

# IOWA



## WIA ANNUAL REPORT

**PROGRAM YEAR 2009**

**The Iowa Workforce Development Board**

**October 1, 2010**

# CONTENTS

Iowa Workforce Development Board Members.....	4
Vision Statement .....	5
The Economic Environment .....	6
I.    Iowa Workforce Development Board Activities .....	11
II.   Supporting Economic Development.....	13
III.  Workforce Initiatives .....	14
IV.   Cost Effectiveness of the WIA Programs .....	22
V.    State Evaluation Activities.....	24
VI.   Program Results	
A.    Adult Program.....	29
B.    Youth Program.....	32
C.    Dislocated Worker Program.....	34
Rapid Response Program for Dislocated Workers.....	35
Early Intervention Grants.....	36
Special Intervention Grants.....	37
National Emergency Grants .....	37
Special State Funded Projects.....	40
D.    Waivers.....	43

	<u>Page</u>
VI. Regional Reports.....	44
Region 1 – Dubuque/Postville.....	44
Region 2 – Mason City .....	50
Region 3 and 4 – Spencer/ .....	54
Region 5 – Fort Dodge .....	62
Region 6 – Marshalltown .....	65
Region 7 – Waterloo .....	70
Region 8 – Carroll.....	73
Region 9 – Davenport .....	75
Region 10 – Cedar Rapids.....	81
Region 11 – Des Moines.....	87
Region 12 – Sioux City.....	93
Region 13 – Council Bluffs.....	96
Region 14 – Creston.....	100
Region 15 – Ottumwa .....	108
Region 16 – Burlington.....	111
VII. Performance Reports.....	118
WIA Customer Satisfaction	
WIA Adult	
WIA Dislocated Worker	
WIA Older Youth	
WIA Younger Youth	

Iowa Workforce Development Board voting members include:

**Employer Representatives:**

- Kimberline Ingram, Wells Fargo Bank, Davenport
- Sally Falb, Oelwein Chamber & Area Development, West Union
- Kenneth Anderson, Marshalltown Area Chamber of Commerce
- Dee Vanderhoef, Iowa City

**Employee Representatives:**

- Ken Sagar, Iowa Federation of Labor, AFL-CIO, Des Moines (Statewide labor organization representative)
- Francis Giunta, CWA Local 7110, Dubuque (Statewide labor organization representative)
- Deborah Groene, IUPAT District Council 81 (Worker Training Program Representative)
- Jerome Amos, Jr., United Auto Workers Union (UAW), John Deere Waterloo Works (Labor Management Council Representative)

**Non-Profit Workforce Development Organization Representative:**

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

**Ex-officio Non-voting Members:**

- Barbara Decker, Mercy College of Health Sciences, Des Moines
- Dr, Jordan Cohen, University of Iowa, Iowa City
- Greg Lewis, American Federation of State, County and Municipal Employees, Des Moines
- Steve Ovel, Kirkwood Community College, Cedar Rapids
- Senator William Dotzler, Waterloo
- Representative David Jacoby, Coralville
- Representative Lance Horbach, Tama
- Senator Petricia Ward, West Des Moines
- Roger Utman – Iowa Department of Education
- Thom Hart – Iowa Department of Economic Development
- Steve Wooderson – Iowa Vocational Rehabilitation Services
- Greer Sisson - U. S. Department of Labor/Office of Apprenticeship

## *VISION:*

*A prosperous, healthy and productive Iowa.*

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

**- State Workforce Development Board**

## The Economic Environment

To help alleviate some of the suffering caused by the recession, Congress passed and the president signed the \$787 billion American Recovery and Reinvestment Act of 2009. As a result of the Act, Iowa had the potential to receive as much as \$2.5 billion in economic assistance that the State awarded to a wide range of public, private and non-profit organizations. The federal stimulus dollars are being used to improve Iowa's infrastructure, to provide greater access to health care, to support the State's public schools, to encourage the use of clean and efficient energy, to implement tax cuts for Iowans, and to provide assistance to state residents who have been hurt by the recession. To further stimulate the Iowa economy, Governor Culver created I-Jobs in 2009, an \$830 million initiative that will be used over the next two years to rebuild the state's infrastructure, to invest in renewable energy projects, improve water quality, and upgrade public facilities. A portion of the I-Jobs funding will help Iowa communities, like Cedar Rapids, that bore the brunt of last year's natural disasters.

Statewide unemployment began to accelerate at a rapid pace during the second half of the fiscal year. A steady stream of temporary and permanent layoffs managed to push the level of unemployment beyond the 100,000-mark by June 2009. Unemployment problems of this magnitude had not been experienced in the state since the first half of calendar year 1986. Iowa's unemployment rate averaged 4.9 percent for FY 2009 and ended the FY 10 with an unemployment rate of 6.7. Due to the slow job market, long-term unemployment had become a serious problem by the summer of 2009. About 25 percent of the state's unemployed had been without work for 27 weeks or longer.

As a result of the recession, Iowa has lost over 40,000 nonfarm jobs. The largest job loss has occurred in manufacturing, particularly the component made up of durable goods manufacturers. Most of the companies that have reduced their workforces rely on the homebuilding industry, and produce items such as construction equipment, household appliances and furnishings, and construction-related materials. After manufacturing, the construction and professional and business services sectors have also reported heavy job losses. Temporary help services are a part of professional and business services, and an area of employment that is among the first to experience layoffs in the face of an economic downturn. It is also one of the first employment areas to reflect improvement when the economy starts to show signs of a recovery.

Despite mounting job losses, Iowa managed to attract a large IBM technology services delivery center to Dubuque. The center opened in August 2009, and will eventually employ up to 1,300 by the end of 2010. The new facility joins an extensive network of more than 80 IBM delivery centers worldwide where employees maintain, monitor and support computer hardware, software and manage information technology services for thousands of IBM clients. IBM will continue to work with institutions of higher learning in the tri-state area of Iowa, Illinois and Wisconsin to recruit and train potential employees.

The road back to prosperity for the state will be long and difficult. However, most experts believe that the recession ended during the summer of 2009. Labor market indicators show that unemployment insurance claims have already begun to slow,

layoffs have tapered off, nonfarm employment is slowly increasing, and average hours worked for production workers have improved from one year ago. However, Iowa's unemployment rate will stay high for some time. Small businesses account for a substantial share of the state's economy, and they have been hit hardest by the lack of credit. While businesses of all sizes are feeling the pressure, small companies are much more dependent on bank loans than bigger ones, which can issue stock or debt to raise money. (Iowa Workforce Development's FY 2009 Annual Report).

"Iowa Workforce Development has led the nation in its efforts to transform the unemployment insurance system from a simple safety net into a true stepping stone. We have worked hard to link our unemployment system with our larger workforce system by "integrating" unemployment services into our IowaWORKS One-Stop Centers. The goal of this integration project is twofold: (1) Every unemployment "claimant" is transformed into a job seeker on their very first visit to an IowaWORKS Center and (2) every job seeker is encouraged to know their skills, improve their skills and get the best job possible with their skills. Iowa was also the first state in the nation to pass the Unemployment Insurance Modernization Act following the passage of the federal act in February 2009. Through this legislation proposed by IWD, Iowa's unemployment system allows workers to draw an additional 26 weeks of benefits while they are in an approved training program for a high tech or high demand occupation. Iowa has always been ahead of the curve with regard to allowing workers in training programs to draw unemployment benefits. Iowa now enjoys an elite status with just a handful of other states in allowing workers to improve their skills and transform their lives through the unemployment system.

IWD has engaged in several other initiatives to modernize and transform the unemployment system into a true stepping stone. IWD has: (1) partnered with several colleges to send out mailings to unemployed workers encouraging them to visit their local college and consider upgrading their skills; (2) developed an aggressive and strategic Reemployment Services program to engage workers early in order to help them become reemployed faster and in more stable jobs (3) advanced digital literacy in IowaWORKS One-Stop Centers through free basic computer classes; (4) sent letters to all unemployed Iowans regarding the expansion of Pell grants and other financial aid through stimulus funding and (5) designed and implemented the Iowa National Career Readiness Certificate program to ensure that the workforce has the foundational skills necessary to compete in a global economy. Throughout this entire effort to transform Iowa's unemployment system from a safety net into a modern stepping stone, IWD has strived to make data-driven decisions. This study, entitled *Iowa's Unemployed: Coping with Recession* is a further effort to collect and maintain data to understand what is happening with the unemployed in the Iowa economy." (Director Buck's introduction to *Iowa's Unemployed: Coping with Recession*)

The purpose of the study was to better understand the difficulties of Iowa's unemployed during the most recent economic downturn (2008-spring 2010). It primarily focuses on the financial and psychological hardships of the unemployed and how these hardships can expand to affect family members, friends, and society as a

whole. The research will be used by Iowa Workforce Development (IWD) to provide better service to Iowa's unemployed through benefits and programs.

The survey consisted of a mailing that was sent to 2,000 individuals who had exhausted their original unemployment insurance and had filed an initial claim in 2007, 2008, or 2009. Five-hundred and eighty-seven (587) surveys were completed and returned, giving us a response rate of nearly 30 percent.

The survey findings provide an overview of the unemployed in Iowa. High long-term unemployment was found, with 75.9 percent of respondents unemployed for over half a year. One-third of respondents were previously employed in the manufacturing industry and an additional 16.7 percent were employed in construction. Respondents indicated that 47.6 percent had worked at their last job for less than four years, while 28.3 percent had worked at their job for over 10 years. Layoffs were reported with less than two weeks of notice for 80.5 percent of respondents.

The findings show the financial and psychological stress felt by the unemployed. As a result of losing a job, 89.3 percent of respondents reduced overall spending, 72.7 percent put off plans for home improvements or a vacation, and 71.6 percent used money from savings or retirement to make ends meet. Over half (57.4%) of respondents felt pessimistic about finding a job in the near future, and 71.6 percent thought their family's finances would get worse or stay the same over the next year. Stress was reported by 76.8 percent of respondents, and feeling depressed was reported by 66.3 percent. The psychological impacts of unemployment differed among demographic groups - such as gender, race, education, and income.

Government services and benefits were viewed in a positive light. Unemployment insurance checks/benefits/money, increasing length of unemployment benefits, and increasing amount of unemployment benefits ranked as the most important IWD service to survey respondents. Over 65 percent (65.3) of respondents filed for unemployment insurance at a workforce center. Of those, 93.6 percent reported that services received at the center were provided in an efficient manner. Almost all (95.7%) felt workforce staff members were responsive to their needs, and 94.2 percent would recommend workforce offices to others in need of employment assistance. However, many services of IWD received varying degrees of reception. Over one-third (38.1%) of respondents were not aware that résumé assistance was offered; however, One-stop centers were found useful by 74.0 percent of respondents, Rapid Response was useful to 51.9 percent, and 44.2 percent reported that the résumé assistance was helpful. Overall, the survey shows a workforce battered by the recent economic recession. Respondents were financially and psychologically strained. In this time of financial stress and economic uncertainty, the unemployed rely on unemployment insurance and the services of IWD.

## **RESULTS & ANALYSIS**

### *National Economic Climate*

- Being unemployed has had a major impact on themselves and their families, as reported by 74.3 percent of those who responded.
- Over 42 percent (42.6%) of respondents indicated that over the next year they think their family's finances will get worse, while 28.4 percent believe their family's finances will get better, and 29.0 percent believe their family's finances will stay the same.

### *Unemployment History*

- Currently, 75.3 percent of respondents report they are unemployed and looking for work; 14.7 percent are currently employed, and 10.0 percent are currently employed but still looking for work. A majority (54.7%) of respondents reported this was their first time unemployed and they have been looking for work or between jobs for at least three months in the last five years. A large percent (85.4%) of respondents reported their previous employment was full-time and 80.7 percent reported being paid by the hour.
- Most respondents (84.4%) reported that leaving their previous job was a result of a decision made by their former employer, most commonly (33.8%) attributing this to companywide layoffs, downsizing, or consolidations. Over half (54.6%) believed that they have no chance of returning to their previous job.
- Two-thirds (63.0) percent of respondents reported they felt they had been treated fairly when they lost their previous job. However, 66.7 percent reported they did not receive a severance package or other compensation. Over 80.5 percent of respondents reported they had received two weeks or less advance notice of their layoff and 77.2 percent of respondents reported that their employer did not offer to retrain them.

### *Government Assistance Needed and Received*

- Unemployment benefits were received in the last 12 months by 90.2 percent of respondents.
- Of those who reported they did not receive unemployment benefits, the most common reason was a write-in response that the individual had found work. Respondents also reported not being eligible for unemployment insurance (22.8%) and running out of benefits (22.8%).
- Most respondents (56.4%) were very concerned that their unemployment benefits would run out before they could find a new job.

- Due to being unemployed, 42.5 percent of respondents reported they did not currently have health care benefits.

#### ***Job Search Questions for Those Currently Looking for Work***

- Approximately the same number of respondents expressed being somewhat pessimistic and somewhat optimistic – 34.3 percent and 33.0 percent, respectively. However, a large percentage of respondents (23.1%) also reported being very pessimistic versus only nine percent being very optimistic. This made the overall tone of the respondents more pessimistic than optimistic.
- Most respondents (59.0%) were not sure how long it will take them to start a new job. Over half (54.6%) of respondents reported zero, one, or two job interviews. Those respondents currently having a part-time job while looking for a new full-time job were 17.4 percent. Only 3.9 percent reported they had refused a job offer since being unemployed.
- Since being unemployed, most individuals (67.2%) have looked for a job using internet job boards or employer websites. Over half have gone to a Workforce Center for help (59.6%) and networked with colleagues and friends (56.1%). Few people (9.1%) went to another government agency or taken a job-seeking class (13.7%).
- Most activities were found to be helpful by those individuals choosing to do them. Only “attending a job fair” was found to be more not helpful than helpful. Finding part-time work was reported helpful most often (78.6%).
- Individuals or family member paid for education or training 52.1 percent of the time. Government agencies paid for training 30.7 percent of the time. No individual reported having a religious organization pay for education and training.
- Nearly one-fourth (24.6%) reported they were not able or willing to move to another city or town for a new job. Most respondents were willing to commute to a new job for up to 29 minutes; only 13.1 percent were willing to commute 60 minutes or longer.
- Of those who are able and willing to move (113 responses) to another city or town for a new job, 75.2 percent are willing to move out of the state of Iowa.

#### ***Psychological & Economic Impact of Being Unemployed***

- Over three-quarters (76.8%) of respondents have felt stressed since being without a job. Nearly two-thirds (66.3%) have felt depression; followed by eagerness for a new start (64.9%); and anxiousness (62.5%). Least often respondents felt betrayed (40.7%), cheated (41.9%), and hopeless (43.3%).

- Almost all respondents (89.3%) have reduced overall spending. Many also put off plans for home improvements or a vacation (72.7%), and used money from savings set aside for other things or retirement to make ends meet (71.6%). Few respondents declared personal bankruptcy (4.4%), moved in with family members (10.9%), or were forced to move to a different house or apartment (12.4%).

#### *Financial Shape of Household*

- Nearly three-fourths (74.8%) reported that their unemployment has caused stress in their relationships with family or friends; 28.2 percent reported a good deal of stress.
- Respondents also reported that stress caused them to change sleeping patterns (70.0%) or experience loss of sleep. Uneasiness or restlessness affected 66.8 percent of respondents. Violence caused by stress was reported in 3.1 percent of cases and 9.2 percent reported stress causing substance dependency.

#### *Industry & Occupation of Previous Employment*

- Manufacturing was the most frequent (33.3%) industry in which respondents were previously employed; the least common was wholesale trade (0.7%).
- The most common previous occupational category in which respondents were last employed was production (27.5%); the least common was farming, fishing, and forestry occupations (1.6%).

(Publication of: Iowa Workforce Development Labor Market & Workforce Information Division, Additional results and recommendations may be found at IowaWorkforce.Org)

### **I. Iowa Workforce Development Board Activities**

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

- The State Workforce Development Board was the recipient of a \$5.9 million State Energy Sector Partnership (SESP) grant from the U.S. Department of Labor to expand employment and training opportunities in “green” occupations. Seven State Workforce Development Board members also serve on the state-level SESP Board, which will be overseeing the project and making funding awards.
- The State Workforce Development Board has applied for a \$150,000 Health Care Planning Grant. If the grant is received, State Workforce Development Board members will serve on the Health Care Planning Grant Oversight Board.

- The State Board conducted a business meeting at the Mercy College of Health Sciences, Des Moines. The Board toured the teaching facility and discussed the various emerging occupations in the health field and how to train workers to fill current and future employer needs.
- The State Board has reviewed and approved the annual Iowa Workforce Development Budget that is submitted to the State Legislature.
- The Board continued to act as the Region 11 local Board. This included reviewing and meeting on subjects that come before a Regional Workforce Investment Board, including reviewing and approving the local budget, the Customer Service Plan, Individual Training Accounts and approved Service Providers.
- The Board conducted an on-site visit and meeting at the Denison Job Corps Center. Members toured the facility and discussed how to better coordinate the Job Corps Center with the Iowa One-Stop Centers statewide.
- The Board reviewed and approved the 2009 Labor Market Information Core Products and Services Grant before submittal to the U. S. Department of Labor by Iowa Workforce Development.
- The Board reviewed and approved Iowa Workforce Development’s legislative agenda.
- Members participated in the High Performance Board Forum that was held for local and State Workforce Development Board members. A presentation on “What Does it takes to be a High Performance Board” was given by the Massachusetts North Shore Workforce Investment Board.
- Members participated in the Iowa Workforce Development’s Integration Forum to discuss the status of integrating Iowa’s One-Stop Centers to improve services to clients.

## II. Supporting Economic Development

Employers' Councils of Iowa (ECIs) are located throughout the state and are composed of groups of employers who work in partnership with IWD staff to meet the workforce needs of employers. ECIs have been active in Iowa since the early 1980's, by providing an employer's perspective in advising IWD and other policy makers on the full range of workforce issues and other topics of concern to businesses. Membership in ECI is free and open to all Iowa employers.

Currently 19 local councils support the mission of ECI by conducting regular meetings, lunch and learn events, seminars/workshops, conferences, job fairs, legislative sessions and other programs that assist employers. Some of the ECIs have broadened their mission to include awarding scholarships, computer purchases, joining professional organization, such as the local Chamber of Commerce, donating funds to local charities, and purchasing items needed by job seekers.

The State ECI meets quarterly and is composed of representative from the local ECI chapters. The State ECI has financially supported the Risky Business Conference for Youth in 2009 and 2010, and four Youth Safety Training workshops conducted by staff from the School of Public Health, University of California, Berkeley, in 2010.

Many Employers' Council of Iowa workshops/seminars are now offering HRCI credit for Human Resource professionals to assist in their credentialing. Seventy-seven local ECI programs received HRCI accreditation from July 1, 2009 – June 30, 2010.

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

- ✓ Employment Law
- ✓ Diversity in the Workplace
- ✓ ADA and FMLA Compliance
- ✓ Workers' Compensation
- ✓ Employer Support for the Guard and Reserve (ESGR)
- ✓ Social Media & Employment Law
- ✓ Employee Documentation & Discharge
- ✓ I-9 Verification for Employers
- ✓ Child Labor Laws
- ✓ Iowa's New UI On-Line Filing System
- ✓ Misclassification Issues
- ✓ Civil Rights and Workplace Harassment
- ✓ Learning About the Unemployment System
- ✓ Legislative Networking Meetings
- ✓ Discipline on the Job
- ✓ OSHA Ten Hour Safety Training Certification Courses
- ✓ OSHA Recordkeeping for Businesses
- ✓ Designing Job Descriptions and Employee Handbooks
- ✓ Lay-Off Aversion Project

- ✓ Iowa Drug & Alcohol Testing Laws
- ✓ Hiring & Retaining Persons with Disabilities

### **III. Workforce Initiatives**

#### **Integration of Iowa's One-Stops**

Iowa's move to integrated One-Stops has made much progress in the last year. Eight One-stops were integrated as of June 30, 2011. These are in the following cities: Des Moines; Creston; Dubuque; Fort Dodge; Council Bluffs; Newton; Mason City and Waterloo. The goal is an integrated One-Stop in each of the remaining ten regions by 2012. The integration team will begin to transition more partners into the training, i.e. New Iowans, veterans, older workers, national emergency grants and Trade certified workers.

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

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

1. To develop an "early warning system" for tracking declining industries and businesses in Iowa that is replicable in other workforce agencies and is sustainable beyond the grant funding of 2011.
2. To enhance the value of Iowa's workers in their current jobs while positioning them to acquire the skills upgrading necessary for global competitiveness of Iowa's businesses and industries.
3. To develop a regional system of community partners including state and local government, economic development and businesses, community health and social service organizations and faith-based communities to strategically deploy regional assets to support industry transformation and workers to ensure successful transitions into new occupations and industries.

During this program year, the Iowa Early Warning System and Layoff Aversion Project has focused on designing and implementing Incumbent Worker Training services and completing the deliverables outlined in the original project application toward creating a sustainable Early Warning System. A System Design Group was created at the beginning of this program year that included the Project Director, the WIA/TAA Administrator, Iowa's Rapid Response Services Coordinator, the Bureau Chief for the Regional Research and Analysis Bureau of the Labor Market Information Division, and the contractors for each of the identified deliverables. The System Design Group held monthly conference calls, regularly held email communications and participated in three face-to-face group meetings during the

program year. The following is an overview of each of the deliverables completed during this program year:

Incumbent Worker Training Services: The Project Director and the WIA/TAA Administrator designed and implemented Iowa's Incumbent Worker Training Services this program year. During the first three quarters of the year the Project Director and members of the System Design Group spent time marketing the Incumbent Worker Training Application and fact sheet throughout the state of Iowa. Five contracts have been awarded for a total \$342,584 during the last quarter of this program year. Monthly reports regarding the training activities will continue throughout the first three quarters of the third program year and all training projects are scheduled to be completed by March 31, 2011. This will allow an opportunity for analysis and review for best practices regarding Incumbent Worker Training opportunities as a part of an Early Warning System and Layoff Aversion strategy.

Statewide Comprehensive Asset Map: The project contracted with Angelou Economics for the development of the statewide comprehensive asset map utilizing US DOL ETA's model, *Illuminate*. The final draft of the asset map includes three chapters. The first chapter, **the Asset Map**, is dedicated to the task involving the collection and analysis of various, economic, demographic, and labor market trend data as a means for evaluating the underlying economies within difference regions across the state. The chapter also includes the identification of specific resources or "assets" across the state that can be leveraged for economic growth. It is important to note that this comprehensive statewide asset map is a "snapshot in time" and is not intended to be an exhaustive compilation of assets but instead the assets identified serve as a foundation for an ongoing collaboration effort to identify, update, and enhance the assets available locally and across the state.

Chapter Two, **Target Industry and Workforce Analysis**, includes an identification of statewide and regional industry cluster strength, an examination of the nine target industries recognized by the Iowa Department of Economic Development and regional economic development marketing groups, and provides an analysis of statewide assets which support these target industries as well as the occupational strengths and opportunities associated with them. Again, it is important to note that this analysis does not recommend target industries, but rather examines the industry cluster strength and occupational opportunities of each of nine target industries identified by AngelouEconomics as most appropriate and most relevant to the goals of Iowa's project.

The final chapter of the asset map highlights strategic issue areas identified through stakeholder discussions and quantitative analysis. Included in this report are 24 "**Issue Areas**" that have strategic implications for the state of Iowa as it seeks to develop the Early Warning System and Layoff Aversion strategies. Specifically, the chapter focuses on quantitative and qualitative issues that influence the ability of workforce and economic developers to identify companies in distress, avert layoffs, and quickly transition dislocated workers back into the workforce. Again, the analysis lacks sub-regional detail and is not designed to be all-inclusive, but represent the most important areas, which were identified during the course of the project.

Peer-to-Peer Business Network: This deliverable was contracted with the Iowa Association of Business and Industry/Iowa Innovation Gateway and the University of Iowa's Strategic Marketing Services and Regional Business Center. This collaborative project will develop Iowa's Peer-to-Peer Business Network including the ongoing development of Iowa's already successful entrepreneur's MyEntre.Net project. As part of the State of Iowa's Early Warning System and Layoff Aversion Project and in an effort to begin development of five regional business networks throughout the State, the Iowa Association of Business and Industry, contracted with Maher & Maher to produce social network maps in each of five regions in the State this program year. The social network mapping process began with a survey that asked each of the participants the following four questions: 1) Who do you look to for leadership in innovation that is targeted to rapid reemployment and/or regional economic growth? 2) Who have you worked with on a collaborative project to enhance rapid reemployment and/or regional economic growth? 3) From whom do you get new ideas that promote innovation, which will result in rapid reemployment and/or regional economic growth? 4) Who would you like to collaborate with on a project related to enhancing rapid reemployment and/or regional economic growth. Approximately 23 percent of the 1,660 individuals asked to participate in the survey completed the survey. Each of the five reports analyzes the social network in the respective region around the issues of rapid reemployment and regional economic growth and provides maps and metrics for four types of networks: Leadership, Awareness, Influence, and Opportunity. A key map is also included that combines all four networks/question responses into one map that is call the "total collaboration network."

Community Layoff and Crisis Response Manual: During this program year, the final draft of the Manual has been completed in collaboration with the University of Northern Iowa's Institute for Decision Making (IDM). The Manual now contains a series of checklists that community leaders can utilize in the event of the first notice of a layoff in their community. Similar to the coordination of Iowa's Rapid Response Services and the newly legislated Iowa Layoff Notification Act, the Manual could be utilized to impact individual workers at the onset of a layoff. The Manual is designed to assist the community in ensuring that early intervention plans are implemented to lessen the impact on the community's economic system.

The Manual was featured by IWD at the Professional Developers of Iowa's Resource Fair and in a presentation at the 25<sup>th</sup> Annual SMART Economic Development Conference in May 2010. The project was also showcased at the Iowa Association of Business and Industry Conference in June. At each of these events, those interested in the Manual were able to visit with IWD staff and could take a copy of the Manual's Executive Summary or a complete copy of the Manual with them. To follow-up, IWD staff e-mailed those who received a copy of the Executive Summary or the Manual encouraging them to review it, and informing them that IDM would be e-mailing a survey to obtain their feedback.

Early Warning System Dashboard: The Dashboard for the Early Warning System was completed this program year. The database for the Dashboard includes:

- Total employment by county for the 99 counties in the state, 2003-2008.
- Unemployment rates by county for the 99 counties in the state, 2003-2008.

- Size of labor force by county for the 99 counties in the state, 2003-2008.
- Average wages by county for the 99 counties in the state, 2003-2008.
- Employment by NAICS (two and three-digit) by county for the 99 counties in the state, 2003-2008.
- Number of business establishments by NAICS (two and three-digit) by county for the 99 counties in the state, 2003-2008.
- Dislocated worker survey output.

During the next program year, the final design of the Dashboard will be completed and the database information will be available in report form will be created and shared with partners to being working on the consensus of the skills gaps between the skills of the industry or industries in decline and growth sectors and the skills needed in the 21<sup>st</sup> century industry competencies.

The Project Director position for Iowa's Early Warning System and Layoff Aversion Project is now classified as a Workforce Program Coordinator. This position now provides for an opportunity to coordinate between the Project and the various responsibilities of the other members of the WIA team in the implementation and management of the state applications for National Emergency Grants and Iowa's Rapid Response Services and the new Iowa Layoff Notification Act.

### **IHaveaPlanIOWA**

Finding employment can be challenging, finding a fulfilling career can seem impossible. The IowaWORKS offices are making the impossible happen by helping job seekers find dream jobs using the appropriate career development tools.

One of the tools, IHaveaPlanIowa, is the statewide community web portal providing free career planning information to all Iowans. IHaveaPlanIowa, funded by the Iowa College Student Aid Commission (Iowa College Aid), became the state-designated career information system used in Iowa schools in 2009. Resources available in IHaveaPlanIowa connect job seekers to employment data, educational opportunities, and assessments that align interests and values with careers. Upon pinpointing a desired career, job seekers can search employment opportunities, create résumés and practice for job interviews within IHaveaPlanIowa.

In FY2010, a total of 1,002 job seekers possessed a free IHaveaPlanIowa account through an IowaWORKS center. Since the portal was launched in fall 2009, WIA staff learned about the system and features available by attending trainings offered at local community colleges. As training becomes more readily available, it is anticipated usage of the system will increase.

