

IOWA

WIA Annual Report

Program year 2003

The Iowa Workforce Development Board

October 1, 2004



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Iowa Workforce Development Board Members

Business Representatives

Dean Hicks – West Des Moines

Norma Schmoker – Fort Dodge

Sally Falb – West Union

Rosa Bailey – Sioux City

Denise Baldwin – Denison **

Employee Representatives

Ernie Nelson – Fort Madison

Pat Marshall - Cedar Rapids

Ken Sagar – Des Moines

Ben Duehr – Dubuque

Non-Profit Workforce Development Organization Representative

John Watson – Iowa City **

Jean Logan – Sioux City

Ex-Officio Non-Voting Representatives

Dr. Tahira K. Hira – Regents Institutions

Jan Varner – AFSCME

Steve Ovel – Community Colleges

Dr. Phillip Langerman – Private Colleges and Universities

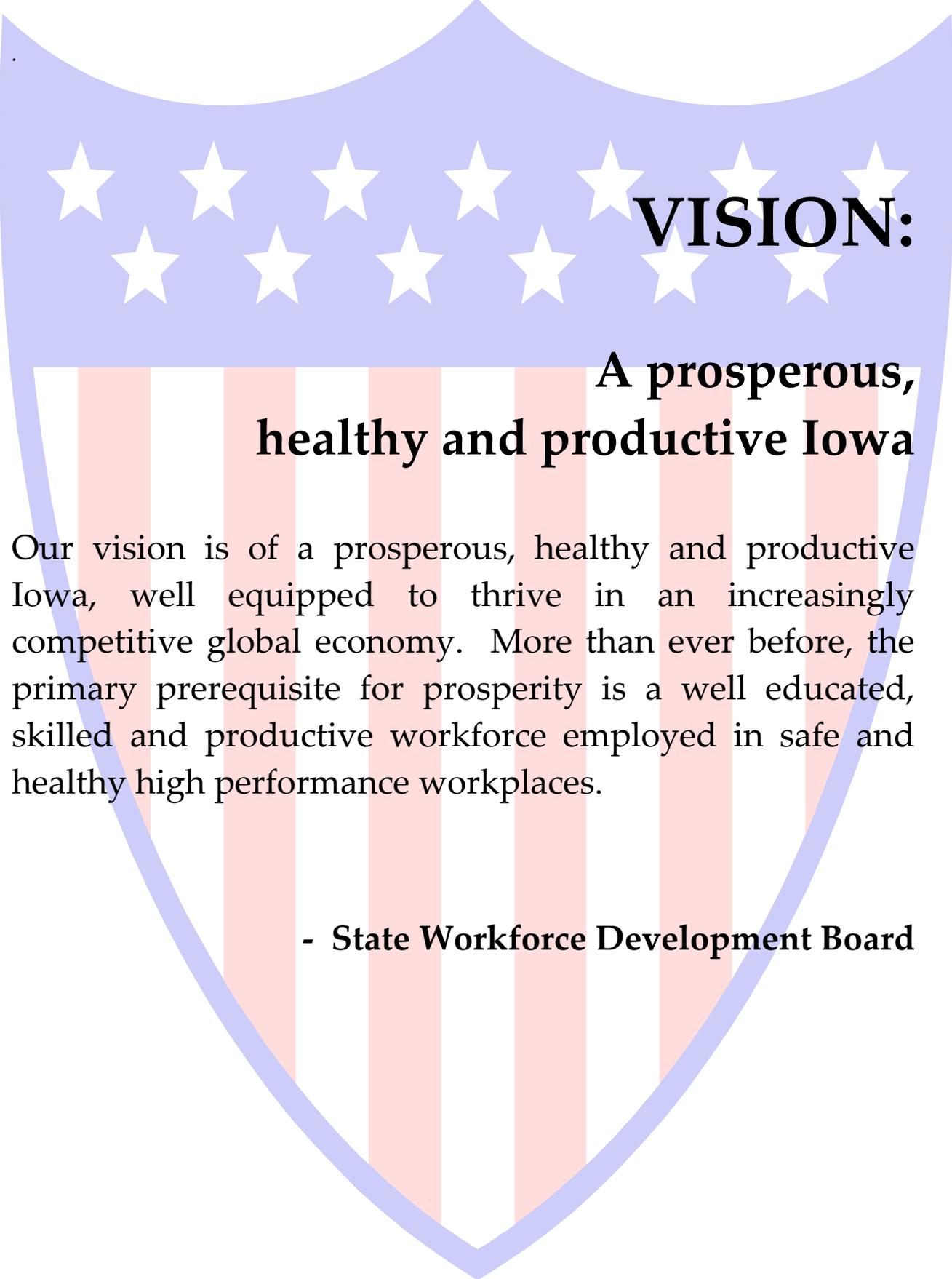
Senator Bill Dotzler – State Legislature

Senator Bryan Seivers – State Legislature

Representative Willard Jenkins – State Legislature

Representative Wayne Ford – State Legislature

** Term ended April 2004



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

I. The Economic Environment

Although the Iowa job market began to reflect improvement during the second half of 2003, the recovery continued to be slow and had not made the transition to a sustained, broad-based expansion. It was not until the end of Program Year 2003 that companies started to begin hiring to meet an increased demand for their product or service. Much of the hiring that had transpired over the past two years was to meet replacement needs.

The state's unemployment rate averaged 4.4 percent for the year ending June 2004. In terms of numbers, the jobless rate translated into 70,600 unemployed Iowans. To put this level of unemployed into perspective, the state's pool of unemployed workers averaged 41,000 just prior to the 2001 recession. In spite of the increase in unemployment in Iowa, the state's jobless figure compared favorably to the national unemployment conditions. The U.S. unemployment rate averaged 5.8 percent for Program Year 2003.

Although the recession officially ended in November 2001, the "jobless" recovery lingered well into 2003, ultimately taking a toll on the state's labor force and employment numbers. The number of discouraged workers grew during this period, as individuals perceived that there were limited job opportunities available for them. For the July 2003 through June 2004 period, Iowa's labor force averaged 1,614,000. This figure compared with an average of 1,641,500 for the previous program year. It will take months of strong hiring to attract the state's discouraged workers back into the labor force, and many more months after that for all of them to land a steady job.

Iowa was one of 31 states that lost non-farm jobs in 2003. The state's non-farm industries lost a total of 7,000 jobs last year, which represented one-half of one percent of the state's non-farm employment. Job losses in manufacturing eased in 2003, but the industry still accounted for the single largest drop in non-farm employment. The larger decreases in manufacturing occurred in fabricated metal products, machinery and computer and electronics products. The second largest decrease was reported for the trade and transportation industry. Within this sector, both retail and wholesale trade have been faced with stiff competition and weak demand over the past three years.

Most of the hiring that occurred during 2003 was concentrated in financial activities and in educational and health services. While low interest rates generated hiring activity in finance, health services reflected a counter cyclical pattern by continuing to expand throughout the recovery.

A key factor in the 2004 outlook is the resurgence in business investment, which will manifest itself in the form of stepped-up inventory rebuilding, capital spending and hiring. For the quarter ending in June 2004, the length of the manufacturing workweek reflected substantial overtime hours being worked. This is frequently an indication that employers will need to begin hiring to keep pace with production schedules. Also, Iowa's companies that are involved in export markets will also benefit from the relatively weaker dollar and improvement in the global economies.

However, although the short-term economic outlook may be exhibiting initial signs of improvement, long-term projections that Iowa will face a major shortfall in its labor force continue to challenge the employment and training system. This very real threat of an impending labor shortage is another major factor in the planning and activities for both the State Workforce Board and Iowa Workforce Development (IWD).

II. Iowa Workforce Development Board Activities

Against this economic backdrop, the Iowa Workforce Development Board promoted activities during Program Year 2003 that would continue to build workforce development systems and a labor force that will drive ongoing economic growth in the state. Iowa's workforce and economic development efforts are coordinated to reinforce each other, and a review of the Board's activities in the last year reveals that coordination. The state's business and job seeker customers were the focus of these activities.

A. Engaging the Business Community

The Board expanded its knowledge and impact in a number of crucial business initiatives. Included in these presentations were:

1. Business Initiatives

- ✓ **The Iowa Values Fund** – This important economic development effort provides funds for new and expanding businesses that are deemed essential to future economic viability. The goal of this fund is to help move and grow Iowa's economy, create jobs, and generate wealth for Iowans. There are five components: Business Development and Research, University Research and Development, Workforce Training, Quality of Life, and School Infrastructure.

- ✓ **Building Iowa's Health Workforce** – Department of Public Health officials provided an in depth review of an important analysis of Iowa's current Healthcare workforce and the demands for that workforce in the future. This initiative will survey the multiple levels of nursing occupations to identify issues of recruitment, education, and placement.
- ✓ **OSHA Consultation for small and medium sized firms** – Administrators from the Division of Labor provided the board with an overview of OSHA consultation services that are available for business to gain information and technical assistance in meeting safety standards.
- ✓ **Targeted Industry Clusters** – The study of industry clusters was provided to the Board to promote workforce and economic development activities as well as to identify educational needs. The focus is to connect targeted industry and industry clusters to occupations, skill-sets, and community college course work.
- ✓ **Economic Trends and Labor Market Information** – Current economic information is vital to the Board's decision-making process. Regular updates occur so that the Board can make informed decisions about building a skilled labor force in Iowa.
- ✓ **Entrepreneurial Activities** – The Board visited Iowa State University in Ames, Iowa, to gain a greater understanding of the work being done to support entrepreneurial activities, research, and technology transfer.

Two major activities that continue to support business and economic development in the State are the Employers Councils of Iowa and Labor shed surveys.

