



# STATE WORKFORCE DEVELOPMENT BOARD

<https://www.iowawdb.gov/>

**Mission:**

*The Iowa State Workforce Development Board oversees the development and implementation of the state workforce development plan. The SWDB ensures that state workforce regions have the resources to support employment programs across the state.*

## PUBLIC MEETING NOTICE

**Date:**

Friday, January 14, 2022

**Time:**

11:00 a.m. – 1:00 p.m.

**Place:**

Plumbers & Steamfitters U.A. Local 33  
2501 Bell Avenue  
Des Moines, IA

**Zoom:**

Join Zoom Meeting

<https://iowaworks.zoom.us/j/81543370457>

Meeting ID: 815 4337 0457

One tap mobile

+13126266799,,81543370457#

Dial by your location

+1 312 626 6799

Meeting ID: 815 4337 0457

Find your local number: <https://iowaworks.zoom.us/u/kdFnO2Xn3j>

### TENTATIVE AGENDA:

1. Call to Order.
2. Roll call to establish quorum by Shelly Evans, Board Administrator.
3. **Action Item:** Approval of Meeting Agenda. (Attachment 1 – Agenda)
4. **Action Item:** Approval of Minutes from the November 16, 2021, State Workforce Development Board meeting. (Attachment 2 – Minutes)
5. Welcome by Jay Iverson, Vice Chair.
  - Welcome and Introduction of new SWDB members
    - SWDB Website <https://www.iowawdb.gov/>
    - Reminder of New Member training following today's meeting
6. Director's Report by Director, Beth Townsend, Iowa Workforce Development.

7. Discussion on Draft One-Stop Certification Standards by Iowa WIOA Core Partner Working Group (Keri Osterhaus, IDB; Alex Harris, IDOE; Brandy McOmber, IVRS; and Michelle McNertney, IWD). (Attachment 3 – Draft One-Stop Certification Standards)
  - 7.1 **Action Item:** Motion to approve One-Stop Certification Standards.
8. Discussion on filling SWDB Executive Director and Executive Assistant positions by Jay Iverson, Vice Chair. (Attachments 4 – 5 Job Descriptions for ED and EA)
  - 8.1 **Action Item:** Motion to consider nomination(s) for Executive Director.
  - 8.2 **Action Item:** Motion to approve Executive Director.
  - 8.3 **Action Item:** Motion to consider nomination(s) of Executive Assistant.
  - 8.4 **Action Item:** Motion to approve Executive Assistant.
9. Presentation - WIOA Unified State Plan Modification by Division Administrator, Michelle McNertney, Iowa Workforce Development. (Attachment 6 – State Plan Modification Recommendations) [2020 Iowa Unified State Plan](#)
  - 9.1 **Action Item:** Motion to approve State Plan Modification Recommendations.
10. Update on WIOA Local Plans by Division Administrator, Michelle McNertney, Iowa Workforce Development.
11. Discussion on SWDB Standing Committee Chairs and Members by Jay Iverson, Vice Chair. (Attachment 7 – Summary of SWDB Standing Committees)
12. Open Discussion.

### **ACCOMMODATIONS:**

Accommodations are available upon request for individuals with disabilities. If you need an accommodation, please contact:

Shelly Evans, Board Administrator, [shelly.evans@iwd.iowa.gov](mailto:shelly.evans@iwd.iowa.gov), (515) 725-5680

### **UPCOMING CALENDAR EVENTS:**

- State Workforce Development Board Quarterly Meetings:
  - March 3, 2022 (ZOOM – Vote Only)
  - May 13, 2022 (@ The Well in Pella)
  - August 5, 2022
  - November 2, 2022



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## Minutes Iowa Workforce Development Board Meeting

November 16, 2021

11 am – 1 pm

Greater Des Moines Botanical Garden  
909 Robert D. Ray Drive, Des Moines, IA 50309

### Agenda item 1. Call to Order

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Chair Lynn Schreder called to order the meeting of the Iowa Workforce Development Board (the Board) on November 16, 2021, at approximately 11 am at the Greater Des Moines Botanical Garden, 909 Robert D. Ray Drive, DuPont Rooms, Des Moines, IA.

### Agenda item 2. Roll Call

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#### Members in Attendance

- |                        |                      |                                   |
|------------------------|----------------------|-----------------------------------|
| 1. Lt. Gov. Adam Gregg | 11. LuAnn Scholbrock | 24. Nancy McDowell                |
| 2. Dave Deyoe          | 12. Teresa Hovell    | 25. William Dotzler               |
| 3. Beth Townsend       | 13. Jessica Dunker   | 26. Kristen Running-<br>Marquardt |
| 4. Emily Wharton       | 14. Brad Elliot      | 27. Drew Conrad                   |
| 5. Daniel Tallon       | 15. Ofiela Rumbo     | 28. Kristie Fisher                |
| 6. Lynn Schreder       | 16. Alex Severn      | 29. Kyra Hawley                   |
| 7. Jay Iverson         | 17. Deb Mauricio     | 30. Beth Skinner                  |
| 8. Alicia Stafford     | 18. Carrie Duncan    |                                   |
| 9. Amy Larsen          | 19. Rich Kurtenbach  |                                   |
| 10. Jack Hasken        | 20. Charlie Wishman  |                                   |
|                        | 21. Andy Roberts     |                                   |
|                        | 22. Jason Shanks     |                                   |
|                        | 23. Jayson Henry     |                                   |

#### Members Absent

1. Waylon Brown
2. Ann Lebo
3. Daren Westercamp
4. Curt Strouth
5. Mary Landhuis
6. Quentin Hart
7. Becky Jacobsen
8. John Smith
9. Debi Durham
10. Kelly Garcia
11. Mary Cannon-James

Shelly Evans called roll and advised Chair Schreder that quorum was established.