IowaWORKS partnered with Iowa College Aid to provide annual IHaveaPlanIowa training beginning in FY2011 to all field office staff. By building the confidence and knowledge of staff, the centers will become a more powerful resource for all job seekers in Iowa

### **Iowa's NCRC – Skills Initiative**

The National Career Readiness Certificate (NCRC) is a national, portable, foundational work skills certification designed and maintained by American College Testing (ACT). Iowa adopted this credentialing system in 2008 creating an opportunity for individuals to obtain an applied skills certificate through several Community Colleges and Iowa Workforce Development Centers. The certificate was created to assist employers in recruiting new employees, discover training needs, and/or promote incumbent workers based on a series of three WorkKeys® assessments that make up the NCRC - Reading for Information, Locating Information and Applied Mathematics. These three foundational skills are critical in over 90 percent of all occupations. Iowa's NCRC can help an employer hire the best suited individuals, discover what critical training needs may be needed, and can be used as a means of promoting incumbent workers. This credential is noted as an essential component in transitioning workers from declining to emerging occupations. ACT has profiled over 16,000 different occupations and determined the level of the three foundational skills for each occupation that share the same identification number as outlined in the O\*Net (Occupational Information Network) database. The levels associated with the completed certificates and occupations are Level 3-Bronze, Level 4-Silver, Level 5-Gold, and Level 6-Platinum.

The underpinning of this initiative is to provide fundamental assessment and training needed to attain skills that are in demand for individuals entering the workforce, advancing in the workforce or changing career pathways. Enabling individuals to achieve a level of proficiency needed for sustainability implies the need for fundamental work-readiness skills, particularly in such areas as reading, locating and using information. Therefore, an integral part of the assessment processes is designed to assure that participants achieve a level of work-related and/or educational literacy to re-enter or enter the labor market. The efficacy of these processes in Iowa is documented by the National Career Readiness Certificate (NCRC), a credential that signifies the presence of essential employability skills. The NCRC skill areas have been shown by research to be a predictor of performance for both trainability and work readiness. Qualifying for the credential provides a level of assurance that individuals we serve will derive meaningful, sustainable benefits from verified, documented and/or newly developed competencies.

In Iowa, the NCRC skills initiative is led by Iowa Workforce Development but is implemented in partnership with ACT, Iowa Community Colleges, Iowa's Adult Basic Education/GED program, and the Department of Corrections. The facilitation of the NCRC process (assessment, scoring, certificate award, data collection and data analysis) is conducted primarily through Iowa Workforce Development and Community College testing centers.

The utility of the NCRC will help provide a baseline identification of skills relative to successful achievement and retention of core employability skills necessary for long term labor market sustainability. Should remediation be required in the areas of Reading for Information, Locating Information and/or Applied Mathematics, participants are offered an educational intervention using Worldwide Interactive Network (WIN) curriculum. The WIN curriculum is designed specifically around the applied skills identified previously. Without these foundational skills individuals in the workforce risk their ability to grow and sustain foundational employability skills.

To date, Iowa has awarded nearly 6,000 credentials and added nearly 300 employers to our business consortium – a vital contributor to the success of this skills initiative.

### **Re-Employment Services/Re-employment Eligibility Assessment**

Historically, the RES program has been inconsistently funded and has moved several times from being federally mandated to no mandate. Over the past several years Iowa Workforce Development has developed a vested interest in expanding employment services specifically geared toward underemployed and unemployed individuals. While these efforts have been favorably reflected in our documented unemployment insurance benefit duration - when the economic status began to change we anticipated the need to broaden our re-employment services scope to ensure our early intervention strategies extended beyond those traditionally identified as likely to exhaust benefits.

With the economic landscape as it is today we recognize the changes that have become increasingly apparent in those being dislocated. Specifically, the clear skill gap that exists between dislocated workers and current labor market demands.

With this in mind, over the past 2 years we have conducted research on best practices and launched several strategies to strengthen the position of our local workforce centers in an effort to provide immediate, comprehensive and customized services based on individualized needs – also known as our Integrated Service Delivery System.

Our integrated service approach allows local workforce staff to provide immediate intervention when an unemployment insurance claim is filed – regardless of eligibility. Our philosophy is to view customers as job seekers, not unemployment insurance claimants. This philosophy is the underpinning of our integrated intervention strategy and has enhanced the opportunity for job seekers to reconnect with employment opportunities more rapidly. In part, this system-wide approach was established to move people to employment prior to, or quickly after, benefits are first paid. This is the essence of both the Re-Employment Services and Re-Employment Eligibility and Assessment programs.

This early intervention approach helps us engage individuals more rapidly in order to streamline services while reducing the level of non-compliance and cases requiring adjudication. Our enhanced RES and REA programs were designed to augment the integrated service delivery approach and increase data system efficiencies that might have

otherwise delayed the process of connecting claimants to services. These enhancements promote quicker more meaningful employment – continuing to reduce the duration of unemployment benefits while creating system efficiencies. All of which reveal cost savings to the unemployment program, the state and employers.

Iowans will benefit in the following ways:

- Increased accessibility of services in rural Iowa
- increase the awareness and utility of our workforce centers
- promotion of community and employment connections
- provide a wider scope and more customized set of services to job seekers
- positively influence the solvency of our unemployment insurance trust fund
- minimize the impact on employer taxes
- better prepare job seekers for a competitive market, both by assessing their existing skills and providing training and education to meet the need of high demand occupations.

#### RES Program

Worker Profiling and Reemployment Services (WPRS) or the RES program was established in 1995 by DOL..

- Mandates that we profile claimants who are receiving Unemployment Insurance and are not attached to an employer.
- Designed as an early intervention program.
- Profiled based on a set of 7 criteria that is retrieved from their Unemployment Insurance Application.
- According to that data, those who are deemed the most likely to exhaust their benefits are placed into the WPRS pool.

When the ARRA stimulus money became available in 2009 we took the opportunity to conduct a RES Kaizen. From that process:

- We created a renewed Profiled RES program utilizing the existing profiling system.
- The program now has a statewide coordinator as well as RES Advisors in each of the 15 regions.
- Intensive training provided to the RES Advisors on new workshop curriculum.
- Regional goals established based on total claims filed.
- Participant accountability by disqualifying benefits, if they do not attend the workshop.

#### Goals and Objectives of Program:

- Participants that are selected for Re-Employment Services will reduce the number of weeks they receive UI benefits.
- Serve More Iowans
- Greater Accessibility to Services (urban & rural delivery)
- Drive More People into Our Centers
- Employment Connections

- Savings to Iowa's UI Trust Fund
- Employer Savings

The workshops curriculum includes:

- Welcome/Introduction to Iowa Works
- Completion of the ONET Assessment
- Career Planning
- Education/Training Resources
- Filling out Applications
- Research/Labor Market Information
- Resource/Cover Letters/References
- Interview preparation

The program officially began in January 2010. Since that time we have:

- Referred 17,013 and served 13,734 profiled job seekers. The difference in the numbers could be due to disqualification for not attending the workshop, no longer drawing benefits, have become employed.
- Denied benefits to 1, 265 profiled job seekers for not attending workshops.
- Due to goals and objectives listed above, we have provided a variety of reemployment services to over 40,000 job seekers.

Reemployment Eligibility Assessment (REA).

Annual Federal grant funded initiative. Goal for Iowa = 10,000 REA's.

Objectives:

- Early intervention in determining Unemployment Insurance eligibility to minimize overpayments.
- Provide relief to the General Trust Fund.
- Reduce fraud.
- Promote participant accountability by disqualifying UI benefits for non compliance with program expectations.

Staffing:

- Four regions involved with the initiative. Davenport, Cedar Rapids, Des Moines/Ames, Creston.
- Two REA Advisors in Davenport and Cedar Rapids, 3 in Des Moines/Ames and 1 in Creston.
- One statewide Coordinator.

Participants:

- Pulled from the Worker Profiling and Reemployment Services (WPRS) pool.

- Profiled based on a set of 7 criteria that is retrieved from their Unemployment Insurance Application.
- According to that data, those who are deemed the most likely to exhaust their benefits are placed into the WPRS pool.

Process:

Advisors set up one on one appointments with job seekers. During the session they discuss:

- Benefits of participating in the REA Initiative.
- How non participation can affect their UI benefits.
- Assess their UI eligibility. Once they are deemed eligible to be on UI and are complying with the requirements they are then either referred to Membership within the Integrated offices or referred to the RES Orientation workshop in the non integrated offices.
- Check the record keeping of their work searches and work search plan.
- LMI tools.
- Assistance with getting correctly registered.
- The participant can be recalled after 6 weeks if they continue to be unemployed.

Initiative began in mid March 2010. We have scheduled 5,144 REA's and have completed 3,708.

The difference between the two numbers would represent those:

- Whose UI benefits were disqualified due to non compliance with program expectations.
- Who are no longer drawing benefits.
- Who have become employed.

#### **IV. Cost Effectiveness of the WIA Programs**

The State of Iowa has had a exciting year. Iowa followed the national trend and has experienced rather high levels of unemployment. We are dealing with many more numbers as well as harder to serve individuals, which is a clear indicator that the State of Iowa is promoting continuous improvement in volume as opposed to straight percentage performance measures. The States integration efforts have greatly increased the number of individuals served in the Adult and Dislocated Worker programs. The State is looking at implementing new ways of determining the cost effectiveness of these programs given the new integrated model that is been being used in several of the Regions during PY 2009. The State is excited about the new service strategy and will be evaluating the effectiveness of this strategy throughout PY 2010.

The following is a brief description of the States return on investment posted in the PY 2009 annual report. The State evaluates the cost effectiveness of its WIA programs by comparing

the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIA services were completed (Average 12 Month Earnings Change). This comparison is made for each of the three funding streams of Adult, Youth, and Dislocated Worker.

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

Program	Expenditures	Number	Avg. Cost/ Participant	Avg. 12 mos.	C-E Ratio
		Participants Served		Earnings Change	
Adult	\$ 2,141,341	24,521	\$ 87	\$ 6,750	1:77.59
Youth	\$ 3,319,712	1,502	\$ 2,210	\$ 4,972	1:2.25
Dislocated Worker	\$ 3,204,116	11,727	\$ 273	\$ 3,943	1:14.44

\*\* 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 \$77.59 in participant earnings 12 months after the completion of services. For Youth, wage record data indicate that for each \$1.00 of WIA Youth resources resulted in an increase of \$2.25 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 \$14.44 in participant earnings 12 months after the completion of services. For the dislocated worker population,

maintaining wage levels is an acceptable outcome since these participants are working prior to enrollment and a primary program goal is re-employment at comparable wages. This method provides a point-in-time comparison and does not involve cumulative increased earnings, potential reductions in public assistance payments and/or benefits, or increased federal and state tax revenues from personal income and sales tax. Therefore, the overall cost effectiveness of the programs can be assumed to be considerably higher than this point-in-time, conservative measurement.

#### **Impact on Customer Satisfaction**

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

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

The State has also seen that many of the most positive responses to the customer satisfaction survey have come from those individuals that receive staff assisted core services which as a part of the new service delivery strategy allows many more WIA enrollments to increase their ability to identify their skills and get the best job available with those skills. The ability of an individual to define their skills is vital in this employment environment. The State anticipates that this new service strategy will not only increase service levels but will lead to an increase in the positive response rate from our participants.

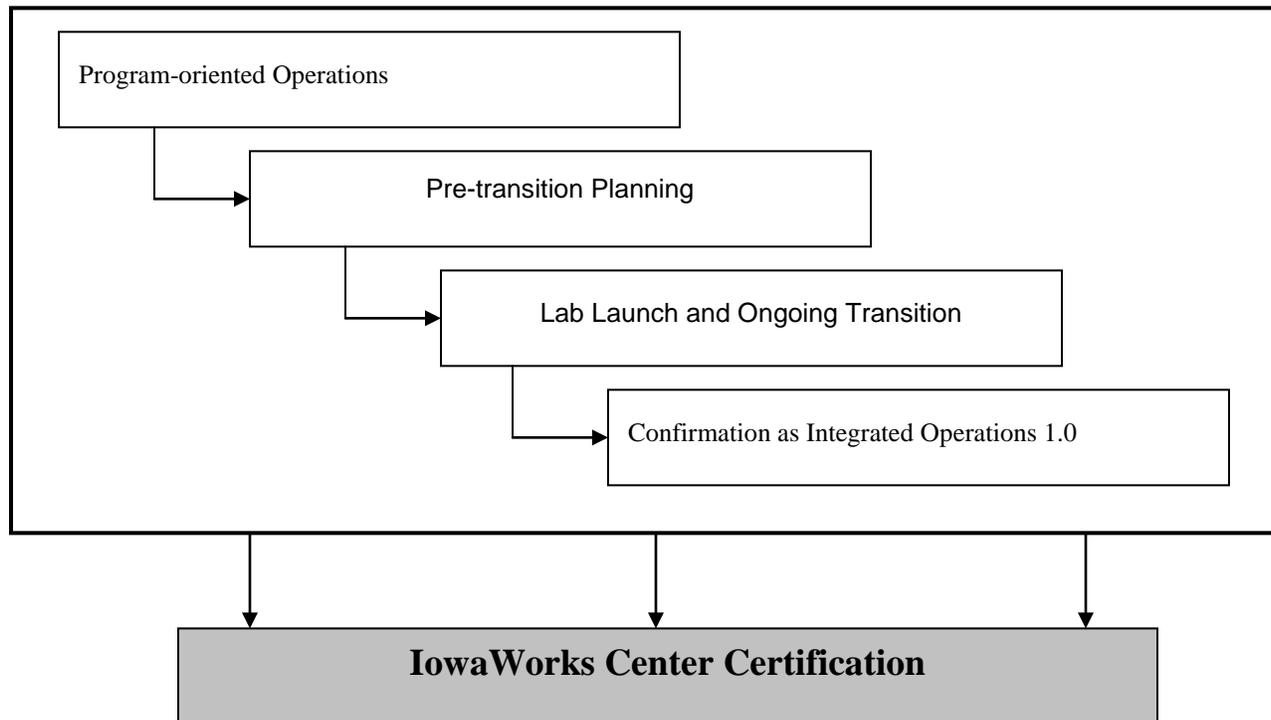
#### **V. State Evaluation Activities**

Iowa has initiated a conversion of workforce development operations into an integrated model that features 1) an integrated customer pool shared by multiple programs; 2) integrated customer flow and services; and 3) integrated staffing. Currently, five centers have launched the new model and are operating as “learning labs” to test and adapt the model; optimize the transition process; operate new functional teams; and implement new customer flow, processes and service delivery standards.

Eventually, based on state and federal laws, these centers will undergo a “certification” process that will be developed to meet new requirements and reflect the service integration model. As an interim step, there are two evaluation activities planned: 1) analysis and ongoing incorporation of lessons learned in these labs, and 2) review and confirmation that each of the centers are operating according to the integration policies, standards and process protocols established.

This second evaluation – the integration operations review – is based on the “foundation” components of service integration, and as such is focused on *operational criteria* as outlined below; whereas “certification” will be much more comprehensive, extending

beyond operations to include strategic planning, community partnering, overall performance and impact on workforce preparation and development, and more. While continuous improvement is established as an ongoing activity, this integration transition continuum can be seen as:



## Guidelines

1. Evaluation process and criteria will be developed and implemented in partnership between the state leadership team and learning lab leaders and staff.
2. At this stage, evaluation of the operational transition is essentially owned by the local leadership teams with some activities conducted in partnership between state and local staff – however, outcomes of the 1.0 evaluation are confirmed by the State Leadership Team.
3. Outcome of evaluation activities may include required actions, however a Center’s initial/ongoing self-review -- and ongoing technical assistance by the state leaders and resource team -- should prevent any major issues.
4. The methods will be informal but structured interviews, observation, documentation and data review. This is not an “audit.” Itemized criteria are not weighted and the evaluation does not produce a “score.” After working with the Local Leadership Team to complete evaluation activities, and outstanding items are addressed, the confirmation of 1.0 Integration status will be recommended.
5. Implementation of the *activities* required to confirm that a Center meets the 1.0 evaluation criteria is yet to be determined (based on feedback from the state and local

leadership teams). Under the direction of the state leadership team, staff currently operating as “program coordinators” will take the lead, with local leaders having a significant role. Over time, the evaluation activities related to integration will be incorporated into the ongoing quality assurance and monitoring functions performed by these staff.

6. Evaluation is expected to occur approximately 6 – 8 months after lab launch, but actual scheduling of evaluation activities will be recommended by local leadership teams and agreed upon by the state leadership team.
7. The majority of the requirements will be based on established state policies, procedures and protocols; however review of required local policies and procedures specific to integration will be included.
8. In addition to published policies, source documentation for the evaluation is primarily based on the Technical Bulletins.

**Outline of 1.0 Evaluation Criteria**

There are seven categories of evaluation criteria recommended as follows, with examples provided below:

1. Human resource operations
2. Customer flow and processes
3. Integrated services
4. Program integration
5. Member data and (customer) feedback
6. Facilities
7. Materials and documentation

Category	Description/Sample Evaluation Criteria
1. Human resource operations	<ul style="list-style-type: none"> <li>▪ Leaders function as a team, document team activities and have established team operations.</li> <li>▪ Each leader effectively demonstrates unique requirements of assigned function (Regional Area Director, Operations Director/s).</li> <li>▪ Salary cost-sharing agreements are executed (if relevant.)</li> <li>▪ Staff understand and can explain leaders’ functions; and understand difference between functional supervisor and HR supervisor.</li> <li>▪ Staff is organized into functional teams; operate as a team; and all team members share all team functions. For those team members that have a unique function not shared by other members, rationale exists to explain this.</li> <li>▪ Staff on each team can describe their own team function and the functions of other teams.</li> <li>▪ Staff training on team function is ongoing and hiring reflects integration principles. New staff receives adequate training before delivering any team functions.</li> <li>▪ Process exists for permanent or temporary staff transfers between</li> </ul>

	teams, and includes adequate training. This includes standards for staff “covering” for other team members.
2. Customer flow and processes	<p>Including all new membership, skills development and recruitment and placement processes</p> <ul style="list-style-type: none"> <li>• Appropriate usage of scripts; staging of various customer/member events</li> <li>• Appropriate handoff; customer/member movement within team functions and between teams</li> <li>• Processing the required IWorks data</li> </ul> <p>Overcapacity options:</p> <ul style="list-style-type: none"> <li>• Recognition of traffic flow patterns and utilizing group processes when needed, e.g. a spare room for videos and books on hard and soft skills.</li> <li>• Are members given options on time estimates for services</li> </ul>
3. Integrated services	<p>Including knowledge, usage and effective delivery of all services on cohort menus</p> <ul style="list-style-type: none"> <li>• Staff knowledge of full service lists</li> <li>• Availability and mix of facilitated and group services</li> <li>• Partner referral processes for other services available</li> <li>• Expanded access to training (beyond WIA program).</li> </ul>
4. Program integration	<p>Including integration of relevant functions for all programs (WIA, ES, UI) across all team members (as per policy)</p> <ul style="list-style-type: none"> <li>• Process in place for cross training of all program information among team members, including timelines and goals</li> <li>• Site-specific integration of other programs (i.e., New Iowans, Older Worker Programs)</li> </ul>
5. Member data and (customer) feedback	<p>Including analysis of new member data;</p> <ul style="list-style-type: none"> <li>• Overall distribution of members by cohort</li> <li>• Comparison of feedback form returns to number of new members</li> <li>• Sampling of IWorks initial services plans and required service (case) notes</li> <li>• Evaluation of customer/member satisfaction based on customer feedback content</li> <li>• Percent of members appearing on 45-day member management report.</li> </ul>
6. Facilities	<ul style="list-style-type: none"> <li>• Including internal and external signage reflects integration</li> <li>• Floor plan facilitates flow</li> <li>• Access to group service delivery space</li> </ul>

	<ul style="list-style-type: none"> <li>• Access to public computers</li> <li>• Equipment distribution across functions</li> <li>• Telephone answering processes</li> <li>• Ongoing problem solving for “bottlenecks”</li> <li>• Visual image created by how staff maintain work units/cubicles</li> <li>• Overall cleanliness and orderliness of Center.</li> </ul>
7. Materials and integration documentation	<p>Including on-hand supply of required integration materials (i.e., membership kits, partner referrals, tip sheets, ID cards and appointment cards)</p> <ul style="list-style-type: none"> <li>• Letterhead, business cards and other templates in use</li> <li>• Required local policies have been developed and documented, and staff understand and comply (i.e., collection and confidential storage of self-attestation forms)</li> <li>• Procedural instructions for locally-determined processes exist and are complied with</li> <li>• Maintenance of current documents – policies, technical bulletins and other memoranda</li> <li>• Review of any locally-customized integration materials</li> <li>• Communication of integration with other partners (older workers, PJ, VR, Proteus, etc.);</li> </ul>

Process and Next Steps for Development of 1.0 Evaluation Criteria and Process

1. State Leadership Team feedback and discussion of the draft 1.0 evaluation document.
2. Develop an itemized list of the foundation components that will be evaluated for each category. As an example, some “items” for the first category (Human Resources) are included as bullets in the list above. (Each of the other categories have a general description of what the category includes in italic type in the table above.)
3. Draft document including the itemized list for each of the categories will be sent to the Labs for feedback. A conference call for discussion will be scheduled.
4. Once the itemized criteria are complete, the methods of evaluation will be identified and may include observation, group and individual interviews of both staff and members, sampling of IWorks data, customer surveys and more.
5. Labs conduct “self-evaluations” and determine readiness. When satisfied, local leaders request completion of the evaluation activities.
6. Program Coordinators schedule, implement or facilitate completion of activities, and combine overall activities to arrive at outcome.
7. Center’s recommendation for confirmation as 1.0 site is made to State Leadership Team.
8. Ongoing continuous improvement activities prepare Center for certification.

## **VI. Program Results**

### **A. Adult Programs**

As the State of Iowa has moved toward the Integrated model of services with the integration of the One-Stops in Dubuque, Creston, Des Moines, Ft. Dodge, Waterloo, Mason City and Council Bluffs, there has been a definite change in the numbers served and outcomes. As of June 30, 2010, 28,269 adults have received a staff-assisted core service in the integrated centers only. This is compared to 1047 adults reported last year by the WIA program in PY 08.

The special projects for the ARRA adult funds produced the following results:

- Region 1 – exceeded the projected enrollment of 15 by actually enrolling 19 participants who were ethnic minorities or ex-offenders. Of the 19 enrollments, 16 attended pre-employment classes, 14 received staff-assisted job search and placement activities, 4 were enrolled in a work experience, two participated in on-the-job training activities, seven attended certified nurses' aide training, five attended GED classes and one went into the commercial truck driver training.
- Region 12 - A number of businesses have contacted the Western Iowa Tech Community College in regards to implementing apprenticeship programs. A tracking mechanism was implemented as the calls occurred.

Lists of potential trainers were identified and their credentials have been forwarded to the state for approval. These approvals are vital to the success of the targeted programs because of licensing requirements for the targeted industries. Once the trainers have approval from the state, they will participate in a train the trainer program offered through the college.

In working with the WIA in program development, low-income, displaced, and under-skilled workers were identified. These workers will have the opportunity to secure postsecondary education and training in key occupations in targeted industries that we have identified for apprenticeship training.

April 11, 2010 over 150 local businesses were contacted and an informational meeting was held on the Western Iowa Tech Community College campus. Greer Sisson, the Iowa State Director for the U.S. Department of Labor/Office of Apprenticeship, was the guest speaker for this event. Many questions were answered in regards to how Western Iowa Tech could fulfill the requirements for licensed apprenticeship for their companies.

In the development of the courses for the Apprenticeship programs, it was identified that all of the courses could be transferred and accepted for college credit through Western Iowa Tech Community College. These credits can then be used for an A.A.S degree in Technical Studies for the participants.

Three Standards of Apprenticeship agreements were sent to the Department of Labor Office of Apprenticeship for approval by Region 5 Director Dean Guido. Anticipated approvals for these are August 15, 2010. The three agreements are proposed for the Electrician, Plumbing, and Heating and Air Conditioning Installer – HVAC apprenticeships.

Grant objectives that have been attained as of 6/30/2010:

Contact was made with the Department of Labor Office of Apprenticeship regarding the registration of the targeted apprenticeships. A process of registering these apprenticeships was documented.

A list of approved apprenticeships within the state was received and is being evaluated by the program coordinator. Once this is evaluated, a list of potential businesses will be identified and a marketing plan will be developed.

Progress or Accomplishments to date:

A program coordinator has been identified and is currently working on this project to meet the goals and objectives that were identified in the grant. In order to meet this objective, a detailed timeline has been created.

Potential business sponsors for the three programs of study are being identified. Once these businesses have been identified, meetings will be conducted with each business to inform them of the apprenticeship opportunities.

The program coordinator is in the process of writing the apprenticeship standards for Electrician, Plumbing, and Heating and Air Conditioning Installer – HVAC. These standards must be sent to the Office of Apprenticeship for approval. The coordinator is working closely with the Iowa State Director in writing these standards in order to ensure the standards are written correctly.

Once these standards are submitted to the Office of Apprenticeship and approved, recruitment efforts for participants will begin. We will hold several meetings with potential business sponsors in order to market these programs. During these recruitment activities, we will be explaining how an apprenticeship program is handled and what is required of the apprentice. The term of the occupations will be 8000 hours with an on-

the-job learning attainment of 576 hours supplemented by the required hours of related instruction.

At these meetings, the sponsoring business will have the opportunity to sign a company participation agreement with the college. Once this agreement is signed, eligible participants will be enrolled in their respective program.

The sponsor will be responsible for registering the apprentice with the Department of Labor.

Potential business sponsors for the three programs of study continue to be identified.

Barriers or obstacles encountered:

One barrier or obstacle we encountered was recognizing how our current economy will effect business decisions regarding sponsoring apprenticeships.

Finding qualified instructors for these apprenticeship courses will be a small obstacle.

Another obstacle will be the sustainability of the apprenticeship programs. Businesses are reviewing their budgets and training is a line item that is often cut early in the process.

- Region 13 – The Success in Steps (SIS) classroom was re-established on July 1, 2009 under the ARRA grant. On July 20, 2009 SIS opened up to new students, following a two-week summer break for the Adult Learning Center. All new students were required to complete a two-week trial period in SIS, to determine commitment and ability, before being fully accepted into the program. Students followed Career Pathways model, and utilized the StrengthsQuest component to explore career options and prepare for employment and higher education opportunities. The four individuals who were in some way responsible for grant activities met on a monthly basis to assess the progress of the SIS program.

**Grant Objectives:**

- Enroll 40 students: 13 were enrolled
- 28 students will complete their GED: 9 GED completions
- 23 students will gain employment upon completing their GED: 2 are employed
  - All students will earn a CASAS certificate: A total of 21 certificates have been awarded. Each student has received at least 1 certificate.
- Students will participate in:

- Career Pathways
- Soft Skills curriculum
- SISTEM
- Choices and Bridges online career exploration inventories
- Computer Training classes
  - Students will attend a job fair: 4 attended a job fair
- Students will attend guest speaker presentations and field trips: There were 4 events this year
  - Students will job shadow selected professions
  - Students will gain knowledge about emerging “green jobs”

StrengthsQuest skills inventory will be implemented as an integral component to classroom study

## **B. Youth Programs**

During the summer of 2009, American Recovery and Reinvestment Act funds allowed 1,305 low-income youth the opportunity to have summer employment. The Summer Youth Employment Program provided youth exposure to many different types of jobs primarily in the non-profit and governmental sectors while developing work readiness skills. The percentage of individuals who were either non-white (36.1%) or disabled (27.2%) was significantly higher than Iowa’s population at-large.

At the completion of the program, many of the participants were able to secure ongoing employment at their worksite which provided their first job in their career field. Of the participants in the program 86 were either retained by their worksite or found full-time employment. In addition, a large percentage of the participants either returned to secondary schooling or entered post-secondary training. For participants that had dropped out of school, there was a strong emphasis on acquiring their GED. Youth ages 22-24 were allowed to continue their work experience until March 31, 2010.

To ensure a greater opportunity for hard to serve youth, ARRA set aside dollars were released and awarded to three regions statewide through a Request for Proposal. One of the highlights included a special project by region 11 that focused on disconnected youth. This special project for “disconnected youth” had a goal of becoming a one-stop entry point for youth and young adults in need of re-engaging in an educational career pathway. To date over 600 youth and adults have received resources and nearly 100 have received a GED. In addition, 61 have passed at least one GED test, 37 received career readiness certificates, 15 enrolled in post secondary and 5 have returned to high school. At least 50% of the total have gained employment, entered post secondary education or increased their wages.

