

IOWA



WIA ANNUAL REPORT

PROGRAM YEAR 2008

The Iowa Workforce Development Board

October 1, 2009

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Iowa Workforce Development Board voting members include:

Employer Representatives:

- Kimberline Ingram, Wells Fargo Bank, Des Moines
- Norma Schmoker, Founder and former owner of Quality Plus/Essar, Inc., Fort Dodge
- Kenneth Anderson, Marshalltown Area Chamber of Commerce
- Dee Vanderhoef, Iowa City

Employee Representatives:

- Ken Sagar, Iowa Federation of Labor, AFL-CIO, Des Moines (Statewide labor organization representative)
- Roger Grobstich - Hiawatha, Retail, Wholesale & Department Store Union-United Food & Commercial Union RWDSU-UFCW (Statewide labor organization representative)
- Deborah Groene, IUPAT District Council 81 (Worker Training Program Representative)
- Jerome Amos, Jr., United Auto Workers Union (UAW), John Deere Waterloo Works (Labor Management Council Representative)

Non-Profit Workforce Development Organization Representative:

- Jean Logan, Community Action Agency of Siouxland, Sioux City

Ex-officio Non-voting Members:

- Nancy Williams, American Institute of Business, Des Moines
- Christy Twait - University of Northern Iowa, Cedar Falls
- Greg Lewis, American Federation of State, County and Municipal Employees, Des Moines
- Steve Ovel, Kirkwood Community College, Cedar Rapids
- Senator William Dotzler, Waterloo
- Representative David Jacoby, Coralville
- Representative Lance Horbach, Tama
- Senator Petricia Ward, West Des Moines
- Representative Lance J. Horbach
- Roger Utman – Iowa Department of Education
- Gail Kotval – Iowa Department of Economic Development
- Steve Wooderson – Iowa Vocational Rehabilitation Services
- Greer Sisson - U. S. Department of Labor/Office of Apprenticeship

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

The U.S. economy officially entered into a recession in December 2007, which was rooted in housing, but quickly spread to the financial sector. Iowa's economy remained somewhat protected from the effects of the recession during the earlier months of 2008 due to the state's strong agricultural sector and increasing exports. However, now that the statewide economy is firmly entrenched in the recession, the job outlook for 2009 and 2010 remains weak. High unemployment, coupled with dim re-employment prospects, will be a significant drag on consumer spending for at least another year.

A chain of natural disasters took a substantial toll on the Iowa economy in 2008. Severe flooding covered 1,300 city blocks in Cedar Rapids, causing heavy damages to businesses, homes, and public buildings. In Parkersburg, Iowa, an EF5 tornado destroyed about one-third of the town. Total damages from these events have been estimated at \$8 billion to \$10 billion. The 85 Iowa counties that were designated as presidential disaster areas became eligible for Federal Emergency Management Agency (FEMA) assistance.

Iowa's 2008 unemployment rate averaged 4.1 percent, which was considerably lower than the U.S. equivalent of 5.8 percent. Heavy layoffs in the construction and manufacturing sectors pushed the state's male unemployment rate to 4.3 percent in 2008 from 3.6 percent in 2007. Layoffs in general had intensified by fourth quarter 2008, which was reflected in Unemployment Insurance (UI) data for the period. Weeks compensated under the regular UI program for fourth quarter 2008 were 73 percent above the level reported for fourth quarter 2007.

While the U.S. economy shed jobs monthly throughout 2008, Iowa first started losing jobs from the same month one year ago with the release of the October 2008 data. Soon after the June floods, the state began to experience a steady wave of recession-related layoffs that continued for the remainder of the year. Overall, Iowa's nonfarm employment increased by a weak 3,900 jobs in 2008. Durable goods manufacturing posted the largest job loss at 2,700. Meanwhile, education and health services increased by 3,500; and government added 3,000.

The Iowa Business Council is a nonprofit, nonpartisan, self-funded organization whose 23 members are the top executives of 19 of the largest businesses in the state, the three Regent university presidents, and Iowa's largest banking association. On March 2, 2009, the Iowa Business Council (IBC) released the

results of its most recent Economic Outlook Survey, which was completed by 19 of its corporate members. The survey gauged the economic outlook for the next six months based on sales, capital spending, and employment. Based on these factors, the Overall Economic Outlook Survey Index (OSI) had fallen to 35.3, eight points lower than the 2008Q4 Overall OSI of 43.3 reported in December 2008, and 31 points lower than the Overall OSI of 66.3 reported for 2008Q1. •

According to 2008 population estimates from the U.S. Census Bureau, Iowa's population reached three million for the first time last year. During the current decade, the state's population growth has clustered around the metropolitan areas. As a result, nearly half of the state's residents live in just ten counties. During the period from 1900 to 2000, Iowa's population grew by a slight 31.1 percent, while the U.S. population more than doubled in size.

Public school enrollment trends can tell us a great deal about Iowa and its counties, and how they are faring in the competition for young workers and their families. On net, the state's population of school-aged children, as measured by enrollment, has declined by 1.7 percent during the last decade. In general, Iowa's metropolitan areas have been more successful in attracting families with children than those areas located outside of metro areas.

In 2008, Iowa had a total personal income of \$110.1 billion, which was up 5.7 percent from 2007, and ranked 29th in the nation. Personal income growth slowed in all states last year with the exception of Alaska. Earnings accounted for slightly over 68 percent of Iowa's personal income in 2008, while investment income and transfer payments accounted for fairly equal portions of the balance. Iowa's per capita personal income for 2008 was \$36,680, which represented 92.3 percent of the national average of \$39,751. 3

The high cost to businesses of losing employees has long been recognized. Direct costs to companies include recruitment, selection, and the training of new staff. There are indirect costs related to the distribution of the workload and overtime pay for current staff. Turnover rates for Iowa's industry sectors show that the administrative support and accommodations and food services sectors reported the highest turnover rates, both in 2000 and 2008. The data showed only slight differences in turnover between males and females, but there were dramatic differences in turnover based on age. The turnover rate for workers, age 14-18, averaged 23.2 percent for the time period 2000-2008, while the rate for workers, age 55-64, was 5.7 percent.

The Science, Technology, Engineering, and Mathematical (STEM) occupations employ about 139,000 people in Iowa, and are growing faster than all occupations. The STEM occupations reside in highly innovative fields, and act as economic catalysts. The current set of long-term occupational projections shows that one in eight new jobs will be STEM-related between 2006 and 2016, and six of ten new STEM jobs will be in health.

The Statewide Laborshed Analysis is based on responses received from 6,000 Iowans who responded to a statewide survey conducted between January 2008 and December 2008. The results of the survey showed that 83.1 percent of the respondents identified themselves as being employed at the time they were contacted. Over one-tenth (12.6%) of those who were employed, indicated that they were willing to change employment. The wage threshold of employed residents who expressed a willingness to change employment was estimated to be \$14.25 to \$15.00 per hour regardless of industry. Salaried employees willing to change employment had a threshold of \$55,000 to \$60,000 per year.

Overview of Events

During the spring and early summer of 2008, Iowa's economy was attacked from two fronts—the national recession that was steadily gaining a foothold in the state, and a string of natural disasters that left behind billions of dollars in damage. The last time that a natural disaster had dealt such a heavy blow to Iowa was in 1993, when massive flooding affected every county in the state. Although damages are still being assessed, the destruction from last summer's flooding and tornadoes has been estimated at \$8 billion to \$10 billion. The chain of natural disasters began on Sunday, May 25, 2008, when an EF5 tornado swept through Parkersburg, wiping out about one-third of the town. The tornado spared Parkersburg's Main Street, but damaged or destroyed several hundred homes, 21 businesses, the high school, city hall, and the town's only grocery store and gas station. Homes were also flattened in nearby Dunkerton and New Hartford. A total of nine lives were lost—seven in Parkersburg and two in New Hartford. The Parkersburg tornado proved to be the deadliest in Iowa since May 15, 1968, when a tornado struck Charles City and killed 13 people. Just a couple of weeks later, an EF3 tornado struck the Little Sioux Boy Scout Camp in the Loess Hills in Monona County, claiming the lives of four Boy Scouts and injuring over 40 other individuals.

In late May and early June of 2008, Iowa experienced a continuous sequence of storms that dumped over 16 inches of precipitation on some parts of the state. Streams throughout Iowa were at record flood levels, and the 100-year and 500-

year flood levels were exceeded in many parts of the state. Statewide, nine Iowa rivers crested at record levels. Storms caused 85 of the state's 99 counties to be declared Presidential Disaster Areas. Entire towns were covered in water, including Palo, northwest of Cedar Rapids, and Oakville, in southeast Iowa. Cedar Rapids, Iowa's second-largest city incurred the most damage from the flooding, as water from the Cedar River covered 1,300 city blocks and damaged 832 businesses and 3,984 residences. City Hall, the Linn County jail, the fire department, the public library's collection and 3,900 homes were all under water. Officials at Mercy Medical Center in Cedar Rapids, fearing the loss of power, sent 176 patients to other facilities. In historic Czech Village, many businesses were inundated by water and forced to close. Normal production activity at several of the city's manufacturing plants was also disrupted. Quaker Oats, well known as the world's largest cereal factory, was shut down and surrounded by water due to the flooding. The University of Iowa in Iowa City sustained \$743 million in damage from the flooded Iowa River, which splits the campus. On Saturday, June 14, more than 2,000 volunteers were on campus to make a last push against the flood waters. The Iowa River crested at 31.5 feet on Sunday, June 15, resulting in massive damage to the campus. An assessment of the flood damage determined that 20 major buildings on the UI campus had been affected, including the Art Building East and the 36-year-old Hancher Auditorium. After reimbursement through flood insurance and the Federal Emergency Management Agency (FEMA), the university will have to absorb about \$185 million of the damages.

Of the 99 counties in Iowa, a total of 86 counties were governor-declared disaster areas, and 85 were presidential-declared disaster areas. The 85 counties that had received presidential disaster declarations became eligible for Federal Emergency Management Agency assistance. The governor-declared disaster areas included roughly 45,000 square miles and nearly 700 cities across the state. The flooding exceeded the level experienced in 1993

Timeline of Events

- **May 25, 2008** – EF5 tornado strikes Parkersburg, and destroys about one-third of the town.
- **June 6** – The Iowa Homeland Security and Emergency Management Division issued a warning that flooding of the same magnitude of 1993 was possible.
- **June 8** – Flooding was occurring in the northern part of the state. The Winnebago River crested at 18.75 feet in Mason City.
- **June 9** – The Upper Iowa River was breached at Decorah, and parts of the city were flooded.

- **June 11** – The Little Sioux Boy Scout Camp, located in the Loess Hills in Monona County, was struck by an EF3 tornado. Four Boy Scouts were killed, and 48 other individuals were injured.
- **June 11** – The entire town of Palo in Linn County was ordered to evacuate.
- **June 13** – The Cedar River crested at 31.1 feet in Cedar Rapids, almost 20 feet above flood stage.
- **June 14** – A levee breach occurred at Sixth and New York Streets in Des Moines (Polk County). Another levee breach occurred in the Lagoon area of Des Moines.
- **June 15** – The Iowa River crested at 31.5 feet, and Coralville Lake crested at 716.97 feet above sea level. A levee breach also occurred in Oakville (Louisa County).
- **June 21** – The Cedar River dropped below the 12-foot flood stage in Cedar Rapids for the first time since June 2.
- **June 27** – Governor Culver signed Executive Order No. 7, creating the Rebuild Iowa Office, Rebuild Iowa Advisory Commission, and nine Rebuild Iowa Task Forces to coordinate recovery efforts for the state.

Assessing the Damage

Natural disasters impact a community's well-being in two basic ways. First, the floods and tornadoes of 2008 destroyed what had been produced in the past, such as homes, businesses, public infrastructure, property, crops and livestock, and even human lives. Secondly, normal business activity was disrupted, which caused lost inventory, sales, productivity, profits and also lost wages for thousands of workers. In the case of Iowa, it also undermined a state economy that was already beginning to suffer from the effects of a national recession. Communities' public services were also affected by the flooding. Cities and towns around the state had to restore supplies of safe drinking water, repair roads and bridges, restore public lights, oversee clean-up activity, and haul away tons of debris. For the City of Cedar Rapids alone, about 81,000 tons of debris was collected and removed to landfills at an estimated cost of \$1.7 million. Since property taxes and local taxes will decline significantly in the flooded areas, the recovery effort will rely primarily on the availability of federal and state disaster assistance funds, along with funds borrowed from various financial institutions.

In response to the tornados and flood, Iowa Workforce Development received a \$17,127,000 National Emergency Grant from the U.S. Department of Labor to administer an Emergency Public Jobs program. A second increment of \$11,646,300 was awarded to the State to continue the project. The grant specifically targets individuals, whose employment was affected by the disasters,

providing them an opportunity to work at rebuilding the state. Individuals are hired for a maximum of 1,040 hours to work on clean-up and restoration projects. They are also provided with additional services, such as support services, job search assistance, and post-secondary training opportunities. As of June 30, 2009, over 1522 individuals have participated in the program. However, new workers are being added weekly as the scope of the destruction becomes more apparent. The program became effective on May 27, 2008 and will run through June 30, 2010. Today, local, state and federal agencies are still working together to provide Iowans with resources to assist them as they continue to rebuild their lives.

Assistance Provided by Iowa Workforce Development

Regular unemployment insurance (UI) as well as Disaster Unemployment Assistance (DUA) was provided to thousands of Iowans as a direct result of the 2008 natural disasters. Under the regular UI program, a total of 7,977 claimants indicated that at least one week of their period of unemployment had been related to the disasters.

Claimants

Of the group receiving regular unemployment insurance, close to 2,000 had also experienced a spell of unemployment that was tied to the deteriorating economic conditions. About 45 percent of the claimants had been employed in manufacturing, the sector of the Iowa economy that was hit hardest by both the disasters and the recession. Disaster Unemployment Assistance provided financial assistance to individuals whose employment or self-employment had been lost as the result of the tornadoes or flooding. The 2,282 Iowans who were eligible for the program consisted primarily of farmers, self-employed workers, and other individuals who were determined ineligible for regular state unemployment insurance. Total compensation for these individuals amounted to \$6,598,919.

Economic Benefit of Reconstruction Efforts

If 2008 mirrors Iowa's experience after the 1993 flooding, economic data for the state should show a short-term burst in economic activity following last year's disasters. However, the gains from rebuilding and restorative work will be short-term, highly localized, and concentrated within specific industrial categories. Typically, rebuilding merely replaces lost capital stock, but does not exceed what would have been produced without the disaster. As homes and businesses are rebuilt or restored and infrastructure projects get underway, related sectors of the

economy stand to benefit. To determine the impact of the 2008 floods on retail sales, the Iowa Department of Revenue conducted a preliminary analysis that compared changes in taxable sales between second and third quarters of 2008 and between third quarter 2007 and third quarter 2008. The flood impact study focused on 57 business types that included construction contractors, traditional retailers, bars, restaurants, and lodging facilities. These businesses accounted for between 64 percent and 66 percent of total taxable sales during the three quarters analyzed. The five types of businesses that experienced the greatest increase in taxable sales statewide from the second quarter 2008 to the third quarter 2008 were home centers (\$39.3 million), hotels and other lodging places (\$32.8 million), gas stations and convenience stores (\$20.2 million), plumbing, heating, and air conditioning contractors (\$17.8 million), and general contractors (\$17.1 million).

Conclusion

After lengthy deliberation and careful planning, the 2008 disasters spurred a new vision for Iowa's future. The Iowa Legislature recently approved bills to enact all 12 recommendations of the Rebuild Iowa Advisory Commission that will help the state rebound from last year's flooding and tornadoes, and put strategies in place for disaster prevention. The bills include direct financial aid for individual homeowners and businesses, and the rebuilding of roads, bridges, and public buildings. Individual households will be able to obtain up to \$2,500 for needs that have not been met by other programs. In addition, an appropriation of \$24 million has been made to the Iowa Finance Authority for a "Jumpstart" housing program that assists homeowners in refurbishing or replacing flood-damaged homes. The legislation also allows greater flexibility for state and local governments in spending disaster-related funds. To help develop models for flood forecasting and flood plain mapping, a flood center will be established at the University of Iowa. Money has also been appropriated for the Department of Natural Resources to support the flood plain management mapping process. All of these measures will ensure that Iowa will be prepared for its next major natural disaster; however, they cannot fully compensate for the tangible and intangible losses suffered by individuals, businesses, and public institutions. (From "Iowa Workforce and the Economy 2009" – Labor Market and Workforce Information Division)

II. Iowa Workforce Development Board Activities

The State Workforce Development Board has been involved in a number of activities including:

- The State Workforce Board reviewed and approved the Iowa Workforce Development Budget annually that is submitted to the State Legislature.
- The Board continued to act as the Region 11 local Board. This includes reviewing and meeting on subjects that need come before a Regional Workforce Board, including the local budget, the Customer Service Plan, Individual Training Accounts and approval of Service Providers.
- The Board conducted a joint meeting with the Iowa Department of Education Board.
- The Board financially supported the 2008 statewide Workforce Conference.
- The Board conducted an on-site visit and meeting at the University of Northern Iowa. The Board also conducted an on-site visit and tour at the Denison Job Corps Center.
- The Board reviewed and approved the Labor Market Information One-Stop Grant.
- The Board reviewed and approved Iowa Workforce Development's legislative agenda.
- The Board supported, by a motion, the hiring of additional staff to provide services needed as the number of unemployed individuals has increased.
- The State Legislature added four new members to the Board to expand the knowledge and networking of the Board from the Office of Apprenticeship, and the Iowa Departments of Economic Development, Education and Vocational Rehabilitation.
- Members participated in the Workforce Innovation Committee on implementing Iowa HF 2699 to better coordinate services, integrate training and workforce programs, and improve the effectiveness of a regional workforce system.
- The Board has been involved in the Iowa ARRA funds and has heard presentations on available grant funding.

- The Board has heard presentations from WIA Directors on local programming from a variety of regions, the Iowa Internship Program and entrepreneur programs in Iowa.

III. Supporting Economic Development

Employers' Councils of Iowa (ECIs) are located throughout the state and are composed of groups of employers who work in partnership with IWD staff to meet the workforce needs of employers. ECIs have been active in Iowa since the early 1980's. ECIs 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 19 local councils support the mission of ECI by conducting regular meetings, lunch and learn events, seminars, conferences, job fairs, legislative sessions and other programs that assist employers. Some of the ECIs have broadened their mission to include scholarship awards, computer purchases, professional memberships, and items needed by job seekers. Membership in ECI is free and open to all Iowa employers.

The State ECI meets quarterly and is composed of representative from the local ECI chapters. The State ECI financially supported the Iowa Workforce Development Workforce Conference held in October 2008, the Risky Business Conference for Youth held in 2008 and 2009, and two IWD staff Youth Safety Training workshops. Many Employers' Council of Iowa workshops/seminars are now offering HRCI credit for Human Resource professionals to assist in their credentialing. Ninety-five local ECI programs have received HRCI accreditation since March 2008.

The special role of the State ECI is to help gather and disseminate information about the activities of the local councils. Some of the recent topics that have been addressed by ECIs include:

- ✓ Employment Law
- ✓ Diversity in the Workplace
- ✓ ADA and FMLA Compliance
- ✓ Workers' Compensation
- ✓ Employer Support for the Guard and Reserve
- ✓ Worker Opportunity Tax Credit (WOTC)
- ✓ Immigration and Homeland Security
- ✓ Civil Rights and Workplace Harassment

- ✓ Learning About the Unemployment System
- ✓ Legislative Networking Meetings
- ✓ Discipline on the Job
- ✓ Tax Redesign
- ✓ The Talent Crunch
- ✓ Designing Job Descriptions and Employee Handbooks
- ✓ Time Management
- ✓ Employee Misclassification
- ✓ OSHA 10-Hour Safety Training
- ✓ Lay-Off Aversion Project
- ✓ Registered Apprenticeships
- ✓ Iowa Drug & Alcohol Testing Laws
- ✓ Hiring & Retaining Persons with Disabilities
- ✓ Benefits of a Good Wellness Program

IV. Workforce Initiatives

During program year 2008, despite the disasters, many new initiatives were put in place.

A. Iowa's Early Warning System and Layoff Aversion Project...*A Getting Ahead of the Curve Demonstration Project*

Iowa is one of two states in the country to receive funding for a new demonstration project from the US Department of Labor, Employment and Training Administration in July 2008. The project is for approximately \$1.99 million and extends through September 30, 2011.

Layoff Aversion involves a continuum of services: 1) assisting communities in better assisting employers in preventing layoffs and enhancing the value of workers in their current jobs; 2) working with employers to avert or minimize layoffs by assisting them in accessing funding, services and other appropriate resources through public agencies; and 3) assisting those workers who have been laid off by *shortening* the length of time before they start working their next job.

The grant project has three main goals:

1. To develop an “early warning system” for tracking declining industries and businesses in Iowa that is replicable in other workforce agencies and is sustainable beyond the grant funding of 2011.

2. To enhance the value of Iowa's workers in their current jobs while positioning them to acquire the skills upgrading necessary for global competitiveness of Iowa's businesses and industries.
3. To develop a regional system of community partners including state and local government, economic development and businesses, community health and social service organizations and faith-based communities to strategically deploy regional assets to support industry transformation and workers to ensure successful transitions into new occupations and industries.

During this program year, the Layoff Aversion Project has focused on marketing the project through community-based presentations and the development of the project brochure, fact sheet and website. Over 350 individuals involved in the state's Regional Workforce Investment Boards, chamber of commerce, economic development regions, service organizations, and employers' councils have been invited to get involved in the project during a simple "sales" presentation.

The project is contracting with Angelou Economics for the development of the statewide comprehensive asset map utilizing US DOL ETA's model, *Illuminate*. In addition to ensuring that Iowa's Regional Innovation Grantees data is populated into the statewide comprehensive asset map, Angelou Economics will be ensuring that data from a host of statewide, regional and community resources is included in the comprehensive asset map.

In addition to the asset map contract, Iowa is contracting with the University of Northern Iowa's Institute for Decision Making in the development of a Community Resource Manual that contains a series of checklists that community leaders can utilize in the event of the first notice of a layoff in their community. Similar to Iowa's Rapid Response coordination that works to impact individual workers at the onset of a layoff, this manual will assist the community in ensuring that early intervention plans are implemented to lessen the impact on the community's economic system.

The third contract is being provided to the Iowa Association of Business and Industry and the University of Iowa's Strategic Marketing Services and Regional Business Center. This collaborative project will develop Iowa's Peer-to-Peer Business Network including the ongoing development of Iowa's already successful entrepreneur's MyEntre.Net project.

These three deliverables, including the development of Iowa's Early Warning

System dashboard are the best practices identified by the project during the first year of the project. The Project Manager position is now in the process of being redesigned as a Workforce Program Coordinator and will include assisting Iowa's WIA team in the implementation and management of the state applications for National Emergency Grants, Regional Economic Impact Projects to ensure coordination among the Layoff Aversion Project's community organizing and impact on Iowa's regional economic development. In addition, this new position will also work with the Trade Act staff as best practices continue to be identified in the Early Warning System to prevent layoffs.

B. Integration – An Innovative Service Delivery Model

Iowa reached the one year anniversary of Iowa's One-Stop integration project. Designed to be responsive to House File 2699, Iowa's Integration model is driven by the following objectives:

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

The Integrated model allows the state to better use all workforce resources, both stimulus, regular WIA, Wagner-Peyser and State funds to serve an increased number of Iowans. Additionally, unemployed claimants are being immediately converted to job seekers and receiving services as such on their first visit to one of the workforce systems 55 field offices across the state.

This new model allows Iowa to meet the needs of a multitude of customers, from the Iowan in need of a new career to those in need of significant upskilling. The Integration model breaks customers in to three primary areas upon arrival to the system: employment express for those ready to begin looking for a new career immediately; skills development for those in need of intensive upskilling services and career development for those whose skill set is developed but need additional assistance with developing a career base.

Process improvement, functional supervision and management information are key elements in the integration of these services. "Co-

enrollment,” is a behind-the-scenes concern to ensure separate accountability for each program and relevant funding source. This is not a concern for the Workforce Center “member” who will only register once for services in the integrated Iowa One-Stop system.

On Friday, July 10th, the first Integrated Lab launched in Des Moines to great success. Customers can easily see the differences when they are greeted by a staff member and assisted with their needs in an efficient and friendly manner. The second lab launched on July 20, 2009 in Creston, IA. The Region 1- Dubuque, Iowa, Workforce Center will be launched September 16, Region 5-Ft. Dodge, October 28 and Region 13-Council Bluffs, October 29, 2009.

Following is a description of the Iowa Integrated Services Model:

The major objective of the demand-driven, skills-based integration model is to ensure that each customer knows his/her skills, has an opportunity and is encouraged to grow their skills; and gets the best job possible utilizing their skills.

A non-integrated system does not have a structured path to take a job seeker from the door of a workforce center (or web portal), through an assessment for eligible/needed services, to a connection for training opportunities, and finally connecting that job-seeker to a job. The current workforce system features a self-service process where the job-seeker must independently navigate the various partner systems. During the 100-Day Tour, it became clear that for most, if not all, job-seekers a self-service non-integrated system does not work.

This integrated system has the following three basic components:

- Integrated Customer Pool – The customers (including Unemployment Insurance claimants) will all be identified as job seekers. They will be routed through our offices to one of three service cohorts: career development, career advancement, or employment express.
- Integrated Customer Flow – All three cohorts of customers will flow through our workforce offices in the three stages, organized by “function” rather than “program”: membership services, skill development services, and employment services.

- Integrated Customer Service Teams – All partner members of the workforce system will contribute (as appropriate) to service delivery in teams correlated to the service areas. As a result, there will be a membership team, a skill development team, and an employment team in each office.

