



NORTHWEST IOWA LOCAL PLAN

NORTHWEST IOWA WORKFORCE DEVELOPMENT
BOARD LOCAL PLAN – August 6, 2021



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NORTHWEST IOWA LOCAL PLAN

SECTION 1 – INFRASTRUCTURE

NORTHWEST IOWA WORKFORCE DEVELOPMENT BOARD (NWIWDB)

COUNTIES: Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto, and Sioux

Northwest Iowa Workforce Development Board (NWIWDB) Chair - Carrie Turnquist

Chief Lead Elected Official (CLEO) - Kyle Stecker

**see Attachment A for a roster of all LWDB members*

COMMITTEES:

Disability Access Committee (DAC) – Lori Kolbeck (Chair)

Youth Standing Committee – Nicole Roder (Chair)

FISCAL AGENT:

Central Iowa Juvenile Detention Center (CIJDC)

Tony Reed, Executive Director

Central Iowa Juvenile Detention Center (CIJDC)

2317 Rick Collins Way

Eldora, Iowa 50627

641-858-3852

tony@cijdc.com

NORTHWEST IOWA BOARD SUPPORT:

Heather Garcia, Board Executive Director

P.O. Box 965

Waukee, Iowa 50263

515-669-0998

heather@workforcedevelopmentboards.com

Taylor Williams, Board Consultant

P.O. Box 965

Waukee, Iowa 50263

515-669-0998

Taylor@workforcedevelopmentboards.com

The executive director and consultant to the board assist the NWIWDB in carrying out the required functions of a local workforce development board as mandated by WIOA and state policies.

TITLE 1 SERVICE PROVIDER:

Adult and Dislocated Worker Service Provider:

Goodwill of the Great Plains

Shawn Fick, Director of Mission Services

Goodwill of the Great Plains

3100 W. 4th Street

Sioux City, Iowa 51103

712-224-1315

ficks@goodwillgreaplains.org

Youth and Young Adult Service Provider:

Goodwill of the Great Plains

Shawn Fick, Director of Mission Services

Goodwill of the Great Plains

3100 W. 4th Street

Sioux City, Iowa 51103

712-224-1315

ficks@goodwillgreaplains.org

ONE-STOP OPERATOR:

State Public Policy Group (SPPG)

Jackie Norris, President

State Public Policy Group (SPPG)

2910 Westown Parkway, Suite 302

West Des Moines, Iowa 50266

515-314-9807

jackie@sppg.com

OFFICE LOCATIONS:

IowaWORKS Center (Spencer)

217 W. 5th Street

Spencer, Iowa 51301

712-262-1971

SpencerIowaWorks@iwd.iowa.gov

<https://www.iowaworkforcedevelopment.gov/spencer>

LOCAL PLAN DRAFT PROCESS:

Stakeholders (such as Chief Elected Officials (CEOs), local workforce development board (LWDB) members, core, required, and non-required partners) of the Northwest Iowa local area collaborated to create this plan based on the local area's workforce development needs. This plan is intended to further develop, align, and integrate the Northwest Iowa workforce development activities through the accomplishment of strategic and operational goals of the local area. Meetings were held to capture input from the various stakeholders to coordinate strategic planning and complete the mandated elements of a Workforce Innovation and Opportunities Act (WIOA) compliant local plan. The *Local Planning Guidance and Template* issued by Iowa Workforce Development (IWD) was used throughout the development of the local plan for Northwest Iowa. The Iowa ePolicy was frequently used as guidance throughout the local planning process.

SECTION 2 – STRATEGIC PLANNING ELEMENTS

ECONOMIC ANALYSIS

This local plan was developed using the most current statistical data available through IWD and other sources. The Northwest Iowa Workforce Development Board (NWIWDB) will utilize local area resources, such as local educational institutions, chambers of commerce and sector boards to conduct ongoing research and analysis of statistical data for the Northwest local area.

According to data provided to the local area by the Labor Market Information Division of Iowa Workforce Development, the existing in-demand industries are manufacturing and healthcare for the Northwest local area. Occupations for manufacturing include, but are not limited to machinists, assemblers, maintenance repairers, operators, production workers, and welders. Occupations for healthcare include nursing, health technicians, home health aides, mental health counselors, respiratory therapists, and medical lab technicians. Emerging in-demand industries include healthcare, manufacturing, agriculture, and retail.

Employment needs in the Northwest Iowa local area include sales, transportation, healthcare, administrative/office support, and production. Of these, some of the high-demand jobs include heavy and tractor trailer truck drivers, retail supervisors and salespersons, stock clerks, cashiers, registered nurses, production workers and supervisors, customer service representatives, and nursing aides.

WORKFORCE ANALYSIS

The following information was provided by Iowa Workforce Development's Labor Market Information (LMI) Division in April 2021. The knowledge and skills needed to meet employer needs of healthcare are social perceptiveness, active listening, coordination, communication, critical thinking, reading comprehension, and service orientation. The knowledge and skills needed to meet employer needs of manufacturing and transportation are equipment maintenance, function and repair, operations monitoring, troubleshooting and control analysis, listening, and critical thinking.

Based on a review of the Northwest local area it is evident that strategies and services to increase the skill and educational levels of target populations must occur within the local area. Target populations that are present in the local area include individuals with disabilities, basic skills deficiency, limited English; migrant and seasonal farm workers, returning citizens, displaced homemakers, and veterans.

The latest data from Iowa Workforce Development Labor Market information indicates the following:

- Total average employment for 2020 is 83,370
- Average Weekly Wage is \$841
- Annual Average Wage of \$43,722

In Northwest Iowa Local Area, unemployment averaged 3.7 percent in 2020 which equates to approximately 3,169 workers in the 10-county area.

WORKFORCE DEVELOPMENT, EDUCATION AND TRAINING ANALYSIS:

Core partners all share the same vision and goals for the Northwest local area. All partners recognize the importance of communication and collaboration to avoid the duplication of services and increase efficiency and effectiveness. Core partners meet monthly to discuss updates, referral process, plans and services. The Northwest Iowa One-Stop Operator is now present at those Core partner meetings. All core partners are represented on the board. Referrals in the Northwest local area has been lacking due to COVID. Partners continue to work together to address this issue and develop a plan to increase more effective outreach activities.