The following summer of 2010, Temporary Assistance for Needy Families (TANF) funding through the Department of Human Services partnered with Iowa Workforce Development to create a summer youth employment program for low-income youth. The summer youth employment program was administered regionally with a focus on placing participants in private or for-profit worksites. The program will run from May 1, 2010 to September 30, 2010.

### Youth Build/AmeriCorps

YouthBuild in Iowa has grown from one program in 2007 to eight communities - five active programs and three planning groups - in 2010, due in part to statewide coordination and training through Iowa Workforce Development.

IWD received an AmeriCorps Planning Grant beginning September 2009 for the purpose of developing a statewide network of YouthBuild initiatives. YouthBuild is a nationally successful, comprehensive program that assists low-income people ages 16-24 in earning their high school credential, while serving the community and learning job skills by building low-income housing. At the recommendation of YouthBuild USA consultants, IWD focused on building a strong foundation of success at current sites to ensure the best quality service for young people, build a track record of successful outcomes, and establish local sites with best practices to be shared throughout the state.

Facilitated by IWD, independent programs in Burlington, Des Moines, Sioux City, and Dubuque formed the YouthBuild Iowa Coalition. Fort Dodge established a new affiliate program, and three planning groups started in Council Bluffs, Waterloo, and Johnston over the course of the year. The coalition met monthly to share resources and ideas; shared a week of expert technical assistance visits every month from YouthBuild USA; hosted AmeriCorps VISTA volunteers assisting full-time for ten weeks during the summer at three sites; and applied for an AmeriCorps State grant to support and expand YouthBuild programming in 2010-2011.

The planning grant kick-started the growth and professionalism of YouthBuild in Iowa through the formation of a statewide coalition sharing best practices, integrating services, and allowing for statewide opportunities. These opportunities improved the quality of programming for young people, and hopefully improved the staying power of current sites and the success of planning groups in the fall 2010 and winter 2011 DOL YouthBuild grant applications.

However, the growth of the YouthBuild Iowa Coalition and IWD's role are unclear. Iowa's sites are relatively new and focused primarily on establishing themselves locally. Although each site had nine full days of YouthBuild USA consulting available over the year, by June 2010, three sites used half their days, one used less than half and one did not use any. This may have been due to uncertainty about the role of the state in relation

to independent local YouthBuild chapters. Although the peer support network allows sites to communicate, without a firmly established program at home they cannot take on much of a statewide focus. Most state coalitions have a core of strong sites with the capacity to broaden their activities. Leaders who are actually doing the work lend legitimacy to the effort and keep the mission clear. It would be ideal for Iowa to continue supporting new sites through contracting with nationally recognized TA providers, such as Operation Fresh Start in Wisconsin, in order to develop local expertise over time and the capacity to build more statewide activities. Otherwise, if Iowa Workforce Development wishes to replicate the Wisconsin Department of Commerce state-run program, it may need a similar source of funding in order to establish consistent standards and clarify its role in the program.

### **C. Dislocated Worker Program**

The State's manufacturing sector took the hardest hit as the national recession filtered into all corners of Iowa's economy. Declining production forced employers to lay off workers, eliminate positions, reduce hours and institute unpaid furloughs and close. Of the 53,000 jobs lost in Iowa between November 2008 and December 2009, nearly half were manufacturing jobs.

In late 2009 and into early 2010, some of the State's manufacturers began to see signs of improvement. While others, such as John Morrell, joined the ranks of those closing, Dave Swenson, an economist with Iowa State's Regional Economic and Community Analysis program states, "From the middle of 2005 through the beginning of 2008, the State's manufacturing stayed close at 230,000 jobs. Then it did nothing but a cliff dive and dropped, dropped, dropped. By mid-2009, manufacturing employment fell to about 198,000."

At one point, John Deere, the State's single largest manufacturer, had 1900 employees on layoff at plants in Des Moines, Ottumwa, Davenport and Dubuque as well as a plant in East Moline, IL. The company employs 12,000 Iowa residents. Only about 100 of these employees still remain out of work as they have all been called back in the past four to seven months.

Alcoa Davenport Works, which produces aluminum plate and sheet in its Quad-City plant in Riverdale, IA, saw its employment plummet to about 1600 workers in mid-2009 through layoffs, job elimination and attrition. In 2008, the plant employed about 2100 workers.

A decline in orders has driven many of the layoffs that hit all corners of the State from Muscatine's HNI Corp, to Shenandoah's Eaton Corp, Forest City's Winnebago

Industries, Sioux Center's Pella Corp and the Georgia Pacific Gypsum plant near Fort Dodge. And the list goes on.....

In addition to John Morrell, many plants were forced to make the ultimate decision and close their doors. The RR Donnelly printing plant in Spencer, the hundred year old Hocim cement plant in Mason City and Midland Forge in Cedar Rapids to name a few. Electrolux in Webster City is scheduled to close plants in Webster City and Jefferson by 2011.

With all of the dislocated worker activity it became evident soon in the program year there would not be adequate funds to provide the transitional and training services for the many dislocated workers in Iowa. Several regions in the State received ARRA funds to supplement their dwindling formula budgets. These layoffs and closures also required the submission of multiple National Emergency Grants.

Regional Workforce Offices found that it was necessary to provide additional space and workshops to meet the needs of the many dislocated workers.

#### Overall Program Purpose

The Rapid Response Program is operated by the State Dislocated Worker Unit. If a business employees 100 or more individuals and is either closing or experiencing a permanent layoff of 50 or more individuals, the Worker Adjustment and Retraining Notification (WARN) Act is in effect. The State Dislocated Worker Unit receives the notice triggering Rapid Response. The Rapid Response coordinator contacts local IWD and WIA providers, the Company, and local service providers to arrange a Rapid Response meeting. The sole purpose of this "management" meeting is to share information regarding all available programs and determine a schedule to disseminate this information to the workers. The Rapid Response Coordinator has the responsibility of arranging this meeting and also serving as the facilitator.

#### Program Year 2009 Highlights / Results

During PY 09, there were 40 WARN notices received by the State Dislocated Worker Unit, as compared to 48 received the previous Program Year (17% reduction). This involved 3,953 affected individuals, as compared to 3,896 affected the previous Program Year (1.5% increase). The State conducted 5 Rapid Response meetings throughout PY 09. The discrepancy in the number of WARN notices received and the number of Rapid Response meetings is due to the issuance of WARN notices issued prior to February 1, 2010 for layoffs and / or closings affecting less than 200 individuals were organized and facilitated locally. After February 1, 2010, all events affecting less than 50 were organized and facilitated locally. In some instances the layoffs were determined to be temporary and Rapid Response was not initiated. There are also situations where a WARN is issued but all employees are retained by a new owner, or where an employer will issue an amendment not requiring additional Rapid Response activities.

During this legislative session the Iowa legislature passed HF 681 which requires employers with a layoff of more than 25 employees, but less than the WARN threshold, to notify Iowa Workforce Development which will activate the Rapid Response Team. The employer will receive an initial contact from the layoff aversion grant coordinator to ascertain the need for incumbent worker training. If aversion is a possibility, steps will be taken to secure the funds to acquire training necessary to keep the workforce and avert the layoff. If not, the layoff notice is passed to the Rapid Response Team to set up the delivery of services.

### Early Intervention Grants

Early Intervention Grants are funded through the Governor’s 15% Rapid Response funds. The grants are awarded to regions that experience a business closure or permanent reduction within a business resulting in the displacement of 25 or more employees. The regions use these funds over a 120-day calendar period to provide services such as surveys, recruitment, initial assessment, core and staff-assisted core services, intensive services, and training to help the displaced workers transition back to employment.

The Grants are presently awarded to the WIA Region Service provider at the rate of \$100 per displaced individual and range from a minimum of \$2,500 (25 employees) to a \$30,000 maximum (300 or more employees).

During Program Year 2009 Early Intervention Grants transitioned in from the previous Program Year were zero due to a change in policy to not carry-over allocations from Rapid Response Funds into the new Program Year. Seven new Early Intervention Grants were awarded during Program Year 2009 totaling \$134,200 in regional funding and serving 2,742-potential participants. It should be noted that the reduction from previous program years in the awarding of Early Intervention Grants was due to the large amount of ARRA Funding available to the regions during Program Year 2009. The following were the Early Intervention Grants awarded during Program Year 2009 by WIA Region, business of dislocation, the potential number served, and the amount awarded:

Early Intervention Grants Awarded in Program Year 2009			
WIA Region	Business Affected	Employees Displaced	Amount Awarded
WIA Region 1	Eagle Window & Door	94	\$9,400
WIA Region 1	Econo Foods	51	\$5,100
WIA Region 1	Thermo-Fisher	350	\$30,000
WIA Region 12	CasinOmaha	185	\$18,500
WIA Region 12	John Morrell & Co.	1,450	\$30,000
WIA Region 13	<i>Tyson Foods</i>	500	\$30,000
WIA Region 16	<i>Detroit Tool</i>	112	\$11,200

## **Special Intervention Funds**

In PY02 the Special Intervention Funds (SIF) program was created to assist regions with expenses associated with workers displaced because of foreign competition. It is similar in nature to Early Intervention Funds but provides a higher rate per individual (\$200 vs. \$100), lasts for six months (vs. 120 days), and is directed to specific target groups (Trade-affected dislocations). The program continues to function and has proven to be very beneficial to both the participants and the contractor; however, in Program Year 2009 no funds for SIF were awarded to any of the WIA Regions.

## **National Emergency Grants**

National Emergency Grants (NEG) are awarded by the Department of Labor to the State of Iowa based upon applications submitted on behalf of dislocated workers from businesses that experience a closure or permanent reduction in staff. In January 2004 the Training and Employment Guidance Letter (TEGL) number 16-03 was issued, which established new guidelines for eligibility of National Emergency Grants.

Highlights of the changes include: displacement of 50 or more employees, requires a minimum enrollment of 50 participants into a NEG; with limited exceptions there will be no “bundling” of companies; dislocations that occur more than 4 months (120 calendar days) prior to an application for a NEG will be denied, with few exceptions; an expenditure rate of 70% or more of Formula Dollar Funds for Dislocated Workers (DW) based upon the previous program year will have to be proven in the application – for regions as well as the state – and starting in March 2009 an additional requirement of meeting an expenditure rate of 50% or more of Stimulus Dollar Funds (ARRA) for dislocated workers had to be met in order to qualify for any National Emergency Grant with the exception of a Disaster NEG; if the dislocation raised the unemployment rate by 1% or more over the previous six months a provision for community impact can be used to determine eligibility; and industry-wide layoffs from companies in the same industry, as determined by the three-digit code level in the North American Industrial Classification System (NAIC), can be used to establish eligibility. In addition, the new regulations required that Early Intervention Funds be used to establish a basis for development of a National Emergency Grant request. Further, during Program Year 2004 the Department of Labor, Employment and Training Administration, started allowing Trade Dual Enrollment NEG’s to be written to provide “wrap around services” to Trade (TAA)-eligible participants.

These new rules made it far more difficult for rural states like Iowa, which frequently have smaller employers closing or permanently laying off employees and who had previously “bundled” companies into a single NEG, to apply for and receive a National Emergency Grant.

In addition, on April 27, 2007, the Department of Labor (DOL) announced an additional change in National Emergency Grants (NEG) in TEGL No. 16-03, Change 5. Under the Community Impact provision for eligibility, DOL announced the use of NEG funds for “Regional Innovation Grants,” to be known as RIG. RIG funds were to be used to initiate

comprehensive, sustainable, and integrated regional planning using the “Workforce Innovation in Regional Economic Development (WIRED)” conceptual framework and principles. The activities from these grants were to result in a strategic and transformative regional plan that, when implemented, would counteract the effects of events resulting from an economic shock in a region and would prepare workers and businesses to compete and succeed in a global economy.

During Program Year 2008 there were three operational RIGs that had been developed, submitted, and approved by the Department of Labor at the maximum of \$250,000 each and, again, for an 18-month period. These were the “Great River RIG” for Region 16, “Cedar Valley RIG” for Region 7 and the “Tri-State Siouxland RIG” for Region 12 (Note: The latter encompassed regions in the 3 states of Iowa, Nebraska, and South Dakota). A RIG developed out of the state of Minnesota that encompassed part of Minnesota, Wisconsin, and Region 1 of Iowa was also approved at the maximum level of \$250,000 for an 18-month period and is known as the “7 Rivers RIG.” If you include the original “demo RIG” that was awarded to Newton, IA for the Whirlpool closure and which started the entire RIG award process, Iowa had during Program Year 2008 five awarded and operational RIGs within the state. Four of these RIGs were transitioned into Program Year 2009. *Please Note: Due to the requirement that a region, in order to be eligible to apply for a RIG, must have a “significant” dislocation within the region to “wrap” the RIG request around several regions in Iowa were initially not eligible. However, with the natural disasters that occurred in Iowa prior to the beginning of Program Year 2008 eligibility for RIGs changed as they could be “wrapped” around the results of the natural disasters. Accordingly, there were 9 additional regions in Iowa that were looking at the development of RIG requests. However, in February 2009 the DOL announced that RIG requests were being suspended until a decision by the new Federal Administration was made as to whether to continue them or not. Iowa had just submitted a RIG request for the Mid-Iowa Growth Partnership prior to the announcement by DOL. It was subsequently approved in February 2010 (Program Year 2009) and was one of the last RIGs to be awarded nationwide.*

Prior to the end of Program Year 2008 the DOL announced that RIGs were being replaced by Regional Economic Impact (REI) Grants to be known as REI NEGs and would be funded out of ARRA Stimulus Funds. These types of grants would be available starting July 1, 2009 and, as such, would become part of Program Year 2009. The REI NEG allows for emphasis to be placed on the “service component” of a NEG in helping displaced individuals to return to employment along with a lesser emphasis on the “economic impact component,” that was originally the focus found in a RIG, but is still kept in a REI NEG. Iowa submitted two requests for REI NEG – WIA Region 10 and WIA Region 11. These requests were submitted prior to the end of Program Year 2009; however, the DOL subsequently denied each of them due to their needing the funds for the Gulf Oil Spill disaster. The latter will also affect availability of funds for NEG during Program Year 2010.

Once a NEG application is approved, the state subcontracts the grant to the WIA regional service provider. The money from these grants is used in addition to Formula Dislocated Worker funds to provide recruitment, initial assessment, core and staff-assisted core

services, intensive services, and training to assist the displaced workers in their return to the workforce. These funds have a “life span” maximum of two years with an option to request a third “no-cost” extension of 12 additional months. The exception is RIGs which have a “life span” maximum of eighteen months.

Seven Regular and Trade Dual-Enrollment National Emergency Grants and three Regional Innovation Grants (RIG) were transitioned into the Program Year 2009. During the course of the Program Year 2008, a Disaster NEG for the Severe Storm-Tornado-Flooding that hit Iowa during May & June 2008 was awarded to provide services to 2,008 participants as well as staff at a cost of \$28,773,000. This Disaster NEG was also transitioned into Program Year 2009.

There was one Trade Dual-Enrollment NEG requested during Program Year 2009 that was awarded; however, there were three more Trade Dual-Enrollment NEG submitted but their approval was not known by the end of Program Year 2009. There were four new Regular National Emergency Grants (NEG) that were awarded in Program Year 2009 and one more Regular NEG submitted but its approval was not known by the end of Program Year 2009.

The chart below shows all active as well as applied for NEG for Program Year 2009. The “key” at the bottom denotes the information presented above. The chart also shows the WIA Regions that are/will be the subcontractors, the business(s) affected, the number of potential enrollments, and the amounts awarded/requested.

New and Transitioned National Emergency Grants – Program Year 2009

WIA Region	Business(s) Affected	Scheduled Participants	24 Month Amount
WIA Region 1	Atwood Mobile/Dura – Donaldson – (Trade)	125	\$335,853 *
WIA Region 1	Featherlite Trailers, Inc.	100	\$521,910 *
WIA Region 1	Northern Engraving	77	\$428,138 **
WIA Region 1	Thermo-Fisher Scientific – (Trade)	183	\$573,416 ***
WIA Region 2	Winnebago Industries	112	\$440,188 **
WIA Region 3&4	RR Donnelley	121	\$664,074 **
WIA Region 3&4	Skyjack/Freudenberg – (Trade)	100	\$773,169 ***
WIA Region 5	Mid-Iowa Growth RIG	0	\$250,000 *
WIA Region 6	Lennox/ACE Precision – (Trade)	88	\$469,694 **
WIA Region 7	Cedar Valley RIG	0	\$250,000 **
WIA Region 8	Electrolux – (Trade)	450	\$1,352,776 ***
WIA Region 9	John Deere/Alcoa	178	\$1,096,423 *
WIA Region 10	REI NEG – Region 10	140	Funds to Gulf States
WIA Region 11	REI NEG – Region 11		Funds to Gulf States
WIA Region 11	Whirlpool – (Trade)	341	\$808,724 **
WIA Region 12	Tri-State Siouxland RIG	0	\$250,000 **

WIA Region 12	John Morrell & Co.	800	\$6,255,784 *
WIA Region 14	CDS Global	75	\$437,084 ***
WIA Region 16	Great River RIG	0	\$250,000 **
WIA Region 16	Hearth & Home Technology – (Trade)	80	\$198,668 **
Statewide	Disaster NEG	2,008	\$28,773,000 **
<b>*Awarded in PY09</b>		<b>**Transitioned into PY09</b>	
		<b>***Submitted – Pending Decision</b>	

### Special State Funded Projects

In Program Year 2009, Special State Funded Projects (referred to as State Emergency Grants [SEG]) transitioned in from the previous Program Year were zero due to a change in policy to not carry-over allocations from Rapid Response Funds into the new Program Year. However, they are refunded at the level needed in the next Program Year if they are still continuing. The maximum length of time for a SEG is 24 months which means it could be operational over 3 separate program years. The advantage to funding each program year separately is that it allows for adjustments in the funding as needed from the initial request for funds.

As reported for Program Year 2004, when this special funding was created, these Special State Funded Projects are utilized when either an application for a National Emergency Grant (NEG) is denied, or appears that they would be denied, based on the rule changes previously noted above. Further, the policy was amended to allow for WIA Regions to apply for Special State Funded Projects (SEG) for dislocations of 10 to 49 individuals. This change has allowed the regions to serve more displacements than they can with their regular Formula Dislocated Worker funds, and if the number of participants' reaches 50 or more in the project they are required to apply for a National Emergency Grant (NEG).

In Program Year 2009, there were ten new or continuing projects funded through Rapid Response Funds for Special State Funded Projects that did not meet eligibility for a NEG under the new rule changes – or, the funding was utilized to serve participants while awaiting a decision by DOL on acceptance or rejection of a NEG – or, the dislocation met the new requirement of 10 or more displacements but 49 or less. These ten grants provided \$2,235,225 over the 2-year life-span of the projects to provide services to 1,209 participants during the 24-month time limit of the grants. NOTE: Three of these 10 projects are awaiting approval or have been approved for National Emergency Grants (NEG), so funds will be recaptured from the initial total awards of \$2,235,225. The recaptured funds will be used to fund Early Intervention Grants or other State Emergency

Grants that will be awarded after the end of Program Year 2009. One of the SEG's was approved for a National Emergency Grant effective June 30, 2010 but with an effective starting date of April 1, 2010.

The following were the Special State Funded Projects (SEG) "awarded" during Program Year 2009 by WIA Region, business(s) of dislocation, the potential number to be served, and the amount awarded (*Note: Due to the funding of previous SEGs occurring each program year, they are considered to be "awarded" each program year*):

WIA Region	Business(s) Affected	Employees Displaced	24 Month Amount
WIA Region 1	Eagle Window & Door	44	\$176,616**
WIA Region 1	Thermo-Fisher	183	\$573,416**
WIA Region 1	DECO/Donaldson/CVG/et al	70	\$440,440* & **
WIA Region 1	John Deere / Exide /Henderson	21	\$203,605
WIA Regions 1 & 9	Rockwell Collins	24	\$223,623
WIA Region 6	PRC Call Center	10	\$71,245
WIA Region 12	CasinOmaha	15	\$139,752
WIA Region 12	Midwest Industries	30	\$192,180
WIA Region 12	John Morrell & Co.	800	\$50,000*
WIA Region 16	CECO	12	\$164,348
<b>*Means NEG Awarded    **Means NEG Submitted</b>			

### **Iowa's Tornado/Flood Disaster National Emergency Grant**

On June 24, 2010, the Emergency Public Jobs (EPJ) - Temporary Jobs portion of the grant expired. All work at the sites ended on June 24, 2010. As the 60 active worksites were visited between February and April, there was continual praise and thanks expressed by the worksite managers, along with city and county officials, towards the help they received in cleaning up counties, cities, parks, camps and the humanitarian efforts this project supported. The devastation caused extensive damage to trails and campsites in our state parks and the many camps which are utilized by children and adults in the summer. These trails are now ready for campers and safe for children to enjoy once again. Much work has been accomplished in the humanitarian support this project offered along with small businesses that received assistance to help restore their operations.

Our crews worked alongside DNR staff at the State parks, fisheries and wildlife habitats to restore the land where migrant birds nest and rest as they make their route across the State. The natural habitat of our State plays such an important role to fish, birds and other species. The clean up and restoration projects in these areas helped to maintain migration schedules for many types of birds which find refuge in Iowa.

After reading the testimonials and viewing the pictures, it is evident that the EPJ program was an excellent win-win situation for both the families and counties in which restoration efforts were provided. Thirteen regions were affected by either flood or tornado damage and in some cases, both. Though the devastation was multifold, the support efforts provided through this grant not only restored the communities, but kept families together and sustained them through turbulent times. It has provided opportunities for skills upgrade and certifications to re-employ those impacted by dislocations. Over 200 participants are currently taking advantage of the workforce activities extension that allows further training over the next year.

Participants completed their 1040 hours and have, in many cases, obtained certifications in various areas. All of this was part of their training and directed at securing their next employment. Many of these participants were afforded additional training and certifications from their assigned worksites. A crew in region 14 received their “flagging certification”, because city workers they partnered with needed to re-certify. Due to the EPJ participants working alongside the city crews, they were invited to also attend training and certification classes. This resulted in approximately six newly certified flaggers. The participants now have a marketable certification to help them secure their next employment. This type of reinvestment from the worksites towards participants illustrates the reciprocal support commonly seen between worksites and participants.

Many have learned new skills on small equipment such as chain saws, chippers, splitters, sanders, etc...; they have had leadership opportunities as supervisors or team leads and have learned how to develop a good team and all the components thereof; they have been mentored and groomed in ways some never thought possible to secure their next job. Their self confidence and self esteem escalated which made them confident to be successful interviewers. The hard work displayed at the worksites resulted in strong letters of recommendation. Though not all found permanent employment, their experiences in the EPJ program will certainly aid in securing their next employer.

Over the last two years, there were a total of 268 active worksites across the state, with 1,857 participants enrolled in temporary jobs. The EPJ program proved to be a great asset to the State of Iowa in that most of the extensive damage and devastation caused by the floods and tornadoes of 2008 was cleaned up, operations were restored and families were sustained through providing temporary jobs at prevailing wages. For every one dollar spent four more dollars were pumped back into the economy. This is an excellent return for the communities which sustained these damages!

In addition, one-hundred and seventeen (117) grants totaling \$494,829 were issued to Iowa small businesses through Small Business Disaster Recovery Grant program. This provided financial support to keep operations going through the cleanup efforts and kept small businesses in the community.

All of the regional coordinators are to be commended on their efforts in locating sites, identifying needs, providing qualified participants and offering the support to both worksite and participant, during sometimes very unpleasant weather. Their hard work contributed to sustain families and provide opportunities for participants to learn new skills.

It is anticipated that all participants enrolled in additional training, along with those who have already received training throughout this project, will secure their next job in Iowa with more marketable skills and the confidence in their ability to be gainfully employed.

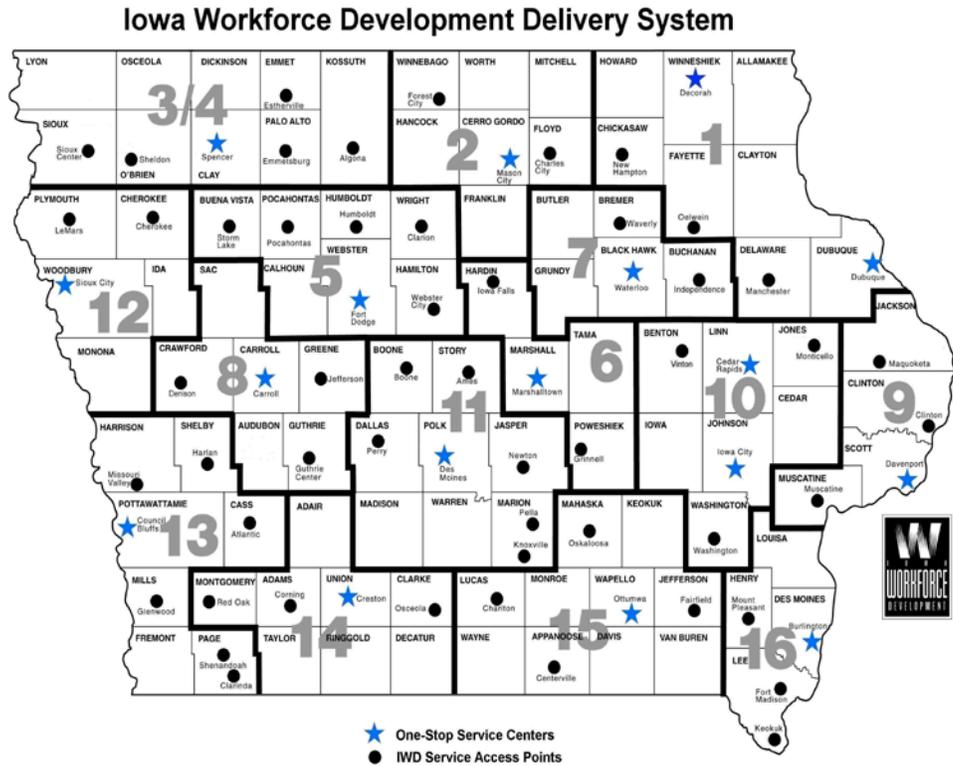
#### **D. Waivers**

Iowa currently has three waivers and has only requested renewal on two.

- (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 Part 661.300(f) of the Workforce Investment Act (WIA) regulations. This provision allows states that operate as a single local workforce investment area to use the State Workforce Investment Board to carry out the requirements of the local workforce investment board. While Iowa is not a single workforce service area, the intent of this waiver request was to permit the State Board to assume the responsibilities of the local workforce board in a specific region of the State. This waiver is no longer needed as the Region 11 – Des Moines area – has established a new Regional Workforce Investment Board (See Region 11 Regional Report).

## VI.> Regional Reports

Each of the WIA service providers are required to provide information specific for their regions regarding the activities during PY 2009. The map below indicates the grouping of Iowa's counties into the 15 Regions.



### Region 1 – Dubuque/Postville

Program year 2009 was a year of tremendous change in Region 1. While the year included many challenges in terms of the economy and employment opportunities it also included some very exciting developments in the areas of workforce system development, grant opportunities and “green” initiatives. Although the area unemployment percentage remained at a level not seen for years, the local Workforce Investment Act service providers, along with our partners in the workforce system, experienced many successes in helping our job seekers to prepare for and obtain employment. Federal funding through the American Recovery and Reinvestment Act (ARRA), Emergency Public Jobs (EPJ) program, and National Emergency Grants have continued to play a critical role in helping to meet local employment and training needs.

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

### Service Integration Model

In accordance with a state wide initiative to gradually establish an integrated service model in all workforce centers, the Region 1 Workforce Center in Dubuque began providing services through the model on September 18. This model mandates that all staff in the workforce center, regardless of their employer or funding source, be organized in three teams (Membership, Skills Development, and Recruitment & Placement) in order to provide increased and enhance to all job seekers coming to the center and to our business customers. All job seekers coming to the center who are willing to self attest to their WIA eligibility and are able to produce an acceptable document to verify their age are enrolled in the WIA program. All of the resources in the center are then available to these customers regardless of the funding source of that service or the staff person who provides it. This model has result in a large increase in the number of WIA participants and, consequently, in the number of job seekers who receive services through the WIA Adult and Dislocated Worker programs. In program year 2008 a total of 475 Adults and Dislocated Workers were served through the WIA program. In program year 2009 the number of Adults and Dislocated Workers enrolled in WIA was 2,052.

