



## **Iowa – PY19 Strategic Service Alignment and Planning Reassessment Narrative**

*WINTAC Review - October 6, 2020*



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.

## **Contents**

Overview: .....	3
Regional Priorities: .....	4
Regional Activity:.....	6
WINTAC Recommendations:.....	13
Appendix: Reports by Region .....	13



## Overview:

### Iowa – PY19 Strategic Service Alignment and Planning Reassessment Narrative

The Iowa State DAC, State Board and Core Programs have established a thoughtful and comprehensive strategy to address collective impact for their services through AJC activity in all areas of the state. This is a process our WINTAC team refers to as “Strategic Service Alignment and Planning.” The state-level guidance to local partnerships, facilitated through the local DACs, is clear and responsive while challenged through some very unique circumstances during PY19. While guidance and structure to all local DACs is consistent, the responses from each DAC in reassessment and reporting has some variance in terms of how they understood and responded to the guidance. We hope you’ll be understanding if our compilation of the information reported contains errors. Much of the information shared in the outline below is pulled verbatim, directly from local reports as we understood them.

All Iowa Regions completed the Integration Continuum self-assessment and a work plan to address self-identified priorities in the fall of 2019. The local partnerships then reassessed in late-summer of 2020 (or is still in the process of reassessment). COVID-19 and the recent Derecho has had a significant impact on the ability of many of the regions to address the activity in their work plans and, to some degree, complete the reassessment and planning updates according to the guidance provided. Some report that they have not yet been able to complete their reassessment and update their work plans. While the comprehensiveness of each reports varies, our team was able to draw the following out of the information reported and forwarded to this point.

### Changes in Self-Assessment in local areas:

The nature of the collaborative process is to support diverse teams in establishing a common definition for service alignment as a reference to demonstrate growth together. Because each of these collaborations complete this process separately, we do not believe that there is validity in comparing self-assessments from one local area to another. These are more accurately recognized as each area’s point of reference in order to demonstrate growth or change. That said, change in self-assessment, or achieving a service alignment status in which they believe customer service is optimum, does demonstrate progress, as well as an ongoing dedication of time and energy in addressing shared objectives in customer service alignment. Activity completion also reflects collaborative activity, although many areas established a number of objectives that will be ongoing (e.g., establish and maintain meetings of a cross-agency team that reviews and addresses the job seeker customer experience). The range of described outcomes of plan activities for most local areas reporting is noted later on in this overview. Some reflect impact that is measureable and many do not. This may not be an immediate point of focus in the use of this strategy, however, as developing a useful practice in defining



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



meaningful service alignment across systems is the first step. At some point, suggestions of possible measurable impact should be encouraged to support local and state evaluation of customer service impact. While, for the reasons mentioned earlier, the reporting is incomplete, the following information has been noted with regard to **activity completion and changes in assessed service alignment**. The most change is noted in the areas of Business Engagement and Career Pathways.

Region 2, Mason City reports:

- Business Engagement increased service alignment – Coordination-mid to Collaboration-mid
- Career Pathways increased service alignment – Coordination-mid to Collaboration-mid

Region 3&4, Spencer reports:

- Business Engagement increased service alignment – Communication-mid to Coordination-low

Region 5, Fort Dodge reports:

- Business Engagement increased – Communication-mid to Communication-high

Region 11, Des Moines reports:

- Business Engagement – completed 3 activities
- Career Pathways – completed 3 activities
- Outreach and Intake – completed 2 activities

Region 12, Sioux City reports:

- Business Engagement increased – Communication-low to Coordination-high

Region 13, Council Bluffs reports:

- Career Pathways – completed 1 activity

Region 16, Burlington reports:

- Business Engagement increased – Collaboration-low to Integration-low, completed 1 activity
- Case Management – completed 1 activity
- Outreach and Intake – completed 1 activity
- Career Services increased – Coordination-mid to Collaboration-low

### **Regional Priorities:**

Initially, 13 regions reported that they have made Case Management one of their priorities, but most of these regions have not reported progress in addressing activity in this area or have



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



dropped Case Management from their priorities during the year. For PY20, six regions have identified Case Management as a priority.

### Iowa Strategic Service Alignment Planning – Initial Assessment PY19

(priorities established)

	1	2	3-4	5	6	7	8	9	10	11	12	13	14	15	16
Business Engagement	x	x		x	x	x	x	x	x	x	x	x	x		x
Case Management	x	x	x		x	x	x	x	x	x		x	x	x	x
Career Pathways		x	x			x			x	x		x	x	x	
Outreach and Intake			x	x		x			x	x		x	x		x
Assessments			x								x				
Career Services			x		x	x			x			x		x	x

#### Priorities –

- Case Management – 13 Regions
- Business Engagement – 13 Regions
- Career Pathways – 8 Regions
- Outreach and Intake – 8 Regions
- Career Services – 7 Regions
- Assessments – 2 Regions

### Iowa Strategic Service Alignment Planning – Second Assessment and Report PY20

(priorities established)