The Iowa Integration plan as required by the Legislature; however, it also serves as a testimony to the fortitude and stalwart effort that has been poured into this immense project by management and staff to bring the plan to fruition. As Iowa's workforce system continues to be integrated the plan will continue to be refined, identifying Best Practices and incorporating additional programs and processes as our workforce progresses into the 21st Century. There are still many hurdles remaining as the implementation process gains momentum. There are sure to be some false starts as the actual implementation begins – but there is conviction behind the actions of all the involved partners to make the plan a reality. There is a strong belief that this plan, once it is successfully implemented, could become a model for workforce system Integration nationwide.

Across Iowa, as across the US, significant changes in the economy, business operations, and the demographics and skills of the workforce are driving the public workforce system to change. These changes must occur in a dynamic environment that includes fluctuations in resources; new services and methods; shifting customers; customer needs; and accelerated skill requirements.

What is needed across Iowa is a sturdy yet flexible talent pipeline that meets the short- and long-term demands of the business community. For optimum success, the public workforce system must play a comprehensive role in assuring a relevant pipeline by:

- Aligning workforce services and resources to meet the needs of a skills-based economy;
- Optimizing and significantly improving the “return on investment” that funds multiple programs; and
- Ensuring customer access and participation, timeliness and responsiveness, and maximum coordination for skill development services.

House File 2699 directed the Iowa Workforce Development Board to develop a “statewide workforce innovation plan” to optimize the role of the public workforce system. In the development of that plan, the Legislature required:

- “Recommendations for coordinating the workforce delivery system in a more efficient, cost-effective manner while improving services for customers,
- Recommendations regarding the co-location and integration of all workforce and job training programs; and
- Recommendations for improving the effectiveness of the regional workforce system.”

In addition, it required establishment of at least one certified one-stop center in each of Iowa’s fifteen workforce regions by the year 2012. The following document presents Iowa’s Statewide Workforce Innovation Plan, a comprehensive initiative to improve services for both businesses and individuals across the state. The plan—and its already commenced first steps—has become known by one word: “Integration.” Put simply, Integration is (as the Legislature put it best) “coordinating the workforce delivery system in a more efficient, cost-effective manner while improving services for customers.”

The Goal: Demand-driven, Skill-Based Service Integration

While integration is a requirement of the Legislature, there are additional compelling reasons for this strategy. The partners of the workforce system continually cooperate and collaborate; however, they have not fully integrated their systems. This has led to inefficiencies that include duplication of process steps and administrative transactions that waste resources and customer and staff time; overlap and redundancies in services, and a focus on program operations – often at the expense of customer service.

These findings became readily evident to Director Buck and Deputy Director Walsh during their 100-Day Tour, which commenced after their appointments by the Governor in August 2007. The 100-Day Tour also uncovered another critical finding: the current service delivery model is not aligned with the needs of the business community. The 21st Century economy is increasingly becoming a *skills-based* economy. With freer movement of labor, a decrease in other barriers to employment, and less job

stability, workers must increasingly rely on their work skills as their capital when seeking employment.

The Process: Extensive Collaboration and Structured Development

The Iowa Integration model utilized “promising practices” from other states that have integrated services. With these “case studies” as a resource, an inclusive, participatory process was used -- among a wide range of partners, stakeholders and knowledgeable advisors -- to adopt a model customized to Iowa’s unique requirements, conditions and objectives.

The adoption of an Iowa Integration model was then complimented by development of an implementation process that, again, includes extensive collaboration and participation. On July 9, 2008, the Integration effort was launched through a day-long meeting with over 100 stakeholders. Those stakeholders provided input that IWD included in the integration plan and have begun to implement.

Within Integration, there are a few key elements necessary to having an optimal outcome. They are:

- Developing “Leadership Teams” to lead the process – The State Workforce Board is the party ultimately responsible for approving the direction of Integration. In addition, there is an “Advisory Board” made up of stakeholders, a “State Leadership Team” responsible for implementing Integration, “Regional Leadership Teams” responsible for implementing Integration in each local center; a “Destination Integration Team” comprised of Workforce Investment Act Directors, and finally our 15 Regional Workforce Investment Boards who oversee local workforce initiatives across the state;
- Organizational Structure – The structure is established by function and natural customer flow through unified process steps versus customers going to one “program” after another to register, have eligibility reviewed, provide repetitive data and receive similar assessment and planning services;
- Establishing uniform policies and procedures for implementation – The policies establish the principles and guidelines for implementing Integration statewide, and includes policies on the Integration model, functional descriptions for staff members, functional supervision and premises;

- Selecting test sites for implementation – Integration is being done at five pilot locations, or “Learning Labs,” before deploying the methodology statewide. Those pilot locations are Dubuque, Fort Dodge, Des Moines, Council Bluffs, and Creston;
- Establishing a Certification Process – The Certification process will ensure that all of the IowaWorks Centers throughout the state meet baseline criteria in order to be certified;
- Consistent, Shared Data - “I-Works,” will serve as a central repository for customer data, case notes, services plans, etc., and allow all partners to share data. This database is a critical element of ensuring the success of the Integration effort.
- Customer Flow - Standardizing the customer flow, and positioning staff in service areas to increase customer and staff interaction;
- Branding - All workforce partners as one identifiable brand “IowaWorks”; and,
- Co-locating all partner offices – While the co-location of all offices is a specific objective of HF2699, it is difficult to immediately implement because of existing leases. The result is that as leases expire, all non co-located offices will be co-located.

C. Upskilling Workers – Meeting 21st Century Employment Demands

As Iowa’s workforce continues to struggle within the economy, it has become apparent that a vast number of Iowans, both the unemployed and under-employed, need to upgrade their skill sets in order to survive and thrive in the 21st century economy. Iowa has launched a number of initiatives related to up skilling our workforce.

1. *Pell Grant Letter*

Iowa Workforce Development immediately took the direction provided by the Department of Labor and began contacting unemployed Iowans with information related to retraining opportunities. Information was provided on Pell Grants and other financial aid resources; One-Stop Center resources; maintaining UI benefits while in a retraining program and more. Iowa has witnessed a phenomenal success related to this initiative with an expanded level of interest across the state.

2. Elevate America

On July 15th, Iowa partnered with Microsoft to launch Elevate America in Iowa. Microsoft is providing 5,700 vouchers for free online learning classes to Iowa Workforce Development. IWD is targeting the vouchers to Iowans in need of increased computer skills. Additionally, Microsoft has provided their full curriculum of digital literacy training for use within IWD's 55 field offices across the state.

3. Extended Training Benefits

In March, Governor Culver signed a monumental Unemployment Insurance Modernization Bill. A component of the legislation provides individuals receiving unemployment insurance with the opportunity to receive an additional 26 weeks of benefits while they are enrolled in a department approved training program that leads to a career in a high-demand/high-growth occupation. While the program only went into effect on July 1st, the department has already received a significant number of requests to participate in the program. The community colleges across Iowa have also begun working with the department to reach out to unemployed Iowans and promote retraining programs in the local area.

4. National Career Readiness Certificate

Iowa Workforce Development has begun to pilot ACT's National Career Readiness Certificate, a WorkKeys program, in five regions. The NCRC program tests the comprehension level of an individual in "reading for information", "locating information", and applied mathematics". Individuals receive a certificate based on their level of understanding in a given area. The certificates can be presented to employers as another tool to demonstrate the skills a particular worker possesses.

5. Education and Business Sector Programs for Success

Iowa, Community Colleges, and other organizations are partnering to develop Sectors to appropriately link career paths with the appropriate training levels throughout the state. The overall program has four common goals:

- a. Create effective industry-specific strategic partnerships among business, education, training and human services to identify workforce challenges and develop common solutions for each sector.

- b. Deliver education and training programs in response to identified market needs through better utilization or modification of existing offerings or development of new curriculum and programs.
- c. Develop a virtual data collection system that identifies current and future employment and skill gaps to ensure real-time system adjustments.
- d. Implement innovative, unique initiatives that enhance existing efforts to attract and retain the necessary pool of qualified employees to meet market demand in the areas of:
 - a. Marketing and Communications Strategies
 - b. Labor Exchange Strategies and Tools
 - c. Recruiting Best Practices

D. Re-employment and Worker Profiling Services

Iowa has continued to offer Re-Employment Services (RES) in recent years even though no funding was available, no mandate to do so existed, and no goals were published. Workforce leadership encouraged regions to offer additional services to claimants who were at risk of long-term dependency on Unemployment Insurance benefits. However, we realized that other local priorities and low staffing levels would likely place RES services on the back burner.

This has changed due to the influx of ARRA funding. During the week of April 27, 2009, a team of workforce professionals participated in a five-day Kaizen process improvement session to redesign the Iowa Re-Employment Services model. The team consisted of staff from IWD administration, IT, LMI, Financial Management, Unemployment Insurance, WIA partners, and IWD field staff. Instead of waiting for a first payment for unemployment insurance, the model they developed will facilitate an intensive “same-day” engagement with employment and training services for all claimants that file in the one-stop center who no longer have a connection to the labor market. As well, the new system will invite all persons who file over the Internet to meet individually with staff in the one-stop within three weeks of filing.

Immediately following the filing of a claim, the new job seeker will receive (1) an orientation and explanation of the services available through the workforce center system, including information on “hot jobs” and other pertinent labor market information; (2) a skills assessment (we anticipate using Choices, O*Net, TORQ, Work Keys and others as identified/available to offer a menu of options); (3) the opportunity to develop a re-employment

plan with a counseling team comprised of both IWD and WIA staff: and (4) an appointment set for follow-up services (i.e. WIA eligibility, resume preparation, financial aid, etc).

This is a more proactive approach to re-engaging the claimant in the workforce by immediately providing them with Re-Employment Services – and not just taking their claim and pointing them to the resource center computer job banks. The system still holds the claimant accountable for participation. Although the claimant runs the risk of being disqualified for failure to cooperate by attending appointments and workshops, we believe early engagement in re-employment services will reduce the number of persons disqualified and reduce the period of time needed to return to work.

Iowa received \$2,329,002 in ARRA funds specifically for Re-Employment Services. The intent was to use a majority of those funds to hire a state-level administrator and this has been accomplished. To supplement staffing levels in our 15 regions, this will be accomplished by dedicating part of existing staff time to this initiative, or by hiring new Workforce Advisors. Our plan is to offer intensive RES services on-site in these offices: Dubuque, Mason City, Spencer, Fort Dodge, Marshalltown, Waterloo, Carroll, Cedar Rapids, Iowa City, Davenport (2), Des Moines (2), Sioux City, Council Bluffs, Creston, Ottumwa and Burlington. If there is a need, services will also be offered in itinerant locations. New assessment tools will be purchased to assist claimants in making informed career choices, as well as needed computer equipment for new staff.

Additionally, Iowa applied for and received Re-Employment and Eligibility Assessment (REA) funds to supplement the RES initiative. Iowa's proposal for a Reemployment and Eligibility Assessment Initiative is based on best practices of the 2005 pilots of REA projects in other states. It allows regional customization to meet the needs of local labor markets and the job seeking constituents and will become part of Iowa's Integration Policy for customer service.

Iowa broke down REA Treatment Groups into three cohorts:

1. REA Treatment Group for Intensive Assessment, which will provide referrals and corrective services to REA Treatment participants who are found to have multiple barriers to employment beyond the appropriate scope of this project or have become ineligible for the service.

2. REA Treatment Group for Job Search Skills, where intensive job counseling and knowledge of regional labor market information will be applied to job placement.
3. REA Treatment Group for In-Demand Occupations, for those who are job-ready but need direction in finding less obvious employment in emerging occupations and high growth or in-demand fields.

The pilot sites will be located in four One Stop Centers:

- The Des Moines Workforce One Stop
- The Creston Workforce One Stop
- The Cedar Rapids-Iowa City Metro corridor, (which has two Workforce One Stops which will be working in tandem)
- The Davenport Workforce One Stop

These offices will generate sufficient data to provide guidance for program changes as the field testing warrants. It is anticipated that the metrics generated from this pilot project will be sufficient to guide decision making for program expansion and will satisfy the USDOL/ETA's study requirements.

The start date for training in Iowa's REA Initiative will be July 6, 2009. The first participant call-in notices will be mailed on July 27th, 2009, and the first Orientation Session will take place on August 10, 2009. The target date for completion of 10,000 REA Assessments and appropriate counseling will be July 26, 2010.

All jobs available through Iowa Workforce Development's labor exchange system are listed through the state's job bank "Iowa Jobs". Iowa's web access is reviewed and evaluated to be disability friendly. The state of Iowa, through legislation over a year ago in Senate File 2699, is taking steps to improve customer service and access throughout the State through assurances that a "certified" integrated one-stop is available in each of the 15 regions throughout the state. The emphasis is not only on "co-location", but also "co-enrollment" into as many one-stop programs as possible internally, and in keeping the customer focus on service, rather than program. The reason that this development is significant is that the process is driven at the state and local levels to establish processes where all job seekers in the

center have the same access to all services and opportunities for which they are qualified, rather than in having access limited to those associated to the single program that they were affiliated with. The “system” will have a common customer pool in this model, with common and integrated services teams. Five of Iowa’s fifteen workforce regions are launching this new service model during the summer and fall of 2009.

Reporting and Case Management System

The Iowa Workforce reporting and case management system is undergoing major changes and realignments to meet the needs of the integrated service delivery model. IWorks is a workforce program case management system currently used by the state of Utah, as well as Montana and Missouri. System developers from Utah adapted the system for the specific needs of Iowa and the integrated service delivery model. Extensive training in the use of IWorks is being provided to all Workforce staff and their partners. The case management system is customer focused, based on the individual’s employment plan and driven by services, as opposed to programs. Both the job matching component and the overarching case management system have excellent internal reporting capability to enhance workload management, and the database structure will facilitate expanded reporting capabilities

V. Cost Effectiveness of the WIA Programs

The State of Iowa has had a mixed year. At the start of the year Iowa experienced a low unemployment rate with a growing need for workers by business. By the end of the year Iowa followed the national trend and experienced rather high levels of unemployment. We feel that with the States willingness to maintain or increase the performance goals, even though we are dealing with many more numbers as well as harder to serve individuals, is a clear indicator that the State of Iowa is promoting continuous improvement.

The following is a brief description of the States return on investment posted in the PY 2008 annual report. The State evaluates the cost effectiveness of its WIA programs by comparing the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIA services were completed (Average 12 Month Earnings Change). This

comparison is made for each of the three funding streams of Adult, Youth, and Dislocated Worker.

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

Program	Expenditures	Number Participants Served	Avg. Cost/ Participant	Avg. 12 mos. Earnings Change	C-E Ratio
Adult	\$ 2,422,783	1047	\$2,314	\$6,714	1:2.90
Youth	\$ 3,277,062	1246	\$2,630	\$5,613	1:2.13
Dislocated Worker	\$ 4,119,421	2913	\$1414	\$3,030	1:2.14

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

For the adults exiting the program wage record data indicated that for each \$1.00 of WIA Adult resources spent there was an increase of \$2.86 in participant earnings 12 months after the completion of services. For Youth, wage record data indicate that for each \$1.00 of WIA Youth resources resulted in an increase of \$2.12 in participant earnings. For Dislocated Workers wage records indicated that for each \$1.00 of WIA Dislocated Worker resources spent resulted in an increase of \$2.53 in participant earnings 12 months after the completion of services. For the dislocated worker population, maintaining wage levels is an acceptable outcome since these participants are working prior to enrollment and a primary program goal is re-employment at comparable wages.

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.

Impact on Customer Satisfaction

The State of Iowa anticipates that assisting business with filling their employee needs with underutilized populations created a positive impact on customer satisfaction with employers.

The state went from virtually full employment to a rather high unemployment rate throughout the year and employers are in need of specific skills to fill their needs. We believe that our switch to a skill based matching system has increased employers confidence in WIA sending the correct person for the job, thus increasing customer satisfaction.

The State has also seen that many of the most positive responses to the customer satisfaction survey have come from those individuals that receive the most in depth counseling, intensive services and training. Many within the population will be in need of one and possibly all three of these services. The State anticipates that this will lead to an increase in the positive response rate from our participants.

VI. Program Results

The State of Iowa is increasing the number of individuals enrolled in training options as a direct result of the ARRA funding. It is fully anticipated that the number enrolled in training will be approximately 50% more than could have received funding for training under the formula program. This is evidenced by the increasing numbers already enrolled and the anticipated enrollments indicated from the local offices. The local areas in Iowa have concentrated more on the short term training options that still allow individuals to find employment in demand fields. The additional funds are allowing the State to look at the various options that are available as well as assist the Community Colleges and other training institutes to develop curriculum for demand fields with an emphasis in the green jobs area.

The opportunities afforded to new enrollees as a result of these funds have been somewhat limited in the training options available in the community colleges and other voc tech institutes. The State has been working with these institutes to further develop curricula to address the needs of the growing green and high demand jobs developing within the State of Iowa. The individuals that are being enrolled or are potential enrollments into the traditional four year institutes have been somewhat limited due to several factors. The most pressing issue seems to be the limitation of the ARRA funds and the length of time required for completion of these types of programs. The additional funds allow us to meet the initial support and training needs of individuals when combining funding with other resources such as PELL grants. It is difficult to assist many of our low income populations and or dislocated workers in long term options when the funding is limited in its duration. Many of the highest demand fields growing throughout Iowa demand a longer commitment of training than can be planned or committed to when funding may not be available for needs of childcare, transportation or high training costs. When working with the low income and dislocated worker populations these are vital considerations that our customers take into account.

A. Adult Program

All WIA programs are suffering from a lack of adequate funding to serve the eligible populations. The goals of the adult program to provide employment and training assistance for individuals aged 18 and older become more difficult as funding decreases. The ARRA funds and the integrated service delivery model have afforded the State the opportunity to once again focus on this population providing the three levels of service: staff-assisted core services, intensive services, and training services. Under the integrated service delivery model they will be delivered in one or three or all cohorts under skills development. These cohorts are Employment Express, Career Advancement or Career Development.

The funding received from the American Recovery and Reinvestment Act (ARRA) was pivotal in providing funding for the low-income adult population. Each local region was allowed the opportunity to use the funds as described in their local customer service plan. In addition, the State set aside dollars from the ARRA were allocated to the local regions for the development of programming for targeted populations or using the funds to

supplement the current programming strategies. Many of these proposals included other partner agencies for the purpose of identifying “green” jobs, high demand occupations and developing apprenticeships (See Attachment 1 for RFP)

As a result of the proposals the following special projects, focusing on low-income adults and dislocated workers, will be implemented across the State:

- Region 1 focused on low income adults who are ethnic minorities and offenders to provide pre-employment training, work experience, on-the-job training and short term classroom training. The navigator model, developed under the ADA, will be the protocol for assisting these populations.
- Region 9 will operate a WIN-Jobs project (What is needed) for both adults and dislocated workers. The project will assist challenged populations that frequently do not follow through for program enrollment.
- Region 12 will partner with Iowa Workforce Development, Region 12 Career One-Stop Center, Western Iowa Community College, Siouxland Tri-State Regional Innovation Grant Team and the U.S. Department of Labor Office of Apprenticeship to develop a robust Registered Apprenticeship program in alignment with local economic development strategies with the focus on the targeted industries of wind energy, renewable fuels, “green” industrial maintenance and health care.
- Region 13 will implement the Success in Steps Literacy Program for low income adults who are in need of GED preparation, skill upgrading, and workplace essential skills.

Each local region is required to develop a customer service plan that illustrates their integration of services with all partners for adult and dislocated workers services. With the advent of ARRA funds, each local region was to submit a revised customer service plan outlining the methods used to integrate services low income adults and dislocated workers. This revision would include the use of ARRA formula allocated dollars and any special project funds received as a result of the RFPs.

The State of Iowa has always made the low income public assistance recipients a priority and this priority has always been documented in the

State plan as well as the States past performance. Often there has been difficulty in meeting the childcare, transportation or high training costs needed for these individuals. More often than not this has prohibited individuals from pursuing training in the high growth, high demand fields that could lead these individuals out of their current situation. Being able to combine all resources and being able to fill other support gaps such as tools or household assistance has been the biggest benefit these funds have afforded the staff in working with these populations. There has been a marked increase in the support services available with the use of ARRA funds. This has increased the opportunity for more enrollments of low-income individuals with a higher instance of meeting the performance measures and providing the services necessary to complete training.

B. Youth Program

ARRA funds afforded the State the opportunity to implement a summer youth employment and training program with the only performance measure being work readiness. Each region was able to expend the majority of their youth dollars on the summer program and, for the first time, include youth ages 22-24 in the summer employment program. A waiver has been requested to allow the extension of the work experience component for youth ages 22-24 to March 31, 2010.

To ensure there was an opportunity for serving the disconnected and hard to serve youth, the ARRA set aside dollars were let out on a Request for Proposal to serve these populations. (See Attachment 1 for RFP).

The following regions and their proposals were selected for additional funding to serve youth:

- Region 1's proposal will work with youth who are ethnic minorities and/or offenders. This project will focus on pre-employment training, work experience, on-the-job training, and short-term classroom training. Emphasis will be placed on "green" jobs. Worksites offering green work activities will be given priority for work experience placements.
- Region 9 will extend their WIN-Jobs (What is Needed) Project to eligible youth

- Region 11 will implement a special project for “disconnected youth. The goal is to open a dropout “re-engagement” center. It will become a one-stop entry point for youth and young adults to assessed and referred to the appropriate outlet that will support them to re-engage in an educational career pathway.

All approved proposals will use the legislated WIA eligibility, service and support services for all enrollments.

C. Dislocated Worker Program

1. Formula Dislocated Worker Funds

During the program year 2008, the State received 44 WARNs affecting 3,896 workers. Several regions expended 100% of their dislocated worker formula allocations. This precipitated the necessity of multiple applications for National Emergency Grant funds and the State Emergency Grants to serve the workers. (See Performance Charts for results).

2. Rapid Response Program for Dislocated Workers

The delivery of rapid responses services to the dislocated workers in Iowa was reorganized this program year. Rapid response will now be provided by the local rapid response coordinator. The State Rapid Response coordinator will receive and monitor all WARNs and Rapid Response meetings for dislocations under 200 dislocated workers. If the dislocation is over 200 workers, the State coordinator will organize and lead the Rapid Response meeting. Due to the large number of dislocations across the State it was felt this was a better use of staff in a more timely fashion and would allow the provision of services more expediently.

3. Early Intervention Grants

Early Intervention Grants are funded through the Governor’s 15% Rapid Response 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, intensive services, and training to help the displaced workers transition back to employment.

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 \$2,500 (25 employees) to a \$30,000 maximum (300 or more employees).

During Program Year 2008 Early Intervention Grants transitioned in from the previous Program Year were zero due to a change in policy to not carry-over allocations from Rapid Response Funds into the new Program Year. Twenty-four additional Early Intervention Grants were awarded during Program Year 2008 totaling \$252,285 in regional funding and serving 2,500-plus 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 continues to function and has proven to be very beneficial to both the participants and the contractor.

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 (TEGL) number 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 (120 calendar days) 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 - and starting in March 2009 an additional requirement of meeting an expenditure rate of 50% or more of Stimulus Dollar Funds for dislocated workers had to be met in order to qualify for any National Emergency Grant with the exception of a Disaster NEG; 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. In addition, the new regulations required that Early Intervention Funds be used to establish a basis for development of a National Emergency Grant request. Further, during Program Year 2004 the Department of Labor, Employment and Training Administration, started allowing Trade Dual Enrollment NEG's to be written to provide "wrap around services" to TAA-eligible participants. These new rules made it far more difficult for rural states like Iowa, which frequently have smaller employers closing or permanently laying off employees and who had previously "bundled" companies into a single NEG, to apply for and receive a National Emergency Grant.

In addition, on April 27, 2007, the Department of Labor (DOL) announced an additional change in National Emergency Grants (NEG) in TEGL No. 16-03, Change 5. Under the Community Impact provision for eligibility, DOL announced the use of NEG funds for "Regional Innovation Grants," to be known as RIG. RIG funds were to be used to initiate comprehensive, sustainable, and integrated regional planning using the "Workforce Innovation in Regional Economic Development (WIRED)" conceptual framework and principles. The activities from these grants were to result in a strategic and transformative regional plan that, when implemented, would counteract the effects of events resulting from an economic shock in a region and would prepare workers and businesses to compete and succeed in a global economy.

During Program Year 2008 there were three operational RIGs that had been developed, submitted, and approved by the Department of Labor at the maximum of \$250,000 each and, again, for an 18-month period. These were the "Great River RIG" for Region 16, "Cedar Valley RIG" for Region 7 and the "Tri-State Siouxland RIG" for Region 12 (Note: The latter encompassed regions in the 3 states of Iowa, Nebraska, and South Dakota). A RIG developed out of the state of Minnesota that encompassed part of Minnesota, Wisconsin, and Region 1 of Iowa was also approved at the maximum level

of \$250,000 for an 18-month period and is known as the “7 Rivers RIG.” If you include the original “demo RIG” that was awarded to Newton, IA for the Whirlpool closure and which started the entire RIG award process, Iowa had during Program Year 2008 five awarded and operational RIGs within the state. Due to the requirement that a region, in order to be eligible to apply for a RIG, must have a “significant” dislocation within the region to “wrap” the RIG request around several regions in Iowa were initially not eligible. However, with the natural disasters that occurred in Iowa prior to the beginning of Program Year 2008 eligibility for RIGs changed as they could be “wrapped” around the results of the natural disasters. Accordingly, there were 9 additional regions in Iowa that were looking at the development of RIG requests. However, in February 2009 the DOL announced that RIG requests were being suspended until a decision by the new Federal Administration was made as to whether to continue them or not. Iowa had just submitted a RIG request for the Mid-Iowa Growth Partnership and, as of the date of this report, is still pending a decision by DOL.