The implementation of this model proved to be a microcosm of the entire year. While there were many challenges in executing a change of this magnitude, it has also been a very exciting process and has already yielded many positive results in terms of the quantity and quality of services provided. Customers of the center have embraced this change and have responded enthusiastically. A sampling of the testimonials and comments given by job seekers is provided below.

- Great work with helping UI claimants
- Great work with a client who had previously been discouraged
- Very professional and nice job
- Great customer service to job seekers
- Thank-you note sent by member who was thankful for the help she received filling out an application.
- Member thankful for the assistance with his resume. He was able to get an interview and will be starting a new job.
- Veteran found a job with packaging company and was thankful for the advice and help he was given at the DBQ workforce center.



- Great customer service!
- Great customer service and can't say enough good things.
- Workshop he attended was great and learned new information about National Career Readiness Credential and wanted to thank us. He has now found a job.
- Woman from Illinois stopped in our office to state how friendly we were and helpful.
- Member stopped in to our office to let us know she found a job she was looking for and was grateful for all the help she received.
- Lengthy thank-you note was received about the help he received in the office and with the National Career Readiness Credential. Thanks "for putting me in the position to be rehired. You Guys are great!!!"
- Member came in and was very thankful for the help he got with his resume and he has now found two jobs that were in his profession. He is now looking at other jobs across the country.
- Member stated that she was very pleased and grateful for the help she received when in our office. She had an interview yesterday and was very hopeful about the prospect of getting the job. She stated "If you have not been told yet this week, you are doing good work."
- Received letter in the mail from member stating "...you displayed professionalism and determination to help me in assisting me to obtain job in driving. I

want to take this time to thank you for your time and consideration in helping me while at the workforce development center. I sure do appreciate the effort you displayed toward me!!”

#### American Recovery and Reinvestment Act (ARRA)

ARRA funds continued to play a huge role in Region 1 in terms of helping job seekers to prepare for, and obtain, employment. A total of \$878,918 in ARRA funds was received. Over 80% of these funds had been expended by June 30, 2010, resulting in 393 additional training enrollments. Of this number 83 were Summer Youth Program participants, who, in all likelihood would not have had summer jobs without these dollars. In addition, Region 1 also spent \$109,960 in state awarded ARRA discretionary funds to provide pre-employment and transitional services to ethnic minorities and offenders. A total of 39 youth and adults were served through this grant and received a variety of services including intensive case management, pre-employment training, GED preparation, work experience, on-the-job training (OJT), and short term classroom training.

#### Emergency Public Jobs (EPJ)

EPJ funding also continued to play an important role in Region 1’s recovery from the economic downturn and natural disasters. Forty-eight dislocated workers were enrolled in this program and participated in work experience activities to assist with restoration of parks and other public lands damaged by storms and flooding which occurred in 2008. Over half of these dislocated workers transitioned in employment or additional job training.

#### Energy Training Partnership Grant

Region 1 received \$2,060,250 in ARRA funding through an Energy Training Partnership Grant. This grant proposes to train 392 participants in a variety of “green” occupations. Trainees will have the opportunity to earn a Diploma or A.A.S. degree as a Wind Turbine Repair Technician, a RESNET certification through successful completion of the National Rater Exam and completion of probationary ratings with a RESNET Rating Provider, and Green Residential Builder and Green Commercial Builder certificates through the Iowa Center on Sustainable Communities based on Iowa energy code and the International Energy Code. Forty-one participants have completed training to date. Thirteen of the nineteen participants completing the Sustainable Deconstruction training secured employment and are currently working in that field.

#### Waivers

Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. This waiver has allowed Region 1 to continue to use programs of proven effectiveness in training participants for careers in high demand, high wage occupations, without putting undue burdens on the training institutions to verify effectiveness on an annual basis.

Waiver of 20 CFR 667.140(a) transfer of Adult and Dislocated Worker Funds with the transfer authority limited to 50%. We have not utilized the transfer waiver due to a need for the full amount of funds in both the Adult and Dislocated Worker programs. However, we appreciate having this waiver as an option in case it is needed at some point in the future.

#### Use of State Dislocated Workers Set Aside Funds

Region 1 had six active State Emergency grants in the past year. Below is a listing of these grants along with the number of participants receiving services through each grant.

- ▶ DURA – 99
- ▶ Eagle Window /John Deere – 55
- ▶ John Deere /Exide/Henderson – 36
- ▶ Bundled SEG (various companies)—62
- ▶ Rockwell Collins – 19
- ▶ Thermo Fisher Scientific – 93
- ▶ Additionally, Early Intervention grants were received for Thermo Fisher Scientific, Econo Foods, and Atwood Mobile.

These state funds were critically important in assuring that the workers affected by the above layoffs received the services they needed and that they received them in a timely manner.

#### Youth Services

At this point in time, the WIA Youth Program is not included in the Integrated Services Model. Nevertheless, Region 1 continued its tradition of providing quality services to youth most in need of and most likely to benefit from these services. Once again, Region 1, in collaboration with an ongoing program in southwest Wisconsin, provided specialized services to youth offenders through a grant from the Department of Labor. These services included intensified case management, pre-employment training, work

experience, mentoring, and job training. A summer youth program was also implemented through the use of TANF emergency funds. These initiative helped to assure that youth with the greatest barriers to employment were provided with services that would help them to overcome these barriers and secure employment.

#### Additional Information

- There were three National Emergency Grants, totaling \$1.239 million active during PY 09 (Northern Engraving, Atwood and Featherlite). Two hundred forty eight workers have been served to date. Atwood & Featherlite were ARRA National Emergency Grants
- National Career Readiness Credential – the NCRC initiative continues to expand in terms of both job seekers obtaining their credential and business that recognize the value of the credential and recommend this process for all of their applicants.
- Region 1 has always recognized the importance of establishing partnerships with local faith based and community organizations as an effect method of extending and enhancing workforce services to job seekers. A recent example of this philosophy is our partnership with the Barnabas Uplift Program. Though this partnership several WIA and TANF clients have obtained funding to complete the Certified Nurse Assistant training
- The Regional Innovation Grant partnership between Region 1 and the WIA services providers in southwest Wisconsin and southeast Minnesota continued this past year and has been successful in completing an analysis of various economic factors of importance in the tri-state region.
- At this point, the Dubuque Workforce Center is the only office in the region to have converted to the Integrated Service Model. Nevertheless, many creative and effective service delivery strategies have occurred in other parts of the region as well. One example of this is the Networking Job Clubs in Waukon, Decorah, Oelwein and New Hampton. These job clubs have been an excellent resource to help keep people on track for job search in a down economy. One example of the many successes of this activity is David Lyons, a dislocated worker from DURA/Atwood Mobile, who is now a Registered Nurse and works at Veterans Memorial Hospital in Waukon.

## **Region 2 – Mason City**

### Emergency Public Jobs (EPJ):

Region 2 Emergency Public Jobs has been fortunate to have hard-working men and women on flood clean up since July 15, 2008. We have enrolled over 120 participants that have worked on 13 worksites. Our local budget is just under two million dollars and is being used to help/provide local communities with the labor force needed to recover from the flood. The budget also has sent or will send 20 participants to school, studying and getting certificates from CDL training to welding to Information Technology.

The worksites at Mason City were closed on 11/22/09, as picnic tables had been redone, bridge railings were fixed, the roads along the river were cleared up and the steps that were ruined along Big Blue were restored. The Marble Rock site was closed on 11/30/09 as the waste treatment site had been restored, a boat ramp and parking lot had been redone and proper drainage had been completed. The Charles City and Rockford sites were temporarily closed on 1/26/10 due to weather and safety factors. The Charles City site was reopened on 3/24/10 to finish deconstruction of the house and Rockford was reopened on 4/5/10 to finish cleaning up around the waste water site and rebuild the fence around it. Both sites were closed on 6/4/10 as the work was complete.

New participants being hired included workers who were first given 4 classes on safety classes from our on line educational program. They completed the deconstruction of a flooded home that was donated to the city of Charles City by a private citizen. They salvaged hundreds of feet of dimensional lumber to be given to the local Habitat for Humanity to be used in construction of a home.

Success story from EPJ- A 41 year old divorced mother of two children, ages five and thirteen, started working part-time for EPJ as an office assistant in March 2009 while going to school to become a medical assistant. She had been working in the manufacturing and retail industries and felt like she would have difficulty finding similar employment. While working for EPJ she proved quickly that she was a fast learner and a hard worker. She received a raise after less than five months into the job and was considered by the director to replace the EPJ director, who had taken another job within the center, but she decided she would like to finish school, since she did not know if she would get the opportunity again. She graduated with a degree at the end of June 2010 and started as a PRN (as needed) the first week in July. By the first week in August 2010, she was also working at the clinic that she had internship with during her schooling.

American Recovery and Reinvestment Act (ARRA):

Region 2 spent a total of \$384,265.21 in ARRA money. \$57,750 of ARRA RFP Adult money was transferred to ARRA RFP Dislocated Worker funding. This funding was critical to serve the population in our area of dislocated workers seeking services and training upgrades.

Strategic Initiatives

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

Region 2 WIA staff has worked diligently with businesses, North Iowa Area Community College staff, and local economic developers over the past several months to determine, design and deliver new types of training and retraining programs to prepare dislocated workers to reenter the job market as quickly as possible. These programs will provide our participants with quality training through educational programs that will result in their best efforts to secure, long-term employment. We are also meeting the goal of providing local businesses with the type of trained, workplace-ready employees they require.

The Mason City office became integrated on April 30, 2010. With this model, members are assessed on their skill level in our Skills Development area. Depending on their skill set they are referred to proper employers and job openings. The Recruitment and Placement team works with the employers to find out what skills they are looking for in filling their positions. This information is shared and allows better referrals to be made by the Skills Development team. Labor Market information is researched in helping to make good career choices as well.

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

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

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

Mason City became integrated on April 30, 2010. The Membership team consists of Employment Service/Unemployment staff. Their function is to have individuals become members after they have filed for unemployment and when they come into the center to look for work. Membership determines which cohort group the member is. The Skills Development team consists of WIA staff, ESUI staff, New Iowans staff and the Vet Representative. After individuals become members, they are brought into the Skills Development area where their skill level is assessed. A menu of services is gone over throughout time for the three cohort areas of Employment Express, Career Advanced, and Career Development. Throughout time, members are referred to various workshops including resume preparation, interviewing skills, job seeking skills to name a few. This model allows for us to accomplish more with the team process. If individuals are interested in training, it is a team decision.

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

Two of our staff participated in the North Iowa Job Fair held at the NIACC campus on March 31, 2010. Their comments follow: I wanted to give everyone an update on how the Job Fair at NIACC went yesterday. We had a great turn out! Not to mention fabulous weather which I am sure didn't hurt us at all. Scott and I were lucky to have a booth right by the door so you couldn't miss us!

We estimate speaking directly with roughly a hundred people about Iowajobs.org and the benefits of using that website as a job search tool, handed out over 70 packets that Scott and I created with resume and cover letter writing, interviewing and job search tips, as well as letting everyone know about the great folks we have working in our Region 2 offices! We encouraged everyone to come and visit us at the One-Stop and Charles City offices and let them know we are ready and willing to assist them with job search, UI, Vet services, New Iowans, WIA, and made sure to let them all know about the partner programs housed here at the Mason City One-Stop that could possibly be a benefit to them.

We answered many questions about "what is out there" for employment, as well as "who is hiring". We were able to network with the employers, chatting about future possibilities of them listing any openings they might have coming up, or if they already work with us in that capacity. I encouraged them to give the office a call and we could get them to the appropriate channels to provide this service to them. They seemed very open to that.

All in all it was a very successful day and a fun experience!

Strengthen partnerships with community and faith-based organizations;

In August 2009, Region 2 opened a new Iowa Career Access Point (ICAP) at the Forest City Public Library. This ICAP location replaces the site located at the Forest City Chamber of Commerce which opened in June 2008. The ICAP will be open to the public during normal library hours: Monday-Thursday 10-8, Friday 10-6 and Saturday 10-2. In September 2009, an ICAP was opened at the Lake Mills Public Library. The hours of operation are Monday-Thursday 10-12 and 1-7, Friday 10-12 and 1-6 and Saturday 9-1. Our hope is that this opening is beneficial to all of the individuals being laid off from Cummins Filtration.

The library staff manages these ICAP centers whose purpose is to increase the awareness of and access of One-Stops for employment related services. The services provided help improve the quality of our workforce, reduce welfare dependency, and enhance the productivity across the region.

Region 2 received Veteran Incentive Award funding. The DVOP organized a veteran incentive award committee to discuss appropriate avenues to allocate the funding. Team members from Promise Jobs, ES/UI, New Iowan Center, IWD Management, and WIA developed a list of priorities for allocating the veteran award funding. We received \$3902 in veteran incentive money. We purchased gift cards from Wal-Mart and Hy-Vee and distributed those cards to the local VA County of Veteran's Affairs office, VA Clinic, and Community Kitchen. The money was also used to hold our annual Veteran's Day event as well as purchase a veteran's print by David Rottinghaus. The remainder of the funds was used to assist local veterans in need.

Increase the use of flexibility provisions in WIA to design innovative programs that fuel regional economic competitiveness and create employment opportunities for career seeker customers;

The Region 2 Workforce Development Partnership began offering free basic and intermediate computer skills classes at the Mason City One Stop Center in April 2008. The classes were designed to assist Workforce customers that either did not have the basic computer literacy or the confidence level to enroll and succeed in a college-level course. Originally funded through a literacy grant, the courses are now offered through funds from the Workforce Investment Act, with priority given to dislocated workers. ***Computers for Beginners*** introduces individuals to the basics of a personal computer with a specific focus on employment. Objectives include learning how to operate a computer, use email to send and receive messages, use word processing software to develop a resume, use the internet to register with IWD, conduct job searching activities, and apply for jobs within the local community. ***Microsoft Office*** is the second installment which focuses on the MS Office environment including MS Word, Excel, and

PowerPoint. Classes are held one evening a week for eight weeks in the Workforce resource center. Bilingual staff is available to assist Spanish-speaking students.

Students who successfully complete a course have the opportunity to continue their training at the local community college by enrolling in a no-fee computer-related continuing education course. The ultimate goal is to upgrade skill levels so that customers are able to secure employment or gain enough confidence to continue their education or training for a new career. To-date, approximately 190 students have taken a course, with several going on to become full-time college students.

At no cost to the center or the individual, Region 2 provided a third year as a Volunteer Income Tax Assistance (VITA) site for the North Iowa Tax Coalition. It proved to be very successful. The North Iowa Tax Coalition completed 418 tax returns for a total \$797,815 in refunds and \$222,510 in EITC credits.

Region 2 requested a transfer of \$50,000 from Adult Formula to Dislocated Worker Formula. This was in anticipation of serving the dislocated workers from Cummins Filtration. Cummins Filtration announced in September 2009 that they were laying off approximately 500 employees. This allowed us to offer workshops at the plant along with having a staff person visible to meet with the employees on a weekly basis.

### **Region 3 4 - Spencer**

#### **Service Delivery Area:**

Iowa Region 3 & 4 which is comprised of the Iowa Counties of Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux. PY 2009 was the fourth year that Region 3-4 operated as one merged region. Service delivery following the merger remained seamless to clients. The merger did allow for greater flexibility in serving clients based on where the most in need clients were, rather than where funds and staff were located.

#### **Introduction:**

The overall challenge facing the region in PY 2009 was the continued increase in the number of unemployed persons. Prior to January, 2008, Region 3-4 had not seen a significant number of individuals being dislocated from employment. Only a total of 230 permanent layoffs had been recorded during an eighteen month period prior to December, 2008. Between January and June 2009, an additional 711 individuals had been permanently dislocated from various employers. The trend began to change in PY 2009. From July 2009 to June 2010, 401 individuals had been permanently dislocated from employment. The greatest numbers of job losses continued to be recorded in the manufacturing and production industry. Most of the individuals affected have strong family ties to the community in which they live and most sought retraining in areas that allow them to continue living in the area. The skill sets for the majority of workers is

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

#### Service Strategies:

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

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

Management and staff continue to discuss and prepare for the integration model to be put in place in Region 3-4. To date, no word has been received as to when the Spencer center can expect to be integrated. In order to prepare for integration, Region 3-4 has begun the initial preparation of moving to a service oriented structure rather than a program oriented structure. Many of the services offered in Region 3-4 have moved to a group process rather than a one-on-one process, which facilitates reaching out to more participants in a timely manner.

The strategies utilized in the delivery of services to WIA participants in Region 3-4 have proven to be very successful as it relates to performance criteria for WIA. Historically, Region 3-4 has consistently qualified for incentive funds based on the region's performance. Staff has developed a positive and personal rapport with each of their participants and in turn has been able to meet the needs of the participant while effectively meeting the performance measures. As the region moves to a more integrated approach to services, staff will be challenged to move from a case management approach to a service management approach, which will likely affect performance for this region.

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

In order to properly respond to the needs of the individuals who had been dislocated, Region 3-4 applied for and received a National Emergency Grant and a State Emergency Grant. A total of 73 individuals have been enrolled in the RR Donnelley National Emergency Grant (NEG), of which 47 are enrolled in training services. Five individuals have been exited from the NEG and are in full time unsubsidized employment at this time.

The region also received a State Emergency Grant (SEG) for the employees of Eaton Corporation. Thirty eight individuals have been enrolled in the SEG, with 28 enrolled in training. Two individuals have exited the SEG and are in full time unsubsidized employment.

In May, 2009, Region 3-4 applied for a Trade Dual Enrollment National Emergency Grant to serve the employees affected by the closure of Skyjack Manufacturing and Freudenberg, NOK. Based on initial surveys, it is expected that 100 individuals will be enrolled from the two employers. To date, no word has been received as to the status of this grant application.

In addition, the region's system resources, including formula funds, incentive funds, and recovery act funds were utilized to maximize the number of individuals who could be served. A total of 139 individuals were enrolled through the recovery act funds. Of the 139 individuals, 17 were enrolled in the adult program, 69 in the dislocated worker program and 53 in the summer youth program. With the exception of the summer youth program, a majority of the participants are enrolled in training services and completing two year programs of study in a variety of areas, including health care, wind energy, and bio-renewable fuels. The summer youth program will be further described later in this report.

Due to the receipt of the national and state emergency grants, the region was able to maintain 5.2 WIA staff FTEs providing Adult, Youth and Dislocated Worker services.

To ensure individuals receive skills of value through education and training, Region 3-4 worked closely with partners in education, business, community, and economic development to develop additional short-term training opportunities. Some of the opportunities developed were in the areas of health care, bio-diesel, welding, and administrative support. These short term training courses were available to all Workforce Investment Act participants who desire to be retrained. The short-term training courses were designed in such a way that an individual could complete the short-term training

courses and enter employment, or an individual could decide to pursue further training and enroll in the full training program at the community college prior to entering employment.

Region 3-4 participants benefit from the waiver of provision at 20CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. This waiver extends the period of initial eligibility for training providers and programs currently approved to the States Eligible Training Provider List. The waiver extension facilitates increased training opportunities for WIA participants

Since the NWIPDC is not only a WIA service provider, but also a federally certified Economic Development District, NWIPDC staffs are involved in ongoing collaboration with area economic developers and leaders. In PY 2009, due to this collaboration, the agency applied to receive a Trade Adjustment Assistance Communities grant for Palo Alto County as a result of the closure of Skyjack Manufacturing. To date, no decision has been made on this grant application.

#### Adult and Dislocated Worker Services:

Core Services are offered in all nine counties which comprise Region 3-4. Staffs are connecting with service providers who serve dislocated workers, veterans, recipients of public assistance and other low-income individuals, in an effort to increase awareness of services offered through the workforce development center system. During PY 2009 WIA staffs have developed more comprehensive outreach services as a result of the additional funds received through the Recovery Act. Many of the service providers in Region 3-4 are receiving funds through the Recovery Act as well. Partner meetings have been held with these providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency.

Region 3-4 has not utilized the waiver of 20 CFR 667.140(a) to transfer adult and dislocated worker funds. A majority of the Region 3-4 formula funds were in the dislocated worker category. As reported earlier, a majority of the individuals applying for and receiving WIA assistance qualified for the dislocated worker program, thus a transfer of funds was not necessary.

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

## Youth Services:

As highlighted earlier, partnering and co-enrollments were utilized on an ongoing basis. In youth services, this partnering extended even further with a relationship between the school districts, Area Education Agencies and WIA staff. Becoming even stronger in PY2009, this coordination led to more at-risk clients being served and the chance to assist youth before they passed the educational point of dropping out.

During PY 2009, the program design for the WIA Youth Funds through the Recovery Act was centered on the Summer Youth Employment Program. The summer program consisted of a 6 to 8 week work experience for youth aged 14-24, with priority for youth 16 to 24 years old. Youth with disabilities received specific consideration as 75% of the youth enrolled in the Region 3-4 summer program had a disability. Youth were placed at public and private non-profit worksites and worked up to 40 hours per week. During the summer program, the youth received work readiness skills instruction utilizing the Insight Learning Systems curriculum. The work readiness instruction was connected with the actual work experience whenever possible. Those youth who show a need for additional services beyond the short-term summer program will be enrolled in the WIA youth formula program.

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

At the close of PY 2009 the region was informed that a summer youth employment program utilizing TANF funds would become a reality. Due to the strict qualifications for the TANF program and the late notification, it was difficult to recruit youth and employers to participate. Thirteen youth were placed in employment through the private sector, working up to 40 hours a week. The program is scheduled to run six weeks. Once again, a majority of the youth are youth with a disability.

It has always been a priority of the Region 3 & 4 job training programs to serve the individuals with the most barriers. However, during PY 2009 this was recognized even more so in youth services. The NWIPDC WIA youth staff has a reputation of serving those youth who others have given up on. At the beginning of PY 2009, Training Division management staff was contacted by the United States Department of Labor to highlight the Region 3-4 Summer Youth Employment Program as a Department of Labor “snapshot” due to serving a significant number of disabled youth.

### Special Projects:

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

During PY 2009, the SDR 3 & 4 STW program consisted of nine school districts continuing to contract with NWIPDC for STW services. This consortium received Carl Perkins funding and the Carl Perkins funds were utilized by the school districts to do vocational programming for grades 7-12. The NWIPDC coordination consisted of oversight for all vocational programs within the districts as well as fiscal oversight of the Carl Perkins funds.

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

### Success Stories:

#### Youth:

Mary enrolled as a 17-year-old single parent of a one year old. Mary dropped out of high school at an early age and had been attending alternative school off and on. Mary was receiving public assistance when she applied for services and had no driver's license. Mary had been kicked out of the alternative school on numerous occasions due to attendance rules. Mary lacked the motivation to finish her education. Mary was supported by multiple agencies as she worked towards a plan for her future. Each time Mary was kicked out of the alternative school, staff worked to get her re-enrolled and assisted her to get back on track moving towards high school completion. Two years into the enrollment, Mary sparked the needed motivation to earn her diploma. Mary sailed through the last year of alternative school with "flying colors". Once Mary obtained her diploma, she became interested in pursuing further education. As Objective assessment was completed, it was determined that Mary's goal to work in the medical field was appropriate. Mary enrolled in the CNA course and successfully completed the clinical experience as well as the coursework necessary to obtain her state certification. Mary began working as a full time CNA. Mary is well on her way toward supporting her daughter by earned income without public assistance.

#### Adult:

Erin is a single mom raising two young boys on her own. When she first came for WIA services her only income was SSI for her youngest son who is disabled. She wanted to start pre nursing and complete the RN program at the local community college. She was enrolled into the WIA adult program and showed the ability to do well in school.

Over the next year she struggled with caring for her children and finding childcare that would take her youngest son and getting school work done. The WIA program helped Erin with tuition costs and support services to help her complete her LPN and then with good grades and determination she was able to continue with scholarships and support services from WIA to complete her RN degree.

Erin is currently licensed as an RN to work in Iowa, Nebraska and North Carolina. She is currently working as an RN at a hospital in North Carolina making \$21.00 an hour and enjoying her employment. She shares that she is very grateful for the WIA financial assistance and encouragement from her case manager to complete her degree.

#### Dislocated Worker:

Mike lost his job at Winnebago Industries after the economic downturn. He applied and was eligible for unemployment benefits and started searching for a new job right away. After several months of being unable to find employment he started researching into the possibility of re-training.

He started classes at Iowa Lakes Community College in the Biorenewable Fuels Technology program. After two years of working very hard in his classes he graduated from the program with a 3.06 cumulative GPA.

He was a little concerned about finding employment in his field of study but within 2 weeks of graduating with his associates' degree he was employed full-time as a production operator at a local ethanol plant and making \$16.50 per hour.

Mike is appreciative of the Workforce Investment Act dislocated worker program helping him with tuition assistance and transportation to and from training. He is also glad that the state of Iowa had training extended benefits available after his unemployment benefits ran out or he may not have been able to finish his degree.

#### Summer Youth Employment Program:

Emily was 16 years old when she enrolled in the TANF Summer Youth program. Emily is a youth that is economically disadvantaged. Emily presented with a limited work history, not having worked prior to this work experience. Emily attends a local high school for education and is expected to graduate on time. Emily has struggled to find employment due to her work history. This was also the case as staff attempted to find a suitable worksite through the SYETP. Initially, Emily was placed in a fast food restaurant and could not handle the fast paced atmosphere. Emily did not discuss this with her employer and asked that her Grandmother call me to explain that she would not go back to work. We sat down with Emily and the employer to discuss how this situation

should have been handled and how important communication within the workplace is. We found another placement for Emily that was in a quieter atmosphere and more behind the scenes. The employer was very excited to give her this chance even though they knew about the previous worksite experience. As part of this work experience, we discussed with Emily how to handle conflict in the workplace. The instruction helped Emily understand how important communication with the employer is. The employer also worked with Emily to help her understand how important reliability and punctuality is when working for an employer. Emily has really enjoyed working with this employer and indicated that she would like to do this work full time. The employer has indicated they intend to offer Emily a position after the TANF Summer Youth program is completed. Emily's main goal is to complete high school and receive a diploma so she will be able to receive full time work in the future.

#### National Emergency Grant:

Diane is married and a mother of two boys and two girls, who are the ages of 18, 14, 10 and 7. Diane had worked at RR Donnelley for 10 ½ years prior to the closing of the Spencer facility. Diane enrolled in the Workforce Investment Act, as a Dislocated Worker, in hopes of receiving funding through the NEG grant that was awarded to RRD employees. Diane's focus was to attend college in the Medical Office Technology program. The Career Assessment tests that were completed by Diane, showed that the Medical Office Tech career choice would be a good fit for her. Diane began the Medical Office Technology program at Iowa Lakes Community College in the Fall of 2009. Diane communicated with me during the Fall semester that she was getting all A's and loving school. After completing the Fall semester, Diane let me know that she had made the President's list. She received a 4.0 GPA for the Fall 2009 semester. Diane continued on with school during the Spring 2010 semester. During that semester, Diane took on a part-time job to help out with expenses at home. Diane was hired at the gas station in her town and works approximately 6 – 7 hours per week. After completion of the Spring 2010 semester, Diane provided me with a copy of her grades. She once again received a 4.0 GPA. Diane is currently working through the Summer 2010 semester and doing well. Diane is registered for the Fall 2010 semester and should be done with schooling in the Spring of 2011.

#### State Emergency Grant:

Brandon is a 24 year old, single male. Brandon had worked at Eaton Corporation for almost 4 years prior to being permanently laid off from the Spencer facility due to restructuring. Brandon enrolled in the Workforce Investment Act, as a Dislocated Worker, in hopes of receiving funding through the SEG grant that was awarded to Eaton Corporation employees. Brandon's focus was to attend college in the Engineering Drafting/CAD program. The Career Assessment tests that were complete by Brandon, confirmed that the Engineering Drafting/CAD career choice would be a good fit for him.

