students to become successfully employed in the area. The Summit, held at Wild Rose Casino in Jefferson, had 280 educators and employers in attendance.

Small Business Blitz

Midwest Partnership Economic Development Corporation launched a Small Business Visitation Blitz. The project was a collaboration with the University of Northern Iowa's Business & Community Services, to pilot a new approach for expressing the region's appreciation for small business owners while also identifying opportunities to help businesses succeed. The Blitz involved MWP staff, UNI team members, ISU extension, an IowaWORKS representative and community volunteers. Fifty-seven businesses were visited during the Blitz. The focus was to learn more about the businesses and share information on services offered to businesses.

Moving Forward

Core Partners Group

Core partner's future activities will be to work with the Local Workforce Board to implement partnerships that qualify Region 8 IowaWORKS to become a Certified one-stop center. The Core partners continue to improve seamless delivery of service by identifying a common assessment.

Tyson Transition Center Scheduled to Close

Iowa Workforce Development made the decision to close the Tyson Transition Center. The last day the Center will be open is September 30, 2017. The Center will remain fully staffed until that time to insure full operation and a smooth transition to other service locations. Those who are currently using the Center may receive services at the Carroll IowaWORKS Center. Region XII, IWD and The Chamber & Development Council of Crawford County (CDC) are working together to find a location in Denison where IowaWORKS Staff will serve those who cannot travel.

The Transition Center was originally scheduled to serve those affected by the Tyson Plant closing in August of 2015 for six months, but the high usage of the Center influenced additional federal funding for an additional 18 months. Earlier this year it was expected that the Center would be allowed to remain open until July, 2018 however, a decision to not to pursue a non-financial extension of the SP-NEG necessitated further analysis of the need within the region and in early fall 2017 was determined to further career training and support services as a satellite office on a modified schedule.

IowaWORKS is proud of the services we have provided to the customers of the Center and appreciate the opportunity to do so for 27 months. We look forward to continue services in a new venue.

Be Me for a Day Success

After the success of the BE ME event with Carroll High School and Pella last school year, the high school wanted to take it a step further and include more businesses and connect them with their educators and students.

Carroll High School recognized the importance of the relationship of their school to the community, and one important facet of this is the business connection. The goal of this partnership was to provide educational and career-based opportunities for the student. Discussion topics included looking at target areas that may be missing in current curriculum but are skill sets required for 21st century careers, and looking at community trends and ways to encourage young people to stay or return to build their careers in this community.

Region 9 - IowaWORKS of Eastern Iowa

Region 9 serves Clinton, Jackson, Muscatine, and Scott Counties. Region 9's goal is to be a progressive agency that builds services that reflect the needs of job seekers, employers and the local community.

Innovative Services for Dislocated Workers

Staff at the Davenport IowaWORKS Center identified a need to present to job seekers and claimants a package of classes, starting with Working It Out and 6 Steps to Success, along with specialized training courses, and finishing the series with taking the assessment to obtain the National Career Readiness Certificate. With Administrative approval from Des Moines, consideration for Department Approved Training is offered for individuals receiving Unemployment Insurance benefits in the State of Iowa, and the job search requirements for the two-week series is waived as this training program provides two certificate/credentials.

From late December 2015 through the end of December 2016, 52 individuals completed the two-week Career Boot Camp series. The goal of the program was to help them gain the soft skills needed to obtain and retain employment, along with readiness workshops to help them prepare resumes, practice for interviews and learn new job search techniques. Participants also finalize the series by obtaining the National Career Readiness credential.

Forty-three of those who completed the two-week series of classes have reported earnings obtained from direct employment from employers in Iowa and Illinois. One participant had a second interview with a medical facility during her boot camp. When she told the employer that she would be receiving her NCRC and completing the boot camp, they increased their offer by \$2 per hour—one dollar for NCRC and one dollar for completing the boot camp before starting her job. Having employers support the program in this way really brings relevance for job seekers, and helps staff communicate the importance of the training Region 9 provides.

Innovative Services for Low Skilled/Low Income Adults

In FY17, Region 9 developed Gearing Up for Skilled Trades. This week-long training included skills required for employment in manufacturing and apprenticeship positions, such as OSHA and applied math. Participants also completed the National Career Readiness assessment and developed resumes. Representatives from local manufacturing companies and apprenticeship sponsors were invited to talk about “next steps” with those interested in entering a skilled trades career.

Innovative Services for Disadvantaged Youth

The Workforce Innovation and Opportunity Act (WIOA) has resulted in core partnerships that work for youth. During the transition year, Region 9 placed a Title I Employment and Training Counselor at Scott Community College's West Davenport Center. This location serves Adult Education and English Language Learner students. The Title I Employment and Training Counselors in Clinton and Muscatine Counties were already housed on the college campuses very near the Adult Education facilities. Throughout FY17, youth staff worked to connect with Adult Education staff and the High School Equivalency navigators to reach out to students. They also found that there were opportunities to eliminate duplicated efforts in intake and assessment. Not only did this save staff time, it also ensured that students/participants were not repeating processes multiple times and becoming frustrated with all of the “red tape” involved in accessing services. This process has helped to increase the number of High School Equivalency enrollments into Title I, providing an opportunity for the program to support HSE students with transportation, child-care, and testing assistance. These students are much more likely to successfully complete the HSE with wrap around support from HSE staff, Title I staff, and PACE navigators.

Best Practices

Region 9 has worked to develop a team approach to case management. Wrap-around services are provided any time a Title I participant is involved with other service providers, especially when the other providers are core partners. Counselors also work to connect participants with service providers early in the process so that any barriers can be addressed quickly and efficiently with all available resources. The region has developed a referral and follow-up process that enables staff to track customers as they access support. Each core partner site has identified a lead referral tracker. Referral trackers from each core partner connect frequently to provide feedback to the referring staff member. In many cases, wrap around meetings or staff representing multiple agencies meet to discuss customer needs and ensure that all providers are on the same page with regard to customer abilities, needs and goals.

Lessons Learned

As Region 9 develops working relationships with core partners and strives to build collaboration, the staff is learning that each agency has its own distinct culture and way of doing things. To best benefit from one another, the staff must learn as much as possible about each organization, focus on strengths and partnership and look for opportunities to react to partners' needs.

Serving Veterans at the Local Level

Priority of Service

The customer self-discloses their veteran status when completing the welcome process. Veterans and eligible spouses are pre-screened for eligibility by non-DVOP staff as part of the welcome process. The DVOP serves only those veterans who are aged 18-24 (as allowed in VPL 04-14/TEGL 20-13) or who have significant barriers to employment (SBE) as defined in VPL03-14/TEGL 19-13 or is the caregiver or family caregiver of an eligible veteran as defined in VPL 08-14. If a veteran is assessed to meet the eligibility of working with a DVOP, a referral is made to the DVOP in the district.

Veterans and covered persons are made aware of their eligibility to priority of service at the point of entry; there are brochures and signage that discuss veteran priority of service. Once identified as a veteran, the customer receives a folder, which includes the brochure regarding priority of service.

The Veterans Significant Barriers to Employment (SBE) is used to determine eligibility for DVOP services. All customers entering the Davenport IowaWORKS Center are provided with information regarding the services offered and the eligibility requirements for programs within the facility. Information is also provided regarding services offered by WIOA core partners.

Each customer entering the Davenport IowaWORKS facility is served based on need. Should there be a wait for services offered, the veteran would be moved to the top of the wait list. This happens rarely as every effort is made to not have any customer waiting for services. Job order referral matching in IWORKS automatically gives veterans first day preference of notifications. Seeker lists show qualified veterans at the top and notifications go out the first day. All other job referral notices to non-veteran clients go out 24 hours later.

Serving Employers in Region 9

The Davenport one-stop center has a dedicated business services team that provides services to employers in the region. The services offered include but are not limited to recruitment and outreach, information regarding Registered Apprenticeship Programs, labor market information, veteran hiring information, testing services, training assistance, ECIs, and information for businesses that may be experiencing a layoff or closure. During the previous 12 months, there

were more than 650 contacts made with employers in the region by the business services team to discuss or assist with these services.

Region 9 has developed workshops that are of interest to employers including Supervisor Drug and Alcohol Training, MS Word, Excel, and PowerPoint. The staff continually seeks ways to address employer training needs and to expand marketing efforts so that business and industry representatives are aware of what IowaWORKS has to offer.

Mock interview sessions provide a great opportunity for employers with hiring needs to meet and visit with job seekers. During FY17, Region 9 held five mock interview events with participation from 35 employers and 120 job seekers.

A major employer in Jackson County needed to expand its workforce. The Clinton County team of IowaWORKS held multiple hiring events to help collect applications and screen applicants. All applicants also took the NCRC.

Building a Demand-Driven System

Four sector boards have been established in Region 9 including Allied Health, Information Technology, Advanced Manufacturing, and Transportation. Through collaboration with the sector boards, Title I staff is able to talk with participants about the local labor market outlook and skills needed for success. Most importantly, these boards help staff understand the future needs that are anticipated in each industry so they can help job seekers make choices that will ensure career pathway choices that will lead to stability and success for the foreseeable future.

Streamlining Economic and Workforce Development

Region 9 has focused a great deal of efforts on the development and expansion of Registered Apprenticeship opportunities. FY17 was largely used to ensure that staff was well versed in Registered Apprenticeship. Business service staff work closely with area employers to promote Registered Apprenticeship, and the Title I Director has a long-standing working relationship with the US DOL Office of Apprenticeship, and has experience developing Registered Apprenticeship training. In FY18, IowaWORKS of Eastern Iowa will focus on developing and expanding Registered Apprenticeship Programs in the region through new metrics.

IowaWORKS of Eastern Iowa coordinates services with economic development partners in Clinton and Jackson Counties. Staff attended Economic Development meetings to share information about services with members.

The Region 9 board has added economic development partners from Muscatine and Maquoketa.

Integrated Service that Focuses on Services Rather than Programs

For many years, Region 9 has struggled to make services accessible to returning citizens in the community. A variety of different methods have been used to encourage and support participation, but ultimately it has been a struggle. IowaWORKS staff met with coordinators from the half-way house to determine what could be done to address this issue. It was determined that the best way to consistently have returning citizens participate in pre-employment training was to meet them where they are. IowaWORKS staff visit the half-way house weekly to provide workshops and individual support for residents. This adjustment has made it much easier to serve this population.

Serving Youth

The transition to focusing on out-of-school youth has resulted in some changes in the way the Region 9 Youth Program operates. Community connections and effective coordination with core partners has been key to finding and serving the youth who are most in need.

Title I counselors developed 21 work experience sites for youth with little or no work experience. They worked closely with partners and other private sector employers to inform about the benefits of work experience. In reaching out to

one partner, Community Action, about referring individuals, staff was able to coordinate a work experience in IT onsite at the agency for a youth with physical disabilities. This has been an exceptional experience for the youth, and a great opportunity to strengthen IowaWORKS' relationship with the organization.

In Clinton, Jackson and Muscatine Counties, county teams from core partners meet monthly to coordinate services and activities. In Clinton County, at risk youth attended a mock interview event provided by the county team. Core partners also worked together to visit area high schools to provide employability skills training and outreach for Title I programs.

The Clinton County Team attempted to provide a summer conference for youth, but was not successful in getting participants. The team immediately reviewed its processes, identified the reasons the project was not successful, and will come back to the table for a summer 2018 conference.

As teachers are asked to do more for students, Title I staff found that many teachers and counselors with little or no career development experience were being asked to provide students with job seeking and keeping skills. Due to the number of classrooms across the region, it would be impossible to provide this services to all of the schools. Staff developed a monthly newsletter that goes out to all teachers, counselors, and individuals serving youth through agencies and organizations throughout the region. The newsletter highlights career development resources, and provides quick and easy to apply information to help ensure that youth are being provided with quality career development information. The youth newsletter reaches 124 individuals each month.

Strengthening Partnerships with Community and Faith-Based Organizations

With the development of a Youth Standing Committee, the region has worked to identify and establish partnerships with community and faith-based organizations serving youth. Outreach and marketing staff reach out regularly to share information about services including work experience opportunities, internships, the youth newsletter and program information.

The region is working to develop a marketing plan to identify all youth partners and to ensure that they receive on-going communication and information throughout the year.

WIOA Implementation

Region 9's core partner managers meet monthly to discuss opportunities for collaboration, streamlining services, and ensuring the referral processes are working effectively. All in-service meetings are offered to core partner staff, and core partner managers collaborate to ensure the sessions are valuable to all attendees. The core partners' managers also play a major role in implementing county team activities.

On-going Efforts

In FY17, Region 9 Title I had 166 individuals sign up for training. Of those, 108 (65 percent) received a credential. Of those who completed a credential, 98 (91 percent), became employed and 86 (80 percent) became employed in a position related to their training.

Workshops are an integral part of making sure that customers are prepared for job search and transitions related to gaining skills. In FY17, 4,875 individuals attended workshops in the region. Due to county team efforts, and the addition of an additional trainer in the region, the number of workshops offered in Clinton, Jackson, and Muscatine Counties has increased, providing greater access for customers who are not able to travel to the one-stop.

Workshop	Number Attended	Location
A Game	16	Clinton
A Game Part 1	123	Davenport
A Game Part 2	101	Davenport
Basic Computers	235	Davenport
Basic Computers	10	Maquoketa
Career Ready 101 - Budgeting	117	Davenport
Career Ready 101 - Budgeting	8	Clinton
Colors	131	Davenport
Colors	7	Clinton
Excel	21	Davenport
Gearing Up Sessions	134	Davenport
Gearing Up Sessions	37	Clinton
Gearing Up Sessions	57	Muscatine
G-mail Creation and Basic Functions	8	Davenport
Key Train I	187	Davenport
Key Train II	141	Davenport
Mock Interviews	120	Davenport/Clinton
NCRC	111	Clinton
NCRC	24	Muscatine
NCRC	98	Maquoketa
NCRC	748	Davenport
POETS	44	Davenport
Power Point	8	Davenport
Resume Lab	6	Clinton
Resume Lab	166	Davenport
Step 1/3	446	Davenport
Step 2	159	Davenport
Step 4	390	Davenport
Step 4	10	Clinton
Step 5	190	Davenport
Step 5	10	Clinton
Step 6	159	Davenport
Step 6	10	Clinton
Steps 1/3	10	Clinton
Supervisor Drug and Alcohol	10	Clinton
Supervisor Drug and Alcohol	29	Muscatine
Supervisor Drug and Alcohol	21	Davenport
Understanding Your Credit Report	162	Davenport
Word	40	Davenport
Word	7	Maquoketa
Work'in It Out 1/2	127	Davenport
Work'in It Out 3/4	150	Davenport
Work'in It Out 5/6/7	143	Davenport
Work'in It Out 8/9/10	127	Davenport
Workplace Essentials	17	Clinton

Region 10 – Cedar Rapids

Innovative Services from Regional Workforce Development Board

The Region 10 workforce board strategic plan, developed in FY 2016, was used to guide the work of the region. It is reviewed at each RWDB meeting. Below are a few highlights from that plan.

- Development of joint business service outreach materials with Title III and Title IV.
- Through teams consisting of all four core titles of WIOA, Region 10 developed a referral guide for staff and a video describing and marketing the entire WIOA system with all four core partners to use in marketing activities, community presentations and orientations.
- Hosted two all day in-service/training days with all four-core partner staff that served 90 people.
- Attended and worked on activities from the six sector boards in the Region 10 area.
- Title I and Title II coordinated on a Transportation Communication class which prepared English language learners with a four-week course to prepare them to success in a Class A CDL training and career. Eight students enrolled in the Transportation Communication class and have or plan to move into Class A CDL training. This pilot will be replicated in FY 18 as a pipeline for the transportation industry.