### Agenda item 3. Approval of Agenda

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Chair Schreder called the next order of business which was the approval of the meeting Agenda for November 16, 201. The agenda was emailed to the Members of the Board.

Amy Larsen motioned to approve the Agenda and Andy Roberts seconded the motion. Members of the Board in attendance voted on the motions by voice vote, which carried unanimously.

### Agenda item 4. Approval of Minutes

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Chair Schreder called the next order of business, which was the approval of the meeting minutes from August 21, 2021. The draft minutes from the August meeting were emailed to the Members of the Board on November 11, 2021.

Chair Schreder opened the floor for public comment on the draft minutes. No public comments were made. Rich Kurtenbach motioned to approve the minutes, and LuAnn Scholbrock seconded the motion. Members of the Board in attendance voted on the motions by voice vote, which carried unanimously.

### Agenda item 5. Welcome

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Chair Schreder welcomed board members. Introduction was made for the following new members:

- Daniel Tallon, new Director of Iowa Vocational Rehabilitation Services
- Alicia Stafford, Wellman Dynamics
- Mary Landhuis, Lisle Corporation
- Brad Elliott, Podium Ink
- Ofiela Rumbo, Pro Cooperative
- Alexander Severn, Capital Data Analytics
- Deb Mauricio, Smithfield
- Jason Shanks, Plumbers and Steamfitters, Local # 33

### Agenda item 6. Comments by Lt. Governor Adam Gregg

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Lt. Governor Gregg thanked all board members for their work and board participation.

## Agenda item 7. Director's Report

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Director Townsend provided her report.

- Workforce assessments began in September and over 62 had been conducted and at least 100 had been scheduled to date. Explained the assessment process and the end game to develop options and a plan to bring back to employers to assist with their needs.
- Explained the Reemployment Case Management Program that takes affect 1/9/22 and the 18 new staff we have hired to do so.
- Talked about the Child Care Challenge and EIF grants that had been posted and were open at the time.
- Introduced Cassandra Halls and talked about her work around workforce realignment.
- 26 Roundtables completed.
- Hosting listening sessions with the local workforce boards.
- Reminded that ARP requests around workforce are being reviewed by the Governor's office.

## Agenda item 8. Presentation of Draft One-Stop Certification Standards by Iowa WIOA Core Partner Working Group

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Alex Harris, IDOE; Keri Osterhaus, IDB; Brandy McComber, IVRS; and Michelle McNertney, IWD, presented the Board members with an update on the One-Stop Certification Standards.

## Agenda item 9. Discussion of Staff

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Chair Schreder discussed the need for staff assistance to the Board and discussion was held on the job descriptions for the Executive Director and Executive Assistant positions. Andy Roberts motioned to approve the job description for Executive Director and Amy Larsen seconded the motion. Members of the Board in attendance voted on the motions by voice vote, which carried unanimously. LuAnn Scholbrock motioned to approve the job description for Executive Assistant and Carrie Duncan seconded the motion. Members of the Board in attendance voted on the motions by voice vote, which carried unanimously.

## Agenda item 10. Discussion on Adding Ex-Offender Standing Committee to Bylaws

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Vice Chair Jay Iverson presented discussion on the need to add the Ex-Offender Reentry Standing Committee to the Board's Bylaws. Jessica Dunker motioned to approve the addition and Andy Roberts seconded the motion. Members of the Board in attendance voted on the motion by voice vote, which carried unanimously.

## Agenda item 11. Update on WIOA Unified State Plan

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Division Administrator Michelle McNertney provided an update on the WIOA Unified State Plan modification timeline and process.

## Agenda item 12. Presentation on Disability Access Committee.

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Brian Dennis, IWD, and Keri Osterhaus, IDB, provided an update on the work being performed related to the increased accessibility at the American Job Centers, as well as the initial information gathering and steps ahead to increase the capacity of providing universal access.

## Next Meeting – Date and Time.

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Chair Schreder reminded the Members of the Board that the next meeting of the Board is scheduled for January 14, 2022, from 11 am to 1 pm, location pending. If the date or time of the meeting changes, Members of the Board would be notified by email.

Meetings for 2022 are scheduled for January 14, March 3, May 13, August 5, and November 2.

Members of the public may confirm the dates and times of the upcoming Board meetings on the Board's calendar located on the Board's webpage accessible at:  
<https://www.iowawdb.gov/state-workforce-development-board-home-page>.

## Adjournment.

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Chair Schreder adjourned the meeting of the Board at 1:01 pm.

## One-Stop Center Certification Standards: Physical and Programmatic Accessibility

The draft One-Stop Center certification standards for physical and programmatic accessibility draw from existing materials (e.g., Iowa’s WIOA state plan, Disability Access Committee materials, WINTAC integration continuum materials), SWDB input (February 2021 meeting and May/June 2021 online survey responses), and accessibility standards established by other states.

The draft standards align with the One-Stop certification requirements described at [20 CFR 678.800](#) (as well as [34 CFR 361.800](#) and [34 CFR 463.800](#)) and in [USDOL-ETA’s Training and Employment Guidance Letter \(TEGL\) No. 16-16](#), “One-Stop Operations Guidance for the American Job Center Network.” Per these requirements, certification standards related to physical and programmatic accessibility must include evaluations of how well the Center ensures equal opportunity for individuals with disabilities to participate in or benefit from Center services. Evaluations must include criteria evaluating how well the Centers and delivery systems take actions to comply with the disability-related regulations implementing [WIOA sec. 188](#), set forth at [29 CFR part 38](#), including:

- Providing reasonable accommodations for individuals with disabilities;
- Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- Administering programs in the most integrated setting appropriate;
- Communicating with persons with disabilities as effectively as with others;
- Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity; and
- Providing for the physical accessibility of the Center to individuals with disabilities.

The draft accessibility certification standards also address Center program, service, and resource accessibility for individuals whose first language is not English and individuals with lower literacy levels.

