



NORTH CENTRAL IOWA LOCAL PLAN

NORTH CENTRAL IOWA WORKFORCE DEVELOPMENT
BOARD LOCAL PLAN – August 6, 2021



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NORTH CENTRAL IOWA LOCAL PLAN

SECTION 1 – INFRASTRUCTURE

NORTH CENTRAL IOWA WORKFORCE DEVELOPMENT BOARD (NCIWDB)

COUNTIES: Calhoun, Hamilton, Humboldt, Pocahontas, Webster, and Wright

North Central Iowa Chief Lead Elected Official (CLEO) - Sandy Loney

North Central Iowa Local Workforce Development Board (LWDB) Chair - Kyle Bangert

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

COMMITTEES:

Operations Committee – Faith Miller (Chair)

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

Youth Standing Committee – Shane Harrison (Chair)

FISCAL AGENT:

Central Iowa Juvenile Detention Center (CIJDC)

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Central Iowa Juvenile Detention Center (CIJDC)

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The executive director and consultant to the board assist the NCIWDB 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:

Children and Families of Iowa

Janice Lane Schroeder, Chief Executive Officer

Children and Families of Iowa (CFI)

1111 University Avenue

Des Moines, Iowa 50314

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Youth and Young Adult Service Provider:

Children and Families of Iowa

Janice Lane Schroeder, Chief Executive Officer

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ONE-STOP OPERATOR:

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Jackie Norris, President

State Public Policy Group (SPPG)

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OFFICE LOCATIONS:

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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 North Central 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 North Central 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 Opportunity 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 North Central 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. The NCIWDB 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 local area.

According to data provided by the Labor Market Information (LMI) Division of Iowa Workforce Development, existing and emerging occupations primarily fall within the sectors of wholesale and retail trade, manufacturing, health care agriculture, and education.

Trends continue to be consistent in the North Central local area, showing manufacturing, health care, transportation, and logistics along with construction and trades as growing industries. Three of these industries, healthcare, transportation and logistics and manufacturing have been targeted for sector boards in the past and continue to be areas of focus in the region. 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, medical lab technicians, etc. Emerging in-demand industries include healthcare, manufacturing, and agriculture.

Employment needs in the North Central Iowa Local Area include healthcare, administrative/office support, and production. Of these, some of the high-demand jobs include heavy and tractor trailer truck drivers, registered nurses, production workers and

supervisors, customer service representatives, and nursing aides. Several fields emerged as growing industries represented by a high number or projected jobs and a higher percent change in growth. These industries include Healthcare related fields, Transportation and Warehouse/ Storage, and Food Manufacturing. Construction and Specialty Trade Contractors were also identified. This aligns with the three identified sector fields in North Central Iowa, healthcare, manufacturing, and transportation and logistics.

WORKFORCE ANALYSIS

Employers have continually identified the need for workers with both soft skills and technical skills. Many of these basic skills apply to all in-demand jobs across industry sectors. Soft skills include good attendance, neat appearance, ability to get along with others, willingness to learn, adaptability, and the ability to work on their own or as part of a team. Technical skills include some type of post-secondary training, math and reading, problem solving, oral and written communication, and computer usage. Filling the education gap is essential to meeting the knowledge and skills identified by employers in these in-demand occupations.

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 are equipment maintenance, function and repair, operations monitoring, troubleshooting and control analysis, listening, and critical thinking.

Based on a review of the North Central 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. Lack of education and English skills, poverty and single parenthood are barriers most identified within the local area. These barriers are continually being addressed in the local area to close gaps in knowledge and skills necessary.

North Central Iowa has identified a potential labor pool of those in targeted populations with barrier as identified in the Barriers to Employment under WIOA legislation. The data and trends have been used to strategize in ways to upskill these targeted populations to meet the needs of employers. The largest of these targeted populations include low income (including those receiving TANF and single parent), individuals with disabilities, ex-offenders, English Language Learners, and those with low levels of literacy. The number of migrant and seasonal farmworkers is also expected to grow in North Central Iowa. Additionally, recently separated Veterans and Veterans with disabilities is also an increasing targeted population.