Region 10 succeeded in greatly increasing OJT enrollments for dislocated workers and adults. The SP and JD NEG grants helped fund and support learning around apprenticeship and OJT activities. This trickled over into the Adult population as well.

The youth program focused on building experiential learning partnerships and opportunities in FY 16 and into FY 17. This was accomplished by attending business conferences and events in the region to educate businesses about services. Region 10 hosted a lunch and learn in partnership with the City of Cedar Rapids for businesses and continually built linkages with the business services representatives. Through these efforts, the team expended 44 percent of their funds on experiential learning activities.

Accomplishments

Over the past two years, a significant priority has been placed on collaboration between the four core partners. This has been accomplished through a variety of strategies including bi-weekly leadership meetings, task groups composed of direct workers from each title solving problems together for the system, and semi-annual in-service days where all staff from each of the core workforce programs are invited. Leadership meets bi-weekly to discuss topics affecting the core partners and strategize ways to continue to improve the partnerships around workforce delivery and client success. Region 10 also uses these times to create a unified marketing, outreach and service provision strategy when working with job seekers and businesses. This is something that did not happen as efficiently, or sometimes at all, prior to WIOA implementation. The teams look for ways to reduce duplication and increase efficiency in the delivery of services to our clients. One outcome that resulted in these meetings included developing a Google Document that will allow the four core partners to track referrals and follow through of our clients. We also plan our every other month one-stop partner meetings (which include a larger group of workforce partners) and brainstorm topics that would be of benefit to share at this larger gathering.

In addition, Region 10 has developed task groups to work on specific topics of interest that would improve customer experience and provide better referrals. As a result, a user-friendly desk aide that provides current contact information for the core partners for use in making quality referrals will soon be available. Region 10 staff has also partnered with our local community college to develop a short video that serves as an orientation to the workforce system. This video will be played at each of the core partner locations within the region to support the “No wrong door” spirit of WIOA.

WIOA leadership has placed great emphasis in developing and strengthening staff relationships between the core partners. As a result, there is often representation from several or all of the core partners at weekly staff meetings as well as semi-annual in-service days. These trainings focus on building relationships, educating team members on core partner services, and understanding the importance of working together to provide a seamless experience for our customer. Staff feedback and ideas for future trainings are discussed. Staff has developed projects including streamlined referral tools and processes, coordinated outreach, and greater linkages between programs. Staff created workgroups, which they lead and managers support, to work jointly across the core programs to implement WIOA. The outcome has been a more collaborative approach to workforce delivery, with increased quality referrals made between core partners.

Job Driven National Emergency Grant (JD-NEG) & Sector Partnership National Emergency Grant (SP-NEG)

This past year the region wrapped up a successful JD-NEG grant. Through the two years the local region worked with this program, 179 individuals were assisted with job search assistance, classroom training, on-the-job training and Registered Apprenticeship training and support. The program expended over \$400,000 serving clients. This grant created a greater partnership with Registered Apprenticeship sponsors in the region. It also created greater local expertise to educate non-apprenticeship employers on the benefits of Registered Apprenticeship Programs. Overall this program was a great success as it provided education and created stronger linkages to pipeline job seekers into these great learn and earn activities. The office also coordinated two Registered Apprenticeship awareness events for the community.

Veteran Services

Region 10 has two Disabled Veterans Outreach Program (DVOP) case managers. One is housed in Iowa City and is responsible for the southern part of our region. The second DVOP is housed in Cedar Rapids and is responsible for the northern part of the region. They work together and often will cover the same events as needed. The veteran's team meets on a monthly basis to brainstorm ideas, develop and evaluate annual goals, and address issues.

The veteran's staff help train and educate the one-stop team on veteran services and are a resource for issues related to veterans. This includes reviewing Priority of Service requirements for veterans.

Priority of Service is used when there is a wait list for any federal training programs. Veterans are identified through the intake process, and when placed on the wait list for training funds, they move to the top of the list due to veteran status.

Outreach activities are done with several community partners, including Hawkeye Area Community Action Program's (HACAP) Operation Home (VA's Supportive Services for Veteran Families), one-stop partners especially Title I and Title IV, and the TANF Employment and Training program (PROMISE JOBS in Iowa).

The veteran staff strives to stay connected with local veteran service agencies including Linn County Veterans Affairs, Recovery-in-Action Meeting (Iowa City VA), Veteran Independence Project, Iowa Dept. of Corrections, Goodwill of the Heartland, Department of Human Services and the Iowa City VA Coralville Clinic.

The veteran team participates in an annual Homeless Veterans Stand Down in Cedar Rapids to generate referrals and assist other service providers with serving homeless veterans.

The team travels to the all seven counties to perform outreach as needed and support county veteran's staff in providing veteran referrals and services.

Services and Strategies Serving Employers

Regarding business services specifically, Region 10 has taken a more holistic approach to meet demand. Staff from Title I, III, and IV collaborate to provide business services, often co-facilitating business meetings and addressing companies' needs, resulting in more efficient interactions. When businesses visits are held separately, staff shares partner services

that may assist employers with their labor needs. In addition, staff introduces the business to appropriate partner staff. This has helped to develop and expand business connections within the region.

Region 10 has a very robust array of sector boards in the high demand industries including advanced manufacturing, health care, transportation, finance/insurance, architect/construction/engineering, and information technology. These are employer led sector board groups that set goals addressing their specific needs, usually around current and future workforce needs. Region 10 has set the standard in Iowa for quality sector board partnership, often resulting in our conveners provide training to other parts of the state. At least one business representative from the one-stop center attends each of these sector boards and participates in smaller tasks groups within as needed. The key to the success of these sector boards are ensuring they are business driven.

Two sector board partnership events highlighted this year include a Women in Manufacturing event and Advancing the Future tours.

The Women in Manufacturing event was initiated from a conversation with the one-stop and the Department of Corrections. Both serve many women who may be a good fit for manufacturing, but have a hard time showing women that this is a viable career option. After a meeting with the advanced manufacturing sector board, it was decided to host an event at the half-way house in Cedar Rapids inviting in women who want to learn more about manufacturing careers. The event provided breakfast and a panel of women currently working in the manufacturing field. Then a bus took the participants on a tour of three area manufacturing centers.

The Advancing the Future tour is a weeklong event hosted each October where local manufacturers open their doors to the public for company tours. They work with the K12 system and home school organizations to bring in youth. The IowaWORKS office promotes the tours as a great opportunity to learn about manufacturing with both job seekers and our team members. Last year approximately 40 employers participated and over 700 community members attended a tour.

Both offices host employers, almost daily, in the lobby area for recruiting IowaWORKS customers. This is a great opportunity for employers to connect directly with job seekers. Employers Council of Iowa (ECI) hosts meetings and trainings monthly in Iowa City and Cedar Rapids. This year the office added a Registered Apprenticeship expert who focuses on helping businesses learn about and establish a Registered Apprenticeship Program. These are just a few of the ongoing services provided to local businesses.

Building a Demand-Driven System Within a Regional Economic Development Context

The Region 10 Regional Workforce Development Board (RWDB) has developed a strategic plan focused on:

1. Ensuring accessibility for all individuals, including those with barriers to employment.
2. Sustaining and strengthening regional economic growth through innovative sector partnerships.
3. Creating pathways that connect a pipeline of educated and skilled workers to current and emerging industries leading to self-sufficient careers.

Through growing partnerships and seamless service system, more individuals are receiving multiple workforce services from two or more agencies. These activities have helped the local area move toward part one of the strategic plan. The core partners are linked with the sector boards to provide workforce solutions for businesses. A lunch and learn will be held with the four core partners and the sector board facilitators in FY 18. And lastly, Region 10 strives to educate and develop job seekers coming into the one-stop to enter into training and career pathways leading to high demand careers. Free workshops including job-seeking skills, soft skill development, basic occupational skills training and

computer training are all available at the center. Through partnership with the Title II partner, English language classes and High School Equivalency Diploma classes are provided on-site.

There is a continued focus on system implementation with streamlined governance and alignment of economic and workforce development regions. Work over the past two years to truly coordinate services, referrals and training among the four core partners has improved services for clients and helped staff expand their knowledge of the full workforce system. The core partners meet together every other week to coordinate training, tackle projects, and develop joint marketing and outreach activities.

The region has multiple economic development entities. These entities are working toward a regional economic development plan. The two largest economic development groups out of Iowa City and Cedar Rapids have begun to share staff and leadership. They are moving toward a joint partnership. Their new CEO/President will be working on developing a three-prong approach for economic development which includes workforce partners and services as one of those three approaches. There will be more to come on this in FY 18.

This fall the 90-member group of workforce staff did team building through a local YMCA camp. Team members identified goals to work toward over FY 16 and FY 17 which resulted in joint marketing focused on services, developing consistent office branding and looks, and increasing referral tracking.

Advance a Vision for Serving Youth Most in Need

The youth team has transitioned from serving mostly in-school youth to now serving primarily out-of-school youth. Out-of-school youth are often more difficult to find in the community. Through partnerships with many non-profits in the area, but especially through Four Oaks, foster care networks, homeless programs and shelters, and the high school completion programs, the youth program is focused on finding and serving youth experiencing these and other barriers. With the transition to WIOA, the youth team outlined clear program goals and expectations for youth enrollments and for what the youth can expect from the program. Youth must agree and commit to working on their high school diploma or equivalency if they don't have one. All must agree to obtain a third party credential to help them enter into a pathway into an in-demand career.

Future Ready Iowa's goal is to grow the number of Iowans with relevant credentials and training to meet the needs of today and tomorrow's employers. For youth to be successful and earn higher wages, they must be willing to complete a credential or training. These may be short (one to two days) or up to two-plus years of training or through entering into a Registered Apprenticeship Program. Lastly, the youth must be willing to build work experience through an internship, work experience or on-the-job training (OJT). Sometimes youth are able to obtain a position without the assistance of these subsidized employment activities. They may only require job search assistance and coaching from their consultant. Support services and ongoing coaching and counseling are wrapped around these services to remove barriers for youth.

Workplace learning is a new focus of the program. With a goal of expending at least 20 percent of funds on these activities, the team exceeded this goal and spent 41 percent of fund on experiential learning. The team now primarily services out-of-school youth compared to only about 35 percent of funds expended on out-of-school youth in the past. Out-of-school youth are harder to find and often experience more barriers than connected/in-school youth. In addition, the team is focused on helping each youth complete the following during their enrollment:

- 1) High school completion or equivalency if needed
- 2) Obtaining a credential or certificate for an in-demand career or skill
- 3) Participate in a work experience with soft skill and job search training built in

Strengthen Partnership with Community and Faith-Based Organizations

This is an area of strength for Region 10, and there are opportunities for greater partnerships in FY 18. Currently partner relationships exist with the following community programs:

- Four Oaks: Developing a workforce program to support youth enrolled in Four Oaks services to help them to earn \$19 by age 26. These youth have experienced many barriers as children and all have had DHS involvement in their household.
- Goodwill of the Heartland: There are many partnerships with Goodwill on projects including a training program for half-way house residents, providing training classes for light manufacturing jobs and an on-the-job training program.
- The one-stop has been approached by Horizons, an agency that provides many services including Meals on Wheels. They are developing an on-the-job training program within the culinary field. Region 10 will begin planning activities to assist with training as needed and job search skill building and pipeline development.
- The Reentry Network in Johnson County provides services to individuals returning to their community after prison. There is work to complete community education on this population and develop training programs and referrals.
- Region 10 is working with refugee resettlement programs through Catholic Charities and the Catherine McCauley Center, helping these populations link with services and find employment quickly as they have very limited assistance available through refugee programs.
- WIOA, Cedar Rapids Public Library, United Way and other partners are developing a center for working families in the southwest side of Cedar Rapids. This neighborhood is far from the IowaWORKS office, but is home to a large low-income population as well as many immigrant and refugee populations.
- Staff meets with Mission of Home clients coming in for free meals, talking to the clients about the WIOA services.

WIOA Implementation Efforts

- a. WIOA implementation has been a theme throughout this past year. Efforts have been shared through the report. A brief summary of activities include:
 - Bi weekly meetings of WIOA leadership
 - Joint training for all core partners
 - Coordinated marketing and outreach efforts to job seekers, community and businesses
 - Improved referrals and tracking
- b. Ongoing Implementation Efforts

Many of the above efforts will continue into FY 18. Other activities include working more closely with the new joint partnership economic development team.

Region 11 – IowaWORKS Central Iowa

Local Plan Highlights

Collaboration

- The core partners, as defined in WIOA, have been meeting regularly to foster communication and collaboration. The partner group meetings included creating a multi-agency referral process, revising the Region 11 local plan, participating in a LEAN session, and creating a structure for core partner staff to network with each other.
- The core partners held joint training sessions in October 2016 and in February 2017.
- Community partners held jointly sponsored job fairs with one fair specifically focused on individuals with barriers to employment. The partners have held multiple reverse job fairs, which had individuals staff a table and presenting about themselves with the employers visiting the job seekers.
- IVRS Business Services Specialists and Vocational Rehabilitation (VR) have collaborated with IWD business services on multiple business connections.
- Youth Program is working directly with DHS and Aftercare Service Providers to be involved in youth transition meetings who are aging out of the system. The Youth Program has worked together with DHS and Aftercare Services to create and host two Links of Life Conferences.
- The business services staff for the core partners began meeting in the Fall of 2016. The team has created a core partner brochure to share with employers, drafted presentation slides, presented to the Central Iowa Workforce Development Board, and collaborated on outreach efforts.

Performance

- The CIWDB Employment Network has 138 customer tickets assigned for the Ticket to Work program. Region 11 received over \$201,039 in Ticket to Work incentives during PY16 by helping individuals with disabilities find and keep employment.
- Children and Families of Iowa (CFI) had a total of 163 participants with 28.8 percent of those participants living outside of Polk County.
- CFI served 1,056 participants by helping connect them with community resources and outside services within all eight counties served in Region 11. CFI presented the Program Components to 4,014 participants and community agencies within all eight counties served in Region 11.
- The IWD Integration Membership report shows that Region 11 served 19,604 new members with a total of 20,730 active members receiving services during PY16.

Operations/Systems

- Staff members with specialized language skills are hired at the one-stop center to better serve citizens in the region. Languages spoken include Spanish, Arabic, American Sign Language, and Burmese.
- All core partners are co-located at the one-stop center at 430 East Grand Ave, Des Moines.
- CFI is working in conjunction with Core Partner agencies to attend Career/Job Fairs and Community Conferences and events together.
- The CIWDB is working with the Drake Legal Clinic in taking the necessary steps to submit the paperwork to become a 501(c)3 non-profit organization.

Programming

- High School Equivalency Testing and ESL classes are available at the one-stop center.
- Des Moines Public Schools and VR have a joint Project Search effort with Mercy Hospital.
- Iowa Employment Solutions (IES) through Des Moines Area Community College (DMACC) have increased their outreach efforts to outer counties within the region. Appointments are made in each county as needed.
- Board members and staff of the CIWDB worked together to update the white papers for High School Equivalency Testing and policy work.
- All core partners participate in Employer Disability Resource Network (EDRN), which has hosted and is planning to host several conferences and job fairs, including a reverse job fair.
- IVRS has a third party contract with Easter Seals to provide pre-employment transition services to potentially eligible and eligible students in Des Moines Public Schools.
- IVRS has a contract with DMACC for an IVRS Intermediary Network staff. This person provides pre-employment transition services to potentially eligible and eligible students in Region 11.
- Title I Youth, Adult and Dislocated Workers programs worked together to create a new Customer Service Training. The new training curriculum is called “Unlock Your Inner Professional” and will be used to enhance participants’ employment insight and form better understanding of their transition into attaining and keeping sustainable living wage jobs. This was a cost sharing collaboration between the Title I Program Manager and Director in Region 11.