*Note:* The table below includes draft accessibility standards for both comprehensive and affiliate Centers, in separate columns. In most cases, the same standard applies to both comprehensive and affiliate Centers. However, in one case, standard #8, the standard for affiliate Centers has been adjusted from the standard for comprehensive Centers to reflect different statutory, regulatory, and policy requirements as well as typical partner presence, staffing, operations, and service delivery in affiliate Centers.

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>1. The Center supports knowledge development and capacity building of all partners and staff providing services in the Center by providing onboarding and regular refresher training on applicable laws, regulations, and policies regarding providing equal opportunity to all customers and ensuring nondiscrimination in service delivery.</p>	<p>1. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Staff training agendas/training content and training schedules</li> <li>▪ Training records</li> <li>▪ Staff demonstrate knowledge/familiarity when asked</li> <li>▪ Job descriptions and professional development plans include this focus</li> </ul>
<p>2. The location and internal and external physical layout of the Center is accessible to and inclusive of individuals with disabilities and provides suitable space for service delivery.</p>	<p>2. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Monitoring documents to attest to the Center’s compliance with ADA standards</li> <li>▪ External: Center is on an accessible public transport line or other transport mode (e.g., van service) that is accessible to individuals with disabilities; parking lot spaces closest to the door are dedicated and marked for individuals with disabilities; the Center features ramps for wheelchair access, automatic doors, and wide paths and doorways</li> <li>▪ Internal: The Center interior includes ramps as necessary; automatic doors; wide doorways; adjustable workstations; wide and easily navigable corridors; adjustable seating; and accessible restrooms</li> </ul>

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>3. The Center’s programs and services are accessible to and inclusive of individuals with disabilities.</p>	<p>3. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ The Disability Access Committee (DAC) is consulted to identify and address gaps in accessibility within the Centers. The DAC documents steps taken to address identified deficiencies</li> <li>▪ Software programs meet the Web Content Accessibility Guidelines 2.0, AA (WCAG) standards for accessibility</li> <li>▪ Vital information is 508c-compliant, as verified by a sample of documents</li> </ul>
<p>4. The Center and its programs and services are accessible to and inclusive of individuals whose first language is not English and who have lower literacy levels. Language assistance services (e.g., oral interpretation, written translation, online translation tools) are available as appropriate based on the needs of the local population and are provided in a timely manner and free of charge.</p>	<p>4. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Review and confirmation of available language assistance services</li> <li>▪ Review and confirmation of availability of limited literacy/“plain language”-format materials</li> <li>▪ Review and confirmation of vital information available in translation or availability of staff assistance and/or online or other tools to assist with translation needs as needed</li> <li>▪ Materials containing vital information that are produced by the Center only in English include a “Babel notice” provided in the predominant languages, or likely to be encountered in the community, that informs readers that the material contains vital information and explains how to access language services to have the contents of the communication provided in other languages</li> <li>▪ A written language access plan is being developed or updated to ensure that LEP individuals have meaningful access as outlined by the appendix in 29 CFR § 38.9</li> </ul>

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>5. The Center has trained staff who can proficiently use available assistive technology and aids for individuals with disabilities (e.g., visual, hearing, physical, mental, and intellectual) and help customers use it. Assistive technology and aids provided by the Center are adequate and up-to-date to ensure access to computers, software, and other Center resources and services for customers with disabilities. Center staff know which assistive technologies and aids are available and where they are located.</p>	<p>5. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Confirmation of available and functioning assistive technology and aids</li> <li>▪ Staff training agendas/training content and training schedules</li> <li>▪ Training records</li> <li>▪ Staff demonstrate their knowledge/familiarity with using assistive technology and aids</li> <li>▪ Documentation of consultation with the Disability Access Committee around provision of assistive technology and aids and staff training on their use</li> </ul>
<p>6. In compliance with WIOA sec. 188, the Center and/or the LWDB has policies, procedures, or other guidance in place regarding nondiscrimination and ensures equal physical and programmatic opportunity, accessibility, and inclusiveness for all customers.</p>	<p>6. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Published local policies, procedures, or other guidance</li> <li>▪ Disability Access Committee and/or WINTAC integration continuum materials</li> <li>▪ Center operational plan</li> <li>▪ Center service delivery process flow/guidance</li> </ul>
<p>7. Services are provided in an integrated and inclusive setting, as appropriate for the individual customer and in accordance with applicable laws, regulations, and policies.</p>	<p>7. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Confirmation with staff that services for individuals with disabilities are not segregated/that individuals with disabilities are not automatically routed to providers of service for individuals with disabilities</li> <li>▪ Published local policies, procedures, or other guidance</li> <li>▪ Disability Access Committee and/or WINTAC integration continuum materials</li> <li>▪ Center operational plan</li> <li>▪ Center service delivery process flow/guidance</li> </ul>

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>8. All customers have equal opportunity and are provided basic career services and access to other services provided by all WIOA core, required, and locally-included/non-mandatory partners in a timely manner, either on-site at the Center, through on-demand technology/direct linkage<sup>1</sup>, or through trained staff from another partner program<sup>2</sup>.</p>	<p>8. The Center maximizes customers’ equal opportunity and timely access to the programs and services of non-co-located One-Stop core and required partners through methods such as trained staff from on-site partner programs, direct linkage, “warm” referral<sup>3</sup>, and/or other methods.</p>	<ul style="list-style-type: none"> <li>▪ The local MOU reflects the coordinated service delivery method and approach for all customers, including those with disabilities</li> <li>▪ If not described in the MOU, there is documentation in place that describes how all customers, including those with disabilities, have access to all of the services provided by core and required WIOA partners</li> </ul>
<p>9. Center partner staff provide opportunities for competitive, integrated employment for individuals with disabilities. Competitive, integrated employment is non-segregated, community-based employment with employers that also employ individuals without disabilities, in occupations comparable to those held by employees who do not have disabilities.</p>	<p>9. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Published local policies, procedures, or other guidance</li> <li>▪ Disability Access Committee and/or WINTAC integration continuum materials</li> <li>▪ Center operational plan</li> <li>▪ Center service delivery process flow/guidance</li> <li>▪ Data on the types of jobs the Center is referring individuals with disabilities to and placing them in</li> <li>▪ Documentation of business service team outreach to employers related to competitive, integrated employment opportunities for candidates with disabilities</li> </ul>

<sup>1</sup> See [USDOL-ETA TEGL No. 16-16](#). In the TEGL, “direct linkage” is defined as “providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a ‘direct linkage.’”