2. Employers Councils of Iowa

Employers' Councils of Iowa (ECIs) are located throughout the state and are composed of groups of employers who work in partnership with Iowa Workforce Development to meet the workforce needs of employers. ECIs have been active in Iowa for over twenty (20) years. They provide an employer's perspective in advising IWD and other policy makers on the full range of workforce issues and topics of concern to employers.

Currently there are 21 local ECIs who support the mission of ECI by conducting regular meetings, lunch and learns, seminars, conferences, job fairs, legislative sessions and other programs that assist employers. Some

of the ECIs have broadened their mission to include awarding scholarships and purchasing computers dedicated to helping job seekers. During Program Year 2003, three new ECIs were established. Membership in ECI is open to all Iowa employers.

The special role of the State ECI is to help gather and disseminate information about the activities of the local councils. In Program Year 2003, the State ECI developed a strategy and work plan for 2004-2005, which outlines the principles of success for the organization and the core services for the local ECIs. One of the primary initiatives of the State ECI will be a Workforce Summit scheduled for September 2004. Some of the recent topics that have been addressed by ECIs include:

- ✓ Employment Law
- ✓ Diversity in the Workplace
- ✓ Laborsheds and Employee Availability
- ✓ Identity Theft and Employee Theft
- ✓ Workers' Compensation
- ✓ Employee Wellness
- ✓ Drug Testing
- ✓ Services for Veterans

3. Laborshed Surveys

Iowa Workforce Development assists economic development efforts throughout the State by conducting "Laborshed Studies." A laborshed is defined as the area or region from which an employment center draws its commuting workers regardless of natural or political boundaries. These projects are conducted in partnership with local economic development groups, utilities, community colleges, and local officials.

A Laborshed gives communities the ability to document and illustrate the characteristics of their labor force, which has proven to be a unique and effective tool for retaining and expanding their existing businesses while also attracting prospective new employers into the area.

A laborshed study addresses the following:

- ✓ Potential Labor force
- ✓ Availability & willingness to change/enter employment
- ✓ Occupations (previous/current)
- ✓ Wages (current/desired)

- ✓ Benefits (traditional/non-traditional)
- ✓ Commuting Distances
- ✓ Advertising sources for Employers
- ✓ Out commute / In commute
- ✓ Education / Training needs
- ✓ Underemployment

In the fiscal year 2003, the Workforce Research Group completed 28 individual Laborshed Studies and three regional analyses. This information assisted several businesses in their expansion and location decisions that affectively brought the following jobs to Iowa:

- ✓ Wells Fargo – Des Moines (2,000 jobs)
- ✓ Nordstrom Direct – Cedar Rapids (275 jobs)
- ✓ Geico Direct – Coralville (200 jobs)
- ✓ Precision Telemarketing – Huxley (150 jobs)
- ✓ Ferguson Enterprises – Waterloo (180 jobs)
- ✓ Riverside Paper Company – Mt. Pleasant (90-115 jobs)
- ✓ H & H Trailers – Clarinda (100 jobs)
- ✓ Camcar – Decorah (80 jobs)
- ✓ Alpla – Iowa City (10 jobs)

B. Expanding Services to Job Seekers

The Workforce Development Board supports all job seekers in the state, but is particularly focused on special populations. Activities and initiative are especially notable for three of these populations: New Iowans, Youth, and Individuals with Disabilities.

1. New Iowans Centers

The focus of the New Iowan Centers is to help anyone new to Iowa, whether from another state or another nation, feel welcome. Unskilled, semi-skilled and skilled workers are employed in all sectors of a community and add to the community's assets. These jobs are essential to keeping the state's economy growing and communities strong. In addition, newcomers bring their education and experience to be utilized by our state. The focus of the New Iowan program has changed from giving services to newcomers to Iowa to a broader range of economic development and the incorporation of newcomers into their communities.

New Iowan Centers are established in Muscatine, Sioux City, and Ottumwa. In 2003, five new staff members were added as a component of the New Iowan Centers Program, with a primary focus on outreach to migrant and seasonal farm workers. These MSFW Outreach staff persons are located in Storm Lake, Perry, Waterloo, Cedar Rapids and Ottumwa. Activity in the Centers continues at a high rate. For example, in fiscal year 2003-04, 2,041 families were served with 6,775 services delivered statewide. During the same period of time, 2,681 employers received special trainings, diversity presentations, translations, interpretations, immigration updates and presentations, marketing and staffing assistance. Some of the services offered by the Centers include:

- ✓ Economic and community development strategy initiatives
- ✓ Workforce development programming
- ✓ Cultural and multicultural event planning
- ✓ Cross-cultural diversity training
- ✓ Networking to create and identify cross-cultural market opportunities
- ✓ Entrepreneurial, business development consultation
- ✓ Translation/interpretation referral
- ✓ ESL and citizenship classes
- ✓ Immigration information and assistance
- ✓ Financial classes
- ✓ Housing Information and programming
- ✓ Migrant and Seasonal Farm worker outreach services

2. Iowa's Jobs for America's Graduates

Iowa Workforce Development continues to support the Iowa Jobs for America's Graduates (IJAG). Through this initiative, IWD supports a program working with in-school youth who are at-risk of dropping out. In PY 2003, a major grant to the IJAG program supported the continuing operation of nine (9) school-based programs that could serve up to 250-300 youth in Iowa. In addition, IJAG received a significant state appropriation to expand the program by adding approximately ten (10) additional sites during the 2004-2005 school year. Goals of the program include high school completion, development of job skills and employment or further education after graduation. A special feature of the program is a one-year follow-up with former participants to ensure successful transition to post-high school activities. The current IJAG grant continues into PY 04.

3. Youth Collaborative

Developing comprehensive services for youth also continued to receive attention in PY 03. Iowa Workforce Development participates in a multi-agency organization devoted to coordinating a multitude of programs and services that support comprehensive youth development in Iowa. This organization, called the Iowa Youth Development Collaborative (ICYD), is funded through a federal grant and includes representatives of the workforce, education, health, social services, and justice systems. Through the efforts of this group, coordinated planning for youth services is developed and direct support and training is provided to communities that are developing local initiatives to build comprehensive youth services and support networks. Both State and regional employment and training representatives participate in the collaboration through state and local partnerships.

In PY03 the ICYD made grants available to six pilot communities to assist them in developing a comprehensive youth development strategy for their community. Partners in ICYD will form teams to provide support, technical assistance and training opportunities to the communities as they work toward this outcome. The ICYD will also provide technical assistance to work with approximately six communities that are in various stages of becoming “Communities of Promise”, a youth development based designation through America’s Promise. The twelve communities that the collaboration is committed to work with are located throughout the state and represent both rural and urban communities. The ICYD applied for and received approval for one of ten YES (Youth Engaged in Service) Ambassador positions in the country. The youth ambassador will work primarily with communities to engage youth in volunteer and service learning opportunities. The YES Ambassador position was made available through and is funded by the Points of Light Foundation. It is anticipated that the position will be filled no later than early fall in PY 04.

Another partnership that developed out of the ICYD was one in which IWD partnered with the Iowa Department of Education, Division of Vocational and Rehabilitation Services, in a pilot project involving several communities to develop local partnerships and conduct asset mapping. In PY 03, the partnership between the agencies was further strengthened by receiving a DOL grant to work with transitioning youth with disabilities from high school to further education or training and employment. An RFP was developed in partnership and proposals were submitted to

request funding. A requirement of applicants submitting proposals was that the local WIA youth service providers were involved and committed to the partnership. It is anticipated that the funding for local communities will fund two (2) to six (6) pilot projects. The partnership will enhance services to youth with disabilities in transition by providing comprehensive support and services based on the needs of individual youth. The partnership will also facilitate a more efficient and streamlined process to access those services.

4. Individuals with Disabilities

Iowa has a number of state and local initiatives underway to support the successful engagement of individuals with disabilities in the employment and training system. During PY 03, Iowa Workforce Development participated in a number of collaborative state initiatives to address Iowa's ability to more fully include Iowans with disabilities in our economy. The following activities were conducted during PY 03.

- ✓ IWD created a "Targeted Services" Bureau within its Workforce Center Administration Division, which includes a program coordinator that coordinates disability related grants and initiatives that involve Iowa Workforce centers.
- ✓ Completed participation in a Department of Labor Work Incentive Grant, and disseminated outcomes and lessons learned from this process.
- ✓ Implemented the Disability Program Navigator initiative in Iowa as a pilot in 6 of our 16 Workforce Regions. The Department of Labor and Social Security Administration has requested to expand the program to all 16 Iowa regions during PY 04.
- ✓ Completed participation in a Rehabilitation Services Administration Grant designed to learn how local agencies work together effectively, and identify how to promote promising practices.
- ✓ With other state agencies, applied for and received a grant from the Office of Disability Employment Policy (ODEP) to develop and demonstrate promising practices in transitioning students with disabilities into employment or continuing education.
- ✓ Released and promoted the Memorandum of Agreement among State of Iowa agencies, which outlines both structure and flexibility in sharing resources, customers and information.
- ✓ IWD completed a plan as a response to the Olmstead decision that outlines strategies to enhance the accessibility and use of Iowa's

services by job seekers with disabilities. This plan includes the utilization of Navigators to develop outreach plans for their regions, and staff orientation and training plans to support inclusion.

C. International Exchange

Early in 2002 the Iowa Resource for International Service (IRIS), a non-profit organization based in Ames, Iowa, approached Iowa Workforce Development (IWD) about becoming partners in a project to help two states in Nigeria, Africa, to improve their workforce development services. IRIS sought to tap into IWD's expertise in designing and implementing public workforce development services.

The project was designed in three phases:

- 1) IRIS and IWD representatives traveled to Nigeria to interview candidates and select teams from each of the two Nigerian states – Enugu and Taraba – to participate in the project, and to study the services already available.
- 2) Ten Nigerians – five each from Enugu and Taraba – traveled to Iowa to study the network of workforce development services in the U.S. and determine how to translate their findings into actions in Nigeria.
- 3) A follow-up trip to Nigeria for IRIS and IWD representatives to assist the Nigerian teams with their activities.