Prior to the end of Program Year 2008 the DOL announced that RIGs were being replaced by Regional Economic Impact (REI) Grants to be known as REI NEG. These types of grants would be available starting July 1, 2009 and, as such, would become part of Program Year 2009. The REI NEG allows for emphasis to be placed on the “service component” of a NEG in helping displaced individuals to return to employment along with a lesser emphasis on the “economic impact component,” that was originally the focus found in a RIG, but is still kept in a REI NEG. DOL is still working on finalizing the requirements for REI NEG.

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 with the exception of RIGs which have a “life span” maximum of eighteen months and the “economic impact component” of an REI NEG that has a “life span” of 12 months.

Three Regular and Trade Dual-Enrollment National Emergency Grants and three Regional Innovation Grants (RIG) were transitioned into the Program Year 2008. The Regular and Trade Dual Enrollment grants provided

\$2,230,179 to assist up to 494 participants. The three RIGs provided \$750,000 for studying the regional economic impact of the companies displacing workers. During the course of the Program Year 2008, a Disaster NEG for the Severe Storm/Tornado/Flooding that hit Iowa during May & June 2008 was awarded to provide services to 2,008 participants as well as staff at a cost of \$28,773,000. This NEG was awarded in two increments with the first being for \$17,127,000 and the second for \$11,646,300. These natural disasters allowed FEMA to subsequently declare 84 counties in Iowa as being eligible for “Public Assistance.” This meant that Iowa could utilize the \$28,773,000 to create Emergency Public Jobs (EPJ) to help in the clean-up and restoration of public property affected by the severe storm/tornado/flooding and to provide humanitarian services.

There were two Trade Dual Enrollment NEGs requested during Program Year 2008 that were awarded. They will provide \$668,362 in “wrap-around services” to 140 Trade displaced workers.

There were 2 new Regular National Emergency Grants (NEG) that were awarded in Program Year 2008. These totaled \$868,904 and will serve 215 participants.

6. Special State Funded Projects

In Program Year 2008, Special State Funded Projects (referred to as State Emergency Grants [SEG]) transitioned in from the previous Program Year were zero due to a change in policy to not carry-over allocations from Rapid Response Funds into the new Program Year. As reported for Program Year 2004 when this special funding was created, these Special State Funded Projects are either denied, or appear that they would be denied, for a National Emergency Grant (NEG) based on the rule changes previously noted above.

Additionally, in Program Year 2008, there were ten new or continuing projects funded through Rapid Response Funds for Special State Funded Projects that did not meet eligibility for a NEG under the new rule changes – or, the funding was utilized to serve participants while awaiting a decision by DOL on acceptance or rejection of a NEG. These five grants provided \$2,600,144 over the 2-year life-span of the projects to provide services to 404 participants during the 24-month time limit of the grants.

D. Waivers

Iowa currently has three waivers and has requested renewal on all three.

(1)The training providers' waiver pertains to removing the performance in the subsequent eligibility determination process for eligible training providers and to further expand the eligibility determination process for a State University, Community College or College of Technology who is adding new programs to their curriculum. To date there has been no response on the expanded request. This waiver would simply the process for regional workforce boards in processing training requests.

(2)The second waiver is for transferring 100% of the funds between adult and dislocated worker programs. While the 100% transfer occurs rarely, it is important that the funding be responsive to the particular needs of a specific region. This waiver will provide the flexibility to meet customer needs as they arise.

During the last program year the following amounts were transferred from adult to dislocated worker:

Region 16	\$70,000	22% of the adult budget	served 15 participants
Region 11	\$30,000	5.7% of the adult budget	served 10 participants

Transferred from dislocated worker to adult:

Region 13	\$130,000	63% of the DW budget	served 47 participants
Region 10	\$25,000	21% of DW budget	served 11 participants

This should clearly demonstrate how important it is to have this flexibility. If the Department of Labor would put a limit on the amount transferable it is hoped there would always be a provision to request a waiver to that percentage to meet the needs of a region in distress.

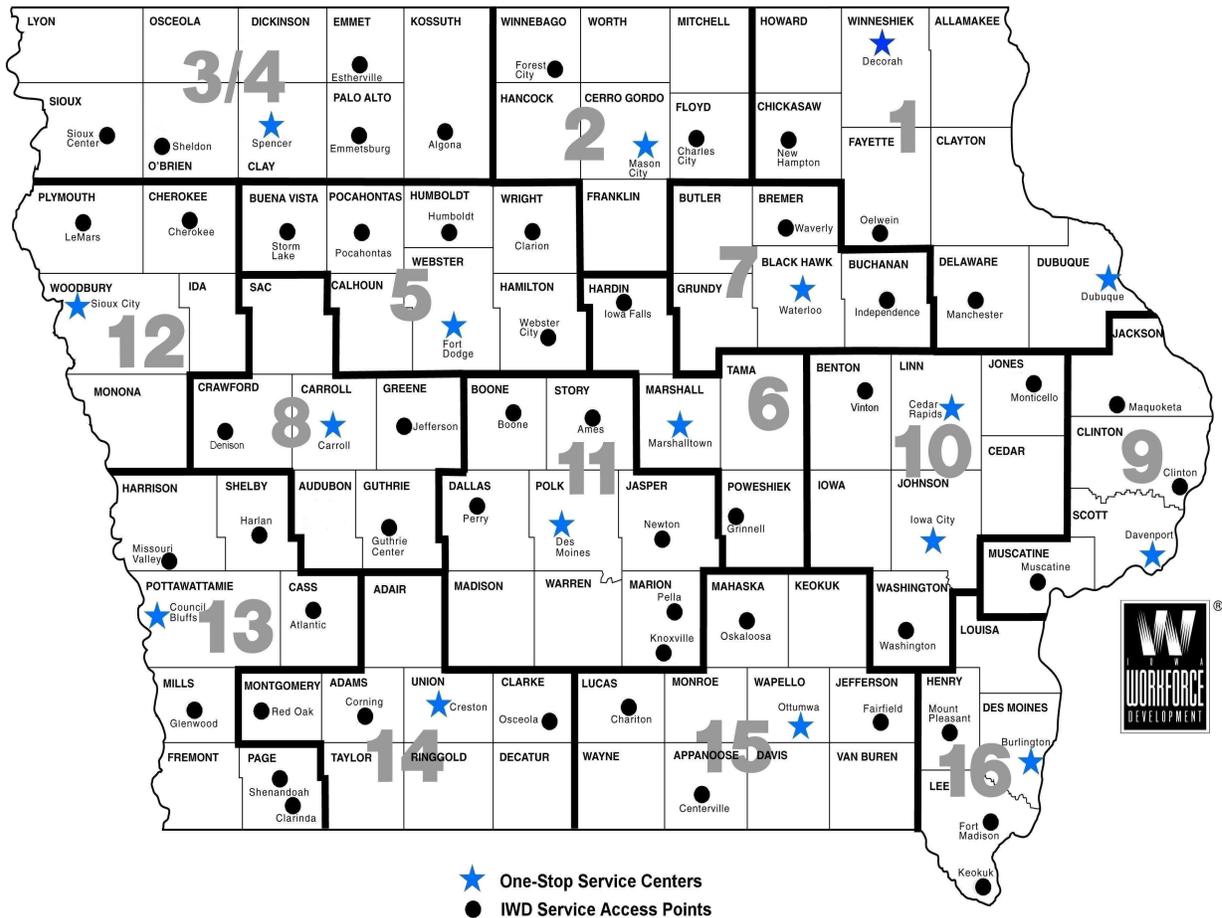
(3)The third waiver allows the State Workforce Board oversight of Region 11 until a new Regional Workforce Board is in place. At the present, an executive committee of the State Workforce Board is providing the oversight. The State has received technical assistance from the Region 5 DOL office and moving toward having a new RWIB in place.

The State has also requested a new waiver under the ARRA funds and the Summer Youth Program waiving the performance measures for out-of-school youth ages 18-24 who participate in work experience only. The work readiness indicator would be the only measure of performance. It will also allow the extension of the work experience for youth 22-24 until March 31, 2009. To date we have not received approval of this waiver.

VII. Regional Reports

Each of the WIA service providers provided information specific for their regions regarding the activities during PY 2008. The map below indicates the grouping of Iowa's counties into the 15 Regions.

Iowa Workforce Development Delivery System



Region 1 – Dubuque/Postville

Program year 2008 has been a year of both challenges and change in Region 1. Very high levels of unemployment resulting from the economic recession combined with the lingering effects of disaster level flooding resulted in a severe economic slowdown throughout the region. The local Workforce Investment Act services providers, along with our many partners in the workforce system, have been instrumental in helping the region to address these challenges. Federal funding through the American Recovery and Reinvestment Act (ARRA) and Emergency Public Jobs (EPJ) program has been critically important in helping to meet local employment and recovery needs. A state driven initiative to integrate and transform the local One-Stop system has also taken shape this year, and Region 1 is serving as one of the first learning labs in this effort.

Specific examples of the programs and initiatives designed to help meet these challenges in Region 1, as well the effects these efforts have on the lives of some of our residents, are highlighted in the following report.

ARRA and Dislocated Workers

The recession has resulted in levels of unemployment not seen in years. Nearly 2,200 workers have been idled by recent major layoffs and plant closings throughout the region, not to mention the hundreds of other workers affected by smaller layoffs. ARRA funding has been crucial in helping us to retrain dislocated workers and assist them in their transition into other employment. Through these funds we have been able to nearly double the number of dislocated workers receiving training and intensive level services.

In order to deal with the volume of individuals seeking assistance, we have implemented several group initiatives and processes to better serve these populations. One example of this is the Networking Club developed to assist workers affected by the Northern Engraving closure. This group meets weekly at the NICC center in Waukon to discuss job search techniques and job leads and to receive assistance with job applications, interview preparation and job referrals. In addition to our regular quarterly newsletter, a bi-monthly newsletter has also been developed to communicate notices of workshops, job leads, and overall job search

support to targeted dislocated workers. Basic computer skills classes and the Career Readiness Certificate testing are also offered to many dislocated workers in the region. Almost 600 certificates have been awarded in our region to date.

ARRA and Summer Youth

Region 1 has committed to using as much ARRA youth funding as possible to implement a Summer Youth Employment Program. Eighty-three youth have been employed through this program and placed at a variety of public and non-profit work sites.

The program began with a group orientation, held on June 15. This orientation included information on job keeping skills, employer expectations, interpersonal skills, safety, and financial literacy. A second group session was held on July 31 and dealt with various issues regarding transition into unsubsidized employment or further career training. Topics included resume development, job applications, interviewing, financial aid, labor market information, post secondary education and further WIA services.

Overall, the results of the Summer Youth Program in Region 1 appear to be very positive. Final performance numbers are not yet available. However, the program was well received by the youth workers as well as the worksites and provided many benefits to both. One of the many success stories from this program is highlighted below.

Ashley Timmer of Manchester worked as a receptionist/office assistant at the Manchester Operation: New View office this summer through the WIA Summer Youth program. She was given an opportunity to develop new skills and to build on the office skills she already possessed. Sheila Freiburger, Operation: New View supervisor, stated, "Operation: New View staff in Manchester had a wonderful experience with our summer youth worker, Ashley Timmer. She was great to work with and open to learning new things. Ashley had 100% attendance for the summer." Because Operation: New View is a community action agency, many of the customers who apply for services are in need of some type of financial assistance. Ashley further developed her customer service skills when answering



the phone and directing customers to the appropriate programs. “I am glad to have an opportunity to join the program (Summer Youth). I learned so much and the money helped me towards raising my 15-month old son and schooling. I am attending Northeast Iowa Community College,” stated Ashley. In addition to her enrollment

in the Summer Youth program, Ashley is also co-enrolled in the WIA Youth program and the PROMISE JOBS program. It was truly a collaborative effort between several programs in order for this to have been a very successful placement in the Summer Youth program.

ARRA State Set-Aside Grants

Toward the end of PY 2008 Iowa Workforce Development requested grant proposals from local areas for innovative uses of WIA ARRA State Set-Aside funds. In responses to this request Region 1 submitted two grant proposals, both of which were selected for funding. These two grants are summarized below.

Region 1 will implement a special project to provide pre-employment training, work experience, on-the-job training (OJT), and short term classroom training to eligible youth (16 – 24 years of age) and adults (18 years of age and older) who are who are ethnic minorities and/or offenders.

It is our contention that by providing intensive pre-employment training followed by an opportunity for work experience, OJT, or classroom training, along with more intensified staff services, we will be able to significantly increase the prospect for unsubsidized employment among members of the targeted groups enrolled in this project.

The program will begin with an intensive, 30-hour pre-employment skills class. This course provides a basic introduction to skills necessary for an entry-level employment position. Networking with local employers will be a key component. A work performance rating and a National Career Readiness Certificate™ will be

awarded based on results of WorkKeys® testing. At the conclusion of the class, each participant will be scheduled for one of the four following activities: staff assisted job search; paid work experience; Certified Nurse Aide classes; or OJT.

If necessary in order to attend classes, participants may receive payments to help offset the cost of transportation and child care while attending classes or while making job search contacts.

We anticipate providing classes for three groups of ten participants each, two classes in Dubuque and one in Postville. Emphasis will be placed on preparing clients for, and helping them to secure “green” jobs. Work sites offering green work activities will be given priority for work experience placements. Special efforts will be made to connect with the Community Action Programs in the region regarding their training and labor needs for the newly funded weatherization projects. Participants will also be encouraged to explore non-traditional employment opportunities. Labor market information regarding the pay differential between traditionally male and female occupations will be emphasized in the pre-employment training class. Female clients, in particular, will be encouraged to consider the possibility of a non-traditional career. However, males will also be encouraged to look into the prospect of a job as a CNA and a career in the medical field.

Economic Development and Demand Driven Systems

Region 1 is part of a larger tri-state economic development area which also includes southeast Minnesota and southwest Wisconsin. This area is served by four workforce investment boards: Iowa Workforce Development - Region 1; Southeast Minnesota Workforce Investment Board; Winona County Workforce Investment Board and; Workforce Connections, Inc. Over the last several years, this group has formed a network, and together they have laid a strong regional foundation, defining common issues and setting priorities.

The AIM to WIN RIG project, as it is formally known, has built on this work, identifying the economic and workforce assets of the region and devising specific regional strategies that capitalize on these strengths – all through a unified vision

for building the long-term talent pipeline for the right jobs and spurring innovation regionally. Incorporating 27 contiguous counties across the tri-state area, the region is defined by its shared demographic and economic challenges, its common labor shed, as well as its service to the health care and manufacturing industries. The roughly 25,000 square mile RIG Region includes 992,000 people and 29,900 businesses that provide more than 472,000 jobs. The region includes the metropolitan areas of Rochester, La Crosse, and Dubuque, and an array of rural agricultural counties all intersected by the upper Mississippi River. With a rapidly aging workforce, a steady loss of manufacturing jobs, and per capita incomes below state and national levels, the region faces significant economic hurdles. Recent crises have magnified these challenges: the severe Midwest floods of 2007 resulted in significant loss of life and property in the area, and the current national economic downturn has led to numerous industrial relocations and increases in foreclosures and unemployment

Despite these issues, the region bears a multitude of vital assets that can position the area for economic growth, making regional collaboration worthwhile. It has a central U.S. location, strong network of higher education institutions, and, in the Mayo Clinic, Hormel Institute, IBM, and others, world-class medical research facilities and a technology-based corporate presence. These assets, if properly leveraged can not only help offset the near-term economic challenges confronted by the region, but can set a long-term path toward strengthening and transforming common, predominant industry sectors while building a foundation for emerging value-add ones.

With input from public and private leaders throughout the twenty-seven-county RIG region, the *Asset Map and Target Industry Analysis* report inventoried and mapped information that has never been aggregated for the full region. The report provides an understanding of the region's wealth of economic, workforce, entrepreneurial, and other assets for creating jobs within specific high value industries.

State One-Stop Integration Initiative

In an effort to coordinate the workforce delivery system in a more efficient, cost effective manner while at the same time improving service to customers, Iowa Workforce Development is implementing a state-wide process change for the providing workforce services in its One-Stop Centers. This process has been termed Workforce Center Integration and seeks to integrate the services of all One-Stop partners through three service delivery teams: Membership; Skills Development and Recruitment and Placement.

The goals of this integration are to increase the number and quality of services offered to job seekers and to help assure that businesses have the skilled workers available to meet their employment needs. This model places less focus on specific programs, and increased emphasis on increasing the skills of the local workforce

The Dubuque One-Stop Center was selected as one of the first three offices, statewide, to enter this service integration model. Dubuque is scheduled to launch this new concept in its Center September 17th. Leadership teams have been established and meet on a regular basis, region-wide, to develop the specific policies and processes necessary to implement this model. Local staff has also been meeting on a regular basis, in their assigned teams, to develop local procedures for providing services through their respective teams.

Emergency Public Jobs Program Assists Disaster Recovery Effort

Region 1 was affected significantly by the 2008 floods in Iowa. All eight counties were declared presidential disaster counties for public assistance. As part of a coordinated effort to repair flood damage and employ dislocated workers in the process, Region 1 is participating in the state-wide National Emergency Grant for Emergency Public Jobs. To date 42 dislocated workers and long term unemployed individuals have been hired through this grant to assist in flood clean-up efforts at a variety of site including: county parks; hiking trails; libraries; and; public campgrounds. This program has been tremendously successful locally, contributing greatly to the flood restoration efforts, and providing employment and

new skills to residents in need of work. Specific examples of the work sites and individuals served through the local program are provided below.



Rebecca Hawes of Waukon (left) is assisting in organizing project documentation for Allamakee Co. Engineer Brian Ridenour. She reviews thousands of material tickets to verify all information prior to submission to FEMA. She also works part-time for Allamakee County Emergency Management through EPJ, updating the resource management database and organizing documentation and data from the flood.



Pictured at left are Robert Broessl (operating the chain saw) and Kevin Taggart and Kevin Kruser (removing brush). They are clearing a path to allow dump truck access to Heritage Trail, near Graff in Dubuque County. These trucks were needed to assist in the clean-up of debris from the floods and tornados of 2008.



In Fayette County (pictured at left) David Stevenson assists county employees in removing trees that were washed up by the flood into Twin Bridges Park. They will take the wood chips they make and use that to fill in washed-out areas.

Region 2 – Mason City

Emergency Public Jobs (EPJ):

Region 2 Emergency Public Jobs has been fortunate to have hard-working men and women on flood clean up since July 15, 2008. We have enrolled over 105 participants. Our local budget is just under two million dollars and is being used to help/provide local communities with the labor force needed to recover from the flood.

Local personnel are being utilized whenever possible so that wages paid to our workers go back into the communities in which they work. Many positive partnerships have been formed with local townships; this has been most evident with many of the smaller communities that lack the funds and resources available to them to make necessary reparations. We have provided worksites with essential equipment needed by EPJ personnel to perform their duties. Materials and equipment are purchased locally, so that money again can circulate back in to the affected community.

EPJ funds are currently being used to enroll workers that have completed their maximum work experience hours into school or technical programs. Two workers are enrolled at North Iowa Area Community College and several others are being scheduled for assessment.

Participants being hired include skilled carpenters who have rebuilt walking bridges, restored museums, libraries, fire stations, and a list of other public buildings damaged by the flood. The backbone of the cleanup efforts have fallen

on our laborers who have received training to help them safely operate the machinery given them. The workers have helped in partnership with the townships to restore many local parks. These men and women have removed hundreds of bags of trash from the shores of flooded creeks and rivers in our area. They are responsible for clearing deadfalls and restoring walking paths and have been instrumental in bringing two water treatment facilities damaged by the flood back to their pre-flood condition. They are also responsible for the removal of tens of thousands of sandbags throughout our region.

Our goal is to continue to work with our Region 2 partners to successfully help them in their clean up efforts to revitalize their communities.

Region 2 EPJ Success Story: A long-term unemployed woman applied for employment with Emergency Public Jobs. She had seen the job posting while doing a job search on the internet. She began working in Rockford as part of a crew cleaning up the local firehouse, museum, and library, all of which had received extensive damage during the recent flooding. From the beginning she proved herself to be a hard worker and gained the respect of her supervisor who offered to be a reference in her search for a new career. She applied for a managerial position for a local bus line, was hired, and is now in charge of the day-to-day operations, including hiring drivers and scheduling routes. Her EPJ work benefited the flood damaged community and led her to becoming employed full-time in a new career!

American Recovery and Reinvestment Act (ARRA):

Region 2 received an additional \$105,810 in ARRA set aside funding for dislocated workers and \$60,108 for the Adult Program. This funding was critical to serve the population in our area of dislocated workers seeking services and training upgrades. Results on performance are not available at this juncture.

Strategic Initiatives

Building a demand-driven system within a regional economic development context:

Region 2 WIA staff has worked diligently with businesses, North Iowa Area Community College staff, and local economic developers over the past several months to determine, design and deliver new types of training and retraining programs to prepare dislocated workers to reenter the job market as quickly as

possible. These programs will provide our participants with quality training through educational programs that will result in their best efforts to secure, long-term employment. We are also meeting the goal of providing local businesses with the type of trained, workplace-ready employees they require.

To build on this goal Region 2 has partnered with Iowa Workforce Development, local economic development groups, and North Iowa Area Community College (NIACC) to update local and regional laborshed studies and to conduct a Skillshed. The laborshed studies will provide updated and accurate information on our local labor force and its key characteristics. The Skillshed will demonstrate the skill sets of our local labor force (using laborshed data), the needed skill sets of our regional businesses (from job vacancy data), and identify skill set matches, as well as the gaps between the two. Information from the Skillshed will be used to demonstrate the skill sets of our local workforce for existing and prospective businesses. They will also be used to design and deliver training and educational programs to address the gaps in skill sets.

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

A Region 2 staff person sits on the North Central Iowa Alliance (NCIA). Other members of the NCIA include staff from all local economic development organizations, North Iowa Area Community College (NIACC), energy providers, and the North Iowa Area Council of Governments (NIACOG.) The NCIA is the regional economic development marketing and recruitment body for Region 2. The group meets monthly to discuss prospects and processes to ensure a streamlined approach to regional economic and workforce development whenever possible. The communication between members of this group has gone a long way in helping each understand what roles each group/organization can, and should, play in regional economic development. This group has also allowed for the development and alignment of economic and workforce development goals and processes.

On a related note, early in the year NIACOG led an effort to create a regional economic development plan. NIACOG gathered business leaders, elected officials, economic developers (NCIA members), Iowa Workforce Development, and North Iowa Area Community College staff for several meetings to generate and discuss economic and workforce development ideas. The group then worked to hone their ideas and prioritize them in order of importance. The prioritized economic

development initiatives and activities became the cornerstone of the regional economic and workforce development plan.

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

Region 2 One-Stop example of integrated service: The Disabled Veterans Outreach (DVOP) staff member first met an individual two years ago when he was just out of the Marine Corps and looking for employment. The veteran found employment doing painting and accomplishing other production type work for an employer. Due to a downturn in business, the veteran was laid off. He qualified for unemployment, but he always wanted more. He researched several career paths and finally decided on becoming a police officer. He applied in several locations, scored well on his entrance exams, and received several first and second interviews, but he was not getting hired. The One-Stop arranged for a mock interview with the New Iowan Center staff and the DVOP; staff had several suggestions on how he could improve his interviewing scores. The very next interview was a success. He qualified for WIA services and an On-the-Job Training was arranged with an employer. WIA assistance also provided for the purchase of uniforms and other job related/required items. The local employer will receive up to approximately \$9,000 in reimbursed wages, and the veteran will also receive Chapter 30 training wages. This is a great example of successful integration of services and partners. The ES/UI program provided unemployment, job search assistance, and referral to DVOP; the DVOP provided labor market information and navigation through One-Stop programs for job search/job development assistance; WIA developed an OJT and purchased job related items; the New Iowan Center held mock interviewing; the Department of Ed. provided Chapter 30 assistance; the employer accomplished paperwork for both OJT programs and the hiring process.

Expand the Workforce Information System as the foundation for strategic planning and career guidance;

A Resource and Informational Fair was held on January 22 at the Forest City YMCA and was sponsored by the Community Cares Coalition. The Fair was held to provide resources and information to individuals who are experiencing economic hardships due to unemployment, recent disasters, and the declining economy. The joint Coalition and Research Fair took place due in large part to the significant involvement of our WIA staff.

Another Job Fair took place on July 23, 2008, at the Charles City Winnebago facility when the 200 plus employees lost their jobs due to the plant closing. Approximately 24 employers from around the North Iowa area attended the event, coming from as far away as Pella. Boxed lunches were made available to all of the employees. Employees were able to complete applications and talk one-on-one with the participating employers. We received many positive comments from Winnebago employees.

Strengthen partnerships with community and faith-based organizations;

The Region 2 One Stop participated and was successful in a pilot program through Iowa Workforce Development and the Department of Labor that established Iowa Career Access Points (ICAP) throughout the region by June 2008. We established the State of Iowa's first fully functional ICAP locations in Forest City and Mason City. The Forest City Chamber of Commerce ICAP center opened on June 5, 2008 and serves clients every Monday – Thursday from 3:00 PM – 5:00 PM. The First Covenant Church of Mason City opened June 11, 2008, and is staffed on Monday and Friday from 6:00 – 8:00 PM and Saturday from 9:00 AM – 1:00 PM. Local volunteers staff these ICAP centers whose purpose is to increase the awareness of and access to One-Stops for employment related services. The services provided help improve the quality of our workforce, reduce welfare dependency, and enhance the productivity of the across the region.

Region 2 received DOL Veteran Incentive Award funding. The DVOP organized a veteran incentive award committee to discuss appropriate avenues to allocate the funding. Team members from PROMISE JOBS, ES/UI, New Iowan Center, IWD Management, and WIA developed a list of priorities for allocating the veteran award funding. We purchased \$1,500 worth of gift cards from Wal-Mart and Hy-Vee and distributed those cards to the local VA County of Veteran's Affairs office (\$500), VA Clinic (\$500), and Community Kitchen (\$500). The remainder of the funds was used to assist local veterans in need.

