

IOWA



WIA ANNUAL REPORT

PROGRAM YEAR 2013

The Iowa Workforce Development Board

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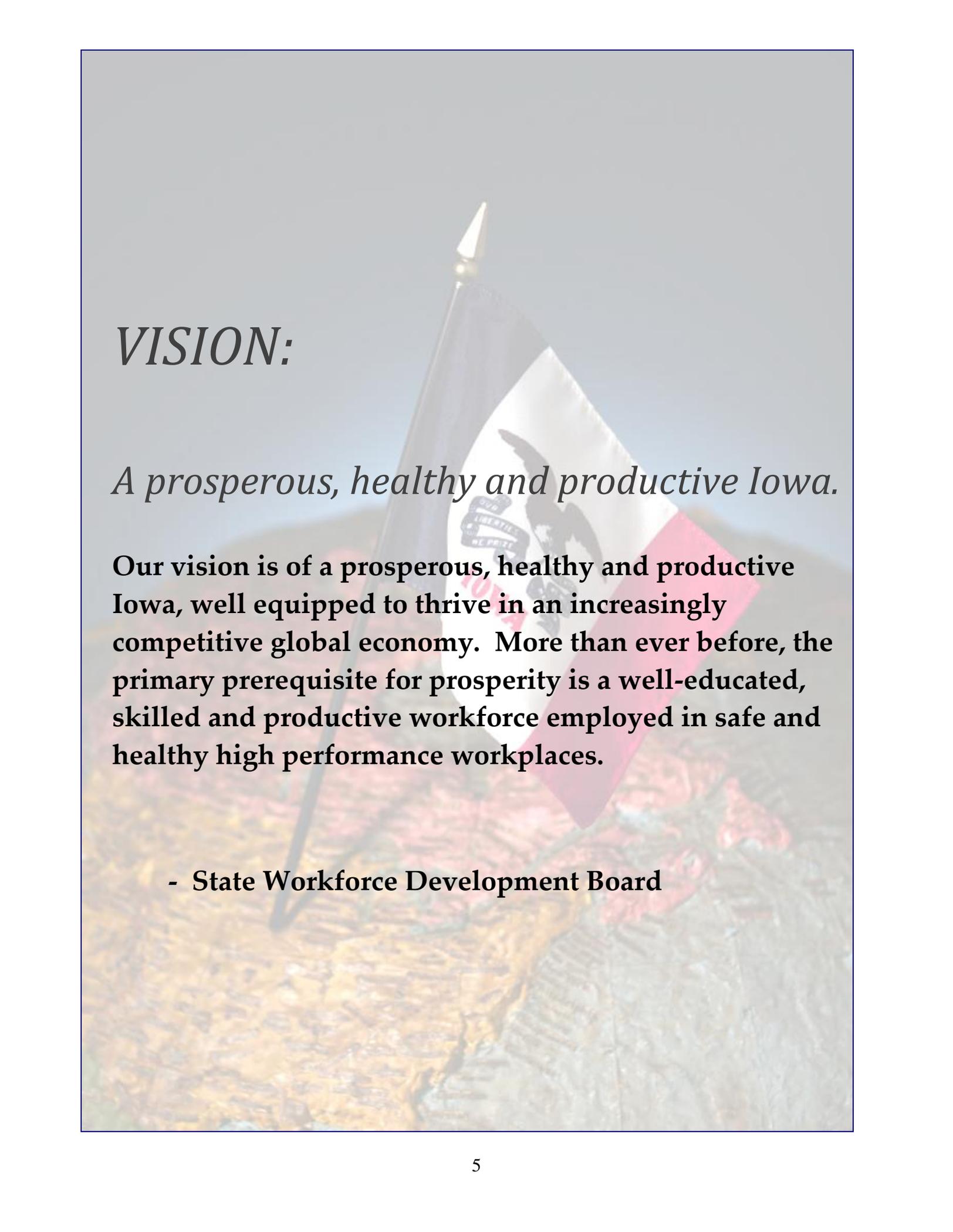
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VISION:

A prosperous, healthy and productive Iowa.

Our vision is of a prosperous, healthy and productive Iowa, well equipped to thrive in an increasingly competitive global economy. More than ever before, the primary prerequisite for prosperity is a well-educated, skilled and productive workforce employed in safe and healthy high performance workplaces.

- State Workforce Development Board

Governor's Goals for Iowa

In January of 2011, Governor Terry Branstad released a set of five-year goals aimed at improving the socio-economic environment of Iowans. These goals include: creating 200,000 new jobs, increasing family incomes by 25 percent, providing Iowa's youth with the best education in the nation and reducing state government costs by 15 percent.

The Economic Environment

By the end of PY13, Iowa's economic outlook was still experiencing mixed reviews. On the one hand, employment and unemployment numbers improved while population and skills gap numbers continued to be an area of concern. At the end of this program year Iowa's unemployment rate had fallen to 4.4%, which was considerably less than the national average of 7.6%. In addition, Iowa had not only regained all job positions lost during the most recent economic downturn, but had managed to expand job openings.

Population and Skills Gap analysis indicate that while Iowa has made successful strides in regaining lost ground, we still have a ways to go in ensuring continued economic prosperity. Workforce studies indicate that the number of low skilled Iowans (33% of the workforce) greatly outnumbers the number of low skilled job opportunities (12% of available jobs in Iowa). These numbers further reinforce the need for continued cooperation between all stakeholders in the workforce system.

As Iowa successfully emerges from the national recession, the reality of a skills shortage in targeted industries becomes more prominent. While there are Iowans still seeking enhanced employment opportunities, the skill sets possessed by these individuals are not meeting the demands of employers across the state. As the economy continues to grow and emerging industries take hold, the shortage will become more pronounced.

Iowa must employ multiple initiatives across various platforms in order to develop a skilled workforce that fits the needs of Iowa's growing employers. This includes changes in education, greater use of technology, the Skilled Iowa Initiative which contains the nationally recognized skill certifications, STEM initiatives, and more.

The "middle-skill" opportunities are rapidly growing in Iowa; however the educational requirements differ within the emerging areas. Frequently, a position requires more technical training versus the standard four-year education. As a state, we must embrace the acceptance of career paths that may deviate from the traditional four-year college education.

Skilled Iowa Initiative

Governor Branstad announced the Skilled Iowa Initiative on June 11, 2012. This initiative is supported by the Governor's Office, Iowa Workforce Development, the Iowa STEM Advisory Council, and many business partners throughout the state. At the heart of this initiative is the goal of expanding Iowa's economy and creating more employment opportunities for Iowa citizens.

Governor Branstad stated at the announcement of the initiative, "The Skilled Iowa Initiative is a critical step in improving the quality of the workforce in Iowa. It is important Iowa's government, private industry and our educational system work together to find innovative solutions."

The Skilled Iowa Initiative is the umbrella for workforce programs and solutions for the State of Iowa. The Skilled Iowa Initiative allows Iowa's employers to determine baseline skills for potential employees. The program uses a universal testing system that rates the skills and abilities of those in Iowa's workforce, awarding a National Career Readiness Certificate upon successful completion of the program.

The certificate allows workers to more accurately display their skills to current and potential employers. The training or CareerReady 101 portion of the NCRC program allows customers an opportunity to gain the skills needed to earn a certificate.

Beyond the National Career Readiness Certificates, additional skill upgrading will be identified using current and ongoing labor market information and assessments of each individual's existing skill level. All partners in the center may be asked to play their applicable role in any individual's employment plan. At a minimum Wagner Peyser and WIA will be responsible for assuring that each individual receives the services or referrals needed and leaves the center a better employment candidate than when they came in.

National Career Readiness Certificate

Iowa Workforce Development expanded the use of ACT's National Career Readiness Certificate statewide in 2012. Iowa Workforce Development made this a universal service that Iowa residents can access at no cost. The NCRC program tests the critical thinking level of an individual in reading for information, locating information and applied mathematics. Individuals receive a certificate based on their demonstrated level of understanding in a given area (platinum, gold, silver or bronze). The certificates are National in scope and thus become items that can be recorded on résumés and can follow them to whatever state in which they may later choose to reside.

In Program Year 2013, over 24,000 certificates were issued through our One-Stop **IowaWORKS** Centers and Community College Partners.

Customers that are unable to the test at the level that would afford them a certificate are given instruction on how to access the CareerReady 101 training module in order to improve their skills and achieve a certificate. This is also at no cost to the customer.

In addition to individual successes, the Skilled Iowa Initiative will help create [Skilled Iowa Communities](#) by creating a workforce that is Work Keys certified to work in a variety of industries. By creating a series of measurement standards based upon the number of local businesses utilizing the NCRC as part of their application process and the number of local job seekers utilizing the NCRC as a job seeking tool the State has established a consistently measurable way for local communities to label themselves as “Skilled Iowa Communities”. During Program Year 2013, there were 13 Iowa communities that met those expectations and began marketing themselves as such.

Skilled Iowa Internship Program

Along with these communities, an [internship program](#) offers on-the-job connections between Iowa employers and eligible individuals. The Skilled Iowa Internship program, sponsored by Iowa Workforce Development (IWD), is targeted at individuals who collect unemployment insurance benefits, but available to any Iowa resident. Individuals may elect to participate in an internship opportunity to build their skills while looking for permanent employment.

These unpaid opportunities link job seekers with businesses looking to hire and willing to provide job-skills training. Participants train at the participating company 24 hours a week for up to eight weeks. In addition, individuals will have an additional 16 hours of structured learning during each week. Individuals receiving unemployment insurance benefits continue to receive benefits during the internship. Priority is given to Veterans, followed by unemployment insurance recipients with at least 14 weeks of benefits available, PROMISE JOBS participants, persons who have exhausted their unemployment, unemployed persons not receiving benefits, and all others.

The internship program is available to all Iowa businesses. IWD works closely with each business to define and develop training plans and to provide screened, eligible candidates. Skilled Iowa internships offer a lower training expense with lower risk to participating companies. Job seekers acquire new skills and keep their work history current. While not a guarantee, interns have the opportunity for a full-time job upon successful completion.

In Program Year 2013 there were 200 Iowa employers and 330 job seekers who participated in this program. The result was 309 successfully completed internships during the program year. In addition to successfully learning some level of new workplace skill, 164 of the job seeker participants were offered full time employment at the end of the internship.

Skilled Iowa and NCRC in Iowa High Schools

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

Schools then offer NCRC testing as a way for their students to display their work ready skills for potential employers. Some school districts have begun benchmarking students and then re-testing them at a later date to determine growth, and identify curriculum needs.

“Skilled Iowa is a critical step in improving the quality of the workforce in Iowa,” said Governor Branstad. “It is important that Iowa’s government, private industry and our educational system work together to find innovative solutions.”

Apprenticeship Programs

Registered Apprenticeship provides immediate employment and credentialing and combines supervised on-the-job training with technical related training instruction in over 1000 occupations. Registered Apprenticeship is highly active in traditional industries such as construction and manufacturing, but it is also instrumental in the training and development of emerging industries such as healthcare, energy, IT, hospitality and transportation. In this regard, the Registered Apprenticeship system effectively meets the needs of both employers and workers.

In FY 2014, according to the DOL /Office of Apprenticeship Registered Apprenticeship Partners Data Information System (RAPIDS), Iowa registered 100 new Programs and added an additional 2,937 newly registered apprentices. By virtue of its success in Iowa, Registered Apprenticeship is recognized as a valuable education, employment and training program and is an ideal way for employers to build and maintain a skilled workforce.

The Iowa Work Force Registered Apprenticeship Web Site has proven to be an excellent resource for business, organizations and individuals to learn more about Registered Apprenticeship.

Service Delivery

Iowa has 15 local regions as shown on the map below:

Iowa continues to expand its ability to meet the needs of all citizens of Iowa through the continued growth of the **IowaWORKS** Integrated One-Stop Centers. Although initially established to be responsive to House File 2699, Iowa’s integrated service delivery model is driven by the following objectives:

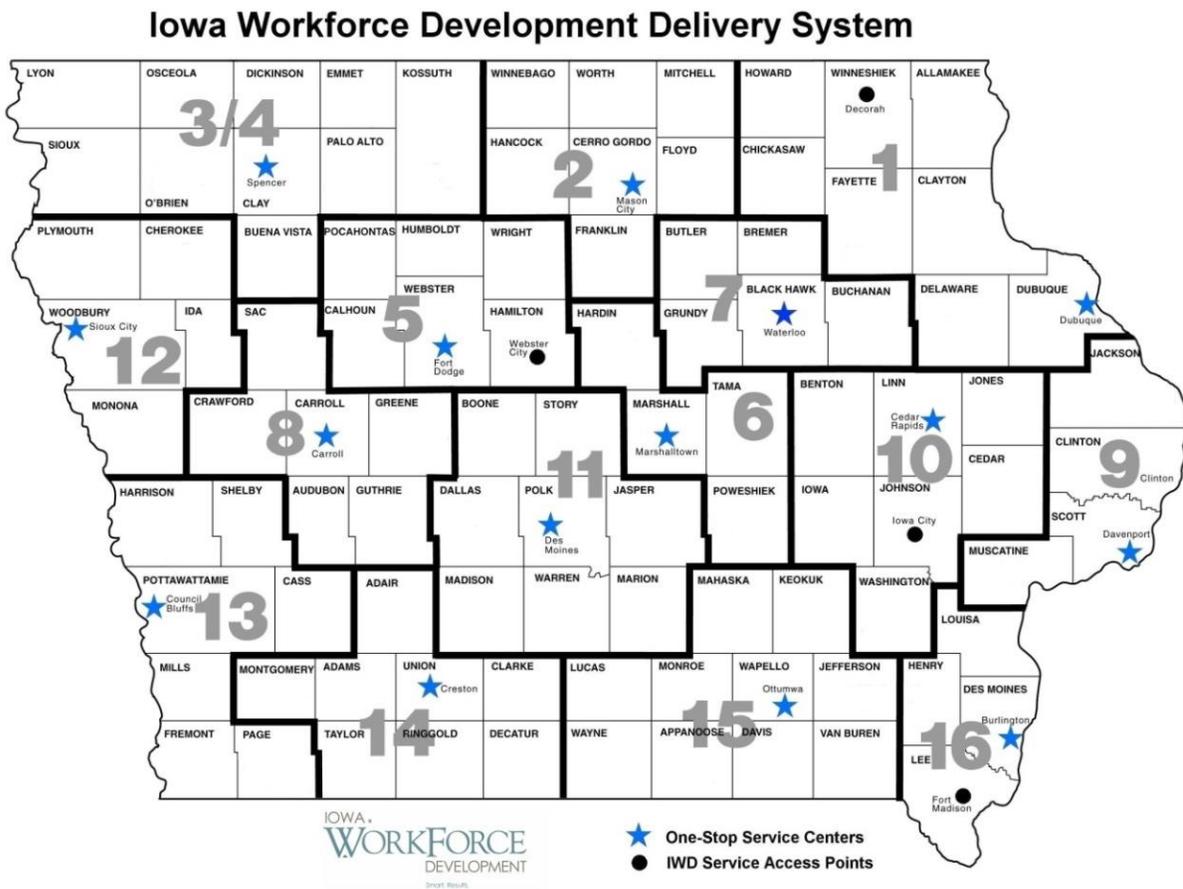
- Provide Iowa businesses with the skilled workers they need while workers gain and expand skills that are in demand.
- Improve efficiency and effectiveness of workforce services and processes.
- Make a relevant, valuable contribution to each region’s economic vitality.

The integrated service delivery model allows Iowa to better use all of the workforce resources including Wagner-Peyser, Workforce Investment Act, Unemployment Insurance, Veteran employment programs, Trade Adjustment Act and state funding to serve an increased number of Iowans. All of these programs, as well as PROMISE JOBS (TANF) have a seat at the table

when it comes to coordinating and collaborating planning efforts. Additionally, unemployed claimants are being immediately converted to job seekers and receiving services on their first visit to any one of the 15 One-Stop Centers across the state.

Process improvement, functional supervision and management information are key elements in the integration of these services. “Co-enrollment,” is a “behind-the-scenes” concern to ensure separate accountability for each program and relevant funding source. This is not a concern for the Workforce Center “member” who will only register once for services in the integrated Iowa One-Stop Center system.

Centers incorporate the Skilled Iowa Initiative as part of their process of assisting customers in order to ensure that every person entering the center has more opportunities offered to them. Customers can easily see the differences when they are greeted by a staff member and assisted with their needs in an efficient and friendly manner. No longer are they expected to help themselves in a “self-service” only mode; rather staff is fully engaged in the new member’s activities and engagement in services. For additional information regarding Iowa’s Integrated One-Stop Center model and policies, please visit the website at <http://www.IowaWORKS.org/default.html>



Technology and Service Delivery

IowaWORKS Virtual Access Points

IowaWORKS Virtual Access Points are designed to provide services for job seekers and employers. To date, these services include: unemployment claim information, job search and resume development assistance, access to thousands of employment opportunities, skill assessment and testing tools, information specific for students in Iowa's high schools, information specific to Iowa's Veterans and their families, workforce data and trends, and job posting assistance for Iowa's employers.