	1	2	3-4	5	6	7	8	9	10	11	12	13	14	15	16
Business Engagement	x	x	x	x	x	x	x	x	x	x	x	x	x		x
Case Management	x		x			x		x						x	x
Career Pathways		x				x			x	x		x	x	x	x
Outreach and Intake			x	x	x	x	x		x	x		x	x		x
Assessments			x								x				x
Career Services			x		x	x	x		x			x		x	x

#### Priorities –



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



Business Engagement – 14 Regions

Outreach and Intake – 10 Regions

Career Pathways – 8 Regions

Career Services – 8 Regions

Case Management – 6 Regions

Assessments – 3 Regions

### **Regional Activity:**

Examples of Activities by Operation (did not include activity not started) –

#### **Business Engagement:**

- Quarterly morning meeting scheduled on business engagement for all partners to attend (1)
- Business visits (1)
- Work-based learning (1)
- Business meetings conducive to all partners in developing and maintaining strategic plan (1)
- All job fairs, ECI events, IVRS will work with other partners to provide meaningful disability training to employers/HR to gain knowledge in working with workers with disabilities and other business services events developed jointly. (1)
- Gain meaningful relationships to business service customers through strategic plan implementation leading to improved opportunities for our job seekers. (New 2020?) (1)
- Continue cross-agency business services team, which sets the strategy for business engagement. (2)
- Business Service Team and IVRS use google calendar to track business contacts for warm handoffs and information dissemination. (2)
- County business engagement teams have been established to include all 4 titles with at least one rep from each. These teams use joint planning, resource leveraging and braiding funds to identify a clear plan for customers/job candidates. (2)
- Descriptive morning meetings will be used to inform and demonstrate the efforts listed above. (2)
- BST meets regularly to develop trust. (3-4)
- Identify clear focus and shared deliverables. (3-4)
- Review and redevelop a flyer that can provide a brief description of each partners services and contact information. (5)
- Determine best way for BST members to learn about each other's services and feel comfortable with information. Possibly start with joint employer visits. Once that has been completed, the goal is to be able to offer all partner services during independent



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.

outreach and report back the results to all partners. This is to minimize employers from getting approached multiple times by different partners and to capitalize on all partners' outreach efforts. (5)

- Identify members, business tours, job fairs, work experiences sharing job leads and better placements, success stories, less duplication and better relationships between core partners. (9)
- Identify a Title I and Title II team member to attend Business Service team meetings monthly to coordinate services for training completers, DW clients and Title 2 IET/IECLE services. (10)
- Expand the core business partner specialist team duties to include business services to high schools. (11)
- Employers Summit, including reverse job fair (11)
- Joint weekly meetings (12)
- Each agency brings goals for their own business outreach to a team meeting to discuss duplication and differences. (12)
- Create a meeting script to use when doing employer visits. (12)
- Identify a way to streamline sharing business visit information to ALL staff in the AJC. (12)
- Coordinate job fairs between partners and conduct monthly placement specialist/BSR meetings. (13)
- All agencies promote upcoming events. Standing agenda item for core partner meetings, update distribution list (14)
- Hold core partner business team meetings. (14)
- Coordinate a reverse job fair. (16)

#### Case Management:

- Define and review current case management practices (TEGL 19-16). (1)
- Create a cross-agency case management practice by outlining key elements. (1)
- Assess the practices implemented. (1)
- Enhance co-enrollments between partner agencies. (1)
- Schedule joint staffing appointments with co-enrolled participants when possible. (1)
- Schedule joint customer staffing across all core partners. (3-4)
- Improved coordination of service delivery and increased funding options for participants to stretch available resources and staffing. (9)
- Develop joint service plan by creating a team approach to effectively meet the individual needs of each participant. (9)
- Create a cross-agency case management practice by outlining key elements. (16)
- Assess the practices implemented. (16)



- Enhance co-enrollments between partner agencies. (16)

#### Career Pathways:

- County business engagement teams have been established to include all 4 titles with at least one rep from each. These teams use joint planning, resource leveraging and braiding funds to identify a clear plan for customers/job candidates. (2)
- Develop strong communication and education between sector boards and WIOA core staff to ensure job seekers are connected with appropriate job services and training. (10)
- Create a Career Pathway workshop. This workshop could be presented by any Core Partners. The audience could be to students, teachers, job seekers, staff and other agencies. (11)
- Registered Apprenticeship Workshop presented to all core partners. AJC to educate and explain RA procedural process to partners can better explain to job seekers. (11)
- GAP/PACE Education – Educate leadership then set up training for staff. (11)
- Educate core partners on GAP/PACE programming. (14)
- RA Workshops to core partners and businesses (14)

#### Outreach and Intake:

- Ensure staff are comfortable with partner services available, increase referrals to one another. (5)
- Communicate among each other – monthly newsletter? Update materials for use at job fairs/customers. Share partner changes among each other, learn how to utilize and share social media within outreach and marketing (5)
- Smart Sheet refresher and follow up ensuring best practices are being utilized (direct services with job seekers). Smart Sheet Admin – standing leadership meeting agenda item (making regular staff updates) (11)
- Customer-centered video describing core partner services (11)
- WIOA Partner Simulation (11)
- Develop WIOA Job Seekers Direct Services group which focuses on services provided to job seekers. (11)
- Update directory of core partner contacts. Create a partner brochure. (13)
- Library appreciation open house (14)

#### Assessments:

- Better understand assessments used by core partners in region. (3-4)

#### Career Services:

- Schedule joint customer staffing, which will result in sharing more career services (3-4)



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.