Disability Employment Initiative (DEI)

Region 11 began a Round 6 DEI grant in October 2015. Funding for the grant pays to maintain the Disability Resource Coordinator (DRC) position at the one-stop center. In PY16, Region 11 had four local DEI leadership meetings. Thirteen DEI participants completed the NCRC with 12 participants enrolled in WIOA Training Services in a variety of career pathways. A key strategy of the DEI Grant, an Integrated Resource Team (IRT) allows the job seeker with a disability to bring together public and private sector representatives at the local American Job Center (AJC) community level to improve communication and collaboration that results in enhanced coordination of services. This year, 22 IRT meetings were conducted for 18 participants. The Region 11 DRC is a certified benefits planner. One hundred and forty persons received SSI/SSDI Benefits Planning Services in PY16. Region 11 DEI customers have also taken part in reverse job fairs.

Region 11 has an employment network. There are a total of 138 individuals, through the CIWDB EN (Employer Network) and the IWD EN, who have assigned their Tickets to Work (TTW) tickets to Region 11. In PY16, the region earned \$201,039 in TTW incentives. Twenty-five persons with disabilities found full-time employment and 12 received part-time employment, with wages ranging from \$7.50 to \$34 per hour.

Veteran Services

Region 11 gives veterans priority for enrollment into all levels of WIOA Adult and Dislocated Worker services. Veterans will be informed through verbal and written notice of this priority of service. If there are insufficient resources to cover all requests for WIOA assistance, including training, Region 11 will give priority for services and resources to eligible veterans. When there are no funds for services, a waiting list will be maintained, with eligible veterans at the top of the waiting list in order of their application date. To qualify for veteran’s preference, a person must provide a copy of his/her DD214, which shows a discharge of anything except dishonorable and meet the eligibility criteria for the respective program. The Regional WIOA Director and Regional IWD Manager will monitor the veteran services provided by WIOA and IWD services within the one-stop.

Workforce Center partners are made aware of and invited to attend training on veteran's issues. Topics for the training may include veteran preference, the referral process for obtaining Disabled Veterans Outreach Program (DVOP) case management, and sources for community service referrals for veterans.

Partnerships have been formed with the Veteran Employment and Training program and the Home Base Iowa program.

Registered Apprenticeship and John Deere National Emergency Grants (NEG)

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. As of June 30, 2017, 101 dislocated workers in Region 11 were enrolled into the Apprenticeship Job Driven Grant.

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, thus allowing Registered Apprenticeship Programs to meet the vision of the State Board: "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." Registered Apprenticeship is recognized in Region 11 as a valuable education, employment and training program and is an ideal way for employers to build and maintain a skilled workforce.

Over the course of PY16 implementation, efforts for the John Deere NEG continued to grow. Participants have been electing training services including school (initially paid for with NEG funds), Registered Apprenticeship (dual enrollment with Job Driven NEG Apprenticeship Grant), or non-apprenticeship OJT. In March of 2016, John Deere Des Moines Works was awarded certification under the Trade Adjustment Assistance (TAA) program. The availability of TAA has brought out more eligible participants and dual enrollment between WIOA and TAA for laid off John Deere workers for services such as Institutional Skill Training (IST), OJT, and Reemployment Trade Adjustment Assistance (RTAA). Currently, there are 74 participants who have taken advantage of the opportunity to improve and expand their skills as well as be case managed by Iowa Employment Solutions (IES) at DMACC. Though the TAA program has become the primary funding source since John Deere Des Moines Works was certified in March, WIOA continues to offer support services to individuals where appropriate.

Region 11 IST participants have elected school training in areas such as Diesel Technology, Business Administration and Accounting, Realty, Nursing, Tool & Die, Welding, Cyber Security, Business Information Systems, and CDL, to name a few. Region 11 staff continues to engage in outreach for all dislocated John Deere Des Moines Works employees impacted by the reported layoffs, and with TAA eligibility in place, we received more responses. This trend is not expected to continue, and will add to the growing number of former John Deere employees being served by WIOA and TAA over the next eight months (the end of the John Deere National Emergency Grant).

Region 11 received the Sector Partnership grant in June of 2016 with the grant ending on June 30, 2017. Region 11 enrolled 32 individuals into this grant. The State has provided some funding to insure that these individuals can complete their training plans over the next year. Region 11 was provided \$80,000 of State Rapid Response dollars in order to assist in the completion of these plans.

Youth Program Strategy

In FY17/PY16, CFI spent 74.34 percent of its program funds on out-of-school youth as well as over 28.64 percent of the program funds on work experiences. CFI ended the FY with \$62,759 in carryover funds to be used on out of school expenditures. CFI also received and utilized \$22,500 worth of outside grants to help participants who were not enrolled

in the Youth Program but attended workshops and trainings. CFI will focus on the continued recruitment of out-of-school youth by working directly with the Department of Corrections, Fresh Star Women's Facility, Fort Des Moines release facility, Woodward Boys Academy, Eldora State Training School and alternative schools within all eight counties served in Region 11. CFI will work with employers in all eight counties within the high demand career fields to provide work readiness skills to recruit out-of-school youth who are able to and ready to engage in work experiences. CFI currently has office space in all eight counties served within Region 11. CFI partnered with IVRS & IWD to offer Summer Camp classes to 38 participants in Boone and Story counties to graduated seniors for three months beginning in June and ending in August. CFI offered two Lift-Off Graphic Design training workshops within the fiscal year and helped 20 participants go onto post-secondary education or obtain fulltime employment. CFI offered the new Unlock Your Inner Pro Customer Service Training to participants within four counties.

WIOA Implementation

Regularly Scheduled Partner Meetings – The Core Partner team, which includes the WIOA youth service provider, the WIOA adult/dislocated worker services provider, an Iowa Department for the Blind representative, a Vocational Rehabilitation Supervisor, the CIWDB Executive Director, the IWD Region 11 Managers, and the DMACC Adult Education and Literacy Director, meets regularly. This group has provided joint training for the staff of the core partners semi-annually. Discussions on processes and the reduction of duplicative efforts occur regularly at the partner meetings. In fall 2016, the Partner group went through a LEAN assessment to fully understand core partner processes and areas to make improvements. The group has built a rapport and continues to on regional issues and collaborative opportunities.

WIOA Efforts – The CIWDB and the Partner group have achieved several accomplishments during PY16. The Region 11 Local Plan was revised and updated. The CIWDB reviewed the Adult Basic Education grants to determine if they aligned with the local plan. The core partner business services team began meeting and has created a partner brochure, presented to the CIWDB as well as community partners, and collaborated on ways to provide outreach.

Region 12 – Sioux City

During the 2016-17 program year, the partners in Region 12 (comprised of those working, serving and living in Cherokee, Ida, Monona, Plymouth and Woodbury counties) continued to work with many customers and successfully completed several programs. The unemployment rate for the region continues to decrease and as of the end of the year was at the following for each county: Cherokee-2.4 percent, Ida-2.3 percent, Monona-3.2 percent, Plymouth-2.6 percent and Woodbury-3.2 percent.

During this time, the region enrolled 8,992 new members or 9.29 percent of all the new members entering the workforce system in Iowa, which is down slightly from last year's total of 9,688 new members. In contrast, Region 12 provided 30,815 individual services to customers which is a 13.8 percent increase from the previous year when 27,076 individual services were provided. This is consistent that those seeking employment during the increased economic period are often those with the greatest challenges in finding employment and up-skilled. The services include employment and career referrals, resume assistance, mock interviews, career planning and other workshop opportunities. The services provided helped serve those with barriers including Veterans with Disabilities, English Language Learners (ELL), High School Equivalency Diploma (HSED), ex-offender and others.

Title II Service Provider Selection

During this past year, there was an opportunity for organizations to bid to serve as the Title II (Adult Basic Education (ABE)/ English Language (ELL) provider. The final determination following local workforce board review and state decision was that Western Iowa Tech Community College would continue serving as the Title II provider for Region 12 as it has for many years.

Partner Efforts in Career and Employment Events

During the program year, the Business Services team continued to host "Meet and Greet" events for individual businesses seeking to fill their open positions at the Center. The 253 Meet and Greet events allowed business representatives an opportunity to meet directly with job seekers where they are seeking employment. In addition to the regular individual sessions, there were six large scale community career and employment events also held throughout the region. An example of the success of the events includes the semi-annual career fair held on the (Western Iowa Tech Community College) WITCC campus in Sioux City on Nov. 17 from 10 a.m. to 3 p.m. IowaWORKS partners, including WITCC and the Employers Council of Iowa (ECI), worked to once again to provide opportunities for regional employers to meet with students planning to graduate in December and community members looking for career options. There were approximately 65 businesses in attendance during the event. A spring career fair was also held at the WITCC campus in Sioux City with approximately 72 businesses in attendance seeking spring graduates and community members interested in career opportunities.

These efforts were helpful to the continued loss of positions and business closings in and immediately around the region. It is predicted 5,000 retail stores will be closing in 2017. During the past year, several large national retailers closed stores including K-Mart, Gordmans, Vanity, Things Remembered, Family Christian Book Store, as well as regional employers which included The Abbey of Le Mars and the Alorica call center located in North Sioux City, South Dakota. The layoffs and closures resulted in more than 400 individuals being dislocated from their current careers.

On the upside, the region's core partners have been working very closely with the recruitment staff at Seaboard-Triumph Foods. During the last part of the year and for the near future, they worked to fill their long-term goals of hiring more than 2,000 employees for their new, state-of-the-art pork processing facility located in Sioux City. Although the opening of the plant was delayed by more than a month due to construction set-backs, the company plans to be up and running by early fall. Efforts from all partners to find, refer and up-skill potential candidates with short-term training, improved language skills, high school equivalency diploma (HSED), detailed resumes, improved interviewing skills, and regular referrals have provided many individuals for the company to interview and consider.

Jobs Driven (JD-NEG) and Sector Partnership (SP-NEG) National Emergency Grants

The funding allocations available to Region 12 for Adult and Dislocated Workers were both relatively limited for this year, which was July 1, 2016 through June 30, 2017. The state and region were fortunate to have other funding options specifically available to our region to serve dislocated workers through the Department of Labor Grants known more commonly as the Jobs-Driven National Emergency Grant (JD-NEG) and the Sector Partnership National Emergency Grant (SP-NEG). Changes in the way the JD-NEG could be administered allowed regions to utilize the funds in a manner that was very similar to the requirements of the dislocated worker program. The goal remained to enroll as many people as possible into on-the-job training and Registered Apprenticeship Programs, though regions were able to spend the funds on training and other support services even if an apprenticeship did not result at the end of the enrollment. At the completion of both grants on June 30, 2017, there were 43 co-enrollments in the JD-NEG and 40 co-enrollments in the SP-NEG. Of the co-enrollments, eight participants were able to participate in on-the-job training (OJT), which lead to full-time employment for most of the enrollments. Those not able to use the OJT option were enrolled in training programs that resulted in other industry-recognized credentials.

As the SP-NEG ended earlier than initially planned, the region worked with the state office of Iowa Workforce Development and received a \$70,000 state emergency grant (SEG) to continue serving the OJT and training related enrollments through the end of the June 2018 when the SP-NEG was planned for completion. It is through this continued partnership that OJT and other related activities in the region will serve dislocated workers as well as meet the needs of business and industry looking for skilled employees.

Region 13 - Council Bluffs

Employers have expressed that many job seekers do not have the hard and soft skills necessary for employment. To address this skills gap, a series of workshops were offered in the one-stop center for all job seekers. Topics include, but are not limited to, resume and interviewing techniques, maintaining a positive attitude, the importance of punctuality, effective communication with coworkers, and basic computer hardware and software skills. Business Service Representatives conduct outreach to local employers, determine their hiring needs, and provide recruiting assistance such as job fairs and job order posting. They also attend Sector Board meetings, facilitated by Iowa Western Community College, to discuss needs and services available in the region's in-demand industries including healthcare, manufacturing and IT/Business. Meet and Greets are offered in the Center where businesses are able to talk about their culture and open positions with job seekers, and conduct on-the-spot interviews.

To help bridge the skills gaps, our Business Service Representatives offer experiential learning opportunities such as Work Experience and On-the-Job Training programs through both PROMISE JOBS and Title I services. These programs encourage businesses to take a chance on workers who may not have all the skills they seek and provide some training.

A referral process was created to connect job seekers with Registered Apprenticeship Programs. Registered Apprenticeship information is shared with job seekers in the Re-employment Services (RES) and Re-employment and Eligibility Assessment (REA) process, as well as in the skills lab. Customers who lack necessary skills or work experience are given an interest form as well as placed on a working list in IWorks. The interest form is then given to Title I staff, who have been named as the region's point of contact. The form is then reviewed and discussed between Business Services and Title I to see if there are any companies that have openings in the respective field(s) of interest. If not, Business Services discusses establishing a Registered Apprenticeship and assists in the creation.

Eaton Corporation was a major employer Page county. When this facility closed, 250 individuals in the region were impacted. The area affected was located in one of the Region's furthest counties. It proved difficult to meet the needs of such a large number of dislocated workers at one time from the Council Bluffs location. Because of this, the region opened up a mobile IowaWORKS center in March of PY15. Dislocated workers were able to receive many of the same services provided in the Council Bluffs location at this site including: unemployment assistance, access to a computer lab, resume assistance, workshops to improve their job searching skills, Trade assistance and connections to resources. The mobile site also provided a location for employers to host meet and greets for the specific dislocated worker population. There were 10 meet and greets held in PY16 with five separate employers from the area. Average usage of the center was 30 unique individuals, who often came in multiple times per week during the first six months.

Through the National Dislocated Worker Grants (NDWG), 28 dislocated workers received assistance through Title I services. A combination of classroom training, on the job training (OJT) and supportive services were provided for these customers to help them attain their goals. OJT's were held in local in-demand fields such as healthcare and manufacturing. Ten businesses participated in working with Business Services and Title I staff to offer earn and learn opportunities for 15 customers. Staff worked diligently to place these customers within a four-month timeframe before their unemployment insurance ran out. With the ending of the NDWG, the region was able to receive additional funds through a Rapid Response NDWG (RR-SPNEG) to assist these customers for an additional year. This ensured that the OJT's for these customers could be carried out through the end of their training contract.

Plastics Professionals out of Atlantic, Iowa, lost a manufacturing contract in May 2017 which resulted in a layoff of 207 individuals. In a response to this layoff, Title I and Business Services worked under a two week deadline to pull 40 area businesses together to host a job fair in the area. There were 100 job seekers who attended. Feedback from employers noted that this was a needed service in the area, and most employers requested for additional job fairs to be held in the

future. Additional services provided for these dislocated workers included computer, resume and online job searching workshops as well as NCRC testing.

IowaWORKS became involved with the first Reverse Job Fair in the area. The Council Bluffs Chamber's Leadership program collaborated with Vocational Rehabilitation, VODEC, Title I, Title III and the Council Bluffs Community School District (CBCSD) for this event. Individuals were identified from the CBCSD, Vocational Rehabilitation and VODEC to host booths of job seekers. Each job seeker was assisted by counselors or partner staff to identify career fields of interest, create displays to discuss their skills, and practice selling themselves to prospective employers. Title I and Title III staff assisted in preparing these individuals by providing workshops on interviewing skills, mock interviews and a mock reverse job fair, providing feedback as needed.

There are two halfway houses in Council Bluffs that encourage their residents to take advantage of the job seeking services provided by the IowaWORKS Center. Customers who frequent the office are discussed during weekly staff meetings to brainstorm next steps to assist them in their search. Title I staff noted that there was a number of young adults who obtained employment, but did not sustain employment. Title I and Title II staff worked together to form a weekly job club for youth offenders titled Harness Your Potential. This job club focuses on job seeking skills as well as soft skills such as anger management, working with authority figures and positive decision-making. Six young adults attended the sessions regularly, even continuing their attendance after obtaining employment.