Brandon began the Engineering Drafting/CAD program in the Fall of 2009 at Northwest Iowa Community College. Brandon communicated with me during the Fall semester that he was doing very well in school. After completing the Fall semester, Brandon supplied a copy of his grades for that semester. He received a 4.0 GPA for the Fall 2009 semester and was very please with himself. Brandon continued on with school during the Spring 2010 semester. After completion of the Spring 2010 semester, Brandon provided me with a copy of his grades. He had received a 4.0 GPA, once again. Brandon has since completed the Summer 2010 semester and has graduated from NCC with a diploma in the Engineering Drafting/CAD program. Brandon is planning to move to South Carolina to live with relatives and search for employment. Brandon will be applying at BMW in Spartanburg, South Carolina. Brandon will also be applying at Pure Fishing in the same area. Brandon is excited about the completion of schooling and relocating to find employment in his field.

### **Region 5 – Fort Dodge**

The Workforce Investment Act (WIA) is administered by Iowa Workforce Development (IWD) in Region Five. This program functions as part of the integrated service delivery model, staffed by Iowa Workforce Development Workforce Advisors. WIA is housed in the Workforce Development Center One Stop, in Fort Dodge. Staff provides outreach and itinerant service to the other counties and IWD offices throughout the region. Counties included in Region Five are Buena Vista, Pocahontas, Calhoun, Humboldt, Webster, Wright, and Hamilton. Offices are located in the cities of Storm Lake, Pocahontas, Dakota City, Fort Dodge, Webster City, and also at the North Central Correctional Facility in Rockwell City to work with the offenders who will soon be released.

The One Stop Workforce Development Center in Fort Dodge is located on the Iowa Central Community College Campus. The partnership with Iowa Central Community College has expanded considerably within the last year. This relationship has proven to be beneficial during a time when the recent economic downturn has brought an increased volume of dislocated workers and Trade Act recipients who are interested in furthering their education and increasing their job skills. This past year has seen an increase in enrollments in the WIA programs, as stimulus funds have expanded the capacity to serve more clients than in previous years in using regular formula funds.

The additional stimulus funds have also allowed us to expand beyond the scope of services historically provided. This included providing additional workshops geared toward enhancing the customer's career seeking skills. Examples of this were providing education in a workshop setting in areas such as career seeking skills, i.e. finding jobs via the internet, understanding labor market information to determine the skill sets necessary

for desired occupations, preparing resumes and cover letters, mock interviewing, as well as job retention skill sets.

Region Five started feeling the effects of the economic downturn in the fall of 2008, and it has continued on through 2009 and 2010. Many of the primary sector companies in this region are based on manufacturing of building materials and appliances, in addition to ethanol. These industries have been hard hit with layoffs, either permanently or as long term temporary. Workers were unemployed, but coded as temporarily laid off for several months, oftentimes exhausting regular UI benefits and having to draw extended unemployment funds. This provided additional challenges in delivering intensive services, as the workers were put under the “threatened worker” status in order to obtain eligibility for intensive WIA services.

Electrolux Central Vacuum Division, Electrolux Major Appliance Division, Tasler Inc, Kenco Logistic Services, and Vantec Inc., all in Webster City, were certified as Trade eligible. Through local initiatives, partnerships, and Stimulus funds, we have been able to assist many of these customers during their time of need. Application was made for a National Emergency Grant (NEG), with the award being directed to Regions Five and Eight (due to Electrolux, Jefferson, IA being included in the Trade certification). WIA services will be provided in a dual region capacity to Trade affected persons needing intensive services. Anticipated numbers exceed 800 persons. The NEG was recently approved, and the Notice of Obligation is anticipated to arrive soon to provide regions direction regarding allowable services through the grant. The additional funds awarded will allow the Trade eligible workers additional services that are not possible using regular formula funds. Transition Centers in both Webster City and Jefferson will soon be operational to bring much needed assistance to the dislocated workers in the aforementioned communities.

Region Five piloted a program, which essentially combined the roles of Trade Case Manager and Secondary Education Advisor into one position, with positive outcomes thus far. The two shared positions, funded via a 28E Agreement to Iowa Central Community College, works with the individuals that are Trade eligible, and interested in training programs, skills upgrading and employment opportunities. The case managers currently have over 150 Trade eligible workers, all of whom are co-enrolled in WIA, on their caseload. The potential of these shared positions exceeds the role of working with Trade workers, and expansion of the positions to working with customers in the integrated offices in the Skills Development Areas will further benefit customers to have expertise in retraining opportunities within the hospices of an IWD center.

Region Five IWD Management worked with the Mid Iowa Growth Partnership (MIGP) and ICCC to submit a Regional Innovation Grant (RIG), which was approved in 2009. Iowa Innovation Gateway was awarded the consultation role for the project. Meetings

with key leadership within the region are underway. The consultant has conducted preliminary research, as well as facilitated mapping and planning efforts needed to ascertain the MIGP Region's strengths and resources. This was accompanied with research to determine where improvements are needed to strengthen the region.

Region Five received ARRA funds to provide activities centered on classroom training of some type, either skills upgrading or enrolling in one to two year programs. These training programs are in areas of high demand and/or high tech, which will make workers more employable and add value to the workplace. Increased enrollments in the Adult, Dislocated Worker and Youth programs were the outcomes of receiving the stimulus funds. The Youth program benefitted from stimulus funds as well, as increased enrollments helped engage youth in activities centered on Work Experience sites. These sites provided the opportunity to enter the world of work under guidance and supervision to help the experience become a positive one. They learned real job skills in addition to soft skills. The benefits of this experience will make them more employable, and will help them prepare for a career path.

Region Five Workforce Center in Fort Dodge began providing services through an integrated service delivery model in November, 2009. This model organizes staff into three teams (Membership, Skills Development, and Recruitment & Placement) in order to provide increased and enhanced services to all job seekers coming to the center and to our business customers. All job seekers coming to the center who are willing to self attest to their WIA eligibility and are able to produce an acceptable document to verify their age are enrolled in the WIA program. All of the resources in the center are then available to these customers regardless of the funding source of that service or the staff person who provides it. This model has resulted in a substantial increase in the number of WIA participants and, consequently, in the number of job seekers who receive services through the WIA Adult and Dislocated Worker programs.

The implementation of this model proved to be a challenge. It is obvious that changes of this magnitude would be trying for any region, but was exceptionally difficult for Region Five, as early retirements left the Fort Dodge center down by 2/3rds of its staff within the program year. Hiring and training additional staff to replace the knowledge base of an average of 20 years is difficult. The loss of all the WIA staff in Region Five made it particularly trying, as positions could not be backfilled quickly due to bureaucratic constraints and the full scope of services were not always available to customers of the center. On a positive note, customers embraced this change and have responded positively. The foundation is being created to bring a new and improved workforce delivery system to Region Five that will reflect marked improvements in the way customers are served. With all of the struggles, the vast majority of customers responded positively. We see customers returning to obtain the value-added services that were not possible prior to the service delivery model change.

During PY09 we partnered with Iowa Central Community College with a Literacy Grant. This grant allowed the college to offer several career path classes such as Pre-CNA, Pre-Welding, Basic Computer, Math for Truck Drivers, and ESL Computer classes. These classes were held at their three campus locations. Referrals to these classes were made by WIA, IWD, Veterans, and PROMISE Jobs staff in addition to them being advertised. These are also high demand areas in Region Five. Referrals to classes called Learn to Earn were also made expeditiously by IWD staff throughout the region. These classes focused on basic computer literacy, in addition to other short-term training venues that were needed for individuals interested in skills upgrades to obtain immediate employment.

The region continues to reach out to those who may benefit from our employment and training services by co-enrolling in partner services and Trade. We continue to work with shared participants who are also enrolled with Veterans programs, PROMISE Jobs, IVRS, Proteus, as well as New Iowans and those who are working with the Disability Navigator. The goal in this program year was to provide more efficient and effective services and look for opportunities to partner and expand our resources through enhanced relationships. The year was successful, albeit challenging. The groundwork has been laid for Region Five to make strides in becoming a model for replication throughout the state.

### **Region 6 - Marshalltown**

#### Dislocated Workers

Program year 2009 was a difficult year for many individuals across our nation; and the unemployed in Service Delivery Six, like many Americans, were experiencing firsthand, tremendous stress and financial burden because of being unemployed. For some, it was their very first time of being unemployed. Their layoff notice came after many years of gainful employment at an above average wage. For most it was a shattering experience; and they felt their world was pulled out from underneath them. The WIA programs: formula dislocated worker, stimulus dislocated worker, national emergency grants, and state rapid response grants were all accessed by Region 6 to be a light in the dark tunnel, where figuratively speaking, these dislocated workers felt they were. As they accessed the WIA services, a light appeared and the more activities they participated in, the greater the light became; and the closer they moved to finding their way out of the tunnel and back into jobs. Below are just a few examples demonstrating how WIA became the light at the end of the tunnel and made a difference in the life of a dislocated worker.

#### ***Light comes in the form of childcare assistance***

A 26 year old married man, with a small child and wife to support, had his life suddenly turned upside down, when he was laid off from a major manufacturer in early August of

2008. He had thought he would be there until his retirement, just like the generation before him had been. But that era is gone from our community and this young man was now faced with this reality. He recognized he had to do something different, if he were to survive in this new global economy. He opted for school. He started school on his own motivation. He knew it was going to be a difficult time financially for his family; but he knew the sacrifices he and the family were making now would pay off in the future. Although he thought he was prepared to live on the limited financial resources he had available to him while in school, through the Trade Assistance Act, his wife's newly found part time job and his part time job; the birth of his second child just prior to his second and final year of school put him into a panic. It was at this point that he accessed our region's ACE/Lennox NEG. This grant helped pay for the childcare that enabled him to finish school. Without this assistance, he told us, he would have dropped. Our WIA/NEG support didn't cover all of the weekly child care expenses, but came close (paid about 90 percent of the bill).

This young man graduated in May 2010 in construction technology. And, one of the best parts about this young man, he is employed in his field, at a wage of \$17.00 per hour. This was his first educational experience beyond high school, made available to him through TAA and NEG. He's out of the tunnel and on the highway to success.

### ***Light comes in the form of utility assistance***

A 57 year old baby boomer, who should have been planning for his golden years, found himself applying for unemployment due to a mass lay off. He had found himself in this position just five years ago when he was laid off from another manufacturing company in our region. During that period, he had depleted all his savings and was just now starting to get ahead, when his world turned upside down once again. Last time, the economy was in better shape and he found employment again in manufacturing. This was one of the biggest manufacturers of the region and he thought he would finish out his career there. He just needed 9 more years until social security and Medicare would be available to him. Now at 57, he was being laid off again. He needed a way to support his wife and teenage son for the next nine years.

He had dropped out of school at an early age, but went back and got his GED when he was 37. He now believed the only way to avoid lay off in the future was to go back to school. He had always been interested in the construction industry and felt that this latest layoff was opening a door for him to truly do something he'd always thought about doing but just hadn't taken the leap to do it. He started attending Marshalltown Community College in January, 2009 in the Construction Technology Program.

Even though his wife was working part-time, the UI and her wages weren't enough to pay all their bills. He came to WIA asking for financial assistance, so he could devote all

his time to school. School had never been easy for him; and at his age, he felt he needed to devote all his effort toward school just to keep up. WIA was able to help him pay his utility bills while he was in school through FAS payments.

With WIA's help, he accomplished his goal of graduating in July, 2010 with his certificate in the Construction Trades. He also was the first person in his family to graduate from college! He's within inches of the end of his tunnel. The light is bright as is his future. He is now ready to secure a position in his new area of training. WIA will be providing follow services as needed until he reaches his employment goal and gets back on the highway to success.

***Light comes in the form of transportation assistance.***

A middle aged, single mom of two teenagers, found herself unemployed for the third time since earning her AA degree. This last lay off met the criteria for a TAA petition. This time she was determined to turn this negative situation into a positive and enrolled at a 4yr institution to complete her BA degree. Even though the services available through a trade petition are excellent, as her luck would have it, she was commuting just under 50 miles per day to school; and was unable to receive mileage from TAA. She would be driving 48 miles per day round trip. Her UI benefits did not even cover the family monthly bills. There was absolutely no extra money to buy the gas to drive back and forth to school. Region 6 WIA dislocated worker program partnered with the trade program to provide the transportation assistance she needed to get back and forth to school. Even with the help of TAA, WIA, and her UI benefit, she realized she was going to need additional income to support herself and two teenage draughts while she was in school. After many discussions with her WIA case-manager it was decided that she look for a part time entry level position within an organization/company that could offer her advancement once she earned her degree. She looked diligently for work and after several rejects she was offered an entry level part-time job at a residential health care facility. The plan paid off for her in the end. Once she graduated with her BA in Human Services, she was offered a full time permanent position. She's now earning a self sufficiency wage, with good benefits. Without the "light" of gas money, she never would have been able to complete her degree. She's out of the tunnel and on the highway to success.

These success stories are just a snap shot from the universal pool of WIA dislocated worker participants in Region 6. As the demand for services from the dislocated worker population continued to grow throughout the year, the RWIB continued to explore varies options for funding. In the end, all of the performance incentive money earned the previous year by Region 6 was placed in the dislocated worker program. This money, together with the ACE/Lennox NEG, PRC Rapid Response Grant, Emergency Public Jobs NEG and the formula and stimulus dislocated worker grants allowed us to serve

over 230 dislocated workers. Not all have completed their training; but for those that have, and have not found employment, we are providing follow up services. These individuals are almost to the end of the tunnel, with the light of follow up services they should soon reach their employment goal and be back on the highway to success.

Participants weren't the only ones to benefit from the many grants awarded to the Region. Through the Emergency Public Jobs, EPJ program, two state parks were able to clean debris left behind by the floods of 08 and rebuild trails damaged by the flood of '08. This work allowed the parks to have well constructed, debris free walking/hiking trails.

### Adults

The Adult WIA Program, both formula and stimulus, concentrated on serving the economically disadvantaged gain skills to become employable in a very competitive job market. The job market today is tough for even the most talented, educated person; and for the adult population, who Region Six has focused on assisting, seeking a job with the skills they currently have was mission impossible. Not only are they economically disadvantaged, but they also lack the education and skills businesses are demanding of its employees today. Because we are concentrating on a multi barrier population, we try to partner with other agencies to provide a comprehensive package for the adult we serve. The tunnel these adults find themselves in is riddled with failed jobs, numerous disappointments and little or no direction on how to get out of the tunnel. To them WIA may be the only light that can lead them out. Below is the success story of one adult who had the guiding "light" of WIA and Iowa Veteran Home.

#### *The light comes in the form of tuition payments*

A 60 year old male veteran was referred to Region 6 WIA Adult program by his case manager at Iowa Veterans Home. This veteran had faced many obstacles in his past and had fallen into the blackest of tunnels. He was unable to maintain a job, had serious health problems and when arrested for his 3<sup>rd</sup> OWI, he was given a choice of going to jail or to Iowa Veteran's Home for treatment. Although in denial of his illness, he chose IVH. He made tremendous growth and recovery while at IVH, but he still faced the obstacle of no employment. His skills were obsolete and he knew in order to get hired he needed skills in a high growth/high demand area. Through his own initiation he signed up for school at MCC, where he was enrolled in the Computer Applications Program. He did extremely well his first semester, but he was worried about the school costs that were beginning to add up. He came to the WIA program for assistance. The light he needed for his tunnel was tuition assistance. Because he was a veteran he was given priority service and was enrolled into OBA immediately. Once Objective Assessment was completed he was enrolled into an IST activity to complete the Computer Applications

Program. In the spring of 2010 he graduated with a certificate in Computer Applications and an AA degree. Due to a very tight job market, he is returning to school to add a computer networking certificate to his portfolio. He and his WIA case manager feel this additional certification will open many doors to employment in the future. The WIA “light” is shining very brightly in this veteran’s tunnel, and the completion of the computer networking certification should bring him out of the tunnel and into employment and onto the highway of success.

## Youth

The region, through the use of both formula and stimulus WIA youth funding, created a mini youth center within the one stop center. The youth center, which is a converted conference room, has now become the home base for the summer youth program, and our year round youth program. The atmosphere is pleasant and hip and all who visit continue to return. Intertwined within this comfortable space is a learning station that offers youth a technological savvy way to learn interviewing skills, soft skills such as team work and getting along with coworkers and the importance of being on time. Decorating the walls of the youth center are pictures of the youth participating in WIA activities. Some pictures are hilariously funny and some are very serious and they all show youth engaged in positive learning and working situations. Figuratively speaking, the tunnel the at-risk youth find themselves in is not all that different than the tunnel of the dislocated worker or our disadvantaged adult. Their worlds have become chaotic and dysfunctional and without the help of WIA, the light at the end of the tunnel, they may never find their way out.

### *Light comes in the form of GED, Childcare Assistance and Incentive & Bonus*

A 17 year old high school dropout and single mother, enrolled into the WIA youth program the fall of 2008. She was relying upon FIP & food stamps to meet her family’s basic needs. She began immediately working towards her GED with support services of child-care and incentive & bonuses. She had a long term nursing goal, which the WIA staff counseled her through the initial steps of getting started into a 75 hour C.N.A. course. Upon completion of the 75 hour course, she began working at a local nursing home while continuing to attend her GED sessions. She also continued on with her C.N.A studies & completed the 80 hour advanced CNA training course. In the spring of 2009 she successfully completed her GED. She was very proud of this accomplishment. With staff guidance she applied at the Iowa Veteran’s Home. She was once again very proud of herself when she was hired on full time. She put in a significant amount of hours & was able to achieve self-sufficiency for her family. The biggest bonus of it was that she really enjoyed the work!

Staff continued to counsel her as she considered pursuing additional training. She decided to begin the pre-requisites for LPN status. She was guided through the financial aid & enrollment process & began attending the spring semester of 2010, at the local community college. She hit a road block unfortunately when her step-father was diagnosed with terminal cancer. She was therefore forced to end her studies in order to see to her family. She has hopes of returning to her training sometime soon. In the mean time she has maintained her employment at the Iowa Veteran's Home & has been able to establish new housing in a home for her family which she is very proud of. In providing follow up services to her she continues to express gratitude to the WIA program & happiness in regards to her current situation. She's out of the tunnel and on the highway to success.

#### Waivers

Region 6 did experience a tremendous need for dislocated worker dollars. However, the RWIB chose to use incentive dollars to assist in the funding of the Dislocated Worker Program rather than transfer funds from the Adult Program. The RWIB felt it was in the best interest of the Adult Program to leave its budget in tact as award by the state.

Region 6 utilizes the waiver of time limit on eligibility of training providers and believes it allows for smoother and quicker flow of a participant into a qualified training institution.

#### Conclusion

Many participants were served with the various WIA funding sources available to the region. The region, however, is looking forward to the integration of WIA funding and Wagner Peyser funding in the future so that many, many more individuals can be served, and be given a light to lead them out of the tunnel of unemployment and onto the highway of employment and success.

#### **Region 7 – Waterloo**

After catastrophic tornado and flood damages in the Spring of 2008, the state of Iowa applied for and received the National Emergency Grant, Emergency Public Jobs (EPJ). The two year grant provided funding for dislocated workers to assist public and private nonprofits recover from the disasters. Region 7 entered the second year of the grant (7/1/09 – 6/30/10) fully engaged in on-going disaster recovery.



Effective July 1, 2009, 155 dislocated workers were employed in four of the five counties making up Region 7. Some of the 18 active worksites included Waterloo Leisure Services, the cities of Independence and Parkersburg, Evansdale Streets Department, Bremer County Recovery Coalition and Camp Ingawanis.

Total Work Experience hours invested in the region equaled 82,430 for PY09, bringing earned income to those workers totaling \$1,071,533.00. Not only did this program provide earnings to families, it also benefited the communities they lived in as the families paid rent, purchased groceries and other daily living necessities with those wages. The EPJ grant also paid for such things as day care, transportation, safety equipment and work physicals - an additional \$113,710 infused the area communities by these payments.

Below please find testimonials provided by those who benefited by the Emergency Public Jobs grant.



- “To Whomever It May Concern:  
I am the camp ranger at Camp Ingawanis in Waverly, IA. We have people working in our camp from the Emergency Public Jobs program. If it was not for this program creating these jobs to help clean up after the tornado and the flood we would still have a terrible mess in camp. The workforce I have at camp have been a blessing to camp. It is a fantastic program and I can’t say enough about it. This is one of the best ways to use the money by helping people out. I am fortunate to have the opportunity to have the use of this program to help us at camp. We were hit pretty bad from the flood and winds from the tornado. Thanks for this great program.”

Sincerely Yours,  
Tim Cook  
Camp Ranger, Camp Ingawanis

- “My name is Jason Wildeboer. I started working in the tornado and flood clean-up program. This program let me get back to work and helped me get back into the workforce. Doing this job and this type of

work helped get me my full-time job with benefits. This means a lot to me and my family. Thank you for the opportunity.”

- “After I was laid off from Eagle Tannery this came along at a wonderful time. It has been a life changing experience. We have had good days and bad but we survived them all together. We all learned to look at different people and just accept them. I appreciate the opportunity to continue my time on this job. I’m very proud that they have so much faith in me. When I was made supervisor, it was nice to know people had confidence in me. We have laid a great foundation and I am doing my very best to continue the tradition of hard work and dedication to the job. I think all of the people I work with are great and I’m very fortunate to have had this experience. This is a great program! It gave people a lot of opportunity and put whole families back together.” Mark
- “This job came at a real good time for me. I’ve made some bad decisions in my life that ended me up in a bad place. My worker had enough confidence in me to give me a chance and made me a site supervisor. It really meant a lot to me. One day in particular made me feel real good when I saw the group work together and I realized a group of misfits can work together and get things accomplished. That is one of many good memories I have. Another vivid memory is coming to work and seeing bald eagles and ospreys roosting in a pair of trees we worked hard to preserve. Once again, thanks to whoever made this possible.” Wade

The work component of EPJ ended as of June 2010. Yet many participants will continue to benefit as the program will continue to help fund any that go on to classroom training. It has proven to be a vital investment in Region 7’s communities and people!

An integrated service delivery system

On May 20, 2010 Region 7 Hawkeye Community College Iow@Work became IowaWORKS Cedar Valley. After nearly two years of planning, programs, personnel and facilities integrated changing how the Cedar Valley receives services. Where Iowa Workforce Development (IWD) and it’s staff of 17 had always been colocated with Iow@Work and it’s 10 member staff, the new system has removed silos and expanded how the job seekers and employers have their needs met.

While many “bumps” still have to be ironed out, the benefits of the integrated model are graphic. Between “launch” and year-end (5/20/10 - 6/30/10) IowaWORKS enrolled 1,676 new members (one time enrollment) with 1,369 enrolled into WIA Core Services. That equates to approximately 58 members a day – many of whom return multiple times to

receive services including workshops on resume writing, computer 101, interviewing, skills assessment, labor market information and more.

It is yet to be seen how WIA performance measures will be impacted. The only measure that is currently documented is our costs per participant rate.

PY 09	Adult cost per participant	Dislocated Worker cost per participant
3 <sup>rd</sup> Qtr	\$2,582	\$1,063
4 <sup>th</sup> Qtr	\$110	\$395

Another challenge facing Region 7 is how to serve such vast numbers of people with reduced staff. Both IWD and WIA have lost senior staff due to early retirement packages offered by our employers. IWD position have not been filled as of this writing and the WIA side of the partnership is facing severe budget cuts which may required paralyzing downsizing in an already skeleton team.

Despite all hurdles, it is apparent that integration has provided greatly expanded services to the public, and truly does increase the skills of all job seekers at least one step.

Selected comments from customers are listed below:

- “Found this change very helpful! The staff was great.”
- “Everyone is very helpful & really seems to care. I love the new set up!
- All staff was very helpful & all seem to want the best for each person that enters the door.”
- “I hope to learn how to fill out applications.”
- “I plan to use this information to find more job listings and make myself more appealing to employers.”
- “I learned that I need a lot of computer skills and they were very friendly.”
- “I want to work on confidence in interviewing skills.”
- “I learned that they really want to help you find a job.”

**Region 8 - Carroll**

Although Region 8 economic conditions are slightly better than the state average, the unemployment rate in this region is rather low in this economy in Carroll, Crawford and Sac counties with unemployment rates from 3.8 to 4.2. Greene, Guthrie and Audubon Counties unemployment rates are between 5.2 and 5.9. The trend in unemployment has brought more customers to our door in need of help from the eastern side of our region in making their next career move. Support services of transportation were the most

requested service because the region's training resources are most often located in the western side of the Region.

Last year's Summer Youth Program was closed with 20 youth enrolled, 18 placed in jobs and 16 completing their job assignment. This year Staff implemented the TANF Summer Youth program. Staff enrolled 19 youth and 13 were placed in jobs. The focus for enrollment is parenting teens in the Job Corps program and parenting teens doing job searches in the Promise Jobs program. SDR8 partnered with Job Corps in Denison in implementing the program. This was a valuable partnership because Job Corps provided transportation and child care and a structured home life for the students involved. Under Job Corps direction students received \$25 of their paychecks in cash and the rest was deposited into a savings account to help with transition costs when they leave Job Corps. Some students were able to apply the time spent on the job as vocational training time in their Job Corps programs.

SDR8 is slowly closing down the EPJ program. At this time 3 people are in training and are expected to complete training within the next year.

Region 8 has suffered some layoffs. One plant closing, World Color in Carroll, involved a Rapid Response. Partner programs IWD, IVRS, Des Moines Area Community College, Western Iowa Tech Community College, DHS, and Opportunities Unlimited are some that were involved in providing information to the employees who were laid off. Stimulus money was used to serve these individuals, especially those interested in short term training. 100% of the employees were contacted. This group re-entered employment very quickly; some chose training. The most requested service was help with a job search.

Additional Information:

The RWIB has set three primary constituencies to whom we need to provide service: employers who are seeking individuals that can function efficiently in a work environment; the individual seeking an initial employment experience or an improvement in their current employment situation; and, the worker with needs to stay employed with assistance such as housing, childcare, transportation, or other support services.

Basic technical skills are increasing in demand among regional employers. Jobs requiring skills training specific to the job are on the increase. This creates a need for on the job training and short term training. Medical certificates, truck driver training, welding, computer software certificates and energy technology are examples of most requested short term training. Other needs noted among the available workforce are the basic soft skills including work habits, integrity, interpersonal skills, problem solving and multitasking orientation. SDR 8 will continue to provide vocational training that leads to

self-sufficiency, and will focus on short term and two-year training programs that upgrade skills.

To better process and serve the number of participants that are requesting services Region 8 has implemented a group information and enrollment practice. This will allow WIA staff to meet and enroll a larger number of people as well as give us an opportunity to talk about the lesser utilized services in the region like Job Clubs, Work Experience and On the Job Training. The application process is executed through a series of three meetings. The first discussing services available and enrollment, next assessment and labor market information and the third discussing training. This will accommodate two service goals:( 1) Better process for anticipated good out comes by evaluating the participant's willingness to follow through with their employment plan by assessing the individual's attendance and preparation for each meeting; and ( 2) To create a group dynamic of individuals with the common goal of becoming better employed that may evolve into a Job Club.

A similar process was successfully implemented in the summer youth program for serving youth most in need in the region to improve service delivery and outcomes. The group enrollment and assessment type of process through group conversation and exercises, uncovers barriers not normally uncovered by a one on one conversation with councilor processing application paperwork. Also, to create peer support for young people as they accomplish their career goals.

### **Region 9 - Davenport**

Region 9 in Eastern Iowa includes Scott, Clinton, Jackson, and Muscatine Counties. Region 9 has a population of 275,576, with 9.2% of the state's population.

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

The Economy. The Region 9 economy drastically changed in the last two years. The unemployment rate started rising in October 08 as companies began laying off and reached a high in early 2010.

The workforce system and all of its partners have been challenged to provide services as numbers of unemployed more than doubled in some counties.

It's all about Skills.

For those laid off or unemployed with limited education, and job skills, it is even more challenging to find a new job. Those most vulnerable in a tough job market are typically younger/less experienced, low skill, high school dropouts and minority workers.