WORKFORCE DEVELOPMENT, EDUCATION AND TRAINING ANALYSIS:

All partners share a common vision of a system that links workforce needs of employers in the North Central Iowa local area to programs and services that develop skills of targeted populations to meet those needs. Ongoing discussions are occurring that focus on meeting customer needs by creating a common intake service, program referral procedures, potential areas of collaboration, reduction in duplication of services, and mapping of regional partner services. Core partners will continue to work together alongside the One-Stop Operator to meet the needs of the North Central local area. Ongoing cross training will focus on ensuring understanding of programs and services. Potential participants, particularly those with barriers to employment, may not be aware of all the services that workforce partners offer within the local area. Coordinated efforts will be made to enhance orientation and outreach. Transportation in rural areas is an issue and connections will need to be made to address this. Technological options will also be considered, for which IVRS and IDB will be consulted for accessibility.

Core program partners have developed a solid working relationship with a good understanding of each core program and have a shared vision of the future of workforce activities. The partners are also working closely with the Iowa Central Community College PACE and Gap programs. The staff bring a lot of knowledge regarding career pathways, sector strategies, and training and credentials that will be used to enhance workforce activities and services. Training opportunities can be developed so that staff from all programs are able to have a common understanding of information and this can be provided uniformly to participants. Core program staff also have a wealth of experience and knowledge, and staff recognize the expertise that each can provide. IWD offers many classes to assist job seekers and meet needs of area employers of the North Central Iowa local area.

The WIOA Youth program has expertise on working with youth. Adult Education and Literacy has expertise on working with those who are basic skills deficient and lack English language skills. Ongoing cross training will continue to occur to help staff understand the strengths each brings and how to utilize those strengths to avoid duplication of services and align resources. IVRS and IDB offers expertise on working with participants with disabilities and understanding needs related to accessibility and reasonable accommodations. WIOA places a greater emphasis on physical and programmatic accessibility and IVRS and IDB staff offer expertise to provide consultation to partner programs. IVRS and IDB job candidates are referred to and encouraged to utilize existing classes offered through the One Stop to learn job keeping and increase soft skills. IVRS and IDB staff are then able to provide individualized and intensive services to job seekers with disabilities that may need additional support and guidance beyond what is offered through each partner program. This includes enhanced career counseling that focuses on disability management, individualized supports for job seeking and job keeping, one on one re-teaching and

explanation of information learned through classes, and information and resources for accommodations and assistive technology needs. Services for individuals with disabilities are enhanced.

VISION:

NCIWDB 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.***

In partnership with the CEO Board, the LWDB will set policy for the portion of the statewide workforce development system within the Area and consistent with State policies.

NCIWDB 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.***

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 Central 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 North Central 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 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	

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 the identified areas in the integration continuum was outreach and intake. Ideas solicited through the Disability Access Committee (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:

1. Facilitate the engagement of employers in workforce development programs:

IVRS will continue to engage work with employers in North Central Iowa to foster relationships and understand their workforce needs. Core partner agencies are actively involved through assigning their own staff, business specialist to do outreach to hundreds of employers in our North Central Iowa region. Businesses are learning more and more about WIOA partner programs. They are more confident and trusting that organizations are available to them with not only their hiring/employment needs but to bring out a diverse workforce so everyone can work together in all sectors and occupations.

2. Support a local workforce system that meets the needs of employers in the area.

Businesses are learning more and more about our programs. They are more confident and trusting that programs are available to assist them with not only their hiring/employment needs but to bring out a diverse workforce so everyone can work together in all sectors and occupations.

3. Better coordinate workforce development programs and economic development.

Once workforce partners develop an understanding of each employer's needs and culture, assistance can be provided to help the employer build a workforce tailored to their company. When the workforce partners come together, services can seamlessly be coordinated to help companies achieve goals.

4. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

Currently, partnerships exist between workforce development programs and economic development. Meetings are held on a regular basis with a variety of

agencies in the community and great strategies are in place to provide and educate the community of services and resources that are available to them. A need for county economic development is likely in need to be enriched to provide to those living in rural counties.

5. Implement worker training and preparation initiatives utilizing effective business intermediaries and services that support the strategies outlined above.

All core partners are active in implementing each of the incentives above. Partner staff are trained to listen to the employer needs and groom job candidates to serve those needs. WIOA partner staff utilize initiatives to assist job candidates in acquiring strong skills to become a productive worker for the hiring business.

RESEA- Re-Employment Services and Eligibility Assessment services are provided to claimants on unemployment meeting the guidelines of the program. This assists in job searching, resume and unemployment compliance. Business Marketing Specialists are trained in guiding employers through the Registered Apprenticeship development with two designated to assist in development of Healthcare and Agricultural Registered Apprenticeship programs. LVER – Local Veteran Employment Representative is available to assist employers in hiring veterans.

An integrated business service team was established with members from each partner. Monthly meetings occurred with a focus on sharing business information. Joint employer visits were made with focus on learning about the employer and their needs and identifying partner services to fill those needs. Information learned should also drive services to participants. The integration continuum also contains this information as business services has been a focus area.

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 IVRS eligible 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 NCIWDB, 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 North Central local area. The local business service teams, which bring together all four core partners, will 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.
- 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 accessibility within the local area. Regular assessments are made by the DAC pertaining to available center resources, as well as assistance with the coordination of center staff training. The DAC has existed since 2016 and meets on a quarterly basis and includes 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 who are blind or have visual impairments for all core partners.

Ticket-to-Work: These incentive funds are generated from individuals who are on Supplemental Security Income (SSI) or Social Security Disability Insurance (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). IVRS is also, an EN. Collaboration occurs between IowaWORKS and IVRS to provide Ticket-to-Work services. Typically, a referral to IVRS is made when an individual has needs that can be met through the IVRS program. When an IVRS file is closed, a warm handoff is made to IowaWORKS.

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 Trade 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 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. North Central 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: North Central 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 North Central 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 North Central Iowa local area. In instances where an individual cannot meet at a designated center, staff will either travel to meet them or meet through virtual means. In cases where Title I cannot directly provide the services, referrals are made to other core and community partners.

IVRS has a rep on the Youth Standing Committee to ensure needs of students with disabilities are considered. Co-enrollment when applicable is encouraged.

The following programs are made available to youth within the North Central Local Area:

- Tutoring, study skills training, dropout prevention strategies (RBS) (SEC)
- Alternative secondary school services or dropout recovery services (SEC)
- Experiential Learning - Paid and unpaid work experiences that have as a component, academic and occupational education, which may include:
 - Summer employment opportunities and other employment opportunities available throughout school year (WEP)
 - Pre- apprenticeship programs (PRE)
 - Internships and job shadowing (INT), (SHW)
 - On-the-Job Training (OJT)
- Institutional/Occupational skill training shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations (OJT) (IST) (CUS) (APP) (ENT)
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (PRE) (APP) (IST)
- Leadership development opportunities (LDS)
- Supportive services
- Adult mentoring for a duration of at least 12 months (MEN)
- Follow-Up Services (PPS)
- Comprehensive guidance and counseling (G&C)
- Financial Literacy education (FIN)
- Entrepreneurial skills training (ENT)
- Services that provide labor market and employment information about in-demand industry sectors or occupations available within the local area (JSP)
- Activities that help youth prepare for and transition to postsecondary education and training (WEP), (MEN) (SEC)

The following is a list of additional activities and services that are available in the North Central Iowa Local Area to support the required youth services available:

- Entrepreneurial Training (ENT)
- Job Search and Placement Activities (JSP)
- Pre-Employment Training (PET); and
- Skill Upgrading (SUG)

The above-referenced programs are available through Title I Youth program provider. Services not provided directly by the Title I program provider will be provided by other Workforce partners and community agencies.