Core partners will continue to provide workforce development activities to address the education and skill needs of the workforce in the Northwest Iowa local area and target those individuals that have barriers to employment. Core partners will continue to provide and maintain linkages among WIOA, Wagner-Peyser, Vocational Rehabilitation, Iowa Dept. for the Blind, Adult Education & Literacy, Promise Jobs, TAA, and Ticket to Work to facilitate access to workforce services and educational programs.

There is an increased need for programs to partner together to provide comprehensive services for individuals with disabilities, while avoiding duplication of services. Under the WIOA legislation, there is a strong focus on physical and programmatic accessibility of core partner programs so that individuals with disabilities can access the services and resources available to assist them. Partner programs will need to be assessed for accessibility, particularly for individuals who are blind or have a visual impairment. WIOA legislation also includes an emphasis on services to those with the most significant disabilities and a focus on competitive and integrated employment options. Students leaving high school and youth with disabilities need opportunities to pursue competitive and integrated employment options, prior to pursuing sub minimum wage work. Activities and services will need to provide opportunities for individuals who have the most significant disabilities. Individuals with disabilities will need access and accommodations to pursue training options to develop skills, basic, technical, and soft skills, to meet the needs of employers. Many individuals with disabilities, who receive Social Security benefits, are hesitant to pursue employment due to fears of losing benefits. Employers may also need assistance in providing accommodations to recruit, hire, and retain employees with disabilities.

A concern of the employers has been the recruitment of people to live in the area as well as the readiness of the available labor force to enter employment. The Northwest Iowa workforce population is decreasing, and local employers have difficulty finding workers to fill open positions. Basic skills which include literacy, numeracy, basic computer skills, and organization skills, in addition to many of the soft skills necessary to be successful, are described by employers as lacking. Included in these soft skills needs, employers identified social skills as basic work ethic, dependability, and retention as necessary skills. Also noted by employers were a lack occupational skills including, specific occupational knowledge and experience in particular middle-skill occupations in the areas of healthcare, welding, information technology, advanced manufacturing, industrial maintenance, transportation/logistics, and skilled trades.

Strength of the Core Partners include strategies to address the workforce needs of area employers and address gaps in services:

- Work in partnership with economic developers from the counties and cities in the local area to expand the knowledge of training opportunities available to new and expanding businesses.
- Enhance the relationship between training providers and business employers in the region.
- Identify and expand means to share information about training opportunities to entry-level workers - especially in tune with the preparation for underutilized populations such as veterans, ex-offenders, disabled, non-English speaking minorities, older workers, youth, and families on Temporary Assistance (TANF) in the local area.

- Increase the knowledge of employers in services that can prepare them in employing people in under-utilized populations.
- Increase the availability of workers trained in soft skills.
- Increase the availability of workers trained and certified in technical areas, including healthcare, welding, information technology, education, advanced manufacturing, industrial maintenance, transportation/logistics, and skilled trades.
- Encourage and expand ways to identify businesses that can be assisted by the workforce system.

VISION:

NWIIWDB VISION STATEMENT:

The Local Workforce Development Board (LWDB) will serve as a strategic leader and convener of local workforce development system stakeholders. The LWDB will partner with employers and the local workforce development system to develop policies and investments in public workforce system strategies that support:

- ***The local economy.***
- ***The development of effective approaches including local and regional sector partnerships and career pathways; and***
- ***High quality, customer centered service delivery and service delivery approaches.***

NWIIWDB GOALS STATEMENT:

The LWDB will work to achieve the following goals:

- ***The area's employers will have access to advanced, skilled, diverse, and Future Ready Workers.***
- ***All Iowans in the area will be provided access to a continuum of high-quality education, training, and career opportunities.***
- ***The area's One-Stop delivery system will align all programs and services in an accessible, seamless, and integrated manner.***
- ***Effective partnerships will be maintained, expanded, and strengthened.***
- ***Maintain an ongoing commitment to braid funds through partnerships in service management.***
- ***Work in partnership to ensure workers possess a solid work ethic with appropriate skill sets.***
- ***The Northwest Local Area is committed to partnering with business and education to ensure we have workers who possess the needed skill sets within the local area.***

STRATEGIES:

All career services offered through the IowaWORKS center are designed to meet the strategic vision and goals of the Local Workforce Development Boards. These services are reviewed regularly by the IowaWORKS management and the LWDB to ensure they are aligned with the goal and vision of the board. The LWDB provides oversight to ensure the following career services are available at the center:

- Eligibility for services Outreach, intake, orientation
- Initial assessment
- Labor exchange services
- Referrals to programs
- Labor market information
- Performance, cost information
- Supportive services information
- UI information and assistance
- Financial aid information
- Follow-up services
- Comprehensive assessment
- Individual employment plan
- Career planning, counseling
- Short-term prevocational services
- Internships, work experiences
- Out-of-area job search
- Foreign language acquisition
- Workforce preparation
- Out-of-area Job Search

The Adult Education and Literacy (AEL) Programs at Iowa Lakes Community College and Northwest Iowa Community College provide services that focus on the following outcomes:

- Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
- Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family;
- Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and

- Assist immigrants and other individuals who are English language learners in improving their reading, writing, speaking, and comprehension skills in English; mathematics skills; and acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship.

Iowa Vocational Rehabilitation Services (IVRS) provides services that focus on the following outcomes:

- IVRS staff assigned to every high school and providing services to all students with disabilities, including career counseling on employment and training opportunities, training on work readiness and employer expectations, and on self-advocacy. Job shadows and part time work opportunities are encouraged.
- IVRS staff, in collaboration with partner agencies, provides counseling to individuals with disabilities to help them make informed career decisions. Information on in demand careers and career pathways is utilized and assistance with training is provided that leads to successful employment.
- IVRS provides consultation to partner agencies to ensure programs and areas are accessible. Consultation is provided to employers on disability needs to assist with recruitment and hiring of qualified individuals with disabilities and retaining valued employees.

Strategies to align resources among programs:

- AEL serves English Language Learners, those lacking a High School Equivalency Diploma, and those in need of basic reading and math skills. These services are offered in locations that are accessible to Workforce and IVRS clients.
- IowaWORKS, Vocational Rehabilitation, and Young Adult intake process collects educational needs of clients. Students are referred to Adult Literacy classes on a regular basis. Workforce provides funding for educational barriers including daycare, transportation, and testing fees.
- The Adult Education/Literacy program provides student progress and completion information to Workforce and Promise Job staff.
- The Adult Education/Literacy Services assesses student barriers and refers students to Northeast Iowa Local Area Workforce classes, Youth Employment services, and Vocational Rehabilitation services.
- HSED and ELL students are referred to GAP/PACE opportunities and participate in short-term training such as C.N.A. training and truck driving classes.