In July 2011, Iowa Workforce Development launched the **IowaWORKS** Virtual Access Points (also known as VAPs) initiative. This important partnership in Iowa includes the State Library and community libraries, Iowa Department of Education and the K-12 public school districts, Iowa's community colleges, Iowa National Guard and Reserve armories, Iowa's network of County Veterans Affairs offices, Iowa's network of community action agencies and other social services organizations including homeless and women's shelters, Iowa Department of Corrections including community re-entry points, Iowa Vocational Rehabilitation Services, Iowa State University Extension Service, senior citizen centers, and faith-based facilities. Currently, there are Access Points available across the state in all 99 counties because of these partnerships.

The Virtual Access Points are a tremendous resource for unemployment insurance recipients and employers. On-line resources can now be accessed at over 900 locations across Iowa. The unemployed can file a claim for benefits along with their weekly report at one of the VAP locations and conduct an on-line search for employment. Employers can file their quarterly tax report through My Iowa UI at a VAP location.

For more information on **IowaWORKS** Virtual Access Points, please visit the following website, <http://www.iowaworkforce.org/accesspoints>

Mobile Technology Partnership

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

The mobile technology is an enhancement to the partnership between Direct Employers Association and NASWA known as the National Labor Exchange. Iowans are able to access job listings that have been verified by Iowa Workforce Development, 24/7 via the web site. The job opportunities can be searched by city, employer name and key word.

Iowa now has 10 jobs microsites that allow us to focus on specific populations or career pathways that are included in our main job bank, www.iowajobs.org. These microsites also gave

us the opportunity to have a mobile enabled application at no cost that is search engine optimized – meaning that they frequently come up first in a Google search. All of these work on iPhones, Androids, tablets, iPads, etc., as well as traditional desktops and laptops. The agency receives monthly Google Analytics reports from NASWA on usage, demographics, keywords and types of jobs users are seeking.

Iowa is one of only two states who have 10 .jobs microsites; Missouri is the other.

1. Main job bank www.workiniowa.jobs Based on jobs, not openings. Most frequently used microsite.
2. Veterans www.workiniowa-Veterans.jobs Military crosswalk so Veterans can enter their MOS or MOC to find jobs that match their experience. Provides Federal contractors additional outreach for OFCCP auditors. Haven't met a vet yet who doesn't remember their MOS! 88M is an Army truck driver, 44A is an Army finance officer, 1C1XI is an Air Force air traffic controller, a Marine distribution management specialist is a 3112, and the flight director on an aircraft carrier (the guy in the yellow shirt) is an ABH. Iowa doesn't have any jobs listed for air traffic controllers or flight deck directors, but we do for truck drivers and chief financial officers.
3. Disability www.workiniowa-disability.jobs Iowa is the only state in the nation with this microsite. Helps employers reach disability community – disability is a highly searched word by job seekers. Helps employers comply with EEOC/AA efforts. Not just jobs for disabled people!
4. STEM www.workiniowa-STEM.jobs Everyone knows that STEM is an acronym for science, technology, engineering and math. Ours is cobranded with our Governor's STEM initiative, an Iowa first that has since been adopted by other states.
5. Green Jobs www.workiniowa-green.jobs Iowa has many jobs at wind farms, and processing facilities that produce alternative fuels from corn, soybeans and corn byproducts. O*Net based.
6. Manufacturing www.workiniowa-manufacturing.jobs Developed to partner with statewide community college TAACCT grant project. O*Net based. Second most popular microsite according to Google Analytics.
7. Health Care www.workiniowa-healthcare.jobs Developed in response to vacancy needs, and will be crucial as part of our new Veterans reciprocal licensing project funded by NGA. O*Net based.
8. Construction www.workiniowa-construction.jobs Developed in response to request from local unions and state workforce board members. O*Net based.
9. Youth www.workiniowa-youth.jobs Key word based – intern, internship, summer.
10. Seasonal www.workiniowa-seasonal.jobs Key word based – temporary, seasonal, summer, holiday, internship, intern

Indexing Grows Job Postings

Indexing is a process where employer jobs are pulled from the employer's website to the Iowa Workforce Development jobs portal, also known as IowaJobs. In addition to the job postings IWD gets from its daily download from Direct Employers, we currently receive jobs from over 884 other employers through indexing, with a goal of 1,000 business customers by the end of 2014. Most of these are Iowa employers, but many are national employers who have operations in Iowa. All have been verified by IWD as being actual employers, but are subject to removal if we receive validated complaints that a job posting or employer has violated our policies.

All of these jobs get exposure to job seekers on all of IWD's job banks, including the 10 microsites, and are uploaded to the national labor exchange daily. As a result, employers are getting job candidates from all over the United States and abroad, and not just within Iowa.

Because we get the jobs from the employer websites daily, the information is timely and current. We don't get complaints from job seekers that jobs have already been closed, and employers don't have to remember to let us know when they have filled positions.

Indexing has allowed Iowa to significantly grow the number of jobs we have listed on our job bank, going from around 4,000 job orders to over 44,000 on a daily basis. Since staff does not have to manually enter job postings, they can devote more time to working directly with both employers and job seekers.

Customer Data

Iowa's Integrated One Stops Model allows the state to gather demographic information on customers which allows local service delivery areas to help determine how to better serve the area. For example, on a statewide basis customers utilizing our integrated service areas are evenly split between male and female. The vast majority (69%) are between the ages of 24 and 55. We also know that of those using the **IowaWORKS** One Stops, 11% self-disclose a disability, 12% declare themselves to be of Black or African American descent, 9% declare themselves to be Hispanic, 17% are over 55 years of age, and 7% are military Veterans. In addition we are able to gather educational information and find that 14% of our center customers have not completed high school or a high school equivalency program.

Priority of Service

Since the State of Iowa receives and utilizes federal Department of Labor funds, Priority of Service for Veterans is both a requirement and an obligation the state wishes to ensure is provided to our service members.

Iowa Workforce Development will provide all qualified Veterans with priority of service.

1. In order to maximize and provide priority of services to Veterans, Veterans will be able to register at all **IowaWORKS** locations. Registration is also available on-line 24/7 through www.iowaworkforce.org, or any of the regional websites. Iowa

complies with final regulations which state recipients of USDOL funds for qualified job training programs are subject to the priority of service regulations, and are required by law to provide priority of service to Veterans and eligible spouses. New federal guidance does limit access to the Disabled Veteran Outreach Program (DVOP) staff to Veterans with a significant barrier to employment, or aged 18-24. Veterans who do not qualify will be seen by other center personnel.

The Iowa Director for Veterans Employment and Training (DVET) and his designee, the Assistant Director (ADVET), have a standing invitation to address district management at their monthly meeting to describe expectations of the Jobs for Veterans Act of 2002, and to review program performance. The state requires each region describe in their local customer service plan how they will ensure priority of service is provided in their programs. DVOP staff will consult with local partners on how to implement priority of service, and state staff will be monitoring compliance with the established procedure.

Each region submits their plan for providing priority of service to Veterans. Each plan is reviewed by the state liaisons to the local Workforce Investment Board (WIB). The state liaisons work with the DVET to develop expectations that can be enforced locally. State staff monitors progress through regular visits and case reviews, and reports those findings to the DVET. The DVET is also now conducting on-site monitoring at selected locations to ensure Iowa is following DOL VETS policy and procedure.

2. At the minimum, the services that will be available to the Veteran within the one-stop center and through other service providers will include:
 - Registration as a job seeker for job matching;
 - Referral to jobs and job development;
 - Career and skills assessment;
 - Case management;
 - Referral and follow-up with Veteran service organization's and community based organization's;
 - Referral to training and apprenticeship opportunities
 - Job seeking skills workshops;
 - Resume and cover letter building software;
 - Referral and consultation with a DVOP, if eligible;
 - Services through VAVoc. Rehab;
 - Services through the Veterans Administration including on-the-job training and work incentive programs;
 - Support services for homeless Veterans.

Waivers

Iowa currently has three waivers.

1. Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. As can be related in the regional reports this waiver continues to simplify the process for the use of the many programs available through the various training providers. Many would take themselves off the list if required to provide the supplemental data due to the cumbersome nature of the process.
2. Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. This flexibility is critical in these times of high layoffs and closures. This allows the regional staff the ability to meet the needs of the potential applicant pool at any given point in time.
3. Waiver of 20 CFR 667.... replaces the 17 statutory performance measure reporting requirement with reporting common measures reducing them to the six common performance criteria called for under Adult, Dislocated Worker and Youth common measures. Reporting on common measures complements Iowa's newly introduced service delivery model process ensuring services are integrated from front line level and unified at the management level and makes Iowa's workforce system more efficient and effective. Common measures are easier to manage, cost-effective and more universally understood by Regional Workforce Investment Boards (RWIB), businesses, and workforce investment system partners. By refocusing the local regions' performance management from individual program performance measures to universal outcome measures, service integration is enhanced.

Rapid Response

During PY 13, there were 21 Federal WARN notices received by the State Dislocated Worker Unit, as compared to 30 received the previous Program Year (30% decrease). This involved 1,475 affected individuals, as compared to 1,634 affected the previous Program Year (9% decrease). (The aforementioned figures include an event which impacted 542 employees due to a natural disaster at a facility. The employer has retained all impacted employees on payroll during reconstruction, but issued a Federal WARN to insure compliance.) The State conducted three Rapid Response meetings throughout PY 13. The discrepancy in the number of WARN notices received and the number of Rapid Response meetings is due to the issuance of WARN notices which were amendments to previous WARNs, or the company refused Rapid Response services. In some instances the layoffs were determined to be temporary and short term and Rapid Response was not initiated. There also were situations where a WARN was issued but all employees were retained by a new owner. Of the events 10 were amendments, seven were closure events, three were mass layoff events, and one was temporary.

During PY 13, there were 42 State WARN notices received by the State Dislocated Worker Unit, as compared to 39 State WARN notices the previous Program Year (8% increase). This involved 1,896 affected individuals, as compared to 1,254 people affected the previous Program Year (51% increase). Rapid Response activities are initiated and implemented at the Regional level for these events. However, the State did organize and conduct Rapid Response at one

employer per the local Region's request. Iowa businesses are required to comply with the Iowa WARN notice law when a lay off or closure event impacts 25 or more employees. Of the total issued, two were amendments to previously issued State WARN notices and 10 were issued for events impacting less than 25 employees. There were several situations where a WARN was issued but all employees were retained by a new owner. Of the events 16 were closure events and 23 were permanent layoff events.

The last Program Year has seen a new emphasis on Skilled Iowa as a major component of Rapid Response services. The State also continues promotion and on-going development of scannable Employee Surveys to include an evaluation of current skills, commuting patterns, desired employment, and skills upgrading needs. The State Rapid Response Team, local Service Providers, and Iowa Workforce Development's Labor Market and Workforce Information Division continue to collaborate with Department of Labor Region 5 staff and other Regional partners to develop and implement a standardized Employee Survey. The State team has provided information and training to DOL Region 5 Rapid Response and Trade colleagues at a recent Dislocated Worker Roundtable. The current survey has been implemented statewide with success. Data developed from the survey has been shared with State and Local Economic Development staff and **IowaWORKS** staff to assist with business recruitment and retention, and immediate placement/job matching opportunities for the affected employees. The Labor Market and Workforce Information Division has also developed a process to match the skills of the impacted workforce with the skill demand of current job listings. This process when implemented may result in a Targeted Job Fair where the only employers attending are seeking new employees with skills matching those available from the impacted workforce.

National Emergency Grants

During PY 13 Iowa did not operate any Department of Labor National Emergency Grants (NEG). The State was awarded an NEG for Apprenticeships in late June of 2014, but implementation was not during PY 13.

Disability Employment Initiative

Iowa's Regional Workforce Investment Boards have developed a partnership with eight state agencies, the Department of Labor and the Social Security Administration (SSA) to enhance their capacity to include Iowans with disabilities in employment. In five pilot regions through the Disability Employment Initiative (DEI), they are using three primary strategies to improve employment outcomes and add resources to a collaborative employment service model that is becoming a more integrated one-stop service system. The three strategies include: a) enhanced partnership; b) integrated resource teams; and c) strategies to enhance asset development among Iowans with disabilities. Through leadership models developed in previous partnerships with DOL through the Work Incentive Grant (WIG) and the Disability Program Navigator (DPN) initiative, the expertise of these eight state agencies consult with local leadership in the five pilot regions to increase the impact of these strategies. Each of these regions have developed local leadership teams that implement the disability employment activities and are utilizing the partnership with the Social Security Administration to sustain these efforts once the project is completed. All five pilot regions are demonstrating that they will be able to maintain this effort at the completion of the grant. Iowa's other 10 workforce regions are also building their service

capacity through the SSA Ticket to Work program, and making good progress to place themselves in a position to replicate the strategies of the pilot regions at the completion of the project.

Looking ahead to the increased emphasis on employment and disability in the WIOA, the development of the state and local leadership structure, along with the increased capacity of Iowa’s Workforce Investment Boards through the Ticket to Work program is creating a stronger, more collaborative system infrastructure. As shown by incentives generated by regional service systems, Iowans on SSA disability benefits are becoming less dependent on those benefits. Another impact of this effort is a stronger engagement of Vocational Rehabilitation, Older Worker services, Department for the Blind, Deaf Services, Corrections, Housing, Community Block Grant, and the Department of Transportation in the delivery of labor exchange services in Iowa.

Cost Effectiveness of the WIA Programs

The following is a brief description of the state’s return on investment posted in the PY 2013 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, the Average Cost per Participant is calculated. The Average Cost per Participant is then compared to the Average Earnings Change in 12 Months to calculate a cost effectiveness ratio. The Average Earnings Change in 12 Months is a calculation of the average increase in Unemployment Insurance (UI) reported wages for the 4th and 5th quarters after exit over those reported for the 2nd and 3rd quarters prior to registration. The wage record information represents all data that was available for participants who exited from the Adult, Dislocated Worker, and Youth programs.

Program	Expenditures	Number Participants Served	Avg. Cost/ Participant	Avg. 12 mos. Earnings Change	C-E Ratio
Adult	\$ 2,931,792	77833	\$38	\$ 1,004	1:26.42
Youth	\$ 4,343,068	1145	\$3793	\$ 5,313	1:1.40
Dislocated Worker	\$ 3,004,603	13442	\$224	\$ -202	1:-.90

** 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 \$26.42 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 \$1.40 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 \$-.90 in participant earnings 12 months after the completion of services. For the dislocated worker population, maintaining wage levels is an acceptable outcome since these participants are working prior to enrollment and a primary program goal is re-employment at comparable wages. These wages represent a 101.1% earnings replacement rate.

This method provides a point-in-time comparison and does not involve cumulative increased earnings, potential reductions in public assistance payments and/or benefits, or increased federal and state tax revenues from personal income and sales tax. Therefore, the overall cost effectiveness of the programs can be assumed to be considerably higher than this point-in-time, conservative measurement.

Customer Satisfaction Outcomes:

Since there are two recipients of services in the workforce system, business and job seeker, the State of Iowa is working to utilize technology to capture more feedback from both customers.

For job seeking customers our program staff are working with our IT Department to offer survey questions to all users of the One-Stop system. The overall scope of the project will be to create a set of survey questions that will be presented to each individual user logging into any computer within the One-Stop facility. Feedback will be tallied for a state total as well as by each One-Stop. Currently, program staff are evaluating the question format to ensure that it will meet DOL requirements and the IT Department is working to establish the criteria for identifying individual users and report out functions. When completed, this will allow the State to potentially survey nearly 2,000 people per week on an ongoing basis.

For the business customer, program staff will be working with our Labor Market Information Department to develop survey strategies for the business community. Our LMI Department currently surveys different business sectors at varying times throughout the year. Discussions are under way to develop the appropriate polling cycle for the business community and determining how to identify the appropriate businesses that will need contacted.

Monitoring Activities at the State Level

Program Year 12 was the implementation year for a new approach to Regional Monitoring, and these efforts continued in Program Year 13. With this new approach came a new identifier, Quality Assurance Reviews. The Quality Assurance Review is intended to identify the strengths in Workforce programs and also identify areas where Technical Assistance may be of the most value. All Quality Assurance Reviews were conducted in all 15 Regions by the State WIA Team and always included at least two Workforce Program Coordinators conducting on-site visits of at least two days.

The Quality Assurance Review consists of four parts:

1. Design and Governance
2. Program Management Systems
3. Service Product Delivery
4. Performance Accountability.

The reviews included an examination of Regional documents to include the Regional Customer Service Plan, the Memorandums of Understanding, Regional Workforce Investment and Local Elected Officials meeting documentation, the Fiscal Agreement, and Participant files. The reviews also included interviews with staff and Regional Leadership. An examination of the facilities was also conducted.

At the conclusion of each review, a summary document was developed highlighting the Regional Strengths and Best Practices, any Observations the Team believed to be noteworthy, and any Corrective Actions required to address findings. Complete copies of all the summary documents are on file at Iowa Workforce Development offices located at 150 Des Moines Street in Des Moines.

The state has always conducted a review process in each of the regions each year. The format for this year's review process was changed to reflect the federal review process so that local service centers would better understand both the federal monitoring process and the federal desire for more integrated workforce systems.

Feedback from the individual service delivery areas was very favorable.