Home Base Iowa is a program connecting veterans and transitioning service members with employers and resources. The Home Base Iowa program is an initiative put forward by former Governor Terry Branstad and Major General Tim Orr, the Adjutant General of the Iowa National Guard. They recognized an opportunity to honor all veterans and help bridge Iowa's current skills gap. Home Base Iowa was developed as a private-public partnership to recruit veterans and transitioning service members and help them find careers in Iowa.

Any veteran or transitioning service member can create a profile on the Home Base Iowa website and upload their resume. A local Workforce Advisor reviews the website daily for new veterans looking for work in the area. The Advisor will then contact the veteran to offer services from a one-stop center such as resume and interviewing techniques prior to publishing the veteran's resume. Once the veteran's resume is published to the site, more than 1,600 businesses in Iowa are able to connect with the veteran.

All veterans who come into the one-stop center are screened during the intake process. They are also encouraged to create a Home Base Iowa profile. Workforce staff offers to create, screen, and/or edit resumes in the office so that the veteran's resume is instantly published to the Home Base Iowa website. Upon completion of enrollment into the one-stop and Focus Careers, veterans have 24-hour early access to apply for any newly posted jobs in the job bank. There is not a current waiting list for training, but should the need arise, training is offered to veterans first.

Many referrals happen in the one-stop between Title I, Title III, PROMISE JOBS, and the Disabled Veterans Outreach Program (DVOP). During the intake process, job seekers' skills are assessed and appropriate referrals are made to these partners along with Title II and IVRS. Title I, Title II and Title III worked together to provide HiSET courses at the Center. During this time, staff was able to refer individuals who had walked into the Center and self-identified that they did not have a high school diploma or equivalent to the Membership process. All of these individuals were encouraged to attend one of the weekly HiSET orientations in the Center. From this, 188 referrals for HiSET orientation were made in PY16. All PROMISE JOBS participants attend RES class along with job seekers receiving unemployment benefits. These customers are given a tutorial of all the services our one-stop has to offer.

Region 13 implemented a process to help guide customers to the best services available to them. This process involved one-on-one meetings with an advisor in the Center to discuss goals, interests, current resources, and career assessment review and discussion. After gathering this information, the advisor brought this information to an all-staff meeting. This process allowed staff in the Center an opportunity to integrate services more effectively and seamlessly, and better collaborate with mandatory partners. After several months, the process was reviewed and it was noted that the process length was too long and additional time and coaching may be needed for customers. Staff redesigned the process to shorten the processing time and allow for more career coaching.

Each week, IVRS Representatives come together with Title I and Title III Representatives to discuss appropriate referrals and next steps for customers. This also allows for brainstorming on next steps between partners as well as areas of additional collaboration. Many customers are also discussed with Region 13's Business Service Team who helps make immediate connections to employers on the job seekers' behalf.

Region 14 –Creston

Region 14 is to providing efficient, effective, and convenient systems for job seekers and employers to access information that will assist them in developing career and business plans.

The core partners in WIOA are Title I, Adult Educational Literacy, Vocational Rehabilitation and Department for the Blind. Region 14 provides services, coordination, outreach, and removal of duplicative services between the core partners.

Unemployment Insurance

Region 14 assisted on the statewide hotline to answer unemployment insurance questions. This region answered over 5,000 phone calls to provide service to individuals calling from around the state. This assistance helps the State of Iowa to have a 94-97 percent rate of calls answered and drops the wait time for customers to two minutes or less.

Re-employment Services

Region 14 focused in on re-employment services for customers who were receiving unemployment insurance. In this program, more than 400 individuals receiving unemployment insurance were contacted to come in the one-stop center for a one-on-one appointment and then attend a workshop that reviews the services offered at the one-stop and complete the National Career Readiness Certificate. Region 14 also connected these individuals with other services such as Title I, Vocational Rehabilitation and Adult Basic Education.

- Provided services to 1,516 new customers in the Creston One-Stop Workforce Center.
- Facilitated 36 job fairs reaching 406 attendees, including employers such as Tractor Supply, Cactus Family Farms, Precision Optical and Osceola Foods.
 - Specialized services included two Hispanic Job Fairs
- Held 21 workshops reaching more than 410 residents in Adams and Ringgold Counties.
- Worked with the Lamoni Chamber, Clarke County Electric and Ferrara.
- Collaborated with Employer’s Council of Iowa (ECI) to provide (Registered Apprenticeship, Unemployment, OSHA, Supervisor Bootcamp, and SAVE yourself) reaching 211 residents.
- Reached 1,130 residents through Community Outreach (Vet Rock Bus, High Lakes Leadership, Bright Eyes, Hiring our Teens, and Generational Workforce).

Title I Adult/Dislocated Worker

- Served 17 Adults using \$55,213 in training dollars.
- Provided services to 10 Dislocated Workers with \$49,828 used for training.

Title I Youth

- Served 17 Out-of-School Youth using \$50,893 in training dollars.
- Served 17 Out-of-School Youth using \$20,974 in work experience.
- Served 14 In School Youth using \$24,104 in training dollars.
- Region 14 held 29 School Steer Your Career Workshops reaching 1,094 total students.
 - Schools included Mt. Ayr, SWCC, East Union, Clarke, Murray, Graceland, Stanton, and Creston.
- AmeriCorps- Six youth finished the program and earned more than \$6,000 toward their college education.

Veteran Services and Outreach

Currently the Creston office has 42 veterans actively working with advisors and either looking for work or on seasonal layoff. Region 14 engages with employers about veterans to make sure they are moving to employment situations that best meet their skills and interests.

“Murph”-

MATURA Action Corporation (a community action agency serving southwest Iowa, with a variety of services and programs, including services for local veterans through local workforce initiatives), in partnership with CrossFit TYL, announced that it will host a community Veterans Appreciation Event on Memorial Day. Each year, athletes from around the world come together on Memorial Day to honor veterans by participating in the Hero WOD (Workout of the Day), “Murph.” The “Murph” workout is in memory of Navy Lieutenant Michael Murphy, of Patchogue, NY, who was killed in Afghanistan on June 28, 2005. CrossFit TYL, will partner with MATURA to raise funds for local veterans. It is a particularly grueling workout but members suffer through it every year to pay their respect to “Murph” and other veterans who have lost their lives in the line of duty.”

Cassie Randall and Lisa Reid presented Union County Veteran Affairs Director Kevin Provost with a check for \$354. Provost plans on using the donation to help fund an Honor Flight for a local veteran. The Honor Flight Network is a non-profit organization created solely to honor America’s veterans for all their sacrifices. They transport military heroes to Washington, D.C. to visit and reflect at the national memorials. Top priority is given to the senior veterans – World War II survivors, along with those other veterans who may be terminally ill. The Honor Flight is funded by donation and each flight is over \$700 per veteran. The most recent flight was in September 2017.

In celebration of Veterans Day, the Creston office partnered with Creston High School to put on a Veterans Day program. The program honored local veterans. During the Grand March, the Veterans were grouped into their branches they served in the military and entered the full capacity gym to a standing ovation and were seated in the front section. Selected veterans received a handmade quilt donated by community volunteers. The program began with Creston High School graduate Caleb McLain sharing his experience of being in the National Guard during a time of war. A special moment was held to honor local War Hero Clarence Pfundheller, who passed away in a car accident. The National Anthem was sung by the high school choir. The program concluded with the presentation of quilts. The event was very well received with close to 400 people in attendance.

Adult Education Literacy

- Southwestern Community College (SWCC) AEL went into a cost share at the one-stop center contributing more than \$3,500 toward a new Smart TV, which will be used for training and employability classes.
- Collaborated with the one-stop center to provide HSED and ESL classes and instructors.
- Region 14 core partners hosted a Department of Education WIOA technical assistance and monitoring review in April of 2017.
- SWCC AEL program served 371 students in the program for fiscal year ‘16-’17.
- Thirty-four students obtained a High School Equivalency Diploma for fiscal year ‘16-’17. A HSED graduation ceremony was held May 25, 2017.

Referral Outcomes of Participants Between Core Partners

- 18 referrals from IowaWORKS, four AEL, and 15 Vocational Rehabilitation
 - These referrals concluded with 19 participants employed and \$6,399 in support services braided between the partners.

Region 15 - Ottumwa

Innovative Local Strategies:

1. Developing an interactive Online Career Pathways Guide. This guide will be used to assist customers in finding the right career for them and not just a job.
2. Hosting a Summit for Economic Developers, Chambers, and partner agencies to increase communication of initiatives and increase collaboration as a team.
3. Held a Reverse Job Fair in collaboration with Job Corps and IVRS that resulted in three hires.

Veteran Services

The Region 15 team works well together when it comes to co-enrollments, Home Base Iowa veterans, and job ready veterans. Veterans are referred or co-enrolled in case management automatically if they are PROMISE JOBS (PJ) or WIOA clients. This region is fortunate enough to have IVRS and Adult Education co-located in the same building. This also greatly enhances the collaboration efforts not only amongst the IWD and (Indian Hills Community College) IHCC staff but as well as the IVRS and adult education staff.

Business Services

In the last year, Region 15 posted 5,883 job orders for regional employers. Employers Council of Iowa (ECI) offered five training events for 57 businesses on Registered Apprenticeship, Collaboration of Ideas for ECI involvement, Employee Retention, Home Base Iowa and Veteran Services.

During PY16, Region 15 hosted 82 hiring sessions for employers and coordinated four major job fairs in Sigourney, Fairfield, Oskaloosa and in partnership with Indian Hills Community College. Two major school events were held at Albia and Oskaloosa High Schools with 136 employers in attendance. In February 2017, Region 15 partnered with Indian Hills Community College and hosted a joint job fair, bringing in more than 1,000 job seekers and 100 employers. Region 15 also conducted 52 employee sessions training 8,599 employees on topics such as A-Game, One-Stop Services, 10 Steps to a Federal Resume, True Colors, and Diffusing Negative Attitudes.

Integrated Services, Strengthening Community Partnerships, and Serving Youth Most in Need

For PY16, Region 15 served 6,376 new members through Integrated Service Delivery System. The focus is to continually increase the “toolbox” offerings to be responsive to the needs of job seekers and employers. There were 245 workshops conducted during PY16 with more than 2,457 attendees.

Region 15 provided integrated activities with partners to include the following events: Students in the Workplace, Job Readiness Bootcamp, Educators in the Workplace, and Advanced Manufacturing Day. These events targeted individuals with disabilities and youth.

Region 15 expanded Job Readiness Classes to include Bridges out of Poverty, Poverty Experience, and Ten Steps to a Federal Resume to help increase awareness of poverty in our communities. Rapid Response efforts were made by Region 15 one-stop for workers impacted by lay-offs and business closures at MC Sports, JC Penney’s in Oskaloosa and Ottumwa, Fairfield Castings, Mahaska County Case Management, Radiology Associates of Ottumwa, Bridge City Bowl, Ludlow’s Steakhouse & Lounge, Papa Murphy’s, Eldon Kwik Stop, Roe’s Restaurant, Windimir Winery, Midwest Case Management and American Gothic Home Care.

WIOA Implementation

The Region 15 local leadership team consists of the IHCC Operations Manager, IWD Operations Manager, Vocational Rehabilitation Supervisor and the IHCC Director of Learning Services. The team meets regularly to discuss and collaborate services and events.

Region 15 RWDB has moved to the new WIOA structure and are continuing recruitment efforts for three remaining slots.

Implementation Strategy for the Youth Program – Region 15 is increasing Out-of-School Youth enrollment by collaborating with High School Counselors, IVRS, Job Corps, HiSET, iJAG, GAP/PACE, and IHCC's High School Programs Department. The Youth Standing Committee is developing goals to serve youth most in need. The center is partnering with local school districts to provide soft skills implementation.

Region 16 - Burlington

Region 16's workforce delivery system has continually adjusted and adapted, transitioning from WIA to WIOA. The transition provided opportunities to review processes and commit to a seamless service delivery model. The groundwork laid by Region 16 will ensure the model encompasses not only the Workforce Center, but the Regional Workforce System as a whole.

Waivers

No waivers were in effect during PY16

Use of Discretionary Funds

Round 6 of the Disability Employment Initiative ("DEI") grant program began its second year in Region 16. The Regional DEI Specialist continued to provide clients with support and guidance towards employment, and "Ticket-to-Work" payments to the Region's Employment Network continued to increase. The Community Partners Team met regularly and furthered their collaborative efforts between community agencies. These efforts will increase the number of center customers who are counted in the "Entered Employment" and "Employment Retention" performance measurements.

Region 16 also had two discretionary grants to serve dislocated workers- the Jobs-Driven and Sector Partnership National Dislocated Worker Grants (aka "JD-NEG" and "SP-NEG", respectively). In PY16, 75 dislocated workers received services through the JD-NEG, and 136 received services through the SP-NEG. These funds were used for OJTs, Limited Internships, Supportive Services and other case management components.

Veteran Services

Veterans received a wide range of services through the Region 16 IowaWORKS Center. Region 16 uses a seamlessly integrated system to recognize and refer eligible veterans to the DVOP regardless of where the veteran initially sought out services, whether it is PROMISE JOBS, Unemployment Insurance, Membership or Skills. Staff is educated on what equates to an eligible veteran or person. Staff has potentially eligible persons fill out the "Veterans Significant Barriers to Employment Assessment" form and refer the veteran on to the DVOP if he/she qualifies for Service Management. If not, staff will provide Veteran Priority of Service to the veteran and assist them in their job search and training needs.

The Regional DVOP continues to conduct outreach to local Veteran Representatives, Southeastern Community College's Veteran Advisor, Vocational Rehabilitation, other Workforce Advisors, Greater Burlington Partners, Armed Forces Recruiters, Army National Guard and Army Reserve Center, Community Action Center, Library, and VFW. Employer outreach efforts by the DVOP resulted in almost 500 contacts being made. Fifty-one veterans using Region 16's services found employment in PY16 (eight of which were OJTs funded through JD-NEG).

Region 16 held their annual Veterans Day Luncheon (a tradition dating back almost 15 years), in which center staff honor local veterans by preparing and serving a meal and desserts. As in years past, the PY16 luncheon was attended by close to 100 veterans.

Veteran Services Best Practice:

On April 20, IowaWORKS hosted a regional job fair at the National Guard Armory in Middletown, Iowa. The first 30 minutes of the event were designated for veterans and their families. More than 40 businesses were present at the event. After the event a lunch and learn was held. One of the three topics presented to the businesses was regarding advantages of hiring veterans.

Business Services

Region 16 IowaWORKS continues to focus on providing excellent Business Services, as evidenced by the on-going efforts of the integrated Business Services Teams. The primary focus of the integrated business services teams continues to be the comprehensive service delivery to internal and external business customers. Region 16 hosted 40 targeted career fairs held at the Burlington and Ft. Madison Workforce Centers. Business staff also assisted employers in the promotion of 104 off-site job fairs. On April 20, 2017, Region 16 partnered with WIOA partners and the Iowa National Guard to coordinate the 2017 Southeast Iowa Regional Job Fair, featuring more than 40 businesses from varying industry sectors and more than 220 job seekers, including current inmates from the Mt. Pleasant Correctional Facility.

Additionally, Region 16 assisted with the planning and coordination of the following events: Des Moines and Lee County Healthcare Career Expo, Mt. Pleasant Correctional Facility "Returning Citizens" Job Fair and The Mt. Pleasant Chamber Business Expo. Documented business outreach was made to 1,009 business partners with an additional 828 new job order contacts, averaging more than 50 business contacts per week, not including contacts made by other non-business services staff. Business outreach has been centered around the development of Registered Apprenticeship Programs and the recruitment of veterans to Iowa through the Home Base Iowa program, two statewide initiatives focused on addressing Iowa's skills gaps and the recruitment/retention of employees. Region 16 IowaWORKS has aided Henry and Des Moines counties in achieving the Home Base Iowa designation and will continue to assist Louisa and Lee counties to achieve the Home Base Iowa community designation.