SECTION 3 – IOWAWORKS SYSTEM COORDINATION

WORKFORCE DEVELOPMENT PROGRAMS:

Core Partner Programs	Required Partner Programs	Other Programs
Title I- Adult	Job Corps	Ticket to Work (TTW)
Title I- Dislocated Worker	Native American Programs	Small Business Administration (SBA)
Title I- Youth & Young Adult	National Farmworker Jobs Program	Supplemental Nutrition Assistance Program (SNAP)
Title II- Adult Education and Family Literacy	Migrant Seasonal Farmworker	Client Assistance Program (CAP)
Title III- Wagner- Peyser	YouthBuild	Public Libraries
Title IV- Iowa Vocational Rehabilitation Services	Senior Community Services Employment Program (SCSEP)	Department of Corrections
Title IV- Department for the Blind	Trade Adjustment Assistance (TAA) Program	National Dislocated Worker Grants (NDWG)
	Jobs for Veterans State Grant (JVSG)	Human Service Transportation Coordination
	Community Services Block Grant (CSBG)	Mental Health Agencies
	Re-Employment Services and Eligibility Assessment (RESEA)	Department of Human Services (DHS)
	Temporary Assistance to Needed Families (TANF)	United Way
	Promoting Independence and Self Sufficiency through Employment (PROMISE JOBS)	
	Carl D. Perkins Career and Technical Education Act (Perkins V)	
	State Unemployment Compensation Program	
	ReEntry Employment Opportunities (REO) Program	
	Housing and Urban (HUD) Development E&T Programs	

Core partner leaders meet monthly with a documented agenda and notes. A monthly meeting for frontline staff has also been established. In addition, twice yearly joint in-services between the Core Partner leaders and frontline staff are held for the purpose of training on WIOA and alignment using continuum.

COLLABORATION WITH PARTNER PROGRAMS:

Partnerships and referrals are key to finding enrollments to the program and to serving the public effectively with the right resources. Collaborative relationships between all partners can help those already enrolled and help increase the number of people served through the LWDA region. Keeping partners connected in groups who plan, and coordinate services is a keyway to establish these relationships and foster cooperation between these entities.

WIOA staff will build partnerships within One-Stop Core Partners and Extended Community Partners. Referrals for WIOA services will be received from these partner agencies. WIOA staff will make referrals to these agencies based upon the basic needs of the enrolled customers. Open communication and willingness to regularly share information is key to growing relationships and fostering referrals. WIOA staff will reach out to core and community partners as these relationships create a universal referral network.

As customers enter the IowaWORKS office to register for services, jobseekers receive assistance with using the IowaWORKS system. One-Stop center staff determine referrals to partners through IowaWORKS Enhances Triage Process. Career planners will ask questions that help guide individuals to the appropriate services and emphasize the benefits of co-enrollment. Referrals, as well as progress and outcomes are tracked in IowaWORKS for accurate and complete communications.

In addition to the regular services provided in the IowaWORKS locations, access to in-person and online training for those with barriers to employment has resumed as of June 1, 2021. Continued efforts will be made to assure that training options are readily available and expanded on.

Increased access to Title IV training on IVRS services has been and will continue to be provided. A monthly core partner staff meeting- with frontline staff- has been established to help with collaboration, sharing of information about programs and activities available to participants. Joint meetings should also help with referrals and co-enrollment by increasing awareness. IVRS is viewed as an equal partner.

A referral process between the core partners was developed and is being utilized. This will need to be reviewed and revised with the movement to Microsoft. One of our identified areas in the integration continuum was outreach and intake. Ideas solicited through DAC for outreach and intake of customers with disabilities.

FACILITATION OF CAREER PATHWAYS IN CORE PROGRAMS:

Participants will be assessed by career planners. These assessments may include National Career Readiness Certificate (NCRC) assessment, The Comprehensive Adult Student Assessment System (CASAS) for math and reading, O*net Online (Occupational Information Network) and other appropriate assessments. Plans and goals are built through IowaWORKS Exploratory Services. Career counseling is provided after all necessary assessments are completed. Work history, educational levels, employability skills, job readiness, soft skills, industry sector needs, and Labor Market Information (LMI) are elements of consideration as the plans and goals are built. Plans are documented in the IowaWORKS system, as well as in case management files.

The Business Services team will contact and visit local companies to share information about workforce services and employers. By utilizing a small team of partner representatives redundant contacts can be reduced. Regular meetings will be held to provide information to all core partners to provide up-to-date business information on openings, hiring events, and potential referrals for new positions.

The planning, promotion and presentation of job fairs and other hiring events will involve a great deal of participation on the part of partner staff. Knowledge of the local customer base will allow us to assist job seekers through screened job referrals.

Subsidized employment activities such as On-the-Job Training, Limited Internships and Work Experience also provide employers with an opportunity to overcome obstacles in recruiting, screening, and training of new hires. Registered Apprenticeship programs can allow employers to train workers while they are earning wages.

WIOA outreach efforts will be an important part of the employer services offered by IowaWORKS. Electronic and print media campaigns will be used to inform employers of the programs mentioned above.

ACCESS TO POSTSECONDARY CREDENTIALS AND/OR INDUSTRY-RECOGNIZED CERTIFICATIONS:

If the Career Specialist determines that training is needed to help the customer meet his or her Individual Employment Plan (IEP) goals, staff will work closely with the customer to ensure that career training is appropriate and will end in success. IEP's will identify skills gaps to better align needs and career goals.

After the Career Specialist determines the appropriate training, the customer's financial situation is accessed. This assessment is completed as part of the Objective Assessment process. The Career Specialists use a standardized form to ensure that before WIOA Title funds are spent, other sources of funding are either exhausted or unavailable and no unmet financial need exists. If a large unmet financial need exists after WIOA

assistance, the customer must have a strategy to overcome the unmet need and be able to successfully complete training.

When discussing training needs, the Career Specialist, and the customer review other elements of the assessments, including the customer's aptitudes, interests, transferable skills, and work values. They also discuss any areas that appear to indicate barriers and determine strategies to overcome them. The appropriateness of the training is also discussed in terms of the customer's personal background. Past convictions, defaulted student loads, or current family or legal situation may present barriers to successful training these are addressed with the customer in a respectful manner.