REGIONAL REPORTS

Region 1- Dubuque/Decorah

- Tom was permanently laid off from Quad Graphics in Dubuque in February 2013 due to a business closing. Tom decided, with the help of the Workforce Center, to take a CNC course because it was a high demand occupation in Dubuque and he did not want to relocate. In October Tom began a CNC class with NICC. In addition to his CNC class he inquired about an Internship through the Workforce Center to gain some experience. He was accepted into an Internship at Dyersville Diecast. Following graduation Tom was hired at AY McDonald in Dubuque on May 19th. He is currently working 3rd shift making \$15.85 an hour.
- 20 year old single mother, assisted with tuition, books and fees, transportation, and childcare expenses while attending NICC for Health Information Technology. Graduated with her Associate's Degree and currently working at University of Iowa as a Health Records Assistant for \$15.75/hour.
- 20 year old youth with a learning disability, assisted with tuition, books and fees while attending NICC for Computer Applications Technician program. Graduated and earned her diploma and currently working at Integrity Business Solutions as a Collection Officer for \$9/hour.
- 21 year old single mother, assisted with tuition, books and fees while attending Upper Iowa University for her Bachelor's Degree in Criminology. Graduated and currently working at Four Oaks as a Matching Specialist, serving foster children at \$25,000/year.
- 20 year old single mother, assisted with cost of Nurse Aid class and state certification, and transportation to/from class. Passed class and licensure exam and currently working full time at the Cresco Care Center as a C.N.A. for \$11/hour.
- 21 year old single mother and PROMISE JOBS co-enrollment, WIA assisted with cost of transportation and required uniforms for the Nurse Aid class while PROMISE JOBS assisted with the cost of the class and certification costs. Currently employed at Aase Haugen Homes at \$11/hour as a C.N.A.
- 19 year old youth with basic skills deficiency, assisted with books, tuition, and fees while she attended NICC for the Certified Nurse Aide (CNA) program. Completed training, attained her state license, and currently working full-time at Finley Hospital.
- 19 year old youth with basic skills deficiency, assisted with books, tuition, fees and transportation expenses while he attended NICC for the Computer Numerical Control (CNC) program. Graduated and currently working full-time at Bodine Electric.
- 19 year old youth with basic skills deficiency, assisted with books, tuition, fees, and transportation expenses while she attended NICC for the Certified Nurse Aide (CNA)

program. Completed training, attained her state license, and currently working full-time at Stonehill Care Center.

- 21 year old youth parent, assisted with books, tuition, fees, childcare, and transportation expenses while she attended NICC for the Certified Nurse Aide (CNA) program. Completed training, attained her state license, and currently working full-time at Mount Carmel.
- Kay became a dislocated worker when Thermo Fisher Scientific (TFS) closed in Dubuque; she co-enrolled in the WIA Dislocated Worker Program, TAA, and TFS NEG, graduated from classroom training funded by TAA, and is currently employed full-time in the office at Callahan Construction in Dubuque.
- 38 year old dislocated worker when Thermo Fisher Scientific (TFS) closed in Dubuque; she co-enrolled in the WIA Dislocated Worker Program, TAA, and TFS National Emergency Grant, graduated from classroom training funded by TAA, and is currently employed at General Communications in Madison.
- 58 year old Veteran and dislocated worker when Thermo Fisher Scientific (TFS) closed in Dubuque; he co-enrolled in the WIA Dislocated Worker Program, TAA, and TFS National Emergency Grant, graduated from classroom training funded by TAA, and is currently employed at Oral Arts Dental Lab in Dubuque.
- Rockwell Automation grant success story - Diane was a dislocated worker from Rockwell Automation in Sumner in December 2010. She struggled a lot with the idea of going to school and actually started school a little later than some of her peers. Her final decision we reached together was to go into Early Elementary Education as a Teacher. She chose to attend classes at UIU in Fayette. On May 10, 2014 with the financial assistance of Trade and moral support of WIA Staff she graduated with her degree in teaching. Diane has secured a job at Turkey Valley School for the fall of 2014 part time that could work into full time. In addition, she was offered a possible position in the Oelwein School System, recommended by one of her instructors, that she had to turn down since she teaches every day in Turkey Valley.

Region 2 - Mason City

- Customer #1 was in our center due to lay off and looking for work. She was provided information about workshops and classes that we provide as well as the National Career Readiness Certificate. She was able to attend many of our workshops. After the completion of class I met with her to discuss a Skilled Iowa Internship, at the referral of the instructor. We discussed her skills and opportunities and I was able to connect her with an employer to complete a one week internship. After two days the employer hired her into their full-time position as front-desk clerk. She continues employment and enjoys her job.

- Customer #2 Following the death of his father-in-law, manufacturer changed hands which resulted in Thomas and his wife both losing their jobs. WIA assisted Thomas with tuition to become an RN. He graduated top of his class in May 2014 and started as an RN at Mercy Medical Center-North Iowa on 7/7/14 earning \$22.36/hour.
- Customer #3 Following a series of personal crises in 2013, Toni visited the **IowaWORKS** North Iowa office in February 2014 and met with PROMISE JOBS worker Mary Cooley. Toni had just been given a release to return to employment and was re-established in a new community with her children. Toni was unsure whether she was up to the challenge of her previous career field of nursing, and wanted to explore other options available to her. Mary enrolled Toni in several skills workshops and assessments, along with assessments to earn the National Career Readiness Certificate. With the NCRC added to her resume and successful completion of the workshops, Toni felt more confident in her abilities and when Mary presented her with an opportunity to participate in a Skilled Iowa internship at a local nursing home, she quickly agreed. Toni felt it was be a great way to determine if she could once again be successful in a nursing career that was often demanding and stressful.

The regional Business Marketing Specialist contacted a nursing home that was within close proximity of Toni's new home and maintained a good reputation in the community as having a positive and caring work environment. The business was more than willing to offer a training internship for Toni and after an interview and background check, a plan was developed that would provide her with an opportunity to shadow staff on two different shifts and get a feel for the work culture and the needs of the residents at the home. During this time, Toni also completed soft skill development courses through the Career Ready 101 training program. Upon completion of the internship, Toni was encouraged to apply for a position with the business and was subsequently hired at a rate of \$23/hour. Toni is once again self-sufficient and able to care for herself and her children in a career and environment that she truly enjoys.

- Customer #4 Tracy visited the **IowaWORKS** North Iowa office after relocating to the area from Colorado. Although she had solid work experience, she was having difficulty finding work in her desired field of marketing and wasn't seeing many job openings in that sector. She was unfamiliar with the business community and didn't have a strong networking base that could help her develop job leads. After visiting the Center and receiving assistance from staff in the Skills area, she was referred to several workshops to brush up on job seeking skills. Although Tracy possessed an Associate's degree, she learned about the National Career Readiness Certificate (NCRC) and how it could help her to demonstrate her potential to a new employer in a field that typically requires a Bachelor's degree. Tracy did well on the assessments, earning a Gold NCRC. The following week, in a re-employment services workshop, Tracy learned more about Skilled Iowa internships and was introduced to the business marketing specialist (BMS) to pursue this program in hopes of getting a foot in the door with a local company. The BMS recommended some changes for her resume and they identified a couple of companies in the area that were interested in hosting a marketing intern to provide training and insight into the industry. An internship plan was developed with a regional

broadcasting company and Tracy successfully completed a two-week internship in addition to further soft skills development through the Career Ready 101 training program. As a result of this internship experience, Tracy received an interview for a marketing position with the broadcasting business, along with interviews with two other businesses that the BMS contacted during this period. She ultimately accepted a full-time position with one of the companies and is happy to have settled into a job in her career field.

- Customer #5 Molly visited the **IowaWORKS** North Iowa office after separating from her employer in the long term care industry. Maureen had an excellent educational background and extensive work history, having served in leadership roles in long term care for many years. However, she did not meet the State licensing requirements to transition into an administrator role in another facility. Over a period of several months, Maureen came in to the Center on a regular basis and worked with several members of the Skills team, conducting job searches, seeking advice and enrolling in workshops to update her job seeking skills. Staff also assisted her with Skype in the Center so that she could interview for positions out of state. Over the weeks, she developed positive relationships with **IowaWORKS** staff and impressed everyone with her commitment and follow through. In spite of the support she received from staff, she continued to struggle to find local job opportunities at her professional level. She was reluctant to sell her home and move out of the area but was coming to the conclusion that it would be her only option as unemployment benefits were running out.
- Customer #6: During one of her visits to the Center, Maureen was referred to and met with the regional Business Marketing Specialist to strategize on career opportunities in the area. In reviewing her resume, the BMS noted that she had achieved success in research and development in the food industry in the 1980s. Learning more about this aspect of Maureen's work history, the BMS shared information about a new commercial bakery business that would be relocating to North Iowa from California and their potential interest in hiring someone local to assist with new product development. Maureen was excited about the business and the position and agreed to have her resume forwarded on to the business owner as a recommended candidate. That evening, Maureen contacted one of her references in California to advise him of the job lead, and was shocked to discover that he was also a close business contact with the owner of the commercial bakery and had encouraged the owner to relocate his operations to Iowa. Maureen's reference immediately called the business owner and provided a recommendation for Maureen. Within a short time, the bakery owner interviewed Maureen and she was offered and accepted the position. She called staff at the Center to share the good news and thank them for the encouragement and support she received while job searching. She was thrilled to find work in her own hometown and be able to stay near family.

Region 3-4 – Spencer

Service Delivery Area:

Iowa Region 3-4 is comprised of the counties of Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux.

Special Projects/Best Practices:

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 2011, the SDR 3 & 4 STW program consisted of seven 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, 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 employment at for-profit businesses with the business paying the wages of the youth. This program was available to all high school youth 16 years of age and older. The program offered 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. Averages of 100 youth are placed in employment through this program each year. The program has been in operation for 16 years and has allowed the region to maintain a program for summer youth employment when no such program was funded through the Workforce Investment Act.

- Dan came to our ***IowaWORKS*** office to file an unemployment claim after his temporary job assignment was finished. Dan came faithfully to the center almost every day to seek employment and services from the ***IowaWORKS*** office. After several weeks the skills team recommended he receive intensive services from WIA. Dan was receptive to job search assistance and supportive services through WIA and felt that he would benefit from the extra assistance finding employment with a local manufacturer as either a machinist or material handler.

Dan utilized the following job search tools; 6 Step workshops, InterviewStream , NCRC. tests and the staff expertise to assist him to develop his resume. We also enlisted help from the Business Services Rep. and Disability Resource Coordinator. A local manufacturer was interested in the concept of an internship as a CNC operator. He did an excellent job with the internship but was not offered employment at the end of the training period. His age and perceived hearing disability may have caused some reluctance on the part of the HR managers to hire him.

Finally, another local employer was interested in the internship program and having Dan as an intern. At the end of the internship, Dan was offered employment which he readily accepted and has been working full-time as a CNC operator ever since. The Disability Resource Coordinator was able to pay transportation assistance for 2 weeks until Dan received his first check. Dan benefitted from and appreciated the moral and financial support of all the staff here in the Spencer **IowaWORKS** center. I am proud of the collaborating programs that helped him successfully find and retain employment.

- **DEI grant** - A customer had been into the office, became a member and searched for employment. The customer, however, had not returned to the office for quite some time and thus showed up on the 45 day list of people needing services. The staff emailed this customer to re-engage him in center services. The customer set up a time for him to come in to the center and discuss additional services. When he first came in, we talked about his employment history and we put together a resume. He is on Social Security Disability Insurance and Medicare. In the past, he was doing maintenance work, but because of his disability, he didn't think he could go back to that kind of work. We set up partnership meetings with Vocational Rehabilitation and going forward, we kept that partnership in place. Soon, we decided that more intensive WIA services would be beneficial for him. For the next couple of months, we finalized his resume, applied for online applications together and did interview preparation work. He received one-on-one assistance to locate employment. He did get a part time job, delivering newspapers after a month and he enjoyed this job. Because he started working, he gained confidence and was ready to look for work with more hours. We spent an afternoon applying for a local retail chain and doing the online personality test. A couple of days later he had an interview and was hired. He has now been there for 4 months and loves it. He works around 32 hours per week, and is considering going full time in the future. He has had a successful closure from Vocational Rehabilitation and will soon be closed from intensive WIA services.
- **Partnership with Goodwill:** A success that Region 3-4 has had within the last year has been our collaboration with the Goodwill Connection Center in Storm Lake. We have been able to work out a partnership with the Connection Center so that a staff person is able to meet with customers within their Center. Staff provides an **IowaWORKS** presence 3-4 times per month in the Storm Lake Connection Center assisting customers with job seeking, career guidance, resume writing, interview practice, membership/work registration assistance and WIA intensive services. During these visits, staff has established a relationship with several customers who are in need of more intensive job search assistance.

One customer who has been a success has visited with staff on several occasions when they have been at the Connection Center. She has many barriers including a learning disability, some boundary issues to be addressed as well as burning a few bridges with employers in the small town in which she lives and works. We have worked on addressing some of these boundary issues and have discussed appropriate ways to deal with other people. We have also worked on interview practice because she often tends to share too much information and things not even asked by an employer. We have

discussed answering questions honestly but also briefly so as not to give too much information that is not useful to the employer. We have also worked on not talking too much during the interview process. Talking too much while on the job has also been an issue for this customer so that is also something that has been addressed along with other important workplace skills that would assist her in maintaining employment.

Her work experience includes working on hog farms and after receiving a job lead, she was able to get a temporary job working at a hog confinement while another employee was out on maternity leave. She has been doing a good job for this employer and after her replacement returned, they kept her on the job. The employer has shared that she still needs to work on talking too much while at work and does require some supervision so she stays on task but states she is a hard worker. **IowaWORKS** staff continues to work with her on job retention concepts. She is proud to say that this is the first job reference she feels would be positive about her employment.

Region 5 – Fort Dodge

- When John first started coming in to **IowaWORKS** in Fort Dodge, he was a resident of the halfway house for offenders trying to get integrated back into the community. He found employment, but then was laid off in June 2012. John utilized Skills Development services at **IowaWORKS** to search for work, but he wasn't successful. Through meetings with a Workforce Advisor, he decided to attend ICCC in the Auto Mechanic Program. As a WIA Dislocated Worker he was assisted with training costs. He graduated in May 2014.

After graduation, John had trouble completing his Exit Counseling Application with ICCC. This was required because he took out a couple loans while attending school. ICCC would not release his degree until this online counseling application was completed. He had tried to complete it twice without success and was very frustrated. A Workforce Advisor helped him complete this application. Together, they got it submitted and they printed a copy. The Advisor suggested to him that he immediately take it personally to the ICCC office to show proof of completion. He returned a half hour later with his degree in hand. He was really excited and thankful for the assistance we provided.

IowaWORKS staff also assisted John with multiple job referrals and online applications. It didn't take long for him to call and say that all those applications paid off. He has been hired as a mechanic at Rees Truck & Trailer in Fort Dodge. His starting wage is \$15.00 per hour.

John said he is so thankful that with our assistance he was able to complete his goal and get his dream job. He told his Workforce Advisor, "I could not have done it without you!"

- Michael was laid off from Wells Fargo Bank a couple years ago when they closed their credit card department in Fort Dodge. Local **IowaWORKS** staff and management organized a Rapid Response Meeting for affected employees with representatives from **IowaWORKS**, Voc Rehab, Iowa Central Community College, DHS and Upper Des Moines Opportunity in attendance.

Michael started utilizing Skills Development assistance at **IowaWORKS** and soon came to realize that he was not finding any jobs that had comparable pay to his previous job. A Workforce Advisor met with him several times to discuss his job search and future plans. Michael took five different assessment tests. He and **IowaWORKS** staff found that his assessment results pointed him towards a career in Electrical Technology.

He attended ICCC with training assistance through WIA and graduated in May 2014. He has now located full-time employment with DuPont in Renwick IA and started there on 06/02/14 as an E & I Technician. He works 40 hours per week at \$16.00/hour.

Michael's email to his Advisor said in part, "Thanks again for all of your help with this goal (dream) of mine! Please let me know if there is anything I could do to make sure this funding continues for other people".

- When David first came into **IowaWORKS**, he had been displaced from his job at Smithway Motor Express in Fort Dodge and was not sure what to do next. He was a Veteran and a single parent with a young son. He searched for employment for several months but was not successful in finding a job. He made use of two assessment tools in Skills Development and visited with a Workforce Advisor. Their discussions began to be directed towards more training for David. The training program David selected was the Electronics Technician Program at ICCC.

David completed this program, graduating in May 2014. He received job search assistance and job referrals through **IowaWORKS**. He was hired at Hog Slat Inc. in Humboldt IA as a maintenance mechanic. He started on 06/02/14. His starting hourly wage is \$16.00 per hour but after a 60-day probation period, he will go on salary. David has found full-time employment at self-sufficiency wages with excellent benefits.

- Laura was displaced from employment at Arends & Lee Law Office. She worked there as a legal assistant. She first came to **IowaWORKS** through attendance at a RES orientation. That's when she first met with a Workforce Advisor. WIA assisted Laura with training costs for the Nursing Program at ICCC. She graduated in June 2014.

Laura received assistance with her job search and job referrals from **IowaWORKS** after graduation. While she waited to take her state RN boards, she accepted a position with Iowa Specialty Hospital in Clarion IA as a CNA, which was one of those referrals she received from **IowaWORKS**.