- 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 (10)
- New worker referral training – each partner develops onboarding video explaining program, eligibility requirements services offered (11)
- Core partner meeting, including staff, to discuss referral status of clients and professional development for clients. (13)

### **Reported Outcomes:**

The following are examples of outcomes reported by priority area:

#### **Business Engagement:**

- IowaWORKS invites and leads the BE meetings with partners. A representative from all partners takes part in the meeting. We have plans/goals in place to continue to work on. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- Many staff from IVRS and IowaWORKS are partnering with each other making visits throughout Region 1. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- Business meetings are regularly schedule with leaders and staff and therefore communication and decisions are taking place professionally. (1)
- Outcome of collaborative facilitation of employer events has been met. All partner staff are attending various events mentioned and visit with each other during the events. Information is shared out to partners when someone hears of an event. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- We were continuing to hold weekly business service team meetings across partners until Covid-19, but this will be resumed as soon as the majority of partners are able to participate. (2)
- We have identified that the google calendar has been a useful tool for identifying contacts and for enhanced communication. It is a tool that we continue to use regularly. (2)
- Prior to GEO, all Titles had as least a few team members with access to IWORKS which was helpful in tracking and entering new business contacts. At this time, Title IV does not have ANY access and no training for this has been scheduled for the future. (2)
- The county business teams continued with full strength until Covid 19. We identified that this has been an excellent way of learning what each partner was able to bring to the table and created excellent partnering. This has also increased capacity to better serve



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



Job Candidates/Customers. This is something that will continue to be “in process” due to the ongoing nature. There are plans to continue with these teams virtually as well. (2)

- Descriptive morning meets have been a success with teams often presenting or bringing in additional resources/employers for informational purposes. These meetings will continue once partners are able to do so safely, therefore is considered “in process” (2)
- BST formed and started meeting monthly. Meetings stopped in March due to COVID. (3&4)
- Initial collaboration good. Partners shared their service. Brochure developed. (3&4)
- Flyer created but felt too wordy and confusing for businesses, elected to develop a business card instead with contact info. Team will consider ways to share each others information (5)
- -All four core WIOA partner programs met together and assessed business services by service category. (10)
- Connected business team activities to high schools and activities on standing agenda at business engagement core subcommittee (11)
- Held a Reverse Job Fair (11)
- Increased involvement of all core programs in standard business outreach activity (11)
- Weekly meetings occurred so communication was improved but still need to increase penetration in businesses in outlying counties. Meetings stopped in March due to COVID. (12)
- Marketing materials not created but communication occurred in meetings regarding goals of each agency to help maximize outreach and decrease duplication. There was a great deal of conversation regarding registered apprenticeships and appropriate referrals (12)
- Communication occurred in meetings regarding businesses that IWD and IVRS penetrated to limit duplication. Meeting script was not created, but will remain to be a goal for the business services team. (12)
- Core Partner business meetings are held at the Monthly CIRT meetings every 2nd Tuesday. (14)
- Established IBST collaborative activity with report that of job candidates referred: 55.3% employed (16)

#### Case Management:

- Case management practices have started through Title 1, Promise Jobs, IVRS and IDB. We definitely feel strong about where we are at and learning about differences between agencies. We feel we still have some work to do as partners. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



- Cross agency case management strategy development in process and partner staff are reaching out to one another in communicating needs of our job candidates/customers. We work to continue to improve on this. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- Leaders are working and discussing ways to improve and implement new practices at our leadership meetings. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- Review of co-enrollment is going very well. We have a formal referral process in place for all partners. The number of referrals are monitored each month by the leadership team. Some partners more than others are contributing to make referrals to other agencies. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- Joint meetings are taking place among staff between Title 1, Promise Jobs, IVRS and IDB on a regular basic. Team feels we need to tweak and look at improving some ways information is shared. Information on our ideas are on the next attached Plans to Re-Access and New Activity Identified. (1)
- Partners created a paper referral system. Staffings on co-enrolled participants are occurring occasionally on a case by case basis. (3&4)
- The partners share referrals and meet to assist job candidates who are shared customers. The core teams met once a month together. We look forward to resuming this practice once agencies are back to working in the one stop center. (16)

#### Career Pathways:

- Count Business engagement teams continued to be strong until recent events of Covid-19. Teams stated that they were able to learn more about each Title and their ability to fund things such as tuition, on the job training experiences, and work related supplies. We consider these teams to be a success that will resume virtually soon. This section will continue to remain “in process” due to the continued use. (2)
- Assessment of local sector boards within Region 10. Identified who attends each boards. Collaborative Approach to Benefits Planning and Employment Services provided by IowaWORKS TTW team, with VR identifying SSA Beneficiaries who may be interested in ticket reassignment to... (10)
- Career Pathway workshop established for multiple audiences and used with diverse audiences by partners (11)
- Registered Apprenticeship workshop provided to staff of all core programs and referrals and inquiries increasing... (11)
- GAP/PACE training provided to leadership and staff (11)