All information is documented in IowaWORKS electronic case management system. All Individual Training Accounts (ITA) are administered in accordance with local and state policies as stated in the ITA agreement section of the IowaWORKS individual Training Account form. Training funds must be available to enter the ITA agreement. ITAs will only be awarded to customers who are unable to obtain grant assistance from other sources to pay for the cost of training or required WIOA Title assistance in addition to other sources. The student is responsible for any remaining balance. ITAs are only available for programs on the Eligible Training Provider List. ITAs are not transferrable and will only support the qualified training costs of the individual named on the account. Training costs incurred prior to the ITA may not be approved for payment.

The training provider must follow their established refund policy and refund Title monies. Business and industry needs are researched through local sources, statewide labor market information projections, local current job openings and informational interviews with the employers. At the request of the service provider and with written approval of the participant, the training provider will provide the service provider with financial aid information billing statements, class schedules, attendance reports, grades, and certificate completion.

Occupations and employer needs are researched through local sources, statewide labor market information projections, local current job openings and informational interviews with the employers. Successful placements have the greatest on-the-job retention when the employer needs are matched with job seeker skills. WIOA Title staff will require job placement and work-based learning activities to be tied to a specific career pathway identified in the customer's IEP. WIOA Title staff and customers have access to the most current labor market information available and use it as a guide when planning work-based learning, upskilling, or training activities. Business and industry relationships are essential to the successful connection of Adult and Dislocated Workers to the regional workforce. Staff have access to connections with area-employers to maintain communications and understanding of area business needs.

The customer has access to professional One-Stop Career Planners and WIOA Title staff who consult on local job openings, resume writing/critique, current labor needs, transferrable skills, and other aspects of job search. Meetings and progress are documented through IowaWORKS system for consistency, detail, and safety.

Information gathered from sector boards in the area is discussed on how to create avenues for training that is needed by employers in the area. Partner with employers and Department of Labor/Office of Apprenticeship to create Registered Apprenticeship programs across the area. Future Ready Iowa Initiative goal is to ensure that 70% of Iowans have a post-secondary credential in high demand fields by 2025. During the AJC Orientation, Title II and Title IV service are promoted and discussed with customers. Follow up with point of contact is made for those interested.

GOAL STRATEGIES AND SERVICES:

In recent years, having a qualified labor pool became even more critical as a component for business expansion, and the challenge presented opportunities to strengthen current workforce development relationships and to develop new partnerships. The Core Partners strategies of integration and alignment to coordinate workforce development and economic development activities include:

- Economic representation on the Northwest Iowa Local Workforce Development Board
- Collaborative efforts with local chambers, community colleges and economic development offices on job fairs and employer related events
- Participation and involvement in Sector boards within the Northwest Iowa Local Area
- The Business Services Team includes representation from Iowa Vocational Rehabilitation to improve employer communications and assessment of needs
- Participation in Professional Activities for core partner staff
- Core Partners for the Northwest Iowa Local Area will continue to meet monthly with the One-Stop Operator to share information for continued collaboration

Core partner agencies are actively involved in the development of workforce programs to serve employers. Each core partner assigns a business specialist to build awareness of available programs by performing outreach to employers in Northwest Iowa. Outreach efforts are creating confidence and trust in the ability of WIOA partners to meet hiring needs through a diverse workforce that supports all sectors and occupations.

Local partnerships support collaboration among workforce development programs and economic development. Regular meetings and events are offered to community stakeholders to provide a forum for building awareness of services and resources available in the local area. County economic development is a critical component of the provision of services to those living in rural communities.

Business service initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, registered apprenticeships and other work-based learning opportunities are utilized to target specific industry and sector strategies to best serve the businesses in the local area. Career pathway initiatives are being made to identify where to best place workers while utilizing effective business intermediaries to identify employers to host work-based learning sites. All business services and strategies in the local area will be designed to meet the needs of local employers in securing a high-quality workforce.

Reaching recipients of unemployment insurance (UI) is a top priority of the local area. State law prohibits the state's unemployment division from sharing lists of recipient names to contracted partner organizations, but Iowa Workforce Development (IWD) is working to develop better ways to effectively disseminate Title I and other partner program opportunities to all UI recipients.

Referrals are made to the Small Business Administration for customers who are interested in starting their own business. Coordination with local sector boards discussing in demand and emerging career pathways and skill development, such as Healthcare, Transportation, IT, STEM, etc.

IVRS does have an Iowa Self Employment program and Microenterprise program for participants. A strategy could be to ensure that local economic development and small business programs and other partners are familiar with these programs and services so collaboration on resources can occur.

ONE-STOP DELIVERY SYSTEM:

- The NWIWDB, with the cooperation of core partners, will conduct both job seeker and employer satisfaction surveys at least once per year to obtain feedback from customers of the one-stop centers in the northeast local area. The local business service teams, which bring together all four core partners, will also meet monthly to ensure that individual clients/ job seekers are making connections to local employers, both through the Iowa Jobs site and through direct means.
- Staff will utilize satellite centers to meet with job seekers from rural areas as needed. Virtual workshops, orientation, and intake options are being provided to assist in services through Zoom for virtual access. Online training, assessment, and instruction is available through Title II providers, as well as assistance with obtaining devices and internet service for online course work for low-income individuals who need it. Unemployment claims and job searches can be done remotely/virtually, as well.

- Currently, if an individual needs an accommodation in the center, the need for this is identified through a conversation with IowaWORKS staff to learn about the participant and what their needs might be. Partners and DAC can assist with identifying additional strategies.
- Complete accessibility evaluation at the one stop centers and satellite locations and implement recommended changes.
- DAC will advise for any accommodations and accessibility questions that may arise.
- DAC will advise the board of any necessary changes.
- Individual informs front line staff of specific accommodations needed to utilize the one stop center. If front line staff needs assistance or has questions, they will inform their superior.
- One-stop centers will have adaptive equipment and/or assistive technology available to persons with disabilities so services can be accessed at the physical locations.
- Promotional materials for service and workshops will include a statement such as “Accommodations are available upon request.”
- Specific services will be offered virtually to mitigate transportation or physical barriers.
- Print materials must be provided in an accessible format.
- Staff will be trained and be sensitive to the requests and needs for accommodations.

Title I: Title I services provides individualized career services to assist participants in identifying their specific work interests, skills, and career goals as well as training services. Career Advisors/Planners make referrals for co-enrollment with Iowa Vocational Rehabilitation and Iowa Department for the Blind. Through co-enrollment individuals with disabilities have access to the resources needed to meet their career goals.