In PY16, 539 job seekers took the National Career Readiness Assessment, with 77 percent receiving Silver or higher. Two hundred and twenty-nine students were assessed with 60 percent receiving Silver or higher. Additionally, 143 incarcerated individuals were given the NCRC; 75 percent scored Silver or higher.

Service Delivery

- The WIOA core partners have collaborated with regional school systems and economic development entities to further the creation of a demand-driven system.
- Region 16 was a leader in streamlining governance, being the first to voluntarily convert to the new WIOA Workforce Development Board format.
- The long-time co-location of core partners has created a strong culture of service integration in Region 16. Region 16 has focused on continuous improvement of the Integrated Service model to build on existing strengths.
- Region 16 advanced a vision for serving youth most in need by partnering with secondary schools in an innovative approach to identifying at-risk students and providing them with an alternative pathway to success.
- Region 16 strengthened partnerships with community and faith-based organizations by providing outreach and literacy services to groups like Bridges Out of Poverty, Stone Gardens Housing Association, The Nest of Des Moines County and The Maple Leaf Center.

WIOA Implementation

WIOA Implementation

The Core Partners met regularly and further updated the Adult Education component of the Regional Customer Service Plan.

Ongoing Implementation Efforts

The Region 16 RWDB and the Chief Elected Official have moved forward with the new WIOA Regional Board Structure. Region 16 is the only region to do so voluntarily, and continues to bring the staff of all core partners together on a regular basis.

Transition Strategy for the Youth Program

Youth program expenditures for ISY/OSY this past fiscal year were 20 percent/80 percent, well in excess of the 75 percent OSY expenditure requirement. Region 16 also met the 20 percent Work-Based Learning requirement. The Region continues to strengthen the relationship with Community-Based Corrections and are taking full advantage of the new age limit of 24 to increase OSY enrollments. Staff is developing a strong culture of dual-enrolling eligible Youth into the Adult Title I program to ensure an uninterrupted availability of services.

Performance Reports

PY16 was a year of transition for the State of Iowa as WIOA implementation was underway, and PY16 was identified as the transition year for WIOA reporting. As the Integrated Service Delivery model continued to develop in relation to WIOA implementation, all Regional Workforce Development Boards continued to implement Local Plans outlining WIOA efforts. State and Local leadership and staff of all required partner service agencies worked to further align workforce service delivery and required service agreements through this process over the past program year. WIOA efforts complimented Iowa's transition to integrated service delivery efforts from several years earlier. Many areas continued to build better relationships with multiple community partners and impact performance outcomes by focusing on customer service and meeting the needs of customers.

Program Year 2016 Participants Served

Region	PY16 Adults Served	PY16 DW Served	PY16 Youth Served	
	103,899*	16,371	1,314	**
R1	3,403	1,628	66	
2	2,317	828	39	
3&4	1,295	707	59	
5	1,924	804	61	
6	2,884	680	50	
7	5,355	1,882	89	
8	719	276	12	
9	5,604	1,877	106	
10	4,946	1,808	126	
11	10,498	3,107	95	
12	4,496	1,374	19	
13	2,094	669	17	
14	904	323	43	
15	1,596	422	104	
16	2,111	819	176	
State	50,146	17,204	1,273	

*includes self-service individuals

**includes youth served by Statewide projects

WIA / WIOA Performance Accountability Transition

Performance outcomes demonstrate the effectiveness of programs and report outcomes such as helping Iowans earn self-sustainable wages (Average Earnings), putting Iowans to work (Entered Employment), sustaining Iowa's employment (Retention), and preparing Iowa youth age 14-21 for Iowa's workforce (Youth Placement/Employment, Degree or Certificate Attainment, Literacy Numeracy). The Workforce Innovation and Opportunities Act (WIOA) aligns integrated performance reporting across multiple programs. With alignment and integrated reporting, performance reporting largely will remain helping Iowans earn self-sustainable wages (Median Earnings), putting Iowans to work (Employment 2nd quarter), sustaining Iowa's employment (Employment 4th quarter), and preparing Iowa youth age 14-21

for Iowa's workforce (Youth Placement/Employment 2nd quarter/4th quarter, Degree or Certificate Attainment, Measurable Skills Gains).

WIOA Section 116(b) establishes performance accountability indicators and reporting requirements for WIOA core programs: Title I Adult, Dislocated Worker and Youth; Title II Adult Education and Family Literacy, Title III Wagner-Peyser Employment Services and Title IV Vocational Rehabilitation and Blind. Aligned performance measures apply additionally to Jobs for Veterans State Grants, Trade Adjustment Assistance, National Farmworker Jobs Programs, Indian and Native American Programs, Youthbuild and Job Corp.

The statutory provisions for WIOA became effective July 1, 2015 (Program Year 2015 (PY15)), while the statutory provisions for performance accountability and reporting, July 1, 2016 (PY16). PY16 has been designated as the transition year for performance accountability reporting. WIA performance accountability was last reported at the conclusion of PY15 and will have one final report Spring 2018. WIOA performance accountability during this transition reported participants served, demographics, Veterans Priority of Service, and measurable skill gains. Performance outcomes are not available until Fall 2017 (1st Quarter PY16)*.

*PY16 Quarter 1 reported outcomes will be partial data. A full year of performance outcomes for most outcomes will be available August 2018 when the full year PY17 is reported.

Success Stories by Region

Region 1 – Dubuque/Decorah

Tonya

Staff at the IowaWORKS Center in Dubuque nominated Tonya for the Iowa Job Honor Awards and she was selected as one of this year's honorees. Tonya's story is one of overcoming potential age barriers with her energy, passion, go-getter personality and willingness to learn. In June of 2016, Tonya started applying for jobs while receiving unemployment insurance benefits. Although she had success getting initial interviews and even second interviews, a job offer continued to be elusive. By November, after what seemed like hundreds of applications and interviews, Tonya was starting to get nervous as she only had about four weeks of unemployment insurance benefits remaining. At the time, Tonya was 61-years-young and retirement was not part of her plan. In fact, she drove 45 minutes one way, three days every week, to learn Spanish by using Rosetta Stone at the IowaWORKS Center in Dubuque. Tonya has grandchildren who are Hispanic, and she wanted to learn to speak Spanish for them. Tonya tried avoiding the age issue over and over, in many interviews, but yet she felt it was there, with her, and was probably on her own mind, in each one of them. She called it herself, the “elephant in the room.” IowaWORKS staff encouraged her, “look how energetic you are, and committed you are, to this one extra thing you are doing for your grandchildren...learning a new language, at age 61. This is not what many older people take on at this time in their life. You have so much more to offer.” We think she began to believe this, embrace this, and even celebrate this, in her later interviews, saying in her interviews, as she did “...I am passionate about what I do and I have years left to bring my experience and expertise to the table.” Believing this, and celebrating this, as a person looking to start new work, with a so-called age barrier, can be a game-changer. It was for Tonya. In November, Tonya was invited for a job interview as the Executive Director of Social Services at the Dubuque Community YMCA/YWCA. She went into the important interview with confidence. Tonya said, “I had discussed the whole experienced worker dynamic, with IowaWORKS staff, and how to approach this aspect in a face-to-face interview. I had talked their ears off about what to say about my age. Then, it finally came time. I took their suggestion, and, in this really important interview. I just came out with it, telling the interviewers that I am passionate about what I do and I have years left to bring my experience and expertise to the table. I want to thank IowaWORKS for all of your suggestions. I tried this different approach in my interview, and it seemed to help me be successful in landing this job offer.”

Jack

“Jack” came to PROMISE JOBS in December 2015 after a recent layoff. Jack had extensive sales and management experience, but wanted a career change that would allow him to support his family and also be home for them instead of traveling. He indicated an interest in welding or CNC training, and PROMISE JOBS referred him to NICC for more information. Jack was also referred to the apprenticeship program since he was a dislocated worker. On March 2, Jack attended an Advanced Manufacturing orientation for certificate programs at NICC and decided he wanted to pursue CNC training. He completed the necessary assessments and steps so he could be approved for funding. Although he’d met with WIOA staff about apprenticeship opportunities, it was determined that he could be funded for training through WIOA. WIOA paid for the CNC training, and PROMISE JOBS provided transportation assistance for the training. Jack began the training in April 2016 and completed it in August, receiving an Entry Level CNC Certificate. From the time he came to PROMISE JOBS, Jack also participated in job readiness activities and earned a NCRC. He was determined from the beginning to succeed in the training, and he excelled! In September, Jack began full-time employment with a small local company earning \$14/hour plus benefits. He really enjoys his job! He’s already looking forward to opportunities to advance in the company. Jack plans to utilize FSSG funds to help with things needed for his new job. He shared that

being trained at NICC was a great association for him because NICC is well-known by industries. He said employers know if you went to NICC, you were trained well and are qualified for the job. Jack also said the “seamless process” between NICC and IowaWORKS was easy to deal with and that we work well together.

Theresa

Army veteran Theresa Sherman was referred to IowaWORKS through VA Vocational Rehabilitation Counselor (VRC) Cheyenne Irving, after she had completed her BS in Psychology at Upper Iowa University. Theresa had struggled for over five years with finding work due to her disabilities and life struggles, in general, had become disorganized. Alaris Counselor Denise Steim was also contracted through the VA to assist Theresa with setting goals, organizing her home and following up on job leads. Decorah IowaWORKS staff was also instrumental in providing support for Theresa by assisting her with her resume and job applications. Denise Steim was able to get Theresa to volunteer at the Fayette County Historical Society and two months later she was hired as a Community Trainer with Goodwill Industries.

Brian

Brian Patnaude made contact with the America’s Job Center in Dubuque (Region 1) while he was still employed with Ricoh Copiers as a field sales agent. With significant barriers to employment, he was referred to the Region 1 Veteran Representative. He expressed to the Vet Rep he was failing miserably at selling copiers and needed to find different employment because his supervisor had already informed him that if he didn’t improve his sales numbers, his employment would be terminated. The Vet Rep and office staff assisted Brian with his resume as well as other value-added intensive services like introducing Brian to “I Have A Plan Iowa” so he could assess his skills, abilities and aptitude; enrolled him in “Career Ready 101” to study for National Career Readiness test and convinced him to take the National Career Readiness test. The Vet Rep made contact with Aaron Serrano, CEO of Military Cost Cutters (MCC), in reference to a Dubuque-area position Aaron had mentioned on Linked-In. Aaron confirmed he was still looking for a Veteran around Dubuque to recruit businesses for MCC. I told Brian about the position, he was interviewed and hired. Brian commented, “IowaWORKS is by far the best option in searching for employment. I lacked passion for what I was doing and the Vet Rep was able to find employment that fit my skills and interests.”

Bobbi

I am “Bobbi” and I was recently released from the Iowa Correctional Institution for Women in Mitchellville, Iowa. While I was there, I was able to take a seven-week job training course with Zach Steele from Central IowaWORKS. In the beginning of the class, I really did not know what to expect or what I was getting myself into. But I knew I wanted to learn more. And I had hopes of learning of higher paying employment. And a new way of life. I had to push myself but I did it. As soon as I was released to the community, I came to the Dubuque workforce as much as possible and stayed at the computer. Jason and Jim helped me every day until I received several job offers and then I had to choose. The help that I received was amazing. I now have two jobs – one that pays \$15.06 an hour and another that pays \$10 an hour. I couldn't ask for anything better. Thanks for taking the time to help someone that really needed it and wanted it. I'm ready to start my life over. Again.

Ed

After 11.5 years in federal prisons, where he worked in the bakery nine years. Ed made it back to Dubuque. He admits that when he came into IowaWORKS for the first time, he brought a very bad attitude with him. IowaWORKS offered him a nudge and a little advice. “I can see that you are frustrated,...perhaps you should call it a day and return when you are less discouraged , and ready to try again.” He said that at that time, he was impatient and expecting instant

gratification, thinking that he was “entitled.” Ed says the way she spoke to him showed she really cared, and he knew that, and he knew she was right. Ed says he told Joanne he would be back and he left for home. Ed did return, and when he did he came in with a fresh perspective...he was committed to the work it would take, and to being persistent. He worked in the IowaJobs website with his old resume and created a new one. With a new resume in hand, and with his substantial experience as a baker, he applied for a job at BIMBO Bakeries. That same day, in the IowaWORKS office, it suggested he also print a copy of that new resume, walk into the Job Fair held there that day, and interview for a position with them. Emboldened by all he accomplished in those first days there, he did just that. When he left the office that day he was very encouraged, that company wanted him in their new store. In addition to this very good prospect, and within two days of sending out his application, BIMBO Bakery contacted him. They were very interested in his vast bakery experience, and wanted to interview him. In the interview he shared honestly about how he got his experience, and this did not seem to matter; they were “thrilled” to see such good experience. They saw him and his experience and were able to look beyond the fact that he got that experience while in prison. They wanted him, and he wanted to work there. He quickly passed the pre-employment drug screen and background check, and was promptly hired. He says he’s a big believer in “things happening for a reason.” And, as fluky as losing that first job was, he is now happy it happened. Ed is happily employed at BIMBO Bakeries, and in a few short months has made a great impression on them. Recently the Plant Manager came to him and told him of a lead position that was opening, and said that he should apply. She has seen his work and could see he was ready for more responsibility. This made him feel very blessed and thankful. Ed has this to offer others...

“A lot of people are discouraged and depressed and stressed with job searching, and this can affect how you go about it. Rise above the self-pity that affects this process. Tell yourself you have more to offer than what you think, and learn to believe it. There are people out there who believe in you and encourage you, and a thank you goes a long way. It goes a long way for them, but also in yourself. I’ve made a lot of poor choices...for once in my life, I’m making better choices, but it’s time to give back. IowaWORKS guided me when I needed it most and it feels awesome to give that back.”

T.K.

IowaWORKS received a referral letter from the Intensive Services Coordinator for a 90 percent Service Connected Veteran T.K., who was enrolled in VA Vocational Rehabilitation. His Employment Plan was "to be determined," so I called the Veteran who loosely explained that he didn't know what he wanted to do. He has just been "seeing what's out there." He also said he has no resume, so he was signed up for Creating A Resume and the Resume Lab workshops.

Veteran came to his resume workshops and Vet Rep also assisted him over time to produce a great resume. Due to his S/C, T.K. felt he was unable to maintain any meaningful employment. After diligently working with the Veteran and fine-tuning his resume, he was able to get a job as an auto mechanic at a funeral home, which is meeting his needs.

David

David came into the IowaWORKS office as a returning citizen. He had spent the last 12 ½ years in federal prison. He wrote the following about his experience with IowaWORKS Dubuque:

“My name is David C. and I spent 12 1/2 years in federal prison. During this time I worked for Unicor in their electronic cable factory from 2010 to 2017. I took advantage of the Certified Production Technician certification as well as the forklift and soldering certifications. When I was released in March 2017 I came back to Dubuque. I didn’t know what to do or how to go about finding work. I was told to go to IowaWORKS and they would help

me. When I got there I met Joanne who helped get me started on the process. When talking to Joanne I had mentioned my incarceration and she suggested I talk to Jason about the POETS program. Jason took time to meet with me to discuss my past. I had no idea how to create an email address or a resume. Jason met with me often to help guide me in these steps and helped to build my confidence in my abilities. I thought I was only capable of a position at a fast food restaurant or other lower paying position. Jason assured me that due to my work experience at Unicom and taking advantage of the certifications offered I was capable of much more. I applied to four factories in the Dubuque area and received interviews with three of them. All started at 14 dollars per hour or more. Jason worked with me on interview techniques and how to explain my criminal history in a way that an employer will understand that this is not who I am now. After I had the interviews I met with Jason to figure out what I should do now that I have three positions on the hook. Jason talked with me about my plans for the future and where I saw myself. This helped me to determine which position was best for me to accept. I'm now working full time at a place that I never knew was possible. I am very grateful to Jason and IowaWORKS for all of the help and encouragement they provided. I now have a career and am never looking back."