Laura eventually took the state boards and passed, earning her RN license. Iowa Specialty Hospital promoted her to a permanent position as an OB nurse. She is now earning \$21.25 per hour with full-time benefits.

She is so proud of all she has accomplished and so thankful for the assistance she received from WIA. Laura said the monetary assistance was great, but she said she could not have done it without her Advisor's support when she needed it. She almost quit her training a couple times due to some issues she had going on in her personal life. Her Advisor kept encouraging her to hang in there because she would be in a much better position to support her family if she completed her training. Laura now says, "Thanks for not letting me quit!!! Now I can be self-sufficient!"

- Jon was a VESS student at ICCC, which is a vocational training program where disabled high school students can earn their high school diploma by completing a vocational degree. Jon got his AS degree in the Electrical Technology Program. Jon was enrolled with Vocational Rehabilitation and received counseling, job placement assistance, resume development, help with interviewing skills, help with job applications and assistance with purchasing boots for work.

Jon was also registered with **IowaWORKS**. **IowaWORKS** staff collaborates with Voc Rehab staff to assist job seekers by providing resources they need to find employment and connections with employers who need employees with their skills. **IowaWORKS** staff notifies Voc Rehab of job openings and job fairs and seeks referrals of Voc Rehab job-seekers who may have the skills a specific employer is looking for.

DTZ was one of those companies looking to fill multiple openings. DTZ is a UGL Company that contracts with the local Cargill Plant in Fort Dodge IA to handle maintenance, grounds and sanitation at the plant. DTZ held a Job Fair/Hiring Event on November 20, 2013 in the **IowaWORKS** office. Jon was referred to DTZ through **IowaWORKS** and applied for a maintenance position. He was hired on December 9, 2013 as an electrician's helper onsite.

The direct manager of the local DTZ organization reported to **IowaWORKS** staff that Jon was doing an excellent job and he wished he had more workers like him. Jon is eager to help wherever he is needed. We recently checked on John's progress with the local DTZ personnel coordinator, who says Jon is still doing well at the company and has moved to the Sanitation Department, which handles the grounds. He works on the Vacuum Truck and is also still assisting the electricians when necessary. His present hourly wage is \$13.00/hour.

This is an excellent example of partner coordination to provide every opportunity for shared job-seekers.

Region 5 Innovative Ideas-FY2014

1. Strong partnership with the local Vocational Rehabilitation office
 - Continuous communication regarding job openings, referrals & employer hiring events
 - Job-seeker referrals
 - Notification of job openings with specifics on what the employer is looking for
2. Job Fairs and Employer Hiring Events – Region 5 **IowaWORKS** has developed relationships with local employers and hosts many job fairs and hiring events throughout the year. These employers appreciate the availability of meeting rooms and **IowaWORKS** staff assistance with their hiring events. From 7-1-2013 through 6-30-14, **IowaWORKS** staff assisted with 90 job fairs and employer hiring events. Of those 90 events, 82 were single employer events held at the **IowaWORKS** One-Stop Center in Fort Dodge. Three single events were held at the Webster City **IowaWORKS** office and one was held at Iowa Central Community College in Fort Dodge. Four were larger multi-employer job fairs held at the community college and the high school in Fort Dodge, and also in Pocahontas.

IowaWORKS staff assisted by providing interviewing rooms, listing job orders and recruitment of qualified applicants, marketing to customers of the Center, providing testing of applicants including NCRC, and the Bennett Mechanical Test for a specific company. Space was also provided for new employee training for a couple of companies, and one company also participated in the Unpaid Internship program, resulting in the applicant being hired into a supervisory position upon completion of the Internship.

Some of the employers utilizing our services for these events include but are not limited to: DTZ, QPS Temp Agency, G4S, Manpower, C & S Products, Nestle Purina, Fort Frenzie, Q3 Contracting, Certainteed, Allied Barton, Wal-Mart and Aventure Staffing. DTZ, QPS, Nestle Purina, Allied Barton and Q3 Contracting have all held multiple job fairs and hiring events in the local office. Many employers also use our office to conduct job interviews and testing for prospective employees.

Youth

In Region 5, The Youth Employment Program (YEP) at Children & Families of Iowa in Fort Dodge organized a summer program for youth this year.

The program began on June 11th with a trip to the Adventure Learning Center in Des Moines for leadership and team building training. This experience turned out to be a positive bonding experience for the youth involved since none of them had met each other before that day. They learned to work as a team to solve problems and encouraged each other through difficult tasks. For the next six weeks youth participated in classroom instruction on workplace values with the curriculum Bring Your A-Game to Work and “Lunch & Learn” workshops that included guest speakers on various topics including Iowa Hot Jobs, work place safety, responsibility with social media, financial literacy and interviewing skills. Youth who needed to maintain academic

performance over the summer were provided tutoring in math and reading both individually and through the online math program, Catch-Up Math. At the end, youth were given opportunities to job shadow area professionals.

Area professionals provided occupational learning experiences related to the career opportunities in Region 5 including:

- Iowa Central Community College which introduced youth to the field of Process Technology. This program that was implemented to provide a skilled workforce for the new industries in the area including Cargill, Valero and CJ Bio America.
- Decker Truck Lines which presented information on the various careers within the transportation industry.
- UnityPoint Hospital which provided information on health care careers and specifically those in emergency medicine.
- C Signs & Graphics which allowed youth to job shadow and explore the field of computer graphic design.
- The Webster County Sheriff's Department which gave our youth a tour of the Law Enforcement Center including a visit to morning magistrate court and explained the career possibilities within the field of criminal justice and law.

Catch-Up Math. One of the innovations we have been using with Region 5 youth is the online tutoring program, Catch-Up Math. Catch-Up Math is an evidenced-based program for students in grades 7 and above, but the programs will "drill down" to review material taught in elementary school as necessary. They offer Subject Proficiency Programs, Graduation Test Prep Programs, Chapter-based Programs and Custom (Teacher-Created) Programs. Catch-Up Math programs are aligned with Common Core, NCTM, and all fifty state (plus D.C) standards. All youth who score 8th grade or below on the TABE are required to be enrolled in Catch-Up Math as part of their Employment Plan. Other youth who want to use the program to raise their grades or practice can be enrolled as well as it also covers college-level math. The program can be accessed by the student anywhere they have internet access – school, home, library, office, etc. Youth Development Specialists can set up specific assignments for the youth on their caseloads and can monitor their activity and progress. Youth who have used the program have improved math grades significantly. The program is cost-effective as well. A 12-month license costs \$999 and can accommodate up to 200 students or a package that accommodates up to 100 students costs \$599. In rural areas, finding individual tutors for students can be difficult and expensive. This program has proved to be a way for us to assist the needs of the youth in the entire region for much less.

- When Cassandra started the Youth Employment Program in April of 2013 she was 17 years old and had dropped out of two different high schools. She began work on her GED in May of 2013 and completed it in June of 2013. The Youth Employment Program paid for her to complete the test, which would have been too cost prohibitive for her to do herself. After completing her GED, Cassandra struggled during the month of

July to find a job although she was completing applications and going on interviews. Her Youth Development Specialist suggested that she meet with the YEP Program Supervisor to go through a mock interview. It was discovered during the mock interview that she needed considerable help with her interviewing skills. We helped Cassandra to develop some more appropriate answers to interview questions and she landed a job after an interview two days later. In August of 2013, Cassandra's Youth Development Specialist helped her to enroll in a Health Care Occupations class. Through the class Cassandra completed resume building activities, the NCRC, and her CNA classes. In December of 2013, Cassandra took the CNA State Licensure Exam and passed it on the first try. She then applied for and got a job at Friendship Haven, a retirement community in the area. Cassandra started classes in January of 2014 at Iowa Central Community College to work towards becoming an RN. The Youth Employment Program continues to support her by providing funds for tuition and books as needed that are not covered by her financial aid.

- Evan was enrolled in the Youth Employment Program in September 2013 as a 14 year old in the 8th grade. Ian's Objective Assessment found that he was basic skills deficient in both math and reading. During the first few months of his enrollment, Evan's Youth Development Specialist attended a number of IEP meetings at the school in order to serve as a support to both Evan and his grandparents, who are his legal guardians. The school struggled with placement for Evan and moved him from the middle school, to the high school, to an alternative school setting for children with behavioral problems, all in less than two months. Evan's Youth Development Specialist met with him weekly at the school to work on building social skills and to tutor him in reading. Evan continued to struggle in school, being removed from the bus, and often being placed in "isolation" for acting out in the classroom. Evan was looking forward to summer because he hated school. His Youth Development Specialist coordinated services with other professionals involved with Evan including his mental health therapist, his skill development counselor and the school.

At the end of the school year, Evan re-took the TABE Reading test and improved his grade level by 1.5 equivalencies. In June, Evan started attending the YEP Summer Program. Despite Evan's history of disruptive behavior in a classroom, the YEP Staff decided to give him a chance to participate like any other youth. He participated well during the Bring Your A Game to Work classes, attended the Adventure Learning Center, and completed numerous Vocational Exploration Programs. Evan showed no negative behaviors during the Summer Program and developed friendships with a number of his peers. Evan's self-esteem has improved considerably even to the point of reading out loud in front of his peers, something he would never have done in the past. He recently told his Youth Development Specialist that he is looking forward to school starting and he has goals and plans to improve his behavior and grades this year.

Region 6 – Marshalltown

- A homeless couple who had been living in their car in the Wal-Mart parking lot came into the One-Stop Center looking for any assistance that they could get to help them gain employment. He was a Veteran and they had recently moved to Marshalltown with the hopes of gaining employment and getting back on their feet. The membership team realized the urgency of their situation and got them connected immediately with the skills team and the vet rep. During the initial discussions with the couple they expressed interest in any type of employment, as they were desperate. They were made aware of an upcoming opportunity to attend open interviews for a local employer later in the week; they were also offered tips on how to prepare for the interviews. Information on other resources available to them such as: the homeless shelter, local community action agency, DHS, food pantry and the Salvation Army was provided to them. The vet rep was able to assist them with temporary shelter through the Hilton HHonors military program. The ability to shower and rest paid off. The couple attended the open interviews and walked away only a few days later with a steady income. Great work by the team in accessing all types of services in order to get these folks back on the right path!
- A 10-day employment training program to teach basic job seeking skills as well as skills to maintain employment was held in Region 6 this past year. The 10 days involved regular contact with local employers including tours, employer panels, and a mini job fair. The support from local employers helped to make this event a success. Some of the participants' feedback is as follows.

“I thought this program was just what I needed to get ready to get out into the workforce again. After just coming out of a bad situation at my last position I was struggling with getting past what happened – this class helped me do that. I would recommend this to anyone!”

“Overall, I enjoyed the experience. I have learned so much from the training. The training gave me an extra boost of confidence along the way with helping correct my wrongs when facing employers. Because of this class, I believe I will be employed very soon!”

“Presentation was spot on! Content helped me land a job. Activities held my interest and were enjoyable. The overall experience was very helpful as the job market has changed a lot since 1993. After my first week I am enjoying my job and I have learned that a fresh start is not to be feared but embraced!”

- A week-long customer service training was offered in conjunction with Hy-Vee this past year. Participants were initially trained on soft skills, job seeking skills and customer service. The training then moved on-site to the local Hy-Vee store where participants were trained on bagging, cash registers and basic Hy-Vee policies. Participants who successfully attended the training were provided an opportunity to interview with Hy-Vee

for a 4 week work experience. In turn those that successfully completed the work experience were offered a position with Hy-Vee. The training proved to be effective for the participants and Hy-Vee. Hy-Vee commented:

“The program allowed us to hire good employees that we may not have even called in for an interview based on their applications. Some of them may have gotten interviews but no jobs based upon poor interviewing skills. The program has allowed us and the participant an opportunity to demonstrate their work skills and ethics. The participants that are able to demonstrate these things are brought on as employees at the end of their contract. We gain competent and loyal employees. The classes help the participants learn the expectations of good attendance, communication with your employer, and presentation of themselves. We have had a great success with the program in our store.”

Region 7 - Waterloo

IowaWORKS Cedar Valley is in the northeast corner of Iowa. While WIA services are provided to a five county region, the One-Stop Center serves job seekers from a broader geographic area.

Testimonials from participants who were helped through Region 7 **IowaWORKS** follow. While these are individual accounts, they are representative of similar stories we hear every day.

- David B. has graduated from the CDL program at HCC. He brought in a copy of his CDL, survey, and I helped to write his testimonial. It was a struggle for David to complete the CDL class. I think it was a combination of low learning skills and poor self-esteem that made this class difficult for David. Many times he walked away from class and I would call him and encouraged him to come back. But he finally prevailed and was very proud of himself when he showed me his CDL license.

But another big challenge still stands before him... employment. I can't make any promises that he will find just the right employer who will be willing to give him a chance. But we will try. I referred him to a couple of jobs and have signed him up for the resume class on April 18.

- Richard P just brought in his CDL license, and our survey where he gave every part of the CDL class 10+++ scores. He was flying high. He's already got four trucking companies who have expressed an interest in him.
- About 4 weeks ago he came to me as a single father on the PJ program and not seeing a very bright future for him and his son. He completed the requirements for GAP funding in record time and vowed to me he was going to get through the 6-week CDL class in three weeks. And he did it, to the very day, he completed in three weeks. His self-esteem and confidence levels have skyrocketed.

- PROMISE JOBS client Joe who was in the 6 Steps classes at the end of February. He is starting full-time job at Simpson Furniture tomorrow and said the 6 Steps classes were very helpful in him getting the job, that at the interview he was asking them more questions than they were asking him!
- Customer comment:
School has been going well, but it's been tough waking up some unused brain cells. They're lazy! I am doing well enough, grade wise, and the instructors are very patient and helpful. In my personal life, getting more education has really lifted my spirits, feeling better about myself, learning too how much I really didn't know for the jobs I was applying for. Hopefully, when I'm done, I'll be able to get a good paying job and work until full retirement! Staff have been very helpful to me getting the TAA going and follow-ups with me.
- Peggy is now employed full-time at Waterloo Water Works starting 09/16/13. After staff reviewed her resume, Peggy had three interviews and three job offers. She took a job at Target and then had two interviews with the Waterloo Water Works. She left Target for Water Works and is earning \$13.00/hour plus benefits. She wanted to say thank you for all the help.

Region 8 – Carroll

“Stand Out as an Exceptional Employee” presentations - **IowaWORKS** staff presented a workshop to 120 Job Corps employees on July 8th. Job Corps Human Resource Director requested the workshop to be one of the events offered to Job Corps staff during a three day training event. The 3 ½ hour presentation is original, written and developed by staff, titled “Stand Out as an Exceptional Employee”. Topics covered are; teamwork, skills and qualities employers are looking for, soft skills and your paycheck, handling tough people, habits that hold you back, active listening, and breaking down non-verbal communication. After the training 76 employees took the assessments to receive a National Career Readiness Certificate (NCRC). It was a great event that provided skills to employees. This is an exciting activity for the **IowaWORKS** Staff. We are hopeful other employers may wish to take advantage of the training.

Other trainings topics in development are Job Searching for Baby Boomers and Team Work.

- Todd was let go from company for medical reasons, when he was able to return to work he came into the Carroll office and filed his unemployment claim with staff. Staff informed him of an upcoming job fair in the Denison area, Todd attended event and talked to many employers in the community. Todd and staff talked at the Denison event about his current resume and encouraged him to attend our Job Readiness workshops to update his resume. Todd came into the office the next day to attend the resume workshop and signed up for all of the Job Readiness workshops including NCRC that the Carroll office hosted. Todd received a Gold Certificate after completing the NCRC as part of the Job Readiness workshops. Todd continued to come to our office to look for work daily,

staff informed him of the many internships that we have to offer. Todd became interested in Denison Job Corps and agreed to participate in internship, after two days of the internship, Todd was offered a full time position. Todd started work the very next week. Todd is appreciative of all staff and services that he received from **IowaWORKS**.