Phase 1 of the plan was conducted in December 2002. The reported findings were dire in that Nigeria faces extremely serious economic, workforce and other challenges. Having been ruled by a series of military dictatorships since winning their independence from Britain over fifty years ago, investments in transportation, communication, water, electricity and human resources have been grossly neglected. Poverty and unemployment rates are very high, and Nigeria struggles with inter-tribal and religious strife.

Phase 2 of the plan was the 9-week visit by the Nigerian representatives in July to September, 2003. Through a coordinated process with IRIS, IWD and employment and training partner agencies, there were focused professional development and cultural opportunities made available throughout the Nigerian visit. The range of services presented to the Nigerians was almost overwhelming. These included meetings, visits or tours of: • chambers of commerce and local economic development groups; • small business development centers/incubators; • educational institutions; • private non-profit organizations; • elected officials; • private enterprise; • entertainment venues; and • diverse culinary delights featuring Iowa hospitality. Not to be overlooked

was the in-depth observation of the services delivered through Iowa's One-Stop centers, including job fairs, life skills classes, self-service resource centers, business and veterans services, as well as services to welfare recipients and people with disabilities.

Phase 2 was designed to pack as much professional development as possible into the Nigerian visit. The Nigerian visitors are committed to taking action within their own areas of expertise and organizations to make recommendations to build upon this new knowledge base. But it doesn't end here . . .



The Nigerian Delegation

Ronald A. Bulus Mangey, Dr. Chika Oguonu, Mohammed Bello, Mohammed Sale Muri, Lynda Aminu, Elin Joshua Kalla, Dr. Fab. O. Onah, Chukwuma Gerald Nnaji, Ifeoma Nneka Yvonne Ezepue (Paul Chekwudo Oranu omitted from photo)

Phase 3 is one that Iowa representatives look forward to in fall of 2004 when a delegation will once again travel to Nigeria to provide assistance and follow-up with the two Nigerian teams and their activities. This project is considered a great success for the exchange of information, understanding, affection, and good will that passed between the representatives of the two nations involved. The opportunity to positively impact the growth and development of two states in an emerging nation was truly spectacular.

The Board had an opportunity to meet with the delegation of Nigerians. They exchanged thoughts about the experience and discussed and developed plans on how the Board could assist them upon their returned to Nigeria.

“I was marveled at the power of partnership in every facet of the economy. The power of collaboration . . . And this has evolved into a system of management, a spirit of teamwork. Everybody in the organization is a team member.”

Gerald Nnaji

III. Evaluation of Workforce Investment Activities

All partner programs under the oversight of the State Workforce Board and Iowa Workforce Development are managed through the Division for Workforce Center Administration. One of the primary responsibilities of Workforce Center Administration is the evaluation of Workforce Investment Act activities in Iowa. A variety of reports, data, and documentation are readily available to ensure that WIA activities meet program compliance and that the fundamental principles and goals of the Act are followed and achieved.

Since workforce programs place a major emphasis on performance, a significant portion of the evaluation focuses on achievement of performance goals. A quarterly analysis of performance outcomes is conducted and the information is shared with regional administrators. Monthly meetings with those administrators provide another venue for discussion of performance and technical assistance. As appropriate, customized training is provided to administrators and line staff. For example, training on the Youth program performance measures and technical assistance to achieve those measures was conducted in PY 03.

Annual on-site monitoring visits are conducted in each region. To the extent possible, these visits are comprehensive in scope, assessing aspects of program delivery, partnership, utilization of resources, and performance. Technical assistance, rather than compliance, is the primary focus of these visits. These reviews are documented in reports that are shared with local administrators and regional Boards.

The Division also assigns state liaisons to every Regional Workforce Investment Board. These individuals attend all Board meetings and provide a conduit for information between the regions and state officials.

Finally, the State Workforce Investment Board requests that each region submit an Annual Report of activities. These reports include summaries of expenditures, enrollments, performance, and challenges for each region, and provide the State Board with additional region-specific information that enables them to conduct oversight responsibilities.

IV. Cost Effectiveness of the WIA Programs

The State of Iowa evaluates the cost effectiveness of its WIA programs by comparing the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIA services were completed (Average 12 Month Earnings Change). This comparison is being made for two of the three funding streams: Adult and Youth. 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. The Department of Labor has established a goal of 90% wage replacement rate for Dislocated Workers.

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

Program	Expenditures	Number Participants Served	Avg. Cost/ Participant	Avg. 12 mos. Earnings Change	C-E Ratio
Adult	\$2,598,652	958	\$2,713	\$3,973	1:1.46
Youth	\$3,200,4205	1,011	\$3,166	\$3,903	1:1.23
Dislocated Worker	\$3,965,361	2,615	\$1,516	<u>Wage Replacement Rate</u> \$1,245	

Wage record data was available for 63% of Adults exiting the program. For each \$1.00 of WIA Adult resources spent there was an increase of \$1.46 in participant earnings 12 months after the completion of services. For Youth, 45% had wage record data, which showed that each \$1.00 of WIA Youth resources resulted in an increase of \$1.23 in participant earnings. Wage records were obtained for 75% of Dislocated Workers exiting the program. The wage records show a 94.6% wage replacement rate. This is a 4.6% increase over the Department of Labor goal or expectation.

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.

V. Program Results

A. Adult Program

The Adult program provides employment and training assistance to adults (age 18 and older) to increase their employment, earnings, occupational skill attainment, and job retention. Three levels of service are available to adults: core services, intensive services, and training services. Adults must first receive core services before they can move on to intensive services, and must receive intensive services before they can move on to training services. Because Adult program funds are limited, priority in the provision of intensive and training services must be given to adults who are low-income or welfare recipients.

During Program Year 2003, the WIA Adult program served 958 participants at a cost of \$2,598,652. Adult participants achieving employment after program participation earned an average of \$2,853 more per quarter than they earned prior to participation. All four of the performance measures for the adult program were achieved at the Department of Labor required performance levels.

B. Youth Program

The Iowa WIA Youth Program continues to grow and develop into a comprehensive youth development program. Across the state, workforce development approaches are becoming more integrated with a youth development framework in the provision of comprehensive services to WIA eligible youth. Many regions throughout the state are striving to engage more

out-of-school youth in providing support and services that will lead the youth to gainful employment. It is important that youth are employed in a field that not only interests them, but one in which they have the potential to obtain the skills and abilities to be successful. Local partnership development has increased as resources become scarcer to provide services to youth with barriers to education and employment success.

During Program Year 2003, a total of 357 Older Youth (age 19 to 21) participated in the program. During Program Year 2003, a total of 654 Younger Youth (age 14 to 18) participated in the program. Total costs for the Youth program were \$3,200,420. All Older Youth and Younger Youth performance standards were achieved at or above the level negotiated with DOL.

C. Dislocated Worker Program

1. Formula Dislocated Worker Funds

During Program Year 2003, the WIA Dislocated Worker Formula program served 2,617 participants at a cost of \$3,120,637. The participants who became employed after leaving the program were able to achieve at least 90% of their pre-program wage levels, therefore meeting the federal expectations for the program. The Dislocated Worker program achieved all four of the program performance measures at the Department of Labor required performance levels.

2. Rapid Response Program for Dislocated Workers

The Rapid Response program reacts as quickly as possible to announcements of mass layoffs or dislocations in Iowa. If a business that employs 100 or more individuals is closing or experiencing a permanent lay off of 50 or more individuals, the Worker Adjustment and Retraining Notification (WARN) Act is in effect. The State Dislocated Worker Unit receives the WARN notice, which often triggers a Rapid Response. The Rapid Response coordinator contacts local Iowa Workforce Development and Workforce Investment Act providers, the business, and the local service providers to arrange a Rapid Response meeting. Information will be shared at this meeting about all of the available programs and determine a schedule to disseminate this information to the workers. The Rapid Response Coordinator has the responsibility of arranging this meeting and also serving as the facilitator.

During Program Year 2003, 34 WARN new notices impacting more than 3,450 workers were received by the State Dislocated Worker Unit. From these notices, the Dislocated Worker Unit identified those dislocations involving significant numbers of workers and conducted 22 Rapid Response meetings. The remaining 12 WARN events were addressed by the local regions with locally sponsored Rapid Response meetings.

3. Early Intervention Grants

Early Intervention Grants are funded through the Governor's 25% set-aside funds. The grants are awarded to regions that experience a business closure or permanent reduction within a business resulting in the displacement of 30 or more employees. The regions use these funds over a 120-day calendar period to provide services such as recruitment, initial assessment, core services, staff-assisted core services, and intensive services, and training to help the displaced workers transition back to employment. These funds may also be utilized for providing Iowa Advantage classes.

The Grants are presently awarded to the WIA Region Contract provider at the rate of \$100 per displaced individual and range from a minimum of \$3,000 (30 employees) to a \$30,000 maximum. Previously, through November 5, 2003, the rate was \$65 per displaced individual with a range from \$1,950 to \$20,000. Because of increased costs for Early Intervention services, the increased rate allows for greater flexibility in services being provided. Additionally, there was a language change that eliminated "outreach" as a stand-alone function; it must now be done in addition to services associated with staff-assisted core.

During Program Year 2003, Early Intervention Grants supported nine programs that were transitioned into the year at a cost of \$54,027. These funds provided services to 691 participants. Twenty-six additional Early Intervention Grants were awarded during the course of the year totaling \$238,910 in regional funding and serving 2,845 participants.

4. Special Intervention Funds

In PY02 the Special Intervention Funds (SIF) program was created to assist regions with expenses associated with workers displaced because of

foreign competition. It is similar in nature to Early Intervention Funds but provides a higher rate per individual (\$200 vs. \$100), lasts for six months (vs. 120 days), and is directed to specific target groups. The program continued to function in PY03 and has proven to be very beneficial to both the participants and the contractor.