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



### Outreach and Intake:

- The partners initially used a paper referral form and are now using a shared Google Doc to make referrals. Referrals are being made. (5)
- Partner staff started meeting regularly to share information on what was happening in their programs and this was well received. This stopped in March due to COVID 19. (5)
- Decision made not to continue with Smartsheets as a means to share information on agency processes with staff. It has been difficult to achieve staff buy in and turnover has made it difficult to keep updated. The information was being utilized for tracking purposes only by Wagner-Peyser, so we are in process of creating a google document primarily for Wagner-Peyser tracking and contact information. (11)
- “New worker” training developed on partner program information (11)
- Established “Direct Services Group” focusing on customer services for job seekers (11)
- A meet and greet was held for Librarians in the area at the Creston Workforce Center on 4/26/19. Information regarding Iowa Works, SWCC Adult Basic Ed and VR Services was shared in an open discussion. (14)
- Contact information and directories are shared. New staff are introduced and staff are familiar with each other for the ease of referrals and coordination of services. (16)

### Assessments:

- AEL staff provided training to Title 1 staff June 2019. Referral process in place and AEL is providing assessment for Title 1. Partners will re-assess as there are new core partner managers and a new WIOA provider in place. (3&4)

### Career Services:

- IowaWORKS regularly shares calendar of workshops available in the center and upcoming events. DAC to assist with assessing program accessibility. (3&4)
- Survey was developed for use with all 4 core WIOA partners to assess customer experience, including appropriate referrals to other workforce programs. (10)
- Developed a plan to complete paper surveys within the WIOA system- Developed a plan to complete one focus group per year per WIOA program to complete a more intensive process of feedback and analysis of services from the perspective of our customers. (10)
- Budgets were established to cover the costs of surveys, incentives, and focus group meetings. (10)
- IVRS staff have had the opportunity to attend the workshops offered and participated in train the trainer on Bring you're a Game. Job shadowing will be revisited. Reverse job fair was introduced to the IVRS summer program participants. New youth RFP provider. This will be revisited. (16)



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



## **WINTAC Recommendations:**

- 1) Post for each region:
  - a. Priorities – with self-assessed ratings and objectives
  - b. Work plans with progress (with shared information, it is not clear what new work plans are for all regions)
  - c. Outcomes reported
  - d. Increase in Service Alignment Report – or meeting desired Alignment level
- 2) Use identified priorities and activities to identify areas of focused statewide support to regions/offices from state-level partnership. One possibility for support to offices is a Community of Practice, which may include:
  - a. Monthly or quarterly calls to share progress and/or Promising Practices within Iowa, or from other states that address Iowa-identified priorities
  - b. Web-based home for materials and examples related to state activity
- 3) Share report on progress statewide to DACs
- 4) Identify outcomes to track for evaluation purposes. It will be good to have impact indicators to share and support the evaluation of system progress. It can be in terms of statewide measures that support the board in evaluating the impact of its own objectives related to this activity (e.g., the number of offices with a collaborative strategy to business services, co-enrollment, employment outcomes as a result of co-enrollment, progress in establishment of Career Pathway models, numbers in apprenticeship, common customer assessment across programs, etc.), or with suggested outcomes that local offices might use within the operational areas determined as priorities to demonstrate effective customer impact along with self-assessment of service alignment.

### **Appendix: Reports by Region**

*(Due to challenges of COVID-19, and a recent wind storm (Derecho) which had a devastating impact on certain areas of the state, some local collaborations were not able to fully complete the reassessment, planning or reporting process. The information below is that which was shared in September, 2020)*

#### **Region 1 – Decorah and Dubuque**

##### **Priority Update –**

- Business Engagement – no increase in assessment, remains at high coordination, but reset desired outcome to mid-collaboration (from mid-integration) – remains a priority
- Case Management – no increase in assessment, remains at high coordination, but reset desired outcome to mid-collaboration (from mid-integration) – remains a priority



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



### Activity –

- Business Engagement – **6 activities, all in process** – appears to have added one since the initial report
- Case Management – **5 activities, all in process**

### Outcomes noted –

- Business Engagement
  - IowaWORKS leads quarterly meetings that address business service activity that include all AJC programs
  - Began strategic business meetings with all AJC programs for the purpose of business service strategy
  - All partners attend events such as job fairs and ECI events and VR provides training to businesses on disability and inclusion
- Case Management
  - Report learning differences between agencies
  - Formal referral process in place and leadership is monitoring and discussing each month
  - Joint staffing meetings taking place among case managers and counselors of four programs: Title I, Promise Jobs (TANF), VR and IDB (Iowa Department for the Blind)

### Other notes –

- No change in priorities
- No change in self-assessment
- Reset desired outcomes in terms of “where we want to be” on the scale – dialed back from integration
- Reports that COVID is a factor in not completing activity and resetting outcomes
- Existing activity and strategy rewritten to add more detail