<sup>2</sup> [TEGL No. 16-16](#) describes “trained staff” as “having a staff member from a different partner program physically present at the American Job Center and *appropriately trained* [emphasis in the original] to provide information to customers about the programs, services, and activities available through all partner programs.”

<sup>3</sup> “Warm referral” means that Center staff make direct contact with other programs on behalf of the customer to schedule necessary appointments and follow-up in a timely manner, rather than requiring the customer to manage his/her own referral.

## One-Stop Center Certification Standards: Effectiveness

The draft One-Stop Center certification standards for effectiveness draw from existing materials (e.g., Iowa’s WIOA state plan), SWDB input (February 2021 meeting and May/June 2021 online survey responses), and effectiveness standards established by other states. The draft standards align with the One-Stop certification requirements described at [20 CFR 678.800](#) (as well as [34 CFR 361.800](#) and [34 CFR 463.800](#)) and in [USDOL-ETA’s Training and Employment Guidance Letter \(TEGL\) No. 16-16](#), “One-Stop Operations Guidance for the American Job Center Network.” Per these requirements, certification standards related to effectiveness must include evaluations of how well the Center:

- Integrates available services for participants and businesses.
- Meets the workforce development needs of participants and the employment needs of local employers.
- Operates in a cost-efficient manner.
- Coordinates services among the One-Stop partner programs.
- Provides access to partner program services to the maximum extent practicable; and
- Takes feedback from One-Stop customers into account in evaluation of the elements above.

*Note:* The table below includes draft effectiveness standards for both comprehensive and affiliate Centers, in separate columns. In some cases, the same standard applies to both comprehensive and affiliate Centers. In others, the standards for comprehensive Centers have been adjusted to reflect different statutory, regulatory, and policy requirements as well as typical staffing, partner presence, operations, and service delivery in affiliate Centers. Finally, in one case (standard #4), there is only a standard for comprehensive Centers. However, local workforce development boards may choose to set a related standard for affiliate Centers, as appropriate to the situation in their local workforce areas.

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
1. Center staff who perform the Welcome and Exploratory Services functions are cross trained to be knowledgeable with the functions and basic eligibility requirements of each program.	1. <i>Same as comprehensive Center standard.</i>	<ul style="list-style-type: none"> <li>▪ Agendas, training materials, meeting notes which document the partners sharing services and resources</li> <li>▪ Memorandum of Understanding</li> <li>▪ Customer satisfaction surveys</li> <li>▪ Job descriptions/documents outlining job duties</li> </ul>

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>2. The Center ensures that customers have access to all One-Stop programs and services through co-located on-site staff, the use of appropriately trained on-site partner staff<sup>4</sup>, or direct technology linkage<sup>5</sup>. In addition, the Center has a process in place to ensure that referrals to One-Stop or other partners that are not co-located in the Center are “warm”<sup>6</sup>and facilitated.</p>	<p>2. The Center maximizes customers’ timely access to the programs and services of non-co-located One-Stop core and required partners through “warm” and facilitated referrals and/or other methods, such as using trained staff from on-site partner programs or direct technology linkage.</p>	<ul style="list-style-type: none"> <li>▪ Memorandum of Understanding</li> <li>▪ Policy and procedure documents</li> <li>▪ SOPs</li> <li>▪ Case notes</li> </ul>
<p>3. The Center has a documented, seamless customer flow process that is integrated and inclusive of the following activities:</p> <ul style="list-style-type: none"> <li>• Welcome, intake, and orientation</li> <li>• Management of the Exploratory Services Area</li> <li>• Workshops</li> <li>• Development of the Individual Employment Plan (IEP) or service plan</li> <li>• Assessment – informal and/or formal</li> <li>• Referrals</li> <li>• Any other activities as defined by the local workforce development board</li> </ul>	<p>3. The Center has a documented, seamless customer flow process that is integrated and inclusive of the following activities:</p> <ul style="list-style-type: none"> <li>• Welcome, intake, and orientation</li> <li>• Management of the Exploratory Services Area</li> <li>• Development of the Individual Employment Plan (IEP) or service plan</li> <li>• Assessment – informal and/or formal</li> <li>• Referrals</li> <li>• Any other activities as defined by the local workforce development board</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customer flow chart or similar document</li> <li>▪ WIOA service integration continuum self-assessment results and next steps template document</li> <li>▪ SOPs</li> <li>▪ Memorandum of Understanding</li> </ul>

<sup>4</sup> USDOL-ETA [TEGL No. 16-16](#) describes “trained staff” as “having a staff member from a different partner program physically present at the American Job Center and *appropriately trained* [emphasis in the original] to provide information to customers about the programs, services, and activities available through all partner programs.”

<sup>5</sup> [USDOL-ETA TEGL No. 16-16](#) defines “direct linkage” as “providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a ‘direct linkage.’”

<sup>6</sup> “Warm referral” means that Center staff make direct contact with other programs on behalf of the customer to schedule necessary appointments and follow-up in a timely manner, rather than requiring the customer to manage his/her own referral.