WIA services are available in each county. Services include:

- Core Services are available to every job seeker without regard to eligibility. WIA partners with Iowa Workforce Development to provide computerized Resource Rooms for job seekers, and related job and career workshops.
- WIA staff can also provide “one on one” staff assistance with resumes, interviewing, internet job searching, and more.
- Career assessment tools assist individuals to develop job and training plans. Tools include career interest inventories, existing skill inventories, CASAS math/reading assessment, computer literacy and work readiness checklists.
- Career Research/Planning. Workshops and individual assistance to research careers including, projected job openings, expected wages, required skills and certifications.
- Training assistance. Tuition and support services for those eligible (low income youth/low income adults/dislocated workers without sufficient skill to obtain employment).
- Work Experience for those with little/no work history.
- On the Job Training with 50% reimbursement of wages for employers who hire and train.
- Rapid Response assistance for businesses and workers affected by layoff or plant closings.
- WIA partners with Iowa Workforce Development, Eastern Iowa Community College, Career Link, Economic Development, United Way, Department of Human Services, High Schools, Chambers, Foundations, and many others to assist businesses and job seekers.
- Promise Jobs is provided by Iow@Work and Iowa Workforce Development through contract with Department of Human Services. Individuals receiving public assistance develop an employment plan and follow through on activities such as workplace essential/job search classes, GED/HS completion, post secondary training, and work as a condition of receiving public assistance. There is a 60 month lifetime limit.

#### Focus on Special Programs

**Dislocated Worker Services.** When businesses layoff 25 or more workers, the region’s rapid response team is available to meet with the company/union/workers to describe unemployment, training, job search and other community resources available to the workers. The Rapid Response Teams assisted the following employers and workers during the year: Alcoa, Deere, Black Hawk Foundry, BMS Logistics, Community Care, Egging Company, Gerdau Ameristeel, Interstate Bakeries (Wonder Bread), IPSCO, JRB, Maquoketa Hospital, Pretium, Swiss Colony, TM Woodworks, Tri-State Companies, Uniparts/Olsen. These companies alone represent more than 1900 laid off workers.

Here is an example of a dislocated worker and his journey after layoff:

*“Steve” was an employee of Davenport White Metal when that company closed down in the poor economy. He had been earning \$20.20/hr . He had worked over 14 years as a Tool Operator in contract positions and as a Machinist. He had no formal training or credential to aid him, and had never seemed to need any as he moved through his career in production. He scored high in his testing and was definitely in the right career track according to his Holland Interest Inventory results. He applied for WIA assistance when he was unable to land even an interview for a new job as a Machinist. We enrolled “Steve” and sent him off to Career Links Orientation (funded by Eastern Iowa Community College) to give him a new and fresh view of the workplace he was trying to reenter. After successfully completing that course, he was ready to enroll in training for CNC Programming a welding skills upgrade. The entire time “Steve” was attending his classes and energetically learning new skills, he continued to job search. However, despite a rigorous application regimen and exemplary work history, not one employer offered him so much as an interview. That changed the moment he earned the certificates that documented his new trade skills in CNC and welding. Immediately Sedona Staffing summoned him for a temp job with ESCP – a local company that specializes in rack & container manufacturing, fabricated parts, laser and plasma cutting, machined parts, and powder coating. “Steve” was very excited at the opportunity and was especially grateful to feel confident and very qualified to tackle a new position. Within weeks, “Steve” was back in our offices, proudly stating that he had been given a fulltime permanent position. He said that his new training had provided exactly what the job needed, and said his new boss verified that he would never have been given a chance without the updated training and new skill sets. “Steve” expressed great appreciation for all the assistance WIA gave him and says that without the guidance, support and training, he would very possibly still be unemployed*

TANF Summer Youth. Although it became a reality too late for June employment, the Department of Human Services thankfully provided summer jobs for low income youth (age 14-21) who stood no chance of competing with the skilled/experienced adult job seekers. Summer TANF funds provided minimum wage jobs for the first time with a focus on Private Sector Jobs. Most jobs ran from July through 9/3/10. With these “first jobs”, 173 youth in our region have learned about work, gotten excited about previously unknown jobs/careers, and met supervisors and counselors who coached and encouraged them to excel. Struggling employers received extra help. Wages immediately circulated back into the economy. Below is an example of some youth and an employer who benefited from the program.

Owners of Art & More, knew they needed to supplement the business done by their store in NorthPark Mall. They’d started a web business but hadn’t had time to develop it to the extent necessary. So when Summer Youth Employment Counselor Tom Belowske came calling to see if they could provide work experience for youth, they jumped at the chance. It wasn’t long before they had several young women working at their computers, entering the data needed to make the art nearly pop off the page when a potential customer went to

their website. Jasmine, Janessa, Shakaya and Desiree have all learned more about using the internet to make sales rather than just as a tool to keep up with friends. While they worked the young women were able to observe the flow of patrons at the Mall, watch them being assisted in a way that made those customers want to return for future purchases, and see the dedication and long hours it takes to be successful small business owners in a mall setting. See what the young women worked on by visiting the business website: <http://www.artandmore.com/> and clicking on a few images.

#### Special Projects and New Initiatives during the Year.

- **BET-WIN JOBS.** What jobs are open to job seekers without High School Completion? Getting a GED isn't easy. Drop outs are common. Iow@Work (along with education and workforce partners) designed a project to reconnect drop outs....and received \$103,560 in ARRA State Funds. With a 2 week "SUPER" career assessment, job seekers each developed their Career Vision...a real/researched/accessible career pathway they could visualize leading to a specific job/wage/better life. After an 8 week/3 hr a day class (team taught College/Iow@Work), a phenomenal 49 of the 55 dropouts enrolled got their GED/a job and/or post secondary training! Class included GED, Computer Literacy, and Workplace Survival Skills. The key to success? A career goal, strict attendance requirements, great instructors, and a half time staff person who assisted them with barriers and issues that threatened to derail them. Although funding ended for this project, a number of the successful features were included in a Department of Education grant.
- **United Way Job Search.** An anonymous donor provided funds to assist people affected by the economic downturn. The Eastern Iowa Community College Foundation competed for and received \$11,200 in United Way funds on behalf of Iow@Work to provide intensive 5 day job search workshops. Over 17 workshops were held serving 139 job seekers. Evaluations came in saying "I didn't know if I really needed to come every morning for 5 days...now I would recommend that every job seeker take this class!"
- **Computer Literacy.** Based on dislocated worker surveys, there is a huge need for basic computer literacy. Many workers have not used computers in their jobs. This is a necessity now to job search and compete for jobs. Nine classes serving 136 job seekers were held in the region, covering all counties. Funds were provided by Iowa Workforce Development State funds. EICCD provided the training and all completers left with documented skills and a certificate.
- **Iow@Work** competed for and received \$100,000 in ARRA State Funds with a goal to serve an additional 40 summer youth the summer of 2009, with remaining funds available for out of school low income youth through 6/30/10. A total of 55 youth participated.

- On June 28, 2009 Iow@Work applied for and in September was awarded \$1,096,523 in National Emergency Grant funds to assist over 700 laid off Alcoa and Deere Davenport Workers Services include career assessment, training, workshops, placement assistance and more. Through cooperation and assistance of company/unions, we will be opening a small Career Placement Center. Just recently most of these workers were recalled!
- The 2 Year EPJ (Emergency Public Jobs) program continued providing unemployed workers for flood/storm clean up of public property with 201 workers placed since the program started. Examples of work sites where flood/storm public property clean up and repair has occurred are: Credit Island, Duck Creek, Wild Cat Den, Maquoketa Caves, Camp Abe Lincoln, City of Davenport and Muscatine. Over \$2.6 million in EPJ funds were injected directly into the economy as workers cash and spend their pay checks ... providing economic stimulus for the local economy and people like “John”.

John was a 23 yr old single young man when he was laid off from his production line job at XPAC. John has one unusable arm because of a 4-wheeler accident in high school. He also has a documented learning/reading disorder. Regardless, his XPAC superiors documented that he always worked hard and had not missed or been tardy even once during his 13 month employment. After his layoff due to company downsizing, he started using the Iow@Work resource room for job searching. Unfortunately in a poor economy, he was not getting interview or callbacks and financial instability loomed. John was thrilled with the opportunity to work at flood clean up at Credit Island and showed his crew the same loyalty and punctuality shown his former employer. He attended and participated in all Iow@Work EPJ safety training even though there were limitations on his ability to use equipment and motor vehicles. Immediately he joined a crew assigned to repair acres of trails and pathways damaged by the 2008 Floods and Storms. Once again John proved his resourcefulness by undertaking every assigned task and by working fulltime without either absence or complaint. Using one arm, he painted, dug, swept, lifted and did every other task alongside his crew. When John’s placement ended, he stayed on UI a few months and then was offered a recall by his former employer.

- Upcoming BRAC Layoffs. Although the Rock Island Arsenal is an Illinois employer, it is located on an island between states with workforce drawn from both sides. The Region 9 Iow@Work Director serves on the bi-state Rock Island Arsenal BRAC task force that continues to work on upcoming TACOM closing scheduled for 2011 affecting over 900 employees.
- Chamber and Economic Development Initiative: The Quad City Development Group was recently folded into a new Chamber-led economic development team called Quad Cities First. Quad CitiesFirst is developing and will “float” various recommendations to insure an adequate skilled workforce is available. The Iow@Work Director will serve as the workforce partner liaison with that group. One

example might be the development of a high school internship data base for the Quad Cities with the goal of exposing more youth to careers and the preparation needed. It is expected that Workforce partners will assist in some way to move recommendations they support into action.

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

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

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

Davenport has a WIA and IWD location with neither space large enough or suitable for both. State staff are examining options that would enable WIA/IWD to co-locate and integrate.

#### Additional Information:

Waiver on initial eligibility for training providers. This waiver has removed a requirement that would likely have led to training providers dropping from the approved training lists. As such, this waiver has been beneficial in providing a wider range of training to participants.

Waiver on transfer of Adult and Dislocated Worker Funds. Although our region did not use the waiver, the availability is appreciated and allows regions to program funds where they are most needed.

Discretionary, Early Intervention, and SEGS grants. Our region did apply for several EI grants and one Discretionary Grant for Alcoa/Deere layoffs. Activities conducted were the full range allowable in WIA. Many of those were co-enrolled in formula dislocated worker programs until other funds became available, and this did have some effect on performance. Initially workers opted for computer classes and other short term training. Thankfully most were recalled by their employer recently

## **Region 10 – Cedar Rapids**

### Introduction and executive summary

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

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

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

Region 10 has an average unemployment rate (June 2010) of 6.0 percent--.8 percent less than Iowa's average unemployment rate of 6.8 percent. Benton County has the region's highest unemployment rate (6.7 percent); Johnson County has the lowest (4.9 percent). Iowa County (6.6 percent unemployment rate) in the southern part of the region is designated as a county affected by "Auto-Industry Impact."

Unprecedented and catastrophic flooding in Region 10 occurred during 2008, all seven counties in Region 10 were included in public and individual assistance amendments to the FEMA disaster declaration. Disaster assessment, planning, and recovery are on-going. The region, through the Corridor Business Alliance, has been making intelligent, data-driven, and coordinated economic recovery and development plans to support workforce

talent development, and planned economic transformation and increased innovation in Region. The Corridor Business Alliance consists of twelve organizations with the following vision, purpose and goals.

**Vision:** To create a vital regional economy through the creation and growth of business.

**Purpose:** To improve and strengthen **strategic collaboration** among member organizations to achieve our collective vision.

**Strategic Position Statement:** To harness and leverage corridor resources to achieve our vision as well as to recruit and keep talent in the region.

In December 2009, the CBA hired Mike Langley, former CEO of the Allegheny Conference in Pittsburg to facilitate a strategic planning session. As a result of the session three strategic initiatives are underway.

1. Develop and implement a regional brand.
2. Achieve full flood recovery.
3. Develop and implement a regional economic development strategy.

During PY2009, Region 10 continued to experience impacts from the national recession with over 5,000 individuals impacted through layoff or company closure.

#### Program Summary

Workforce Investment Act Program performance for the region was strong, serving over 740 participants with 355 new enrollments for the program year. The WIA program met 14 out of 15 performance measures, but will hit the incentive bonus requirements. The Youth program maintained its focus on out-of-school youth and had excellent results from marketing and recruitment efforts, enrolling 80 participants during PY09. A Summer Youth Jobs program was implemented with \$241,096 funds serving 56 area youth through 12 work sites. The Dislocated Worker and Adult programs enrolled 275 participants during PY09, however, through core services, served more than 816. The Region 10 Disaster Emergency Grant in Region 10 has placed 510 individuals in temporary jobs at 80 public and nonprofit worksites.

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

- The RWIB Integration Subcommittee continue to meet to oversee and support the region's collocation and integration of Iowa Workforce Development, Kirkwood Community College's Skills-to-Employment division (PROMISE JOBS and WIA programs), and workforce partners.

- The RWIB Audit Committee met twice during the year and reviewed financial, fiscal, audit, monitoring and personnel policy reports.
- The RWIB met with regional economic development professionals, WIA dislocated worker and summer youth participants, and guided the programs supported by ARRA funding.

## Special Projects

The Workforce Investment Act Programs focused on the creation of innovative programs and services during PY 2009 to effectively serve the increased participants and enrollment numbers experienced by the Disaster NEG and as a result of the economic recession. The following activities were undertaken:

- 1) Job Club / Job Placement Services / Job Search Services
- 2) Digital Literacy and Basic Computer Training Program
- 3) TANF Summer Youth Job Program
- 4) Disaster NEG

### Job Club / Job Placement Services / Job Search Services

#### *Employment Networking Group*

The WIA program established the weekly Employment Networking Group or ENG in February 2009 in response to the large number of individuals interested in job search assistance. This group was originally established in Cedar Rapids but due to the high demand, was expanded to Iowa City in June 2009. This Program Year, 816 have attended ENG sessions.

ENG offers job seekers the chance to meet and network with others in job search, talk with a WIA consultant and participate in a weekly educational program about job search. Some topics covered include mock interviews, resume writing, Colors testing, networking, follow up and much more. The A/DW team also includes business representatives to serve on panels and complete Q&A with participants and allows for participants to network with these individuals. We look forward to continuing this service into PY10 and in collaboration our new Recruitment and Placement colleagues.

#### *Community Information Sessions*

WIA program recognized that there were many individuals being impacted by small layoffs through Region 10. Many of these individuals were unaware of WIA services. To find and educate this hard to reach population, the A/DW program has collaborated with many other partners throughout the region serving this group to identify and refer DW and A participants to the program. Presentations and information has been shared through Veteran events including a Stand Down, homeless shelters, partners within local

colleges counseling offices, General Assistance, Iowa Workforce Development, United Way and many other agencies. A/DW staff members participated in 3 resource fairs and no fewer than 12 community presentations. Interested participants are then scheduled for an A/DW information session where they can learn more about the A/DW programs, other programs that may help them, and next steps to start accessing services through A/DW.

In partnership with Kirkwood Community College, a College Restart information session was held in April, 2010 for individuals currently receiving unemployment. A postcard was delivered to all individuals receiving unemployment in the region and 30 attended an information session to learn more about training and skills upgrading opportunities.

#### Digital Literacy and Basic Computer Training

ARRA and WIA formula funds supported digital literacy and basic computer training for dislocated workers and adults to gain technology skills. Dislocated worker surveys clearly documented the need for basic computer training. Six classes were offered, serving 90 WIA enrollments. These classes offered 8 weeks of basic but intensive computer training, providing participants with a certificate.

#### TANF Summer Youth Job Program

In late May 2010, the Region 10 Creating Futures Youth program learned that a summer job program was to be funded through TANF funds. The focus of the program was work readiness skill attainment. To increase work readiness skills, the program provided youth with (1) 24 hours of work readiness training and (2) a minimum of six weeks of work experience at non-profits, public entities and businesses. Kirkwood served 56 youth at 12 worksites throughout the 7 county region. The program will end September 30, 2010.

#### Disaster NEG

In June, 2008, the Region 10 WIA program began implementation of the Disaster NEG program referred to as Emergency Public Jobs. The WIA offices partnered closely with County and City officials, non-profit agencies, and the Department of Natural Resources to secure worksites. Intake application offices were established at one-stop centers within the region and the EPJ program was housed in downtown Cedar Rapids in the center of flood recovery operations. The program served a total of 510 participants into temporary public jobs on 80 worksites. Participants of the EPJ program are also participating in training and job search, 78 participants have been served to date. The region has funding for this program through June 30, 2011.

## Grant Projects

During PY09, the WIA program focused on the continued implementation of the following grant programs: GAP Tuition Assistance Program, Adult Literacy Workforce Initiative (ALWI), Call Center Training Program and CareerLink Career Welding Training Program. Performance on each of the grant programs met or exceeded grant requirements and WIA performance measures.

An innovative program that seeks to work cooperatively with partner programs and leverage additional resources is Kirkwood Community College's GAP tuition assistance program. This program is funded through Kirkwood Community College yet provides services to dislocated workers, low-income adults and underemployed individuals by providing non-credit tuition scholarship to income eligible individuals. The program case worker provides career advisement and direction, orientations, applicant interviews, skills planning, and ensures appropriate career matches to the noncredit certificate program. Individuals are provided assistance while in their training program, assistance with job search and placement, and are tracked based on the WIA performance measures. To date, over 200 people have been served and \$220,000 invested in the program.

### Successes and Testimonials

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Feedback from individual participants receiving WIA services remains strong. On several occasions, clients volunteered to speak to legislators and other partner groups about their experiences with the program. Three participant panels were conducted at RWIB meetings this past year allowing participants to share their experiences with RWIB members. Dislocated Workers, 2009 Summer Youth participants and supervisors and TAA participants have all participated in board meetings. In March 2010, two 2009 Summer Youth participants traveled to Des Moines to participate in the AIWP legislative breakfast. They were excited and energetic to speak to legislators about the benefits of the summer program and had an educational visit to the state capital at the same time. The following success stories support the partnerships between programs, businesses and individual participants.

#### *WIA Dislocated Worker*

Brad was referred to the Dislocated Worker Program from the Iowa Workforce Development staff in December 2007. He was let go from his job at US Cellular where he worked as a Customer Service Representative. He stated that he was devastated when US Cellular let him go and felt he would need training to find wages comparable to what he was making. Brad said he did do some computer support work at US Cellular within his team but that was not in his actual job description. He researched the Computer

Support Specialist, two year degree at Kirkwood Community College and decided on that training. Consultant encouraged Brad to look into tutoring at the Kirkwood Computer Lab to gain additional experience prior to graduation. Brad did follow consultant's suggestion and was hired part time to tutor other students in the lab. During Brad's last semester at Kirkwood he was fortunate enough to obtain an externship with Ruffalo Cody, employer located right on the Kirkwood Campus. Brad was very happy about this opportunity not only for the experience but also because it was a paid externship. Upon completion of training Brad was hired on full time at Ruffalo Cody where he is still currently working.

#### *WIA Youth*

Sara participated in our summer job program during the summer of 2009. She was a young mother also attending the alternative high school. Sara earned her C.N.A. certification through the GAP assistance program prior to the summer. During the summer of 2009 she was enrolled in the Creating Futures Youth Program and received support and guidance as she transitioned from her alternative high school to college. She received assistance with funding for transportation. Sara will be completing the program as she is working full time as a C.N.A. earning \$12.25 per hour. She has put her plans for nursing school on hold but since she has worked as a C.N.A. for six months she plans on getting support in post program services to receive her certification as a medication aid.

#### *TANF Summer Youth Program*

Nikki is a single mother of a 10 month old little girl. She learned about the Creating Futures Youth program through the Kirkwood GED program staff. Nikki has had many issues to deal with over the past several years including the loss of a child 4 years ago. She has been struggling in poverty and with her new child here she knew it was time for her to improve her education and set goals for her life. Nikki began classes through the Kirkwood GED program, attended counseling and decided to participate in the TANF summer job program to gain job experience and a paycheck. Nikki had limited work experience but was quickly at home at her worksite with Jane Boyd Community House. She needed a nurturing, supportive and positive work experience to build her confidence and skills. She has learned a lot about office duties and receptionist duties. She shared that she is so "honored" that they trust her to process donations. Nikki has grown tremendously and has learned and demonstrated work readiness skills. Nikki's employer would like to keep her on as a part time employee after the end of this summer job program, but are still looking for funding for that position. They report that she has been a great addition to their team.

#### *WIA Disaster NEG*

J.W. had been out of work for almost a year when he was enrolled in the Emergency Public Jobs program in November 2008. His work history was somewhat sporadic before that and he was residing at a homeless shelter when I first met him. Mr. W also had limited transportation and was a recent parolee. But from the beginning of his involvement with the program, Mr. W displayed an eagerness to work and a willingness to whatever tasks he was assigned.

Mr. W's skills were utilized on several flood recovery/repair worksites. He obtained a number of skills through his work experience and others as well through fire and chainsaw safety training. Mr. W successfully completed his maximum hours of work experience during which he earned the respect of both his fellow workers and site supervisors.

Mr. W continued on into Phase 2 of the program and successfully completed Heavy Equipment training and achieved a NCCER Certified Operator credential. The participant eventually obtained a full time permanent position with the City of Cedar Rapids' Public Works Department currently making \$15.58 an hour. Both his training achievement and the network he established in his work experience led to this opportunity and subsequent employment.

Mr. W has expressed many times to myself and the rest of the staff, how EPJ changed his life around and that he would forever be thankful for the opportunity it provided him.

#### *GAP Tuition Assistance*

Matt had truck driving experience, but he did not have the formal training or certification required by many employers in the industry. Most recently he had been working in production as he was unable to obtain a new driving position. Matt really enjoyed driving and wanted to re-enter the industry. He applied for assistance through the Gap Tuition Assistance program in the hopes of completing the Class A Truck Driving program at Kirkwood Community College. His prior experience and mechanical aptitude supported this career decision. Matt's request for assistance was approved, and he started the 4-week training in late March. While in training, Matt explored various job postings, and he successfully completed the course in late April. Matt's initiative and persistence were rewarded with an offer of full-time employment with benefits to start the Monday following completion of his training. Congratulations to Matt for achieving his goal of certification and employment!

#### **Region 11 – Des Moines**

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

- For approximately two years, Des Moines Area Community College, Kirkwood Community College, Department of Human Services and Iowa Workforce Development have partnered to capitalize on a highly underutilized source of training funds for Food Assistance recipients. The Department of Human Services and IWD have now made those funds for training and support services available to recipients of the Food Assistance program. Polk County has 20,000 recipients of Food Assistance benefits, of which approximately 12,000 may be eligible for the funds. The program is voluntary and will be piloted in Polk and Linn counties in cooperation with IES and IWD staff.
- IES and IWD continue to build partnerships to fill service gaps with organizations outside its walls. Specifically, we have found that many of our clients require more in depth assessment, and we have partnered with Kuder Systems to utilize their tool called “Kuder Journey” as a pilot in a workshop setting. The pilot has been a success and we will be negotiating an agreement for Region 11. As well, IWD administration is in negotiations for a statewide application of the Kuder Journey assessment tool.
- Many of the services of the Workforce Center require the member to use a computer to complete an assessment, apply for work on-line, prepare a resume and cover letter, etc. We have found that many of our members lack the basic computer skills to be successful. In response to this need, IowaWORKS staff has prepared a 12 hour Computer Literacy workshop offered every week at the Workforce Center. Upon completion, the member has learned enough to be able to successfully prepare a resume, apply for work on-line, and communicate effectively via e-mail. This course has been so successful that we are scheduled out 2-3 weeks. We are partnering with Central Iowa Works to export this curriculum to organizations willing to host a similar training site. New Iowans Center staff is offering a similar curriculum in Spanish.
- IES@DMACC and IWD co-sponsored a weekly television program called IowaWORKS, starting the first week of September, 2009. Thanks to the State Workforce Investment Board, seed money for the project was dedicated from Region 11 incentive funds in addition to funding from IWD and DMACC. The focus of the programming was to highlight specific workforce center services and to track five members of the Center on their road to reemployment; all five were successful securing employment. Rob Denson and Elisabeth Buck hosted the show. Recordings of the various segments are available on the IWD Website.
- The most notable achievement this past year has been the planning and implementation of a new integrated service delivery model. IES @ DMACC and IWD staff are organized in three functional work units to enroll job seekers as members of the Center, provide skills development services, and provide recruitment and placement services. The net result has been:
  - Increased customer satisfaction;
  - Ease of identifying WIA eligible candidates;
  - More information and services are provided to all job seekers;
  - Significant increases in the enrollment of WIA Adult and Dislocated Workers.

- In the first year, we identified 13,395 members to the new model;
      - 89% identified as WIA Adult Eligible
      - 32% identified as WIA Dislocated Workers Eligible
      - 12% of the members declared a disability
      - 14% of the members do not have a GED
    - All of the members can be queried for outreach.
  - New workshops such as mock interviewing, computer literacy, Kuder skills assessment, and MS Office 2007 were developed and implemented in response to customer demand.
- Following the dissolution of the Regional Workforce Investment Board on June 30, 2008, the State Workforce Investment Board took on the responsibility for the governance of the central Iowa Region through a policy waiver approved by DOL. Region 11 management and staff would like to thank the SWIB for their service, commitment, and patience as we implemented the new Central Iowa RWIB. The Regional Workforce Investment Board (RWIB) has oversight responsibility for the workforce development system in the eight central Iowa counties of Boone, Dallas, Jasper, Madison, Marion, Polk, Story, and Warren. This Governor appointed board has 41 voting members from the following sectors:

Business	21
Local Education (K-12)	2
Organized Labor	5
Community Based Organizations	2
Economic Development	2
County Elected official	1
City Official	1
Community College	1
One Stop Partners	6

- The Board met for the first time on August 23, 2010, taking steps to appoint officers, committees, identifying training and future board agenda items. In addition the Executive Committee of the Central Iowa RWIB will be discussing the value of employing an independent RWIB Coordinator and assistant, not connected to any of the service providers.

## Youth and EPJ Programs

Iowa Comprehensive Human Services (ICHS) completed the 2010 year with the highest number served in the WIA Youth Program to date. Two hundred fifteen youth participants were served through active and follow up services. High unemployment in Region 11 has made it very difficult for youth completing a GED or High School diploma to obtain entry level employment. ICHS has seen a sharp increase in youth entering post secondary education this year. Special efforts have been made to assist participants in accessing other community services this year to make financial ends meet during these extremely difficult economic times.

ICHS also served 152 youth through the ARRA Stimulus Summer Program, with 84% successfully completing workplace readiness and work experience. Several youth were hired by the worksite after completion of the program, and are still working with those employers a year later. Eight youth continued to work through March 2010, and used this long term work experience to become gainfully employed elsewhere in the community.

One such young man came to ICHS while serving his sentence at Fort Des Moines Correctional Facility. Staff began working immediately with him on job development as he was planning on starting school at Des Moines Area Community College (DMACC) during the summer term. He was going to go to school for Auto Body Repair. ICHS had identified a job at a Collision Repair Center in Des Moines. He knew that on job selection day, it would be first come first served. He arrived at ICHS 1 hour before the meeting so that he would be first in line to schedule an interview at the Center. He attended the interview and was hired immediately to work as a detailer at the Center through ICHS. During the course of the summer, the employer gave the young man many new tasks to learn. When the summer program ended, the employer was so impressed with the young man that they hired him part time while he continues his education at DMACC.

### **CENTRAL IOWA REENGAGEMENT CENTER PROJECT ARRA FUNDS UTILIZED FROM AUGUST 3, 2009 - JUNE 30, 2010**

The Central Iowa Reengagement Center grew out of a three year community planning process called the Multiple Education Pathways Blueprint (MEPB). This process included key stakeholders around the issue of reducing the high school dropout rate in Des Moines. The group looked at the scope and nature of the problem, and explored national “best practice” models that could be tried here. The problem of school dropouts has significantly impacted the local labor force, and has high costs to society for inaction.

There are 42,000 people in the Des Moines area over the age of 18 who do not have a high school diploma or GED certificate, and the Des Moines Public Schools experience about 700 students dropping-out each year. Research shows that over a work life, a drop-out earns \$386,000 less than a high school graduate, and pays \$20,000 less in taxes. In addition, they are more likely to utilize public assistance programs and be involved with the criminal justice system.

With the support of a \$220,000 WIA stimulus funds grant from Iowa Workforce Development, the Central Iowa Reengagement Center opened on August 3, 2009. The staff initially hired included two reengagement specialists and a director. The location is 1200 University, Suite 100 and is located on a bus line with adequate free parking. The staff proceeded to develop an assessment and referral process, provide community outreach and presentations. The Director, with assistance from United Way staff started the process of building the blueprint for the Effort to Outcome software from Social Solutions. DMACC provided assessment tools, computers and office furnishings.

In late November it was determined that the Center needed additional staff to continue at the high number of intakes, assessments and referrals that presented for services. ICHS hired a third specialist and soliciting the help of unpaid interns. It was observed that the clients were experiencing greater needs, (homelessness, transportation issues, etc.) that required more assistance than the two original staff could provide. Nearly 15% of clients report being homeless. With assistance of a \$75,000 grant from Central Iowa Works, the third specialist started on Jan. 4, 2010.