## **Region 2 – Mason City**

### Priority Update –

- Business Engagement – **initially at mid-coordination, increased to mid-collaboration** with objective at high-integration
- Case Management – did not address – moved from priority
- Career Pathways – **initially at mid-coordination, increased to mid-collaboration.** Original objective was mid-collaboration and team has moved it to mid-integration



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



### Activity –

Career Pathways - One activity in process

*Through implementing our County Business Engagement teams, we have been able to move from Mid-Coordination to Mid-Collaboration. As partners, we feel this is an ongoing process as we will continue to meet. This will enhance services, braiding funding and resources available from each Title, increasing our capacity to serve our customers/job candidates.*

Business Engagement - 4 in process, 1 not started

*Overall, each of our original plans have been implemented and continue to occur. Examples would be our cross title Business Services team as well as County Business Engagement teams. We continue to utilize the google business services calendar with Title III and IV on a regular basis. Meetings have been presented regularly on Wednesday mornings to share information and answer any questions.*

### Outcomes noted –

- Career Pathways
  - County Business Engagement teams continued to be strong until recent events of COVID-19. Teams stated that they were able to learn more about each Title and their ability to fund things such as tuition, on-the-job training experiences and work-related supplies. We consider these teams to be a success that will resume virtually soon. This section will continue to remain in process due to the continued use.
  - The county business teams continued with full strength until COVID-19. We identified that this has been an excellent way of learning what each partner was able to bring to the table and created excellent partnering. This has also increased capacity to better serve Job Candidates/Customers. This is something that will continue to be in process due to its ongoing nature. There are plans to continue with these teams virtually as well.
- Business Engagement
  - Cross Agency Business Engagement continued to hold weekly business service team meetings across partners until COVID-19, but this will be resumed as soon as the majority of partners are able to participate.

### Other notes –

- COVID identified as interrupting plan activity
- Activity identified as ongoing without end dates



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



## Region 3&4 – Spencer

### Priority Update –

(Suggest that Outreach and Intake and Business Engagement are highest priorities for region)

- Case Management – remains at mid-communication
- Career Pathways – removed from priority and did not address activity
- **Outreach and Intake** – revised work plan and starting with four new activities for PY20 – not a record of how alignment initially assessed, but assessed at low Communication in fall 2020 with an objective for low Coordination
- Assessments – continue to share information on assessments used – remains at high Isolation
- Career Services – remains at low Communication
- **Business Engagement** – (6 new activities) **Increased from mid Communication to Low Coordination** – want to be at mid Coordination (lowered alignment objective from low Collaboration)

### Activity –

- Case Management – one activity in progress, four not started
- Outreach and Intake – 4 activities not started  
*Each agency presented on their services and process and we role played scenarios at joint In-Service. Partners will need to revisit joint outreach and intake efforts. There are new core partner managers and a new WIOA provider. We also completed the WINATC process with staff at an In-Service (October 2019). Revised activity and created a new work plan to address in PY20*
- Assessments - 1 activity in progress  
*AEL staff provided training to Title 1 staff June 2019. Referral process in place and AEL is providing assessment for Title 1. Partners will re-assess as there are new core partner managers and a new WIOA provider in place.*
- Career Services - 1 activity in progress  
*IowaWORKS regularly shares calendar of workshops available in the center and upcoming events. DAC to assist with assessing program accessibility.*
- Business Engagement – 2 activities in progress  
*Reconvene the team and evaluate membership. Review purpose of BST and each partner's role. Discuss strategies for follow up with businesses. Initially, meetings held to develop trust, establish vision, share info on services. Shared Google Drive folder created. Team began to visit businesses together. Form developed and utilized to record what was learned from the visit with business. Information shared at next BST meeting with members to identify next steps.*



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.





*Initial meetings with business went well, but team unsure how to continue partnership with businesses and how to move forward as a team. Team met in February to discuss and some team members identified not knowing how they fit in the team. **With reassessment, rewrote plan to include 7 activities (increase from 3).***

Outcomes noted –

- Case Management
  - Partners created a paper referral system. Staffing on co-enrolled participants is occurring occasionally on a case-by-case basis.
- Outreach and Intake
- Assessments
- Career Services
- Business Engagement
  - Team formed and started meeting monthly. Meetings stopped in March due to COVID.
  - Initial collaboration good. Partners shared their service. Brochure developed.
  - Team identified focus and mission and vision. Initial participation was good. Some team members unsure of their role.

Other notes –

While the Region has activities noted in five of the six areas, there are really two primary areas of focus: Outreach/Intake and Business Engagement. In these two areas, the reporting is clearer than in the others with regard to reassessment and features revisions of the work plan in both areas. If co-enrollment is an indicator of increased alignment with case management, perhaps the region can use reported numbers of co-enrollment and objectives in this area, and establish a more deliberate strategy to increase alignment in service, such as the Integrated Resource Team.

**Region 5 – Fort Dodge**

Priority Update –

- Business Engagement – remains priority – Assessed alignment **increased from communication-mid to communication-high**. Desired outcome was high Integration but objective dropped with reassessment to collaboration-mid
- Outreach and Intake – remains priority – assessed alignment dropped from Communication-high to Communication-mid, desired outcome is Coordination-mid

Activity –

- Business Engagement – two activities in progress, one not started.