Increase the use of flexibility provisions in WIA to design innovative programs that fuel regional economic competitiveness and creates employment opportunities for career seeker customers; Computer for Beginners classes in English and Spanish were offered at the Center in Mason City. The classes were free to enrollees and were funded with Literacy Grant monies. A second level of Microsoft Office classes was offered to those individuals who completed the Computer for Beginners class; they were then offered a FREE continuing education class at North Iowa Area Community College (NIACC). Over 180

people took advantage of these classes. Their success precipitated an interest statewide to replicate the pilot.

At no cost to the center or the individual, Region 2 provided a second year as a Volunteer Income Tax Assistance (VITA) site for the North Iowa Tax Coalition. It proved to be very successful. One hundred one electronic returns were completed; 3 paper returns filed; four amendments filed; and 8 back tax adjustments were made. Refunds were as follows: \$10,084 for state; \$131,479 for federal; and \$59,927 for EITC.

Regions 3 and 4 – Spencer

Iowa Region 3 & 4 which is comprised of the Iowa Counties of Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux. PY 2008 was the third year that Region 3-4 operated as one merged region. Service delivery following the merger remained seamless to clients. The merger did allow for greater flexibility in serving clients based on where the most in need clients were, rather than where funds and staff were located.

The overall challenge facing the region in PY 2008 was the significant increase in the number of unemployed persons. Prior to January, 2009, Region 3-4 had not seen a significant number of individuals being dislocated from employment. As partners worked to develop a Regional Innovation Grant application in PY2007, it was apparent that a major detriment in Region 3-4 at that time was, in fact, a lack of available labor force. Only a total of approximately 230 permanent layoffs had been recorded during an eighteen month period prior to December, 2008. As 2009 approached, this scenario began to drastically change. In January, 2009, a commercial printing firm announced the closure of their Spencer, Iowa facility affecting 160 workers. Within two weeks of this announcement, a manufacturing plant also based in Spencer announced a workforce reduction resulting in 130 permanent layoffs. Within the same month, an additional manufacturing company based in Sheldon and Spirit Lake permanently laid off 100 workers from their production industry. Between February and June, 2009, this pattern continued with an additional 490 individuals being permanently dislocated from various employers within several counties that comprise Region 3-4. The greatest numbers of job losses have been recorded from the manufacturing and production industry. Impacted workers include administration, production, clerical and maintenance personnel. Most of the individuals affected have strong family ties to the community in which they live and most will look for retraining in areas that allow them to continue living in the area. The skill sets for the majority of workers is

based on the job specific skills they have acquired through their former employment in the manufacturing and production industry. Most of the dislocated workers lack the necessary skills that will be required by industries expected to grow such as, healthcare, alternative energy, biotechnology and advanced manufacturing. These dislocated workers will require basic skills upgrading and training to obtain the job and technology skills required for these high growth and high demand occupations.

Service Strategies

During this program year, Northwest Iowa Planning and Development Commission continued to contract with the Region 3 & 4 RWIB to provide WIA services throughout the merged area.

The Spencer One-Stop Center continues to be the primary Workforce Center in Region 3-4, and is also the headquarters for the whole NWIPDC, as well as IWD's regional operations. This means that the NWIPDC's administrative functions and the planning and development operations are located in the Spencer center. Also co-located in the Spencer center is the Department of Vocational Rehabilitation, and the local cluster office of the Department of Human Services. This makes for a complete center where a client can get questions answered ranging from how to apply for unemployment assistance, to what economic development tools are available for job creation. Ongoing collaboration occurs daily which is especially evident at the Worker Information meetings as part of a rapid response. In addition, staffs work in functional teams which align with the delivery of services.

NWIPDC also maintains a WIA office in O'Brien County. This office is located in Sheldon on the campus of Northwest Iowa Community College, as a partner agency, and IWD does make use of this space in the same manner that IWD shares their other office spaces with NWIPDC WIA staff.

Services to workers in need have been greatly expanded during PY 2008. In order to properly respond to the needs of the individuals who had been dislocated, Region 3-4 applied for and received a National Emergency Grant and a State Emergency Grant. In addition, the region's system resources, including formula funds, incentive funds, and recovery act funds were utilized to maximize the number of individuals who could be served.

During PY 2008, staff workload assignments were changed to reflect our region's move to a "generalist" approach rather than a "specialist" approach. This allows

for greater flexibility in serving clients and maximizing budgets. Due to the receipt of the national and state emergency grants, the region was able to increase the WIA Staff by 2 FTEs. By the end of PY 2008, there was 5.2 WIA staff FTEs providing Adult, Youth and Dislocated Worker services.

To ensure individuals receive skills of value through education and training, Region 3-4 worked closely with partners in education, business, community, and economic development to develop new opportunities for training. During PY 2008, WIA staff worked collaboratively with Iowa Lakes Community College and Northwest Iowa Community College to develop additional short-term training opportunities. Some of the opportunities developed were in the areas of health care, bio-diesel, welding, and administrative support. These short term training courses were available to all Workforce Investment Act participants who desire to be retrained. The short-term training courses were designed in such a way that an individual could complete the short-term training courses and enter employment, or an individual could decide to pursue further training and enroll in the full training program at the community college prior to entering employment.

Since the NWIPDC is not only a WIA service provider, but also a federally certified Economic Development District, NWIPDC staffs are involved in ongoing collaboration with area economic developers and leaders. During PY2008, NWIPDC worked with regional partners to submit a Regional Innovation Grant (RIG) to develop a plan for how to address the specific needs of the region. The grant was not funded prior to the elimination of the RIGs at the federal level. It is the hope of NWIPDC staff and regional partners, to rewrite the RIG application under the guidelines of the Regional Economic Impact (REI) grants.

Adult and Dislocated Worker Services

Core Services are offered in all nine counties which comprise Region 3-4. Staffs are connecting with service providers who serve dislocated workers, veterans, recipients of public assistance and other low-income individuals, in an effort to increase awareness of services offered through the workforce development center system. During PY 2008 WIA staffs have developed more comprehensive outreach services as a result of the additional funds received through the Recovery Act. Many of the service providers in Region 3-4 are receiving funds through the Recovery Act as well. Partner meetings have been held with these providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to

maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency.

NWIPDC WIA staff is the Rapid Response coordinator for the area, so often meetings are set up for plant closings and larger layoffs through coordinating with the local IWD staff and other partners.

Youth Services

As highlighted earlier, partnering and co-enrollments were utilized on an ongoing basis. In youth services, this partnering extended even further with a relationship between the school districts, Area Education Agencies and WIA staff. Becoming even stronger in PY2008, this coordination led to more at-risk clients being served and the chance to assist youth before they passed the educational point of dropping out.

During PY 2008, the program design for the WIA Youth Funds through the Recovery Act was centered on the Summer Youth Employment Program. The summer program consisted of a 6 to 8 week work experience for youth aged 14-24, with priority for youth 16 to 24 years old. Youth with disabilities received specific consideration as 75% of the youth enrolled in the Region 3-4 summer program had a disability. Youth were placed at public and private non-profit worksites and worked up to 40 hours per week. During the summer program, the youth received work readiness skills instruction utilizing the Insight Learning Systems curriculum. The work readiness instruction was connected with the actual work experience whenever possible. Those youth who show a need for additional services beyond the short-term summer program will be enrolled in the WIA youth formula program.

The decision to place the summer youth at non-profit worksites was made primarily because NWIPDC, the WIA service provider, is on contract with area school districts to deliver a summer Supervised Career Preparation Program (SCPP). The SCPP utilizes a combination of Perkins funding and business contributions. SCPP youth are placed in for-profit businesses with the business paying the wages of the youth.

It has always been a priority of the Region 3 & 4 job training programs to serve the individuals with the most barriers. However, during PY 2008 this was recognized even more so in youth services. The NWIPDC WIA youth staff has a reputation of serving those youth who others have given up on. At the close of PY 2008,

Training Division management staff was contacted by the United States Department of Labor to highlight the Region 3-4 Summer Youth Employment Program as a Department of Labor “snapshot” due to serving a significant number of disabled youth.

Special Projects

The NWIPDC School-to-Work program continues to operate in Region 3 & 4. What keeps the program unique is that at the beginning of each year, the STW Consortium develops goals and objectives and then restructures the program to meet these goals.

During PY 2008, the SDR 3 & 4 STW program consisted of nine school districts continuing to contract with NWIPDC for STW services. This consortium received Carl Perkins funding and the Carl Perkins funds were utilized by the school districts to do vocational programming for grades 7-12. The NWIPDC coordination consisted of oversight for all vocational programs within the districts as well as fiscal oversight of the Carl Perkins funds.

In addition, NWIPDC staff operated a summer work experience program called the Supervised Career Preparation Program. This program was available to all high school youth 16 years of age and older. The program offered over 100 youth within the region an opportunity to work in an area of career interest. Youth were eligible for high school and college credit after successfully completing the program.

Success Stories

Youth

Lexie enrolled in services as a 17 year old senior in high school. She was a student on an Individual Education Plan at school and she had not worked anywhere previously. At enrollment she was requesting assistance with gaining work experience, earning her high school diploma, exploring careers and/or job shadowing, and attending college. Her basic skills in math and reading were at the 7th grade level and she struggled with writing. I knew that she would need assistance to get through a college program. Lexie had an initial interest in child care and worked as a teacher helper in an unpaid work experience through her high school in a primary school setting. We set up a paid work experience for Lexie in a private daycare center for four months and she completed this successfully. She completed her high school credits and attended a fifth year high school vocational

program called SAVE through a local community college. Her focus was to complete a Helping Careers diploma. She completed this successfully and was offered a job at Village Northwest as a residential skills trainer working with adults with disabilities. She has retained this job for 15 months and continues to work part time. She has overcome her shyness and developed confidence in herself and what she can do to help others in her job. She enjoys her job and fills in often for other workers and does what she can to help the residents that she serves.

Adult

Jennifer was recently divorced and had custody of her three children ages 8, 10 and 11 years old. She was living on a small amount of monthly court ordered child support. Due to not having medical insurance for some time she had over \$17,000 in medical bills and was feeling overwhelmed. She was already enrolled in college when she applied for WIA Adult services and had completed some pre-nursing classes. The WIA Adult program helped her with two years of tuition assistance and support services. She worked hard through her nursing classes and eventually completed her LPN and then the RN Associates of Science degree from Iowa Lakes Community College. She is currently a licensed Registered Nurse in the state of Iowa.

Jennifer is now working about 30 hours per week as a registered nurse for a life insurance company and is making around \$35,000 per year. She is happily remarried and although she still owes some on the medical bills she is close to being debt free. She said that she never would have been able to complete her nursing degree without the case management and financial assistance from WIA.

Dislocated Worker

Jenny is a single mom of two boys who are 12 years old and five years old. Jenny was receiving public assistance and working with many supportive agencies when she applied for services. Jenny came to the Workforce Investment Act wanting to go to college but she was unsure of what type of career she wanted to pursue. Jenny was laid off from her job and was enrolled in the dislocated worker program. Jenny was tired of being laid off from work and bouncing from one job to another for minimum wage as she did not have any degrees. After completing objective assessment, career counseling and intensive labor market reviews Jenny decided to go to college in the paralegal program. After trying to get through college off and on for three years and doing part time employment she finally decided that she just could not handle the pressure of college and wanted help to find full time work.

Jenny started a work search and attended classes to help her develop her resume and interviewing skills. With weekly communication between Jenny and case manager about job openings and work search Jenny was able to obtain full time employment. Jenny was working full time for five months and was promoted to a manager position. Jenny exited the WIA dislocated worker program and she was well on her way to self sufficiency and her employer reported that she was a valued employee who was always on time and picked up shifts when others did not show up for work. Jenny is no longer needing public assistance grants to support her family.

Summer Youth Employment Program

Sam was 17 years old when he enrolled in the Summer Youth Employment & Training program (SYETP). Sam is a youth with special needs due to a disability, and is an offender. Sam presented with a limited work history, having worked only in food service for a short time. Sam attends a local Boys & Girls Home for education and with the support of an Individual Education Plan, is expected to graduate on time. Sam has struggled to find employment due to his history. This was also the case as staff attempted to find a suitable worksite through the SYETP. Initially, the employer had strong reservations about employing Sam based on his past history. After much deliberation, the employer made a decision to give Sam a chance. As part of this work experience, Sam participated in work readiness instruction. The instruction helped Sam understand what an employer expects from their employees. The employer also worked with Sam to help him understand how important reliability and punctuality is when working for an employer. Sam has really enjoyed working with this employer and indicated that he would like to do this work full time. The employer's initial reservations were eliminated, and by the end of the 8 week program, the employer had become an advocate for Sam. Sam's main goal is to complete high school and receive a diploma so he will be able to receive full time work in the future.

Region 5 – Ft Dodge

The Workforce Investment Act (WIA) is administered by Iowa Workforce Development (IWD) in Region Five. This program is an active partner that is located within the Workforce Development Center One Stop, in Fort Dodge. Staff provides outreach and itinerant service to the other counties and IWD offices throughout the region. Counties included in Region Five are Buena Vista, Pocahontas, Calhoun, Humboldt, Webster, Wright, and Hamilton. Offices are located in the cities of Storm Lake, Pocahontas, Dakota City, Fort Dodge, Webster

City, and also at the North Central Correctional Facility in Rockwell City to work with the offenders who will soon be released.

The One Stop Workforce Development Center in Fort Dodge is located on the Iowa Central Community College Campus. This has allowed a very productive relationship to develop between these partners. This relationship has proven to be beneficial during a time when the recent economic downturn has brought us an increased volume of dislocated workers and Trade Act recipients who are interested in furthering their education and increasing their job skills. This past year has seen an increase in enrollments in our WIA programs, as well as in additional programs such as with ARRA funds, EPJ, and Summer Youth. These additional programs have allowed us to expand the scope of services normally provided.

Region Five started feeling the effects of the economic downturn in the fall of 2008, and it has continued on in 2009. Many of the primary sector companies in this region are based on manufacturing of building materials and appliances, in addition to ethanol. These industries have been hard hit with layoffs, either permanently or as long term temporary. In addition, Electrolux Central Vacuum Division and Electrolux Major Appliance Division in Webster City have now been certified for Trade Act benefits. Because these large companies relied on other companies to supply them with parts and warehousing, other subsidiary companies are now also filing Trade petitions, although no answer has been received yet regarding their eligibility. Through local initiatives, partnerships, and Stimulus funds, we have been able to assist many of these customers during their time of need.

Local IWD and WIA management worked with the Mid Iowa Growth Partnership (MIGP) and ICCC to submit a Regional Innovation Grant (RIG) to assist the region in planning for times of economic downturn such as this. The RIG would allow us to gather information through activities such as asset mapping and a Skills Shed. The final status of the RIG is not yet known. However, if this does not come through, other grants will be explored for either planning or implementation projects.

Region Five did receive ARRA funds. So far with this money, there have been three served in the Adult program, 38 served through the Dislocated Worker program, and 35 Youth have been served through the Summer Youth program. For the Adult and Dislocated Workers, most of the activities centered around classroom training of some type, either skills upgrading or enrolling in one to two

year programs. These training programs are in areas of high demand and/or high tech, which will make them more employable and add value to the workplace. One group of workers laid off from the company which was constructing the Tate & Lyle plant took two OSHA certification classes. At least one of these workers has now been recalled back to work. For the youth, most of their activities centered on Work Experience sites. These sites provided the opportunity to enter the world of work under guidance and supervision to help the experience become a positive one. They learned real job skills in addition to soft skills, which employers are now requesting. Again, this will make them more employable, and will help them prepare for a career path. Four of the Summer Youth will continue working through this program until September 30th. Another Summer Youth will continue to work until approximately December 31st. It is hoped that these work experiences will result in permanent placements at these locations.

Region Five did receive some Emergency Public Jobs (EPJ) funds. Since our region was just on the edge of the flooding and damage, it was hard to come up with many work sites for this. However, we did end up with three sites. One was at Humboldt County Conservation where we had two participants; one was at MIDAS in Fort Dodge where we had one placed; and the third location was at Brushy Creek where we had two participants placed. Most of the work centered on trail repair and cleaning brush and fallen trees out of the creek beds. The participant at MIDAS assisted with the Jump Start program. MIDAS was very pleased with that participant's job performance, and was able to make her a permanent employee as of August 1st.

The region is moving toward an integrated service delivery system with a launch date of October 28th. As we have begun moving toward a more integrated system, we have been forming closer partnerships with local economic development groups, the colleges, and other community agencies and partners. In an effort to help meet the skills demand of employers and increase the skill level of employers, several initiatives and partnerships have evolved. WIA, IWD, ICCC, Veterans services, Vocational Rehabilitation, and the Small Business Center have partnered on various activities. For example, an Unemployment Survival Fair was held in Webster City due to the high number of factory workers who were unemployed, either temporarily or permanently. The Fair featured many supportive services throughout the area, as well as information on job training and college programs. We have also included these partners and others when worker informational meetings are held. We also held group orientation meetings weekly to inform customers about TEB, the Training Extended Benefit program, and Department Approved Training, both of which are Unemployment Insurance programs, WIA

job training programs, Vocational Rehabilitation assistance, and educational opportunities through ICCC. The goal of partnering together in these meetings was to make a seamless One Stop for information regarding all of these services. It bridged the gap for those who wanted to pursue training and educational opportunities but needed a little additional personal assistance.

In addition to the Pell Grant letter sent out by Director Buck, we partnered with ICCC to send out a follow up letter to those who were receiving UI in the 9 county area of ICCC's region. The follow up letter listed more personalized information and contact information regarding assistance in planning for careers, financial aid, and job search assistance. The letter included a section that they could tear off and mail back to the college with items of interest checked. They were then contacted by someone who could assist them with their needs. Any needs that could be met by WIA or IWD staff were referred back to us.

During PY08 we partnered with Iowa Central Community College on a Literacy Grant. This grant allowed the college to offer several career path classes such as Pre-CNA, Pre-Welding, Basic Computer, Math for Truck Drivers, and ESL Computer classes. These classes were held at their three campus locations, as well as at the WDC. Referrals to these classes were made by WIA, IWD, Veterans, and PROMISE JOBS staff in addition to them being advertised. These are also high demand areas in Region Five.

The region continues to reach out to those who may benefit from our employment and training services by co-enrolling in partner services and Trade. We continue to work with shared participants who are also enrolled with Veterans programs, PROMISE JOBS, IVRS, Proteus, as well as New Iowans and those who are working with the Disability Navigator. Our goal is to continue offering the current services in a more efficient and effective way, as well as expanding services such as additional workshops and training in areas of need that will add value to the workplace. The new Integration model will help us in achieving that goal.

Region 6 – Marshalltown

The economic condition in Region 6 has been greatly challenged this year. One major manufacturing plant closed its doors and two others have undergone huge downsizings. Several other plants cut staff and trimmed budgets in hopes of weathering the economic downturn we entered into during the fall of '08. Most employers felt the pinch of this downturn and took the necessary steps to help them survive. Unfortunately for the workers, it meant layoffs. Our region's

unemployment rate began to rise rapidly at the beginning of Program Year '08 and continued the rise throughout the year. It appears to have stabilized by June of '09 with our region's unemployment rate just above the state's rate of 6.2.

The high unemployment rate drastically increased the number of people seeking services. Our WIA budgets were fully obligated by August of '08. In order to assist all the newly laid off workers, we applied for two State Emergency Grants. By December of '08 it became apparent the SEGs weren't large enough to serve all the affected workers. We then applied for a National Emergency Grant.

Unfortunately, the NEG got caught in the transition phase of the newly elected president and was delayed in being awarded. During this waiting period, Region 6 asked for and was granted a dollar increase to the existing SEG grants. This increase allowed us to serve the large numbers of people being laid. Once the NEG was awarded, the region was able to free up formula money. This money, along with the stimulus money, which was received in Feb '09, allowed the region to once again open WIA enrollments. Enrollments had been put on hold in September '08 because of budgets being fully obligated. With the influx of people needing to be served, we quickly discovered that we had to change our processes in order to meet the demand for services. Our first change was to do group WIA orientations. The Region continues to reevaluate its WIA processes for more efficient and effective ways to serve the large volume of customers we are seeing.

Stimulus Funding

A positive for WIA this year was the stimulus monies awarded by the new administration. The stimulus money for youth allowed the region to develop and implement a summer youth program. Twenty youth were given the opportunity to hold a summer job, thanks to the support of local businesses in Marshalltown, LeGrand, Grinnell, Tama and Iowa Falls, and the Workforce Investment Act Summer Youth Program.

The goal of the summer program was to invest in young people, help them gain work experiences for the future, and put them on a path to work or return to school. Community agencies, family members, school counselors, teachers and others referred participants to our program. All youth enrolled faced obstacles to obtaining or keeping steady employment.

The summer program consisted of a weeklong orientation that included labor market information, tips for career planning and decision-making, job search techniques, survival/daily living skills, positive work habits, motivation and

adaptability, and teamwork activities. By the end of this fiscal year, June 30, 2009, the youth were just beginning their work assignments. The youth are scheduled to tour Iowa Valley Community College to explore the educational opportunities available at community colleges; and meet with a representative from the community college, who will review the importance of a high school diploma/GED to each person's future, and will provide if needed and appropriate information on how to enroll in high school/GED classes.

Region 6 is very proud of the youth program that was put to together on such a short notice. It was a quality program that infused the youth stimulus funds back into the community. Our region chose to pay prevailing wage and gave all the youth the opportunity to work until September 30.

The Adult and Dislocated Worker Stimulus Funding were used to allow people on the waiting lists a chance for training in high growth/wage jobs. To assist these individuals in making good career decisions, the WIA program operator, Iowa Valley Employment and Training, worked closely with the RWIB and the communities' economic developers to identify high wage, high demand jobs that would be needed in the future; and also to identify jobs that are currently going unfilled because of lack of qualified applicants.

Three occupational clusters emerged as front runners in high demand/ high wage jobs for the region. Health Care which has an excellent career ladder leading to increasing wages continues to be a demand occupational cluster. Infrastructure, especially roads and bridges is another growth occupation. Renewable energy and related occupations are also being considered as possible growth industries. These projection of possible high wage/demand occupations and other valuable labor market information was passed on to the WIA participants in the career counseling sessions; and with the assistance of the career counselor a training plan was developed. Early indications are looking promising that the training under taken by the participants will lead to high wage jobs. Because of the sluggish economy, most participants are opting for longer training programs. Their hope being that the job market will better in a year or two.

Emergency Public Jobs

Region 6 was not impacted as severely by the floods of '08 as other regions in the state. Two state parks in our region had major damaged done by flooding; and the parks of the City of Grinnell were damaged by strong winds. The city parks in Grinnell were restored to pre wind condition after 9 weeks of work. The two state

parks are still cleaning up debris and rebuilding trails. Work on these two projects is anticipated to continue through spring of 2010.

Successes

Region 6 had 18 adult, 18 dislocated workers and 5 youth exit the program. Not all have gotten their dream job yet; but each one has begun the journey. And all are looking forward to brighter days ahead. For the 250 currently enrolled WIA participants, the future is looking positive because they are working towards the obtainment of skills needed for high/demand, high/wage jobs.

Region 7 – Waterloo

Unique and successful program

For the second year, HCC Iow@ Work staff provided the Leadership Development program “Step Up Your Game” to eligible youth ages 16-21. The eight week after school program, designed by the youth resulting in commitment, interest and empowerment. The Iow@ Work facilitators introduced the allowed parameters and the students then decided such things as ground rules (acceptable behavior), community service activities, prioritized learning activities and even snack selection. Twenty-four youth participated in the program and most were referred by their friends.

The Leadership Development activity provided each youth with a \$25.00 gift card for attending the two hour weekly class. Favorite topics included an interactive seminar on Character Counts and another on Workplace Safety.

In addition to classroom activities, 15 Work Experiences (WEP) were developed by Iow@ Work staff for the “Step Up Your Game” participants. Including both for-profit and not-for-profit worksites resulted in a wide variety of opportunities for the youth. Specifically TJ Max, the discount chain store was so pleased with the program they hired their WEP participant and agreed to be a year-round worksite.

Another for-profit business, Parham Insurance is participating in a 20 hour per week WEP in their offices. Jonathon, a 17-year-old foster child was new to Iowa, after relocating here from California. He came to live with his diabetic grandmother, after getting into trouble in his home state. His Specialist says “Jonathon did not have high expectations for himself. He would have been

satisfied working in a fast food restaurant. Working at Parham is giving him transferable skills and a taste of a possible career field". The high school senior attends school until noon and then walks to his job. The worksite staff is very happy with Jonathon, and thinks the program is great. They too have agreed to host youth Work Experiences year round.

Emergency Public Jobs – successful programming for participants and communities

On May 25, 2008 an EF5 tornado raced across Butler, Black Hawk and Buchanan Counties in North Central Iowa. When the funnel touched down south of Parkersburg in Butler County, it was approximately three quarters of a mile wide. It passed north of the city of Waterloo, and by the time it arrived in Buchanan County it measured a mile wide. It then disappeared. Nearly a third of the town of Parkersburg, Iowa, was destroyed. The neighboring town of New Hartford was equally devastated. A total of eight people were killed.

The most severe damage was in Parkersburg where 21 commercial buildings were destroyed. More than 400 homes were damaged and 222 homes were totally destroyed. A housing development in New Hartford took a direct hit and 88 homes were flattened. A few houses were destroyed north of Waterloo and several homes were flattened in Buchanan County. The debris field was vast, covering state and county roads and parks, farm fields and city streets. Documents from the Parkersburg City Hall were found as far away as Wisconsin.

Barely two weeks later in June 2008, massive flooding occurred in most of the rivers in Eastern Iowa. This flooding impacted Region along the banks of the Cedar River, and most of its tributaries. As a result, hundreds of homes were damaged or destroyed along with many downtown areas and public lands. The National Emergency Grant, Emergency Public Jobs program has significantly contributed to the restoration of public properties and has assisted local economic recovery through job creation and economic stimulus.