There was such a need for transportation that the Director contacted the local public transit system (DART) for assistance and the center was selected as a new site for "Opportunities thru Transit". This program provides the Center the ability to register up to 40 clients each month for reduced fare bus passes (publically subsidized) in collaboration with DART, for clients specifically seeking employment and training assistance. The cost-savings is substantial, with a bus pass regularly costing \$45.00 while through the OTT program the cost is \$18.00.

Early indicators demonstrated that there was not enough classroom assistance for those seeking a GED, in fact, traditionally GED seekers were forced to "self-study" through books and computer programs provided at the Des Moines Area Community College (DMACC). It was increasingly evident that direct instruction was necessary to keep students from dropping out, so the Center partnered with DMACC, Iowa Social Economic Development (ISED) and the Bureau of Refugee services to open two centrally located GED/Adult Basic Education classrooms, one at the JR Grubb YMCA and one at the Reengagement Center. Staff also learned that student assessment scores and motivation level must be taken into consideration before making a referral to any GED center. Each center operates with different guidelines and teaching methods and the staff

became familiar with all of those in the city to facilitate appropriate referrals for the students.

The Director also sought out reading remediation and met a provider of intense instruction through the program Foster Aunts and Uncles Program (FAUP). After several weeks of discussion and collaboration the Center was able to open decoding and comprehension classes with the support of FAUP at no cost to students or the Center. This doubled the capacity to serve clients with significant reading deficiencies.

Results from August 3, 2009 – June 30, 2010. The Reengagement Center has proven to be a key link between the education and workforce development systems for those lacking an education credential. Most of the clients are under-credited and over-age for returning to the regular high school classroom, and without any credential, they are least likely to succeed in the workforce. This non-traditional approach has reached a population unlikely to seek and receive services from the traditional systems in place. ICHS works closely with the Des Moines Area Community College in assessing and preparing students to take GED tests, obtain additional certifications like the Career Readiness Certificate (CRC), and enroll in other post-secondary programs. In addition the center works closely with human services providers in meeting clients' material and personal assistance needs.

Key outcomes include:

- 602 client intakes completed; 98 of them WIA eligible
- 93 GEDs received (23 were WIA eligible clients).
- 5 returned to high school and 2 have graduated.
- 61 have passed some of the five GED tests and are working to complete all.
- Career Readiness Certificates have been earned by 37 clients and the center continues to make referrals for all clients who complete their GEDs.
- 15 have enrolled in post-secondary education programs.
- Of clients receiving GEDs and providing follow-up information, nearly 50% became employed, entered post-secondary education programs, or increased their wages.

Emergency Public Jobs

The worksites for Flood and Storm Recovery Act of 2008 closed down on June 24, 2010. On that date, only four worksites remained operational. All worksite contacts expressed their appreciation regarding the assistance they received with flood and storm clean-up and restoration. Unfortunately, two of the worksites already were experiencing new flood damage from the floods of 2010 prior to the end of the program.

By June 30, 2010, Iowa Comprehensive Human Services had assisted 17 worksites, governmental and non-profit, and employed 157 participants. ICHS utilized approximately \$3.1 million in program dollars. Out of the 157 participants, 11 received additional training through Skills Upgrading, Vocational Training or College during the 2009 to 2010 fiscal year. In addition, there are 28 participants interested in the training opportunity for post June 30, 2010.

ICHS transitioned over to IWORKS on July 1, 2009. The transition has been as smooth as expected and staff continues to work on system “glitches” with state IT staff. ICHS staff continues to work with state staff to access performance reports to be able to work on correcting follow up information so that the correct annual regional performance reports can be generated.

### **Region 12 – Sioux City**

The Service Delivery Area (SDA) for Region 12 Workforce Investment Act (WIA) programs and Promise Jobs programs is the five Northwest Iowa counties of Cherokee, Plymouth, Woodbury, Ida and Monona. These programs are contracted through Iowa Workforce Development to Western Iowa Tech Community College, which is the designated fiscal agent for all funds and services delivered by Job Training Partners.

The Regional Workforce Investment Board (RWIB) actively oversees the policy and service delivery of these programs. This board has recently been recertified by the Governor and is composed of 14 members nominated by a group of Chief Elected Officials (CEO) made up of one County Supervisor from each of the five counties and appointed by the Governor of Iowa.

The Region 12 RWIB has sponsored several initiatives within the past program year that have brought additional training opportunities and resources to the region to complement WIA activities. Among these is the completion of a Regional Innovation Grant Project. Five “deliverables” were produced through this effort: an Industrial and Occupational Analysis of the region, a Regional Skillshed, a Regional Asset Map, a Social Network Analysis and a Workforce Development Strategic Plan for the Region. These are available for review at <http://rig.witcc.edu>.

The Region 12 RWIB also sponsored an application for a “Pathways out of Poverty” grant through the U. S. Department of Labor, which was funded in January 2010, to bring “Green” training to qualified residents of Woodbury County within the designated income category. Also, as news of the John Morrell & Co. closing became known, the RWIB sponsored efforts to deliver Early Intervention services to these employees and to support the response to serve the 1450 dislocated workers with a National Emergency Grant application. Further at the May meeting the RWIB voted to become the main

nucleus for a Regional Energy Sector Employer Board so that Region 12 could qualify for State of Iowa Energy Sector Partnership funds.

In addition the Youth Build grant awarded to Goodwill Industries in Sioux City was renewed for an additional two years in the fall of 2009. Job Training Partners is a committed partner in the activities of this grant and co-enrolls many of the youth served by the Youth Build program to ensure that additional postsecondary education and career services continue during and after earning a high school diploma and Home Builders' certification.

This past program year was like no other in the history of Job Training Partners. Iowa's economy seemed to be on the rebound but employment figures continued to be depressed, leading to a dramatic increase in the demand for the services provided by Job Training Partners and the Iowa Workforce Development system. Some of the factors that were present this past program year which were unprecedented in previous years follow:

First, the closing of the John Morrell plant in Sioux City may be the largest and most complex in Region 12's history. This closing resulted in additional "domino" layoffs from businesses in the tri-state area which continue to be monitored and assisted. Early meetings with all the employees produced a summary of the characteristics of the employees displaced at John Morrell. This information was used to understand and prepare services to help these workers become more skilled and trained for jobs in the region. The dislocated workers from John Morrell found themselves needing core services such as English Language Proficiency training, basic computer competency training, Adult Basic Education, and high school proficiency training before they would be able to take advantage of additional skill development to re-enter the job market. As dislocated workers they were eligible for the services provided by Job Training Partners because they had been dislocated from a business in Region 12. Job Training Partners partnered with the Community Action Agency of Siouxland and the Nebraska Department of Labor, Norfolk WIA region, to serve at least 800 of the 1450 workers.

On June 30<sup>th</sup> Iowa Workforce Development was notified that the National Emergency Grant (NEG) for John Morrell had been approved to provide services to the workers affected by layoffs at John Morrell and Company and four other companies directly impacted by the closure, all located in Sioux City, Iowa. These funds will be used to provide employment-related services to the workers in the tri-state region of Siouxland.

#### Description of NEG

- DOL is granting funding in the amount of up to \$6,263,864, with \$3,707,717 to be released initially, to Iowa Workforce Development.

- The geographic areas covered by this funding are: The Iowa counties of Monona, Plymouth, and Woodbury, and the city of Sioux City; the Nebraska counties of Dakota, Dixon, and Thurston; and South Dakota's Union County.
- The operators of this grant will be the Community Action Agency of Siouxland who will operate a Worker Transition Center, Job Training Partners (Iowa Region 12 WIA) and Nebraska Department of Labor (Norfolk WIA) who all will offer WIA services to the dislocated workers.

Second, the American Recovery and Reinvestment Act of 2009 (ARRA), which was signed in mid-February, 2009, offered a unique opportunity for the workforce system to accelerate transformational efforts and demonstrate effective service strategies. These additional financial resources to develop and implement new strategies to benefit the regional workforce and economic development have been fully expended. Job Training Partners was able to offer a Youth Summer program in 2009 which served 40 additional youth in workplace learning opportunities; and to serve additional dislocated workers, and additional low income adults with post secondary training as a result of these additional resources. Additionally free basic computer classes to any dislocated worker in Region 12 were offered throughout the year and found hugely successful. Region 12 was also the recipient of an Apprenticeship grant to work with businesses and labor in the region to sponsor new apprenticeship training opportunities. Three new apprenticeship programs in electrical; heating, ventilation & air conditioning; and plumbing were approved by the DOL/Office of Apprenticeship and are now available in the region as training/employment options.

Thirdly, Region 12 WIA converted to the new IWorks case management system in March, 2010. This expansion into the Workforce Information System came just as the John Morrell closing was demanding time of staff so was challenging. However, as this system conversion for Region 12 progressed it showed definite advantages in serving dislocated workers and produced an efficiency of data entry efforts. Dislocated workers from John Morrell were input into the IWorks system when they applied for Unemployment Benefits and were then able to be pulled into the WIA case management system without reentering worker information. This has proven to be a great benefit in the efforts to serve the many dislocated from the workforce.

Fourth, although Region 12 IWD and WIA partner services presently are not collocated, the Workforce partners have been planning and developing the necessary information for a Request for Proposal (RFP) for a new location and facility where all services may be offered in a collocated facility. In July, the final RFP was released to potential bidders at a meeting held at the Siouxland Chamber of Commerce.

Finally, a different summer youth program was operated by JTP this current summer using TANF (Temporary Assistance to Needy Families) resources from the Department

of Human Services. Because this is a new funding source many of the rules and policies as to participant and worksite eligibility changed from last summer's program. This meant that different worksites had to be recruited. JTP saw this as a way to reach additional at-risk youth and to recruit them into the WIA program so worked diligently to place 27 youth in worksites in our region.

All these efforts have shown great promise as the economy improves. These factors have created challenges but also opportunities for improved and expanded services through the WIA resources in Region 12. The numbers of individuals served and the additional training opportunities available through these programs and those offered through regular formula funds, along with the second year of additional State Emergency Grant funding received to respond to the layoffs at Midwest Industries, are impressive.

### **Region 13 – Council Bluffs**

#### Economic Climate

The recession has created difficult economic conditions and placed a strain on the workforce system nationwide during Program Year 2009. Although Iowa fared better than much of the nation and Region 13 has weathered this crisis relatively well compared with other areas of the state, our local economy has not remained unscathed. While the national unemployment rate hovered around 10% for much of the year and Iowa's rate was 6.9% in June of 2010, and the Region 13 unemployment rate was 5.6% during that same month.

A major setback for the area occurred when Tyson Foods in Council Bluffs laid off 480 of their 1400 employees in March of this year. With a culturally diverse workforce where the majority of the workers spoke Burmese, Karen, Spanish, Arabic, and Nuer as well as several other languages, this lay off presented unique challenges. A state Early Intervention grant enabled us to hire interpreters and translators to help with the communication barrier. The workers, many of whom are refugees, had very little interest in training services and most simply wanted to re-enter employment as quickly as possible. There was a strong turnout for a job fair that was held before the date of dislocation with an estimated 100+ workers obtaining employment as a result of their attendance that day. A small number of the affected workers requested English as a Second Language training and a class was established for those individuals.

The manufacturing sector was stagnant as we saw some companies laying off relatively small numbers of employees during the year. Other businesses used furloughs and reduced work hours as a cost saving measure that allowed them to avoid layoffs and retain experienced employees. Fortunately, most of these businesses have been able to restore their workers to full time status and some have actually seen a slight increase in hiring. Hospitality and retail have continued to be a bright spot in an otherwise dim

picture, with new restaurants and retail stores opening in Pottawattamie County. The health care sector has also remained comparatively strong as skilled workers such as nurses, nursing assistants, dental assistants and hygienists, and medical coding and billing specialists remain occupations in demand. Career guidance provided to participants during the year strongly emphasized labor market information so that customers could make informed decisions regarding their educational and career plans.

In March, the Regional Workforce Investment Board (RWIB), with the assistance of the State Layoff Aversion Coordinator, participated in a regional asset mapping process. Two focus groups and several individual interviews were conducted with economic developers, educators, business leaders and representatives of community organizations. The purpose of these conversations was to identify both the formal and informal strengths and resources of the region that can be leveraged for economic growth. The information gathered will be compiled into an asset map that can be used to guide economic and workforce development activities in the seven county area, and help us move toward a demand-driven system that can quickly respond to changing conditions.

The WIA waivers received by the State of Iowa were useful in helping us best serve the residents of our region and enhance performance outcomes. Because there is a stronger demand for adult program services than there is for dislocated worker services, funds were transferred from the dislocated worker program to the adult program, allowing us to better meet the needs of our customers.

#### ARRA and Discretionary Funding

Record numbers of job seekers utilized the services of the One Stop Centers during the year. There was a high demand for WIA training services as job seekers discovered a need to upgrade their skills in order to find employment. The American Recovery and Reinvestment Act (ARRA) funds were a timely and welcome addition to our resources, enabling us to nearly double the number of participants we would have been otherwise able to serve during the year. The ARRA Adult program served 44 and the ARRA Dislocated Worker program enrollments totaled 25, with the majority of participants receiving short term training so that they could gain skills to reenter the workforce relatively quickly. With the high unemployment rate for youth being a concern in this region, most of the ARRA Youth funds and ARRA Incentive funds were used for a summer youth program that served 75 young people by providing work experience training at nonprofit worksites. The focus was on serving youth with multiple barriers, with most of the participants possessing some type of disability. In addition to the summer program, seven young people were enrolled in the year round ARRA youth program. The response to the program was very positive from both the young people and their worksite supervisors who taught them work skills, values and job retention skills, and served as mentors during the summer. ARRA Set Aside funds were used to establish

a class that provided GED instruction, career exploration, and job specific skills training for TANF recipients. Thirteen participants were enrolled and 8 successfully obtained a GED. One example of an individual who benefitted from the ARRA funding is Gary, who was a 48 year old single male receiving unemployment benefits and unable to find employment after many months of job search. He had a high school diploma but lacked education and skills to make him employable in the current job market. After receiving assistance from the Workforce Center with his work search, he inquired about WIA training services. We reviewed the labor market information for over the road truck drivers and found the demand to be great. Gary enrolled in JTL Truck Driver Training School. He obtained his Commercial Driver's License within 4 weeks and become employed by Warner Enterprises.

The region continued to use NEG funds to help with clean-up from the storms of 2008 in the Emergency Public Jobs (EPJ) program. A total of 21 long-term unemployed participants were placed at 11 public sites that sustained damage. The participants worked to repair and restore wind and water damage to parks, culverts and bridges. The workers cleared debris, cut and removed fallen trees, and rebuilt trails and shelters. The following story illustrates how the program assisted both the worksite and the unemployed individual who was placed there. Dedra was enrolled in the EPJ program in September of 2008. Her position as the Director of Testing and Careers at West Harrison Schools had been eliminated after seven years of employment due to budget cuts. She did not have the credentials to become a school counselor and did not feel there was much potential for employment in the field as many school districts are also cutting back on staff. Dedra was placed at Willow Lake Park in Harrison County and performed general park maintenance and storm clean-up. In November of 2008 she was also enrolled in the WIA dislocated worker program so that she could also begin certified nursing assistant training. She obtained her CNA license in December of 2008 and began practical nursing classes in January of 2009, while still maintaining her EPJ position at Willow Lake. In August of 2009, when her nursing classes became full time, she left the EPJ job to concentrate on her studies. She graduated in May of 2010 and accepted a position with Harrison County Emergency Management.

#### Progress through Partnerships

A major asset of the region is the strong collaboration that exists with partner agencies. During PY09 monthly partner meetings were held to share information and address common concerns. Two organizations, the League of Human Dignity and Municipal Housing, joined the group and were added to the Memorandum of Understanding in June. With the goal of serving youth most in need, planning has begun to develop a YouthBuild proposal which will be submitted during PY10. The Partner Group also helped organize Disability Mentoring Day activities at two locations in the region. More than 40 students took part in job shadowing and other career exploration activities that enabled them to

meet and interact with local employers. At least one young person was hired as a result of his participation this event.

The region's Disability Program Navigator continued to assist job seekers with disabilities to access the services and resources. Four job seekers who receive Social Security benefits chose to take part in the Ticket to Work program by assigning their tickets to the workforce system. The Navigator, aided by the Partner Group, also established a Volunteer Income Tax Assistance (VITA) site at the One Stop Center for the second year. More than 90 low income individuals took advantage of the free tax return preparation service.

### Integrated Service Delivery

Perhaps the biggest change to impact the Region 13 workforce system during the year was the implementation of the integrated service delivery model, which occurred in the Council Bluffs office in December of 2009. The purpose of integration is to provide more comprehensive services to all customers of the system, and it is focused on services rather than programs. All job seekers who come to the center are encouraged to become IowaWORKS members and are helped to identify their skills and upgrade their skills so that they can find the best job possible with their skills. There is also an increased emphasis on working with employers to identify the types of skills they require in their employees so that we can better prepare our members for the jobs available in the local economy. As a result of the new service model, the number of WIA core enrollments has skyrocketed. In PY08, SDR 13 enrolled 78 adults and 52 dislocated workers in the WIA program. In PY09, after 6 months of integration, there were 2797 WIA adult enrollments and 650 WIA dislocated worker enrollments. The initial reaction from members has been very positive. As members leave the office, they are encouraged to complete a short feedback form and the remarks on these evaluations have been extremely complimentary. As one member stated, "I was shown courtesy and received so many resources to help me return to work. I feel I have a really good chance to find a job with all the tools I was given." Members enjoy having the opportunity to receive more in-depth and meaningful services, many of which are delivered in a workshop format. Some of the classes now offered are résumé development, interviewing skills, college knowledge, disclosure tips, computer literacy, and mock interviews with employers.

The new service delivery model provides greater services to many more job seekers and is a very staff intensive approach. Our challenge is to find a balance between providing these services while still offering intensive and training services to the smaller number of participants who require those services to become gainfully employed. It is also apparent that performance standards will need to be renegotiated as we gain a better understanding of how integration will impact program outcomes.

## **Region 14 - Creston**

### Executive Summary:

PY09 was an exhilarating year in Region 14 and included several new projects that stretched our resources and allowed us to expand our focus and implement an exciting new “Integrated” service delivery system while we continued to help our region recover from tornado and flood damage, utilize stimulus funds to put additional residents into skills training and put some of our region’s youth into summer work experiences.

Region 14 WIA is administered by MATURA Action Corporation, a Community Action Agency. Region 14 WIA staff strive to assist adults, dislocated workers, disadvantaged youth and welfare recipients in finding employment opportunities that will lead them to self-sufficiency. Workforce Investment Act funds are used to provide training opportunities to job seekers so they can gain the skills necessary to get the best job possible. With unemployment hovering at nearly 7% in Iowa, new challenges were met head on with innovative and fresh ideas created to give Region 14 residents the job seeking skills needed to compete. The continued support of the RWIB is instrumental in providing an atmosphere where training and guidance of the individuals who seek our services can happen in a creative, customer service oriented , and demand driven environment. Region 14 values the relationships of our partners and regional employers who work with us to make all of these things possible.

### Emergency Public Jobs Project

- All 8 counties of Region 14 were declared eligible for the disaster funds issued in a discretionary grant for repair and restoration of damages received in the tornados and flooding that occurred in spring of 2008.
- Over the two years of the project, 153 workers worked in parks, communities and counties performing manual labor to clean up our region. Our workers included long-term-unemployed and dislocated workers who were able to earn prevailing wages for up to 1040 hours.
- Workers were given the opportunity to obtain recent work experience and a job reference to help them into more long term employment.
- When their work assignment ended, they were offered employment services out of our offices to give them job referrals, help with completing applications and other job searching help or information about training opportunities that could be paid for using EPJ funds.

- By the end of the project, 29 worksites received EPJ labor to complete the repair and restoration of our region
- \$1,700,000 to date has been put into the region through wages and purchased equipment in the two years of the project

#### Summer Youth Work Experience Program

- Region 14 received AARA stimulus funds to put together a summer work experience for the youth of this region. They had a goal to employ 80-100 youth in a meaningful work experience that would introduce them to the world of work and/or give them skills to market as work experience for other employment opportunities. 91 youth were given work opportunities in the summer of 2009
- Remaining AARA stimulus funds were used to put an additional 30 youth to work at the end of the 2009 program year.
- 103 potential worksites were interested in putting youth to work, with 62 sites ultimately hosting youth.
- The Summer Youth team tried to create a program that reflected the region's economic needs. For example: Decatur County has 19.3% of residents living under poverty level so 27% of the youth enrolled in the summer work experience program were residents of Decatur County.

#### Summer Youth Work Experience Program Statistics

Outcome measures for summer of 2009:

- 56 students completed their work readiness post test. To date, 95% have increased scores from their pre-test.
- Cost per participant approximately \$3800 per participant
- Participant demographics for summer of 2009
  - 82% of participants were connected with jobs in their interest area
  - 63% of participants have multiple barriers
  - We have students ranging from age 14-24
  - 60% of participants are male, 40% female
  - 6% identify as a minority

- Number of participants by county
  - Adams-13
  - Adair-4
  - Montgomery-11
  - Taylor-12
  - Union-15
  - Clarke-7
  - Ringgold-6
  - Decatur-22
- Next steps for participants following the WIA youth program: participants are planning on going many different directions following the summer program. Some will be going back to high school or college, Job Corps, or employment. Youth Staff plans on assisting participants with any needs as well as referring them to services such as Voc Rehab or Iowa Works Centers. Recommendations will be provided on a case by case basis.
- Statewide data and other statistics:
  - 67.7% are younger youth
  - 32% older youth
  - 37% are out of school
  - 63% in school youth

#### Integrated Services

Region 14 launched a new Integrated service delivery system on 7/20/09, the 2<sup>nd</sup> site in the state to launch.

- Integrated services means that staff from Iowa Workforce Development and Workforce Investment Act work together on teams to offer and provide more services to more Iowans without increasing staff or funding.
- The focus of the Integrated Service Delivery model is “services” rather than “programs”. The members who seek our services see only IowaWORKS staff who are offering them assistance, not silos of programs that they must proceed through, step-by-step to receive job-seeking assistance.

- The goal: Provide members with the opportunity to know their skills, grow their skills and get the best job possible with their skills.
- The results: Integrated staff have learned new skills, provided quality services to customers, through which, customers obtain jobs with their new skills and submit success stories that serve as fuel to staff who strive to continuously improve services to members to help them gain employment.
- Affect on Performance: The model launched in Region 14 on July 20, 2009, so the performance numbers are not yet available. However, this we know for certain: ALL of the members who joined our service model since July 20,2009 were offered the opportunity to improve themselves.

Integration—the Devil is in the Details.....

D - Demand Driven—job seekers demand services that make a difference in their job search and employers demand workers who are skilled in job searching and in doing the job.

E - Effective and Efficient—services offered in the Integrated model, must be effective and efficient in order to be offered to ALL who seek the services.

V - Value to the local community—services must be valued by both the job-seeking customer AND the employer who needs skilled workers

I - Iowans helping Iowans

L - Law: House file 2699

2009 Launch of Integrated Services

- The Region 14 team successfully demonstrated how separately funded programs can coordinate efforts for a common goal.
- Self-directed teams demonstrate their professional abilities. They establish goals, solve problems and develop continuous improvement techniques designed to keep the customer as the focus while working within program rules and regulations.
- The Region 14 Integrated Service team works on cross-training each other to allow seamless services to customers when staff is stretched covering other offices, closures, vacations or other commitments.
- The Region 14 team developed workshops that are demand driven. The team uses feedback from employers to understand how to teach the members how to be successful in their job search.

- The Region 14 team worked to streamline paperwork processes to minimize paperwork and leave more time to serve the residents who request our services.
- The Region 14 team used their experience to provide training and advice to other Iowa Regions as they prepared to launch their individual sites and also hosted several delegations of Missouri visitors as Missouri prepared to launch the integrated service delivery model statewide in July 2010.

#### Integration Components

- Common, required components:
  - Teams: work will be done in teams. Teams will include IWD, WIA and other partners as appropriate.
    - Membership--Greeting at the door – handshakes.
    - Customers become members and are put into a cohort—a group with common needs where standard services can be offered and customized for each individual as they progress through the services.
    - Members enter the WIA performance pool.
    - Skills Development—Every member is offered a menu of services that will help them reach their goal of employment. Skill Development teams teach job seeking skills, basic computer skills, budgeting, facilitate GED tutoring, hold a weekly job search workshop where “who’s hiring, how to apply, what you need to know” is discussed.
    - Recruitment & Placement—An extension of the employer in this office. R&P has inside information that is used to prepare job seekers to meet the employer. R&P then recommends appropriate candidates to jobs.
    - RESULTS—a new reputation for our office—we are transforming ourselves from the “employment office” to the “RE-employment office”.
    - IowaWORKS is our new Brand

#### The Region 14 Integration Team

#### Creston’s Integration Team.

- Each of the individual team members went into the teams with the strengths they possessed to best serve the members of our region. As the year moved on however, they willingly learned new skills and developed new strengths to improve their abilities to provide more services to our members.

- In addition to launching a new integrated service delivery model, the Creston teams were instrumental in meeting the challenge of learning a new computer system---I\*Works. Implementation of this system included many problems, system errors and omissions that the teams worked on and reported to the state and resulted in corrections and improvements to the system.
- The **Membership team** creates the first impression of our office. They greet each person at the front door with a handshake, which is the first assessment of the individual. The team also developed new strategies aimed at getting new members signed up for unemployment then offered additional services and solved problems related to incomplete attestations and made recommendations for improvement to our processes.
- The **Skills team** developed their instructional skills to provide a calendar of offerings that would maximize the number of opportunities for members to access our services in the workshops. They also developed new workshops as they witnessed needs of our members including basic computer classes, budgeting classes and weekly workshops where current employment information could be shared with members. They referred members to appropriate job opportunities and recommended members to Recruitment & Placement when they found a good match for a specific job opening or employer.
- The **Recruitment & Placement team** successfully recommended members to area employers who hired the majority of our recommendations and reported satisfaction in the results. They also successfully recommended members to employers who did not currently have openings but who were still eager to interview candidates that were a good match.
- Collectively, this team successfully began the transformation of the reputation of our office from the “unemployment office” to the “**Re-employment office**”.
- I.A.W.P, The Iowa Chapter selected the Creston team as the **One Stop of the Year**. Creston leadership accepted the award at the Iowa A.I.W.P. annual conference in Ames on May 20<sup>th</sup>. On May 27<sup>th</sup>, leadership presented the award to the Creston team. Senator Kim Reynolds from Osceola joined us for the presentation event.
- Senator Kim Reynolds continued her visit with a tour of our integrated services office and was delighted with the services that this team provides to rural Iowans.

Regular WIA Services using formula funds and AARA stimulus funds

- In 2009, 409 Dislocated Workers and 1438 Adults were offered services in Region 14. Many took advantage of our job-search workshops to learn how to write resumes that target a particular job and how to interview successfully. Other participants received

training in order to gain new skills that would make them more marketable in this new economy.

- WIA supported students in training that targets high demand industries with jobs available in this region as well as throughout the state/nation. Notably: nursing, certified nurse's aides, truck driving, computer networking, and structural engineering.
- Dislocated workers from area business closures and downsizing were offered WIA services. Business closures included: 209 workers from Red Oak. An Early Intervention Grant (EIG) in the amount of \$21,900 was awarded to provide some initial services to the laid off workers. A National Emergency Grant (NEG) in the amount of \$430,000 was applied for and we are awaiting notice of approval. If approved, these monies will be used to put the laid off workers into various training programs to get the workers some new or enhanced skills for re-employment.