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>4. Center staff are organized on functional teams that are intuitive to customers, rather than organized by program or partners. Centers must include one or more Teams that provide Welcoming, Exploratory Services, Career Services, Business Engagement and any others determined by the local workforce development board or the Center, and each team has an organized team structure (Iowa WIOA Policy Chapter 1, Section 4.9, “Characteristics of the One-Stop Delivery System”).</p>	<p><i>No corresponding standard for affiliate Centers. However, local workforce development boards may choose to set a related standard for affiliate Centers, as appropriate to the situation in their local workforce areas.</i></p>	<ul style="list-style-type: none"> <li>▪ Organizational chart that outlines the functional teams and their roles</li> <li>▪ Memorandum of Understanding</li> <li>▪ Meeting summaries/notes from internal team meetings</li> </ul>
<p>5. Through coordination by the One-Stop Operator, leadership staff of on-site partners collaborate to manage the functions of the Center.</p>	<p>4. Leadership staff of on-site partners collaborate to manage the functions of the Center. Management of Center functions may be coordinated by the One-Stop Operator if the local workforce development board had given the Operator this role in affiliate Centers.</p>	<ul style="list-style-type: none"> <li>▪ Center organizational chart</li> <li>▪ Agendas and meeting notes documentation</li> <li>▪ SOPs</li> </ul>
<p>6. The Center uses a team-based case management approach for customers who are receiving services from multiple partners based on their individual needs, with appropriate processes and methods in place for partners to share customer information to meet the full range of customer needs.</p>	<p>5. Affiliate Center staff use a team-based case management approach for customers who are receiving services from multiple partners in the affiliate Center. For customers who are receiving services from both affiliate and comprehensive Center partners, there is a process in place to coordinate case management with the comprehensive Center in the local area.</p>	<ul style="list-style-type: none"> <li>▪ Center SOPs</li> <li>▪ Memorandum of Understanding</li> <li>▪ Documentation of the Center’s use of the Integrated Resource Team model</li> <li>▪ Minutes of service planning/case management team meetings</li> <li>▪ Case notes</li> <li>▪ Confidentiality agreements and/or other information sharing agreements</li> </ul>

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>7. The Center uses customer feedback and data to assess and improve job seeker and employer satisfaction and the quality of services at the Center.</p>	<p>6. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Documentation of the Center’s review of and response to customer feedback gathered through surveys, interviews or focus groups, customer suggestions, VOS greeter, etc.</li> <li>▪ Notes/summaries of Center management team, functional team, and partner meetings</li> </ul>
<p>8. The Center uses demographic data to support customer outreach and service strategies to ensure equitable access and quality services for all customers.</p>	<p>7. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Documentation of the Center’s review of demographic and/or other available data</li> <li>▪ Notes/summaries of Center management team, functional team, and partner meetings</li> </ul>
<p>9. The Center operates in a cost-effective manner. Center partners share Center costs as required by and in alignment with the Infrastructure Funding Agreement.</p>	<p>8. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ One-Stop operating budget that is reconciled in accordance with policy and Infrastructure Funding Agreement that outlines costs shared by partners</li> <li>▪ Memorandum of Understanding</li> </ul>
<p>10. The Center’s integrated business services team shares information across partners to better serve business customers, streamlines outreach to and communications with businesses, and utilizes a single point of contact approach with business customers to represent the integrated business services team.</p>	<p>9. The Center coordinates any business customer-facing activity with the comprehensive Center’s integrated business services team.</p>	<ul style="list-style-type: none"> <li>▪ Organizational chart of Center</li> <li>▪ Written documentation of business services team and approach</li> <li>▪ SOPs</li> <li>▪ LWDB policy</li> <li>▪ Integrated informational and marketing materials</li> </ul>

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>11. The Center’s floorplan/design includes adequate space and capacity to appropriately meet customers’ needs and includes:</p> <ul style="list-style-type: none"> <li>• Organization and signage by function (as listed in standard #4) rather than by program</li> <li>• A welcoming and comfortable “front of the Center” space</li> <li>• Adequate office space for privacy and confidentiality, when needed</li> <li>• Adequate classroom/workshop space</li> <li>• Adequate technology, computer resources, or lab space</li> <li>• Sufficient multi-purpose space adaptable to meet changing needs</li> </ul> <p>In addition, Center hours of operation accommodate the schedules of individuals who are not able to access the Center during regular business hours, as needed.</p>	<p>10. The Center’s floorplan/design includes adequate space and capacity to appropriately meet customers’ needs and includes, as feasible and as appropriate:</p> <ul style="list-style-type: none"> <li>• Organization and signage by function rather than by program</li> <li>• A welcoming and comfortable “front of the Center” space</li> <li>• Adequate office space for privacy and confidentiality, when needed</li> <li>• Adequate classroom/workshop space</li> <li>• Adequate technology and computer resources</li> <li>• Sufficient multi-purpose space adaptable to meet changing needs</li> </ul> <p>In addition, Center hours of operation accommodate the schedules of individuals who are not able to access the Center during regular business hours, as needed.</p>	<ul style="list-style-type: none"> <li>▪ Assessment of Center design and physical space related to the elements listed in the standard</li> <li>▪ Floorplans/Center layout</li> <li>▪ Center physical space signage/labeling</li> <li>▪ Center operating schedule</li> </ul>
<p>12. The Center has a formal communication plan to share information and coordinate with all partner staff, including staff housed at affiliate Centers. The Center also holds regular meetings of on-site partners and includes other partners as needed.</p>	<p>11. The Center has a process in place to share information among on-site partner staff. The Center also has a process in place to share information and coordinate with partner staff housed in the comprehensive Center(s).</p>	<ul style="list-style-type: none"> <li>▪ Communications plan</li> <li>▪ Agendas and notes from Center, functional team, and partner meetings</li> <li>▪ Communication/organizational chart</li> <li>▪ MOU</li> <li>▪ Local Plan</li> </ul>