For example, Waterloo has 12.5 miles of the Cedar River winding through the middle of the city. Extensive public property was damaged and the Waterloo Waste Water Management Department charged with the clean-up. Through the Emergency Public Jobs grant, 31 people earning \$20.96 per hour have worked cleaning up storm water retention areas, a city-wide system of flood gates, miles of dikes and wooded river bank areas. Through the end of June 2009, a total of

\$189,349 dollars in wages were paid to these temporary employees, which in turn was paid out in rent, groceries, gas, etc.

Hawkeye Community College Iow@ Work began working in the city of Parkersburg with a crew of ten. The tornado destroyed the local high school, swimming pool and city hall. Debris that was hurriedly bulldozed out of city streets was piled in mountains everywhere. The Emergency Public Jobs temporary employees have worked 40 hours a week for nearly 14 months and have been instrumental in the Parkersburg recovery. Scott Barrett, one of two people in the city's maintenance department cannot imagine how this work could have been done without the EPJ program.

Statistics:

- The number of public/nonprofit worksites assisted, by county are:
 - Black Hawk County 16
 - Bremer County 5
 - Butler County 5
 - Buchanan County 3
 - Grundy County 1
- 221 dislocated workers have been enrolled in the program

Activities using ARRA funds

Region 7 was able to provide its first Summer Youth Program since 1999 thanks to ARRA stimulus dollars. 104 youth were placed at 40 worksites in 58 locations in five counties.

Success Stories

Andrew is 18 years old and a high school graduate. He works at the Waterloo Streets Department, currently helping to lay asphalt for street repair. “This is the first time I’ve ever felt like part of a team at work. I’m learning more than just work skills,” says Andrew. “I’m learning life skills too! Like responsibility and team work”. Andrew has had 100% attendance while on this job and agreed to continue working with the Street Department crew until September 30.

Anthony also works for the Waterloo Street Department. He is a 21 year old parent of two, who dropped out of high school. He is attending GED classes at night, while he works during the day, so he can support his family. Anthony’s previous work history included short term jobs in fast food restaurants, but after doing concrete work with the street department, he plans to get his CDL so he can

operate heavy equipment. His progress reports from the worksite have always been excellent, and the worksite supervisor is offering to provide references for Anthony's next job.

Keesha has spent the summer working at University of Northern Iowa's Center for Urban Education as a clerical assistant. She is a 19-year-old college student who is deaf. Keesha's mom contacted the Summer Youth Specialist to say "thank you", indicating this has been a fantastic experience for her daughter. "Keesha really likes the people she works with. They treat her just like everyone else, not like a disabled person." The money she earned this summer will help her pay for college.

After spending the summer working as a custodial assistant at the Cedar Falls Schools, Andrew is already hoping to work in the summer program next year. The 17 year old high school student was born without his right hand, but was more than able to do all work assigned to him at the school. This was Andrew's first job. His supervisors reported that he was a great team player and was more than willing to do anything assigned to him. When he finished his assignment, Andrew always went looking for more work!

When Josh came in to apply for the summer program, he told the Youth Specialist, "I have to get a job or I'll go back to jail". He had a long history with the juvenile justice system, but wanted a new start. Josh was placed with the City of Evansdale Street Department, where the 18 year old worked repairing streets. His supervisor reported that Jason has done an excellent job, and the city is considering hiring him as a fulltime city employee. Josh also decided to get his GED. He was referred to Hawkeye Community College Iow@ Work's year-round youth program, which is connecting him with GED classes. When he is ready to test, we will pay for the cost of his GED tests.

Charles went to work as a clerical assistant at the Butler County Court house. The 17-year-old, Asian male lives with his non-English speaking family who receives FIP and Food Stamps. He told the Youth Specialist how much he liked working on computers, so he was thrilled when the worksite included him in all day training on Microsoft software. Charles then used his new skills on the job, creating many new spreadsheets and applications for the county.

Region 9 – Davenport

The Workforce Investment Act (WIA) is a federal program providing workforce development funding; some of this funding is for general population of

unemployed individuals, but much is targeted to dislocated workers, low income adults, and low income youth.

Iowa has 16 regions. Region 9 in Eastern Iowa includes Scott, Clinton, Jackson, and Muscatine Counties. A Regional Workforce Board is active and representative of employers, labor, education and more. A Local Elected Officials group, including representatives appointed by each county, assist in our workforce efforts, Workforce, education, and business partners in both Iowa and adjoining Illinois routinely work together to provide businesses and job seekers with needed workforce and training services.

The Workforce Investment Act provider in Region 9, Iow@Work, is a division of Eastern Iowa Community College (EICCD). The mission of Iow@Work “is to strengthen our communities and create a better quality of life by increasing the size and improving the quality of the workforce. This is accomplished by individual and group counseling, training, and placement. These efforts include partnerships to maximize the opportunities for each job seeker and employer.”

The Economy. The economy drastically changed in late October 2008 with the first HNI/HON layoffs in Muscatine. Many employers followed with layoffs. The Region’s Rapid Response team is well respected by employers and workers and was invited to provide 38 rapid response meetings for 1,463 affected employees. In February/March 2009, Deere Davenport laid off 317 workers. January through August 2009, Alcoa laid off 409 workers. Iow@Work dislocated worker staff visited and provided information to many smaller company layoffs as well.

Although the unemployment rate in Region 9 is higher than the state of Iowa average, it is still significantly below the United States June 2009 unemployment rate of 9.5%. Region 9 borders Illinois and in fact together we form a bi-state “Quad Cities” labor market. The unemployment rate in the Quad Cities labor market (Iowa/Illinois) rose from 5.1% in July 2008 to 7.5% in June 2009 resulting in 15,977 unemployed (5,181 more than a year ago). By comparison, the June 2009 rate in Iowa was 6.2% and Illinois was 10.5%. Muscatine County had the highest June 2009 rate of 8.5% and Scott County had the lowest at 6.8%. Clinton and Jackson Counties were each at 7.8% in June 2009.

The good news -- new layoffs have drastically slowed the last few months, although unemployment rates have not gone down yet. The bad news -- some job seekers are beginning to exhaust their unemployment insurance benefits. Nationally the Bureau of Labor Statistics shows the average length of

unemployment at 24.9 weeks (Aug 2009), almost 6 months. Some of course search much longer.

Another challenge facing our Region -- those most vulnerable in a tough job market are typically younger/less experienced, low skill, high school dropouts and minority workers. Example, per BLS (Bureau of Labor Statistics Aug 2009 report) the unemployment rate for black youths age 16-19 was 37.9%. The unemployment rate for individuals 25 yrs+ with no high school/GED is 15.5%.

High Growth/Demand Occupations. There are still jobs and sectors projecting growth and the workforce system provide career assessment tools to research career choices. Health care, life sciences, logistics, and advanced (skilled) manufacturing continue to be growth occupations in the Region. However there is NOT always a good match between unemployed job seeker skills and skills needed by these employers. Even though manufacturing has experienced layoffs, it is clear that our Region has a substantial and stable manufacturing base. For example, a farm equipment manufacturer laid off workers, but will have substantial retirements in the next couple of years. Relatively lower skilled assemblers have been laid off. It is likely the company will be needing workers with welding or CNC or other advanced manufacturing skills as well as computer literacy. Lower skill laid off workers would be wise to “skill up”.

Services/Expenditures/Performance. Given the large number of unemployed job seekers, both Iowa Workforce Development and WIA programs were flooded with those seeking jobs, training, and unemployment assistance. Staff worked extraordinary hours to assist these individuals. Workforce system services include career assessment, job search; resume development, career planning and these are provided by several workforce partners in various locations. Iow@Work provides one-on-one career guidance; funds for WIA approved occupational training, child care, transportation, work experience, and On-the-Job Training. The workforce system (WIA and IWD) also provides the Promise Jobs program to assist welfare applicants with similar services.

The WIA programs FY 09 budget of \$927,642 was thankfully supplemented by \$681,292 additional ARRA (American Recovery and Reinvestment Act of 2009) funds with the majority of this (\$456,585) funding a Summer Youth jobs program for low income youth. It is likely in the upcoming year that WIA funds for training assistance will be fully exhausted, probably in October, just four months into the program year. Of course, we will continue to assist with job search assistance, referral for PELL grants, etc. Unfortunately PELL grants do not pay for short-

term/less than semester training like nurse aide, truck driving, etc. Our Region will be seeking additional funds to assist with this training. The average cost per person trained/placed is about \$2,000. The payback is ongoing. Not only are unemployed workers now higher skilled and working, but they also no longer require public support and they pay more back in taxes year one than it costs.

We are very thankful Eastern Iowa Community College continued to invest over \$100K in Gap tuition scholarship funding through their Career Link Essentials Program, providing tuition assistance for a substantial number of low skill job seekers.

The WIA program served 747 individuals during the year and placed 84.2% of adults and 92.6% of dislocated workers in employment after exit (includes program dropouts and completers). The latest PROMISE JOBS report showed 1709 current PROMISE JOBS participants, active in a variety of components such as job search, training, and part-time work.

Summer Youth Program. For the first time in 10 years, funds were available for a Summer Youth program which provided summer job experience for low income youth through age 24 at public and non-profit agencies. Our Region's goal for Summer Youth jobs developed/youth placed was 160 and this goal was met. We had far more youth and jobs than we could fund. Just one of 160 examples:

“Jay, 17 lived in Wisconsin (a junior in high school) until his mother died a year ago and the family split. Nowhere to go, he came to Davenport. For the past year he lived in a homeless shelter and rode public transit to school his senior year...only missing 2 days. When Jay interviewed, said “as nice as the shelter was to me, there are people there with lots of problems and I would love to get an apartment and just be responsible for my own problems...a job will help me get money for that.” Not only did Jay get a summer job, he learned about “green careers”, developed a career plan, applied for a PELL grant, and is now enrolled in a two year community college environmental education program where he will learn solar/insulation/energy systems and more. Jay just got his own low cost apartment in September and now has a job while going to school. His supervisor said Jay is the single most motivated and helpful employee ever seen-willing to do anything needs done.”

“Nahant Marsh is a new wildlife sanctuary and learning center on a former dump site. Through the summer youth program, Nahant hired work release offenders to repair trails, remove noxious and plant native species, develop and provide

learning activities to the public. The sanctuary is vastly improved. A work release counselor said "I was ready to send Nathan back to prison. He wouldn't obey rules, was disrespectful, and created problems here at the Work Release Center. I don't know what you did-but he's not the same person. He loves his job. He knows what he wants to do with his life now. I wish I could have this for every one of my people." Nathan's boss said "I'd hire him permanent if he only had his GED." WIA youth staff have Nathan working on his GED too.

Special Projects and New Initiatives during the Year

- Iow@Work applied for and received \$103,560 in ARRA State Funds June 2008 to serve 50 high schools dropouts in a GED/Occupational Sampling Literacy program which operates from July 2009 through June 2010.
- Iow@Work applied for and received \$100,000 in ARRA State Funds to serve an additional 40 summer youth the summer of 2009.
- On June 28, 2009 Iow@Work applied for and was awarded \$1,096,523 on September 8, 2009 to assist laid off Alcoa and Deere Davenport Workers for the next two years. Services include career assessment, training, workshops, placement assistance and more. Through cooperation and assistance of company/unions, we will be opening a small Career Placement Center.
- The EPJ (Emergency Public Jobs) program continued providing unemployed workers for flood/storm clean up of public property with 162 workers placed since the program started. Examples of work sites where flood/storm public property clean up and repair has occurred: Credit Island, Duck Creek, Wild Cat Den, Maquoketa Caves, Camp Abe Lincoln, City of Davenport and Muscatine. EPJ funds are injected directly into the economy as workers cash and spend their pay checks ... providing economic stimulus with most of the \$1.2 million being spent on wages.
- Eastern Iowa Community and Black Hawk Community Colleges were awarded a Department of Labor "high growth" grant for development of a logistics training program which provides a career pathway from high school up to a four year degree if desired. The project has an active employer steering committee. Career information and high school training academies are being piloted. The original short-term training is still available (about 16 weeks), but additional skills can now be added to obtain a two year or four

year degree/credential. Each step up the ladder adds value for employers and provides skills for increasingly skilled and higher pay jobs.

- The Region 9 Iow@Work Director serves on the bi-state Rock Island Arsenal BRAC task force that continues to work on upcoming TACOM closing scheduled for 2011 affecting over 900 employees as well as Chamber and Economic Development groups.
- Chamber and Economic Development Initiative: The Quad City Development Group was recently folded into a new Chamber-led economic development team called Quad Cities First. Quad Cities First is developing and will “float” various recommendations to insure an adequate skilled workforce is available. The Iow@Work Director will serve as the workforce partner liaison with that group. One example might be the development of a high school internship data base for the Quad Cities with the goal of exposing more youth to careers and the preparation needed. It is expected that Workforce partners will assist in some way to move recommendations they support into action.
- The Jackson County Maquoketa One-stop office moved into a new learning center on July 1, 2009 which was built and equipped by Eastern Iowa Community College. Workforce partners have the offices, a resource room and use of classrooms for employers, job search, workplace essentials, and other classes.
- Through a Promise Jobs grant, Region 9 piloted GED classes combined with occupational sampling. This combination GED/sampling class became the new model, helping high school dropouts envision and set a career goal, then take the steps to get there. The results: better retention, more getting their GED, lots more taking occupational training afterwards so they could compete for good jobs and wages.

One Stop Centers. Our Clinton County Iow@Work and IWD offices (once separate) are now co-located effective June 30, 2008. Four WIA staff and six IWD staff are making a concerted effort to work as a one stop center sharing resource room, conference rooms, and sharing clients and information. If Iow@Work Clinton staff had just one more wish, it would be for more no cost space to add GED, computer lab, and additional classroom space.

On July 1, 2009, the Jackson County Maquoketa One Stop office moved into a new learning center that was built and equipped by Eastern Iowa Community College. Workforce partners have the offices, a resource room and use of classrooms for employers, job search, workplace essentials, and other classes.

Davenport has a WIA and IWD location with neither space large enough or suitable for both. Earlier in the year EICCD proposed building a West End Learning Center. Unfortunately the IWD location had just entered a 10 year lease and state staff are examining possible options that would enable WIA/IWD to co-locate.

PROMISE JOBS/WIA Success Story. Melissa is now a 28 year old with three children/recently married. Four years ago, she was receiving public assistance and was enrolled in PROMISE JOBS where she received her Associate Degree from Clinton Community College. Melissa then transferred to Ashford University to complete a math teaching degree. Melissa used Promise Jobs child care and transportation while attending CCC (also PELL grant). She was then co-enrolled in the WIA Adult program and qualified to have her child care and transportation costs paid which enabled her to continue in school at Ashford. Melissa carried a full schedule and graduated in May 2009 with a 3.4 GPA. She completed her student teaching at North Scott High School. She interviewed and was offered a position with Clinton High School as an At-Risk Teacher teaching Algebra and Geometry starting wage of \$32,000 per year. This is where she wanted to work!!! Melissa said “It wasn’t easy. I had rough times. It really helped to have encouragement and a shoulder to cry on. I can’t believe I have my dream job ... right here in the Clinton At-Risk program where I was just a few years ago. I’ll know how to reach those kids. I’ll challenge them and I’ll be there for them when they need it. I’m paying back what I was given. Oh-yes and I’m paying back some student loans too.”

Region 10 – Cedar Rapids

Region 10 Workforce Investment Act programs assist the local workforce to meet the needs of area businesses. The workforce partnerships in the region focus on streamlined services, customer choices, universal access, increased accountability, active regional boards and service provision. Comprehensive services provided include access to employment, training and education, employer assistance and guidance. The Workforce Development System of Region 10 provides services to Linn, Johnson, Cedar, Iowa, Washington, Benton and Jones Counties.

Region 10 has 4,358.3 square miles (7.8 percent of the State of Iowa); the second and sixth largest cities in Iowa (Cedar Rapids and Iowa City); two of the state's seven Metropolitan Statistical Areas (Cedar Rapids MSA and Iowa City MSA); the University of Iowa and the University of Iowa Hospitals and Clinics; the second largest community college in the state (Kirkwood Community College); the home office and primary engineering and product development center of Rockwell Collins—a major international aerospace and defense contractor; the home office of AEGON USA; and Quaker Oats (a division of PepsiCo) manufacturing facility—one of the largest cereal mills in the world. More than 250 manufacturing operations, nearly 30 Fortune 500 companies, and more than 25 foreign-based companies have facilities in the region.

Based on U.S. Census data (2006 estimates), the population of Region 10 is approximately 423,045 (nearly 15 percent of Iowa's population). Approximately 72 percent of the region's population (303,083) lives in 24 communities with 1,000 or more residents. Eleven of those communities (including Cedar Rapids, population 124,417) are in Linn County; six (including Iowa City, population 62,649) are in Johnson County; two are Benton; two are in Jones; one is in Cedar; and one is in Washington County. The region has one of only three Foreign Trade Zones in Iowa, is served by the Eastern Iowa Airport (CID), and is connected to the Interstate highway grid by Interstates 80 and 380 (Avenue of the Saints).

Unprecedented and catastrophic flooding in Region 10 occurred during June 8-21, 2008, all seven counties in Region 10 were included in public and individual assistance amendments to the FEMA disaster declaration (FEMA-1763-DR-IA) that President Bush signed on May 27, 2008. The declaration initially addressed destruction by an F-5 tornado in the town of Parkersburg, northwest of Region 10 in Butler County.

Before the end of June, 85 of Iowa's 99 counties were identified in amendments to the declaration. At least 300 Iowa communities were affected by flooding and severe weather—the most devastating and costly combination of natural disasters in Iowa's history.

Approximately 14 percent (9.2 square miles and well into the 500-year flood plain) of Cedar Rapids was inundated by the Cedar River which crested at 31.12 feet; the entire Cedar Rapids downtown business district was swamped (more than 350 businesses, non-profit, and public entities were affected). Infrastructure at the University of Iowa was severely damaged by the Iowa River; and the main

business district of Coralville (adjacent to Iowa City) was flooded by the Iowa River and Clear Creek (more than 200 businesses were directly affected).

The current estimated cost for damage at the University of Iowa and only for public property in Cedar Rapids, Palo (a community north of Cedar Rapids), and Linn County exceeds \$1 billion. The disaster was particularly damaging to hundreds of small businesses, and put over 4,000 jobs at risk within Region 10. Flood damage caused the permanent closure of two major businesses in Cedar Rapids affecting 237 workers: Norwood Souvenir and Swiss Valley Farms.

And now, further complicating flood recovery, reverberations of the national recession emerged in Region 10. Since October 10, major regional employers have announced layoffs and closures: Cryovac (closure, 280 layoffs), Whirlpool (Amana) Manufacturing (300 permanent and 100 temporary layoffs, 20 percent of the Amana facility's workforce); Yellowbook (100 layoffs in Cedar Rapids), and Rockwell Collins (100 layoffs in Cedar Rapids). This was only the beginning, with over 5,000 individuals impacted by lay off or business closure. The manufacturing and service industry sectors have been hardest hit by the recession, with eleven company closures. Unemployment rate for July 2009 was 5.5 percent from 3.8 percent in July, 2008, indicating a weak economy for job seekers to find employment quickly.

Disaster assessment, planning, and recovery are on-going. Dislocations, economic losses, and uncertainty created by Flood 2008; the current U.S. and international economic crisis; a lengthy and deep recession; and a deteriorating Midwest regional economy make intelligent, data-driven, and coordinated economic recovery and development, workforce talent development, and planning for economic transformation and increased innovation in Region 10 necessary now more than ever. The State's Disaster National Emergency Grant and the ARRA stimulus funds have been used to support transformation in the region.

During PY2008, Region 10 experienced impacts from the national recession with over 5,000 individuals impacted through layoff or company closure.

PROGRAM SUMMARY

Workforce Investment Act Program performance for the region was strong, serving over 604 participants with 421 new enrollments for the program year. The WIA program met all 17 performance measures. The Youth program maintained its focus on out-of-school youth and had excellent results from marketing and

recruitment efforts, enrolling 159 participants during PY08. A Summer Youth Jobs program was implemented with ARRA funds serving 147 area youth through 50 work sites. The Dislocated Worker and Adult programs enrolled 310 participants during PY08, however, through core services, served more than 770. The Region 10 Disaster Emergency Grant in Region 10 has placed 668 individuals in temporary jobs at 76 public and nonprofit worksites.

The Regional Workforce Investment Board (RWIB) and the Chief Elected Officials (CEO) Board of Region 10 work in partnership with the One-Stop system partners, business and industry, economic development organizations and education to provide direction and support to the workforce strategies for the region. These Boards concentrated on the following projects:

- The RWIB toured the Clipper WindPower to learn about the growing workforce needs for workers in the renewable energy and green jobs sectors.
- The RWIB Audit Committee met twice during the year and reviewed financial, fiscal, audit, monitoring and personnel policy reports.
- The RWIB Collocation and Integration Committee met numerous times during the year to guide service flow and integration in the region. The region's new integrated one-stop will be operational in July 2010.

WIA PROGRAM PERFORMANCE

For PY08 the WIA programs maintained a staffing ratio balance of 40 percent staff to 60 percent client spending in the DW/A program and 60 percent staff to 40 percent client spending in the Youth program. This guideline was determined in communication with IWD program technical staff and the RWIB. The DW/A program maintained 3 FTE for workforce consultants/career advisors and the Youth program maintained 3 FTE for workforce consultants/career advisors ensuring service coverage in the southern and northern regions of the technology corridor. An additional 2 FTE workforce consultants were added with ARRA stimulus funds, and part-time FTE was added to assist in coordination of the Summer Youth Jobs Program.

For PY08 WIA ramped up the services of the National Emergency Public Jobs programs with 4 FTE hired to support the project and 2 part-time FTE were added to facilitate job placement and training services for these program participants.

All performance measures for the WIA program were achieved: 106.8% in the Adult program; 107.7% in the Dislocated Worker program; and 102.2% in the Older Youth program; and 107.9% in the Younger Youth program.

SPECIAL PROJECTS

The Workforce Investment Act Programs focused on the creation of innovative programs and services during PY 2008 to effectively serve the increased participants and enrollment numbers experienced by the Disaster NEG and as a result of the economic recession. The following activities were undertaken:

- 1) Movement to Group Services
- 2) Co-hort Group Training
- 3) Job Club / Job Placement Services / Job Search Services
- 4) Summer Youth Job Program
- 5) Disaster NEG

Movement to Group Services

The WIA A/DW program experienced an increased volume of potential participants. In late fall, WIA information sessions were set up monthly to educate individuals about the basics of WIA A/DW services and available core services. Typically meetings included 10-15 individuals. By February 2009, consultants were conducting A/DW information sessions weekly with typically 25 individuals in attendance.

The information sessions provide a packet of information similar to that provided at company Rapid Response meetings to attendees. Topics covered include A/DW services, local agency services (IWD, HACAP, DHS, AARP, and others) and how to move onto the next stage of the WIA process for those interested.

From March 2009 to July 2009 A/DW group intake sessions were also completed. Participants who completed an information session and who were interested in receiving WIA services were asked to provide basic eligibility information, copy of resume, training interests (if planning training) and Choices information. Once a participant completed the intake session they were then assigned a consultant to meet with one-on-one to determine what services were needed and if enrollment was a good next step.

These group efforts saved consultants much time while interest in WIA programs was greater than could be met by one-on-one appointments while still providing

services to those enrolled. It also cut down on the amount of time consultants spent on the phone providing consult about A/DW services as individuals interested were required to attend an information session.

Job Club / Job Placement Services / Job Search Services

Employment Networking Group

The WIA program established the weekly Employment Networking Group or ENG in February 2009 in response to the large number of individuals interested in job search assistance. This group was originally established in Cedar Rapids but due to the high demand, was expanded to Iowa City in June 2009. Since March 2009, 223 have attended ENG sessions.

ENG offers job seekers the chance to meet and network with others in job search, talk with a WIA consultant and participate in a weekly educational program about job search. Some topics covered include mock interviews, resume writing, Colors testing, networking, follow up and much more.

Community Information Sessions

WIA program recognized that there were many individuals being impacted by small layoffs through Region 10. Many of these individuals were unaware of WIA services. To find and educate this hard to reach population, the A/DW program coordinated three community information sessions. Participants were provided with a packet of information similar to those provided during a Rapid Response. Information on other support programs was presented. The Kirkwood Career Services team completed a workshop at each session on resume writing and interview skills.

January 2009-Cedar Rapids-90 Attendees

April 2009-Cedar Rapids-30 Attendees

May 2009-Benton, Cedar, Jones, Linn, Washington, Iowa and Johnson Counties-27 Attendees

Session held via the Kirkwood Training System.

50+ Services

The WIA program was instrumental in the development and roll-out of a series of workshops for 50+ dislocated and unemployed adults impacted by the regional recession. These workshops drew over 125 individuals in attendance and included a series of three workshops: 1) Employment Workshop for 50+; 2) The Adult Career Changer, and 3) Speed Job Networking for 50+.

Co-hort Group Training

To serve as many participants as quickly as possible through the high demand for services experienced by the WIA program. The region designed and implemented several co-hort training programs for dislocated workers that were designed based on the demographics and skills needs of the population being served. A Computer Literacy and Proficiency class was held for dislocated workers that needed to invest in their technology skills but needed classes that were slower paced and instructor intensive. A Professional Skills Development training program was developed for dislocated workers that needed computer technology training and soft skills training to effectively navigate the new world of finding work and retaining work. This program included computer courses, critical thinking courses, team building courses and preparation and certification through the Iowa Career Readiness Credential. A Customer Service Training Program was developed for interested career changers that wanted to move from manufacturing to the call center service sector. The program features specialized tracks in collections and insurance and is supported by area employers.