Support Services are those services that are necessary to enable a youth to participate in activities authorized under WIOA. The following types of support services are available in North Central for youth.

- Clothing (occupationally required or required for interview)
- Dependent Care
- Miscellaneous services
- Residential/Meal's support
- Stipends (STI) youth only
- Transportation

Given limited WIOA funding, not all support services allowable through the Workforce Innovation and Opportunity Act will be made available regionally. When a support service is not available through WIOA in North Central, every effort will be made to partner with various service providers in the local area and appropriate referrals will be provided to participants with services being delivered jointly.

The LWDB has identified the following issues faced by employers and youth entering the workforce within the local area:

- Work readiness skills continue to surface as a critical need as expressed by employers, schools, and other stakeholders who struggle to deal with youth who do not practice positive workplace behaviors. Partners within the one stop system have long-term experience in accessing and presenting work readiness curricula which assist to address this issue.
- The skills new workers (youth) are lacking, including basic work ethics, interviewing skills, basic academic skills, responsibility, organizational skills, and self-esteem can be addressed through career services and in paid or unpaid work experiences. Additional service providers, including area schools, expand the ability to provide needed training for youth through the referral process. Those referrals will be made on an individual basis, meeting the needs of each person. Youth not enrolled in high school needing English as a second language will be referred to programs such as that offered by Adult Education and Literacy Program.
- Co-enrollment of eligible youth with partner programs including IVRS, Adult Education & Literacy and Promise Jobs can have a substantial impact on the success of the youth participant by providing additional services needed to overcome

barriers and coordinated case management.

- Refer to questions E-5 and E-7. Include identification of successful models of such youth workforce activities being used and/or planned and describe how each of the required fourteen program elements will be made available to youth.

As a result of the 75% minimum youth expenditure requirement under WIOA, North Central Iowa will utilize the following strategies to increase out-of-school youth enrollments:

- Continue commitment to offer services to in- school youth while expanding out-of-school youth services
- Continue conversations and communication with area school districts about the WIOA Out- of-School requirement and work to re-engage youth who have dropped out of high school.
- Each youth referral will be reviewed individually. If a youth seems to have the necessary supports in place while they are in high school, but could benefit more from post high school services, enrollment will be delayed until after graduation. If a youth is struggling and could benefit from WIOA services while in high school, the enrollment may be done as an in-school youth.
- IowaWORKS Partner programs meet regularly to staff referrals and to determine which program(s) would best meet the needs of each individual youth.
- Partner with the Promise Jobs program to serve youth and emphasize youth between the ages of 16 and 24 who have not yet built their plan.
- Partner with the Independent Living Aftercare program which provides services to former foster care youth as they age out of the system at the age of 19.
- Partner with the Juvenile Justice System to serve more youth who have dropped from the education system prior to completion.
- Partner with the Adult Criminal Justice System to serve youthful offenders who are on probation, parole or released from prison to assist with career development and training needs.
- Partner with Adult Education & Literacy to serve youth who have dropped out and need to develop a career plan
- Partner with Iowa Vocational Rehabilitation to identify students who will be graduating from high school or who have graduated from high school and may not be eligible for IVRS but would benefit from youth services
- Partner with IVRS and IDB to serve youth with disabilities who might benefit from co-enrollment. IVRS and IDB provide consultation on working with students with disabilities.
- Youth Work Experience programs have been a strong component of youth services within the local area. The youth provider has established contracts with several employers in the local area with a focus on those in a high demand occupation for experiential learning activities including work experiences, internships, summer employment and job shadowing.
- The local area offers work-based learning opportunities throughout the year through both the WIOA youth program and various partner programs. Iowa Vocational Rehabilitation will partner with IowaWORKS to deliver work experience opportunities for disabled youth.
- The local area will ensure that at least 20% of the WIOA youth funds are expended on work experience.