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>13. The Center management team or One-Stop Operator provides regular reports to the local workforce development board regarding Center operations, performance/outcomes metrics, and customer satisfaction/quality of services to customers.</p>	<p>12. The Center management team provides regular reports to the local workforce development board regarding Center operations, performance/outcomes metrics, and customer satisfaction/quality of services to customers. Preparation and submission of these reports may be coordinated by the One-Stop Operator if the local workforce development board had given the Operator this role in affiliate Centers.</p>	<ul style="list-style-type: none"> <li>▪ Board minutes, meeting notes</li> <li>▪ Center management team reports</li> </ul>
<p>14. Center signage, Center staff identifiers (including nametags, badges, email signatures, and voicemail greetings), and Center promotional materials, educational materials, fliers, pamphlets, social media posts, etc. reflect the IowaWORKS brand and appropriate use of American Job Center branding, not solely the branding of individual agencies, boards, or programs.</p>	<p>13. <i>Same as comprehensive Center standard.</i></p>	<ul style="list-style-type: none"> <li>▪ Review of Center signage, staff identifiers, materials, etc.</li> <li>▪ Policies and procedures</li> <li>▪ Communications plan</li> <li>▪ Social media policies</li> </ul>

## One-Stop Center Certification Standards: Continuous Improvement

The draft One-Stop Center certification standards for continuous improvement draw from existing materials (e.g., Iowa’s WIOA state plan), SWDB input (February 2021 meeting and May/June 2021 online survey responses), and continuous improvement standards established by other states. The draft standards align with the One-Stop certification requirements described at [20 CFR 678.800](#) (as well as [34 CFR 361.800](#) and [34 CFR 463.800](#)) and in [USDOL-ETA’s Training and Employment Guidance Letter \(TEGL\) No. 16-16](#), “One-Stop Operations Guidance for the American Job Center Network.” Per these requirements, certification standards related to continuous improvement include evaluations of how well the Center:

- Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area;
- Establishes a regular process for identifying and responding to technical assistance needs;
- Establishes a regular system for continuing staff professional development; and
- Has systems in place to capture and respond to specific customer feedback.

Continuous improvement, in the context of the public workforce system, is the ongoing assessment and improvement of services and processes to achieve maximum benefit and value for the customer. To continually improve the system, decision makers must have data that provides insight into Center performance relative to local area-wide performance targets; staff support, technical assistance, and training needs; and customer experience of the service process and results. One-stop certification standards require not just that this data is collected and analyzed, but also that it is actively and ongoingly used to improve and enhance decisions and investments, system coordination, processes and operations, and service delivery.

*Note:* All continuous improvement standards apply to both comprehensive and affiliate Centers.

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
1. A method or process exists to identify professional development needs of center staff.	<ul style="list-style-type: none"> <li>▪ Written process/method</li> <li>▪ Professional development schedule</li> <li>▪ Staff interviews</li> <li>▪ Observation</li> </ul>
2. Center staff are provided on-going training and cross-training to ensure they have the knowledge necessary to appropriately and effectively serve and/or refer customers.	<ul style="list-style-type: none"> <li>▪ Training schedule, attendance rosters</li> <li>▪ Staff interviews</li> <li>▪ Training certificates</li> </ul>

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>3. Each partner agency providing service in the center commits to supporting and making available professional learning opportunities for their staff.</p>	<ul style="list-style-type: none"> <li>▪ Training schedule</li> <li>▪ Meeting notes</li> <li>▪ Charter or another organizing document</li> <li>▪ Training certificates</li> <li>▪ MOU</li> </ul>
<p>4. Methods are in place to track customer satisfaction and feedback. These results are reported regularly to the local workforce development board and are used to refine service delivery within the center.</p>	<ul style="list-style-type: none"> <li>▪ Policy and/or process documents</li> <li>▪ Customer satisfaction data (collected locally or at the state level)</li> <li>▪ Data from customer interviews, focus groups, surveys, etc.</li> <li>▪ Data analysis</li> <li>▪ Meeting summaries where information was discussed</li> <li>▪ Local WDB meeting minutes</li> </ul>
<p>5. The center has demonstrated high customer satisfaction from job seeking customers as determined by the Local WDB.</p>	<ul style="list-style-type: none"> <li>▪ Customer satisfaction data (collected locally or at the state level)</li> <li>▪ Data from customer interviews, focus groups, surveys, etc.</li> </ul>
<p>6. The center has demonstrated high customer satisfaction from business customers as determined by the Local WDB.</p>	<ul style="list-style-type: none"> <li>▪ Customer satisfaction data (collected locally or at the state level)</li> <li>▪ Data from customer interviews, focus groups, surveys, etc.</li> </ul>
<p>7. Center partners demonstrate a shared commitment to providing customers with high-quality, impactful service experiences<sup>7</sup>.</p>	<ul style="list-style-type: none"> <li>▪ Center service delivery vision, mission, and/or values</li> <li>▪ Customer-centered design work documents/materials</li> <li>▪ MOU</li> <li>▪ Charter</li> <li>▪ Meeting notes</li> <li>▪ Staff interviews</li> <li>▪ Observation</li> </ul>

<sup>7</sup> See [USDOL-ETA TEGL No. 04-15](#), “Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA).”