Summer Youth Job Program

In February 2009, Region 10 Creating Futures Youth program learned that a summer job program was funded through ARRA. The focus of the program was work readiness skill attainment. To increase work readiness skills, the Creating Futures program provides youth with (1) 30 hours of work readiness training and (2) a minimum of 7 weeks of work experience at non-profits and public entities. Youth are pre and post tested to determine the attainment of work readiness skills. Kirkwood served 144 youth at 50 worksites throughout the 7 county region. The program will end September 30, 2009.

Disaster NEG

In June, 2008, the Region 10 WIA program began implementation of the Disaster NEG program referred to as Emergency Public Jobs. Within four weeks of the Flood of 2008, the EPJ program was operational, accepting participant applications, developing flood worksites, and placing temporary workers into public jobs. The WIA offices partnered closely with County and City officials, non-profit agencies, and the Department of Natural Resources to secure worksites. Intake application offices were established at one-stop centers within the region and the EPJ program was housed in downtown Cedar Rapids in the center of flood recovery operations. To date the program has placed 668 participants into temporary public jobs on 76 worksites. The program has supported public and non-profit organizations recovery from the flood by providing \$2,025,000 in wages

for these temporary jobs and \$155,000 in personal protective equipment and flood recovery equipment to get these organizations back up and operational.

The program partnered closely with the region's Small Business Development Center and Small Business Disaster Recovery Center to implement the state's waiver to provide financial disaster assistance to small businesses of fewer than 25 employees impacted by the flood. To date, 350 businesses have inquired about the program and 182 applications are being processed for a request of \$275,000 with 32 state approved application and 23 pending.

The EPJ program became a prominent partner in the Governor's Rebuild Iowa Initiative and local office housed in Region 10 providing administrative, case worker, office support, and distribution support through temporary workers. In early February EPJ approached the University of Iowa Memorial Union severely impacted by the 2008 flooding about possible assistance in doing some deep cleaning of the facility, catering, and kitchen items. After this first meeting they were very interested and immediately started getting a crew of 4 to 5 general cleaners ready for them. After placing this crew EPJ further discussed opportunities to help them with additional projects including the refurbishing of the Iowa House Hotel, creation of temporary offices and study rooms along with the reconstruction of the kitchen and food service area after the original facilities had been destroyed by the flooding. Overall this project transitioned from a 3 to 4 week general cleaning positions for 4 to 5 employees into a project that lasted over 6 months, supported over 10 EPJ workers and provided opportunity for workers to gain training and experience with some higher level technical skills.

GRANT PROJECTS

During PY08, the WIA program focused on the continued implementation of the following grant programs: GAP Tuition Assistance Program, Call Center Training Program and CareerLink Career Welding Training Program. Performance on each of the grant programs met or exceeded grant requirements and WIA performance measures.

An innovative program that seeks to work cooperatively with partner programs and leverage additional resources is Kirkwood Community College's GAP tuition assistance program. This program is funded through Kirkwood Community College yet provides services to dislocated workers, low-income adults and underemployed individuals by providing non-credit tuition scholarship to income eligible individuals. The program case worker provides career advisement and

direction, orientations, applicant interviews, skills planning, and ensures appropriate career matches to the noncredit certificate program. Individuals are provided assistance while in their training program, assistance with job search and placement, and are tracked based on the WIA performance measures. To date, over 165 people have been served and \$220,000 invested in the program.

SUCSESSES AND TESTIMONIALS

Feedback from individual participants receiving WIA services remains strong. On several occasions, clients volunteered to speak to legislators and other partner groups about their experiences with the program. The following testimonials support the partnerships between programs, businesses and individual participants.

WIA Dislocated Worker

Thank you for all your assistance during my schooling as a registered nurse. Passing the state boards was no easy feat; however I really appreciated the financial assistance I obtained from Skills to Employment [dislocated worker] as well as the friendliness of their service. You have empowered me as a working adult and I hope you are able to continue to help those in need of your services for many years to come. Thank you for your time and resources! -R.B., Dislocated Worker

WIA Youth – Out-of-School Youth

M.A. enrolled in the WIA Creating Futures Youth program at age 18. She dropped out of high school after 11th grade and is a single parent. With WIA program assistance she earned her high school diploma and then her C.N.A license. She is now employed full time as a C.N.A and earns \$11.50/hour. She is now also enrolled in classes at Kirkwood to earn her nursing degree. M.A. is a great example of a motivated participant taking steps along a career pathway towards self sufficiency (H.S. Diploma to C.N.A. to Nurse).

WIA Summer Youth Program

My experience as a participant in the Kirkwood Summer Jobs Program has been only beneficial. Although it was by chance that I applied for this program and [was] chosen for this position, I was very excited to get started. I have learned many things about professionalism and working in such an environment. I find myself pushing harder not only for the people and business that I work for, but also

because I have noticed a growth in myself that I want to continue. I am thankful that I was able to participate in this program and I would most definitely recommend it to anyone who was qualified to participate. -S.E., Summer Job Participant

WIA Disaster NEG

Kelly was a dislocated worker who applied for the WIA Disaster NEG on October 28, 2008. Her home was also damaged by the flood. She was assigned to public agency involved in local flood recovery efforts as a clerical assistant. Her start date was December, 2008 and her job description was to support administration of state and federal Jumpstart housing and business assistance programs. Kelly received excellent evaluations and was permanently hired on by agency as their Disaster Recovery Programs Program Assistant beginning March, 2009 at a salary of over \$29,000 per year.

GAP Tuition Assistance

William had been working as a consultant and sales manager in the auto industry until the economic turndown in late 2008. His last employer was unable to pay him for 3 months of work so William's financial situation became more challenging for him and his family. William attended a Gap Tuition Assistance orientation to learn more about the program and the various training options. He was excited to see that the Class A Truck Driving certificate was an approved certificate. Staff also discussed potential eligibility for the Adult WIA program and partnership to help to better meet his training needs for tuition assistance and support services. Within two days, William submitted all of the required paperwork to the Gap staff and was scheduled for assessment, demonstrating high motivation and interest in the program. He completed testing and met with staff from both programs the following week. William was approved for training shortly thereafter, receiving tuition assistance through the Gap Tuition Assistance program and child care and transportation reimbursement through the Adult WIA program. William attended the 4-week training starting late July and successfully graduated with high scores. Two days later, William started his new driving position and has been delivering long-haul loads since. Congratulations to William for being a star participant and utilizing both programs to the best of his ability!

Region 11 – Des Moines

Iowa Employment Solutions

The past year has been marked a number of events and success; too many to mention in one report. The following are some of the highlights the partnership at IWD and IES @ DMACC has achieved:

- IES @ DMACC and Iowa Workforce Development (IWD) partnered with KCCI television to help host job fairs on February 25 and April 28. KCCI promoted each of the job fairs and provided time on the air for staff to share helpful tips on the job search process. The February 25 job fair was held at the Des Moines Workforce Center and attracted nearly 1000 job seekers. The April 28 job fair attracted over 2,100 job seekers.
- IES @ DMACC, IWD, and DMACC are partnering with KCWI to deliver a weekly television program called Iowa WORKS. Five job seekers will be highlighted and followed through their job search and share their experiences. A portion of the funding for this program is being provided by ARRA Incentive funds. Each of these events continues to heighten the profile of Iowa WORKS in the community and creates more opportunities to provide the services of the center to more job seekers.
- IES @ DMACC is involved in a regional economic development initiative called Central Iowa Works whose objective is to create a demand driven workforce development system. Local business leaders, HR professionals, and hiring managers identify high demand occupations and corresponding skills in clearly defined career pathways. This has laid the ground work for WIA and other partners in the community to indentifying short and long term training opportunities for job seekers and incumbent workers directly related to the career pathways. The next phase is to engage the local WIB in identifying specific occupations and industries in which to invest our limited training funds and apply for grants that address the needs of business and job seekers.
- IES at DMACC is taking a new approach this year and has sub-contracted a portion of the WIA Adult program funds with service providers that specialize in serving low income adults and have a proven track record of success in job placement. This is a pilot of sorts and will make \$80,000 available to 2 partner organizations in the Polk County area. IES @t

DMACC will continue to operate the program in the counties surrounding Polk, as well as provide oversight and technical assistance to the subcontractors. It is anticipated that the pilot will increase placements and reduce the cost per participant.

- The most notable achievement this past year has been the planning and implementation of a new integrated service delivery model. IES @ DMACC and IWD staff are organized in three functional work units to enroll job seekers as members of the Center, provide skills development services, and provide recruitment and placement services. The net result has been:
 - Increased customer satisfaction;
 - Ease of identifying WIA eligible candidates;
 - More information and services are provided to all job seekers;
 - Significant increases in the enrollment of WIA Adult and Dislocated Workers.

- Following the dissolution of the Regional Workforce Investment Board on June 30, 2008, the State Workforce Investment Board took on the responsibility for the governance of the central Iowa Region through a policy waiver approved by DOL. That waiver was due to expire June 30, 2009, necessitating the creation of a new local board. Recently IWD made the decision to request an extension of the current waiver to allow the State Workforce Investment Board to continue as the governing board for our central Iowa region through June 30, 2010. This was done because 1) this decision will coincide with the expiration of the current state and local plan; and 2) this will allow more time for planning as the law that reauthorizes the WIA proposes a new structure for the governing boards.

- IES@DMACC is helping co-sponsor a series of “networking” events targeted at the 40+ year old worker laid off due to business closings and reductions. It was recognized that this population faces some unique challenges and with the help of two private outplacements firms and the Greater Des Moines Partnership, we are bringing a workshop series and networking opportunities to this population. It is known that approximately 70% of all jobs are obtained through personal networks; however, until recently we have not facilitated this type of event. Similar events are being held informally through various churches in the community

ICHS Programming

WIA Formula funding, ARRA Stimulus Funding, NEG and Stimulus Set Aside money has made it possible for Iowa Comprehensive Human Services (ICHS) to provide services to many more clients this year than in previous years. Due to the economic crisis this year, PY 2008 has been a year of transitions for Iowa Comprehensive Human Services and the WIA Youth Program.

The WIA Formula program has transitioned from being a program of working with youth most in need in getting bare necessities like GED's, High School Diploma's and finding their first time employment to a program of exploring futures with more potential. Due to youth having a very difficult time securing employment, they are discovering that post secondary education is a viable option and are working with ICHS staff in exploring that as an option. This will temporarily affect outcomes due to working with participants longer and not having as many youth exiting as quickly. ICHS however believes that this is positive, as it will eventually create outcomes that will carry the participants into a more self sustaining future. The agency was able to provide services to 118 youth who are in active services this year, while continuing to follow 36 through post program services from 2007.

The Stimulus Summer Program continues to be a huge success with a large number of the youth successfully completing the work readiness goal. The programming involved dividing the Older (18-24 years old) and Younger Youth (14-17 years old), and creating programming that would meet their training needs and increase their work readiness skills while earning a wage. ICHS partnered with Des Moines Area Community College (DMACC) to provide a Career Readiness Class for all Polk County participants, while the younger youth component also contained additional components such as leadership development, computer classes and tutoring. ICHS Case Managers conducted the work readiness classes in the counties outside of Polk County. Older Youth participated in a week long orientation prior to starting work to take time to explore their interests through the KUDER assessment, earn a Career Readiness Certificate as well as learn about career pathways and demand occupations through a career fair.

During the course of the Summer Program, many unexpected positive things transpired. Several of the older youth, who had never considered going to college prior to the summer programming, were exposed to a "college setting" and had the chance to visit with college advisors. ICHS staff was able to assist those individuals to prepare to start classes this fall.

Eight of the older participants were offered positions with the worksites where they were employed during the summer. One participant worked for a for profit company learning several aspects of the auto body business. He is now attending DMACC in the auto body program while continuing to work at the Auto Body Shop establishment. Several other employers provided a reference letter to the youth participant to assist them in future job searches.

ICHS was able to serve 158 participants through the ARRA Summer Program. Several participants will continue to work until September 30 (or until March 30 through waiver) which will give them the opportunity to work until they start school, are hired on by their employer, or are accepted into the apprenticeship programs for which they have applied.

In the Des Moines area dropping out of school has become a major problem as it affects both earnings and employers willingness to employ persons lacking their educational completion credential. The 2000 census reports that over 42,000 central Iowa residents have not completed either their high school education or obtained a GED diploma. An alternative to the current system was clearly needed.

On August 3rd, the Central Iowa Reengagement Center opened its doors. The center is one of the recommendations following an exhaustive review of services to the target population conducted by partners involved in the Multiple Education Pathways Blueprint (MEPB) initiative. The opening of this centralized resource and referral agency was made possible through ARRA Stimulus funds provided to Iowa Comprehensive Human Services through Iowa Workforce Development. Central Iowa Works Funding Collaborative also provided funding, and DMACC contributed significant in-kind resources including computers, software, assessment tools, and furnishings.

The Reengagement Center provides a “one stop” entry point for assessing youth and adults, (transcripts, credits, needs for social services and or mental health referrals) and subsequently referred to the appropriate outlet for that support to reengage in an education and career pathway. The Center will serve that who need services in Polk, Dallas and Warren Counties, and expects to expand efforts to surrounding counties as needed.

Iowa Comprehensive Human Services began administration of the EPJ program for Region 11 in August, 2008. Region 11 currently has 16 worksites operating with 61 EPJ workers and eight staff in supervisory and administrative positions. Four other worksites that were operational last fall have already been closed as the flood and storm work was completed. Most workers from those sites were able to

move to other worksites. Current worksites are in Polk, Boone, Story, Jasper, Marion and Madison counties. Clearing dead and damaged timber and clearing trails continue to be the most prevalent tasks. Many worksites have started repair and rebuilding efforts on damaged structures and are looking for workers skilled in carpentry, electrical and masonry. Seven worksites that did not have the means to transport EPJ workers and equipment to their remote locations, due lack of effective transportation and monetary restraints, used EPJ funds to lease "gators." Three of the worksites leased skid loaders for trail work, two of which are leases that extend into 2010.

ICHS also operates the Unmet Needs Call Center for Iowa counties that do not have their own Disaster Recovery Centers. Since the FEMA registration requirement was lifted, homeowner new claims have increased for the \$2500.00 grants. The Call Center is currently sending periodic mailings to notify affected homeowners of the policy change. One Call Center Specialist assists in administration of the Unmet Needs claim processing at the Department of Human Services office in the Hoover State Office Building.

Allowing EPJ supervisors to become agency staff at the completion of their 1040 hours has proved to be very successful. All worksites with EPJ supervisors expressed the need for continuity of reliable and trained personnel in these positions. ICHS also recently enlisted two part time EPJ workers to focus on the portion of the program for those who reach their 1040 hours. These two workers perform education and employment assessments as well as provide assistance with job seeking skills and vocational/educational placements. Most recently, they have been engaged in creating a network of employers and agencies related to "green" jobs development and apprenticeships for EPJ participants.

In June ICHS received training to prepare to transition over to the IWorks system. In July all records were rolled over into that system, and barring a few "glitches", transition is going smoothly.

Region 12 – Sioux City

The Workforce Investment Act (WIA) service provider for Region 12 is Western Iowa Tech Community College Job Training Partners. The Job Training Partners' office is located on the main campus in Sioux City, Iowa. Region 12 is composed of the five Northwest Iowa counties of Cherokee, Plymouth, Woodbury, Ida and Monona. Region 12 is served by two Workforce Development Offices. The main

center is located within one half mile of the community college campus in Sioux City and a second site is located in Cherokee, Iowa.

Located at the confluence of three adjoining states, Region 12 serves a major trade area for the tri-state territory consisting of northwest Iowa, northeast Nebraska, and southeast South Dakota. The critical issue for the region is the availability of a “skilled” workforce that can fuel economic development for the region. Many of the region’s Iowa counties and their rural communities have been hit hard by job loss events and plant closings. Job Training Partners logged twenty-two (22) job shock events thus far in early 2009 impacting over six-hundred-fifty (650) workers. Add to this an additional twenty-four (24) job shock events recorded in calendar year 2008 impacting a total of one-thousand-twenty-three (1023) workers and evidence of economic restructuring region-wide is evident. An additional factor contributing to the economic hardship of the region and its communities is the long-term decline in the total population base. Census reports estimate the region has lost four-thousand-four-hundred-sixty-two (4,462) people since the 2000 Decennial Census, with the northwest Iowa counties served in Region 12 being particularly vulnerable to the outmigration of residents.

Regional Workforce Investment Board/Chief Elected Official Leadership

The Region 12 Workforce Investment Board (RWIB) and the Chief Elected Officials (CEO) are very active and supportive of regional workforce efforts and how these integrate with regional economic development. Each year the RWIB schedules five main meetings to conduct the necessary business of the Board with additional conference meetings scheduled as needed. Two of these meetings, in September and May, are joint meetings with the CEOs and one other meeting, in January, is a joint meeting with the Youth Advisory Council (YAC). These meetings are held either at the Workforce Development Center or Western Iowa Tech Community College in Sioux City. The remaining two meetings in November and March are usually held in the outlying counties at sites suggested and arranged by RWIB members. This past year the March meeting was held in Galva, Iowa at the Maple River Energy LLC.

Because it was necessary to conduct a formal RFP process for the WIA Youth Service Provider in Region 12 this past year, the November RWIB meeting was held at Western Iowa Tech Community College immediately following a Youth Services Bidders’ Conference conducted by the Regional Representative, Ted Harms. Both the RWIB Chair and Vice Chair were involved in this process. A sub-committee of Youth Advisory Council members was then formed to work with

Ted in reviewing and scoring the proposals submitted. At the January Joint Meeting of the RWIB and YAC it was recommended by the YAC and approved by the RWIB that Western Iowa Tech Community College be awarded the WIA Youth Service Provider contract.

This past year the RWIB and CEOs have been very supportive of increasing external and internal partnerships in an effort to expand services and resources for workforce development efforts. At the September Board meeting the new project director for the *Regional Innovation Grant (RIG)*, Denise Rathman, was introduced. She is leading an 18-month project to develop a strategic plan for workforce development in the Tri-state Siouxland region. Thus far this effort has led to a broader base of workforce partners as well as a richer source of labor market data to guide efforts. The Siouxland Tri-State Regional Innovation Grant was awarded to Iowa Workforce Development (IWD) in May 2008. Western Iowa Tech Community College serves as the fiscal agent for the grant. In order to create a strategic plan that will guide the region in achieving its goal of aligning the skills of our regional workforce with the needs of employers, several different studies have been conducted. Iowa State University conducted a Key Industry and Occupational Analysis of the 11 county, tri-state region served by the grant, which serves as a baseline measure of the key regional industries, occupations, and skills required to support them. IWD is using the region to conduct a “Skills Shed” pilot study that expands the traditional labor shed to include the skills and experience that the workers bring with them. The Regional Social Network and Social Architecture Survey documented the strengths and missing links in our social networking, encouraging us to broaden the scope of stakeholders. In order to supplement the studies and reports that will inform the strategic plan that will be completed October 2009, additional interviews were conducted with over seventy-five (75) individuals to learn more about the workforce needs for the region’s key industries, as well as the challenges faced by the region’s educators.

As of June 30, 2009, twenty-three (23) different organizations, including business and industry, economic development groups, educational institutions, workforce development offices and city governments were actively involved in the steering committee for the project. An even wider range of stakeholders attends the project meetings that provide further information and feedback for the strategic planning process.

The RWIB has proactively sponsored several other grant applications to the Department of Labor in an effort to expand training resources to the region. Job

Training Partners' resources were leveraged by these projects as a means to demonstrate collaboration and matching funds.

The following applications were funded:

- 1.) "*Gearing Up Advanced Manufacturing Programs: Career Institute for Industrial Technology*" was submitted with full support of the RWIB/CEO through the High Growth Job Training Initiative in 2006. The Job Training Partners Assistant Director continued to serve on the Advanced Manufacturing Grant Steering Committee in 2008. In this capacity the Assistant Director provided input into the plans for continued operation of the grant project during its last year. This project focused on developing customized modular skills training via multiple delivery modes including a digital library and two mobile learning labs.
- 2.) "*National Boiler Training Institute*" was submitted with full support of the RWIB/CEO through the Community-Based Job Training Grant in 2007. This project is in response to the tri-state region's need for targeted job training to prepare area residents for higher-wage careers in the "green" boiler trades and biorefinery industries. The curriculum developed will lead to an industry recognized credential in a short-term boiler training technician program for the biorefinery field. "Career Accounts" are also available through this program to help incumbent and dislocated workers with additional training resources.
- 3.) "*The Security Institute*" was submitted with full support of the RWIB/CEO through the Community-Based Job Training Grant in 2008 and is a 3-year project which will develop a curriculum template to deliver training programs leading to industry-recognized certification and college credentials for incumbent workers, local volunteer departments and new workers within the public safety and emergency management field. Included in this proposal was the opportunity for workers to apply for "Career Accounts" to assist with the cost of the training needed to take them to the next level of skill development in this field.
- 4.) An additional project sponsored by the RWIB was a reapplication for *YouthBuild* funds through the Department of Labor. Goodwill Industries, Iowa Third Judicial District Juvenile Court Services, Western Iowa Tech Community College, Job Training Partners, Siouxland Habitat for Humanity, Home Builders Association of Greater Siouxland, Boys and Girls Home and Family Services, Region 12 Iowa Workforce Development, the

Sioux City Community School District and Siouxland Human Investment Partnership reapplied for an additional 2 years of funding to provide integrated and comprehensive wraparound and transitional services to disadvantaged youth. Youth in the program enter an 11-month YouthBuild program consisting of at least 50% education and related services and 40% work and skill development activities. Youth pursue a high school diploma or a GED and a pre-apprenticeship certificate in construction. The partners of the project offer the youth a wealth of transition services, including job training and job seeking skills, contacts with potential employers and labor union apprenticeships, and follow-up contacts when youth leave the program.

An additional state project was sponsored by the RWIB in May. This project requested funds for *Apprenticeship Integration* into Region 12 training programs. Registered apprenticeships are a proven training model for many of the construction trades and health occupations; now the emergence of wind and renewable energy as transformational industries in northwest Iowa also presents additional apprenticeship opportunities for “green” professions. The goal of this project is to develop and increase the number of registered apprenticeships with the existing sector strategies for developing a skilled workforce for the industries encompassing wind energy, renewable fuels, health care, and “green” industrial maintenance.

The above additional resources along with the formula WIA funds and the American Recovery and Reinvestment Act funds which became available on March, 2009 have allowed Job Training Partners to maintain a staffing ratio and spending ratio for participants ensuring coverage of many of the training needs in Region 12. These have made additional training programs and resources available which did not previously exist.

Dislocated & Adult WIA Services

One-hundred-forty-nine (149) participants were served in the Dislocated Worker Formula Program in 2008. Fifty-nine (59) of the dislocated workers were dual enrolled in and funded through a National Emergency Grant for a Verizon/MCI business closing. Ample funding was available to serve dislocated workers who required training to obtain employment due to the continuation of the Verizon Grant and the infusion of Stimulus funds.

Sixty-seven (67) low-income adults were served throughout the year. Everyone who required training to become employed was served due to an infusion of Stimulus funds.

Rapid Response Activities

There have been multiple small layoffs and business closings throughout the region over the last year and Job Training Partners has attempted to reach out to these workers in many different ways. As job loss events picked up in Region 12 during the early months of 2009 it became more difficult to provide rapid response services in the traditional manner to dislocated workers. Many of the dislocations were not made public until the workers were gone off the worksite and the layoffs were conducted in such a rapid succession that resources were stretched. By working in partnership with Region 12 Iowa Workforce Development, Job Training Partners scheduled community meetings in April and then again in June to provide information on services available to these dislocated workers and how to access them. Letters and emails were sent out to all workers on Unemployment Insurance inviting them to the community meetings. An agenda of invited partner agencies was prepared much as a rapid response meeting at a worksite would have been conducted. In addition local training providers (colleges, agencies and businesses alike) were invited to set up booths with information on various retraining opportunities. Interest surveys were completed by all who attended so future contact could be made to serve them. Door prizes were available for those who attended. Both of these community meetings were well attended and this format provided a new way of extending WIA training services to an audience that truly could benefit from them. Job Training Partners was awarded Early Intervention grants for several larger layoffs and closings including Fareway, Coyote Canyon and Wilson Trailer.

Verizon/MCI NEG

The Verizon National Emergency Grant ended June 30, 2009 completing three years of services to one-hundred-forty-two (142) of the more than five-hundred (500) workers laid off from Verizon/MCI when it closed in June 30, 2006. One-hundred-thirty-seven (137) of these workers enrolled in training. The grant award of \$1,284,345 was expended with only 5% being returned to the Department of Labor. The Department of Labor rules allow up to 10% to be returned without penalty. Three participants are continuing their training funded through WIA Dislocated Worker funds. The extended length of their training plans was a result of the need for developmental classes to bring their abilities up to the level where

they could do college level classes. One-hundred-twenty-eight (128) of the participants exited from the Verizon Grant have entered employment to date.

SEG for Midwest Industries

Job Training Partners was awarded a State Emergency Grant in the amount of \$192,180 to serve thirty (30) workers laid off from Midwest Industries in Ida Grove in October 2008. Thirty (30) workers are being served with fifteen (15) enrolled in training programs. The long distance the workers live from any training institution has proven to be a challenge for some of those attempting to retrain. Four participants completed truck driver training and secured employment. Three participants changed courses of study to reduce the amount of time spent in training thus cutting down on travel time. Several other participants are struggling to continue training, but we are hopeful they will be able to continue with much support from staff. We have obtained permission to enroll additional participants in the grant with additional layoffs from Midwest Industries.

Disaster Grant

Job Training Partners returned the funding to other regions awarded for disaster services to Monona and Cherokee Counties as there were no viable projects for which to use the funds. The one potential project was Preparation Canyon State Park in Monona County, However that park remains closed due to the severity of the damage caused by a tornado.

Youth Services

The Job Training Partners Youth Program provided services to twenty-four young people in Program Year 2008: fourteen older youth (19-21) and ten younger youth (14-18). Of the fourteen older youth, eight were high school dropouts; of the ten younger youth, six were dropouts and four were still attending school at the time of enrollment.