The LWDB will establish a standing committee for youth services in North Central beginning July 1, 2016. The vision for the Youth Standing Committee is to assist the LWDB in providing youth and young adults (ages 14-24) in North Central with career pathway planning and exploration, education/training, and social guidance through a personalized service system that enables our youth to achieve meaningful employment.

Youth Standing Committee

The North Central Iowa Youth Standing Committee provides guidance for local youth programs operated under the Workforce Innovation and Opportunity Act. In addition, the committee provides expertise in youth policy and assists the Regional Workforce Investment Board in:

- Developing and recommending local youth employment and training policy and practice.
- Broadening the youth employment and training focus in the community to incorporate a youth development perspective.
- Establishing linkages with other organizations serving youth in the local area; and
- Considering a range of issues that can have an impact on the success of youth in the labor market.

The North Central Iowa Youth Standing Committee performs the following duties and other functions as necessary and proper to carry out its responsibilities.

- Identify youth employment and training needs.
- Assist to coordinate youth activities in the North Central Iowa Local Area.
- Assist in developing the Youth section of the Local Plan as requested.
- Make recommendations for Workforce Innovation and Opportunity Act youth programs.

The North Central Iowa Youth Standing Committee will meet on a quarterly basis during the months of January, April, July, and October. The committee members may consist of:

- At least one (1) member of the Regional Workforce Development Board that has a special interest or expertise in youth policy
- Individuals representing youth service agencies, such as juvenile/adult justice and/or local law enforcement agencies
- Parent of youth eligible for WIOA youth services or that were served under prior employment and training youth programs Youth eligible for WIOA youth services or were served in the past.
- Individuals with experience relating to youth activities
- Other interested individuals with youth expertise as suggested

In addition, the voice of youth will be gathered and heard through youth focus groups throughout the local area.

Rather than duplicate efforts, many organizations and committees within the local area have established youth groups that can serve as a voice for youth. In addition, current and past

participants can serve to obtain youth input.

SECONDARY AND POSTSECONDARY EDUCATION PROGRAMS:

The North Central Local Area has a documented history of secondary and post-secondary quality engagement. The education providers in the local area have been an integral part of North Central Iowa Local Area workforce development delivery system for years.

Core partners are represented on the Future Workforce Committee led by Iowa Central Community College's Intermediary Specialist in partnership with the Fort Dodge Growth Alliance. The Core Partners participate in the planning and implementation of services designed to help prepare students to be successful as they transition into the workforce by connecting them to local businesses to explore an assortment of fulfilling career options through job shadows, internships, classroom speakers, worksite tours, mock interview, National Career Readiness Certification, and career exploration events. IDB and IVRS provide one on one individualized support to those with the most significant barriers to education and training opportunities.

A focus in the WIOA legislation is on serving individuals with disabilities and particularly students with disabilities. There is also emphasis on assisting youth with the most significant disabilities to pursue competitive and integrated employment options prior to seeking sub minimum wage work. As indicated, approximately 25% of the IVRS caseload is students with disabilities, so services and strategies to work with this population are important. Iowa Vocational Rehabilitation staff partner with all areas high schools to provide collaborative services to students with disabilities. IVRS has a collaborative plan with each district that highlights collaboration and effective use of resources to avoid duplication or services. IVRS staff provide Pre-Employment Transition Services to high school students with disabilities with a focus on Job Exploration Counseling, Work Based Learning Experiences, Counseling on Opportunities, Workplace Readiness Training, and Instruction on Self-Advocacy.

IVRS awarded a grant to Iowa Central Community College to expand their Intermediary Network. This allows a dedicated staff person to provide work-based learning and work readiness skills to students with disabilities in targeted districts. This assists in expanding capacities for both Iowa Vocational Rehabilitation and the Intermediary Network. IVRS also has a partnership with Fort Dodge Senior High, the Transition Alliance Program, that also assists with capacity building and allows program staff to provide individualized services that enhance what the high school is already providing. All these programs and services provide opportunities for students with disabilities to learn about career pathways and increase interest in these career fields. IVRS has connections with disability services staff at Iowa Central Community College to provide additional support and guidance for college students so that they are successful in their training.