Region 9 - Davenport

Center Services

Welcome/Skill Services (January – June)	4,541
(welcome services, job search assistance, resumes and cover letters, occupational testing, unemployment assistance, referral to partner services, referral to training)	

WIA Intensive and Training

Adult Program	56
Dislocated Worker Program	100
Youth Program	69
TOTAL Enrolled in WIA Intensive/Training	225

TOTAL Served IowaWORKS	4,766
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Training/Workshops from July 1, 2013 to June 30, 2014

NCRC	977
Basic Computers	156
Computer Literacy	25
True Colors	156
Step 1	209
Step 2	223
Step 3	204
Step 4	225
Step 6	194
Career Ready 101	149
Understanding Your Credit Report	206
Key Train	498
OSHA	16

Region 9 Success Stories

- Isabela entered the WIA program in April 2012 while working part-time in a daycare center. She was also determined to be basic skills deficient in math. Isabela was currently taking classes through Muscatine Community College. She was planning to transfer to Loras College in Dubuque to complete her studies. Through assessment, it was determined that Isabela would not reach self-sufficiency without completing her education. She would remain working minimum wage positions which would not allow her to reach her future goals of independence and self-sufficiency. Isabela completed assessments which provided information on her skills, abilities, career interests. The results of these assessments indicated that Isabela was headed down the appropriate path for her interest. Assessments also indicated that Isabela valued employment that allowed her utilize her best abilities in her work and to see results while providing a feeling of accomplishment in the work she did. Organization was another high attribute Isabela possessed. Her main career cluster information was in the field of business and finance, which was fitting as she was pursuing a career as an Accountant. Although Isabela scored low in math computation, she continued working toward her goals and striving to work on these skills in order to pursue her career goal. She set a goal to raise her math level to above 9th grade, which she did in March 2013. Upon entering the program, Isabela had a limited work history, basic skills deficient and lack of transportation. Isabela successfully completed her Bachelor in Arts in Accounting/Finance, Cum Laude, from Loras College in May 2014. She began employment with Ernst Young in Des Moines, Iowa on July 7, 2014, making \$47,000/year. Isabela was an international student from Brazil and was not eligible for federal financial aid due to this status. Isabela worked hard to become eligible to work in the United States and remain in the United States upon graduation. Without **IowaWORKS** continued assistance with achieving her goals, she would not have had the financial assistance to complete. Isabela also worked hard to achieve scholarships to provide for her educational expenses. In March 2013, Isabela spoke before the Regional Workforce Investment Board in Region 9 regarding the assistance she has received and how it has allowed her to reach her goals and also how appreciative she was to receive this assistance.
- In March 2012; Leigh was a 34 year old mother of 3 children age 12, 10 and 6. She had been laid off from her job as a medical assistant. She had worked as a medical assistant from 1998 – 2009. She had been earning \$14.72/hr working for Community Care in DeWitt, Iowa. She was not able to locate employment as a medical assistant and had always been interested in becoming a Registered Nurse. She was receiving UI, Child support and food assistance. She was receiving UI while attending Clinton Community College and had finally got in the nursing program. Her UI was about to run out and she may have had to find a job and not complete the nursing program when she found out about the Iow@Work program. While she was in the



nursing program, she lost her mother, and her daughter experienced serious health problems. Despite all of the extra stress that Leigh had during her years in the nursing program, along with raising 3 children; she graduated with a 3.22 GPA from Clinton Community College. She always remained optimistic and was one of the top students in her class. She had her paperwork turned in on time and always managed to have a smile on her face. She received her ADN degree from Clinton Community College on July 26, 2013. The quickest place that Leigh could take her nursing boards was in Madison Wisconsin so she drove there to take them on July 29, 2013. She did not want to wait until the middle of August to take them in Davenport. She stated her goal was to be working as an RN within a month. Leigh passed her boards successfully. Leigh had several job offers right away. She chose the Alverno Health Care Facility, Clinton Iowa. They offered her first shift immediately. \$21/hr. She started her job on 9/3/13. Iow@Work assisted Leigh with summer tuition, Transportation costs, and her state boards. I am extremely proud of Leigh and all of her accomplishments!!

- Searcy was enrolled in the WIA Adult Program on February 13, 2013. He was forty years old at the time. Searcy is married with two teenaged children. He had a class B CDL that did not allow him to drive heavy tandem trucks. He had been employed as a truck driver for a company in Rock Island, Illinois for 11 years. He ended up quitting that job because he felt the company's trucks were not safe to drive. As a result of this Searcy had several violations on his driving record. He requested assistance from the Workforce Investment Act Program to obtain a Class A CDL. Having this credential would enable him to obtain employment driving heavy tractor trailers. In order to earn higher wages, Searcy was also interested in getting licensed to transport hazardous materials.



Searcy began truck driving training at Scott Community College on March 25, 2013. He successfully completed the class on May 31, 2013. He finished with a 4.0 grade point average and he made the president's list. WIA assisted him with tuition, books, and gas money to drive to school. WIA also assisted with the cost of the physical, drug screen, and sleep study required by the Department of Transportation. Upon completion of training, WIA assisted Searcy with the cost of the background fingerprint test for hazmat drivers. The result of the sleep study led to Searcy having to use a C-Pap machine. He complied with all requirements, and was issued a medical certification that is valid through September of 2014. Searcy was hired as a truck driver with Air Land on October 20, 2013. He makes \$14.00 per hour and he also gets paid \$.31 per mile. He transports tractor parts for John Deere. Searcy has passed the test to transport hazardous materials. He is also qualified to drive double and triple trailer sets and tanker trailers. Searcy proved to be a good candidate for

WIA assistance because he was motivated, and he complied with all of the requirements necessary to complete training in order to be able to obtain employment as a truck driver. His future goal is to have his own truck.

- In August 2013, Laurie came to the center looking for resume help and some direction. Laurie was Registered Nurse who had worked for the same hospital for over 20 years. A personal family situation had taken her away from her job and the hospital had to let her go. She was heartbroken, discouraged and depressed. She was convinced that no one would hire her “at her age.” I reviewed her resume and suggested format changes and some needed updating. We also talked at length about keeping a positive attitude and staying focused on her goal. Laurie took my advice, made the changes to her resume and she was on her way to finding a job. As the months went by, Laurie would email me when she applied for a job. She would get discouraged and I would tell her not to lose hope. We exchanged multiple emails and I would check in with her from time to time trying to encourage her and keep her spirits up.

In January 2014, she sent me the following email:

Jennifer,

I wanted to write and tell you thank you so much!! You spent a great deal of time yesterday answering all of my questions and providing other helpful advice to help with my job search. You have such a kind and trusting manner and pass along the same sense about the group you work with and for. It gives me great faith in the services provided at the unemployment office!!

I made some of the changes we talked about in my resume and cover letter. I think everything looks better, but I am sure I will continue to always find more ways to improve. I wanted to let you know I applied for a couple of the night shift RN positions at Genesis, and e mailed a thank you note to the HR person I spoke to before (Linda), telling her to keep me in mind. Very excited... Keep your fingers crossed for me!

Laurie

In February of 2014, Laurie had come into the office to see me but I was not there. So she sent me the following email :

Jennifer,

I stopped by Friday, and again today, was very sorry to have missed you (you were in meetings). I wanted to tell you thanks so much for all of your help... finding a job, helping me to keep improving every day, and helping me to keep my chin up and to stay strong even though it was such a difficult time being off work for so long. I will have to send your hug

through e mail, but I think you know all of this is very heartfelt and means a lot to me!

I applied for several shifts that seemed like no one would want at different facilities. I also emailed Linda who was so helpful in HR at Genesis and let her know I was applying to a floor I have heard are doing wonderful things. I interviewed with Lynn the manager of that med surg/med pulmonary floor. I had applied for a .6 night shift position to get my foot in the door. She offered me a .8 swing shift days and evenings, and my start date is February 17.

Please forward this to your director. Your group needs to know that your kind and respectful guidance and support makes a huge impact on those of us struggling through this process.

Thanks again so very much!

Region 10 – Cedar Rapids

- Adam was referred to the Youth program after being laid off from his plumbing job. Adam needed guidance to find a career path that would fit him and provide good wages. After that the program helped him get registered at Kirkwood. Adam received tuition and transportation assistance through the Creating Futures Program to complete the Masonry program at Kirkwood. He successfully completed the program in nine months and immediately got hired by Steve Moyle Masonry.
- When Debbie was referred to the Creating Futures program she was pregnant and living in the shelter. She dropped out of high school and was in need of assistance to complete her GED and obtain employment. Creating Futures provided financial support and guidance while she earned her GED prior to having her baby. Debbie was then eager to start C.N.A training so she could work towards supporting her family. We provided assistance so she could take the class, which she successfully completed and then she passed the State exams. She is now working as a CNA at Bickford Cottage.
- During the summer of 2011, MC came into **IowaWorks** when laid off after 30 years employment in the production printing industry. Since this industry was in decline we assisted MC with career exploration and improving his math skills. He subsequently chose to pursue a career in computer network administration and in August 2011 enrolled in the LAN Management course at Kirkwood Community College, eventually earning his Associate of Applied Science degree in December 2013.

MC continued working with the organization he completed his internship with but subsequently found employment with a local company applying the knowledge and skills he developed while at Kirkwood. He is now earning \$21/hour.

- This participant came to our programs unemployed and only had part time, temporary jobs as his recent work history. He completed truck driver training and sent us the following note which highlights why we do what we do.

Thank you for your email. I am doing fine, now driving for Top Line logistics. In the beginning things looked challenging, but every day I gain new experiences. I have seen so many beautiful places while over the road. Driving a truck is an amusing job!

I started to wean my household from govt assistances; next month we'll be moving out of our low income apartment, leaving it for others in need.

Thank you again for your support, and I am sure, I'll come back to you if I need any help.

Items of Note:

- Began offering more in-house training at **IowaWORKS** with the following training completions: Forklift (40), OSHA 10 (15), Modern Manufacturing (17), CPR/First Aid (12), 6 Hour Direct Health Care Worker (3), Computers (72)
- Integrated the GAP, WIA and FAE&T processes and paperwork to make it a more streamlined system for clients to move between either program as needed with minimal disruption/duplication for the customer.
- Offered a mini-summer youth automotive tech program for youth from June-July 2014. Youth completed two weeks of basic automotive training (earned a Snap On credential) and participate in soft skills training in June. They entered into paid internships at local automotive employers. Eleven students started the program. In total 10 out of the 11 completed either or both the automotive certificate and Snap On credential. 10 out of the 11 successfully completed their internship. Two students are being offered a position by the automotive business, three are entering credit training and eight plan to continue with their high school training.

Region 11 – Des Moines

- Donna came into the office as a divorced woman with two teenage daughters to file for unemployment benefits and to see what other services were available to her after being laid off from her job as a Remedial Family Counselor. She was laid off because she lacked the formal education which is required by law. Donna was already attending classes at DMACC to obtain her Human Services Degree. Upon visiting with Donna and discussing her future goals as well as her skills, it became apparent that she wanted to work with people and coach them to make good decisions. Donna was actually looking for financial assistance so that she could continue to go to school since she was living on unemployment benefits only. I told Donna that she came to the right place and that Workforce Investment Act could assist her with paying for her training since she is a dislocated worker. DN enrolled in WIA, and with this assistance she was able to stay in

school and complete her Human Services Degree. Donna completed her internship at the Fifth Judicial – Department of Corrections where she was able to experience real life situations and have input in the advice given to the individual and their families. Donna completed internship hours at all hours of the day and night, the women's facility, the men's facility, and the DOC Administration Office. She really enjoyed her classes and completed her AS Degree in Human Services with a GPA of 3.56 and began working full-time as a Residential Officer at the Women's Facility earning \$18.02 per hour the day after graduation.

This is one example of how upgrading an individual's skills can help with filling the employers need for individuals with modernized skills necessary to compete in today's economy.

- Art was a 52 year old Dislocated Worker who enrolled with WIA in the Dislocated Worker program in November of 2012 after being laid off from Mahle/Tenneco Filter Systems North America Inc. in West Des Moines where he worked since 2010. Prior to that, he worked for Turbine Fuel Technologies for 3 years working as a Supplier Quality Engineer. Art is single and has no dependents. He discussed that he was interested in going back to school to obtain his AAS degree in Computer Aided Design (CAD) from DMACC in order to compliment his existing engineering degree. Art said this would allow him to advance in design engineering and manufacturing. With the current job market a CAD certification was becoming a requirement in the mechanical engineering field. Since he currently lacked this skill in this field he thought the CAD skills would enhance his employability.

During his first semester at DMACC Art maintained a 2.89 GPA. He felt very good about the decision in returning to school. The second term appeared to be a bit more challenging as he had some issues with the CAD Graphics II but was very persistent and sailed through the semester and ended up with a 2.22 GPA. Since Art's employment background was engineering he proved to be a very meticulous individual about everything he accomplished. Art was doing very well considering he had not been in school since 1987 when he completed his bachelors in mechanical engineering from the University of Cincinnati. Art's goal was to complete the training in August of 2014 but because of his credit transfers he was able to complete the program in May of 2014.

Art came into the IWD center daily to complete all the necessary assessments which included the NCRC, LMI information, focus career among other assessments. Since Art was not eligible for a PELL grant because of his prior education he was dependent on the WIA DW program to assist him. The WIA DW program assisted Art with tuition, books and support services which Art was always very thankful.

Art graduated from DMACC with an AAS degree in Computer Aided Design in May of 2014. Art came into the center to work on his resume and was constantly interviewing. The outcome of Art's education, his work and interviewing skills brought him to a job offer. Art was making \$72,000 with his former employer and now will be making \$85,000 plus bonuses. He accepted a position with Cooper Tire & Rubber Company of

Ohio as a tire engineer and will be able to use his Computer Aided Design knowledge he acquired from DMAACC.

- Sue came to the WIA Dislocated Worker program after being laid off from Pitney Bowes in August of 2012. She was in need of upgrading her skillset in order to be competitive in the labor market. While Sue had a good work history; her lack of formal education was a barrier to her finding career advancement within the business world. Sue completed career assessments such as the NCRC and “I Have a Plan Iowa” as well as Labor Market Research; all of which lead her to the decision to enroll in college to obtain her Bachelor’s degree. With assistance from WIA; Sue was able to enroll in Simpson College and in March of this year she successfully obtained her Bachelor’s degree in Business Management. Since graduating; Sue has obtained employment as a Territory Manager with Ivoclar Vivadent. Her starting salary is \$35,000/year with a company which offers her great opportunities for advancement.
- Myra came to the WIA Dislocated Worker program after being laid off from AMCOR Rigid Plastics in July of 2012. Myra had previously been employed as a Process Technician which is a field with less than 50 annual openings across the state. This occupational outlook demonstrated to Myra her need for changing careers and industry. Through vocational assessments and interest inventories; Myra discovered that she has both an interest and aptitude for the field of accounting. Qualifying for WIA assistance; Myra enrolled in the Accounting and Bookkeeping program through Des Moines Area Community College (DMAACC). Following the successful completion of her post-secondary education; Myra also participated in several workshops through the One-Stop Center to assist in her job search and work readiness; including Resume and Cover Letter Development, Focus Career and 6-Steps. She also met with her Employment Counselor to complete job searching and tailoring her interview and cover letter to specific employers. One such job lead and counseling session lead to Myra applying for a position as an Accounting Specialist with Homemaker’s Furniture, a position she successfully obtained in July of 2014.
- Bart came to the WIA program after experiencing many difficulties in his life. Bart had previously been terminated from Pioneer and is also an ex-offender. Bart experiences a disability and also received services from the offices of Iowa Vocational Rehabilitation Services. Unable to find employment beyond part-time, Bart came to the One-Stop Center and the WIA Low Income Adult program after researching employment options which could utilize his natural ability and affinity for Agriculture. A recipient of public assistance such as SNAP (food stamps); Bart was eligible for assistance with pursuing his Associate’s Degree in Agri-Business. Bart successfully completed this program in May of 2014. He has since started his own business called BD Custom Property Services. He provides a variety of landscaping and agriculture related services. Bart has marketed his services in both Iowa and his home state of Michigan. He is currently completing a landscaping contract within both states.

- George came to the One-Stop Center through a referral from Money Follows the Person; which is a Medicaid-funded Case Management service, George initially entered the center looking for an unpaid work experience. Taking advantages of services provided by through Disability Employment Initiative (DEI) project; a team meeting was called with included George, his family and community supports, Case Management services and the Region 11 Disability Resource Coordinator (DRC). This meeting including assessing George's goals, needs, barriers and strengths related to obtaining and maintaining employment. Being at the time of this initial meeting; George and his team established a plan to assist him in achieving his goals. George initially completed workshops related to work readiness; including "Working it Out" and "A-Game", and was connected with the HR Director of the City of West Des Moines and a second team meeting was held with George, the HR Director, two (2) division heads and the DRC. Instead of being offered an opportunity for an unpaid work experience; George was offered a paid position working in a hybrid position between Public Works and the Parks and Recreation Department. George started this position in July 2014.
- Frank is a person who has been utilizing the Workforce Center and many other local workforce services for many years. Having last worked in 1999; Mr. Brown identifies as a person with significant disabilities. Initially served through DEI project; Mr. Brown was also eligible as a Low Income Adult of the WIA Intensive program. Mr. Brown was enrolled and since that time has worked with DRC for Region 11 on many work readiness and pre-employment activities such as completing multiple workshops within the One-Stop; attending Job Fairs and working with other partners within the Des Moines area such as the Goodwill Connection Center. In addition, Mr. Brown was connected with other supports such as a local Toastmaster's Club and the Passageway Clubhouse to address many of his disability related needs including barriers in communication, isolation and lack of social skills. During this time Mr. Brown has received the first job interview he has been offered in several years and has recently began working at the Bidwell Riverside Shelter through the SCSEP program of AARP.
- Carl initially came to the Workforce Center after hearing about the Ticket to Work program. After meeting with the Region 11 DRC provided by the Disability Employment Initiative; Carl received counseling related to not only his employment goals; but also Social Security benefits planning and analysis. He received multiple job leads for his chosen industry of Human/Social Services. He received assistance in resume and cover letter development and was hired by Mainstream Living in February of this year. In addition, Carl developed an individual work plan and assigned his Ticket to Work to the Iowa State Workforce Partners Employment Network. Carl has maintained his employment and is currently working his way off of all public and Social Security benefits.
- Rob came into the center having experienced a brain injury and lower leg amputation. He was interested in working, but was concerned about how it would affect his SSDI benefits. Benefits planning and general vocational counseling was provided. An employer was in the lobby recruiting for positions that the DRS felt would be well suited for RL. He was called and drove straight over to meet the employer. He was hired, has

had the job for a few months and is working off his Trial Work Periods. The DRS and DRC continue to work with him in regard to reporting wages and managing his process of moving toward getting off benefits.

