

Heather M. Garcia

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Experience

Garcia Professional Solutions, LLC, Waukee, IA 2018-Present
Workforce Development Board Consultant

- Served as the Executive Director for the Region 11 CEO Board, Central Iowa Workforce Development Board and the Central Iowa Workforce Development Foundation.
- Tracked legislation as it pertains to the organizational structure of the local board.
- Researched federal and state policies and procedures to ensure the local board maintains compliance.
- Ensured CEO/CIWDB meetings and meeting documents are organized, including agenda creation and review of minutes to be presented for approval.
- Handled contracts/MOU/other agreements (including preparation, review and recommendations).
- Assisted with organizing board memberships and appointment process.
- Managed and organized meetings and documents for local board committees (Disability Access, Finance, Planning and Operations, Executive).
- Ensure open meetings laws are followed.
- Completed in-depth financial reviews of board budgets, service provider budgets and service provider expenditures.
- Provided guidance regarding the local board's Employment Network and Ticket to Work goals.
- Prepared budget modification documents for board review.
- Managed website and posted agendas per state law.
- Worked closely with other groups and organizations affiliated with the workforce system, such as Title I directors (statewide), business service teams, and various associations of workforce professionals.

Ticket2Work4You, LLC, Waukee, IA 2012-Present
President

- Operated all aspects of a small business/employment network/ADEN partner providing career and benefits planning services to SSA disability recipients through Ticket to Work.
- Managed contracts and agreements with partner agencies, including state and national agencies.
- Managed all aspects of company finances including check processing and distributions.
- Maintained professional, working relationships with a variety of individuals representing organizations with diverse and competing missions.
- Recorded and distributed notes for Iowa ADEN member meetings.
- Researched training and conference opportunities.

IES at DMACC (WIOA Title I Partner), Des Moines, IA 2015-2017
Program Development Consultant/Co-Coordinator, Apprenticeship NEG

- Contracted by Iowa Workforce Development through IES to coordinate the overall operation and administration of the \$6.175 million statewide National Emergency Grant (NEG).
- Possessed a complete understanding of Department of Labor programs, rules, regulations, reporting and performance requirements.
- Researched and wrote materials for IES, IWD and CIWDB used for reports and RFPs.
- Worked with CFI to develop program training curriculum and content.
- Worked closely with WIOA directors and attended meetings regularly.
- Identified, planned and implemented services for program participants statewide.
- Developed and disseminated materials to build program awareness, including newsletters, marketing collateral, and executed a weekly robocall campaign.
- Proficient in software applications including iWorks, Google and Microsoft Office products (Word, PowerPoint, Publisher and Excel).

Iowa Judicial Branch, Des Moines, IA

2013-2015

IT Trainer

- Represented the Iowa Supreme Court in the delivery of the Electronic Document Management System to the Iowa District Courts.
- Developed, coordinated and executed multi-county training plans to meet statewide implementation deadlines set by Iowa Court Information Systems.
- Delivered training to Iowa court audiences, including judges and court staff, attorneys, law enforcement agencies and the general public.
- Kept leadership informed of issues impacting the project.

YMCA of the USA National Office, Chicago, IL (via remote office)

2011-2012

*Program Specialist, College Access and Success/**Program Coordinator, Y-Higher Education Service Project*

- Aligned and integrated higher education and career development services within YMCAs throughout the US serving first generation, low-income and underrepresented populations.
- Developed and executed all aspects (travel, lodging, meals, agenda and session content) of a two-day training held in Chicago for over 100 YMCA staff from 43 states, including coordinators, executive directors and CEOs.
- Assisted YMCAs in community planning efforts to identify key stakeholders for establishing partnerships and task forces to enhance capacity building.
- Created monthly meeting agendas and developed content for webinar training series.
- Researched and identified future grant opportunities, reviewed grant applications.

Iowa Workforce Development (IWD), Des Moines, IA

2010-2011

Training Specialist

- Responsible for developing the new training department that served more than 50 IowaWORKS offices and over 650 staff members from IWD, WIA and other partners to align the needs and goals of the organization with the new integrated service model.
- Developed training materials for a variety of subjects to train workforce professionals.
- Worked well both independently with little supervision and as a member of a team to successfully achieve objectives and goals while meeting compliance standards.
- Trained large and small groups both in-person and through GoToWebinar.
- Provided information about services through speaking engagements and in-service trainings.

Iowa College Student Aid Commission, Des Moines, IA

2008-2010

Communication Specialist

- Created and delivered policy and procedures trainings for financial aid administrators.
- Tracked legislation impacting student financial aid programs.
- Responsible for the management of all website content (more than 500 pages) for www.iowacollegeaid.gov, including the posting of board agendas and minutes.
- Wrote and designed publications, including the annual report and monthly newsletter.
- Directed student mentors in the agency's financial literacy volunteer campaign.
- Enhanced relationships with postsecondary institutions via school visits.
- Supervised student volunteers.

Education and Certification

Virginia Commonwealth University, Richmond, VA

- Certified as a Community Partner Work Incentives Counselor
 - Work Incentives Counselor Training (Social Security Benefits Planning)

Center for Credentialing and Education, Greensboro, NC

- Certified as a Global Career Development Facilitator

University of Wisconsin-Madison, Madison, WI

- Completed Career Development Facilitator course

Iowa State University, Ames, IA

- M.S., Journalism and Mass Communication
 - Graduate Assistant Financial Aid Counselor
 - Student Assistant for Iowa State University Extension Communications
- B.A., Journalism and Mass Communication, emphasis in Public Relations
 - Reporter for the *Iowa State Daily*
 - Layout Editor for the *Greek Times*
 - Intern for the *Cherokee Daily Times* and the *Storm Lake Pilot Tribune*

Community Engagement

Passageway, Board Member

Iowa State University Parents' Association, Board Member

Friends from Iowa Foundation, El Salvador Delegate

United Way of Central Iowa Graduation Walk, Volunteer

Connigo Early Education Center, Volunteer

Junior Achievement, Volunteer

Friends of Waukee Public Library, Member, Volunteer

Iowa State University Alumni Association, Member