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



*In revising plan added 3 more activities, for a total of 6 – with 2 in progress*

- Outreach and Intake – 2 activities in progress  
*began with 2 activities, both of which established processes that will continue. Revised plan and have 5 activities for PY20.*

#### Outcomes noted –

- Business Engagement –
  - Business flyer created, but team is nixing it and is changing approach with PY20 plan
  - BST team engaged, active and prominent in PY20 work plan
- Outreach and Intake –
  - The partners initially used a paper referral form and are now using a shared Google Doc to make referrals. Referrals are being made.
  - Partner staff started meeting regularly to share information on what was happening in their programs and this was well received. This stopped in March due to COVID-19.

#### Other notes –

We have questions with regard to whether Region 5 started out with a priority in Case Management and the switched to Outreach/Intake as a priority – or if this was just an error on our part in documenting initial activity. Revised plans are solid and reflect growth in the team with process.

#### **Region 6 – Marshalltown**

*Understand the current burden on everyone for this activity, in this area, including the derecho in August. For the review, missing the following requested information:*

- *Re-Assessed service alignment*
- *Work Plan progress or changes in work plan (do not have activities for Outreach and Intake priority – had some listed for case management?)*

#### Priority Update –

- Business Engagement – do not have information from region on work plan or progress – originally assessed at Communication-high with a goal of integration and looking for updated assessment
- Outreach and Intake – a shift during the year from Case Management as a priority – do not have information from region on work plan or progress – originally assessed at collaboration-low with an objective of integration



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



- Career Services – do not have information from region on work plan or progress – originally assessed at coordination-low with an objective of integration

#### Activity –

Progress with activity in work plan not reported

The core partners met on 8/24/20 to discuss the integration continuum. Our highest priorities have been Outreach and Intake, Career Services, and Business Engagement. We continue to see the importance in these areas and had taken some strides before COVID, which are on the form. We have some changes that we need to work through such a new Adult Basic Ed manager and a current Workforce manager opening. IVRS will be co-located with Workforce and Title 1 in September of 2000. We developed some temporary strategies and many of the partner initiatives have been on hold.

Outreach and Intake- Orientation to WIOA services will resume virtually, and in person at Adult Basic Education building for those that lack technology. Partners will create a video to be provided at orientation. We would also like to resume lunch and learn at least quarterly. Goal is integration

Career Services- Covid has limited many of our initiatives. We will move forward with more virtual options that will be discussed at monthly meetings. Co-location will also make meeting easier. Integration remains the goal.

Business Engagement- Business Services team continues to meet. We will make this an agenda item at monthly partner meetings. Goal is integration.

#### Outcomes noted –

- Business engagement - Newsletter, PBO, Partner updates various meetings, business tour, job fairs
- Outreach and Intake – Partner Orientation twice a month, Business Partner Outreach group, Disability Awareness, Limelight Leadership, Lunch and Learn, Youth Standing Committee
- Career Services - IWD completing career services as they can, virtual job fair, virtual job clubs, IVRS virtual job club, IVRS business services virtual, IWD, IVRS and Title one will be co-located.

### **Region 7 – Waterloo**

*Understand the current burden on everyone for this activity. For the review, missing the following requested information:*



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



- *Initial Service Alignment and alignment objective*
- *Re-Assessed service alignment and alignment objective*
- *Work Plan progress or changes in work plan*

Priority Update –

- Business Engagement
- Case Management
- Career Pathways
- Outreach and Intake
- Career Services

Activity –

Outcomes noted –

**Region 8 – Carroll**

*Understand the current burden on everyone for this activity. For the review, missing the following requested information:*

- *Re-Assessed service alignment*
- *Work Plan, progress or changes in work plan (do not have activities for Outreach and Intake priority – had some listed for case management?)*

Priority Update –

- Business Engagement – initial service alignment assessment is at communication-low with objective at integration
- Outreach and Intake – initial service alignment assessment is at communication-low with objective at integration
- Career Services – initial service alignment assessment is at communication-mid, with objective at integration

Activity –

*The core partners last met on 8/25/20 to discuss the integration continuum. Our highest priorities have been Business Engagement, Outreach and Intake and Career Services. Covid has resulted in limited contact between the core partners. Workforce is moving to Denison and IVRS moved to a new location in Carroll which ended the co-lation. We have a new Title 1 provider that is just getting started. Overall, the partners believe we are functioning at the "low communication" level.*



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



*Outreach and Intake- The Carroll region is very rural and spread out. We have been using an electronic referral process that has worked well for some of the partners. We feel we have taken a step back and will invite managers and staff to monthly partner meetings to discuss Wintac Assessment. Goal is integration*

*Career Services- Covid has limited many of our initiatives. We will move forward with more virtual options that will be discussed at monthly meetings. Co-location has ended Workforce will move to Denison in the next few months. A Flyer was developed that explained partner services and will need to be updated. Integration remains the goal.*

*Business Engagement- Some partners have teamed for business development. We will make this an agenda item at monthly partner meetings. Goal is integration*

*We believe the overall rating to be "low communication".*

Outcomes noted –

### **Region 9 – Davenport**

*Understand the current burden on everyone for this activity. Due to a variety of challenges, the team has not been able to meet in this region and update the self-assessment and planning. For the review, missing the following requested information:*

- *Initial Service Alignment and alignment objective*
- *Re-Assessed service alignment and alignment objective*
- *Work Plan progress or changes in work plan*

Priority Update –

- Business Engagement - initially assessed at Communication-high with an objective of Collaboration-mid
- Case Management - initially assessed at Communication-high with an objective of Collaboration-mid

Activity –

- Business Engagement – one activity in process, two not started
- Case Management – two activities in process

Outcomes noted –

Not reported



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.