Title II: Adult Education & Literacy: Addresses basic skills and English language needs of individuals/job seekers who access the One-Stop Centers, provides assessment of basic skill levels, connects adult job seekers to training related to literacy, computer skills, high school completion, and English language acquisition.

Title III: Employment training (workshops focused on resumes, applications, job searching, interviewing, labor market information for career planning), and referrals to other programs to help them reach their employment goals. One-on-one job coaching.

DAC: The role of the Disability Access Committee (DAC) is to promote physical and program access ability a physical assessment of the center was completed and will need to be reviewed an assessment of available AT and accommodations was completed and a list of resources is available in the center. This process will need to be reviewed regularly. Regular training with staff will need to occur so that they understand what is available and how to access. The DAC is also responsible for assisting with identifying and coordinating training for staff so that they understand accommodations and are knowledgeable and comfortable providing them as well as providing direct services to participants. The DAC has existed since 2016 and meets quarterly. Membership does include members from agencies that serve individuals with disabilities who can also provide insight into the accessibility and disability friendliness of the center services and activities.

JVSG-DVOP: Disabled Veteran Outreach Program aids veterans with barriers to securing employment.

MSFW: Migrant Seasonal Farm Worker Program- Aids businesses who are hiring for agricultural positions to find help both locally, across the U.S., or abroad if needed. The Outreach Worker makes sure that fair labor practices are followed and connects workers to other agricultural positions that become available.

Promise Jobs: As part of the TANF program, individuals who can work must attend activities that lead to gainful employment. Participants are assigned to attend center workshops, job search, connect to educational programs, or On-The-Job Training while providing supportive services such as childcare and transportation as they are actively engaged in employment activities and until they have reached employment. These participants often drive the success of workshops as they come from surrounding communities and will refer others to our services.

Title IV: IDB- Active on DAC committee, maintain contact with core partners by stopping at the centers and attend join planning meetings and job fairs. First point of contact related to blindness for all core partners. IVRS- Active on DAC committee, maintain contact with core partners by stopping at the centers (if not co-located) and attend join planning meetings and job fairs. First point of contact related to questions for individuals with disabilities (excluding blindness) for all core partners.

Ticket-to-Work: These incentive funds are generated from individuals who are on SSI or SSDI benefits and have assigned their ticket to the office for employment assistance. Once employment is secured, incentive funds are generated from the wages that they have earned and awarded to that provider each year. These funds have been focused to assist individuals with disabilities within any core partner program (whether it is directly for the individual enrolled in ticket to work or not or for the partner to purchase items to serve individuals with disabilities).

DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES:

Adult and DW training services will include the following:

- **On-the Job training (OJT):** OJT reimburses the participating employer up to 50% of the employee's wages up to \$1,000, depending on the skill level required and any prior training experience. The Career Specialist will work with the businesses to create an individualized training plan that is aligned with the customer's interests and aptitude.
- **Secondary Education Certificate Training:** The focus of the training is for the customer to achieve high school completion by taking and passing the HiSED/GED.
- **Occupational Skills Training (OST):** OSTs include short term occupations skills training programs such as Certified Nursing Assistants, production welding, commercial driver's license (CDL), and longer-term training programs leading to a certificate or a credential such as nursing or industrial maintenance.
- **Registered Apprenticeships:** WIOA staff will work with employers in the LWDA to find apprenticeship opportunities in high growth/high demand occupations.

Follow-up with the customer will be a routine during a training program. Follow-up will include discussion with the customer, employer, supervisor, or instructor to ensure that guidelines are being met and to reinforce expectations for the training program.

To make accommodations for individuals in rural areas or those who struggle with transportation, options such as phone consultations or video conferencing are available. WIOA staff are also willing to travel to the individual to provide career counseling, if traveling to an IowaWORKS location is not feasible for the participant.

STATEWIDE RAPID RESPONSE ACTIVITIES COORDINATION:

In the event of a closure or large layoff event, dislocated workers will be provided outreach services almost immediately upon notice of the layoff. WIOA Title I leadership will be part of the Rapid Response team that meets with a company's management and workers to discuss the impending or recent layoffs. Rapid Response meetings leverage and coordinate community and public resources for lay-offs, including linking to One-Stop partners and Trade Act programs and promote seamless delivery of services to affected businesses and employees.

Distinct strategies to recruit and serve Dislocated Workers will be employed by WIOA staff. Rapid Response activities will be held following large layoffs (25 or more employees) or business closures. The activities and meeting will be planned by WIOA core partner leadership including WIOA Title I staff. The partnership will schedule initial meetings with company management, core partner representatives, local economic development representatives and a state-level representative as appropriate. These initial meetings

cover issues such as the timing of layoffs, specifics on vacation and/or pension payouts and other matters that may impact unemployment insurance benefits. The implications of any pending Trace Act petitions are discussed, and worker information meetings are scheduled.

Staff will hold worker information meetings to provide impacted workers with details on services available to them, information on Unemployment Insurance, WIOA Title I Dislocated Workers services, health care coverage and any area resources that may be of assistance to the workers as they transition to new careers. Worker information meetings are scheduled to allow every impacted worker to attend, whenever possible the meetings are held on the job site. Typically, multiple meetings are scheduled to ensure accessibility for all workers. Dislocated Worker Surveys will be collected to gain an understanding of the needs of the individuals affected by the layoff.

Rapid Response is a proactive, business focused, and flexible strategy designed for two major purposes:

1. To help growing companies access an available pool of skilled workers from other companies that are downsizing, or access workers who have been trained in the skills Iowa companies need to be competitive.
2. To respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and the affected workers.

Rapid Response provides early intervention to worker groups who have received a notice of layoff or closure. Northwest Iowa has a Rapid Response Team consisting of staff from various partners within the local area. Whenever possible, the team conducts on-site visits to those affected. Every effort is made to provide information sessions prior to the commencement of the lay-offs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how partner agency staff will be working together as a team to offer the individualized and comprehensive re-employment services. Following initial contact with those affected, customers on an individual basis for co-enrollment into Core Programs, where needed.

Workforce Innovation and Opportunity Act Title I programs are mandated to co-enroll all Trade certified and National Emergency Grant dislocated workers to provide seamless and integrated services. Additionally, co-enrollment with Title I programs as well as Core Partners allows regional resources to be leveraged without duplication of services.

All customers receive assessments, review labor market information, establish employment goals, and develop Individual Employment Plans that are shared. Job seekers have access to Page 52 electronic and in person career services for industry exploration, resume preparation, skill assessment and testing, job search, work registration and unemployment

insurance claim filing, skill building workshops, job search assistance and individualized career services.