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>8. The center has robust internal processes in place to assess and improve operational efficiency and effectiveness, including but not limited to the level and effectiveness of partner integration, service planning and delivery coordination, center processes (e.g., welcome, referral, and other processes), review of WIOA key performance measures, etc.</p>	<ul style="list-style-type: none"> <li>▪ Written assessment process/method and results</li> <li>▪ Meeting notes</li> <li>▪ Process improvement documents</li> <li>▪ Customer survey results</li> <li>▪ Staff interviews</li> <li>▪ WINTAC integration continuum materials</li> <li>▪ Analysis of performance data/reports</li> </ul>
<p>9. The center tracks progress of partner integration efforts through the use of the WINTAC integration model, or another model approved by the SWDB, to positively impact system integration across multiple center services, including outreach and intake, assessment, career services, case management, career pathways, and business engagement.</p>	<ul style="list-style-type: none"> <li>▪ Written process/method</li> <li>▪ Meeting notes</li> <li>▪ Process improvement documents</li> <li>▪ WINTAC integration continuum materials</li> <li>▪ Integration Continuum Major Processes Desk Aid</li> <li>▪ Disability Access Committee meeting notes/reports</li> </ul>

# PROPOSED ONE-STOP CENTER DEFINITIONS

## Comprehensive Center

- Titles I and III are present full time with one other core partner present at least part time, and center provides access to all programs, services, and activities of partners not located in the center.

## Affiliated Center

- Two or more core partners with at least one of the core partners present on a full-time basis.

## Satellite Center

- Any location where one core or required partner is present on a permanent basis. Title I and Title III are not eligible to have stand-alone offices or be Satellite Centers.

**Job Title: Executive Director, Iowa State Workforce Development Board****Reports To**

The Executive Director will report to the Chair of the Iowa State Workforce Development Board (SWDB) and to the Director of Iowa Workforce Development, the employer of record.

**Job Overview**

In support of the Iowa SWDB, the Executive Director is responsible for providing guidance and technical expertise on workforce development activities and services in the state of Iowa. This position works directly with the Board Chair and members to ensure compliance with the federal Workforce Innovation and Opportunity Act (WIOA) and state regulations that govern workforce development activities in Iowa. The Executive Director will facilitate the SWDB's ability to set a strategic vision for a collaborative workforce system in Iowa, focusing on creating the most future ready workforce in the nation.

**Responsibilities and Duties**

- Support the SWDB in developing overall strategic direction and goals for Iowa's workforce development system.
- Support the SWDB Executive Committee and Standing Committees to ensure successful operation of the committees.
- Work closely with the SWDB and partners to develop the State Plan required by the Workforce Innovation and Opportunity Act (WIOA).
- Provide expertise on WIOA and workforce development to the SWDB.
- Support the analysis, strategic planning, and policy development needs of the SWDB to ensure it fulfills its statutory requirements under federal and state law.
- Guide and train SWDB members in the effective execution of their duties and responsibilities as directed in federal and state law.
- At the approval of the SWDB Chair, represent the SWDB in appropriate state and national venues.
- Provide technical oversight of SWDB review documents and special reports as needed.
- Inform and advise the SWDB on national, state, and local activities that affect WIOA, the SWDB, and workforce development.
- In conjunction with the Governor's office, ensure membership is in compliance with federal and state regulations.

**Knowledge, Skills, and Abilities**

- Experience in federal and state employment and training legislation and regulations, primarily WIOA.
- Experience in the development of policy, procedure, and recordkeeping systems.
- Experience in performance measurement and program management.
- Excellent communication skills, both written and oral.

- Strong analysis, assessment, and “translation” skills to identify policy opportunities and shape them into actionable items for the SWDB and other stakeholders.
- Attentiveness and demonstrated skill in relationship management with diverse constituencies, multiple partners, and broad-based stakeholders.
- Broad knowledge of concepts, principles, and processes in public policy development and state government operations.

### **Job Requirements**

This individual must have education, training, and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelor’s Degree or higher.
- Experience in analyzing labor market information and employment data.
- Experience interpreting federal and state laws, rules, regulations, standards, policies, and procedures.

**Job Title: Executive Assistant, Iowa State Workforce Development Board****Reports To**

The Executive Assistant will report to the Chair of the Iowa State Workforce Development Board (SWDB) and to the Director of Iowa Workforce Development, the employer of record.

**Job Overview**

In support of the Iowa SWDB, the Executive Assistant will work closely with the SWDB Executive Director and Chair to plan, organize, and manage the work of the SWDB. This includes, but is not limited to: scheduling board and committee meetings, executing contracts with vendors as needed for meeting space, etc., recording meeting minutes, and ensuring Iowa open meeting requirements are adhered to.

**Responsibilities and Duties**

- Support the SWDB Chair and Executive Director in planning, organizing, and managing the work of the Iowa SWDB.
- Support the SWDB Executive Committee and Standing Committees to ensure successful operation of the committees.
- In conjunction with the Governor's office, ensure membership is in compliance with federal and state regulations.
- Manage information flow in a timely and accurate manner.
- Format information for internal and external communication – meeting agendas, documents, presentations, reports, etc.
- Take minutes for SWDB meetings and Committee meetings as necessary.
- Act as the point of contact for board members, stakeholders, and general public inquiries.

**Knowledge, Skills, and Abilities**

- Experience in federal and state employment and training legislation and regulations, primarily WIOA.
- Excellent communication skills, both written and oral.
- Excellent organizational skills.
- Attentiveness and demonstrated skill in relationship management with diverse constituencies, multiple partners, and broad-based stakeholders.
- Broad knowledge of concepts, principles, and processes in public policy development and state government operations.