- Ted had been working for Link Associates providing supported community living services the nature of which required that he be on his feet all day. Because of lower leg/circulation problems, he could no longer stand for extended periods of time. He did not think he could continue in that line of work. The DRS counseled him, providing information on similar positions that do not require as much standing. He applied that day for a position with one of those agencies and got the job. He is now working at \$10 per hour.

Region 11 Youth, Children and Families of Iowa, Service Provider

YWRP staff engaged in numerous successful activities during the past fiscal year. The list below serves as a short summary of some of our most promising practices.

To better address individual youths' needs, staff expanded upon classes YWRP offers. Classes focus on a variety of work readiness topics including pre-employment skills, leadership development, and independent living. Classes are typically offered during one on one sessions, but also include classroom options to use when taught to YWRP groups, or as an outreach and recruitment tool in school settings. Many alternative high school programs have requested our staff facilitate these classes, and have interest in having staff do this whenever we are able. New topics continue to be developed, but current classes offered include:

Constructive feedback and conflict management; Cultural awareness and diversity; Resume writing; Job interviews; Professionalism and keeping a job; Healthy relationships; Manners; Banking and credit; Budgeting and frugal living; Personal hygiene; House cleaning; Nutrition and meal planning; Tenant rights and lease agreements; Networking; Labor market information; Communication; Teamwork; Time management; Study skills and note taking; Transportation skills; Living on your own; Citizenship; Personal identity; Strategic sharing; and Legal rights. Additionally, staff facilitates the *Bring Your A Game to Work* curriculum, to teach workplace soft skills.

YWRP staff offered our first College Prep classes to college-bound youth this summer, through a two-day workshop format. The following topics were presented, primarily through local experts:

Academic issues (DMAACC); Financial aid/budgeting (Consumer Credit of Iowa); Writing college essays (Iowa Reads); Residence hall and college social life (Grandview); Nutrition and fitness (personal trainer); Mental health wellness (DMAACC counseling staff); and Self-defense (DMPD).

YWRP staff has offered our month-long summer work program the past two years. This year's program focused on career and work place exploration, and involved a large number of local employers. This is a summary of the key components:

- Classroom topics: Writer's Workshop (practical, work related assignments); Bring Your A Game to Work (work readiness); Resumes; Interviewing; Money

Management (credit and identity theft); Meal Planning; Post-Secondary Options; Writing thank you notes

- Leadership opportunities: Community Service (Animal Lifeline, Wesley Acres); Adventure Learning Center ropes course; Tour of Iowa State Capitol building
- Group Work Experience and Career Exploration: Non-profit/Human Resources (CFI); Law enforcement (Des Moines Police Department); Sports Management/Public Relations (Iowa Cubs); Production/Design (Sticks); Facilities Management/Direct Care (Wesley Acres Retirement Center); Customer Service/Nutrition (Hy-Vee); Event Planning/Animal Management (Blank Park Zoo); Manufacturing (John Deere); Health Care (Panel-EMT, Nurse, WDM Dispatch); Banking (Veridian); STEM (Kemin Industries); Transportation (Housby Trucking); Fitness/Child Care (YMCA); “What’s My Line?” panel with artist, sales person, and Rep. Highfill
- Mock Interviews and Resume Reviews: John Deere HR staff
- Individual Job Shadows: Urbandale Police Department; Animal Lifeline; LifeServe Blood Center; Goodwill Industries; Earl May; Operating Engineers; United Way-Bob Brown; Alliance Technologies; Iowa Homeless Youth Centers; Iowa Veterinary Clinic
- Written reflection assignments by youth from all work experiences
- Wrap-up Ice Cream party with Youth Workforce Council invited to attend

Tutoring options have increased this year with the addition of a number of subject-specific tutors, who travel to youth for tutoring sessions. The website, Care.com, has allowed us greater access to recruitment of potential tutors. Additionally, we continue to offer remedial reading tutoring through Iowa Reads and connect youth to on-line tutoring options as well.

Recruiting older and out-of-school youth has been a new challenge for YWRP, but we’ve strengthened recruitment sources through maintaining a regular presence at HiSET classes in our region; a partnership with DMACC’s Connecting Young Adults program, offering supports to DMACC students who’ve experienced foster care; the Iowa Aftercare network; a collaboration with the Rural Homeless Youth program in Boone; connections with local alternative high schools, community based organizations, Job Corps, etc.

YWRP is working closely with Central Iowa Careers in Financial Services (CIFS), to continue offering specialized training to older, mostly out-of-school youth. Participants are trained to work in the financial services industry, with a guaranteed interview in this field after successful completion of the program. CIFS results have been impressive. In FY12-FY13, 26 participants completed the CIFS training. 16 are currently employed, six have returned to school for advanced post-secondary training, one is working on HiSET, and two are currently in job search. CIFS is offering an exciting expansion to this model in FY14-FY15 by also offering training to participants in health care support careers. The technical training for both the financial services and health care tracks will be offered by CIFS and their partners, with case management provided jointly with YWRP staff.

YWRP has also strengthened our collaboration with IES @ DMACC, through a sub-contract agreement for IES @ DMACC to provide WIA youth services to a small group of older, out-of-school youth who are ready for employment. This partnership will allow us to also consider co-enrollment of participants in youth and adult WIA services.

YWRP staff plan to strengthen our IWD connections by facilitating tours and information sharing about the One Stop with youth participants as they near adulthood. Additionally, we've begun a partnership with Skilled Iowa, to provide internships to younger and older youth.

YWRP has provided multiple opportunities for youth to connect with Registered Apprenticeships, Job Corps, DMACC's Workforce Training Academy, and a multitude of other community support services through facilitation of tours and informational meetings. This philosophy of personally connecting youth to appropriate services, while maintaining our supportive relationship with them, has been very successful.

YWRP has continued partnerships with the American Red Cross for youth training opportunities and Junior Achievement for youth financial literacy classes. We look forward to offering these again, and increasing the number of training opportunities available to our participants.

CFI has a strong focus on continued staff training. Staff has received ongoing training in a variety of topics such as mental health, substance abuse, human trafficking, SSI/SSDI benefits, community agencies, and workforce resources. All Youth Development Specialists have received job developer certification and have initial training in becoming NCRC proctors.

Youth Work Readiness Program Success Stories

- ***Chelsea is a 20 year old out-of-school youth.*** Chelsea entered the Youth Work Readiness Program (YWRP) in February, 2014. She was eligible for YWRP based on her low income (food assistance), and because she dropped out of high school after her junior year and never reengaged. Chelsea had a difficult and chaotic childhood. When she dropped out of school, she also moved out of her parents' home due to long-standing family substance abuse and domestic violence issues. She had been offered the opportunity to work full-time and live at a local farm. Although she left school prematurely, she continued to stay in touch with her former teachers; many helped her with connections to community resources. Chelsea's former teacher encouraged her to contact YWRP.

Chelsea showed great initial follow through and motivation during the enrollment process. At first contact with YWRP staff she had no identity documents. Prior to enrollment, YWRP staff assisted Chelsea in obtaining these critical documents, applying for food and energy assistance and connecting with DMACC for information on how to

complete her high school diploma. Once in YWRP, staff helped her actually enroll at DMACC, paid for her high school classes and materials, and helped her with her study skills. Chelsea's YWRP Youth Development Specialist (YDS) helped Chelsea learn to advocate for herself with her teachers, to get extra assistance as needed. Chelsea completed her high school equivalency degree in May!

Chelsea's dream is to become a nurse. To assist her in this process, Chelsea's YDS helped her explore short term options for certifications, and longer range continuing education options. Chelsea enrolled in and successfully completed her CNA classes last week, and will do her skills testing soon. YWRP paid for the training, testing, and gave Chelsea assistance with transportation in order to support her in the pursuit of this certification. She intends to work for a few months (her YDS will assist with her resume, applications and interview skills), and further explore options with her YDS for nurse's training in the future.

- ***Bailey is an 18 year old Polk County high school senior***, who entered the Youth Work Readiness Program (YWRP) two years ago, after being referred by her CFI therapist. Bailey was receiving therapy to help her resolve family issues, and to address her social anxiety and low self-esteem. Bailey was attending an alternative school at the time, was basic skills deficient (math), had never had a job, and lacked transportation. Her family was dealing with past domestic abuse issues, parental divorce, and Bailey's mother had recently been diagnosed with cancer. Bailey lacked independent living skills, was considered low income, and lacked career direction.

Bailey's YWRP Youth Development Specialist (YDS), under direction from Bailey's therapist, worked closely to encourage Bailey's comfort level in unfamiliar situations, often meeting in public places and including her in YWRP group classes. Her YDS helped Bailey recognize her many strengths, including strong reading ability, love of history, determination, willingness to learn, etc. They explored a variety of career options based on her areas of interest and strengths, and arranged for two work experiences to help build her workplace soft skills. Bailey completed numerous classes with her YDS, focusing on workplace readiness and independent living skills. She completed the Junior Achievement Personal Finance and Success Skills classes, and participated in YWRP's summer work program.

Bailey received tutoring for math through YWRP, worked on ACT preparation and study skills with her YDS, and successfully graduated from high school in May! Bailey and her YDS spent a great deal of time exploring college options through internet search and campus visits, completed applications for admission and scholarships, and completed the FAFSA. Bailey is very focused on attending college – no one in her family has ever attended for more than an associate's degree. Bailey was accepted at multiple colleges but ultimately selected her first choice – a local private four-year college. She is interested in becoming a history teacher. She has come so far in dealing with her anxiety issues, and has been very open to learning new coping techniques, study skills, and utilizing available resources. YWRP will assist Bailey with tuition assistance, continued support and guidance while in college.

- **DeShawn is a 19 year old, second-year community college student.** DeShawn entered the Youth Work Readiness Program (YWRP) twelve months ago as an out-of-school youth, after hearing about the program from DMACC’s Connecting Young Adults Program. He was eligible for YWRP as he was in a low income family, had aged out of the foster care system, was basic skills deficient in math, and had been a victim and witness of domestic violence. DeShawn had no work history and was the first in his family to go to college.

DeShawn’s YWRP Youth Development Specialist (YDS) assisted DeShawn in career exploration, job interviewing and search. He received an on-campus job, and his YDS helped him set up a bank account and a budget. DeShawn had never paid bills or planned meals and grocery lists before, so his YDS helped him with these issues. DeShawn took part in the Junior Achievement classes and is still doing work readiness classes offered through YWRP. DeShawn showed aptitude and interest in law enforcement, and his YDS assisted him in researching careers and attempted to do a job shadow with the Des Moines Police Department. When a minor “hit” showed up on his record, DeShawn was not allowed a ride-along, but YWRP staff arranged for him to have a conference with a police officer.

Here’s an excerpt of the email we received from the officer after their visit: *“I met with (DeShawn) this afternoon. What a wonderful young man. I spoke with him for over an hour about life and things he can do to continue striving for his ultimate goal to become a police officer. I am amazed at the things he has done on his own to better himself... ..Thank you for suggesting I talk with him and thank you for what your organization has done to help this young man break the cycle.”*

YWRP has assisted DeShawn with payments for college books, and clothes for job interviewing. His YDS has given him mock interview practice, resume writing assistance, arranged informational interviews with employers, and a mock interview with IWD staff. DeShawn’s YDS assisted DeShawn in obtaining employment with a local security company as a guard, and will help him with time management skills in balancing school and work this semester.

While in YWRP, DeShawn has struggled with roommate and relationship issues, housing and food crises, transportation issues, rehabilitation from surgery, and academic challenges. Throughout these and other challenges, DeShawn has continued to maintain close contact with his YDS. YWRP will continue to support DeShawn through college, and as he finalizes plans for his future.

Central Iowa Careers in Financial Services, Service Provider

- **Aida** is a bright, hard-working young woman. She has overcome significant adversity and has never lost sight of her goals and dreams. At only four years of age, her father left her family and her mother was required to work two positions to support Aida, her

brother, as well as her ailing grandmother. They very much survived by relying on family for support and assistance to make ends meet.

Aida became a young mother herself becoming pregnant at 15 and delivering her daughter shortly after turning 16. Her mother helped her understand the ongoing costs of raising a child. Understanding these costs and raising her baby as a teen mom, she quickly realized she had to make tough decisions such as starting the potty-training process as soon as her daughter could walk. She took this action as a cost-saving measure. Now, at the age of 20, Aida has two babies, her daughter is 4 years old and 8 months ago she welcomed a son.



Aida (left) on graduation day of the Financial Services Career Academy (Also pictured is FSCA Graduate Nicole F.)

Aida has worked at a fast-food restaurant chain for the past four years, earning \$7.85 per hour. She knew this was not a permanent solution to taking care of her family. She had also finished her high school diploma by attending Scavo High School. It was her counselor, Tami Cross, who provided her with the information about the Financial Services Career Academy.

Aida completed her enrollment into the FSCA and class started on April 29, 2013. She was a wonderful student, a leader in the classroom and could always be counted on for attendance and timeliness. She did her homework and truly applied herself to the opportunity. On Thursday, June 13, 2013 after completing a mock interview with a Wells Fargo recruiter, she was asked to submit an application for a specific position.

Aida applied for a Bi-Lingual Financial Crimes Specialist position the following day and completed her phone interview on Wednesday, June 19, 2013. Upon conclusion of her phone interview, she was immediately invited for two in-person interviews on the same day. The interviews went well, however the recruiter contacted the FSCA program coordinator and shared the unfortunate news that they would not be offering Aida the position. However, having confidence in Aida after learning about her success in the FSCA program, the recruiter engaged the hiring managers and shared more details about the program. The recruiter felt the position and the candidate were a good match and she hoped the hiring manager would reconsider hiring her for the opportunity. The hiring manager reviewed the program information and changed her mind. Wells Fargo offered Aida a new full time position, which she happily accepted! Aida started her new role with a salary improvement of over 200% with benefits on Monday, July 8, 2013. Aida commented, "Thank you to everyone who is involved with the program. Thanks for believing in us and for giving us this fantastic opportunity."

- Life has never been easy for **Jessica**. Spending nearly her entire life as part of the foster care system, participating in challenging adoptions and becoming a single mom at the age of 19 had certainly shaped a vision of a nearly impossible future for success. Jessica is definitely determined and had slowly been working at Des Moines Area Community College to expand her education and potential horizons for employment. Jessica resigned her position as a banquet server when she enrolled in college in 2011 and had relied on public benefits to make ends meet for her and her young son.



Jessica (above) preparing for the Career Planning Day as part of the Financial Services Career Academy

Jessica was one of the first to enroll in the Financial Services Career Academy viewing this opportunity as a short-term solution to help her start her career. She felt by making this brief commitment to learning it would greatly increase her likelihood of gaining employment within the financial services industry and earning a wage that would sustain her family. Further, she understood the benefits offered by many of the employer partners included tuition reimbursement, which would ease the burden of bearing the cost to complete her college degree.

Jessica was early to pursue the employment process as part of the Financial Services Career Academy Program. After applying, completing a phone interview and an in-person interview, she realized that she had a bit more work to do before she was ready for the professional hiring process. With a bit more coaching and time in the program, she re-started her employment search and applied for a position at Nationwide.



Jessica shares her thoughts with another program candidate at the Financial Services Career Academy Graduation on January 11, 2013.

Jessica took advantage of a new voucher program from Goodwill Industries of Central Iowa and received professional clothing for the interview and for use on the job at no cost. Further, she received a mini-makeover from Aveda Serenity Salons that boosted her confidence and excitement.

Jessica received an employment offer on Monday, January 7, 2013, from Nationwide. She accepted the offer and began her new position as a Claims Service Representative on Monday, January 28, 2013.

“This program was simply a life changing experience. It taught me more than I can explain and has given me more opportunities than I could have ever imagined. This

program has given me the skills that I needed to get my first full-time position with full benefits.”

As part of her speech at the Financial Services Career Academy Graduation, Jessica shared she had set her New Year’s Resolution for 2013. With tears in her eyes, she told the crowd her goal was to be off all public benefits by the end of the year. It will be a great achievement and the first time in her life she has the ability to solely and independently support herself and her son. **UDPATE:** As of September, 2013, Jessica is very proud to be off ALL public assistance programs.