Wendy

Wendy was a dislocated worker who was affected by the closure of the Blumenthal Company where she had worked for five years. Wendy accessed services with IowaWORKS including career assessments, workshops and a job fair. In a small town rural area where jobs are limited, Wendy did not know what she was going to do. But Wendy made the effort to stay positive and proactive, and through networking in her community, she learned about a possible position at a local company. It was not the type of work Wendy had done before, but she had heard about the OJT (On-the-Job Training) program through IowaWORKS. She decided that when one door closes, another one opens, and she was open to transitioning to a new career. She came into the center multiple times to work on her career planning steps to determine what kinds of work would be a fit for her, and in which career clusters she could try new jobs even if it wasn't exactly what she had done before. Through the process of assessment and discussion, Wendy determined that this new opportunity would fit with her work preferences, abilities and goals. Wendy interviewed at the company and IowaWORKS approached them about possibly hiring and training Wendy in the new skills that would be needed to do the job. The company decided that even though Wendy didn't have the exact skills they needed yet, she had the right attitude, work ethic and ability to learn the skills they needed. They hired her through the OJT incentive to train. She was able to stay in the town where she lives, has self-sufficient employment, and is learning and growing into many new challenges.

Region 2- Mason City

Grant

Our employment specialist was talking to Wood Harbor about apprenticeship programs and was told that they were considering hiring Grant for a drafting position but they weren't sure yet. Commenting that Grant would be a perfect fit for an apprenticeship, a meeting was set up to explain the benefits of becoming an apprenticeship sponsor. Grant was then referred to the JD NEG apprenticeship specialist who determined he was eligible for Title I services as a dislocated worker. While Grant attended some workshops and completed assessment testing that showed he had great potential as a drafter, the employment specialist had a meeting with Wood Harbor about apprenticeships and OJTs. From this meeting they decided to hire Grant and start him out with an OJT with the possibility of working it into an apprenticeship down the road. Grant started his OJT at Wood Harbor at \$16.50 an hour on Nov. 14, 2016.

Jon

Jon lost his upper management engineering position in August 2016 and was called to meet with RESEA program in September 2016. He obtained a Gold NCRC certificate, attended UI Orientation, and the RES workshop. Jon states that he was presented with information about WIOA Title 1 several times - at REA meeting, at UI Orientation, and again during the RES workshop. Jon contacted WIOA Title I specialist after October RES workshop to request additional assistance in obtaining employment. He stated that he had attended several interviews but had not received any job offers. While job searching, he found several jobs for which he was qualified; however, many desired either a Project Management Certification, Sigma Six Certification or a Professional Engineering License.

Jon sought Project Management Professional (PMP) education but found that it was expensive and offered online or at least 2-3 hours away in person. We reviewed job listings and did find several that stated a desire to hire someone with a PMP certification. In an effort to create more qualified candidates for those positions, we located a PMP instructor with the University of Iowa and held a PMP class in Mason City. The class was filled to capacity and 100 percent of the individuals who attended completed the PMP series.

Jon attended a job interview in December, mid-way through the PMP series. Because he was close to completing, he was offered a position with Renew Energy Maintenance in Sioux Falls, SD and began Jan. 3, 2017, earning \$82,000 a year. His new employer encouraged him to complete the series and allowed him to attend the final class on Jan. 5, 2017. Jon was very thankful for all the help and guidance he received at IowaWORKS.

Jason

Jason first visited IowaWORKS in January 2016 after being released from federal incarceration and moving to North Iowa to be near his mother. He was referred to the Second Chances workshop, which he completed in February 2016. Jason continued to struggle to find meaningful employment and contacted Second Chances instructor again in April 2016. He said his dream job was to become a welder and he was looking at taking classes at NIACC. Employment counselor enrolled him into WIOA Title 1 program and sought out a welding OJT, as Jason preferred to stay out of the classroom. His number one employer choice was Winnebago, where he had unsuccessfully applied in the past. Employment counselor contacted Winnebago directly with Jason's completed application and resume from Second Chances, along with his personal statement. Winnebago agreed to an OJT contract for the very first time. Over the course of six months, Jason learned how to weld at Winnebago and loved it. His OJT ended in January 2017 and he remains gainfully employed there. The Winnebago HR rep stated, "Thank you so much for sending him our way! He's someone we would have never considered under normal circumstances. Please send more of him our way!"

Region 3 & 4 - Spencer

Sam

Bryce

Bryce was an in-school youth who was served by our WIOA Youth program and went on to reach success despite having multiple barriers. He was 16-years-old and a student at a local high school at the time of enrollment. He has a rare physical disability that impacts his joints and makes his movements stiff and difficult at times. He was very self-conscious about his disability because the kids at school were very aware of it. He did struggle with his schoolwork also and received additional help at school and had a 504 Plan. While in our program, he successfully obtained unsubsidized employment working at a local grocery store carrying out groceries. His parents were divorced and he bounced between his mom and dad's homes while in high school. He didn't seem to have a lot of family support and his younger brother had a lot of behavioral problems in school which seemed to impact him because he was often worried about him. He was quickly moved up to a checker position at his job at the grocery store and was successful there. He was voted by classmates to the Homecoming Court and successfully graduated from high school despite many struggles with coursework. He hoped to attend a local community college but decided financially he would wait and work for a year or two. He was able to find his own housing after high school separate from his parents and increase his hours at the grocery store. He still has hopes of returning to college one day but feels that financially his best decision is to work for now. He enjoys his job and has been able to be self-sufficient in paying his bills.

Jane

Jane came to IowaWORKS with a goal of completing her Accounting Degree. Jane began services with intake and career assessments that helped confirm her career goal and move her in the right direction. The Disability Resource Coordinator worked closely with Jane. Jane and the DRC worked to get her prepared and scheduled for the NCRC and developed her resume. Jane was able to secure an internship as a result of her updated resume while she finished her degree. Jane worked very hard as a single Mom with a disability to attain her goals. In May of this year, she fulfilled her goal with her Accounting Degree and found employment in that field.

Region 5- Fort Dodge

Youth #1

This youth has been enrolled with the WIOA Youth Program since the spring of 2013. During the time of enrollment, this 16-year-old lacked work experience, struggled with school, and moved in and out of foster care. To gain work experience, she volunteered her time at the Animal Shelter. During the course of her high school years, she was able to obtain employment which set her back in her education. Through intense case management with her Career Advisor, this youth was able to manage her time more appropriately and be successful in both work and school. Just this past May, she graduated with her High School Diploma and CNA while maintaining part-time employment. After graduation, she accepted a full time position as a CNA with Friendship Haven in Fort Dodge. She is working on establishing a life of her own before starting post-secondary education.

Youth #2

This youth has been involved with the WIOA Youth Program since spring of 2015. She came to us asking for help from alternative school. This youth was taking on a big responsibility of raising her younger siblings while going to school and maintaining employment; this was a huge challenge for her. Through intensive case management and support, this youth was able to graduate high school. Since graduation, she has maintained full time employment and entered post-secondary education for human services. She has been successful in school while working. She came to us asking for a work experience in the school system. She successfully completed a work experience as a Paraeducator at Butler Elementary in Fort Dodge. This youth is in her last semester at Iowa Central and will obtain her AA degree in Psychology this fall. She is moving onto Buena Vista in spring 2018.

Krystal

Krystal Rogers is a 20-year veteran in the US Navy. She began stopping into IowaWORKS in January after being discharged from Liguria Foods. I helped Krystal file her Unemployment Benefits Claim; she indicated that she was a vet and had worked with Heather Warren previously. A few weeks following her initial claim, Krystal returned for assistance with her resume and job searches. During that conversation, she also indicated she was planning to return to school for a college degree. A week later, Krystal returned stating she had signed up for summer classes. In the meantime, she had missed a scheduled RES class. We rescheduled and she completed the class the following week. After attending RES and learning about all the workshops offered at IowaWORKS, Krystal has been busy attending multiple topic sessions. Another benefit to her attending RES was the opportunity to have more conversation with her to help identify diagnosed learning deficiencies. She is now also working with Voc-Rehab. In all, Krystal continues to work with IowaWORKS staff improving her resume and performing job searches. She is also working with Iowa Central, PACE & GAP, Voc Rehab, and has been referred to Danny Moon for veteran services.

Theresa

Recently, Theresa reported she has been hired at Today Publication in Fort Dodge in telephone sales, \$10 an hour, working 32 hours a week starting, Monday, May 8, 2017. As a PROMISE JOBS participant, Theresa has accessed many services available to aid her in her efforts to become self sufficient, including transportation allowance for workshops and job search activities. When her vehicle was out of commission, the Family Self Sufficiency Grant application (FSSG) was made available to her. She was enrolled with Upper Des Moines Opportunity's Family Development and Self Sufficiency (FaDSS) program to help keep her on track. Most recently, she participated in the ICCC PACE/Gap Work Ready workshops that help revitalize her motivation. Her picture is among those posted on the IowaWORKS "Hired" Wall of Fame. Congratulations to Theresa!

Dwight

Dwight lost his job at Boehringer Ingelheim working as grounds person through no fault of his. New ownership of the business had eliminated several jobs at the plant. He then took a job at Georgia Pacific in Production but lost this job after two months as his son-in-law works for the company and they have a policy about family members working at the company which wasn't brought up until after they hired Dwight. At this time, an opportunity opened for an OJT at the Fort Dodge Community Schools for Custodial/Maintenance. Dwight was referred to WIOA, which funded his OJT which allowed Dwight to participate in the OJT. Dwight successfully completed the training and is now fully employed by the schools with benefits, retirement and earning approx. \$22 an hour. The school is very happy with Dwight and he loves the job.

Grace

Grace was left in the middle of the night in early fall of 2016 by her live-in boyfriend, who was the sole breadwinner for Grace and her three young boys. She came to the work center attempting to find work that would support her family. Grace worked with PROMISE JOBS, and was referred to WIOA through the Workforce Advisors. Grace shared her lifelong dream of becoming a truck driver and was able to go to the Transportation Training program at Iowa Central Community College and earn her Class A CDL license through the WIOA program. Grace is now living her dream and extremely proud of her accomplishment of becoming a truck driver and continues working toward self-sufficiency.

Robin

Robin Hancock came to IowaWORKS last fall not knowing what steps should be taken in her life to get back on the right path. After moving cross country, Robin came back to Fort Dodge, where she was originally from. She came back to Fort Dodge in order to gain more stability and for lower living expenses. Her and her fiancé were in a cross-roads on what to do.

Robin met with a couple of our navigators and went through several assessments. Robin had a lot of self-doubt about school. After several conversations about staying positive, looking forward and not dwelling on the past, Robin was certain the healthcare field was where her calling was. Robin enrolled in the Nurse Aide class through WIOA and PACE. As Robin went through her class, you could see the confidence slowly building. Robin passed her class and boards in March 2017.

Robin is now employed at Friendship Haven. Her passion and excitement about her job shows she loves what she is doing. She is no longer living paycheck to paycheck. Her supervisor highly recommended she go on to get her CMA. When the next class is available, Robin is going to enroll. She is very excited about continuing her education. Robin has truly turned in to a different person from the time she started with us.

Region 6- Marshalltown

Rich

Rich began working with the Marshalltown office in April 2016 when he came in to find out more about the robo call he received on apprenticeship opportunities. His job was seasonal, he was tired of layoffs and he wasn't happy with what he was doing. He enrolled in the WIOA program under JDNEG. We were working on trying to place him in an apprenticeship, but he returned to work at another seasonal job. Rich was laid off again this past winter with no recall date; a follow-up call was well timed. Rich was ready for a change and was re-enrolled as a Dislocated Worker in WIOA under the JDNEG & SPNEG.

As luck would have it, Brownells in Grinnell was looking for a Website Product Support Technician, a business where Rich had dreamed of working. As a former gunners mate in the Navy, he loves working on firearms. Rich was connected with our local veteran representative to see what other benefits he might be eligible to receive.

Rich started an OJT on March 6; as he put it, this opportunity married his passion with work. Rich said this job is everything he had hoped and he is learning so much that it is "mind blowing." He is working his way through a huge backlog of product questions from before he started, while keeping up with the new ones that come in every day from all over the world. Rich said he is so busy the days fly by. He is looking at becoming a regular (unsubsidized) employee after Sept. 1, 2017.

Region 7- Waterloo

John

John was laid off from John Deere in Waterloo. John came in to the Dislocated Worker Transition Center (DWTC) in Buchanan Hall at Hawkeye Community College to learn about Trade Adjustment Assistance. John Deere National Emergency Grant staff assisted John with his unemployment benefits questions, Trade Adjustment Assistance packets and enrolling at Hawkeye Community College. He enrolled in the short term Industrial Maintenance Certificate program at Hawkeye which was approved in September 2016. John completed the program and was excited to reenter the workforce. However, John did not have a job upon completion of the program but kept applying for jobs. Shortly after

graduation he started at Conagra in Waterloo as a Production Technician 1 at \$20 per hour and is currently working 50 hours a week.

Jean

Jean worked at GMAC/Ocwen for four years. Jean was laid off due to her position being outsourced. She had previously worked in customer support for large printers and as a manager in a retail store. She had seen others lose similar jobs due to advanced technology, automation and retail store closings. Jean researched several different career options and found that there has been solid growth in all areas of the medical field. She knew direct care in the medical field was not the best fit for her, but she felt that Medical Office Management would be a great career pathway for her to go due to the growth in the field and taking into account previous customer service experience.

Jean decided to enroll in the Medical Office Management program at Kaplan University. The program was just over a year in length with an internship as part of the last term of her program. Lisa felt this would be a great way to tie her classroom training with her previous on the job experience. While she was working on her internship hours, the site she was placed at had a position open. Jean decided to apply and was offered the job as a Patient Service Representative shortly thereafter. She is excited that her training and internship prepared her for this new opportunity and is looking forward to learning more about the medical field.

Region 8- Carroll

Phil

Phil officially retires from the Army on June 1 after two years of service. A Crawford County resident for the last 13 years, he wanted to start his civilian career in Carroll or Denison.

Phil used the Denison Center to help him with his job search and was fortunate to land a job as a waste water treatment tech prior to his retirement date. Here are some excerpts from a letter he wrote:

"I started working with Sherri more than a year prior to my expected retirement date. Humbly she states three months prior to my job acceptance, but I was lucky enough to know her acquaintance because of her outreach in the area. She was there for me from the beginning of my transitional planning from a soldier to a civilian; because of her dedication I could trust her. She was more than excited to connect me with possible jobs and was active in looking for meet and greets for me to attend. Sherri was professional but she had that personal touch. She truly cared to give me the choices that were fitting for me. I believe that Sherri went over and above to help me get a job in my home of residency to be able to come back home.

I want to also share how I believe it was a team effort between Sherri and Ashley. Ashley was also vital in helping me find employment. She helped read my resumes. She gave her time to help assist me in trying to express my experience from military terms to civilian terms of understanding. Ashley was patient, professional, and she as well showed that she cared for veterans. She was more than helpful when I would stop in with questions at any time. Ashley is also the reason why I was successful in finding a job".