Special Intervention Funds (SIF) are used to assist those regions impacted by closings and permanent mass layoffs where a National Emergency Grant (NEG) would not be appropriate due to pending certification of Trade Adjustment Assistance (TAA). If a region has expended or obligated its Dislocated Worker funds and a NEG would not be appropriate, SIF may be requested to provide immediate assistance to eligible workers to initiate case management, provide assessment and career counseling, and develop an Individual Employment Plan (IEP). These funds are intended to fund staff, staff-related expenses, and assessment costs. The funds may also be used in conjunction with Early Intervention (EI) funds, which can be used to defray the costs of workshops. Additionally, a guideline change was made in SIF that eliminated "outreach" as a stand-alone function. Outreach must now be done in addition to services associated with staff assisted core that result in enrollment. This change was made effective October 29, 2003.

During Program Year 2003, the Special Intervention Funds program funded three Special Intervention Funds (SIF) grants that provided services to 449 participants at a cost of \$73,600.

5. National Emergency Grants

National Emergency Grants (NEG) are awarded by the Department of Labor to the State of Iowa based upon applications submitted on behalf of dislocated workers from businesses that experience a closure or permanent reduction in staff. In January 2004 the TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 16-03 was issued, which established new guidelines for eligibility of National Emergency Grants.

Highlights of the changes include:

- displacement of 50 or more employees requires a minimum enrollment of 50 participants into a NEG;
- with limited exceptions there will be no "bundling" of companies;
- dislocations that occur more than 4 months prior to an application for a NEG will be denied, with few exceptions;
- an expenditure rate of 70% or more of formula dollar funds for dislocated workers based upon the

previous program year will have to be proven in the application - for regions as well as the state; • if the dislocation raised the unemployment rate by 1% or more over the previous six months a provision for community impact can be used to determine eligibility; and • industry-wide layoffs from companies in the same industry, as determined by the three-digit code level in the North American Industrial Classification System (NAIC), can be used to establish eligibility.

These new rules will make it far more difficult for rural states like Iowa, which frequently have smaller employers closing or permanently laying off employees, to apply for and receive a National Emergency Grant. In addition to these changes, a new electronic on-line system for NEG applications started July 1, 2004.

Once a NEG application is approved, the state subcontracts the grant to the WIA regional service provider. The money from these grants is used in addition to Formula Dislocated Worker funds to provide recruitment, initial assessment, core services, staff-assisted services, intensive services, and training to assist the displaced workers in their return to the workforce. These funds have a “life span” maximum of three years.

Twelve National Emergency Grants were transitioned into the program year. These grants provided \$7,755,041 to assist up to 1,573 participants. During the course of the year, three additional NEGs were awarded to provide services to 260 participants at a cost of \$1,690,635.

6. Special State Funded Projects

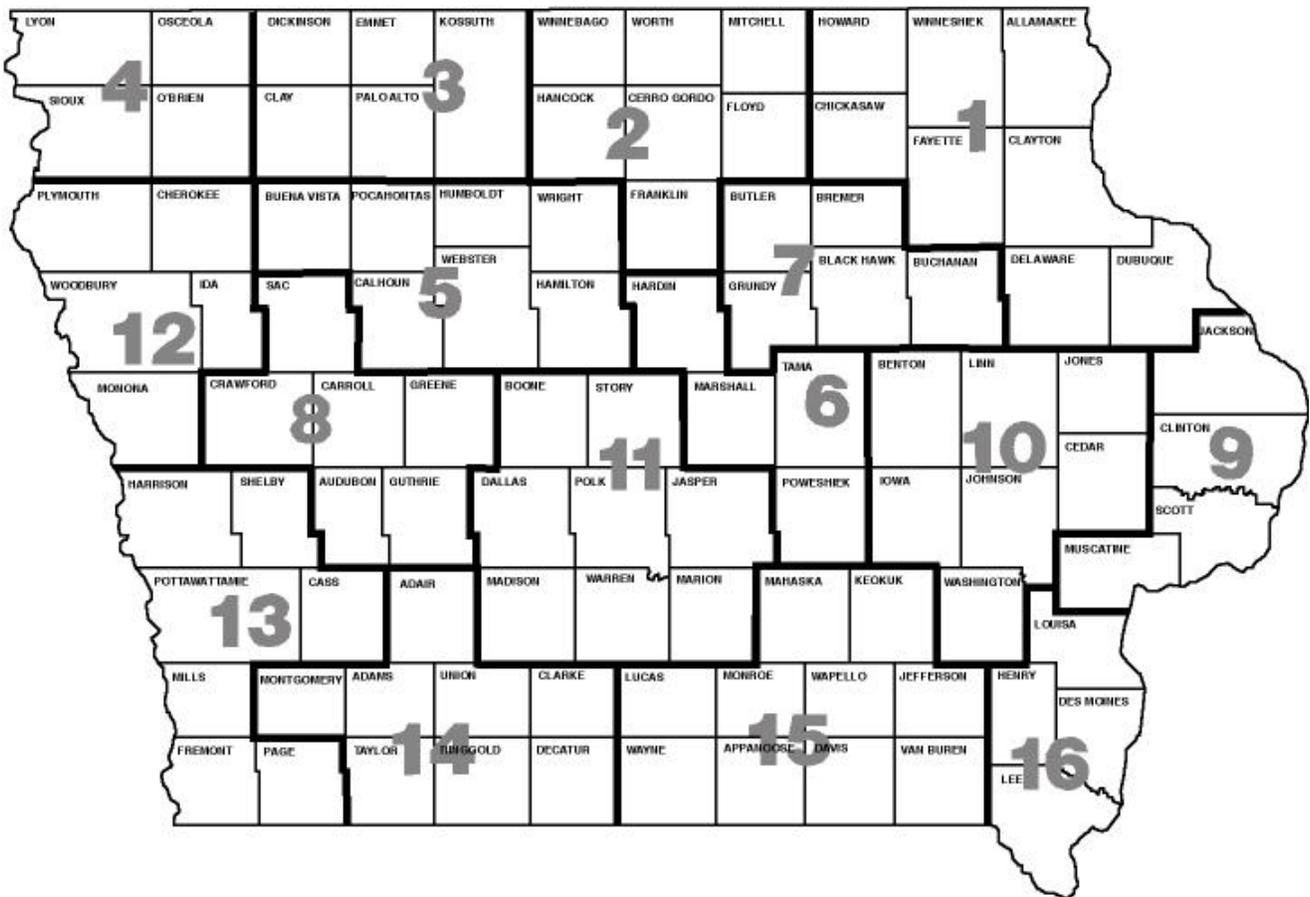
In PY02 two projects that were denied, or appeared they would be denied, for a National Emergency Grant (NEG) were funded through State Set-Aside Funds to operate in a similar fashion to a National Emergency Grant (NEG). Because of the new rule changes for NEGs, the state funded two other dislocations that occurred in PY03 through State Set-Aside Funds, as it was believed they would not qualify for a NEG. The Special State Funded projects totaled \$143,719 and were designed to serve 235 participants. While the paperwork and approval was completed for these projects in PY03, they were not scheduled to start until July 1, 2004 (PY04).

During this process, Iowa has considered establishing a “State Emergency Grant” (SEG) through the use of State Set-Aside Funds. The State Dislocated Worker Unit has been working with the regional directors to

finalize a grant-system to utilize State Set-Aside Funds. The goal remains viable and may be implemented during PY04.

VI. Regional Reports

Each of the WIA service providers provided information specific for their regions regarding the activities conducted there during PY 2003. The map below indicates the grouping of Iowa's counties into the 16 Regions.



Region 1 – Dubuque/Postville

A three-year pattern continued in Region 1 during PY 03 as four companies closed their doors. There were 803 Northeast Iowa jobs lost in the last year due to plant closures with over 50 workers. These included:

- ✓ 138 workers at LandsEnd of West Union and Elkader;
- ✓ 111 workers at Tyco of Guttenberg;
- ✓ 204 workers at three Eagles grocery stores in Dubuque;
- ✓ 350 workers at Iowa Turkey Products in Postville.

One-stop partners worked together to provide the Iowa Advantage workshop series for workers of all closures. Partners include: • East Central Intergovernmental Association (ECIA), • Upper Explorerland Regional Planning Commission, • Iowa Workforce Development, • Iowa State Extension, and • Northeast Iowa Community. Workshops included topics such as coping with change, budgeting, career decision-making, job search, resumes and interviewing. Workshops were provided in English, Vietnamese, Russian, and Spanish for Iowa Turkey Products. Early Intervention Grant funds were received for all closures to assist those affected with providing basic computer workshops, GED classes, ESL classes, nurse aide classes and language interpretation. Other grants and partnerships also resulted:

- ✓ Eagle participants were approved for a National Emergency Grant to assist with retraining costs.
- ✓ LandsEnd and Tyco closures were approved for Trade Adjustment Act (TAA) as a result of jobs taken overseas.
- ✓ LandsEnd entered into a public-private partnership with Upper Explorerland Regional Planning Commission to administer the existing LandsEnd Educational Program for the workers affected by the closure.

However, numbers alone do not give a complete picture of the positive impact WIA can have in the lives of our customers. The following story provides a real life example of the effectiveness of this program.

“Jane” is a single mother of three who worked in an assembly position at a production plant in a small town earning \$11.66 per hour until she was dislocated from this position along with many of her fellow workers. “Jane” was concerned about the loss of income as earnings from her former employer were locally recognized as being among the highest in the area for production work. The local job market had become highly competitive, and many affected workers expressed the sentiment that they would have to give up their prior level of income. “Jane” also faced the additional pressure of having children to raise and provide for with only a high school education.

