

Region: 10**Participating Partners: Title 1 (Kirkwood/IowaWORKS), Title 2 (Kirkwood), Title 2 (Iowa Workforce Development/IowaWORKS), Title 4 (Iowa Vocational Rehabilitation Services and Iowa Dept for the Blind)**

The Wintac Grant was received by the state of Iowa to support WIOA core partners evaluate current levels of coordination of services, and create goals around growing and expanding coordination in a meaningful way to have lasting impacts on our work with job seekers and businesses. The goal of the Wintac is to:

- 1) Assess our collaboration and coordination level in four areas:
 - a. Outreach and Intake
 - b. Business Engagement
 - c. Career Pathways
 - d. Career Services
- 2) Identify what level of coordination we would like to be at in one year.
- 3) Develop an action plan of activities to move towards greater coordination that is also directly linked to increasing our ability to serve job seekers and businesses.

Leadership from the core WIOA programs of Title 1 (Kirkwood/IowaWORKS), Title 2 (Kirkwood), Title 3 (Iowa Workforce Development/IowaWORKS), Title 4 (Iowa Vocational Rehabilitation Services and Iowa Dept for the Blind) worked together on the assessment of coordination and developing the following plan. This was completed as follows:

- a) Each leader self-assessing coordination levels on the assessment tool. (December 2018)
- b) Leadership meeting to share self-assessment results, discuss differences, and come to a consensus on current coordination level, as well as why and areas for growth. (December 2018)
- c) Next, the team developed a plan on how to increase coordination, prioritizing ideas into those that will have both the greatest impact on our services and are likely to be completed in approximately 1 year. (January 2019)

The current strategic plan ends June 30, 2019. We are proposing to utilize the Wintac grant plan outlined below as the FY 2020 RWDB strategic plan. We invite in any RWDB team members who would like to be part of our future strategic plan work sessions to provide guidance or input either in an ongoing capacity or on an ad hoc basis. This new plan, if approved by the RWDB, would start July 1, 2019 and run through June 30, 2020.

Region 10 RWDB Strategic Plan FY 2020

| Activities and Tactics How will we do it? | Key Players Who should be involved? | Expected Outcomes What is the result? | Timeline When will we do it? | Progress Notes and Outcomes |
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| <p>Outreach and Intake: Develop a referral committee composed of team members from each title to focus on how to best serve individuals and remove barriers to connecting individuals with core WIOA services.</p> | <p>Outreach Committee- Composed of staff from 4 titles (not management).</p> <p>Leadership Team-provides guidance to the outreach committee and supports implementation of their work.</p> | <p>*Committee established *More comprehensive informational flyer articulating WIOA partner services *GeoSolutions referral process finalized and WIOA staff trained *Committee establishes goal for outreach activities completed (including targeted youth engagement) with 2 or more WIOA partners representing the entire WIOA system. *re-evaluate marketing materials being used by core WIOA partners</p> | <p>July 1, 2019-June 20, 2020</p> | <p>March 25, 2019-each title will identify 1-2 committee members by June 1, 2019. The WIOA Leadership team will meet with this committee in June to convey the goals of the committee.</p> <p>October 2019-Teams identified, Monica and Carlos leading this group. Will meet in November to kick off activities. Focusing on the 4th and 5th action plan items listed.</p> <p>November 2019-Team met and began developing questions and layout for a survey. Shared with leadership for input.</p> <p>Will present updates to full WIOA team February with status and to see input.</p> <p>Updates will be provided verbally at March 2020 Meeting.</p> |
| <p>Business Engagement: Identify a Title 1 and Title 2 team member to attend Business Service team meetings monthly to coordinate services for training completers, DW clients, and Title 2 IET/IELCE services.</p> | <p>Stephanie Hasakis-Title 2 Mike Rose-Title 1 Amy Eldred Hernandez-Title 1 Youth Team Bret Koenig-Title 4 BSR Team</p> | <p>*Identify technology supports to encourage participation. *Determine appropriate participation level and meeting attendance. *More integrated approach to meeting business needs.</p> | <p>July 1, 2019 to June 30, 2020</p> | <p>March 25, 2019-By June 1, identify appropriate youth team member. The WIOA Leadership team will meet with this committee in June to convey the goals of the committee.</p> <p>October 2019-Team members identified. Will combine this goal and the 3rd goal of career pathways together. Carla and Scott will lead this team. First meeting December 5th.</p> |

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| | | <p>*More opportunities for businesses and job seekers.</p> <p>*Better understanding of business services offered by all core WIOA Titles.</p> <p>*Better coordination of sector board work among WIOA Partners.</p> | <p>December 2019-Team met December 2019. This initial meeting was a review of business service activities each of the WOIA core partners completes.</p> <p>January 2020-Team met again and identified a few action items to proceed with:</p> <ul style="list-style-type: none"> -Better coordination: One business services marketing tool, educate full WIOA team on business services -Sector Board Coordination and Communication: Who attends meetings, how do we communicate information back to full team. <p>Will present updates to full WIOA team February with status and to see input.</p> <p>February 2020-Group met and mapped out all services provided by partner agencies. A workgroup was identified to then categorize these services into larger buckets that employers would understand. Will review with larger group at March meeting.</p> <p>We identified which team members are attending which sector boards. This will be reviewed by the leadership team to determine we have the right people attending and ensure we have enough/not too many.</p> <p>Future meetings will analyze how this information will be shared with the all WIOA partners.</p> |
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| <p>Career Pathways: Develop stronger communication, and education between sector boards and WIOA core staff to ensure job seekers are connected with appropriate job services and training.</p> | <p>Sector boards BSR Team All Staff Title 1 Title 4 – James Smith</p> | <p>*ICR Iowa core activities shared with WIOA team and updates provided regularly. *Staff understand the connection between sector needs and our services *Youth services are tailored to connect you with the 6 main industry sectors in Region 10.</p> | <p>July 1, 2019 to June, 30, 2020</p> | <p>March 25, 2019-identified health care as the sector we plan to start with and will cross over to other sectors from there.</p> <p>This goal and goal #2 combined. See notes above.</p> |
| <p>Evaluation of Career Services: Coordinated programming for targeted populations such as ESL, HS completion students, individuals with disabilities and those with barriers. Continuous improvement of Career Services by hosting customer focus groups and completing regular surveys.</p> | <p>Leadership Team Customers Disability Access Committee</p> | <p>*increased access to career services by targeted population groups *seek, analyze and incorporate customer feedback on career services to improve offerings (special outreach to youth populations) *establish a consistent focus group format and survey used by all partners</p> | <p>July 1, 2019 to June 30, 2020</p> | <p>March 25, 2019-Focus on increasing access to services and understanding the population using services. The learning from this group will inform the work of the Career Services committee. They will need to work closely together. We will plan to present together to this team.</p> <p>November 2019-Team discussed our current customer evaluations. Plan to set up a short note card customer service feedback card at IowaWORKS. Will draw names for a monthly prize. Plan to hold 1 focus group of IowaWORKS customers this year, to gain more in-depth feedback. The leadership team will be coordinating these activities during monthly leadership meetings. Next meeting November 25.</p> <p>December 2020- Leadership established a budget for these activities.</p> |

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| | | | | <p>January 2020-When the survey is implemented this will give us a pool of customers to pull in for a focus group to provide more input. Will likely happen in Spring 2020.</p> <p>Will present updates to full WIOA team February with status and to see input.</p> <p>Verbal Update at RWBD meeting. Focus Groups may be delayed due to COVID 19.</p> |
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