The number of youth served is a reflection of the decreasing level of funds that are made available to provide services to youth with multiple challenges in their lives. Every effort is made to engage participants in activities and to provide services that will help them survive the present and prepare for the future. Partnerships with other youth service agencies such as the Crittenden Center, Siouxland Community Health Center, Transitional Services of Iowa, and Child Connect have been necessary in order to provide comprehensive services to youth with specific needs.

The partnership with the Sioux City YouthBuild program has also been very positive.

In Program Year 2008, Job Training Partners (JTP) co-enrolled nine participants in the YouthBuild program. JTP co-facilitates the “World of Work” part of the Mental Toughness component that is required prior to enrollment into YouthBuild. This activity provides participants with instruction toward a Work Readiness skill goal. The structure of the YouthBuild program lends itself well to the needs of youth and to the goals of the Youth Program. Of the nine co-enrollees, five successfully completed their secondary education degree, one dropped out of YouthBuild because of pregnancy but is still attending alternative school, one dropped out to go to work fulltime, and two dropped out and chose not to re-engage. The YouthBuild program was recently refunded and we expect that this partnership will grow even stronger.

The American Recovery and Reinvestment Act of 2009 provided funds to place forty (40) youth in Summer Work Experience activities at twenty-one (21) different worksites throughout the region. Four of these worksites were in the private sector. Two of these private-for-profit worksites have retained their ‘trainee’ as an employee.

The need for the summer program in our area was evidenced by over two-hundred-fifty (250) requests for applications and the submission of one-hundred-eight-four (184) applications for participation. All of the participants had either marginal work history or no work history at all and, based on the results of the pre-placement work readiness assessment, each was in need of experience/instruction/mentoring to build their skills in learning how to get and keep a job. At this time, twenty-six (26) participants have completed their Work Experience placements and ten are still active. Four participants were let-go: two simply quit showing up for work, one person was jailed for 30 days, and one person was terminated for violating the worksite’s internet usage policy after being warned on three different occasions. Of the twenty-six (26) who have completed, only one participant failed to show any increase in his work readiness skills.

Gender	Age	Ethnicity*	Barrier*
27 – Male	14--Age 14-17	22-- White	6--Foster children
13 – Female	12--Age 18	13--Native American	10--High School Dropout

	12--Age 19-21	5--African American	16--Offender
	2--Age 22-24	12--Latino	9--Parenting Youth
			8--Disability
			9--Other

**Denotes students may have multiple ethnic and barrier entries.*

Work placement was based on the preferences of the participants. Each participant had to “interview” at the worksite and with two exceptions referrals were accepted by the worksites. Older, out-of-school youth were given the opportunity to work fulltime as a “conditioning” strategy to foster their transition to fulltime employment or to college. Even though many wanted fulltime work, younger youth with little or no work history were limited to twenty-five (25) hours per week for 6 to 8 weeks. By doing this, we were able to enroll a greater number of younger, in-school youth. Plus it made the work experience more positive as well as did not burn the participants out with too many hours. There have been some outstanding supervisors at the worksites that really made a difference in the lives of the participants.

Summer Youth Program Success Story

“My name is Cinnamon and I was in the Summer Job Program at Western Iowa Tech for this past summer of '09. I found out about the program from another student who was excited about it. I felt very welcomed and, right away, thought they had a lot to offer. I think the Summer Program is great for young adults to learn, get help, and gain support and confidence in themselves to better their future.

I was very pleased with the help I received from Job Training Partners. The work experience was wonderful, and they really encouraged me to pursue my GED and even further my education. I was helped finding work in the financial aid office here at Western Iowa Tech Community College. I wasn't only helped finding a job, but working to complete my GED was part of my job as well. My work hours were very flexible so I had time to do my GED as well as work.

I've learned many useful skills while in the Summer Program. I was taught how to fill out a resume, complete an application for work, and be professional as well as look professional. I was shown how to do job searches and where I could go to find one. I learned important work skills that will be very useful in the future. I

know that it takes a lot of responsibility, and that people count on you to be there to do your job to the best of your ability.

Jo Fokken with Job Training Partners has been very helpful, and willing to do a lot for me from the beginning, and she still continues to help. Jo is now transitioning me to her year-round program. I am now completing my GED and starting college classes for the fall semester. I am continuing in the financial aid office as a work study.

I am glad that I was told about the Summer Program. I've received a lot of help, learned many skills, and gained a lot of encouragement and confidence to better myself and my future. I would like to thank everyone in the program for all the help and encouragement. I think it is a wonderful program and I hope it continues."

Region 13 – Council Bluffs

During the spring and early summer of 2008, storms created severe damage across Iowa, causing most of the counties in the state to be declared disaster areas by the federal government. Although Region 13 did not suffer the damaging flooding that devastated some portions of Iowa, six of our seven counties sustained sufficient harm to receive the disaster designation. Of the \$17 million dollars granted by the Department of Labor to Iowa for the Emergency Public Jobs program, Region 13 initially received \$100,000. These funds were used to hire twenty workers to clean-up and restore state and county parks and other public sites. In addition to accomplishing that goal, the grant provided income and skills upgrading to workers who have had difficulty securing employment.

The national economic crisis was felt more strongly in Region 13 during the past program year. Southwest Iowa continued to have an unemployment rate lower than much of the state and nation, but there has been a gradual increase from an average unemployment rate in Southwest Iowa of 3.7% in July of 2008 to 5.0% in June of 2009. This was evident in the slowdown of the manufacturing sector as well as the lack of business and job growth seen in the area. DeLong's Sportswear in Atlantic closed with a loss of 25 jobs and the closure of Romech in Montgomery County affected a number of Region 13 residents who commuted to Red Oak. Multiple manufacturing firms, particularly those in Page County, laid off employees and furloughed others during the past year. However, there have been bright spots. A new ethanol plant became operational in Pottawattamie County in December, approximately 100 wind turbines were added in Cass and Adair

Counties during the year, and A& M Green Power purchased land to develop a facility which will eventually employ 56 people. The Google server farm in Council Bluffs became fully functional with nearly 200 people now employed.

Because of the worsening economy, the number of customers coming to the One Stop Centers has been trending steadily upward and the demand for employment and training services has been on the rise. The American Recovery and Reinvestment Act (ARRA) provided much needed additional funding that enabled us to serve many more dislocated workers and low income adults and youth than would have been otherwise possible. Because youth with barriers to employment often feel the effects of a slow economy more than other populations, particular emphasis was placed on serving disadvantaged youth through the summer youth program, with the bulk of the youth stimulus funds and the stimulus incentive funds being devoted to that program. More than 80 young people were placed at approximately 50 public and nonprofit worksites during the summer months.

The Success in Steps (SIS) Literacy class was continued for its third year with grant funding. The majority of the students in the class were PROMISE JOBS participants who were in need of intensive, personalized services in order to obtain their General Educational Development (GED) credential. In addition to the primary focus on GED test preparation, students received job readiness instruction to prepare them to enter the workforce. This thirty hour per week class includes business tours, employer guest speakers and Microsoft Office applications instruction. Seventy-four students have enrolled in the class since it began and thirty six of those students have obtained their GEDs. Students are encouraged to continue their educations through short or longer term post secondary education and they receive assistance with exploring careers, examining labor market information and financial aid options.

To continue the emphasis on skills upgrading, WIA staff collaborated with the Adult and Continuing Education Division of IWCC to offer more short term training programs to enable participants to quickly reenter the workforce. Wind Energy Technology, Phlebotomy Technician, Pharmacy Technician and Call Center/Customer Service training were among the new programs developed. Through an agreement with the Economic and Workforce Development Division of Iowa Western Community College, \$40,000 of Iowa Values Fund dollars were committed to providing short term training to low income individuals who did not meet the WIA program eligibility guidelines. Fifty-six individuals took part in training sponsored through this funding source and the program was so well

received that there are plans to increase the funding for this effort during Program Year 2009.

Region 13 is one of the regions chosen to be a learning lab for the new integrated service delivery model the state of Iowa is putting into operation. Preparation for implementation in this region began in the spring with the announcement that a shared leadership prototype will be tested in our service delivery area. The WIA Director and the Iowa Workforce Development Manager will jointly administer the programs operated in the Workforce Center to maximize efficiencies and better blend customer services.

Region 14 – Creston

PY08 was an exciting year in Region 14 and included several new projects that stretched our resources and allowed us to expand our focus and increase our knowledge as we worked to help our region recover from tornado and flooding damage, utilize stimulus funds to put some of our region's youth into summer work experiences and prepare for a new service delivery system.

- All 8 counties of Region 14 were declared eligible for the disaster funds issued in a discretionary grant for repair and restoration of damages received in the tornados and flooding that occurred in spring of 2008.
- Two employees were hired to manage the EPJ project. They worked to identify potential worksites, recruit and enroll eligible workers and put them to work at repairing and restoring our region's public areas.
- 111 workers worked in parks, communities and counties performing manual labor to clean up our region. Many of our workers were long-term-unemployed Iowans who were able to earn prevailing wages for up to 1040 hours. They were given the opportunity to obtain recent work experience and a job reference to help them into more long term employment. When their work assignment ended, they were offered employment services out of our offices to give them job referrals, help with completing applications and other job searching help if they wanted to access additional services.
- Over 30 worksites were identified as needing repair and restoration. As of 6/30/09, 25 worksites have had workers assigned. The Region 14 worksites in 2008 were: Decatur County Secondary Roads, City of Leon, Viking Lake State Park, Montgomery County Sec Roads, Green Valley State Park, Lake

of Three Fires, SW IA Parks, Montgomery Co Conservation, Matura, Taylor County Sec Roads, Union County Secondary Roads, Union County Conservation, Nine Eagles State Park, Ringgold County Secondary Roads, City of Garden Grove, City of Creston, City of Elliot, City of Murray, City of Corning, City of Osceola, City of Corning, City of Woodburn, Corning Schools, Clarke County Conservation, and Clarke County Secondary Roads

- Following are the testimonials:

Rhonda,

I am very grateful for this EPJ Program. To be very honest, if I was not employed with this program I am sure that my family and I would be homeless right now. It is giving me a chance to get caught up with my house payments and all the other debt that has buried me for months. It gives me a chance to consider education and to make plans for the future. I am also extremely grateful for all the equipment that AI was given to keep me safe and comfortable while I work. I wake up each day with a smile on my face, looking forward to going to work and very happy with the work I am going to do. I am also enjoying working with a great group of guys from both the EPJ Program and those employed with the county. I am gaining new skills and learning just how the roads we take for granted daily get and stay maintained. In specific how flooded bridges and washed out roads are handled and made safe for public opportunities presented to me through the program. I thank you and everyone involved in making this program possible. It is in many ways very life changing.

Sincerely,
David Vanderjagt

This is typed with the exact spelling provided by the sender....

I feel very fortunate to have found this job when I did. It has helped me get threw some finical problems, while trying to find another good job.

I feel I have learned many new jobs such as being good with a chain saw, chipper and repairing roads. Have learned how to work well with all types of co-workers (men and women). It is a great feeling knowing when you get up you have a job to go to, especially when I'm still having trouble finding another good job.

The best thing is feeling that this job is developing me into a worker that could get a job for the county or state.

I believe I have developed good working skills from this job and am ready for another great opportunity to come along.

Rod Schuldt

7-2-09

- Region 14 received AARA stimulus funds to put together a summer work experience for the youth of this region. They had a goal to employ 80-100 youth in a meaningful work experience that would introduce them to the world of work and/or give them skills to market as work experience for other employment opportunities.
- Between April 17 and June 30th, the summer youth team set up a process for recruiting eligible youth, evaluated their work skills and interests and matched them with jobs in their interest areas at public job sites.
- 91 youth were assigned to work by the end of June in Region 14, a very rural area of 8 counties that covers 3,875 square miles.
- 103 potential worksites were interested in putting youth to work, with 62 sites ultimately hosting youth.
- The Summer Youth team tried to create a program that reflected the region's economic needs. For example: Decatur County has 19.3% of residents living under poverty level so 27% of the youth enrolled in the summer work experience program were residents of Decatur County.

Written by participant Christal Hagle:

At the end of the spring term for Southwestern Community College, I had attained my two year Associates of Arts Degree. However, my track record for work had been unsteady. During a three year period, I had at least 12 jobs under my belt. Considering a one month average, that was not a good thing

So there I was, out of college for the summer knowing I was going back in the fall to work on my four year degree. "Should I get another job under the belt?" I asked myself? At the time, I was almost ten thousand dollars in debt from student loans.

While coming in to the Iowa Workforce Center in Creston to inform them about the success WIA helped me obtain, I noticed my worker Michelle was busy. Thankfully, there is the convenience of being able to walk in but there is a chance that you might have to wait. So, I waited as she put papers here and there. My worker took a break to talk to me; she apologized and told me she was organizing the Summer Youth Program. The look on my face must have told her I was impressed due to the fact that she asked if I was interested in doing any summer work. I snatched the chance up as soon as she started showing the job offers.

The first place I applied at ended up not having work. Disappointed wasn't the word. I was kind of happy I would have the summer to myself but the thought of debt was still on my mind. My case worker called me multiple times to check up on me. (I have a bad habit of putting things off or forgetting what I was supposed to be doing.) Thankfully, her bugging me and pushing me landed me the job and experience at the local Iowa Workforce.

All along the summer I have gained information that will eventually build my perfect resume for my life long career, not to mention a job I applied for! Before working at the job provided by the 2009 Summer Youth Program, I was just okay at multitasking. Now, I am a pro! Daily, my boss gave out tasks that I had to prioritize or jobs that I had to find myself. During my second week of working, I accomplished working by myself as well as talking to others to find out what they needed help with. Simultaneously, I learned how to use the copier (not as easy as you think), put together booklets showing people how to do something on the computer using screen shots, and so much more.

Previous to the summer job, there was a gap in my work history. Every inch I moved toward my four year degree, the more I worried about plunging into the real world, work force. No experience, a bad work history not to mention debt!

Today I am \$1,100 closer to paying off my debt, not to mention in better, more appropriate work clothes. Every pay check I made sure, with the help of my grandmother, that I paid bills including my student loans. This will help out with my future cash flow. Why, you ask. Loans draw interest and the faster you pay those blood sucking irritants off, the less interest you have to pay in the long run.

Am I sad about missing out on the summer? Yes, it was a little hard making appointment while working, losing FIP, losing my medical, and losing my food stamps. At the same time, I was an adult for the first time in my life! Paying bills and going to work every day while balancing everything else around that. Would I do it again? If I wouldn't, you wouldn't be reading this right now.

Be certain of the fact that if the 2009 Summer Youth Program didn't exist, I wouldn't feel as good about myself as I do now. I wouldn't be closer to paying off my student loans. I wouldn't be as happy. I wouldn't have work experience. I wouldn't have a resume now. I wouldn't have a lot of experience to add to my resume. I wouldn't be as comfortable talking to people as I am now. I simply wouldn't be the same!

Outcome measures:

- 56 students have completed their work readiness post test. To date, 95% have increased scores from their pre-test.
- Cost per participant approximately \$3800 per participant
- Participant demographics
- 82% of participants were connected with jobs in their interest area
- 63% of participants have multiple barriers
- We have students ranging from age 14-24
- 60% of participants are male, 40% female
- 6% identify as a minority
- Number of participants by county
 - ✦ Adams-13
 - ✦ Adair-4
 - ✦ Montgomery-11
 - ✦ Taylor-12
 - ✦ Union-15
 - ✦ Clarke-7
 - ✦ Ringgold-6
 - ✦ Decatur-22
- Next steps for participants following the WIA youth program: participants are planning on going many different directions following the summer program. Some will be going back to high school or college, Job Corps, or employment. Youth Staff plan on assisting participants with any needs as well as referring them to services such as Voc Rehab or Iowa Works Centers. Will provide recommendations on a case by case basis.

Statewide data and other statistics:

- 67.7% are younger youth
 - 32% older youth
 - 37% are out of school
 - 63% in school youth
-
- Region 14 was selected as a learning lab site for the Integrated Services project in Iowa. Integration of service delivery methods includes staff from Iowa Workforce Development and Workforce Investment Act who would work together as integrated teams providing more services to more Iowans without increasing staff or funding.
 - The goal: Serve more Iowans who seek employment but who need skills that reflect the current/future job market.
 - A Team consisting of 5 Iowa Workforce Development staff and 6 Workforce Investment Act staff began training for the service delivery system in 2008.
 - The Team created 51 tip sheets and tools that have been adopted by other learning labs statewide. The team laid the groundwork on how separately funded programs can coordinate efforts for a common goal.

This self-directed team established goals, created task lists and accomplished tasks on a tight timeline.

Creston Integration Team

- This self-directed team had one goal in mind: Serve more Iowans without increasing funding or staff.
- Each of the individual team members gave up “this is the way we’ve always done it” and “that’s not part of my job” mentalities in order to develop new standardized processes for service delivery that reflected their coworker’s ideas and strengths.
- They developed their own planning task list which included timelines and due dates. They divided the tasks among themselves, took responsibility for completing the tasks, did their own research and completed the assignments independently, brought the assignments back into the team, and discussed and finalized the items as a team.
- They learned the new scripts using their training materials and the tip sheets and tools they created; cross trained each other and practiced the scripts with each other to develop confidence and comfort with the new system prior to launch. They discussed scenarios of possible problems and developed ideas and processes to overcome them.

- The materials they have created also represent the employer's interests by including materials that they have recommended for improving job seekers skills, for example: sample résumés, applications and interview preparation materials were developed with employer input, and they have collected state and local labor market information to guide job seekers into training that will allow them to find work at wages of self-sufficiency.

This team invested their creativity, time and energies not just to meet the requirements of the integrated model, but because they truly believed that it was the right thing to do for Iowans. Their preparation gave the team and the state access to tip sheets and tools that allow us to better serve Iowans and meet the goal of the Integration model—*RAISE EVERYONE'S SKILLS UP ONE LEVEL*

- In 2008, 160 Dislocated Workers and 80 Adults were served in Region 14. Many took advantage of our job-searching workshops to learn how to write resumes that target a particular job and how to interview successfully. Other participants received training in order to gain new skills that would make them more marketable in this new economy.
- WIA supported students in training that targets high demand industries with jobs available in this region as well as throughout the state/nation. Notably: Nursing, Certified Nurses' Aides, Truck driving, Computer Networking, and Structural Engineering.
- Dislocated workers from area business closures and downsizing were offered WIA services. Business closures included: 98 workers from Echo/Traco in Red Oak, 45 workers from Dekko in Murray, 42 workers from Parker Hanifen in Red Oak, 30 from Precision Pulley in Corning and Lenox, 5 workers from Red Oak Die Cast in Red Oak, 50 workers from O'Bryan Brothers in Leon, 20 employees from Graceland University in Lamoni, 9 workers from Mustang Express in Murray, 20 workers from New Market Schools in New Market, 14 workers from Salford in Osceola, 25 workers from CDS in Red Oak, and several workers from Cardinal Glass in Greenfield who were let go in groups.
- 81 Youth were served in the regular WIA Youth program. The Youth staff developed new referral sources and enrolled youth into programming that led to high school diplomas, GEDs, college training and employment.

A Testimonial from Marvis Northup

I had a wonderful and rewarding job teaching at the same school, in the same classroom and the same grade for thirty one years. It was my first and only

education job upon graduating from college. I taught kindergartners in a small school district where staff were like family. Being the only kindergarten teacher, there were opportunities to be “special” and I poured my heart and mind into being the best kindergarten teacher I could be. Before long, I was teaching children of former students and I served as a cooperating teacher for former students, also.

It was my classroom and I knew every inch. I was confident in my performance and was still challenging myself to provide the best education students. I survived more than six administrators and the downsizing of the K-12 school to K-6.

However, I could not survive the financial hardships of the district and the eventual closure. I really can’t put in words my sadness of losing my special job. I was losing a workplace that was like my home. I denied it.

I was 53 years old with graduate hours that were just less than a master’s degree. I knew schools around the area were making cutbacks and would hire first year teachers if needed rather than experienced teachers. I had not completed a resume or interviewed in 32 years. I had not considered any skills I had gained throughout the years. I had set myself up for a disaster financially and emotionally.

The only compensation the closing district made to the staff was unemployment benefits. However, since the district was closing, the WIA services were contacted to help. I remember crying at the first meeting, I may have the second one, too. At our first meeting there was an activity to recognize our “color” personalities. I had done a similar test years ago and I knew I’d be blue; pure blue-warm, humane, compassionate, caring, emotional, valuing integrity and harmony, a good listener, nurturing, my heart over my head, loyal.....Yep, that was me, a true blue. Wait just one minute! According to the results, I was a gold-reliable, dependable, punctual, traditional, rules are rules, liking security and establishments.....I had once been blue. Now I was a gold, most likely a Gold-Blue. I realized that was why I was probably the only one in the room that was taking the closure the hardest. That understanding clearly meant the most to me still today.

So, the WIA staff had their work cut out for them to see me through this terrible situation. During the summer is “Tuesday Mornings with WIA”. It was a gathering of my colleagues, my friends, and it was good for me. We were told each time to think outside the box, to know there was something out there, that we’d find that job.

I would tell anyone who thinks unemployment is easy to think again. It was less than half of what I had made each week and came with daily work on resumes, contacts, trips to the post office, drives to hand deliver to make personal contacts. The weeks on unemployment were the worst weeks of my life. During that time, the WIA meetings helped me with great interview skills, resume writing and how to promote my skills and to keep focused on my goal.

My first interview went well but I wasn't disappointed that they didn't offer me a second interview. That first interview was a learning lesson that proved very helpful for future interviews. I already had my eyes on another job in my education field thought it was better for me. A drawback with this second job opportunity was there would be an hour drive to work. However, it would be evaluating preschools and helping adults reach their goals to be accredited which I knew I could do. I poured my efforts into getting that job. I was interviewed and I felt great as I left. Upon getting home, I read the material given to me which enlightened me more. The salary would be \$15,000 less than I needed and I would be driving two hours a day just to commute. I needed a job but this one wasn't going to be realistic. Though disappointed that I didn't get that job, it was a good thing that I didn't.

It was not mid-August and job opportunities were even more bleak. Though I did submit applications, factories were not hiring. I needed to stay in the area but I was not willing to relocate during the week and come home on weekends. At this point, disparity was setting in.

WIA taught us to think objectively through the ads of employment and take a chance. So, when a correctional facility in my home town had a part-time literacy teacher position opening, I applied. It required a standard license which I held. I couldn't believe with only kindergarten teaching experience that I would get an interview. However, I did get an interview.

I thought they had the wrong person when they called me to offer the job! I accepted the 16 hour job hoping that someday it would be full time. I was going from teaching five year olds in a warm, family like setting to teaching adult males in a medium security facility that I had never been in up until the interview. There are locked doors, no windows, and the building and grounds cold and confined. This was a giant leap from teaching kindergarten in a small school district.

My new job was into the third week in early October when they offered me a full time position with medical benefits and paid holidays and vacation time. It also

provides IPERS benefits which were very important for me. It is about \$4,000 less than I was making but I'm pleased. It is a very short commute which is wonderful for my time and transportation costs. However, it is more than teaching literacy as I have GED students which include algebra and geometry. I have to be flexible and be able to multi-task. I can't go early or stay late or work weekends. There won't be evenings of open houses or parent teacher conferences, and no more recess or lunch duties. These are things I can learn to see advantages.

I had the very best job for 31 years. I think it will always be the very best job for me. Now, I have a great job teaching and this job will likely save us financially at a time of economic crisis. I am writing this to thank WIA for their training, support, and assurances that I would find a new job. The lessons on interviewing practices and helping us learn to recognize our hard and soft skills were more than helpful. They were the ticket to a better future.

Thanks WIA, Linda and Barb. Let me know if I can share my success story with others some day,

Sincerely,
Marvis Northup

Region 15 – Ottumwa

Region 15 is comprised of Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, and Wayne Counties. This is the largest geographical area in the state.

In Region 15, the Workforce Development Centers are located throughout the ten county Region. There are two comprehensive, full service One-Stop Centers located in Ottumwa, which is the hub of our region. The Ottumwa Center located at Indian Hills Community College (IHCC) serves as the Central Office of the Indian Hills Workforce Development (IHWD). The Ottumwa Center located at 310 W. Main serves as the Central Office in Region 15 for Iowa Workforce Development (IWD). The Indian Hills Workforce Development and the Iowa Workforce Development offices are working closely with the state and local agencies and community leaders to secure a co-location for both of our agencies that will enhance our services to Region 15 as it was directed to us in Senate File 2699.

The other Centers in our region are located in the Centerville, Fairfield and Oskaloosa. Indian Hills Workforce Development has an office also in Chariton.

We are like most regions in Iowa. We have high unemployment and have had numerous plant closings in the last year. One of the layoffs occurred at the John Deere Ottumwa plant, with 494 being dislocated. Luckily we were able to work with the John Deere management team and the United Auto Workers Local in setting up classes in corporation with Indian Hills Community College. We offered dislocated employees from John Deere the opportunity to attend classes in welding, confined space entry and a class called “Winning over Difficult People”. Our objective for the classes was to enhance the value of these workers to John Deere and to raise their education and skill levels and enabling them to quickly move into new jobs, either within John Deere or with another business in case their current jobs are eliminated. The classes have been very successful and we are planning on continuing to work with other companies in our area to duplicate and develop other training opportunities.

Region 16 – Burlington

As Southeastern Community College service providers for WIA and PROMISE JOBS, Region 16 is part of a network of Iow@Work Services. Southeast Iow@Work, working with partners, uses an array of resources to meet the challenges presented by plant closures, business staff reductions, unemployment and underemployment. Region 16 Workforce Investment Act programs assist to prepare the local workforce to meet the needs of area businesses. The workforce partnerships in the region focus on streamlined services, customer choices, universal access, increased accountability, active regional boards and service provision. Comprehensive services provided include access to employment, training and education, employer assistance and guidance. The Workforce Development System of Region 16 provides services to Des Moines, Henry, Lee and Louisa Counties.