Trade Adjustment Assistance (TAA) provides early intervention to worker groups on whose behalf a Trade Adjustment Act petition has been filed: Northwest Iowa Local Area has a Rapid Response Team consisting of staff from all Workforce Innovation and Opportunity Act Title programs (I, II, III, IV), community organizations, and Trade Adjustment Assistance (once the petition has been certified). Whenever possible, the team conducts on-site presentations at the business location. Every effort is made to provide information sessions prior to the commencement of the lay-offs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how the partner agency staff will be working together as a team to offer the customer individualized comprehensive re-employment benefits and services. Furthermore, as appropriate at such sessions or after layoffs occur, the joint Trade Adjustment Act/Workforce Innovation and Opportunity Act applications are completed. Afterwards, customers begin to engage in further orientation and intake sessions.

When it is determined that a customer needs training services to be more competitive in the job market, Workforce Innovation and Opportunity Act Title I staff takes the lead in development of the training plans in accordance with the six criteria for Trade Adjustment Act approved training. Thereby, the training plans are developed and justified based on test assessments, labor market information, assessment of the customer's personal qualifications and financial ability, and training information.

The State Trade Adjustment Act office then reviews all training requests and issues determinations. While Trade Adjustment Act will be the primary funding source for an individual's training, Title I and Core Partner programs, may help with supportive services as needed. Co-funding of training also may occur if it is necessary to meet a customer's needs. Once a customer enters approved training, there is additional coordination with Wagner-Peyser and Unemployment Insurance for an individual's ongoing income support.

Re-employment Services will also be offered within the Northwest Iowa Local Area. This program is designed to help persons identified as being at risk for long-term unemployment insurance eligibility to return to the workforce as quickly as possible. A variety of services are available, including but not limited to career assessment, job search workshops and job search/job placement assistance.

YOUTH SERVICES:

The following services are available throughout the Northwest Iowa local area. In instances when an individual cannot meet at a designated center, staff will either travel to meet them

or meet through virtual means. In cases when Title I cannot directly provide the services, referrals are made to other core and community partners.

- Referrals for individual tutoring services
- Experiential Learning

Paid and unpaid work experiences that have as a component, academic and occupational education, which may include: (a) Summer employment opportunities and other employment opportunities available throughout school year (b) Pre-apprenticeship programs (c) Internships and job shadowing (d) On-the-Job Training.

- Postsecondary training programs

Youth may qualify for assistance for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations.

- Leadership development opportunities
- Supportive services
- Pre-employment transition services (specific to Title IV)

Includes job seeking skills, work-based learning, counseling on opportunities, self-advocacy instruction, job readiness skills.

- Adult mentoring for a duration of at least 12 months
- Follow Up Services: up to a year after exit, follow-ups with clients are conducted
- Comprehensive guidance and counseling
- Financial literacy: Provided on an as-needed basis. May also be integrated into course curriculum.
- Entrepreneurial skills training
- Labor market and employment information about in-demand industry sectors or occupations available within the local area.
- Activities that help youth prepare for and transition to postsecondary education and training

Youth Standing Committee

The Youth Standing Committee will provide meeting minutes, monitoring reports, membership nominations, and any amendment requests to the NWIWDB. The Youth Standing Committee will also continue to keep an open line of communication with the NWIWDB. A Youth Standing Committee representative will attend NWIWDB meetings. The intent of this committee is to convey ongoing youth activities and present any upcoming youth related projects, workshops, and related news to NWIWDB. Members of the Youth Standing Committee will provide recommendations to the board on how to improve and expand youth services in the area. Composition of the Committee shall include but not be limited to the following:

- Shall be chaired by a member of the Local Workforce Development Board and may include other members of the regional board.
- Shall include other individuals appointed by NWIWDB, who are not members of the regional board, and who the regional board determines to have appropriate experience and expertise, such as WIOA Core Partners.
- Will also include community-based organizations and community-based organizations with a demonstrated record of success in serving eligible youth.
- Will include representatives from as many of the counties within the Northwest Iowa Local Area as possible.

IVRS staff serve on the Youth Standing committee to provide guidance and consultation on working with students with disabilities. IVRS and the WIOA Youth program do co-enroll youth.

SECONDARY AND POSTSECONDARY EDUCATION PROGRAMS:

There are two community college grantees within the Northwest Iowa Local Area that provide Title II services: Northwest Iowa Community College and Iowa Lakes Community College. Although the two grantees have some differences among them in terms of the format and policies regarding their classes, both offer similar services to assist adults with basic skills needs to raise their math, digital, and English literacy levels, obtain a high school equivalency credential, or receive training in high-demand career areas. Title II providers also collaborate with other core partners to provide employability services to both individuals and businesses. The programs attempt to meet students at their own level and meet their individual needs to help them be successful.

Adult Basic Education:

The grantees offer instruction for adults with low levels of reading, math, or writing. This is offered both in group and individual settings upon request. These courses could be stand-alone or could provide a bridge to HiSET preparation or other courses.

High School Completion:

All three grantees offer preparation and testing for the HiSET exam, Iowa's designated high school equivalency exam. Career counseling, goal setting, digital literacy, financial literacy, and other support is provided throughout the high school equivalency exam preparation to assist students with a seamless transition to the workforce or post-secondary education options.

English Language Acquisition:

English language acquisition (also known as English Language Learning, English for Speakers of Other Languages, or English as a Second Language) courses are offered through the three grantee colleges and address the needs of English Language Learners based on their level of proficiency. Digital literacy, financial literacy, employability skills, and civics education are also components of the courses. The Title II providers also assist local employers with training needs around English language instruction for their employees. On-site classes are offered to area employers and course content can be tailored to the needs of the work setting.

Career/Technical Education and Training:

The two grantees also collaborate with Career/Technical education within their community colleges to offer short-term training that results in marketable credentials which can quickly enable adults to enter high-demand fields. Some of these short-term areas include Certified Nurse Assistant (CNA), Commercial Driver's License (CDL), Computer Numeric Control (CNC), construction, welding, and hospitality management. Many of these courses are also available as Integrated Education and Training (IET) or Integrated English Literacy and Civics Education (IELCE) courses, which Title II programs currently offer. Many of the courses also provide college credit. To avoid duplication of services with career/technical faculty, Title II providers manage IET and IELCE courses.