## Region 10 – Iowa City and Cedar Rapids

*Understand the current burden on everyone for this activity, in this area, including extensive damage as a result of the derecho in August. For the review, missing the following requested information:*

- *Re-Assessed service alignment and alignment objective*

### Priority Update –

- Business Engagement – originally assessed at Coordination-high, with objective at Collaboration-mid
- Case Management – removed from priorities
- Career Pathways – originally assessed at Communication-high with objective at Collaboration-mid
- Outreach and Intake – originally assessed at Coordination-high, with objective at Collaboration-mid
- Career Services – originally assessed at Collaboration-low, with objective at Collaboration-high

### Activity –

- Team plans to meet in September to reassess and update work plans, with additional consideration of collective service in light of COVID
- Business Engagement – one activity in progress
- Career Pathways – one activity in progress
- Outreach and Intake – one activity not started
- Career Services – one activity in progress

### Outcomes noted –

- Business Engagement
  - All four core WIOA partner programs met together and assessed business services by service category.
  - Future plans include streamline, edit, create staff training on all business services, and marketing materials for businesses. This will allow us to jointly talk about and market WIOA services as a whole and not just by Title.*
- Case Management – removed from priorities
- Career Pathways
  - Assessment of local sector boards within Region 10. Identified who attends each boards.



-Collaborative Approach to Benefits Planning and Employment Services provided by IowaWORKS TTW team, with VR identifying SSA Beneficiaries who may be interested in ticket reassignment

- Outreach and Intake – not started – waiting on activity with Career Services
- Career Services
  - Survey was developed for use with all four core WIOA partners to assess customer experience, including appropriate referrals to other workforce programs.
  - Developed a plan to complete paper surveys within the WIOA system.
  - Developed a plan to complete one focus group per year per WIOA program to complete a more intensive process of feedback and analysis of services from the perspective of our customers.
  - Budgets were established to cover the costs of surveys, incentives and focus group meetings.

## Region 11 – Des Moines

### Priority Update –

- Business Engagement – originally assessed at Coordination and remains at Coordination – original objective is Integration
- Case Management – removed from priorities
- Career Pathways – originally assessed at Coordination and remains at Coordination – original objective is Collaboration
- Outreach and Intake – originally assessed at Communication and remains at Communication – original objective is Coordination, increased to Collaboration

### Activity –

Progress with all work plans, being adjusted with conditions of COVID and work plans redeveloped with updated assessment

- Business Engagement – **three activities completed**
- Career Pathways – **three activities completed**
- Outreach and Intake – **two activities completed**, three in progress

### Outcomes noted –

- Business Engagement – all three activities completed
  - Connected business team activities to high schools and activities on standing agenda at business engagement core subcommittee
  - Held a Reverse Job Fair



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.

- Increased involvement of all core programs in standard business outreach activity
- Career Pathways – all three activities completed
  - Career Pathway workshop established for multiple audiences and used with diverse audiences by partners
  - Registered Apprenticeship workshop provided to staff of all core programs and referrals and inquiries increasing
  - GAP/PACE training provided to leadership and staff
- Outreach and Intake two of five activities completed
  - Decision made not to continue with Smartsheets as a means to share information on agency processes with staff. It has been difficult to achieve staff buy-in and turnover has made it difficult to keep updated. The information was being utilized for tracking purposes only by Wagner-Peyser, so we are in process of creating a google document primarily for Wagner-Peyser tracking and contact information.
  - “New worker” training developed on partner program information
  - Established Direct Services Group focusing on customer services for job seekers

Other notes –

Removed Case Management from priorities – included updated work plan

**Region 12 – Sioux City**

Priority Update –

- Business Engagement – initially assessed at Communication-low **and increased to Coordination-high**, objective Integration-high
- Assessments – Initially assessed at Coordination-mid and dropped to Coordination-low, objective Integration-mid

Activity –

More activity on business engagement (four of seven activities in progress), but disrupted due to the COVID. Assessment activities not started.

- Business Engagement – four activities in progress, three activities not started
- Assessments – two activities not started

Outcomes noted –

- Business Engagement –
  - Weekly meetings occurred so communication was improved but still need to increase penetration in businesses in outlying counties. Meetings stopped in March due to COVID.
  - Marketing materials not created, but communication occurred in meetings regarding goals of each agency to help maximize outreach and decrease





duplication. There was a great deal of conversation regarding registered apprenticeships and appropriate referrals.

- Communication occurred in meetings regarding businesses that IWD and IVRS penetrated to limit duplication. Meeting script was not created, but will remain to be a goal for the business services team.