#### Integrated Services Success Stories

- RM has been hired at William Eadie Svc Inc. and started on 2/12/10. WIA had been working with RM for 1 ½ years, assisting her with WIA funds while she attended nursing school. RM had completed her LPN training by the summer of 09 but had been unable to find a LPN position. RM attended some of the workshops in the Integrated Skills lab and received resume and interviewing skill assistance. The Skills team agreed that she was an excellent candidate for Recruitment & Placement to assist in meeting an employer, but there were no current openings in this area. R&P called an employer who had previously listed jobs with IowaWORKS and asked them to interview RM. The employer, who was not looking for a hire, agreed to interview her. RM went to the interview and was offered a full-time job. The employer told R&P that they had never had such a good interview.
- VB came to IowaWORKS on 7/31/09. She attended CNA training with the assistance of WIA funds, and received resume assistance from the Skills lab. VB had spent most of her adult life caring for her elderly parents and her brother and his children, never finding the time to put herself first. After receiving IowaWORKS services, she was able to land a job at Good Samaritan Center in Fontanelle, where she started part-time.
- RR was terminated from his job before he became a member and came into IowaWORKS several times a week for assistance. He obtained assistance with a resume and went through some mock interview practice. He let us know that he had an interview with Cahoy in Marne, IA, and was offered a job the next day. He will be earning \$3 more per hour at \$16.50, than he was earning at his previous job.
- S had approached a local construction company about employment and they said that they only accepted resumes. S came in the IowaWORKS office to use our computers, but we offered him additional assistance by helping his set up a skills based resume using

O\*Net tools. We explained the power of “prove it” stories to help explain his skills to an employer. He stayed to work on his interviewing skills and we helped him know how to negotiate the wage question. S came back to the office 45 minutes later and reported that based on his resume and interview, he was hired on the spot.

#### Youth Services in Region 14

- 100 Youth were served in the regular WIA Youth program. The Youth staff enrolled youth into programming that led to high school diplomas, GEDs, college training and employment. The Youth staff recruited youth to serve on focus groups which gave them insight into the problems and concerns the youth are facing.
- Committed staff: Three youth staff in Region 14 who are committed to assisting the disadvantaged youth of this area.
- Who is served: Youth who are both low-income and have additional, often multiple barriers are served in Region 14.
- Creative: Many of the youth have their financial needs met through the financial aid system, so it is the wrap around services that the Region 14 youth staff can offer to help youth meet their educational and employment goals.
  - Case management—some youth need daily, weekly interaction with staff, others who are on track need only monthly services
  - Problem solving to help youth with the difficulties they encounter along the way, but for which they are not prepared to handle (school problems, relationship issues, changes in living situations, unplanned pregnancies, loss of DHS benefits, etc.)
- Staff began to develop a collaborative effort to start up a leadership group in the Creston schools where youth can obtain information and develop skills needed to fill leadership roles.
- Referral sources: Referral sources are actively seeking WIA services for their clients. WIA provides services that some agencies are unable to cover due to huge caseloads and commend our staff for the relationships we have time to and are able to create with the youth.

#### Partnerships

- The Integrated Service model creates a perfect climate for making referrals and building collaborative relationships that benefit our members.

- Vocational Rehabilitation Services and Experience Works have staff in our office. Clients are shared so they can access the services they need to obtain employment or training.
- Southwestern Community College, Proteus, MATURA and IWD continue to be integral partners who provide additional services to our clients and members .
  - The Integrated Service model is designed to discreetly discover previously undisclosed issues that result in appropriate referrals to these partners.

## **Region 15 - Ottumwa**

### Introduction and Summary

The Workforce Investment Act (WIA) service provider for Region 15 is Indian Hills Workforce Development. The Indian Hills Workforce Development office is located on the main campus of the Indian Hills Community College in Ottumwa, Iowa. Region 15 provides services to the ten Southeast Iowa counties of Appanoose, Davis, Keokuk, Jefferson, Lucas, Mahaska, Monroe, Van Buren, Wapello, and Wayne. Region 15 is served by four Iowa Works offices. The main Iowa Works office is located within a mile of the community college campus in Ottumwa and the other offices are located in Centerville, Fairfield, and Oskaloosa.

Located in the southeast center of the state, Region 15 is largely rural, with the largest city being Ottumwa (population 24,000). This region historically, has significantly higher levels of unemployment and poverty than the state of Iowa as a whole, as well as a lower median income. Poverty rates exceed the statewide average in 90% of Region 15's service area and the region includes five of the state's thirteen poorest counties. The average personal per capita income in the region in 2008 was \$30,360, nearly 20% lower than the statewide average of \$37,509.

Nine of the ten counties in Region 15 were included in public and individual assistance amendments to the FEMA disaster declaration of 2008. The continued flood recovery efforts had constant setbacks from additional flooding as a result of the unseasonal continued wet weather pattern. The national recession managed to seep into Region 15 affected by the local poor farming conditions and the automotive and construction industry slow down. Major regional employers announced layoffs and closures: American Welding & Tank (closure 68), Montezuma Manufacturing (45 layoffs) DeLong Sportswear (closure 41), Al Jon (36 layoffs), John Deere Ottumwa Works (78 layoffs), West Liberty Foods (closure 28), Superior Machine, Inc. (10 layoffs), Books Are Fun (closure 150), Praxis Mid- America (closure 48) PRINUS (21 layoff) and Clow Valve (80 layoffs). The automotive, housing and service industry sectors have been the hardest hit by the recession. The unemployment rate in July 2010 was 7.7 percent, up from 7.5 percent in July of 2009, indicating a continued weak economy for job seekers.

All efforts are on-going for the flood/storm disaster recovery. As the regional economy continues to sag downward it has been more important than ever before to fuse income back into the hands of the local communities. The State's Disaster Emergency Grant, a National Emergency Grant and the ARRA stimulus funds have been used to create public jobs to help stimulate the local economy.

#### Program Summary Performance

Workforce Investment Act program performance for the region was strong, serving 503 participants.

#### ARRA, Adults and Dislocated Workers

The recession has resulted in levels of unemployment that has not occurred in many decades. Hundreds of workers have lost their jobs through layoffs and plant closings throughout the region. ARRA funding has been used to retrain adults and dislocated workers and transition them into other jobs. The \$461,287 of AARA funds allowed us to double the number of workers that we were able to serve.

The Iowa Waiver of 20 CFR 667.140(a) allowed us to be immediately responsive to the service needs of the customers through the funds transfer waiver. The ebb and flow of the business closures and layoffs demanded program fund flexibility.

The trend in the longevity of employment and the age of the dislocated worker is increasing. The needs of the seasoned worker are great. Generally, they have not been in the employment market in over twenty years and may not have any basic computer skills.

We offered individualized basic computer skills classes which included resume and cover letter writing as well as instruction for completion of on-line applications. We partnered with the Iowa Works re-employment services that offered classes on job search success, interview techniques, resume writing and financial budgeting.

#### ARRA and Summer Youth

Region 15 geared up to implement a Summer Youth Employment Program with the \$146,168 of ARRA youth funding. The program operated from June 15<sup>th</sup> through August 8<sup>th</sup> but variations existed dependent on worksite assignment, age, youth availability and other individual needs.

Forty youth between the ages of 14-24 were employed through the program and were placed at a variety of public and non-profit work sites. Participants that successfully completed and were interested in continuing education and training were considered for enrollment into the year-round youth program.

The results of the Summer Youth program in Region 15 were very positive. The worksites and youth workers both received many benefits from the program.

## Testimonials:

“Thank you for the opportunity to have a job over the summer. I feel like you guys were very supportive in helping me find a job. It felt good being able to spend my own money. Over the summer I learned a few things from working at the Salvation Army. I learned that I have to show up on time, be responsible, and how to work with different kinds of people. My favorite thing this summer was meeting new people that I worked with and customers that came to the store. I even met another deaf person! Thank you for the support in finding me a job. I hope I can get another summer job next year. It would be fun and awesome. “

-Kaleigh Wilt, Summer Youth Participant

## Emergency Public Jobs – Disaster Recovery Effort

Region 15 had significant damages by the 2008 floods in Iowa. Thirteen counties were declared disaster counties for public assistance. Region 15 participated in the state-wide National Emergency Grant for Emergency Public Jobs as a coordinated effort to repair flood damage and employ dislocated workers in the process. Sixty dislocated workers and long term unemployed individuals were hired through this grant to assist in flood clean-up efforts at a variety of sites including: county parks, hiking trails, city buildings and public campgrounds. This program contributed greatly to the flood restoration efforts and provided employment and new skills to residents in need of work.

## Success Stories

### *WIA Dislocated Worker*

When Books Are Fun closed in early 2009 almost 150 folks found themselves without employment in a very stagnant economy.

Tina was one of those affected by this closing. Tina had worked at Books Are Fun since 1991 when the company started. She had worked her way up into the Project Manager position and loved what she was doing.

I first met with Tina at one of the many orientation meetings that were held with the employees. Tina felt she needed to find employment and wanted WIA help with that process. (She admitted the labor market had changed since 1991)

Tina was enrolled in WIA and placed in Guidance and Counseling and Objective Assessment. Tina and I would visit often to discuss jobs and local opportunities. It became apparent that Tina may have to consider a certification/training and possibly a move.

WIA assisted Tina with Project Manager Certification training as she had never had any proper training in that, but had done the job many years.

During that training Tina grew in experience, education and self-assuredness. We were both very happy with her results. Again we went after the quality employment, this time Tina landed a job with Pronto Partners in Milwaukee, WI, and today she's employed full-time as a Project Manager and she's making almost 1½ times her salary at Books Are Fun.

More importantly she is thrilled with her new job.

#### *WIA Adult*

Louise came to WIA to seek assistance in finding employment. Louise was eligible for WIA based on laid off/ no countable income in the 6 month period prior to her applying for our help.

Louise had moved to SE Iowa from South Carolina to take employment at the college in town. Almost 10 months after landing in Fairfield, Iowa...Louise found herself not only unemployed, but somewhat alone in a new-to-her community.

Louise was placed in GNC and OBA with the intent of helping her seek employment. We discussed the local job market and set a radius of 60 miles for the job search. Louise set her sights on Iowa City as she felt the market was stronger there. We discussed the logistics of commuting so far, and Louise had made some contacts through her church (someone who lived in Iowa City).

Today Louise is employed in a management role at The Salvation Army in Iowa City. She enjoys her job, and she really appreciates the time and energy WIA put forth to help with her employment search.

### **Region 16 - Burlington**

#### Introduction and Executive Summary

As Southeastern Community College service providers for WIA and PROMISE JOBS, Region 16 is part of a network of Services. IowaWORKS, Southeast Iowa, working with partners, uses an array of resources to meet the challenges presented by plant closures, business staff reductions, unemployment and underemployment. Region 16 Workforce Investment Act programs assist to prepare the local workforce to meet the needs of area businesses. The workforce partnerships in the region focus on streamlined services, customer choices, universal access, increased accountability, active regional boards and service provision. Comprehensive services provided include access to employment,

training and education, employer assistance and guidance. The Workforce Development System of Region 16 provides services to Des Moines, Henry, Lee and Louisa Counties.

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

The manufacturing and service industry sectors have been the hardest hit by the recession. Unemployment rate in July 2009 was 8.7 percent, up from 5.8 percent in July of 2008, indicating a weak economy for job seekers to find employment quickly.

#### Program Summary/Performance

Workforce Investment Act Program performance for the region was strong, serving nearly 1400 participants with 594 new enrollments for the program year.

The WIA program met and/or exceeded 7 of the 10 performance measures. The Youth program maintained its focus on serving the hardest to serve, out-of-school youth. Marketing and recruitment efforts resulted in enrolling 117 youth participants during PY09 (including 27 through Stimulus funding). A Summer Youth Employment program was implemented with TANF funds serving 40 area youth through 27 worksites. During PY09, the Dislocated Worker and Adult programs enrolled 161 and 105 participants, respectively, with an additional 101 DWs and 93 Adults served through Stimulus funds. The Region 16 Disaster Emergency Grant has placed 221 individuals in temporary jobs at public and non-profit worksites. *Number of those enrolled in training.* EPJ funds are currently being used to enroll workers that have completed their maximum work experience hours into school or technical programs. Eleven workers are enrolled at Southeastern Community College.

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

#### Special Projects

The Workforce Investment Act Programs focused on the creation of innovative programs and services during PY 2009 to effectively serve the increased participants and enrollment numbers experienced as a result of the economic recession. The following activities were undertaken:

## Computer Literacy Training

The WIA program partnered with IWD to develop and deliver 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 four days a week, totaling A second installment of Microsoft Office classes focuses on the MS Office environment including MS Word, Excel and Power Point. Classes meet four hours per week for four weeks. Upon successful completion students are offered a FREE continuing education class at Southeastern Community College.

## Computer Learning Labs

Region 16 offers individualized training options for participants based on the demographics and skill needs of the population being served. Computer labs are available in each of the WIA offices, offering self-directed training in Spanish (Rosetta Stone), Resume writing (Win Way Resume Writer), Microsoft Word, Excel, PowerPoint and Outlook (Video Professor). Customers can access training to meet individual needs and schedules.

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

## Job Club/ Job Placement Services

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

In addition to the ongoing workshops, Region 16 offers participants an opportunity to earn a soft skills certification through e-learning. The Workplace Essentials curriculum is a series of twelve modules each representing a minimum of 10 hours of training. The major divisions of the program include: relating to others, managing your time, thinking clearly and building the team. This unique program provides training opportunities to those customers that find it difficult to attend classes at the Workforce Center due to lack of transportation or other issues.

## Staff Development

In an effort to be pro-active with the ongoing service delivery system changes in Iowa, Region 16 leadership team created a staff development plan for joint training with WIA and IWD. Staff development activities focused on customer service, team building, “working at the speed of trust”, identifying personal styles / conflict resolution, one-stop partner services, high-growth occupations and jobs in the region.

The leadership team has encouraged all staff to participate in other training opportunities: Heartland Conference, NAWDP Annual conference, the National Youth Development Conference, AIWP annual conference and NAJA. These efforts have brought new ideas/ best practices from other states to our region for replication.

WIA staff continues to log training hours required to re-apply as a Certified Workforce Development Professional through the National Association of Workforce Development Professionals (NAWDP). Local leadership has established a goal to have all staff complete certification by June 30, 2011.

## Partnerships with Community and Faith-based Organizations

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

WIA program staff took the lead in the Youth Development Coalition, whose focus is to increase high school graduation and address the needs of our local youth. Youth leadership is working with SPPG/IAA to develop a pilot after- school program for at-risk high school youth.

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

## VITA Site Pilot

At no cost to the center or the individual, Region piloted the Volunteer Income Tax Assistance (VITA) site for the Iowa Tax Coalition. It proved to be very successful. Ninety six (96) electronic returns were completed. Refunds were as follows: \$58,785 for state; \$91,800 for federal; and \$34,452 for EITC.

## YouthBuild

Southeastern Community college/Region 16 WIA applied for and received \$899,000 from the Department of Labor to implement a *YouthBuild* grant. Youth, ages 16-24 enter the six month program consisting of education, construction programming, leadership, service learning, work readiness training, and career education. All YouthBuild participants are dual-enrolled in WIA and pursue a high school diploma or GED and a pre-apprenticeship certificate in construction. The partners of the project offer a wealth of transition services, including job training and placement, supportive services, post-secondary opportunities and post placement services.



YouthBuild students work to set framing for a shed while learning carpentry skills and teamwork.

Leadership is an integral part of the YouthBuild program. Pictured right are students participating in a leadership

## TANF Summer Youth

Region 16 provided a summer youth employment program funded through TANF. The program goal was to reconnect disadvantaged and disconnected youth to the workforce system through work readiness skills training provided while on the job. The program operated from June 13 through September 12, 2010. Area youth ages, 16-21 were placed into jobs in public, private and community-based worksites. Each participant received a three hour safety training, resulting in a certificate, prior to being placed on the worksite. Throughout this experience, participants were assessed via a rubric measurement by the worksite supervisor on semi-monthly timesheets. The program served 37 area youth, in 28 worksites within the region. Participants who successfully complete the summer

youth program and are interested in continuing education and training, are considered for enrollment into the year-round WIA program.

### Youth Leadership

A significant leadership component is embedded in all WIA youth programming. This component addresses conflict management, problem solving, communication and risk-taking skills. Youth participants engage in high and low ropes courses to introduce leadership concepts and build the skills to become community leaders and enhance self esteem.



The **high ropes course** (upper left) emphasized risk-taking, trust and coaching. The challenges allowed participants to expand their comfort zones-sometimes dramatically and recognize fears that may block personal achievement. The **low ropes course** (upper right) focused on collaboration. The challenges called upon every member of the team to participate, and presented unending opportunities for self-discovery and growth.

### Youth Credentials/Training Options

Extensive training options are offered to youth participants, several offering industry-recognized credentials. Participants are enrolled in training based on interest and skill levels. Southeastern Community College is contracted to provide training focusing on career paths, and included the following:

- IC3 Microsoft Office Computer Certification
- Certified Nurse Aide
- ServeSafe Food Safety Certification
- Customer Service Certification
- Green Energy
- Lead Abatement/ OSHA 10- hour Certification

## Youth Workplace Readiness

All youth participants in Region 16 are completing the “Bring Your A Game to Work” training and certification program as part of their work readiness requirements. This 10 hour program provides the interactive training in Attitude, Appearance, Ambition, Accountability, Acceptance and Appreciation. Students complete an online certification test to receive their certificate.

10/1/2010		Annual-FINAL					
WIA Customer Satisfaction Performance Levels - PY2009							
Annual-Final							
Region	Participant Satisfaction			Employer Satisfaction			Region
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	
1	76.9%	78.5%	70.7%	78.8%	77.5%	69.8%	1
2	81.0%	78.5%	70.7%	78.0%	77.5%	69.8%	2
3&4	85.6%	78.5%	70.7%	81.9%	77.5%	69.8%	3&4
5	72.1%	78.5%	70.7%	79.9%	77.5%	69.8%	5
6	91.2%	78.5%	70.7%	77.8%	77.5%	69.8%	6
7	82.4%	78.5%	70.7%	76.7%	77.5%	69.8%	7
8	78.5%	78.5%	70.7%	78.8%	77.5%	69.8%	8
9	76.8%	78.5%	70.7%	72.9%	77.5%	69.8%	9
10	78.9%	78.5%	70.7%	75.8%	77.5%	69.8%	10
11	72.7%	78.5%	70.7%	74.2%	77.5%	69.8%	11
12	85.4%	78.5%	70.7%	79.7%	77.5%	69.8%	12
13	79.6%	78.5%	70.7%	71.5%	77.5%	69.8%	13
14	79.6%	78.5%	70.7%	75.9%	77.5%	69.8%	14
15	75.4%	78.5%	70.7%	70.8%	77.5%	69.8%	15
16	82.2%	78.5%	70.7%	82.3%	77.5%	69.8%	16
State	78.0%	78.5%	70.7%	76.5%	77.5%	69.8%	State

**WIA Adult Performance levels -- PY2009**  
Annual-Final

Region	Entered Employment Rate			Employment Retention Rate			Average Earnings 6 Mos.			Employment & Credential Rate			Region
	Actual	Negotiated	50% of Neg	Actual	Negotiated	50% of Neg	Actual	Negotiated	50% of Neg	Actual	Negotiated	50% of Neg	
1	80.8%	85%	76.5%	98.1%	87%	78.3%	\$10,704	\$10,200	\$9,180	64.1%	67%	60.3%	1
2	42.9%	85%	76.5%	100.0%	87%	78.3%	\$10,300	\$10,200	\$9,180	38.5%	67%	60.3%	2
3 & 4	94.1%	85%	76.5%	100.0%	87%	78.3%	\$14,910	\$10,200	\$9,180	85.0%	67%	60.3%	3
5	66.7%	85%	76.5%	86.7%	87%	78.3%	\$16,104	\$10,200	\$9,180	88.9%	67%	60.3%	5
6	66.7%	85%	76.5%	100.0%	87%	78.3%	\$10,129	\$10,200	\$9,180	60.0%	67%	60.3%	6
7	56.4%	85%	76.5%	94.3%	87%	78.3%	\$14,251	\$10,200	\$9,180	13.8%	67%	60.3%	7
8	100.0%	85%	76.5%	100.0%	87%	78.3%	\$11,698	\$10,200	\$9,180	33.3%	67%	60.3%	8
9	86.6%	85%	76.5%	100.0%	87%	78.3%	\$9,902	\$10,200	\$9,180	67.5%	67%	60.3%	9
10	88.9%	85%	76.5%	86.4%	87%	78.3%	\$23,145	\$10,200	\$9,180	88.9%	67%	60.3%	10
11	55.9%	85%	76.5%	85.7%	87%	78.3%	\$10,182	\$10,200	\$9,180	45.8%	67%	60.3%	11
12	91.3%	85%	76.5%	87.2%	87%	78.3%	\$11,623	\$10,200	\$9,180	71.4%	67%	60.3%	12
13	74.1%	85%	76.5%	92.0%	87%	78.3%	\$13,867	\$10,200	\$9,180	57.1%	67%	60.3%	13
14	51.6%	85%	76.5%	93.1%	87%	78.3%	\$14,431	\$10,200	\$9,180	67.6%	67%	60.3%	14
15	56.0%	85%	76.5%	75.0%	87%	78.3%	\$12,358	\$10,200	\$9,180	54.5%	67%	60.3%	15
16	83.3%	85%	76.5%	98.3%	87%	78.3%	\$10,003	\$9,500	\$8,550	73.6%	65.5%	59.0%	16
State	60.3%	85%	76.5%	92.8%	87%	78.3%	\$12,419	\$10,200	\$9,180	61.5%	67%	60.3%	State

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

**WIA Dislocated Worker Performance Levels -- PY2009**

Annual-Final

Region	Entered Employment Rate			Employment Retention Rate			Average Earnings 6 Mos.			Employment & Credential Rate		
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg
1	93.3%	89.0%	80.1%	98.8%	93.0%	83.7%	\$12,093	\$ 12,400	\$11,180	60.5%	74.0%	66.6%
2	75.5%	89.0%	80.1%	94.0%	93.0%	83.7%	\$10,864	\$ 12,400	\$11,180	36.7%	74.0%	66.6%
3 & 4	94.1%	89.0%	80.1%	100.0%	93.0%	83.7%	\$11,688	\$ 12,400	\$11,180	40.0%	74.0%	66.6%
5	86.7%	89.0%	80.1%	100.0%	93.0%	83.7%	\$12,916	\$ 12,400	\$11,180	50.0%	74.0%	66.6%
6	81.5%	89.0%	80.1%	100.0%	93.0%	83.7%	\$15,785	\$ 12,400	\$11,180	48.0%	74.0%	66.6%
7	63.8%	89.0%	80.1%	100.0%	93.0%	83.7%	\$14,353	\$ 12,400	\$11,180	25.8%	74.0%	66.6%
8	88.9%	89.0%	80.1%	92.3%	93.0%	83.7%	\$9,813	\$ 12,400	\$11,180	25.0%	74.0%	66.6%
9	75.5%	89.0%	80.1%	100.0%	93.0%	83.7%	\$16,412	\$ 12,400	\$11,180	68.8%	74.0%	66.6%
10	87.3%	89.0%	80.1%	95.3%	93.0%	83.7%	\$13,981	\$ 12,400	\$11,180	70.7%	74.0%	66.6%
11	65.9%	89.0%	80.1%	95.8%	93.0%	83.7%	\$14,400	\$ 12,400	\$11,180	53.9%	68.0%	61.2%
12	86.0%	89.0%	80.1%	95.7%	93.0%	83.7%	\$13,687	\$ 12,400	\$11,180	76.1%	74.0%	66.6%
13	89.2%	89.0%	80.1%	95.0%	93.0%	83.7%	\$11,301	\$ 12,400	\$11,180	59.3%	74.0%	66.6%
14	57.0%	89.0%	80.1%	96.5%	93.0%	83.7%	\$12,987	\$ 12,400	\$11,180	47.8%	74.0%	66.6%
15	79.1%	89.0%	80.1%	93.0%	93.0%	83.7%	\$13,066	\$ 12,400	\$11,180	46.3%	74.0%	66.6%
16	83.5%	89.0%	80.1%	98.3%	93.0%	83.7%	\$13,033	\$ 12,400	\$11,180	58.9%	74.0%	66.6%
State	75.3%	89.0%	80.1%	96.4%	93.0%	83.7%	\$13,283	\$ 12,400	\$11,180	53.0%	74.0%	66.6%

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

## WIA Older Youth Performance Levels – PY2009

Annual-Final

Region	Entered Employment Rate			Employment Retention Rate			Earnings Change 6 Mos.			Employment & Credential Rate		
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg
1	83.3%	88%	77.4%	90.0%	89%	80.1%	\$7,682	\$4,000	\$3,600	53.8%	64%	57.6%
2	66.7%	88%	77.4%	88.9%	89%	80.1%	\$1,193	\$4,000	\$3,600	25.0%	64%	57.6%
3&4	100.0%	88%	77.4%	100.0%	89%	80.1%	\$8,488	\$4,000	\$3,600	83.3%	64%	57.6%
5	100.0%	88%	77.4%	80.0%	89%	80.1%	(\$1,080)	\$4,000	\$3,600	0.0%	64%	57.6%
6	100.0%	88%	77.4%	100.0%	89%	80.1%	\$5,034	\$4,000	\$3,600	66.7%	64%	57.6%
7	66.7%	88%	77.4%	100.0%	89%	80.1%	\$6,646	\$4,000	\$3,600	43.8%	64%	57.6%
8	100.0%	88%	77.4%	66.7%	89%	80.1%	\$7,233	\$4,000	\$3,600	100.0%	64%	57.6%
9	79.3%	88%	77.4%	100.0%	89%	80.1%	\$5,531	\$4,000	\$3,600	36.8%	64%	57.6%
10	81.3%	88%	77.4%	100.0%	89%	80.1%	\$3,798	\$4,000	\$3,600	58.6%	64%	57.6%
11	71.4%	88%	77.4%	80.0%	87%	78.3%	(\$279)	\$4,000	\$3,600	57.1%	64%	57.6%
12	66.7%	88%	77.4%	100.0%	89%	80.1%	\$8,845	\$4,000	\$3,600	70.0%	64%	57.6%
13	75.0%	88%	77.4%	100.0%	89%	80.1%	\$4,494	\$4,000	\$3,600	50.0%	64%	57.6%
14	50.0%	88%	77.4%	100.0%	89%	80.1%	\$2,608	\$4,000	\$3,600	20.0%	64%	57.6%
15	25.0%	88%	77.4%	75.0%	89%	80.1%	\$7,768	\$4,000	\$3,600	40.0%	64%	57.6%
16	56.5%	88%	77.4%	92.1%	89%	80.1%	\$1,888	\$4,000	\$3,600	31.0%	64%	57.6%
State	71.4%	88%	77.4%	93.6%	89%	80.1%	\$4,256	\$4,000	\$3,600	46.4%	64%	57.6%

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

10/1/2010

**WIA Younger Youth Performance Levels -- PY2009**

Annual-Final

Region	Skill Attainment Rate			HS Diploma/GED Attainment Rate			Retention Rate			Region
	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	Actual	Negotiated	90% of Neg	
1	33.3%	76%	68.4%	69.2%	76%	68.4%	84.2%	77.0%	69.3%	1
2	37.5%	76%	68.4%	60.0%	76%	68.4%	75.0%	77.0%	69.3%	2
3&4	76.1%	76%	68.4%	77.8%	76%	68.4%	84.6%	77.0%	69.3%	3&4
5	56.3%	76%	68.4%	57.1%	76%	68.4%	100.0%	77.0%	69.3%	5
6	33.3%	76%	68.4%	100.0%	76%	68.4%	100.0%	77.0%	69.3%	6
7	47.8%	76%	68.4%	81.8%	76%	68.4%	69.2%	77.0%	69.3%	7
8	20.0%	76%	68.4%	50.0%	76%	68.4%	50.0%	77.0%	69.3%	8
9	49.3%	76%	68.4%	52.9%	76%	68.4%	66.7%	77.0%	69.3%	9
10	76.0%	76%	68.4%	76.7%	76%	68.4%	86.1%	77.0%	69.3%	10
11	40.7%	76%	68.4%	47.6%	76%	68.4%	55.2%	77.0%	69.3%	11
12	66.7%	76%	68.4%	66.7%	76%	68.4%	88.9%	77.0%	69.3%	12
13	60.0%	76%	68.4%	50.0%	76%	68.4%	57.1%	77.0%	69.3%	13
14	66.7%	76%	68.4%	60.0%	76%	68.4%	75.0%	77.0%	69.3%	14
15	0.0%	76%	68.4%	50.0%	76%	68.4%	38.5%	77.0%	69.3%	15
16	45.9%	76%	68.4%	72.2%	76%	68.4%	62.3%	77.0%	69.3%	16
State	56.6%	76%	68.4%	70.5%	76%	68.4%	72.8%	77.0%	69.3%	

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