Many of the non-credit short-term credential options are also designed to articulate with credit-based career and technical programs to give individuals the opportunity to advance along a particular career pathway.

Education Providers' Connections to Employers:

The two grantee colleges promote employer engagement in several ways to enhance services and coordinate strategies for getting more individuals into high-demand careers in the region.

Industry advisory boards at the two grantee colleges bring together industry leaders, career, and technical faculty, and both secondary and post-secondary leadership to ensure that training opportunities align with employer needs. In this way, completers of non-credit and credit courses at the community colleges are truly prepared for the fields they plan to enter.

TRANSPORTATION AND OTHER SUPPORT SERVICES:

Supportive services are an important part of the IEP. In instances when the unmet need may interfere with a customer's successful completion of the WIOA Title services or partner activity, WIOA Title programs makes supportive services available. WIOA Title I Career

Specialists will have extensive experience in first helping customers identify their needs and barriers and then helping the customer create a strategy to address them. Supportive services are provided in accordance with the terms of the Local Customer Service Plan and may include:

- Transportation (bus/cab passes, bicycle purchases, fuel reimbursement)
- Health (pre-employment screenings, prescription vision corrections)
- Counseling (substance abuse evaluation, family counseling)
- Clothing (interview/work clothes, gloves, shoes)
- Dependent care (childcare reimbursement assistance)
- Financial assistance (emergency such as auto repair or broken water heater)
- Service for individuals with disabilities (tools, supplies, equipment, accommodations)
- Supported Employment and Training (pre-vocational training, workplace assessments, soft skills)

The familiarity of WIOA Title staff with community vendors and providers will facilitate customer access to needed support services.

Secondary and post-secondary school initiatives are also opportunities for WIOA Title I staff to work diligently to align and coordinate their efforts with other initiatives that includes:

- GAP Tuition
- PACE (Pathways for Academic Career and employment)
- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Federal Work Study
- Iowa Vocational Technical Tuition Grant
- Kibbie Grant
- All Iowa Opportunity Scholarship
- Last Dollar Scholar Program
- National Farm Worker Program
- Snap Grant

As a non-profit organization it is the intent of WIOA Title I to serve all Adult/Dislocated Worker participants through leveraged resources available via the core partners. Customer service focus necessitates the resources available through the One-Stop Center be leveraged and blended whenever possible to ensure as many customers as possible receive the services they need for effective re-employment or upskilling. Individuals who qualify as dislocated workers will also be served as appropriate by helping these customers quickly and effectively return to the workforce. In some instances, this will require upskilling and retraining as determined through customer focused review and interaction.

The WIOA legislation identified priority of services for the following populations:

- Eligible veterans/spouse
- Other low-income individuals

- Individuals with barriers to employment
- Public assistance recipients
- Individuals that are basic skills deficient
- Temporary Assistance to Needy Families (TANF)
- Refugee Cash Assistance (RCA)
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Homeless

STRATEGIES TO MAXIMIZE SERVICES AND MINIMIZE DUPLICATION:

The Northwest Iowa Local Board will employ the following:

- Continuous communication to eliminate duplication of services and expand offerings.
- Regularly scheduled meetings to communication with partners regarding services offered and strategies to serve the public.
- Data pulling from IowaWORKS system to determine skill level and need from individuals coming into the center to align services with employer needs.
- Build the North Central partnerships with schools, economic development, business, and community agencies to identify populations with barriers to employment to target services.
- Continuous assessment of services and accommodations that may be necessary to meet the needs of individuals to access services.
- Individuals with disabilities are provided with information regarding center services and encouraged to participate. IVRS can provide consultation on individual needs to access services. Core leadership staff do meet monthly to discuss strategies to improve and yearly review and assess the level of integration and areas of focus and improvement.

WIOA TITLE I AND WIOA TITLE II PROGRAM COORDINATION:

Coordination of Services between Titles I and II:

The NWIWDB will ensure that Title I and II providers collaborate to utilize each program's services in a way that promotes both academic support and career readiness for participants. Each program brings unique assets to the table; for example, Title I can provide transportation and class materials support (ex: scrubs for nurse assistant or tools for welding) and Title II provides the instructional expertise and strategies to help participants be successful in their program of study (ex: basic skills support for Integrated Education and

Training classes). Title I and II staff will utilize the One-stop center's standard referral process to make and receive referrals from their respective programs. Title II providers will also share information and promotional materials for Title I services at their new student orientation sessions and invite Title I representatives to present to students on their services. Co-enrollment between the two programs will be encouraged and stressed as a high priority by the NWIWDB.

Review of AEFLA applications:

WIOA mandates Local Boards to coordinate activities with education and training providers within the Local Workforce Development Board (LWDB) area [WIOA Section 107(11)(d) and Title 20 Code of Federal Regulations 679.370(n)]. In accordance with WIOA Title II, the Iowa AEFLA grant applications (section 231 and Section 243/IELCE) requires a Local Board(s) to review each application to determine whether the proposed services are consistent with the strategies, needs and activities of the local plan. Upon completing this review, the NWIWDB will submit a recommendation to the IDOE that rates the degree of alignment and offers suggestions for better alignment with the local plan.

There are 13 federal considerations that Title II eligible providers must respond to in the AEFLA application. The NWIWDB will review the entire application. However, the following considerations are most relevant to local plan alignment:

- Consideration 1 – Needs Assessment
- Consideration 4 – Alignment with proposed activities and services
- Consideration 10 - Coordination with partners to access educational services and remove barriers; and
- Consideration 11 - Coordination with community resources in promoting career pathway strategies

Review Process for Local Boards:

The IDOE developed the following five-step process for the Local Board's review of WIOA, Title II AEFLA applications. The NWIWDB will adhere to this process when reviewing applications.

1. Providers will submit their AEFLA applications to the IDOE through the IowaGrants system.
2. The IDOE will review and determine eligibility. Only those eligible will be forwarded for review. Some local areas may receive multiple applications per grant.
3. The IDOE will provide the NWIWDB's designated point of contact access to the online AEFLA applications with a rubric for an alignment review based on the board's approved local plan.
4. The NWIWDB will organize a committee to review the AEFLA applications. Reviewers will sign a conflict-of-interest agreement and disclose in writing any potential conflicts.
5. The NWIWDB's point of contact, with the assistance of a committee organized by the Board, must complete and submit the review and any recommendations through the

IowaGrants system. The IDOE will consider the results of the review by Local Boards in making awards.