- Assessments –

#### Other notes –

Leadership placed top emphasis on Business Engagement, and have not begun the activity identified in the work plan on Assessment yet. COVID definitely put a hitch in their giddy-up.

### **Region 13 – Council Bluffs**

#### Priority Update –

- Business Engagement – assessed initially and remains at Communication-high, objective is Coordination-high
- Case Management – did not address – dropped from priorities
- Career Pathways – assessed initially and remains at Collaboration-high, objective is Integration-high
- Outreach and Intake – assessed initially and remains at Communication-high, objective is Coordination-high
- Career Services – assessed initially and remains at Communication-high, objective is Coordination-high

#### Activity –

- Business Engagement – one activity in progress
- Career Pathways – **one activity completed**
- Outreach and Intake – one activity in progress
- Career Services – one activity in progress

#### Outcomes noted –

- Business Engagement
  - All job fairs during this time and moving forward have been a collaborative effort among core partners and will continue to be done this way.
- Career Pathways
  - Synergy between all parties - businesses, schools, IWD, VR. Information shared between agencies who in turn share with job seekers.
  - Follow-up occurring, definitely helps and results in more successful hires. Businesses are repeat customers.
- Outreach and Intake



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



- Career Services
  - Much improved case management tracking system than ever before. Allows better follow up and communication with customers. Staff are working to finish system training and get more career planning training.

## **Region 14 – Creston**

### Priority Update –

- Business Engagement – originally assessed and remains at Collaboration-low, objective established and remains at Collaboration-high
- Career Pathways – originally assessed and remains at Communication-high, objective established and remains at Coordination-mid
- Outreach and Intake – originally assessed and remains at Collaboration-low, objective lowered from Integration-high to Collaboration

### Activity –

- Business Engagement – two activities in process, one activity not started
- Career Pathways – two activities in process, one activity not started
- Outreach and Intake – one activity completed, two activities not started

### Outcomes noted –

- Business Engagement
  - Core partner business team meetings are held at the Monthly CIRT meetings every second Tuesday.
- Career Pathways
- Outreach and Intake
  - A meet and greet was held for Librarians in the area at the Creston Workforce Center on 4/26/19. Information regarding Iowa Works, SWCC Adult Basic Ed and VR Services was shared in an open discussion.

## **Region 15 – Ottumwa**

*Understand the current burden on everyone for this activity. For the review, missing the following requested information:*

- *Initial Service Alignment and alignment objective*
- *Re-Assessed service alignment and alignment objective*
- *Work Plan progress or changes in work plan*



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



Priority Update –

- Case Management
- Career Pathways
- Career Services

Activity –

Outcomes noted –

**Region 16 – Burlington**

Priority Update –

- Business Engagement – **initially assessed at Collaboration-low and increased to Integration-low, objective is Integration-low and reset to Integration-mid**
- Case Management – initially assessed at and remains at Coordination-high, objective is Collaboration-high, but readjusted to Collaboration-mid
- Outreach and Intake – initially assessed and remains at Coordination-mid, objective set at Collaboration-mid, and lowered to Collaboration-low
- Career Services – **initially assessed at Coordination-mid and increased to Collaboration-low, objective set at Collaboration-mid and increased to Collaboration-high**
- Assessment – (added as priority) – assessed at Coordination-low, objective set at Coordination-high
- Career Pathways – (added as priority) – assessed at Collaboration high, objective set as Integration-low

Activity –

- Business Engagement – **one activity completed**
- Case Management – **one activity completed**, two activities in process
- Outreach and Intake – **one activity completed**, three activities in process
- Career Services – one activity in process, two activities not started

Outcomes noted –

- Business Engagement
  - IBST established – results of activity in PY19:
    - 55.3% employed
    - 23.3% non-responsive
    - 15.8% still looking
    - 2.6% health related issue
    - 2.6% other successful outcome
- Case Management



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.



- Core Partner programs have established a process for monthly meetings and a practice for agencies to meet to assist job candidates that are “shared customers”
- Outreach and Intake
  - We began a rotating discussion of each partner’s services at the monthly meeting. This will need to be continued as staff change and new employees join teams. At this time the monthly partner all team meetings have been on hold. As of July 1, 2020 IVRS moved with the core partners to a co-located one stop center. We have many exciting and new opportunities to partner and learn about each agencies processes.
  - Contact information and directories are shared. New staff are introduced and staff are familiar with each other for the ease of referrals and coordination of services.
- Career Services
  - IVRS staff have had the opportunity to attend the workshops offered and participated in train the trainer on Bring you’re a Game. Job shadowing will be revisited. Reverse job fair was introduced to the IVRS summer program participants. New youth RFP provider. This will be revisited.

Other notes –

This Region provided a complete report and work plan for PY20. Will area continue PY19 work activity that was still in progress or not completed? Activity noted for assessment area is a really good activity, but perhaps doesn’t fit in the Assessment category in this design, as this was intended to address client assessments used by programs operating in the AJC.



This product was developed by the WINTAC, a project funded under #H264G15005 of the U.S. Department of Education. The information contained in this product does not necessarily reflect the position or policy of the Department and no official endorsement should be inferred.