“Jane” subsequently attended Iowa Advantage Workshops, visited the local community college, and underwent a comprehensive career assessment and testing program through WIA. She ultimately decided to go back to school to prepare for a career in respiratory therapy. WIA assisted “Jane” with funding for tuition, books, and fees, and also provided additional financial help to assist with childcare and transportation expenses. Upon graduation, “Jane” found employment in a medical facility at \$15.37 per hour, or 132% of her previous wage.

Region 2 – Mason City

Region 2 continues to meet the challenges of the WIA Adult, Dislocated Worker, and Youth Programs. Region 2 was one of two regions that made or exceeded all 17 Performance Measures for PY 2002, and the only region that accomplished this the last two years in a row. The incentive money is being used to enroll more participants who seek training and to develop intense job search programs.

The region also continues to enhance partnerships with business and local entities. As a result of the close working relationship with North Iowa Area Community College (NIACC), Region 2 was nominated as a “Model Partnership of a Workforce Center and Community College”.

Serving persons with disabilities is a focus in Region 2. As a result, the Workforce Development Partnership (WDP) was nominated by Dr. John Kregel from the Virginia Commonwealth University as being one of the four leading One-Stops in the United States in serving people with disabilities seeking employment. WDP was part of the doctoral dissertation research by Virginia Commonwealth University on One-Stop Career Centers that are serving people with disabilities. The dissertation was entitled *Identification of Quality Indicators of One-Stop Career Centers that Facilitate Use by People with Disabilities Seeking Employment*. With the incorporation of a Navigator position, Region 2 continues to expand their services to this target group.

Region 2 is involved in an innovative program this year with WIA staff participating in the NIACC Adult Student Initiative Committee to identify ways to better serve the adult student population. One of the plans is to offer “College 101” as an adult promotion for the 2005-2006 school year. Introduced by WIA staff and patterned after Region 16’s successful program, College 101 will include three sessions: 1) basic college information and “survival” topics important to adult students as well as COMPASS placement testing information; 2) participants actually take the COMPASS test; and 3) a private appointment with a NIACC counselor to discuss the COMPASS results and register for classes. Anyone completing all three sessions of College 101 will receive a free credit class.

Region 3 – Spencer

Workforce Investment Act services are provided in the five county area of Region 3, through an agreement between the Regional Workforce Investment Board and the Northwest Iowa Planning and Development Commission (NWIPDC). The primary center for these services is located in Spencer through a one-stop center. Housed as partners in this center are the Department of Human Services, the Northwest Iowa Planning and Development Commission (community/economic development and job training divisions), Iowa Workforce Development, and Vocational Rehabilitation. These partners coordinate activities to provide the most effective services to clients.

The economy of the region is based primarily on agriculture and related services, but much progress has been made towards more diversification in the last 15 years. WIA services traditionally place more emphasis on increasing employability skills through institutional training activities. However, with the desire to serve clients that have more basic needs, at the end of PY 2003 the staff of the NWIPDC WIA program implemented a process designed to identify and serve those clients who may not be post-secondary education candidates and are in need of more intensive direct staff services. This process will continue into the next program year as a tool in the workforce development services available to the citizens of the area. Combined with the already successful use of institutional skills training to increase the employability of those who are in need of post-secondary education, while also serving those who are most in need of basic skills, a greater cross section of most in-need clients will be assisted.

Success in the coordination between partner programs, combined with the use of traditional services, is detailed as we follow a single mother with one child. She was enrolled in the PROMISE JOBS program administrated by NWIPDC and IWD; and co-enrolled by WIA staff and provided a two-year training plan. Through this plan, WIA assisted with support services, tuition, uniforms, and testing fees for her to receive her LPN license. The result was a livable wage in employment that provides benefits for her and her child.

Region 4 – Sheldon

The combined areas of Region 4 and Region 3 form what is formally known as Iowa Planning District 3. As such, these two regions share many of the same economic and sociological features and, together, they serve the northwest corner of the state of Iowa. Region 4's economy is primarily agricultural based also, although during the past 15 years a part of this economy has grown into value-added and high tech bio-technology pursuits such as Trans Ova Labs.

WIA services in this region are also provided by the Northwest Iowa Planning and Development Commission (NWIPDC) in a one-stop center located in Sheldon. NWIPDC WIA/PROMISE JOBS staff are co-located in this center with IWD and coordinate with all the other partner organizations that are also located in Sheldon. Although there is a continued emphasis on rebuilding youth services, staff are also exploring ways to serve more non-traditional clientele. This is being done in conjunction with the Spencer NWIPDC staff and will strive to achieve the same results.

Although youth services were very active in Region 4 during PY 2003, the adult and dislocated services continue to provide the assistance to clients that have been a trademark in this region. An example of a success story from this region involves an elderly female who was a registered nurse, but found her livelihood in jeopardy as the result of problems with arthritis. After enrolling in the WIA program she was able to attend classes working towards a Bachelor of Science in nursing. After completing class work and receiving her degree, she was able to secure employment in healthcare administration, which was less of a physical burden to her condition. In addition, this process also resulted in a higher salary than she would have earned if she could have continued in her old position.

Region 5 – Fort Dodge

Within the Region 5 One-Stop, efforts have centered on creating seamless referrals between partner programs. The WIA youth program has begun working with older youth who are also a part of the Promise Jobs program. Those youth have been placed in work experience and, for the most part, have been successful with staff mentors from both programs. Similar success has been seen in referrals between all in-house programs. The recent addition of an on-site computer lab has allowed WIA staff to refer clients who do not meet criteria for WIA enrollment but who desire some level of computer skills for personal use. Other one-stop staff also refer clients to the computer lab, which has been well-received.

In an effort to strengthen the one-stop system, the Region 5 Fort Dodge office will soon be relocating to the campus of Iowa Central Community College (ICCC). The relocation will allow us to expand the number of on-site partners; in addition to agencies already sharing space and services - Iowa Workforce Development and Workforce Investment Act, Elderbridge and Experience Works - Vocational Rehabilitation, the Small Business Development Center and the Webster County Economic Development Center will be a part of the new one-stop facility. ICCC's Community Education and Workplace Services will be added at a later time. An increase in walk-in traffic and in placement opportunities is anticipated because of the number of students attending Iowa Central.

The relocation will also enable WIA staff to interact more frequently with clients who are involved in training at the community college.

Region 6 – Marshalltown

The economic condition of Region 6 is slightly improved over last year. The largest employer in Tama County recalled their workforce of 1,300 on December 29, 2003, after a six-month layoff. This action gave the region's economy a jump-start for 2004. In 2003 the region had an over all unemployment rate of 6.72%. During the first six months of 2004 the region averaged a 4.85% unemployment rate, down from last year's average; and also lower than the statewide average of 5.1%.

As the region is shifting into a new age economy, many jobs as we know them are changing. One of the biggest challenges for our region is to identify jobs that will be viable in our communities. To address this challenge, the Workforce Investment Board works closely with economic developers, city planners, local businesses as well as the local chambers and our community college. This partnership has resulted in the development of several cutting-edge training programs at the community college.

It is this strong partnership that gives the WIA counselors an understanding of the workforce needs of the community. This information allows the WIA counselor and the participant to develop an individualized service plan that will eventually lead to high skill/high wage job. As a result of the region's cooperative hard work, this region met all 17 performance standards and was awarded \$76,982 in incentive dollars.

Region 7 – Waterloo

The Region 7 WIA Partners, with assistance from the State Dislocated Worker Unit, provided Rapid Response and Employee Informational meetings to several small to medium-sized businesses that closed or experienced significant lay-offs during PY 2003. These business closings and lay-offs affected over 300 employees.

- September 2003 – IWD/WIA staff attend an employee meeting at GMAC Mortgage where 100 employees were laid off effective that day.
- October 2003 - Ross Marketing announced the closing of their Cedar Falls Center. Over 60 telemarketers lost their jobs.
- November 2003 - School Specialty revealed their business would close March 2004. Most of the 13 employees had worked there for more than 15 years.
- March 2004 - An informational meeting at Doerfer Engineering in Cedar Falls for approximately 35 employees affected by the business closing. These workers

averaged over 20 years at Doerfer and many had never prepared a resume or looked for work in today's competitive job market.

- April 2004 - Lay-off notices effective May 1 were issued to 60 Vonachen Services, Inc. employees working at the John Deere facilities in Waterloo and Cedar Falls due to the loss of their maintenance contract.
- April 2004 - Allied Interstate, employing 60+ locally, reported it would close operations in Cedar Falls effective July 30, 2004.
- June 2004 - Powers Manufacturing in Sumner held an informational meeting for their 11 employees. The plant closed in late June.

Although none of these lay-offs or business closings was significant enough to apply for a National Emergency Grant, there has been a steady influx of dislocated workers who attended the Iowa Advantage Workshops and used other self-directed services available through the Workforce Development Center. Many of these dislocated workers have found employment through these self-services while several needed additional assistance and have been enrolled into the WIA program.

Region 8 – Carroll

Region 8 has made substantial progress towards a unified One-Stop System. Co-located with Iowa Workforce Development (IWD), Vocational Rehabilitation, Promise Jobs, Workforce Investment Act, Elderbridge Agency on Aging, Senior Internship Program and Experience Works, there also exists a strong relationship with Region XII Council of Governments. Business partnerships in the six-county region have also enhanced programs. There has been a very low unemployment rate for the last several years unlike other parts of Iowa. The largest plant closing in this area in the last three years was Farmland Foods, putting 150 individuals out of work.

Susan had worked for Farmland Foods in Carroll, Iowa over 27 years when the business closed. Informative meetings for employees and their families were conducted jointly by Farmland and IWD and included information from local officials and agencies. Among the topics discussed was budgeting, job search, resume construction, and job interview skills. A Job Fair was also held at the Farmland Plant where local businesses presented information regarding their businesses and job opportunities.