**Job Requirements**

This individual must have education, training, and/or experience demonstrating competence in each of the following areas:

## JOB DESCRIPTION



- Possession of a Bachelor's Degree or experience equal to four years of full-time professional-level work

# Iowa WIOA Unified State Plan Modification Recommendations

## *Federal Requirements for State Plan Modification*

[Training and Employment Guidance Letter NO. 4-21](#): Modification Requirements for Workforce Innovation and Opportunity Act (WIOA) State Plan for Program Years (PYs) 2022 and 2023 (issued 12/14/21)

- Reassess economic and labor market information (LMI) and adjust strategies for what may be a different set of growing and declining industries, occupations, and skills
  - Utilize a Diversity, Equity, and Inclusion lens to develop state strategies
  - Performance Negotiations for Core Programs
  - Request Waivers for WIOA Title I and Title III
- Draft must be posted for Public Comment (the WIOA Core Partner Working Group will also hold a virtual Town Hall meeting to solicit feedback and input)
  - Submit Modifications by March 15, 2022

## *Summary of Modification Recommendations*

Section of Plan	Page in Current State Plan	Content
Common Elements	2	IVRS Information
	8 – 17	Economic Analysis
	17 - 35	Workforce Analysis
	35 - 64	Workforce, Education, and Training Analysis
	65	Performance Goals
	65 – 67	Assessment – add One-Stop Certification Standards
	67 – 74	State Strategies – update to include Assessments
	78	SWDB Standing Committees
	113 - 114	SWDB Roster
	116	Staff to the Board
	154	Common Assurances – One-Stop Certification Standards
Program Specific	155 - 159	Local Workforce Development Areas
	161 – 164	Rapid Response (sections C and D)
	165 – 166	Registered Apprenticeship Grant Information
	172 – 173	Local Area Transfer of Funds Criteria
	179 – 182	Title I Waiver Requests
	190	Add Reemployment Case Management Program
	211 – 217	AEL Local Activities
	217 – 219	AEL Corrections Education
	219 – 222	AEL Integrated English Literacy and Civics Education
	222 – 227	AEL State Leadership Activities (Required and Permissible)

	227 – 231	AEL Accessing Quality
	237 – 241	State Rehabilitation Council
	241 – 242	Request for Waiver of Statewideness
	242 – 244	Cooperative Agreements with Agencies
	245 – 251	Coordination with Education Officials
	251	Cooperative Agreements
	251 – 252	Arrangements and Cooperative Agreements for Supported Employment
	252 – 258	Coordination with Employers
	258 – 259	Interagency Cooperation
	259 – 266	Comprehensive System of Personnel
	266 – 278	Statewide Assessment
	279 – 281	Annual Estimates
	281 – 284	State Goals and Priorities
	284 – 288	Order of Selection
	288 – 289	Goals and Plans for Distribution of Funds
	289 – 298	State’s Strategies
	298 – 309	Evaluation and Reports of Progress
	309 – 310	Quality, Scope and Extent of Supported Employment
	310 -311	Certifications
	311 – 315	Assurances
	316 - 319	Cooperative Agreements with Agencies
	319 – 328	Coordination with Education Officials
	328 – 329	Cooperative Agreements
	329 – 330	Arrangements and Cooperative Agreements for Supported Employment
	330 – 332	Coordination with Employers
	332 – 334	Interagency Cooperation
	334 – 341	Comprehensive System of Personnel
	341 – 347	Statewide Assessment
	347 – 348	Annual Estimates
	349 – 350	State Goals and Priorities
	350 – 351	Order of Selection
	351 – 353	Goals and Plans for Distribution of Funds
	353 – 362	State’s Strategies
	362 – 366	Evaluation and Reports of Progress
	366 – 367	Quality, Scope and Extent of Supported Employment
	367 – 369	Certifications
	369 - 372	Assurances
Appendix 1	375 – 378	Performance Goals for Core Programs
	380- 383	Core Partner Agency Organizational Charts

### Iowa State Workforce Development Board – Summary of Standing Committees

Committee	Description	Membership	Required By
Executive Committee	Responsible for coordinating and overseeing the activities of the Board and its other Committees to ensure the satisfactory performance of the functions of the SWDB. The Executive Committee acts on the Board's behalf when the board is not meeting.	Chair, Vice-Chair, 5 additional members chosen by the Chair from the voting membership of the board. The Chair may appoint additional members as deemed necessary.	Bylaws
State Workforce Development System Committee	Provides information and assists with operational and other issues related to the workforce system.	Chaired by a Member of the Board or designee approved by majority vote of the board. Other members may be either Members of the Board or nonmembers who have the appropriate experience and expertise.	Iowa Code 84A.1A (6)(a)(1)
Policies and Practices	Provides recommendations regarding the best policies, procedures, and practices regarding workforce development programs, services, and activities.	Chaired by a Member of the Board or designee approved by majority vote of the board. Other members may be either Members of the Board or nonmembers who have the appropriate experience and expertise.	Iowa Code 84A.1A (6)(a)(2)
Youth Services Committee	Provides information and assists with issues relating to the provision of services to Youth.	Chaired by a Member of the Board or designee approved by majority vote of the board. Other members may be either Members of the Board or nonmembers who have the appropriate experience and expertise. Must include representatives of community-based organizations with demonstrated record of success in service eligible youths.	Iowa Code 84A.1A (6)(a)(3)
Disability Access Committee	Provides information and assists with issues related to services to individuals with disabilities, including compliance with state	Chaired by a Member of the Board or designee approved by majority vote of the board. Other members may be either Members of the Board or	Iowa Code 84A.1A (6)(a)(4)

	and federal nondiscrimination laws relating to the workforce development system and appropriate training of staff regarding the provision of support, accommodations, and employment opportunities for individuals with disabilities.	nonmembers who have the appropriate experience and expertise.	
Minority Unemployment and Outreach Committee	Provides information and assists with issues relating to disparities in the minority unemployment rate in Iowa.	Chaired by a Member of the Board or designee approved by majority vote of the board. Other members may be either Members of the Board or nonmembers who have the appropriate experience and expertise.	Bylaws
Ex-Offender Reentry Committee (PROPOSED)	Focused on aligning efforts by State and local entities to give ex-offenders a better opportunity to start a new career and find self-sustaining employment to help them successfully re-enter their communities.	Chaired by a Member of the Board or designee approved by majority vote of the board. Other members may be either Members of the Board or nonmembers who have the appropriate experience and expertise.	Bylaws

With the exception of the Executive Committee, SWDB Standing Committees will meet a minimum of semiannually; with additional meetings add at the discretion of the Committee Chair.