Located along the Mississippi River in the southeast corner of the state, Region 16 is largely rural, with the largest city being Burlington (population 27,000). The table below shows that this region historically, has significantly higher levels of unemployment and poverty than the state of Iowa as a whole, as well as a lower median income and high school graduation rates.

	Region 16	State of Iowa
Unemployment		
2006	6.1	4.0
2007	6.0	3.7

2008	6.4	3.9
2009	8.7	4.8
Income (2006)		
Median household	\$38,825	\$42,865
Below poverty level	13.1%	10.5%
High School drop-out rate	28%	17.2%

Historic flooding in Region 16 occurred during June 8-21, 2008. All four counties in Region 16 were included in public and individual assistance amendments to the FEMA disaster declaration signed by President Bush on May 27, 2008.

Further complicating flood recovery, reverberations of the national recession emerged in Region 16. Major regional employers have announced layoffs and closures: Hearth & Home Technologies (220 layoffs), Ceco (151 layoffs/closure), Pacon Corp (closure 65 employees), Detroit Tool (closure 135 employees), General Electric (50 layoffs), Case/New Holland (50 layoffs), and Grimm Brothers Plastics (15 layoffs). The manufacturing and service industry sectors have been the hardest hit by the recession. Unemployment rate in July 2009 was 8.7 percent, up from 5.8 percent in July of 2008, indicating a weak economy for job seekers to find employment quickly.

Disaster assessment, planning, and recovery are on-going. Dislocations, economic losses and uncertainty created by the Flood of 2008; the current U.S. and international economic crisis; a lengthy and deep recession; and a deteriorating Midwest regional economy make intelligent, data-driven, and coordinated economic recovery and development, workforce talent development, and planning for economic transformation and increased innovation in Region 16 necessary now more than ever. The State's Disaster Emergency Grant, a National Emergency Grant, and the ARRA stimulus funds have been used to support transformation in the region.

PROGRAM SUMMARY/PERFORMANCE

Workforce Investment Act Program performance for the region was strong, serving over 1600 participants with 727 new enrollments for the program year.

The WIA program met and/or exceeded 12 of the 15 performance measures. The Youth program maintained its focus on serving the hardest to serve, out-of-school youth. Of the youth served through WIA last year, 69 percent were youthful

offenders, 39 percent teen parents, 42 percent high school dropouts and 68 percent had a disability. These figures are in addition to the fact that 98 percent of the youth served were economically disadvantaged. Marketing and recruitment efforts resulted in enrolling 64 youth participants during PY08. A Summer Youth Employment program was implemented with ARRA funds serving 227 area youth through 92 worksites. The Dislocated Worker and Adult programs enrolled 182 participants during PY08. The Region 16 Disaster Emergency Grant has placed 221 individuals in temporary jobs at public and non-profit worksites.

Iow@Work continues to **dual enroll** individuals entitled to Trade Adjustment Act benefits in the WIA program to provide local case management and to expand services available to individuals, enhancing chances for success.

SPECIAL PROJECTS

The Workforce Investment Act Programs focused on the creation of innovative programs and services during PY 2008 to effectively serve the increased participants and enrollment numbers experienced by the Disaster NEG, ARRA Stimulus and as a result of the economic recession. The following activities were undertaken:

Computer Literacy Training

The WIA program was instrumental in the development and roll-out of a no-cost basic and intermediate computer class offered at the One Stop Center in Burlington. “Computers for Beginners” was developed to introduce ESL and other underserved individuals to the world of personal computers, with specific focus on employment. The program was designed to be slower paced and more instructor intensive. Classes were held 3 times a week for 6 weeks.

The partnership with Iowa Workforce Development and WIA has enhanced the pilot efforts of the program, offering classes once a week for eight weeks, with a second installment of Microsoft Office which focuses on the MS Office environment including MS Word, Excel and Power Point. Bilingual staff will be available to assist Spanish-speaking students.

Computer Learning Labs

Region 16 offers individualized training options for participants based on the demographics and skill needs of the population being served. Computer labs are available in each of the WIA offices, offering self-directed training in Spanish

(Rosetta Stone), Resume writing (Win Way Resume Writer), Microsoft Word, Excel, Powerpoint and Outlook (Video Professor). Customers can access training to meet individual needs and schedules.

Participants also have access to video practice interviews, career management interview advice, remote interviewing, and virtual career fairs with the web-based “Interview Stream”. In addition, workplace readiness training is available with the “Win at Work” web-based training program.

Job Fair

The region seeks to provide services to businesses as well as to job seekers.



Over 1,000 job seekers attended the 8th Annual Southeast Iowa Regional Job Fair on March 26 at the Burlington Memorial Auditorium in Burlington. The event was co-sponsored by Iow@Work, Iowa Workforce Development, local media, the Iowa National Guard, and local Chambers of Commerce.

Forty-five employers showcased their businesses and accepted applications for a wide range of both current and future positions. Workshops were available to job seekers, including interviewing techniques, skill identification and resume writing. Human resource directors were available to critique job seeker resumes.

Job Club/ Job Placement Services

The WIA program continues to offer a series of workshops for dislocated and unemployed adults impacted by the regional recession. Over 400 workshops were provided throughout the year focusing on job search success, interview techniques, resume writing, financial budgeting/management, and web-based applications.

Staff Development

Staff development activities focused on the development of job search plans, customer service, case management, WIA service and regulatory compliance, One-Stop partner services and referrals, understanding and tracking of performance measures, high-growth occupations and jobs in the region. A majority of the WIA staff have received their certification through the National Association of

Workforce Development Professionals (NAWDP). Three staff members are certified trainers for the “Makin It Work” curriculum.

Iow@Work staff presented best practices at the Heartland Conference, the National Youth Symposium, the NAWDP National Conference and the National and the Association of Iowa Workforce Partners.

Partnerships with Community and Faith-based Organizations

The Workforce Investment Act Programs have focused on increasing internal and external partnerships. Staff conducted business tours, employer panels, partnered in career fairs and participated in a legislative forum. These efforts resulted in more referrals to the One-Stop System and more placement opportunities for participants.

WIA program staff has taken the lead to bring together over 30 youth-serving agencies, community and faith-based partners, local law enforcement, city and county officials and business/industry representatives to establish a Youth Development Coalition. Region-wide asset mapping was completed through a grant from Grade A+, and coalition members worked together in developing an action plan to reduce high school dropout rates throughout the region. Region 16/ Burlington has submitted a proposal to be a pilot site for the Iowa After School Alliance (IAA). WIA has contracted with SPPG/IAA to facilitate ongoing planning for this effort.

Region 16 continues its strong partnership with corrections officials. The partnership provides a method of enhancing customer potential for success through strong linkages in the community. Corrections uses its program elements to assist WIA in enforcing the steps customers must take to be successful in achieving and keeping jobs.

Newspaper Article on the Region 16 Summer Youth Program

CONGRESSMAN TALKS SUMMER JOBS

Related Images:

Matt Ryerson/The Hawk Eye

U.S. Rep. Dave Loebsack, D-Iowa, talks with Summer Youth Employment Program worker Afsheen Mayahi of Burlington and SCC instructor John Bybee Monday at the Des Moines County Heritage Center in Burlington.

Debbie Dowell and Janet Fife-LaFrenz, both of the Iowa Workforce Development Centers, talked to U.S. Rep. Dave Loebsack about the Summer Youth Employment Program Monday in Burlington.

By CHRISTINIA CRIPPES

[ccrippes@thehawkeye.com](mailto:crippes@thehawkeye.com)

Thomas Hart Benton and Jackson Pollack may not be household names in Iowa like "American Gothic" painter Grant Wood.

But all three have something in common, other than being regionalist painters, in that they were commissioned by the federal government during the Great Depression to offer their work for display in public buildings through the Works Progress Administration's Federal Art Project.

Now, a new generation of artists has the same opportunity to put its work on display, and perhaps kick start a few careers, thanks to the stimulus funds.

Their work caught the attention of Congressman Dave Loebsack, D-Mount Vernon, who visited the Des Moines County Heritage Center Monday afternoon.

"This is a great example of a short-term investment that can pay off in the long term," Loebsack said.

The young adults' art project, a mural depicting the region in earlier times -- supervised by Southeastern Community College art professor John Bybee -- is just one of many jobs that were available to people 18-24 through the Workforce Investment Act's summer youth employment program.

While the congressman's first job through a similar program was at a wastewater treatment plant, the coordinators at the Workforce Development Center aimed to place the youth in programs where they would succeed.

Tad Wood, 21, was placed in the payroll department at the workforce center because of his mathematical skills. His work there is leading him to pursue an accounting degree at SCC, where he hopes to enroll during the spring semester.

Debbie Dowell, regional director for the Workforce Investment Act, said a couple young people with Asperger's syndrome were placed in jobs where they were fairly independent, and they found success.

At the historical society, the young men and one woman were tapped by Bybee for their interest in art and their desire for meaningful work.

"The WPA murals became a part of the identity of a community. That's a wonderful thing," Bybee said, viewing the current project as a win for both the community who will long bear witness to the art and the students who created it.

"I have seen immense growth in them, in terms of responsibility, in terms of artistic growth, in terms of additional options than which they'd gone to school for. I've seen them fall in love with the work they're doing, and it's contagious."

It's apparent in their words and actions that they've grown. No one present during the congressman's visit was originally a painter, but Bybee encouraged them by saying that if they could draw, they could paint.

Now, they're thinking bigger. Nate McGraw, an SCC student studying graphic design, said he'd like to transfer to a university and later own his own design business.

"I've always been artistic in any medium," McGraw said. "It's taught me a lot because we're working under Bybee, because he teaches so easily and fluidly."

McGraw's cousin Afsheen Mayahi, an SCC graduate, spent a year at the Art Institute of Chicago before settling back in Burlington as a husband and father. Finding something that allowed him to practice his art and get paid for doing it was close to priceless.

"It's a blessing, I think," said Mayahi, who's now considering a future in painting murals and looking for projects anywhere he can get them.

Perhaps someday Nate McGraw, Afsheen Mayahi and their colleagues Brandon Wiseman and Serena Stevens will be recorded in history's annals and their names will gain regional fame like the generation before them.

Attachment 1

WORKFORCE DEVELOPMENT FIELD INFORMATION MEMO NO: 09-05

TOPIC: Request for Proposals for American Recovery and Reinvestment Act of 2009 Set aside Funds (ARRA)

1. **Purpose:** To provide the request for proposal criteria for the regional access of the ARRA set aside funds.
2. **Background:** The American Recovery and Reinvestment Act of 2009 provides for the same set aside percentages by program (15% per program) at the State level as the annual formula allocation. These funds may be made available to provide employment and training services to adults, dislocated workers and youth through the regional One-Stop system in accordance with WIA allocation requirements. Per the Recovery Act, the funds shall remain available to states for the same period of time as regular PY 2008 formula funds, or until June 30, 2011. However, due to the expediency of assisting individuals in returning or entering the workforce and to stimulate the economy, the funds distributed by this request for proposal must be expended by June 30, 2010.
3. **Substance:** To ensure that local regions have access to the dollars needed to fund their Workforce Investment Act Adult, Dislocated Worker and Youth Programs, the State will allow the submission of a RFP to request WIA ARRA set aside dollars. The funds must be expended by June 30, 2010. To apply for supplemental funds for regular formula programs the PY08 regional allocation must be 80% obligated. All regional service provider responses to the RFP must be approved by the local RWIB. Proposals are due no later than 5/8/09. The proposals should include the following criteria:
 - a. Identification of the program which will receive the set aside dollars, i.e., adult, dislocated worker or youth – younger or older.
 - b. The proposal for each program should be submitted separately. For example- an RFP would be submitted for adult, one for dislocated worker, and one for youth.

- c. The targeted population for each program must be identified. Examples would be ex-offender, minorities (define), single, head of household, disabled, older worker, teen parent or any targeted population indigenous to the region.
- d. If the request is to supplement the regular formula funded programs, please explain why the ARRA funds are being requested. What are the regional circumstances that necessitate this request?
- e. If the funds are being requested to fund a special project the following information must be included in the request:
 - Start and end date of the project (end date may not be beyond 6/30/2010)
 - Narrative explaining the project and the goals
 - Which activities will be the focus of the expenditures, i.e., OJT, customized training, post-secondary training, etc
 - Targeted population, i.e., special youth project. If submitting a project for youth identify special needs of the targeted population or any barriers.
 - Budget for expenditures

In summary all Proposals, whether they are for formula or special projects, must include the following:

- Identification as to whether it is formula or a special project
- If formula funds, circumstances that necessitate the request
- Population to be served if a special project
- Narrative describing the use of the funds
- Budget
- Goals of the proposal

All proposals must be submitted by May 8, 2009. The proposals will be reviewed by the WIA team and representatives from Financial Management. Proposals will be reviewed and approved within 5 working days from the deadline.

All funded proposals must follow all WIA rules and regulations unless specifically waived in American Recovery and Reinvestment Act TEGl 14-08, change 1, and subsequent Department of Labor guidance

All funded proposals are responsible for reporting on all performance measures required by the Department of Labor.

Request for proposals for formula projects will be scored based on rationale and narrative provided in the RFP. Maximum points are 50.

Scoring Criteria for the Proposals that are Special Projects

25 points – Special Project

25 points – Special Project and for a Targeted Population

25 points – Focus on Green Jobs

25 points – Focus on Non-traditional opportunities

25 points – Projects that focus on new forms of service delivery (ex. Co-enrollment of Trade or IJAG participants)

The proposals must be submitted to the following address:

Carol Paulus

Iowa Workforce Development

150 Des Moines Street

Des Moines, IA 50309

Or by e-mail to: carol.paulus@iwd.iowa.gov

4. This information should be shared with the Chief Elected Officials and Regional Workforce Investment Board (RWIB) and all individuals who participate in developing the Request for Proposal.
5. Effective Date: This Field Memo is effective 4/20/09 and the proposals must be received at the above address by 5/8/09.
6. Contact: Direct any questions to the appropriate WIA Regional Representative or Carol Paulus.

Lori Adams, Division Administrator
Workforce Development Center Administration

10/1/2009							
WIA Customer Satisfaction Performance Levels - PY2008							
Annual - FINAL							
	Employer Satisfaction			Participant Satisfaction			
Region	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Region
1	84.4%	77.5%	69.8%	78.3%	78.5%	70.7%	1
2	76.4%	77.5%	69.8%	77.3%	78.5%	70.7%	2
3&4	79.6%	77.5%	69.8%	78.1%	78.5%	70.7%	3&4
5	80.7%	77.5%	69.8%	78.4%	78.5%	70.7%	5
6	80.5%	77.5%	69.8%	79.3%	78.5%	70.7%	6
7	73.5%	77.5%	69.8%	93.1%	78.5%	70.7%	7
8	86.2%	77.5%	69.8%	79.2%	78.5%	70.7%	8
9	77.3%	77.5%	69.8%	87.5%	78.5%	70.7%	9
10	63.4%	77.5%	69.8%	79.5%	78.5%	70.7%	10
11	75.8%	77.5%	69.8%	72.1%	78.5%	70.7%	11
12	78.9%	77.5%	69.8%	77.6%	78.5%	70.7%	12
13	80.6%	77.5%	69.8%	90.6%	78.5%	70.7%	13
14	76.1%	77.5%	69.8%	88.2%	78.5%	70.7%	14
15	73.4%	77.5%	69.8%	78.2%	78.5%	70.7%	15
16	81.0%	77.5%	69.8%	76.9%	78.5%	70.7%	16
State	77.6%	77.5%	69.8%	79.1%	78.5%	70.7%	State

10/1/2009

WIA Adult Performance levels -- PY2008
Annual - FINAL

Region	Entered Employment Rate			Employment Retention Rate			Average Earnings 6 Mos.			Employment & Credential Rate			Region
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	
1	74.1%	85%	76.5%	100.0%	87%	78.3%	\$12,149	\$10,200	\$9,180	60.0%	67%	60.3%	1
2	90.9%	85%	76.5%	100.0%	87%	78.3%	\$9,348	\$10,200	\$9,180	82.1%	67%	60.3%	2
3 & 4	100.0%	85%	76.5%	100.0%	87%	78.3%	\$14,253	\$10,200	\$9,180	100.0%	67%	60.3%	3
5	92.3%	85%	76.5%	100.0%	87%	78.3%	\$10,094	\$10,200	\$9,180	76.5%	67%	60.3%	5
6	90.9%	85%	76.5%	100.0%	87%	78.3%	\$7,762	\$10,200	\$9,180	50.0%	67%	60.3%	6
7	66.7%	85%	76.5%	94.0%	87%	78.3%	\$11,889	\$10,200	\$9,180	31.5%	67%	60.3%	7
8	60.0%	85%	76.5%	100.0%	87%	78.3%	\$13,649	\$10,200	\$9,180	44.4%	67%	60.3%	8
9	84.2%	85%	76.5%	100.0%	87%	78.3%	\$10,612	\$10,200	\$9,180	68.4%	67%	60.3%	9
10	87.5%	85%	76.5%	100.0%	87%	78.3%	\$12,579	\$10,200	\$9,180	82.6%	67%	60.3%	10
11	69.6%	85%	76.5%	88.2%	87%	78.3%	\$10,992	\$10,200	\$9,180	50.0%	67%	60.3%	11
12	100.0%	85%	76.5%	86.7%	87%	78.3%	\$14,380	\$10,200	\$9,180	89.3%	67%	60.3%	12
13	90.9%	85%	76.5%	100.0%	87%	78.3%	\$11,123	\$10,200	\$9,180	73.1%	67%	60.3%	13
14	100.0%	85%	76.5%	100.0%	87%	78.3%	\$10,545	\$10,200	\$9,180	73.1%	67%	60.3%	14
15	56.7%	85%	76.5%	76.7%	87%	78.3%	\$10,219	\$10,200	\$9,180	48.6%	67%	60.3%	15
16	76.4%	85%	76.5%	95.4%	87%	78.3%	\$11,235	\$9,500	\$8,550	51.9%	65.5%	59.0%	16
State	78.8%	85%	76.5%	94.3%	87%	78.3%	\$11,324	\$10,200	\$9,180	61.1%	67%	60.3%	State

Incentive/Sanction Performance Measures: WIA Adult/DW: Entered Employment, Employment Retention & Avg Earnings

10/1/2009												
WIA Dislocated Worker Performance Levels -- PY2008												
Annual - FINAL												
Region	Entered Employment Rate			Employment Retention Rate			Average Earnings 6 Mos.			Employment & Credential Rate		
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg
1	88.1%	89.0%	80.1%	100.0%	93.0%	83.7%	\$12,427	\$ 12,400	\$11,180	87.9%	74.0%	66.6%
2	92.4%	89.0%	80.1%	100.0%	93.0%	83.7%	\$12,472	\$ 12,400	\$11,180	56.8%	74.0%	66.6%
3 & 4	83.3%	89.0%	80.1%	100.0%	93.0%	83.7%	\$10,319	\$ 12,400	\$11,180	50.0%	74.0%	66.6%
5	100.0%	89.0%	80.1%	100.0%	93.0%	83.7%	\$18,552	\$ 12,400	\$11,180	100.0%	74.0%	66.6%
6	100.0%	89.0%	80.1%	100.0%	93.0%	83.7%	\$13,020	\$ 12,400	\$11,180	60.0%	74.0%	66.6%
7	79.2%	89.0%	80.1%	85.7%	93.0%	83.7%	\$10,487	\$ 12,400	\$11,180	47.1%	74.0%	66.6%
8	78.8%	89.0%	80.1%	96.8%	93.0%	83.7%	\$13,879	\$ 12,400	\$11,180	50.0%	74.0%	66.6%
9	96.8%	89.0%	80.1%	100.0%	93.0%	83.7%	\$15,178	\$ 12,400	\$11,180	76.0%	74.0%	66.6%
10	95.7%	89.0%	80.1%	100.0%	93.0%	83.7%	\$14,097	\$ 12,400	\$11,180	58.1%	74.0%	66.6%
11	87.1%	89.0%	80.1%	97.3%	93.0%	83.7%	\$17,930	\$ 12,400	\$11,180	59.2%	68.0%	61.2%
12	94.5%	89.0%	80.1%	93.8%	93.0%	83.7%	\$13,818	\$ 12,400	\$11,180	72.2%	74.0%	66.6%
13	88.9%	89.0%	80.1%	96.4%	93.0%	83.7%	\$12,832	\$ 12,400	\$11,180	84.6%	74.0%	66.6%
14	93.1%	89.0%	80.1%	100.0%	93.0%	83.7%	\$13,808	\$ 12,400	\$11,180	87.1%	74.0%	66.6%
15	85.7%	89.0%	80.1%	88.3%	93.0%	83.7%	\$12,568	\$ 12,400	\$11,180	59.6%	74.0%	66.6%
16	91.1%	89.0%	80.1%	98.0%	93.0%	83.7%	\$15,024	\$ 12,400	\$11,180	70.8%	74.0%	66.6%
State	89.8%	89.0%	80.1%	96.9%	93.0%	83.7%	\$14,402	\$ 12,400	\$11,180	65.8%	74.0%	66.6%

Incentive/Sanction Performance Measures: WIA Adult/DW: Entered Employment, Employment Retention & Avg Earnings

10/1/2009

WIA Older Youth Performance Levels – PY2008

Annual - FINAL

Region	Entered Employment Rate			Employment Retention Rate			Earnings Change 6 Mos.			Employment & Credential Rate		
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg
1	100.0%	88%	77.4%	100.0%	88%	80.1%	\$7,599	\$4,000	\$3,600	48.2%	64%	57.6%
2	100.0%	88%	77.4%	100.0%	89%	80.1%	\$3,876	\$4,000	\$3,600	87.5%	64%	57.6%
3&4	100.0%	88%	77.4%	100.0%	89%	80.1%	\$11,157	\$4,000	\$3,600	83.3%	64%	57.6%
5	85.7%	88%	77.4%	100.0%	89%	80.1%	\$3,921	\$4,000	\$3,600	37.5%	64%	57.6%
6	100.0%	88%	77.4%	100.0%	89%	80.1%	(\$3,906)	\$4,000	\$3,600	66.7%	64%	57.6%
7	86.7%	88%	77.4%	90.9%	89%	80.1%	\$6,288	\$4,000	\$3,600	68.4%	64%	57.6%
8	50.0%	88%	77.4%	100.0%	89%	80.1%	\$4,854	\$4,000	\$3,600	80.0%	64%	57.6%
9	100.0%	88%	77.4%	100.0%	89%	80.1%	\$4,232	\$4,000	\$3,600	75.0%	64%	57.6%
10	85.7%	88%	77.4%	100.0%	89%	80.1%	\$5,285	\$4,000	\$3,600	68.2%	64%	57.6%
11	85.7%	88%	77.4%	88.9%	87%	78.3%	\$5,237	\$4,000	\$3,600	37.5%	64%	57.6%
12	88.9%	88%	77.4%	100.0%	89%	80.1%	\$6,322	\$4,000	\$3,600	66.7%	64%	57.6%
13	90.0%	88%	77.4%	93.3%	89%	80.1%	\$5,489	\$4,000	\$3,600	60.0%	64%	57.6%
14	100.0%	88%	77.4%	100.0%	89%	80.1%	N/A	\$4,000	\$3,600	60.0%	64%	57.6%
15	100.0%	88%	77.4%	100.0%	89%	80.1%	\$8,132	\$4,000	\$3,600	50.0%	64%	57.6%
16	75.7%	88%	77.4%	94.3%	89%	80.1%	\$1,891	\$4,000	\$3,600	48.9%	64%	57.6%
State	87.1%	88%	77.4%	96.9%	89%	80.1%	\$5,063	\$4,000	\$3,600	59.4%	64%	57.6%

Incentive/Sanction Performance Measures: WIA Older Youth: Entered Employment, Employment Retention

10/1/2009

WIA Younger Youth Performance Levels -- PY2008

Annual - FINAL

Region	Skill Attainment Rate			HS Diploma/GED Attainment Rate			Retention Rate			Region
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	
1	77.3%	76%	68.4%	93.3%	76%	68.4%	86.4%	77.0%	69.3%	1
2	80.0%	76%	68.4%	75.0%	76%	68.4%	100.0%	77.0%	69.3%	2
3&4	80.4%	76%	68.4%	100.0%	76%	68.4%	100.0%	77.0%	69.3%	3&4
5	81.8%	76%	68.4%	100.0%	76%	68.4%	100.0%	77.0%	69.3%	5
6	100.0%	76%	68.4%	100.0%	76%	68.4%	100.0%	77.0%	69.3%	6
7	57.1%	76%	68.4%	85.7%	76%	68.4%	69.2%	77.0%	69.3%	7
8	80.0%	76%	68.4%	100.0%	76%	68.4%	50.0%	77.0%	69.3%	8
9	73.5%	76%	68.4%	57.1%	76%	68.4%	90.5%	77.0%	69.3%	9
10	82.1%	76%	68.4%	83.3%	76%	68.4%	93.5%	77.0%	69.3%	10
11	71.9%	76%	68.4%	77.3%	76%	68.4%	76.2%	77.0%	69.3%	11
12	76.9%	76%	68.4%	87.5%	76%	68.4%	83.3%	77.0%	69.3%	12
13	93.8%	76%	68.4%	100.0%	76%	68.4%	100.0%	77.0%	69.3%	13
14	78.3%	76%	68.4%	100.0%	76%	68.4%	88.9%	77.0%	69.3%	14
15	40.9%	76%	68.4%	72.7%	76%	68.4%	71.4%	77.0%	69.3%	15
16	76.7%	76%	68.4%	59.5%	76%	68.4%	88.9%	77.0%	69.3%	16
State	70.3%	76%	68.4%	72.5%	76%	68.4%	85.5%	77.0%	69.3%	

Incentive/Sanction Performance Measures: WIA Younger Youth: Diploma & Equivalent, Retention