After a great deal of assessment, Susan determined to return to school for the first time in over 20 years to attend accounting classes. Susan was apprehensive about returning to the classroom, but determined to succeed. After an internship with Iowa Workforce Development in spring 2004, Susan received her diploma. She has been successful in obtaining a full time position utilizing her new knowledge and skills for a local

electrical business. Susan proudly notes that, "I like to tell everybody about all the help the one-stop staff gave me as I struggled to find my self these past three years!"

Region 9 – Davenport

Eastern Iowa has been hard hit by layoffs and closings during PY 2003. Eagles Foods closed leaving over 900 unemployed in the bi-state labor market. Other closings/layoffs include Titan Wheel, Tri-City Fabricating, Brazeway, Dynagear, Rockwell Collins, Johnston Industries, Isabell Bloom, and MCI - affecting an additional 781 persons.

The Region 9 Rapid Response team includes multiple partners and is on-site quickly to provide services. Additional funds were requested and awarded for Eagles and MCI totaling about \$755,000. The biggest challenge - even as the new fiscal year starts - is that dislocated worker funding is fully obligated just to allow currently enrolled persons to complete their training. If there are new closings/layoffs, workers may not receive the needed training assistance. Assistance with job search, resumes, and Iowa Advantage workshops will continue, however.

As devastating as the loss of a job can be, training for and finding a new one can be just as exhilarating. Workforce partners in Eastern Iowa have helped thousands of people find new careers. The Regional Workforce Investment Board selected 13 program participants to honor at their Alumni Awards held April 2004. Following is just one example:

Patricia Schultz



Patty worked for K-Mart as an assistant manager for 28 years until they closed their doors in June of 2002. Patty realized that she needed to develop a marketable skill to find other employment.

Patty heard about the Workforce Investment Act during the Rapid Response meeting held at K-Mart. She has always been interested in the medical field and investigated her options and found about Trinity College of Nursing. The Surgical Tech program was a one-year program so Patty would have a very quick turn around back into the job market upon successful completion. Patty realized that she needed to develop a marketable skill to find other employment.

After having to take a class for skill upgrading, Patty began the Surgical Tech program in August of 2002. Patty was on the President's List the entire time she was in training. She received the Salutatorian award for her class and was the one from her class to be inducted into the Association of Surgical Technologists National Honor Society. She received the Service Award from her peers and was the opening speaker for the awards ceremony.

Patty is now working at Genesis East as a Certified Surgical Technologist at a current wage of \$12.20 per hour.

As Patty puts it, she walked out of the door of K-Mart on June of 2002 and in the door of Genesis on June of 03. Patty is very happy to have a job that makes a difference in the well being of her patients. **Employer: Genesis East**

Vari Nelson, Charge Nurse Supervisor
Leo A. Bressanelli, CEO

Region 10 – Cedar Rapids

During PY2003, Region 10 continued its focus on active workforce partnerships and strengthening the role and involvement of the RWIB and CEO boards. Strategic planning sessions with the RWIB and CEO boards will help determine workforce initiatives and projects that will be directed by the boards. Emphasis has been placed on expanding area youth collaborations. The region is actively participating in the Johnson and Linn County Youth Collaboration grant projects.

Kirkwood Skills-to-Employment and many workforce partners participated in numerous Rapid Response meetings indicative of the downturn in regional economic conditions during PY2002 and PY2003.

Washington County, a rural county in Region 10, experienced two local lay-offs impacting nearly 300 workers when a local foundry and Norwood Promotional Products closed operations. Region 10 was successful in receiving Early Intervention grants to serve both of these populations and a National Emergency Grant to serve the Norwood Promotional Products dislocations. The region will be challenged to meet Earnings Replacement Wage WIA outcomes due to the high average salary of the Norwood population, tenure of the workforce, and worker unwillingness to commute for employment. Region 10 has responded innovatively to these challenges by the addition of a Job Developer role to the Region. This position is actively creating partnerships with businesses, internship opportunities, job referrals, and on-the-job training opportunities.

Region 11 – Des Moines

Collaboration efforts continue with the State of Iowa, Des Moines Area Community College (DMACC), Job Corps, Des Moines Public Schools, Experience Works, and other agencies. This has led to co-enrollments in regular programs and collaborations on grants. However, lack of funds for all programs continues to be a problem.

Enrollments in the Adult Program continue to increase and should improve further with recent changes to the Customer Service Plan, which include an increased emphasis on On-the-Job Training and Classroom Training. All WIA Adult performance outcomes were met for PY 2003.

The Youth Program had an exciting and productive year. The biggest procedural changes came with continued state training on performance outcomes, and the reporting process. It was through this training that Case Managers really understood

the whole concept of how to identify appropriate youth for the program, and how and when to exit them to get proper credit. Staff celebrated numerous successes with participants this year as they got diplomas, GEDs, certifications and jobs. All WIA youth performance outcomes were met for PY 2003.

The Dislocated Worker Unit provided services to eight companies that have either closed or laid off employees on a permanent basis. Rapid Response meetings and informational meetings were provided to all eight companies. The R.R. Donnelley Grant ended on June 30, 2004, closing this project. However, four of the R.R. Donnelly files were rolled over into the Formula Project and clients continue to be served. The National Emergency Grant continues to be active and does not end until June 30, 2005. A focus on outreach continues on this project. The Dislocated Worker Program met all PY 2003 performance standards.

Region 12 – Sioux City

Region 12 is somewhat unique in that its largest metropolitan area—Sioux City—is located at the confluence of three states, Iowa, Nebraska and South Dakota. Region 12 supplies a large number of workers for businesses located in the neighboring states. Any disruption in employment in Dakota County, Nebraska or Union County, South Dakota has an adverse effect on the economy in Region 12. Gateway, located in Union County, has laid off thousands of workers over the last three years, 70% of whom were Iowa residents.

Region 12 was given an award by the Iowa Chapter of the International Association of Workforce Professionals for Project Serve. This program is a collaborative effort by Western Iowa Tech Community College, Vocational Rehabilitation, Iowa Workforce Development and the Department of Human Services to identify welfare recipients with un-diagnosed disabilities that will impact the individual's efforts to gain and maintain employment. Specialized intervention services around employment are provided to participants.

All job specialists with the WIA/Promise Jobs program at Western Iowa Tech have now completed the national certification as Global Career Development Facilitators (GCDF). We are the first region in Iowa to achieve this high standard of professional certification of all staff who are helping persons with career issues.

Region 13 – Council Bluffs

In November of 2002, Region 13 experienced its first major business closing in over seven years. At that time, the Region requested and received a National Emergency Grant (NEG) to serve the 339 workers who were dislocated from a local insurance company. During PY03, the Region received the second and final increment of this funding, extended the project end date to June 2005, and hired a part-time job developer for the remainder of the project. These changes assured workers that their training would be funded until the end of the academic year and enabled the region to concentrate its efforts on developing on-the-job training for workers who were experiencing extreme difficulty in re-entering the workforce. To date, the project has achieved 108% of its enrollment goals, 100% of its classroom training goals, and has obtained an entered employment rate of 90.24%.

Partnerships in the Region 13 One-Stop have been very instrumental in its success. The region was also actively involved in an initiative to improve transition outcomes for young people with disabilities by participating in a resource mapping effort in Council Bluffs. WIA staff partnered with staff from DVRS, the Area 13 Education Agency, the Iowa School for the Deaf, Iowa Western Community College, League of Human Dignity, Council Bluffs Community Schools, Pottawattamie County Community Services, the Council Bluffs Chamber of Commerce, along with youth with disabilities, parents, and members of the community and faith based organizations. Together, we identified existing resources for students who were preparing to leave high school and enter adult life. Gaps in services and other barriers were addressed so that these young people could make smoother transitions into post secondary training, employment and independent living.

PY03 also saw Region 13 partner with the Clarinda Academy, a private residential school for adjudicated youth, to provide vocational experiences for nine youth who were at risk for delinquency. The WIA program helped the students successfully complete their GED and/or secondary education programs. Each of the students also completed a 16-hour medical terminology class, was provided Certified Nursing Assistant (CNA) training through Iowa Western Community College, and took the CNA exams. Eight of the nine students successfully passed the CNA exams, and two are currently working in Clarinda as CNA's.

Region 14 – Creston

Region 14 has completed a very successful program year serving numerous individuals in the Adult, Dislocated Worker and Youth programs. Due to numerous plant closings, a strong focus of service has occurred in working with Dislocated Workers. There were three plant closings in PY03: 1) Siemens, Osceola (250 DWs, 127 served through WIA); 2) Dekko, Afton (35 DWs, 9 served through WIA); 3) Miracle Recreation, Mt. Ayr (30 DWs, 10 served through WIA). There were 55 other individuals served through the Adult and Dislocated Worker programs as a result of outreach and referrals in Region 14.

After each of the companies announced they were closing, the Region 14 team immediately went into Rapid Response mode. WIA, NAFTA (when appropriate), IWD, and SWCC went to the employers and made arrangements to meet directly with the workers to inform them about all of the services available to them through the various agencies. WIA made three or more visits to each site and work shift to educate and provide outreach services to all affected employees.

Region 14 uses the Pre-Employment Training activity to prepare participants for a successful job search. Several of our participants provided positive feedback for the PET workshop activities and services. Sample comments follow:

- ✓ “I knew nothing about making a resume & cover letter. They helped me a great deal in preparing them.”
- ✓ “All of the staff impressed me that they had a genuine interest in helping me better prepare myself to go on to further my education and help me in finding a new job...”
- ✓ “I was unaware of the many things a person must do to obtain a new job. You need to have good interviewing skills, resumes and present yourself properly... the workshops help prepare the individual with these needs.”

Region 15 – Ottumwa

Region 15 has been fortunate not to be affected with the high unemployment rate and the numerous plant closings that other areas in the State have had to experience. The challenge in Region 15 continues to be serving customers with quality services and training to reach the goal of self-sufficiency on limited budgets. The region has always worked closely with all the One-Stop System partners to provide the needed services to accomplish goals.