MEMORANDUM OF UNDERSTANDING:

The Memorandum of Understanding (MOU) for Northwest Iowa is posted on the Northwest Iowa Workforce Development Board website and can be found here:

<https://www.iowawdb.gov/northwest-iowa/governing-documents>

PROCUREMENT OF SERVICE PROVIDERS:

The Local Workforce Development Board will be governed by the procurement policy as developed in accordance with Federal, State, and local policies and approved by Iowa Workforce Development and the State Board. Iowa Workforce Development is the administrative/fiscal agent for this LWDB and in this capacity administers and oversees all phases of the LWDB's operations. The LWDB has the responsibility to provide policy guidelines for the workforce region.

Requests for proposals (RFPs) will be requested for WIOA services and will be publicized to identify all evaluation factors and their relative importance for WIOA activities. All responses to publicized requests for proposals will be reviewed by the policy set forth.

Technical evaluations of the proposals received and for selecting contractors will be conducted. LWDB review committee will review all proposals that meet the submission requirements and may submit summary reports of all proposals received to the Local Workforce Development Board if requested by the LWDB.

After evaluation and recommendation of the RFPs by the LWDB review committee, the Local Workforce Development Board will make the final selection of service providers. The Local Workforce Development Board will have final authority for selection of service providers.

Final selections will primarily be based on, yet not limited to, effectiveness, demonstrated performance, potential for meeting performance goals, costs, quality of training, participant characteristics, past workforce development experience and performance of the bidder and non-duplication of services. The proposals will be weighed against established criteria and the LWDB will then select the winning proposal based upon this scoring.

PROVISION OF TRAINING SERVICES:

Title I completes a Financial Needs Determination form with each participant entering a training service. An ITA is completed to aid in identifying which WIOA Title I funds will be used (including, tuition, books and fees). Participants interested in training are required to research at least three different training programs offering similar degrees to compare and choose the training program best suited to their needs both logistically and financially.

LOCAL PLAN PUBLIC COMMENT PERIOD:

Following the board's approval of the draft, the NWIWDB will disseminate an invitation to review and comment on the draft plan to stakeholders using a variety of communication outlets. The draft will be submitted to the state agency for dissemination and will be posted on the NWIWDB website, along with instructions to provide comments and the date and location of a public session to be hosted by a board representative. The dates of the public comment period will be clearly posted with the announcement.

INTEGRATED, TECHNOLOGY-ENABLED INTAKE AND CASE MANAGEMENT:

The IowaWORKS case management system incorporates Title I, Title III, Promise Jobs, MSFW, JVSG, and TANF programs for application, program plans, and case note documentation for workshop attendance, job searching referrals and overall documentation. Title IV is reviewing the referral process application in IowaWORKS determining if this will meet their needs. Title II and Title IV are not currently integrated in the IowaWORKS system.

Referrals to partner agencies are currently made through emails and digital partner referrals forms.

The IowaWORKS case management system incorporates Title I, Title III, Promise Jobs, MSFW, JVSG, and TANF programs for application, program plans, and case note documentation for workshop attendance, job searching referrals and overall documentation. Title IV is reviewing the referral process application in IowaWORKS determining if this will meet their needs. Title II is not currently integrated in the IowaWORKS system.

Referrals to partner agencies are currently made through emails and digital partner referrals forms.

PRIORITY OF SERVICE:

The NWIWDB will ensure that priority of service is provided to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient by providing oversight of the Title I Service Provider (Goodwill of the Great Plains) and monitoring regular reports of participants served from the Title I Director.

Goodwill of the Great Plains will create a list of prospective Title I clients and gather information on income status and involvement in other assistance programs (ex: SNAP, TANF, SSI) from the individuals through an application process. One-on-one meetings will be held with prospective clients to determine eligibility. Basic skills deficient status will be determined by administering the CASAS assessment, either with Title I staff or in

collaboration with Title II providers if the individual has also expressed interest in Adult Education & Literacy services. Cost-sharing agreements will be developed between Title I and II when Title II staff/resources are used to assess individuals who are not co-enrolled.

Goodwill of the Great Plains will develop a system that is inclusive of all eligible clients as the program continues to grow. For example, if enrollment reaches the point at which a waiting list is needed, priority will be given based on greatest need. A follow-up system will be established to track and retain all clients and referrals.

VETERANS PRIORITY OF SERVICE:

The Jobs for Veterans Act provides an emphasis on serving veterans by establishing a priority of service for veterans and eligible spouses in all employment and training programs funded by the Department of Labor. Priority of Service is the right of an eligible “Covered Person” to be given priority of service over an eligible non-covered person for the receipt of employment, training and placement services, notwithstanding other provisions of the law.

For Title I Adult services, the program’s eligibility and priority considerations must be made first, and then veteran’s priority applied.

To determine eligibility for veterans and spouses:

- First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low- income individuals, or individuals who are basic skills deficient would receive priority for services with WIOA Adult formula funds for individualized career services and training services. (NOTE: Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority.)
- Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
- Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.
- Fourth, priority populations established by the Governor and/or Local WDB.
- Last, to non-covered persons outside the groups given priority under WIOA.

Service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex Military members (UCX), generally qualify as dislocated workers.

- Dislocated Worker funds under WIOA Title I can help separating service members enter or reenter the civilian labor force. Generally, a notice of separation, either a

DD Form-214 from the Department of Defense or other appropriate documentation (such as separation orders) that shows a separation or imminent separation from the Armed Forces, qualifies as the notice of termination or layoff to meet the required dislocated worker definition.

- In most instances an individual will have to be eligible for or have exhausted entitlement to unemployment compensation (including UCX) to receive dislocated worker services. In the case of separating service members, or those on a terminal leave from the military, it may make sense to begin providing career services while the service members are still on Active Duty but have imminent separation dates.
- It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable.
- Separating service members are required to participate in the Transition Assistance Program (TAP) to ensure they are prepared for civilian employment. During this program, separating service members and their spouses are encouraged to contact IowaWORKS in the area in which they wish to seek services.

WIOA expands the definition of dislocated workers to include military spouses who have lost employment as a direct result of a relocation to accommodate a permanent change in the service member's duty station.

- Military spouses also may qualify if they are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the service member.
- Military spouses can also qualify if they are unemployed or underemployed and are having trouble in obtaining or upgrading employment.

ASSURANCES:

By submitting this local plan, the Local Workforce Development Board assures it has established all local policies and procedures required by State WIOA policy and federal legislation and that all local policies are made available on the local area website.