With the inclusion of Adult Education and Literacy as a core partner, the North Central Iowa Local Area will be aligning and expanding the coordination and integration of those services within the core partner system to reach customers in need of Adult Basic Education, High School Equivalency Diploma, and English Language Acquisition classes. Students are

referred from and to North Central IowaWorks, Promise Jobs, Youth Employment Program, and Iowa Department for the Blind, Iowa Vocational Rehabilitation Services, and other partners. Classes are held at the Fort Dodge, Webster City, and Eagle Grove campuses utilizing a managed enrollment process. Class schedule and orientation information is available to partners on the Iowa Central website and flyers are disseminated for each 5 week- session. Since Vocational Rehabilitation and IowaWorks are located on the Fort Dodge Iowa Central campus, students may be walked over for referrals or membership to participate in Iowa Works job preparation classes. Youth Employment Program career advisors personally meet with HSED students each 5-week session to establish eligibility for services. IVRS and IDB provides consultation to Adult Education regarding co enrollment of students with disabilities. Title I and PACE navigators have added an additional day to HSED orientation which allows the students to learn about the services available in the one-stop system and start setting goals for continued education and improved employment following the completion of their HSED.

Two new career pathway workshops are being offered and are open to enrollment from core partner participant programs. Workplace Readiness is a 22.5-hour course taught by Iowa Central Community College at the IowaWORKS one stop center. It focuses on managing workplace relationships, building a resume, and interview preparation. Participants can take this course at no cost for non-credit, but upon successful completion they can be awarded 1.5 credits if they choose to enroll in a credit program at the community college. The College Experience teaches participants to study skills and time management and introduces them to all the college resources and departments to ease anxiety of transitioning to a full credit program. This course is currently being at the IowaWORKS One Stop Center by the career navigators.

The North Central Iowa Core Partners can better address the many barriers to career advancement through education and training by leveraging the additional tuition and support services provided by the PACE and GAP programs through co-enrollment of eligible participants. PACE navigators counsel participants about educational pathways which lead to gainful employment and assist in the enrollment of post-secondary training. The community college is expanding its program offerings in short-term pathway training programs to match the regional occupational demand from employers.

Wagner Peyser, IVRS, Title I Adult/DW, and PACE staff have been meeting with re-entry coaches from the local areas correctional facilities to improve outcomes for ex-offenders re-entering the local area. The re-entry teams are focused on barriers to re-entry such as low-skills, lack of transportation, and career readiness. A provider fair allowed inmates to learn about community resources available upon exit. The IWD Offender Workforce Advisor Specialist and Ex Offender Team are working together to develop a Second Chances workshop that will be offered either in the one-stop center or at the local work release facility. The team is also seeking a community-based organization to sponsor bus passes for individuals who complete the second chances workshop, enabling them to overcome the transportation barrier.

The North Central Iowa Local Area is working with its workforce system partners to develop a common intake form, service directory and map, and referral process which will create a seamless customer-focused service delivery network. Duplication of services will be addressed and where possible eliminated through this process of network mapping and

alignment of service offerings.

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

Title I serves 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 North Central 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.

WIOA TITLE I AND WIOA TITLE II PROGRAM COORDINATION:

Coordination of Services between Titles I and II:

The NCIWDB 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 NCIWDB.

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 NCIWDB 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 NCIWDB 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 NCIWDB 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 NCIWDB'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 NCIWDB 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 NCIWDB'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 North Central Iowa is posted on the North Central Iowa Workforce Development Board website and can be found here:

<https://www.iowawdb.gov/north-central/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 NCIWDB 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 NCIWDB 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 NCIWDB 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 and monitoring regular reports of participants served from the Title I Director.

Title I 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 deficiency 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.

The Title I Service Provider 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.