Recently, Secretary of Labor Elaine L. Chao announced a \$5 million grant to Forsyth Technical Community College to develop curricula and training models for biotechnology workers. They will be partnering with four other community colleges around the nation, including Indian Hills Community College in Ottumwa. The grant is part of a \$17.2 million national effort developed under the President's High Growth Job Training Initiative to address workforce challenges facing the biotech industry. Additionally, Indian Hills Community College received \$996,250 to train people in high-tech fields. The Workforce Investment staff will work closely with Indian Hills Community College in these Job Training Initiative in the next year.

Region 16 - Burlington

During the past program year, Region 16 had not only the highest unemployment rate in Iowa, but was the only region in the state designated as an "area of substantial unemployment". The dislocations that drove up the unemployment rate also led Region 16 to apply for and receive five Early Intervention grants and two Special Intervention fund grants. The region continued to manage two National Emergency Grants covering employees from seven companies and held Rapid Response meetings for employees from two companies, APAC and Eastman House.

The Region 16 YAC and RWIB were recognized with Governor's Volunteer Awards. These boards meet monthly dealing with employment and training issues for the region. The interest and involvement of the boards is reflected in the excellent attendance, with the RWIB having a quorum at every meeting not only for this program year, but for several years.

E-Expo, an employment event sponsored by Region 16 Workforce Center, Southeastern Community College, Clear Channel Radio, The Hawk Eye Newspaper and the Burlington/West Burlington Chamber of Commerce, focused on employment, education, excellence and entrepreneurs. The project included booths for employers, workshops offering self-employment and job seeking tips, and speakers addressing the challenges and rewards of starting your own business.

Region 16 continues to strive to serve as many businesses and individuals as possible within the budget and where WIA services can make a difference. The region's youth enrollments are 70 percent out-of-school youth. The Academy for Careers Exploration and Success (ACES) provides a business-developed credential to assist youth in achieving success in the work world. The region provided over 500 workshops to assist individuals with job search, resume writing, job retention and other job related skills.

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	77	500	2,357	844	59.2
Employers	70	76	500	5,247	708	70.6

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	84	372
			443
Employment Retention Rate	82	90.5	484
			535
Earnings Change in Six Month	3,500	2,853	1,263,779
			443
Employment and Credential Rate	53	64.5	207
			321

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	81.1	60	85.2	23	84.1	37	75.8	25
		74		27		44		33
Employment Retention Rate	87.2	68	87.9	29	89.1	49	86.1	31
		78		33		55		36
Earnings Change in Six Months	6,048	374,963	4,076	97,832	4,651	176,725	613	17,777
		62		24		38		29
Employment and Credential Rate	63.3	50	72.2	13	67.6	23	62.5	5
		79		18		34		8

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	86.2	194	81.7	178
		225		218
Employment Retention Rate	91	244	89.9	240
		268		267
Earnings Change in Six Months	4,613	1,024,196	1,084	239,583
		222		221

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80	88.2	1,181
			1,339
Employment Retention Rate	89	93.4	1,138
			1,218
Earnings Replacement in Six Months	90	89.4	11,692,243
			13,083,835
Employment and Credential Rate	58	65.6	475
			724

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.1	115	71.7	33	81.2	138	80	8
		132		46		170		10
Employment Retention Rate	87.8	108	94.3	50	89.7	122	100	10
		123		53		136		10
Earnings Replacement Rate	81.2	1,231,703	99.7	505,239	71.4	1,057,342	85.7	75,142
		1,517,541		506,937		1,479,946		87,688
Employment And Credential Rate	57.6	38	57.1	16	71.1	32	62.5	5
		66		28		45		8

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	89.9	651	86.2
724			615	
Employment Retention Rate	94.3	611	92.5	527
		648		570
Earnings Replacement Rate	95.1	6,393,000	83.3	5,299,243
		6,724,528		6,359,307

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	70
Employment Retention Rate	79	89.6	131
			112
Earnings Change in Six Months	3,000	3,746	333,386
			89
Credential Rate	45	61.3	117
			191

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	68.3	28	100	1	83.3	15	77.9
	41		1		18		95	
Employment Retention Rate	90.9	30	100	2	92.9	13	88.9	80
		33		2		14		90
Earnings Change in Six Months	3,761	94,021	7,473	14,946	3,809	41,896	3,305	208,230
		25		2		11		63
Credential Rate	52.8	28	100	1	65.4	17	70.1	82
		53		1		26		117

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	72		71.7
				722
Diploma or Equivalent Attainment Rate	58		76.1	175
				230
Retention Rate	57		76.7	135
				176

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	68.7	138	84.1	169	68	102
		201		201		150
Diploma or Equivalent Attainment Rate	72.7	48	79.4	50	57.1	24
		66		63		42
Retention Rate	82.2	37	75	24	76.5	62
		45		32		81

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.8	412	3,973	1,382,506	2.4	9	0	0	44.8	87
		480		348		372		1		194
Dislocated Workers	91.6	1,076	94.6	11,577,379	4.1	48	0	0	41.9	273
		1,175		12,244,606		1,181		1		651
Older Youth	81.3	87	3,903	249,804	3.8	4	0	0		
		107		64		106		1		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	958	553
Dislocated Workers	2,615	1,274
Older Youth	357	202
Younger Youth	654	342

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,877,508.00
Local Dislocated Workers		\$3,455,504.00
Local Youth		\$3,543,187.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$445,588.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,268,639.00
Statewide Allowable Activities 134 (a) (3)	Community Based Organizations	\$17,500.00
	Youth Programs	\$441,000.00
	Economic Development	\$59,837.00
	Subgrants, Dislocated Worker	\$438,825.00
Total of All Federal Spending Listed Above		\$12,547,588.00

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Burlington Workforce Development Board Region 16	Total Participants Served	Adults	122
		Dislocated Workers	490
		Older Youth	34
		Younger Youth	37
	Total Exiters	Adults	63
		Dislocated Workers	192
		Older Youth	21
		Younger Youth	1,916

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67	70
	Employers	70	78
Entered Employment Rate	Adults	72	82.8
	Dislocated Workers	72	88.6
	Older Youth	70	81.8
Retention Rate	Adults	78	87.5
	Dislocated Workers	90	89.5
	Older Youth	73	90
	Younger Youth	57	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	4,476
	Dislocated Workers	80	80.7
	Older Youth (\$)	2,750	1,029
Credential / Diploma Rate	Adults	53	33.3
	Dislocated Workers	58	67.5
	Older Youth	56	81.3
	Younger Youth	59	60
Skill Attainment Rate	Younger Youth	72	72
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3.	15	13

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Central Iowa Employment & Training Consortium Region 11	Total Participants Served	Adults	39
		Dislocated Workers	161
		Older Youth	23
		Younger Youth	69
	Total Exiters	Adults	29
		Dislocated Workers	109
		Older Youth	16
		Younger Youth	51

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	71
	Employers	70	74
Entered Employment Rate	Adults	72	86.7
	Dislocated Workers	80	81.6
	Older Youth	76	73.7
Retention Rate	Adults	83	88.4
	Dislocated Workers	89	91.6
	Older Youth	82	84.2
	Younger Youth	57	81.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	3,404
	Dislocated Workers	94	89.3
	Older Youth (\$)	3,000	4,980
Credential / Diploma Rate	Adults	53	71.8
	Dislocated Workers	58	50
	Older Youth	50	44
	Younger Youth	58	78.6
Skill Attainment Rate	Younger Youth	72	59.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6		11

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Council of Governments Region 8	Total Participants Served	Adults	18
		Dislocated Workers	36
		Older Youth	7
		Younger Youth	4
	Total Exiters	Adults	6
		Dislocated Workers	19
		Older Youth	2
		Younger Youth	2

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	92
	Employers	70	76
Entered Employment Rate	Adults	73	100
	Dislocated Workers	80	93.3
	Older Youth	69	100
Retention Rate	Adults	80	100
	Dislocated Workers	89	94.4
	Older Youth	79	75
	Younger Youth	57	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,200	5,776
	Dislocated Workers	90	78.2
	Older Youth (\$)	3,000	5,148
Credential / Diploma Rate	Adults	53	75
	Dislocated Workers	58	71.4
	Older Youth	53	66.7
	Younger Youth	58	50
Skill Attainment Rate	Younger Youth	72	60
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	13	13

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Eastern Iowa Community College 9	Total Participants Served	Adults	80
		Dislocated Workers	335
		Older Youth	7
		Younger Youth	4
	Total Exiters	Adults	74
		Dislocated Workers	146
		Older Youth	37
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	74
	Employers	70	80
Entered Employment Rate	Adults	72	87.7
	Dislocated Workers	83	87.9
	Older Youth	69	89.5
Retention Rate	Adults	80	88.9
	Dislocated Workers	89	96
	Older Youth	79	87.5
	Younger Youth	57	72
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,813
	Dislocated Workers	90	100.5
	Older Youth (\$)	2,750	3,450
Credential / Diploma Rate	Adults	53	60
	Dislocated Workers	58	58.5
	Older Youth	48	70.6
	Younger Youth	56	66.7
Skill Attainment Rate	Younger Youth	72	71.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	16	16

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Hawkeye Community College Workforce Development	Total Participants Served	Adults	78
		Dislocated Workers	89
		Older Youth	28
		Younger Youth	44
	Total Exiters	Adults	41
		Dislocated Workers	62
		Older Youth	13
		Younger Youth	16

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	78
	Employers	70	71
Entered Employment Rate	Adults	73	83.3
	Dislocated Workers	83	93
	Older Youth	70	80
Retention Rate	Adults	80	95.3
	Dislocated Workers	89	97.6
	Older Youth	79	83.3
	Younger Youth	57	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	4,497
	Dislocated Workers	90	122.2
	Older Youth (\$)	3,000	4,626
Credential / Diploma Rate	Adults	53	72.4
	Dislocated Workers	58	83.3
	Older Youth	53	42.9
	Younger Youth	58	100
Skill Attainment Rate	Younger Youth	72	77.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	16