Region 12 – Sioux City

Dislocated Worker Success Stories:

- “Susie” is a 53 year old married female living in the Greater Siouxland area. She was a former call center employee who lost her job in August 2012 due to the business closing and positions being moved out of the country. Susie sought assistance from the **IowaWORKS** center in Sioux City. She attended several of the workshops available at the Center including Six Step to Success workshops offered through the One Stop Center at I Works to help toward her goal of becoming employed. She actively looked for work through the One Stop Center and services unable to find suitable employment. Eventually the business closure was certified as TAA eligible and following meetings with workforce center staff Susie was approved for TAA benefits to cover cost of tuition, fees, and required books and was co-enrolled in to the Workforce Investment Act (WIA) dislocated worker program. She attended Western Iowa Tech Community College for the medical secretary diploma and graduated on August 8, 2014. While working on her internship through a local medical facility she was offered a full-time position starting in August 2014 as an authorization specialist with benefits. Susie would not have been able to complete diploma degree without the services that she had received through the One Stop Center and TAA.
- “Tammy” was a dislocated worker from a media organization in the Siouxland area. Her background was in accounting and her education included an accounting diploma. Although she worked doing accounting work for several years her career had transitioned her daily efforts to dealing with allocating time slots for commercials, shows, and other on-air events. When the business was sold Tammy’s position was consolidated with another out of state position eliminating Tammy’s job. Tammy came to **IowaWORKS** Greater Siouxland and applied for her unemployment insurance benefits. She immediately began working with the skills team and considered going back to school to complete her associate’s degree in accounting believing this would make her more marketable. Staff worked with Tammy extensively and reviewed options for employment and how she might use her transferable skills in areas including both in and outside the accounting area. Through concerted efforts Tammy found a position with a local employer doing accounting work working full time making more money than she had in her previous position. Tammy plans still plans to go back to school on her own to

her finish her associate's degree in order keep her skills current and remain competitive in the market. Tammy was extremely grateful for the work and efforts of staff in helping her during her transition.

Youth Success

- “Asya”, a refugee who became a permanent resident of the United States in December 2009 at the age of 15, was referred to the WIA Youth program by the district health agency for the purpose of helping her prepare for employment. Asya was 18 at the time of enrollment and had twelve credits remaining to complete her High School diploma. Her father and step-mother had relocated out of state for employment leaving Asya on her own. With no place to live, she moved in with her boyfriend and his family and soon became pregnant. The district health agency helped Asya find housing funded by the local public housing program and helped her obtain SNAP and WIC benefits. Asya participated in WIA assessment activities and initially identified nursing as her career goal. While her math skills were very good, her reading skills and writing skills indicated significant deficiencies and her spoken English was often difficult to understand. However, she understood what others were saying and when necessary asked questions to clarify what was being said. Asya was enrolled in the Key Train program to help her build her academic skills for the NCRC, she completed the A Game work readiness certification and was then placed on a short term Work Experience activity in an office setting within walking distance from her apartment. During her work experience she became familiar with maintaining the database used by her worksite to create mailing labels and with the filing system used by the worksite. She was also able to learn and get comfortable with terminology often used in an office setting. This Work Experience placement was a positive experience for Asya but ended earlier than anticipated because Asya's baby was born a few weeks early. Upon Asya's return to high school, she continued to work on her English skills and math skills and met with WIA staff to gather more information about other careers in the health industry. She decided she would eventually like to be a medical laboratory technician, but realized this would be a much longer term goal as her English skills still needed improvement and that her need for employment was greater at this point in her life. Asya completed her HS diploma mid-term and because transportation and her English skills were still challenges for her, another Work Experience placement at a nearby plasma donor center was arranged. Asya successfully completed the WEP and was hired by the worksite. She continues to work there fulltime and has received praise from her employer for her outstanding work habits. The combined efforts of the WIA Youth Program, the **IowaWORKS** Center, Siouxland District Health HOPES program, Sioux City North High School, the ESL program at Western Iowa Tech Community College, Siouxland Housing Authority, Department of Human Services, and Siouxland Youth For Christ helped Asya overcome many of her barriers to succeed.

Region 13 – Council Bluffs

- Christopher came as a referral to the WIA program from a high school guidance counselor at Lewis Central High School. He was failing many of his classes and simply lacked motivation. Chris was interested in the welding field and heard that Iowa Western

Community College was beginning a class soon. In initial meetings with Chris, he was very passionate and already knew much about the welding field. Chris seemed to be a very intelligent student that did not apply himself. The reason Chris was failing classes was due to not turning in his homework. He would do well on tests and exams. Chris was enrolled into the WIA program and challenged to turn in all of his late assignments and work to bring his grades up to passing. Chris accomplished this in a week and a half, and was enrolled into the combination welding course at the college. During the time that Chris attended classes, he originally struggled to manage his time. However, he completed an exercise to help him keep a manageable study/homework schedule. Two months before graduation and a month before Chris completed his welding course, he was required to find a job to help his parents pay the bills. Chris began working part time as he attended high school and continued with his welding class. Chris completed his welding course and received a certification in stick welding. Shortly after, he graduated high school with a final GPA of 2.42 for his senior year. (Chris had a continuous pattern of decline in his cumulative GPA from 1.85 his freshman year to 1.33 his junior year.) After receiving his high school diploma, Chris began looking for a welding job but was finding it difficult due to his lack of experience. The business representatives in the **IowaWORKS** office began talking to businesses to set Chris up with a Skilled Iowa internship. However, before the business representatives had secured a company, Chris was able to find a welding job. Less than a month after graduation, Chris will begin a position as a welder for Omaha Standard making \$12.50 per hour.

Region 14 - Creston

The Vision of the One-Stop System in Region 14:

“We will contribute to Iowa’s economic growth by being an aggressive labor exchange where business and job-seekers receive integrated, comprehensive, seamless and professional employment and training services that provide businesses with the skilled workforce they need to grow or sustain their business and where economic growth opportunities exist.”

Region 14 worked hard in the past program year to continue to facilitate the labor exchange to get jobseekers and businesses together using the three goals set by the RWIB in PY12: 1) improve soft skills, 2) continue work to improve job ready skills of our job seekers to fill the middle skills gap, and 3) grow the collaboration/communication among the regions partners, businesses and other stakeholders of the eight counties of this region. The following are examples of some of the successes that come from our work:

Region 14 One-Stop Success Stories (Adult/Dislocated workers):

- This morning I received a call from a participant that I met with on 7/8/14. He is a 70 year old man (Veteran) that got let go from his previous employer of 14 years. When I met with him he was still in disbelief of what had happened to him. I discussed with him things he liked to do and also asked if he was ready to retire. He responded to the retirement question was, “honestly if I retire or even work part-time I will die!!” I was a

bit taken back but understood where he was coming from completely!! He wanted to work full-time until he was no longer able. After he shared some things he loved to do I looked at him and said I think I have just the job for you!! I gave him a referral to an open job order we had and called the employer to ask a few additional questions and she wanted to know if I knew anyone that would be a good fit and I told her I did and he was sitting right in front of me. She asked a few basic questions from him and asked that I copy his Social Security card and driver's license, have him complete an application and scan and e-mail it to her right away. So that is exactly what happened. Just a few days later, he called to let me know that he began working for this company and is in "HOG HEAVEN" because he is doing what he loved to do and thanked me for taking the time to listen to him and getting him connected with the employer.

- AF has come into our office to improve his job search techniques by using our workshops. He comes into the lab at least once a week looking for employment after being laid off from one of our large employers in June. He has his BA in Business Management and wanted to find a career that utilized his degree and not just another job. AF listened to the skills professionals when they offered advice and discussed opportunities with him. He had applied for many supervisor and management positions but didn't have the experience the companies were looking for. I had a discussion with him about applying for one of the Supervisor openings at the company that had laid him off but he was a little hesitant since he the layoff was recent. Explained to him that he was an hourly employee and they did cuts and was told it had nothing to do with him nor his performance. He acknowledged that he has great insider knowledge about the company and the department they were looking for a Supervisor in. He worked on tailoring his resume and completed the online application and resume submission process. They called him in for an interview last week for the Supervisor position and they called him back in yesterday and offered him the job. He will begin on 8/3/14 as the third shift Supervisor in the x-ray department. He is very excited and thanked us for everything we did for him.
- When B started working with the Creston **IowaWORKS** office, she felt lost and not sure of what her next plan should be. She had been working at the same business for around 18 years and loved her job. Unfortunately, the business down sized and reduced staff at her location. Working gave her purpose and she was able to help others and make a difference in their lives. After a lot of discussions with B, it was decided that she needed to do some additional research and job searching in her field of interest. She obtained her NCRC in Feb 2014. B worked closely with the staff and attended the RES workshop in March 2014. Additional workshops and skills assessments completed were; Wow Employers in 30 Seconds, Mock interviews, Electronic Interviewing with review, Basic Excel I & II, and Application Tips. B was very involved with the center in Creston. An internship came available that fit B's interests and 3 staff members were racing to contact B. She was enthusiastic and could not believe that she was going to be able to attend the Internship. She knew this was what she wanted to do and it gave her an opportunity to get her foot in the door. As the second day of her internship approached, a position opened up. B could not believe it and once she completed the internship she had received a job offer. B is extremely grateful for all the assistance and is in a great position that she

will continue to make a difference in others' lives. She is a hard worker and just needed to get her foot in the door somewhere. B is very grateful for all of the assistance from **IowaWORKS** and really enjoys her new job.

Where do I begin? You truly are a guardian angel sent to me. When I lost my position with Planned Parenthood I was devastated! My love for the work I did there is indescribable and I didn't think I would find anything that would compare to the work I did since it was so unique. Having to rely on unemployment was not what I wanted to do, no offense.(ha,ha). I went through a grieving process just like any loss that someone suffers in their lives. This is where you came into the scenario. You made me realize to be patient, put up with my crazy messages, and fought for me. You knew the whole time the right position would come along. Who would have thought that I would have two offers in one week and get to choose which opportunity was the best fit! Tomorrow is orientation day with my new employer and I am beyond excited! You totally rock! Thank you, Thank you, Thank you!

Re-employment Services (RES) Success Story:

- An REA participant attended RES today, which was unexpected since she is working. I asked her if she remembered that she didn't need to attend because she was working and she said, "yes but I am not working today and wanted to still come." When she came into the room I asked her what made her want to come and she said, "you are such an inspiration to me and I remember you telling me that you were teaching the class so I wanted to come hear what you had to say". I am thinking to myself ... WOWZA is this for real? Anyway she sat through RES and at the end she came up to me and thanked me and stated she learned so much that she will be back into the center to take more workshops to better her skills. And she stated she was so excited and jazzed that can't wait to come back for more.

Youth program success story:

- I started WIA Youth in 2011 as a senior in high school. My parents had moved away and I was on my own at 17. I was in a slump. I did not have the motivation to want to finish my senior year, let alone go to college afterwards. I had talked with Wendy Greenman about the program a year or two prior and I decided it was time to reach out. They immediately got me started. I have benefited greatly from being a WIA Youth participant. They have not only helped me financially, but emotionally as well. The financial benefits have been nice because I have been able to keep my college debt down and have had some financial relief while I am a full time student and head of my own household. Emotionally, having someone there calling, helping, and believing in me when I felt like I had no one is something that helped me wake up in the morning and keep going. Through this program I have found strength in myself to stay motivated, beat the odds, and strive. I got offered a great internship through WIA at MATURA in the summer of 2012. During that internship I got a taste of what all of it was about; people helping people. I decided that summer that I wanted to pursue what WIA does. I want to help people who have been in my shoes and worse. If it was not for WIA, I might not

have started on my journey. I might have been just another high school graduate working at a dead end job believing that was where I was supposed to be. I am now a year away from my bachelor's degree with a double major in Human Services/Psychology and a minor in Sociology. I also work a full time job and continue to support myself. It can be tough at times, but I always know the people I have met through WIA are there to help me even after I exit the program. That is one of the greatest lifelong benefits in my eyes. Sincerely, B

PROMISE JOBS Success Story:

- Participant came on FIP 11/2011 and began job searching. Participant was having issues getting the number of hours she needed for her job search component. She was submitted for an LBP and lost her benefits for non-compliance. She reapplied and came back on FIP 2/2012. I discussed employment options with her and what she wanted to do with her life. She stated she wanted to go to college and she began researching and decided she wanted to attend for Business Administration and she began classes on 4/18/12. She completed her degree in 5/2013 and attended job readiness 7/29/13-8/9/13. She was offered a temporary position that lasted for three weeks. They liked her and her work and wished they had an opening for her. She began job searching in September and was getting a few interviews but no job offers. Called her back into the office and completed a mock interview and interview stream. She had an interview the very next week and just called to let me know they offered her the job and will begin working for a local college starting on 10/24/13.

Business Success Stories:

- I spoke with GH about the job orders we have posted for him. One is the local driver which was a hot job, meaning we are using recruitment methods to locate applicants, the other is an over the road driver. When I talked with GH, the first thing he asked me, in a serious tone, was if I was the person responsible for sending him the applicants he's had so far. I explained that I was the one responsible and he said he is extremely satisfied with the applicants that have sent to him. I told him our office has been working hard to get his positions filled. He couldn't say enough good things about us. I am happy to report that he has hired four people so far as drivers and is still looking!

Our referrals included:

DP has been working with our office since the end of Sept. Over that time he has applied for several jobs through our website. DP is an REA participant. He has attended the RES workshop and received assistance with his resume in the skills lab. He is currently working a temporary job as a contract driver for the US Postal Service. When that position ends, he will be starting with GH as one of their local drivers.

The other local driver hired was MS. MS is currently working for a local factory which is closing in a few months, and was also currently working for G&H part time. MS has participated in our workshops for the affected employees and heard

about this new job opportunity as a result of our aggressive interaction. He moves to full time once he is completely done at the factory.

GJ is an REA participant. He also was a Skilled Iowa intern for a local company to get some current skills and experience on his resume. GJ attended our Skills Card, Interviewing, Customer Service and RES workshops. He was hired by GH as an over the road driver.

Innovation in Region 14:

In this new economy of low unemployment coupled with ongoing and increasing critical needs for skilled workers, reported daily by our business customers, this One Stop team has met regularly to discuss and interpret market conditions and look for new areas of opportunity to move the needle of change in a positive direction. We have regular conversations with businesses (especially in the manufacturing sector since industry holds one of our highest segments of our local workforce and represents a very large portion of our active market of need. These conversations are shared with the regional workforce board, Partners and staff so we make sure the services we offer through the One Stop are relevant and provide solutions. Innovation is driven by the ongoing needs of our businesses which of course has very real impact on the success of our local communities.

STEER YOUR CAREER:

As we have continued to work to up skill job seekers and fill businesses job openings, we have discovered additional pockets of needs and opportunities to improve them. For example, we have discovered in our interactions with the youth of our region, there is a need for better information about the world of work. Therefore, we have prepared a message called “Steer your Career” to take into our high schools to address the needs which are: work readiness, how to assess career choices and opportunities (including local), financial responsibilities, choosing postsecondary education (or not), how to complete applications or résumés and how to successfully interview, soft skills, customer service skills and more. To address these needs, youth need access to information. This information will be offered to high schools in our region and exists in a menu form for them to choose from and the length of the workshops can be modified to fit into any schedule. The information includes activities and homework to further engage the students into their own career decision making process while we teach them about work readiness. It will be offered to schools this next school year and at least two schools are already making plans to include this in the next school year. Businesses rely on a pipeline of talent that is ready for work so they can grow and sustain their business levels so they are supporting this initiative as well.

TUNE YOUR TALENT (a curriculum for businesses):

This is a set of workshops/trainings that businesses can attend in local/regional groups or invite us in for a business specific presentation. The topics address the concerns that businesses have expressed or that we have observed throughout the region. The trainings

include: growing individuals into strong teams, identifying and dealing with different personality types, retention techniques, generations (4 are currently in the workplace and they have very different needs and expectations from the workplace), soft skills, how to make good hires, how to communicate effectively, time management, how to improve soft skills, how to develop a supervisor/leader and how to successfully Interview/promote potential candidates. All of these trainings target general or specific needs of businesses that need to hire, need to promote, and need to retain talent for successful business operations.

Both of the above innovative initiatives came out of an aggressive push to engage businesses in our workforce system. Business drives our One-Stop service design so we are manufacturing talent that can go to work. Businesses also need access to information about the world of work so they understand that there is a big picture behind their individual needs. Our identification of these needs for both groups led to the innovative strategy to offer to help in the form of these two initiatives.

Region 15 - Ottumwa

- Justin came to see us about WIA Services almost two years ago when he lost his job. He was 22 at the time and he expressed how important it was for him to receive training so that he had a chance at suitable, long term employment so that he could help care for his parents and his disabled sister. He was eligible for the WIA Adult Program as he was low income and food stamp recipient. After interest testing and examining various possibilities, we discovered that Justin's skills and interests indicated he would excel in outdoor occupations. He entered the Landscape & Turf Management Program at Indian Hills Community College.

Throughout school, Justin worked on his networking in addition to his classwork. This spring he was awarded the Young Entrepreneur award at the Vision Awards in Ottumwa. In May he completed his training and is now self-employed at his own business, JLC Lawn Care. Justin is now hiring workers of his own!

Region 16 – Burlington

Region 16, **IowaWORKS** focused on the creation of innovative programs and services during PY2013 to effectively serve the increased participants and enrollment numbers. The following outlines activities considered best practices:

Computer Literacy Training

Computer Literacy is a skill gap for a large number of members coming to the Center. **IowaWORKS** staff developed a no-cost basic computer class offered at the Workforce Center in Burlington. “Computers for Beginners” was developed to introduce underserved individuals to the world of personal computers, with specific focus on those skills necessary for employment. The program is designed to be slower paced and more instructor intensive. Classes are offered

10 hours weekly. For those customers who want to advance their skills, intro classes in Microsoft Word and Excel classes are offered bi-weekly.