Scott

As a Marine serving in the first Gulf War and other conflicts throughout Asia, change has never been easy for me. Being a disabled veteran has not been easy for me. Proudly serving as a State of Iowa Employee, I experienced another life changing event in 2014. I lost my job of four years and I knew I needed help. I reached out to IowaWORKS and was

connected with the PROMISE JOBS program; it was almost therapeutic having that kind of support. Abruptly, I was reassigned and I had to work with a different staff member. This did not go well. She was rude, uncooperative and did things so differently that I became frustrated and had no choice but complain to her supervisor. After that discussion, I was reassigned to a case worker in the Carroll office.

Meeting with the staff at the Carroll office was like a night and day difference with my previous experience. Led by Amber, I felt welcomed and supported. Amber knew firsthand the problems I was dealing with and that did not seem to drag down her enthusiasm for me. She kept me motivated with her upbeat attitude and drive. Amber set up workshops for me to take at the Carroll office and the other staff mimicked Amber's drive. I took workshops that helped me completely redo my resume, interviewing techniques and communication skills; the staff at the Carroll office were stellar.

I am happy I had the chance to work with such a great group of professionals in Carroll. It reminded me how great it was for me to represent the State of Iowa for the brief time I did. I now work for a non-profit employer called Genesis Development in Boone. I am the Property Manager, Fleet Manager and Maintenance Tech and Safety co-chair for the company. My current supervisor has completely changed my outlook on employment and helping others. I also get to work with my old police captain which has been a bonus to ease my transition. PROMISE JOBS and Amber helped me create a new foundation for the next chapter of my journey. Success can happen with the right kind of help. PROMISE JOBS, I thank you.

Alicia

Alicia came into our office after ending her employment to file for unemployment. Everybody in the office had the opportunity to work with her during her job search. When Alicia came to our center, she learned about all the different resources available and used them to her advantage. Alicia is a very highly motivated individual who was in the center almost every single day during her time job searching. Alicia participated in workshops, completed and revised her resume as well as earned a Silver NCR. Alicia accepted an offer for an Administrative Support/Receptionist position in Carroll. Alicia is a very charismatic individual and her perseverance and determination really paid off for her. Below is an excerpt of the thank you letter she wrote:

"Thank you so much for assisting me in my job search process, improving my interview skills, referring me to businesses and helping me succeed in landing the right job for me. I really appreciated all you help. You all have given me a better outlook on my future endeavors. I also believe that you improved my self-confidence and I don't think I could have been as successful without all of you. Even though I am going back into the workforce, I will truly miss seeing your smiling faces every day. All of you at IowaWORKS really do make a difference in this world. I will never forget everything you have done for me. I will definitely refer your business to others."

Deng

Deng came to America in search of a better life than what he experienced in Sudan. He was working at a local meat packing plant when his mother passed away in Sudan. Due to the extended time he needed for his mother's funeral, he lost his job. Deng came to our office with a positive outlook on pursuing a career in truck driving. He had done a lot of research with various community colleges. Upon completing a Title I application and completing the required assessment and paperwork, his training was appropriate and approved. He selected the DMACC Transportation Institute for his training. Title I assisted him with the tuition, fees and his transportation needs. Deng was highly motivated as he had to travel to Ankeny every day to the DMACC Transportation Institute which was over 240 miles round trip five days a week for six weeks. As training occurred, Deng would keep me informed of his progress. His excitement would increase with each call as he was eager to share his success with passing his various tests and all the learning he was doing. After

the classroom instruction was completed he headed to Minnesota where he completed the 210 hour practicum with his sponsoring company and supervised on-the-job training. Upon the completion of the on-the-job training, he secured an over-the-road driving job on the East Coast. He is thrilled to be employed and would someday like to find something in the Midwest, but for now he is happy and thankful to be employed. When he was thanking me for the assistance I offered, he said, "Now you are a part of my family. I do not have anyone in Sudan anymore and you are an important person in my life".

Region 9- Davenport

Brandi

Brandi Brauns, age 22, just passed her High School Equivalency Exam on March 25, 2017. She began attending High School Equivalency (HSE) classes in January 2017. It took her only eight weeks of HSE instruction to be ready to take and pass the High School Equivalency Exam (HiSET). It should be noted that after spending five years in high school she still did not have enough credits to graduate.



While attending HSE classes at the McAvoy Center in Muscatine, she was also attending Certified Nurse's Aide (CNA) training on the Muscatine Community College campus. Cheryl Reidenouer, PACE Career Navigator, had her complete an application for the WTED (Workforce Training and Economic Development) grant which provides HSE students the opportunity to be dually enrolled in a CTE (Career and Technical Education) course or continuing education certification course that leads to employment while they are finishing up HSE requirements. The WTED grant paid for Brandi's Nurse's Aide tuition costs (\$447) while the President of Muscatine Community College used special funds to cover the cost of a \$25 background check fee for the CNA program. Brandi successfully completed the Nurse's Aide training course and passed the State Exam on March 9, 2017. With the assistance of the PACE Career Navigator, she applied for admission to Muscatine Community College and was referred to Sabrina Shoemaker, Employment and Training Specialist for WIOA (Workforce Innovation and Opportunity Act). Brandi will begin attending Muscatine Community College this summer. She will be taking pre-requisite coursework required for the Nursing program. She is applying for FAFSA. If she is not eligible for Financial Aid, Title 1 WIOA funds will help with tuition, books and fee costs.

Brandi said high school started out alright, but eventually she began skipping school as she didn't like the teachers or administrators. When she finally decided to start trying again, she was too far behind. She would have to attend high school for an extra year. She tried to attend the Alternative High School, but was not accepted in the program. Brandi said she couldn't get the help she needed so she officially dropped out of high school and found employment. She stopped working at AllSteel when she found out she was pregnant. Her boyfriend thought she should stay at home. They are no longer together, but he helps with some of her expenses. She and her eight-month-old baby daughter currently live at home with her parents. Brandi receives WIC and the state medical card for her daughter.

Brandi decided to work on getting her High School Equivalency Diploma after her baby was born. She said she wants to provide a better life for her daughter. She chose to go into nursing when she saw how the nurses cared for her aunt who was dying. She knows nurses can earn a good living while helping patients when they are terminally ill. She plans to stay in Muscatine, a community she loves. Brandi said she has never wanted to leave Iowa as she wants to be close to her family.

Ana

Ana came to the WIOA Youth Program as a referral from Michelle Wehr with the Mississippi Bend Area Education in May 2016. Ana was a 19-year-old high school graduate who had one year in ACCESS through Scott Community College. She had been attending classes for her Early Childhood Education Certificate. She had received some information on the ParaEducator program through AEA and was learning more toward this as it would be a program that would be more of an interest to her in the long run.

Ana was eligible as an Out of School Youth because she was not in school, she was a high school graduate and she was considered a family of one because of her learning disability during high school. A copy of Ana's Individual Education Plan was received along with her income for the past six months. Ana was working at IEP as a Security Officer and knew that this was not what she wanted to do the rest of her life.

I worked with Ana to complete some career assessments and assisted her in gathering information on the ParaEducator program and the growth in this career field. We also looked at jobs in the surrounding school districts. She wanted to stay fairly close to home but also knew that by living in Conesville, Iowa, she would have to commute for employment if this was going to be her chosen career. The closest school district was Columbus Community School district and she was pretty sure she would not find employment there.

Ana was enrolled into the WIOA Youth program and subsequently, I was helping her with the steps to begin the ParaEducator Program through the AEA by the first part of June 2016 and by the end of June, she had started the third and final Para course. At the end of July 2016, Ana had completed all of the requirements for the ParaEducator program and we met to work together to complete the necessary online application with the Board of Education to get her final certification. I helped her with her paperwork, her fingerprint information and paperwork, and submitting everything she needed to become a State of Iowa ParaEducator.

On Oct. 4, 2016, Ana received her ParaEducator Certification in the mail from the Board of Education. Ana was in for an appointment and we tentatively began searching for openings for her. She was planning a trip to El Salvador for the month of December and would not be returning until after the first of the New Year. Once Ana returned, we met and got her resume up-to-date and found several job openings for her. I helped her do her online application for openings in Iowa City, West Liberty, Washington, Columbus Junction and Muscatine school districts.

On Feb. 3, 2017, I received a voice mail from West Liberty School District regarding Ana's application for employment. They were calling to find out more information on Ana's eligibility for the On-The-Job Training program. I had included a letter with her application explaining her eligibility for this program if hired. Unfortunately, Ana was scheduled to begin employment on Monday, Feb. 6, 2017, so it was too late to get her into this program with the school district.

On Feb. 20, 2017, I received an email from Ana regarding her employment and her earnings, etc. Ana included the following statement, "Thank you Sabrina, I honestly love my job being able to work with kids and from them to put smile on my face every day I go to work makes me really happy! Just want to thank you so much for helping me put my name out there and being able to start my dream job."

Ana is working at West Liberty School District and she started on Monday, Feb. 6, 2016. She is making \$10.08 an hour and working approximately 30 hours a week.

Kenneth

Kenneth Phillips applied with the WIOA program in October 2016. He was just released from prison after serving nine years for drugs. I have worked with Kenneth as his counselor from the beginning. He always had a great attitude and did everything that was asked of him for our program.

On Aug. 16, 2016, he took the NCRC and scored Silver. The same day he did the assessment workshop 1 and 3, and it showed that he scored highest in enterprising career and CDL is in Job Zone 1 of the assessment results. From the beginning, he said that he wanted to get his CDL license and to get experience so one day he can open up his own business with several trucks.

At first, I was unsure if this would be the career path that would work out best for him with his background. But he was sure and convinced me to take a chance on him. He told me several times that he had nine years to think about what he did and he knew that he never wanted to go back to prison. He told me he needed to make changes in his life, and by getting his CDL, this would be a starting place.

I had Kenneth do research on CDL jobs in our Region 9. He set up appointments to meet with instructors at Scott Community College to make sure that he would be employable after completion of his CDL program. I wanted to make sure if he finished and received his CDL someone would give him a chance. The instructors were impressed with Kenneth and believed that they could find employers they currently worked with to give him a chance.

After training started, Kenneth reported to me with updates during his training either with emails or phone calls. He said he was grateful for the support and training that was provided to him.

He completed the CDL program in December 2016 and started in working at his new job in January 2017. He started working for a division of Western Express out of Nashville, Tenn., driving a flat bed. He completed his training with the company and now has a route Monday through Friday. We have talked about getting experience as a driver and then he will have other employment options in the future.

Currently he is making \$900-\$1000 per week. Kenneth is a great example that with a great attitude, determination to succeed, anything is possible with any barrier.

SaDee

SaDee came to the youth program as a referral from the Scott Community College ACCESS program. She had been working with Catherine Peterson. Due to a learning disability with regard to low math and reading skills, SaDee received accommodations set up through her Individual Education Plan with Davenport West High School as well as the Student Success Center on the SCC campus.

Because of SaDee's need for extra assistance to complete an educational training program, the youth program enrolled her and continued providing support and guidance as she reached her goals and completed her Associate in Applied Science Degree in Early Childhood Education.

Although a struggle at times with meeting program curriculum requirements, especially with field experiences, SaDee graduated with a cumulative 2.6 grade point average. Her biggest struggles were with her Comp I and Basic Math courses as these were her biggest barriers as she worked her way through high school. With assistance from ACCESS and the youth program, SaDee was successful in the end.

SaDee started employment with the Rock Island Arsenal on Aug. 25, 2016, working full-time making \$14 an hour. She is working with preschool-aged children teaching in a classroom setting.

SaDee shared the following quote about her experience in the program...

"Without the iowa@work program, I wouldn't of been able to graduate college and get my dream job teaching! The program helped me especially when I needed it the most, I struggled with certain classes and any times I had any

problems Sabrina and Amy were always there to help me through my problems with either advice or what I could do to make the situation easier. They always gave me positive reinforcement when I needed it. The program helped me realize I had more strengths than I knew. Having to take those little tests every so often were horrible, but they helped me see where I had improved over the months, also meeting with Sabrina to talk about grades and what I could change was great! Even taking those workshops over the summer were great because I learned stuff about the real world I never realized could actually happen to me! Honestly, I didn't think I would even go to college, let alone graduate and then get a job teaching on the Rock Island Arsenal! And I owe it all to iowa@work and the support they gave me all throughout my schooling!"
Sa'Dee Groenbeck

Debbie



I lost my job of 23 years because of import pricing in the U.S. steel industry. I had a terrific job, great salary and exceptional benefits and I thought I would retire from IPSCO. However, that was not to be. But the Iowa Trade Act and IowaWORKS of Eastern Iowa came to my rescue.

The Iowa Trade Act paid my tuition to go to Hamilton Technical College and not only get a degree in Medical Billing & Coding, but also to get my CPC Certification ensuring that I will make the highest wages in this field. With Iowa Trade paying my tuition and Iowa Workforce paying me unemployment, I could focus entirely on my studies and I graduated at the top of my class.

I would not have known this was possible if it wasn't for Iowa Workforce taking the time to ensure that we at IPSCO were all aware of what our options were before the plant finally closed. Add to that the personal help I received from Andrea Feller, Title I Employment and Training Counselor from IowaWORKS of Eastern Iowa with all the paperwork and it was almost a completely painless process. Because of the Trade Act and Iowa Workforce Development, a tragic event in my life turned into a great opportunity to learn new skills and come out of it with no student loans or extra debt. I graduated in January 2017 and I have a job as Accounts/Financial Manager at Connell Family Chiropractic in Clinton, Iowa. I am also the treasurer for the Bettendorf Chapter of AAPC.

Region 10- Cedar Rapids

Ian



and drive to successfully complete both training programs on-time. He also spent time outside of training to submit

Julio

Julio came into the office after meeting staff at a Rapid Response meeting at IAC. Julio began working at IAC in June 1998 so being laid off was very disappointing for him. Julio worked at IAC as a Finish Operator earning \$17.26 per hour until they laid off 400-plus employees. Julio was looking at local factories and noticed many of them were laying off workers or shutting down completely. Julio wanted to begin a short-term training that would make him more employable immediately. Staff worked with Julio to develop a plan including improving his resume and earning more credentials. Once some assessments were completed, Julio decided on participating in Class A CDL training at Kirkwood Community College. The WIOA Dislocated Worker program assisted Julio with the cost of his Department of Transportation drug testing and physical, transportation assistance for his drive to Cedar Rapids from Iowa City and the cost of his Class A CDL training program. Julio excelled in class and was able to find full time employment shortly after completing his training. He is now working full time at LL Pelling making \$18 per hour with benefits.

Abdurrahman

Abdurrahman was born in Jordan and moved from Yemen to Iowa City two years ago. He was referred to the IowaWORKS Center in Iowa City to seek employment in March of 2016. That is when he enrolled in the Creating Futures youth program. Abdurrahman shared that he was living in a home with his three siblings and his mother. His mother is a widow and that was the primary reason his family migrated to the United States. At the time, there was not anyone in his household working and he wanted to assist his mother. Abdurrahman eagerly started a Work Experience position at the Neighborhood Center of Johnson County (NCJC) in April of 2016 as a front desk office assistant. During this time, he tackled administrative duties such as answering the phone, filing, sorting mail, faxing and creating Microsoft Excel spreadsheets. This was his first time working a full-time job; however, his supervisor stated that he did an outstanding job. Abdurrahman saved the day one time when the copier broke down and his supervisor was trying to meet an important deadline. She panicked, but Abdurrahman was there to save the day. He instantly pulled out his phone, pulled his You Tube App up and fixed the copier. His supervisor shares that Abdurrahman's calm demeanor is much appreciated in the workplace. He referred his two sisters to the Creating Futures program and they both are working at the Neighborhood Centers of Johnson County as teacher's assistants. We are proud to serve this entire family! While working at NCJC, Abdurrahman attended Kirkwood Community College with an average GPA of 3.8. He later completed his Work Experience, started an internship and was later hired on as a full-time employee with the Neighborhood Center of Johnson County. Abdurrahman has a great work ethic, positive energy and you can always catch him with a smile on his face. This fall he will attend Iowa State University in Ames, and we are rooting for his success as he pursues a major in Biomedical Engineering.