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Indian Hills Workforce Development 15	Total Participants Served	Adults	102
		Dislocated Workers	107
		Older Youth	16
		Younger Youth	42
	Total Exiters	Adults	38
		Dislocated Workers	34
		Older Youth	8
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	66
	Employers	70	78
Entered Employment Rate	Adults	72	88.2
	Dislocated Workers	80	80.5
	Older Youth	75	100
Retention Rate	Adults	80	82.8
	Dislocated Workers	89	94.3
	Older Youth	79	75
	Younger Youth	57	56.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	3,439
	Dislocated Workers	92	81.5
	Older Youth (\$)	3,000	13,096
Credential / Diploma Rate	Adults	53	65.6
	Dislocated Workers	62	54.5
	Older Youth	55	80
	Younger Youth	58	85
Skill Attainment Rate	Younger Youth	72	72
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	1	11

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Iowa Valley Employment and Training 6	Total Participants Served	Adults	27
		Dislocated Workers	58
		Older Youth	4
		Younger Youth	5
	Total Exiters	Adults	15
		Dislocated Workers	16
		Older Youth	4
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	78
	Employers	70	81
Entered Employment Rate	Adults	75	92.9
	Dislocated Workers	78	97
	Older Youth	68	100
Retention Rate	Adults	84	87.5
	Dislocated Workers	88	94.4
	Older Youth	79	100
	Younger Youth	58	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	6,424
	Dislocated Workers	90	102
	Older Youth (\$)	2,800	7,534
Credential / Diploma Rate	Adults	53	83.3
	Dislocated Workers	62	80
	Older Youth	53	66.7
	Younger Youth	60	100
Skill Attainment Rate	Younger Youth	72	71.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	16

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Iowa Western Workforce Development Region 13	Total Participants Served	Adults	69
		Dislocated Workers	90
		Older Youth	22
		Younger Youth	26
	Total Exiters	Adults	32
		Dislocated Workers	57
		Older Youth	11
		Younger Youth	12

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	76
	Employers	70	76
Entered Employment Rate	Adults	72	86.7
	Dislocated Workers	80	96.7
	Older Youth	70	81.8
Retention Rate	Adults	82	100
	Dislocated Workers	89	94.9
	Older Youth	79	100
	Younger Youth	57	88.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	4,517
	Dislocated Workers	90	93.3
	Older Youth (\$)	3,000	1,858
Credential / Diploma Rate	Adults	53	70.4
	Dislocated Workers	58	78.6
	Older Youth	45	66.7
	Younger Youth	58	81.8
Skill Attainment Rate	Younger Youth	72	95
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1		16

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Iowa Workforce Development Region 10	Total Participants Served	Adults	143
		Dislocated Workers	351
		Older Youth	39
		Younger Youth	79
	Total Exiters	Adults	111
		Dislocated Workers	214
		Older Youth	16
		Younger Youth	51

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	74
	Employers	70	75
Entered Employment Rate	Adults	72	79.7
	Dislocated Workers	80	88.1
	Older Youth	68	75
Retention Rate	Adults	80	94.4
	Dislocated Workers	90	89.5
	Older Youth	79	54.4
	Younger Youth	57	73.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	461
	Dislocated Workers	88	78.1
	Older Youth (\$)	2,800	2,964
Credential / Diploma Rate	Adults	53	51.5
	Dislocated Workers	60	62.1
	Older Youth	50	47.1
	Younger Youth	58	88.9
Skill Attainment Rate	Younger Youth	72	56
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	7		10

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Iowa Workforce Development Region 14	Total Participants Served	Adults	34
		Dislocated Workers	114
		Older Youth	12
		Younger Youth	14
	Total Exiters	Adults	24
		Dislocated Workers	59
		Older Youth	15
		Younger Youth	4

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	82
	Employers	70	74
Entered Employment Rate	Adults	75	80.8
	Dislocated Workers	80	93.3
	Older Youth	73	100
Retention Rate	Adults	82	85.7
	Dislocated Workers	90	97.8
	Older Youth	80	100
	Younger Youth	100	57.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	-1,264
	Dislocated Workers	92	83.2
	Older Youth (\$)	3,000	9,030
Credential / Diploma Rate	Adults	56	37.5
	Dislocated Workers	58	47.6
	Older Youth	55	63.6
	Younger Youth	58	100
Skill Attainment Rate	Younger Youth	72	70
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	1	10

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Iowa Workforce Development Region 2	Total Participants Served	Adults	26
		Dislocated Workers	50
		Older Youth	7
		Younger Youth	4
	Total Exiters	Adults	8
		Dislocated Workers	26
		Older Youth	6
		Younger Youth	8

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	85	
	Employers	70	74	
Entered Employment Rate	Adults	75	83.3	
	Dislocated Workers	83	92.3	
	Older Youth	75	0	
Retention Rate	Adults	80	100	
	Dislocated Workers	89	91.4	
	Older Youth	82	100	
	Younger Youth	57	75	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,300	4,250	
	Dislocated Workers	88	91.1	
	Older Youth (\$)	3,000	13,430	
Credential / Diploma Rate	Adults	53	85.7	
	Dislocated Workers	58	65	
	Older Youth	53	100	
	Younger Youth	58	100	
Skill Attainment Rate	Younger Youth	72	81	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2		15

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Upper Exploreland Workforce Board Region 1	Total Participants Served	Adults	101
		Dislocated Workers	480
		Older Youth	44
		Younger Youth	65
	Total Exiters	Adults	52
		Dislocated Workers	184
		Older Youth	20
		Younger Youth	26

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	78
	Employers	70	77
Entered Employment Rate	Adults	74	83.3
	Dislocated Workers	80	83.7
	Older Youth	68	69.2
Retention Rate	Adults	80	87.5
	Dislocated Workers	90	94.2
	Older Youth	79	75
	Younger Youth	57	83.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	5,080
	Dislocated Workers	92	88.7
	Older Youth (\$)	3,000	5,207
Credential / Diploma Rate	Adults	53	66.7
	Dislocated Workers	58	67.1
	Older Youth	54	43.8
	Younger Youth	58	85
Skill Attainment Rate	Younger Youth	72	77.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		3	14

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Western Iowa Tech Community College Region 12	Total Participants Served	Adults	81
		Dislocated Workers	127
		Older Youth	28
		Younger Youth	20
	Total Exiters	Adults	33
		Dislocated Workers	67
		Older Youth	16
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	85
	Employers	70	75
Entered Employment Rate	Adults	72	87.1
	Dislocated Workers	80	90.8
	Older Youth	69	66.7
Retention Rate	Adults	80	93.8
	Dislocated Workers	90	94.7
	Older Youth	79	100
	Younger Youth	57	89.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,700	188
	Dislocated Workers	84	103
	Older Youth (\$)	3,000	2,657
Credential / Diploma Rate	Adults	53	68.4
	Dislocated Workers	58	81.5
	Older Youth	53	59.1
	Younger Youth	58	52.6
Skill Attainment Rate	Younger Youth	72	57.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		5	12

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Investment Board Region 5	Total Participants Served	Adults	17
		Dislocated Workers	76
		Older Youth	9
		Younger Youth	15
	Total Exiters	Adults	12
		Dislocated Workers	54
		Older Youth	5
		Younger Youth	4

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	86	
	Employers	70	71	
Entered Employment Rate	Adults	72	87.5	
	Dislocated Workers	81	88.5	
	Older Youth	70	100	
Retention Rate	Adults	80	80	
	Dislocated Workers	89	97.9	
	Older Youth	79	0	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,200	6,225	
	Dislocated Workers	88	87.1	
	Older Youth (\$)	3,000	0	
Credential / Diploma Rate	Adults	53	100	
	Dislocated Workers	58	77.8	
	Older Youth	53	100	
	Younger Youth	85	66.7	
Skill Attainment Rate	Younger Youth	72	91.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	12

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: NW Iowa Planning Region 3&4-1	Total Participants Served	Adults	11
		Dislocated Workers	28
		Older Youth	13
		Younger Youth	37
	Total Exiters	Adults	10
		Dislocated Workers	21
		Older Youth	6
		Younger Youth	8

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	70	75
Entered Employment Rate	Adults	72	100
	Dislocated Workers	77	100
	Older Youth	68	100
Retention Rate	Adults	80	75
	Dislocated Workers	89	100
	Older Youth	79	100
	Younger Youth	57	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	7,790
	Dislocated Workers	90	82.6
	Older Youth (\$)	3,000	3,394
Credential / Diploma Rate	Adults	53	70
	Dislocated Workers	58	77.3
	Older Youth	53	80
	Younger Youth	58	100
Skill Attainment Rate	Younger Youth	72	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		2	15

WIA Annual Report Data

State Name: IA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: NW Iowa Planning Region 3&4-2	Total Participants Served	Adults	10
		Dislocated Workers	25
		Older Youth	3
		Younger Youth	17
	Total Exiters	Adults	5
		Dislocated Workers	14
		Older Youth	2
		Younger Youth	4

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	67
	Employers	70	83
Entered Employment Rate	Adults	72	50
	Dislocated Workers	80	81.8
	Older Youth	69.5	0
Retention Rate	Adults	80	50
	Dislocated Workers	88	75
	Older Youth	79	100
	Younger Youth	57	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	4,027
	Dislocated Workers	90	80.8
	Older Youth (\$)	3,000	1,221
Credential / Diploma Rate	Adults	53	50
	Dislocated Workers	58	70
	Older Youth	52	50
	Younger Youth	58	100
Skill Attainment Rate	Younger Youth	72	86.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	8		8