PROMISE JOBS Integration/ Orientation

Region 16 implemented a program for TANF recipients utilizing the integration service delivery model for the PROMISE JOBS program. In this model, TANF recipients are expected to complete workforce training incorporating all services provided at the center including computer literacy, workplace readiness, basic skills training and career track programming, totaling 30 hours per week for four weeks. As a member of the center, all TANF participants that are involved in this model are co-enrolled in WIA Core services and are included in the performance measures.

PROMISE JOBS staff worked with a consultant to design a customer-service approach to the Orientation which is required before any participant is enrolled in the program. The orientation outlines choices/activities and empowers each participant to look at which option is best suited for them: Job Seeking, Work Experience or Classroom training. Participants have had a great response to this approach. It was piloted in Burlington and has been introduced to programs statewide. Follow-up training with PROMISE JOBS case workers has been done to ensure that the customer-friendly approach is carried on past the initial orientation.

“Workforce Solutions” Re-engagement Center

Region 16 leadership, board members, community partners and Southeastern Community College have partnered to create re-engagement centers in Burlington and Keokuk to address the issue of adult literacy and the growing numbers of Iowans who are lacking a high school diploma or equivalency and who are basic skills deficient in math and reading. The Center provides a “one-stop” entry point for youth and adults to be assessed (transcripts, credits, needs for social services and or agency referrals) and subsequently referred to the appropriate outlet that will support them to re-engage in an educational career pathway. The Centers provide all-day, every day high school equivalency programming, computer literacy, and career development. WIA staff is housed in each of the centers to work with the ABE instructor and participant to develop an individualized plan to meet career goals.

Summer Youth Academy

Region 16 offered a summer youth employment program to 24 area youth to provide participants with summer employment activities that are directly linked to academic and occupational learning. Participants started the program with a two-week “career academy” located at Southeastern Community College, where they were engaged in college-level classes tailored to their career area of interest. Participants were placed into jobs in public, private and community-based worksites focused in their career path for six weeks to complete their work-based learning.

Industry Sector Meetings/ Career Track Classes

Regional leadership recognized the need to develop pre-vocational programming for center participants to introduce career paths in high-growth occupations in Region 16. Business leaders were brought together to identify entry-level skill sets necessary for positions throughout the region and to solicit support for job shadowing and internships to apply the skills learned in the classes that would be offered at the center. As a result, the Burlington One-Stop offers career track classes in construction, business, health, manufacturing and retail. These classes are offered monthly to center participants and end with NCRC certification and work experience including internships, job shadowing and OJT.

Partnerships/ Collaborations

In November of 2013, **IowaWORKS** hosted a day-long event introducing an Integrated Business Services Team approach to business services and job development. Thirty-six participants from WIA, IWD, Vocational Rehabilitation, Economic Development, Southeastern Community College, community agencies and Chamber representatives came together to connect to and work with each other to help serve more customers. Business mapping was completed with the idea of developing a menu of business services provided by all community service organizations. As a result of the training, business services teams were established in four industry sectors: Manufacturing, Health Occupations, Trades and Service Industry. Each team serves as a single point of contact for business activity in Southeast Iowa and reports out utilizing a media tool to share data. The final step in the process was to create a business services plan as a model to leverage resources and ensure organizational business outreach goals are met.

Teams comprised of staff from WIA, IWD, and Voc-Rehab participated in a two-day training focusing on providing quality service to employers: how to initiate contact, understanding employer needs, communicating with employers, resolving employer concerns. Additionally, participants learned how to create employment proposals as an alternative in job development.

Promising Practices with Targeted Populations:

Offenders: 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. Working together, the leadership team and the 8th Judicial District DOC created/ piloted the "New Beginnings" program for offenders. Offenders looking for work participate in an orientation with their parole/probation officer highlighting a 2-week work readiness program at the One-Stop. Upon successful completion of the program, offenders are referred to the Skills team for enrollment into the WIA intensive/training services. Short term work experiences, skill certifications or OJT assists in job placement for this population. Corrections uses its' program elements to assist WIA in enforcing the steps participants must take to be successful in obtaining and keeping jobs.

Welfare Recipients: As described earlier, TANF recipients are co-enrolled in WIA core services through the integrated program model.

Persons with Disabilities: Region 16 is a pilot program for the Disability Employment Initiative through the State of Iowa. Housed at the One Stop, the area coordinator works one-on-one with a person who has a disability to share information regarding employment services and to connect them with resources needed to be successful on the job.

English as a Second Language: Region 16 has partnered with Southeastern Community College, Mt. Pleasant Schools and Temp Associates to pilot an ESL program that is career focused. Classes are offered Monday through Friday from 6:00-8:00 in Mt. Pleasant and eligible students are enrolled in WIA programming. The class is full with 30 students and there is a waiting list for the next cohort in October.

Region 16 Success Story

Summer, a single mother of two children and a food assistance recipient, was a student at Southeastern Community College, and referred to **IowaWORKS** for assistance in finding an internship to complete her course of study in web design and administration. She had been unable to find a place to gain experience and would not graduate without meeting this requirement.

Summer met with Maria Clapen, an Employment Specialist in Region 16, to discuss how the Center might be able to assist. Summer was enrolled in membership, completed her profile in the talent bank, and developed an employment plan that included her goals, needs and services that would assist her in her search. She worked with Maria to develop a resume that could be used on her profile, with **IowaWORKS** as well as LinkedIn.

Maria worked with Summer in identifying those businesses that had positions which met Summer's skill set. After contacting five employers, the owner of Energyefficient, Chad Palmer, agreed to interview Summer and was impressed with her skill set and that she knew the web platforms and software in his company. **IowaWORKS** staff developed a Limited Internship where Summer could gain experience and hands-on knowledge in the field.

Summer successfully completed her internship and was attending her last semester in school when she found out her scholarship for the fall didn't cover her training expenses. She had not prepared for or planned on that as her financial term had initially listed the full scholarship amount. Maria contacted Southeastern Community College Foundation and found that there may be an option. Summer was given an application for an Emergency Retention Grant, which she applied for and received. This was a much welcomed respite in helping Summer continue onward.

Summer graduated from SCC in May 2014, and worked with **IowaWORKS** on her job search. The Center had a job order for someone with web design/IT skills. Summer was encouraged by the support from the IowaWORKS staff and the great reference from her internship supervisor, and interviewed for the position. After her interview, she sent an email to **IowaWORKS** staff:

"Holy Smokes! I got the job!! And, well over the base salary that was advertised. I am starting out at \$20/hour. \$41,500/year!!!! Thank you SO MUCH!!! You are amazing!"

Performance Reports

PY13 was a growth year for the State of Iowa. As our Integrated Service Delivery model continued to develop, all Regional Workforce Investment Boards developed new Local Plans. The effort of the State and Local leadership and the staff of all required service agencies identified in the Workforce Investment act to complete this process and required service agreements, over the past program year, was remarkable.

Many areas took several specific steps to both improve performance and to build better relationships with multiple community partners. For instance, Regions 8 and 15 began several cooperative arrangements with Job Corps. Several regions began developing closer ties with TANF programs to strengthen the commitment toward self-sufficiency in this target group of customers. Several regions made an extra commitment to staff development conducting both customer service trainings along with technical assistance. Many regions adopted a best practice of hosting targeted hiring events in order to actively facilitate the labor exchange. Several regions began working with local community colleges to better facilitate the use of GAP funds in coordination with other programs. All areas of the state spent a great deal of time conducting outreach to the K-12 systems in their areas. Regions 13 and 16 took new and innovative steps to work with the Department of Corrections.

All of these efforts, along with the numerous examples left unlisted, create better staff and better opportunities to provide better performance.

WIA Adult Performance levels -- PY2013
Annual

Region	Entered Employment Rate				Employment Retention Rate				Average Earnings 6 Mos.			
	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg
1	64.8%	63%	56.7%	50.4%	84.8%	82%	73.8%	65.6%	\$11,042	\$11,700	\$10,530	\$9,360
2	59.9%	63%	56.7%	50.4%	82.3%	82%	73.8%	65.6%	\$11,004	\$11,700	\$10,530	\$9,360
3 & 4	58.9%	63%	56.7%	50.4%	83.1%	82%	73.8%	65.6%	\$12,245	\$11,700	\$10,530	\$9,360
5	60.9%	63%	56.7%	50.4%	86.3%	82%	73.8%	65.6%	\$11,995	\$11,700	\$10,530	\$9,360
6**	69.6%	63%	56.7%	50.4%	86.7%	82%	73.8%	65.6%	\$11,172	\$11,700	\$10,530	\$9,360
7	56.8%	63%	56.7%	50.4%	80.8%	82%	73.8%	65.6%	\$10,662	\$11,700	\$10,530	\$9,360
8	52.3%	63%	56.7%	50.4%	83.6%	82%	73.8%	65.6%	\$9,898	\$11,700	\$10,530	\$9,360
9**	69.4%	63%	56.7%	50.4%	85.4%	82%	73.8%	65.6%	\$12,704	\$11,700	\$10,530	\$9,360
10	63.5%	63%	56.7%	50.4%	82.4%	82%	73.8%	65.6%	\$11,752	\$11,700	\$10,530	\$9,360
11	51.8%	63%	56.7%	50.4%	80.6%	82%	73.8%	65.6%	\$11,426	\$11,700	\$10,530	\$9,360
12	63.8%	63%	56.7%	50.4%	81.9%	82%	73.8%	65.6%	\$11,444	\$11,700	\$10,530	\$9,360
13	57.4%	63%	56.7%	50.4%	80.8%	82%	73.8%	65.6%	\$10,714	\$11,700	\$10,530	\$9,360
14	58.4%	63%	56.7%	50.4%	81.6%	82%	73.8%	65.6%	\$11,681	\$11,700	\$10,530	\$9,360
16	51.5%	63%	56.7%	50.4%	77.9%	82%	73.8%	65.6%	\$10,282	\$11,700	\$10,530	\$9,360
18	60.1%	63%	56.7%	50.4%	81.2%	82%	73.8%	65.6%	\$10,159	\$11,700	\$10,530	\$9,360
State	58.7%	63%	56.7%	50.4%	81.7%	82%	73.8%	65.6%	\$11,153	\$11,700	\$10,530	\$9,360

Empl & Credential		Region
Actual	PY11 Final	
70.0%	43.8%	1
71.4%	65.0%	2
75.0%	66.7%	3
65.2%	34.9%	6
50.0%	58.3%	8
68.0%	84.2%	7
50.0%	57.1%	8
64.1%	48.2%	9
60.3%	47.8%	10
65.0%	59.4%	11
78.9%	55.6%	12
52.8%	50.0%	13
66.1%	63.6%	14
33.3%	48.6%	16
58.1%	50.8%	18
61.6%	52.1%	State

67.0% PY11 Goal
53.6% PY11 goal 80

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

**Report includes individuals made members with basic assessment initiating service. (Region 6 and 9 case managed only until Py14 2nd Qtr - R9; PY14 3rd Qtr-R6.)

WIA Dislocated Worker Performance Levels -- PY2013

Annual

Region	Entered Employment Rate				Employment Retention Rate				Average Earnings 6 Mos.				Empl & Credential		Region
	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	PY11 Final	
1	66.6%	82.0%	73.8%	65.6%	86.7%	93.0%	83.7%	74.4%	\$12,849	\$ 15,000	\$13,500	\$12,000	68.5%	60.8%	1
2	71.1%	82.0%	73.8%	65.6%	81.9%	93.0%	83.7%	74.4%	\$12,815	\$ 15,000	\$13,500	\$12,000	74.4%	63.5%	2
3 & 4	63.8%	82.0%	73.8%	65.6%	90.2%	93.0%	83.7%	74.4%	\$12,752	\$ 15,000	\$13,500	\$12,000	69.4%	58.1%	3
5	70.2%	82.0%	73.8%	65.6%	90.1%	93.0%	83.7%	74.4%	\$13,376	\$ 15,000	\$13,500	\$12,000	69.6%	36.2%	5
6**	85.0%	82.0%	73.8%	65.6%	96.4%	93.0%	83.7%	74.4%	\$15,120	\$ 15,000	\$13,500	\$12,000	71.4%	49.2%	6
7	61.7%	82.0%	73.8%	65.6%	82.5%	93.0%	83.7%	74.4%	\$12,063	\$ 15,000	\$13,500	\$12,000	76.9%	75.7%	7
8	58.5%	82.0%	73.8%	65.6%	83.6%	93.0%	83.7%	74.4%	\$11,679	\$ 15,000	\$13,500	\$12,000	52.2%	76.5%	8
9**	84.6%	82.0%	73.8%	65.6%	87.2%	93.0%	83.7%	74.4%	\$15,598	\$ 15,000	\$13,500	\$12,000	69.6%	51.2%	9
10	67.1%	82.0%	73.8%	65.6%	83.8%	93.0%	83.7%	74.4%	\$14,246	\$ 15,000	\$13,500	\$12,000	59.5%	77.5%	10
11	53.1%	82.0%	73.8%	65.6%	81.0%	93.0%	83.7%	74.4%	\$12,853	\$ 15,000	\$13,500	\$12,000	61.8%	58.1%	11
12	63.9%	82.0%	73.8%	65.6%	81.2%	93.0%	83.7%	74.4%	\$12,331	\$ 15,000	\$13,500	\$12,000	72.4%	71.4%	12
13	60.7%	82.0%	73.8%	65.6%	82.3%	93.0%	83.7%	74.4%	\$11,575	\$ 15,000	\$13,500	\$12,000	66.7%	66.7%	13
14	65.7%	82.0%	73.8%	65.6%	87.1%	93.0%	83.7%	74.4%	\$12,627	\$ 15,000	\$13,500	\$12,000	64.5%	57.1%	14
16	55.5%	82.0%	73.8%	65.6%	81.2%	93.0%	83.7%	74.4%	\$11,982	\$ 15,000	\$13,500	\$12,000	63.2%	56.2%	16
18	70.9%	82.0%	73.8%	65.6%	82.8%	93.0%	83.7%	74.4%	\$13,037	\$ 15,000	\$13,500	\$12,000	76.5%	63.4%	18
State	63.2%	82.0%	73.8%	65.6%	83.9%	93.0%	83.7%	74.4%	\$12,886	\$ 15,000	\$13,500	\$12,000	68.7%	61.0%	State

74.0% PY11 Goal
59.2% PY11 goal

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

**Report includes individuals made members with basic assessment initiating service. (Region 6 and 9 case managed only until Py14 2nd Qtr - R5; PY14 3rd Qtr-R6.)

**WIA Youth Performance Levels -- PY2013
(Common Measures)**

Annual

Region	Placement in Employment/Education Rate				Attainment of Degree or Certificate				Literacy/Numeracy			
	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg	Actual	Negotiated	90% of Neg (Incentive)	80% of Neg
1	88.4%	74.0%	66.6%	59.2%	62.5%	57.0%	51.3%	45.6%	42.0%	37.5%	33.8%	30.0%
2	70.4%	74.0%	66.6%	59.2%	44.1%	57.0%	51.3%	45.6%	8.0%	37.5%	33.8%	30.0%
3&4	100.0%	74.0%	66.6%	59.2%	69.2%	57.0%	51.3%	45.6%	83.0%	37.5%	33.8%	30.0%
5	50.0%	74.0%	66.6%	59.2%	50.0%	57.0%	51.3%	45.6%	67.0%	37.5%	33.8%	30.0%
6	63.2%	74.0%	66.6%	59.2%	81.3%	57.0%	51.3%	45.6%	67.0%	37.5%	33.8%	30.0%
7	68.8%	74.0%	66.6%	59.2%	71.4%	57.0%	51.3%	45.6%	55.0%	37.5%	33.8%	30.0%
8	66.7%	74.0%	66.6%	59.2%	26.7%	57.0%	51.3%	45.6%	58.0%	37.5%	33.8%	30.0%
9	66.7%	74.0%	66.6%	59.2%	61.1%	57.0%	51.3%	45.6%	31.0%	37.5%	33.8%	30.0%
10	69.2%	74.0%	66.6%	59.2%	65.9%	57.0%	51.3%	45.6%	47.0%	37.5%	33.8%	30.0%
11	67.4%	74.0%	66.6%	59.2%	64.2%	57.0%	51.3%	45.6%	14.0%	37.5%	33.8%	30.0%
12	50.0%	74.0%	66.6%	59.2%	88.9%	57.0%	51.3%	45.6%	75.0%	37.5%	33.8%	30.0%
13	80.5%	74.0%	66.6%	59.2%	68.6%	57.0%	51.3%	45.6%	33.0%	37.5%	33.8%	30.0%
14	70.0%	74.0%	66.6%	59.2%	69.0%	57.0%	51.3%	45.6%	20.0%	37.5%	33.8%	30.0%
15	55.6%	74.0%	66.6%	59.2%	53.8%	57.0%	51.3%	45.6%	25.0%	37.5%	33.8%	30.0%
16	81.0%	74.0%	66.6%	59.2%	74.4%	57.0%	51.3%	45.6%	47.0%	37.5%	33.8%	30.0%
State	72.3%	74.0%	66.6%	59.2%	65.1%	57.0%	51.3%	45.6%	39.6%	37.5%	33.8%	30.0%