DG

In August 2015, DG lost his office job he had held for nearly eight years and through early intervention by IowaWORKS' Re-Employment Services and Eligibility Assessment (RESEA) program, we provided job search and resume assistance. DG participate in one-stop workshops and eventually he was referred to the Iowa Apprenticeship Grant for additional intensive training services to help him overcome further barriers to employment. During his grant participation, he was referred to an electrical contractor for a pre-apprenticeship position that was so successful the contractor had him

complete the union apprenticeship application and requested he be assigned back with the contractor. DG was accepted into the apprenticeship program and has been earning his on-the-job training hours, and recently complete his first year of his apprenticeship program. While admitting changing his career has been a challenge, he's expressed how happy he is with the choices he's made and the services the one-stop center provided him. Furthermore, past progress reports commented on his great attitude, attendance, and ability to learn new and complex tasks. His story reflects an integrated office's ability to collaborate on services, which led a job seeker to a successful transition.

Harry

Harry O., a service connected disabled veteran, came to the Center and requested assistance with his job search. He had a good background, but it was very industry specific and was not finding suitable openings in the area that he qualified for. The DVOP met with him on numerous occasions to provide guidance and assistance with his job search and the Human Resources Manager at Crystal Group was contacted. Initially, she thought his background was a bit larger than any openings they had. After explaining more about his skills, she interviewed him for a Business Development Manager. Harry received an offer, starting full-time with Crystal Group in April.

Dustin

Dustin D., a service connected disabled veteran, was referred by VA Vocational Rehabilitation for assistance with finding a job as a production supervisor. Despite a new BS degree, he was not getting many interviews. And, when he did, he was not getting calls back. After meeting on several occasions to address resume changes and assist with interview skills, he was referred to an opening with Quaker Oats. After accepting an invitation to an all-day interview event, two mock interviews were held prior to the event. He was hired within two weeks after initially interviewing, starting full-time as a maintenance planner.

Steven

Steven W. (60 y/o, SCD). Tier 3/4 IT Technician obtained employment after four weeks of services, including resume revisions, interview coaching and job listings.

James

) James T., (73 y/o, felon completing 25 yr. sentence, limited computer skills). James, after being pardoned by President Obama, exited prison on supervised release and worked to find his place in a much different world than when he started serving his sentence for a drug-related conviction. DVOP provided resume coaching, converting his prison-oriented jobs into transferable skills that local employers value. The DVOP also coached James on how best to answer typical behavioral interview questions, teasing out examples from James' work history that were relevant and relatable to outside employment. The DVOP also referred James to office computer classes as well as GCFLearnFree.com classes. After three weeks of services, James was hired in outside sales.

Region 11- Des Moines

Chris

I first met Chris back in 2015. His mother had just been diagnosed with breast cancer and her biggest worry wasn't the cancer, it was that her son was unemployable and had zero ambition to do anything with his life. She worried most that if she were to die, she would be leaving him in a position to do nothing with his life. He was 17 and had been disengaged with school since he was a freshman. He had successfully completed only a few credits in high school, and in our

meeting, flat out told me he didn't want to do anything with his life. We went over some of the different things our program could offer, and he said he wasn't interested in any of them. I told his mother that I would be happy to help Chris with any of the things our program could offer, but I would need him to be motivated enough to commit to the program. We all knew he wasn't capable of that at his current place in life. I told his mom that I would be here if he should ever change his mind and wanted to work on finishing school and finding a career field. We agreed to stay in contact.

In June of 2016, Chris's mother and I touched base again. She thought Chris was now at a point in his life where he was ready to do something. I told her he needed to contact me to set up a meeting. And he did. He was present and prepared for each of our meetings over the next few months and by September, we all agreed he was ready to enroll in our program. By that time, he had obtained a few criminal charges in court and needed a lot of guidance not only with court but school and figuring out something to do with his life. I could see Chris's main concern was doing something good with his life for his mother, whose cancer was worse.

Since September, I have helped Chris navigate quite a few areas in his life he needed help with. I helped him obtain an attorney for his criminal charge, and he was able to use a deferred judgment. If all goes as planned, his charged will be expunged in a few years. He also has acknowledged that he needs to be making different choices with his friends and extracurricular activities. We developed together some different coping methods and outside activities that he could engage with instead and has been doing a great job with making better decisions for himself. Chris also completed his HiSET in December, which is no easy task. He applied to and has been working with Street Cred Studios since September and surprised us all, mostly himself, with how good at art he really was. He had perfect attendance and developed some fantastic real world references. Chris also started college at DMACC in January and has since been doing very well in school. He has a natural gift with his intelligence and is now seriously considering different career fields based on his aptitudes and is considering either engineering or IT.

In all, this is a completely different young man than I originally met in 2015. Chris says on a regular basis how happy he is that he found this program. I believe that he is on a path to do amazing things and continues to surpass all expectations we have created for him together.

Jane

Region 11's service provider, Iowa Employment Solutions at Des Moines Area Community College (IES), recently served an individual needing assistance to help her family move out of poverty. "Jane" is a young, single mother who also experiences a multitude of disabilities. She was eligible and enrolled as a low-income adult under the WIOA Title I program as well as being enrolled in the Disability Employment Initiative (DEI) grant and Iowa Vocational Rehabilitation Services (IVRS Title IV). She was assisted in gaining Labor Market Information on a variety of in-demand fields; as well as Career Counseling regarding assessments, employer expectations and the livable wage for her family's size and composition with the help of Title III and Title IV staff.

Through this exploration process she decided to pursue a nursing degree through Mercy College of Health Sciences. She received financial assistance for training costs related to tuition and books; as well as transportation assistance and required clothing for this training through Title I. In addition; due to her multiple barriers; IES assisted in the coordination of an Integrated Resource Team (IRT) which included childcare assistance, housing services, training providers and IVRS. An IRT brings together public and private resources to meet the needs of jobseekers with a disability. Members of an IRT will work together to identify and strategize how their services/resources can be coordinated to help a jobseeker with a disability reach their employment goal.

As a result of this IRT; Vocational Rehabilitation and WIOA were able to co-enroll the customer which allowed for the creative blending and braiding of resources; especially related to addressing her various disabilities. Assistive Technology (AT) was provided which not only allowed her to be successful in training; but the same AT and accommodation strategies could be used at her place of employment.

This customer graduated with her ASN in April of 2017; and has been hired as an Operating Room (OR) Nurse which pays her \$26 per hour (\$54,080 annually) and will allow her to provide for a better life for both herself and her child.

Region 12- Sioux City

Dan

During the year, the Center worked with a veteran, "Dan," who was homeless and living in his van with his wife. The local Disabled Veterans Opportunity Program (DVOP) representative referred him to Family Alliance for Veterans of America (FAVA) to address his housing issue. FAVA moved quickly to solve the situation allowing the veteran to find housing after it was inspected and approved to meet FAVA standards. FAVA issued checks for deposits, utilities, etc., so "Dan" could move into the apartment with FAVA assistance with the rent for 90 days. Staff at the one-stop center took action to assist "Dan" in getting his commercial driver's license (CDL) reinstated. Previously, "Dan" lost his driver's and commercial license due to running red lights in his private car. He paid his fines but needed to complete a one day refresher and demonstration class in Sheldon to get his Class A CDL back through a Department of Transportation conducted class and assessment. A local trucking company ran a background check with their insurance company to make sure he was insurable as a driver. He passed the check so the one-stop center staff moved forward seeking the \$400 funding to cover the costs of the class. Job Training Partners (WIOA Title I) worked with the Regional Workforce Development Board (RWDB) to review and eventually approve the training program. After the program was approved, "Dan" was approved for funding through the Adult program. "Dan" passed the testing and his CDL was reinstated. He started a new job with Meyers Trucking which has their office based in Wisconsin. He is making about \$1000 a week driving long-haul and is fully supporting him and his wife.

Mike

Region 13- Council Bluffs

Alan

Alan was a part of a major layoff at Eaton Corporation and was making over \$20 an hour. He had participated in a Rapid Response meeting where he learned about center and partner services. He was also made aware of the Trade benefits that he was eligible to receive. Following the meetings, he met with Center staff at a satellite location in Shenandoah. He

received information on resumes, job hunting, labor market information and participated in the NCRC. He also received in depth career and educational counseling. He also received a monthly newsletter about services available to him. Following research into employment opportunities as well as educational opportunities, he chose to attend truck driver training. Following completion of his four-week training course, he obtained full-time employment with Schneider Trucking.

Kameron

Kameron was part of a major layoff at Eaton Corporation. He participated in the Rapid Response meeting as well as a Trade meeting held by Iowa Workforce Development. Kameron received assistance in filing for unemployment and career planning and provided LMI information. Kameron was concerned he would not be able to replace his wage. He decided to enroll in the Trade program to obtain skill training to become a licensed CDL driver. Assessments were given (NCRC and ONet). A Counselor assisted him with all Trade paperwork. He was approved for the Trade program and was enrolled in the WIOA program. Trade assisted with tuition and fees. He attended and completed the four-week training in October 2016. He began working at Advanced Pork Systems in Fairfax, Mo., immediately after he received his license. His beginning salary is \$45,000 per year. Kameron was very appreciative of the help to obtain training so quickly and return to the workforce.

Region 14- Creston

Rodney

Karen

Brandon

RESEA participant Brandon entered the Creston office on May 30, 2017, to meet with a Re-Employment Specialist, discuss his job search and review his resume. During the discussion Brandon indicated that he was very interested in electrician positions and it just so happened that an employer was coming to the office to complete a Meet & Greet for job seekers and they were looking for an Electrician Technician. His resume was reviewed and he was also given a quick review of what to say in an interview. Brandon attended the Meet & Greet and got an immediate interview. Brandon was hired at Osceola Foods and started June 12, 2017. Only six weeks of UI benefits were claimed.

Angela

Angela had worked in a local manufacturing facility in a janitorial capacity until the plant closed in 2014. She was co-enrolled in Trade and Title I. After going through the assessment process, she decided she would change her career path to Education. She had some classes that would transfer and it wouldn't take her long to complete her Bachelor's Degree. She was able to attend classes locally at the Buena Vista site on the SWCC campus. She completed all of the requirements and graduated in December of 2016. She was working as a long-term substitute teaching middle school science when the secondary principal asked her what she would need to teach middle school math and reading as they were opening a position and he wanted her to fill the position. She needed one math course and is currently taking the class and the school is covering the cost of her class.

Brandon

Brandon came into the IowaWORKS Center in Creston for assistance locating employment. Brandon had been recently released following 40 months in prison, and lacked confidence and skills to approach local employers. Staff provided consistent support and guidance to Brandon, assisting him with how to complete applications, as well as how to honestly portray his previous legal involvement. Brandon completed two mock interviews to practice marketing his skills to local employers. After updating his resume, completing applications, and practicing his interviewing skills, Brandon was referred to the business outreach team for connections with local employers. Based on his lack of recent work history, employers were still reluctant to offer him an interview. Brandon was enrolled in Title I-WIOA to increase his skills by participating in On-the-Job Training. Outreach staff contacted multiple local employers on Brandon's behalf to coordinate an OJT that aligned with Brandon's interest areas. Brandon started his OJT at Iowa Cage Free on January 31 where he is learning skills in agriculture production. Brandon is very enthusiastic to re-enter the world of work, and is excited to learn new skills in the OJT. Update: Brandon is still employed with Iowa Cage Free and completed his OJT the first of July.

Tara

Tara Arts has been with the youth program since 2010. Tara began the program when she was still in high school and unsure what she wanted to do. Tara went on to Southwestern Community College, taking general education credits toward her Associates Degree. Tara decided in December of 2016 that she wanted to take the EMS course at Southwestern. Just one month into the program, Tara decided that Emergency Medical Services were the right path for her. However, she wanted a course that was more in depth, challenging and hands-on. Tara went on to Des Moines Area Community College to obtain her EMT certification in the spring of 2017. Tara is now working at a brand new clinic in Ankeny. WIOA assisted Tara with tuition, book costs, transportation reimbursement, mock interviews and job searching throughout her experience.

Cody

Cody Carney has been with WIOA since 2014. Cody had an IEP in high school and struggled to make it through his classes. Cody came into the program knowing he wanted to pursue agriculture. Cody has participated in two different work experiences in his time with WIOA. He participated in with Clarke County Conservation and one with MOSAIC as a maintenance mechanic. Cody knew he would need training beyond high school to become involved in land conservation and decided to attend Southwestern Community College. Cody took just a couple of courses at a time so that he could keep his grades up and be successful. WIOA assisted Cody with tuition and book costs, tutoring, transportation reimbursement, and incentive and bonus payments during his participation in the program. Cody successfully completed his Associates Degree in May of 2017.

Anita

“Getting my HiSET gave me the confidence and acted as a stepping stone to achieving my future,” shared Anita. “It was the primary milestone that set me on my current course. The sense of pride and achievement that I felt upon completing the program carried me forward into the nursing program.”

Martin

“I wanted to get my HiSET diploma because I wanted to enroll in college,” Martin said. “Having access to the material in Spanish made it easier to understand and focus learning on the actual material.”

Region 15- Ottumwa

Program Collaboration #1

An example of PROMISE JOBS collaboration was when we had one veteran co-enrolled in PROMISE JOBS and IVRS. The PROMISE JOBS counselor brought in the DVOP to assist with case management. The DVOP was able to work with this veteran and his barriers to obtain employment with the United State Post Office as a Sub Postmaster. The veteran was to attend training in Des Moines on a Monday. Unfortunately, life happened, and the veteran could not afford gas money to get to training in Des Moines and was not hired. The DVOP stepped in and called the employer and was able to explain the circumstances and the veteran was given a second chance. The DVOP worked with the county VSO to obtain gas money for the veteran. PROMISE JOBS was able to use FSSG money to assist with car repairs. The veteran then attended his training and still works for the USPS.

Program Collaboration #2

A case managed veteran was co-enrolled in JVSG, WIOA, and IVRS. This veteran ended up completing Heavy Equipment Operator training paid through WIOA at Des Moines Area Community College partnering with Indian Hills Community College and was hired by the International Union of Operating Engineers Local 234 in Indianola to work on the pipeline. IVRS assisted in paying for his personal protective equipment and his union dues. The veteran is now an Equipment Operator apprentice in Local 234 IUOE. This veteran went from working odd jobs in construction that were seasonal and no benefits paying \$14 per hour to starting in the apprenticeship program making \$24.75 with union benefits and earning potential throughout the apprenticeship to make upward of \$40 per hour with a union pension plan and health benefits after completing his 6000 hour, three-year apprenticeship.

Charles

The Rapid Response team went to provide information about our services to MC Sports in May 2017, where Charles was one of the Supervisors. Charles was the first participant we registered for the Reverse Job Fair, assisted him with his resume, attended the workshop to prepare his board for the Reverse Job Fair, worked on the Skills Floor and enrolled in the WIOA Program. His attitude is very positive and is always open to suggestions. During the Reverse Job Fair, he networked with Job Corps Staff and was encouraged to apply for the Residential Advisor position they had open. He is currently working at Job Corps, and is looking for growth in the same agency, since he has management experience. He came back last week and wanted to thank us for all the information he received from us and stated that he was impressed of all the things he learned about preparing for job searching.

Region 16- Burlington

Terry

“Terry” was a co-enrollment between PROMISE JOBS and the Regional DVOP. Terry was receiving FIP benefits and also dealing with some health issues. Through the collaborative efforts of his PROMISE JOBS caseworker and the Regional DVOP, Terry successfully applied for a position at Silgan Containers in Burlington. Terry was hired by Silgan as a Fork Lift Operator with a starting wage of \$19 per hour.